

Buyers Guide – PSC-02-2022

Provision of the People Matters program

This Buyers Guide provides information about the services available under the Standing Offer Arrangement (SOA) PSC-02-2022 for the provision of the People Matters program, and an overview of the process to purchase services under the arrangement.

People Matters

The People Matters program is a 3-day leadership capability development program developed by the Public Sector Commission (PSC). It is designed for anyone who supervises staff (e.g. supervisors, team leaders and managers) or is an aspiring leader (A06 – A08), and provides practical skills and confidence in managing people, performance and change in the Queensland public sector. The SOA also provides two extension modules:

- Performance Conversations
- Recruitment and Selection.

Performance Conversations

Performance Conversations provides an understanding of the legislated obligations to proactively manage employee performance and how to do so in a manner consistent with Directive 02/24 (Positive Performance Management).

Recruitment and Selection

The Recruitment and Selection program develops the knowledge, skills and confidence to carry out a recruitment and selection process that reflects the obligations of Directive 07/23 (Recruitment and Selection).

The core program and extension modules are aligned with the [Leadership Competencies for Queensland](#) Team Leader stream.

Delivery partner and timeframes

In 2022 the PSC engaged the Institute of Managers and Leaders (IML National) under a SOA to deliver the program to Queensland Government agencies. This SOA has been extended for two years to 30 November 2027. Additional information regarding the program is available in the [People Matters brochure](#) and the [Institute of Managers and Leaders \(IML\) website](#).

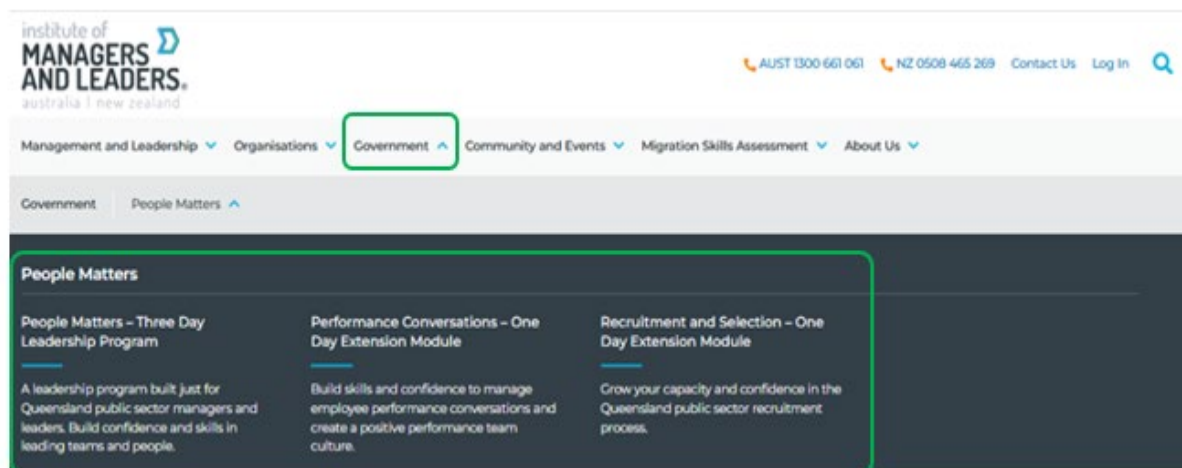
Purchasing services under the SOA

The SOA has been setup to enable agencies to enrol participants into public programs (mixed cohorts of Queensland Government employee participants) directly from the IML National website.

Alternatively, agencies with larger volume requirements can book in-house delivery of programs for single-agency cohorts using the SOA Order available on the Queensland Government Arrangements Directory.

Enrolling into a public program cohort

- 1.1 Navigate to the IML website, and locate the 'Government' drop down menu, which will allow you to view and access the individual pages and information for the People Matters, Performance Conversations, and Recruitment and Selection website pages.



- 1.2 Access the relevant program by selecting the program name and navigate to the bottom of the page to view available program dates.
- 1.3 To book, choose the 'Book Now' button next to the relevant cohort that you wish to attend. This will take you to a booking form/page.

Note: the IML website will display 'Member' and 'Non-Member' Book Now buttons. All QLD government employees have access to 'Member' rates via the Public Sector Commission Corporate Membership. As a result, 'Member' pricing will apply regardless of which Book Now option is chosen when an individual enrolls with their QLD Government email address.

- 1.4 Fill out your details via the online enrolment form to book into the session.
- 1.5 You will be given the option to either pay via invoice (sent after enrolment) or you can pay online via credit card. If paid online via credit card, a tax invoice will be sent to your email address for reconciliation purposes.
- 1.6 Following completion of the form, a confirmation email will be sent to the attendee's email address.

Procuring an in-house People Matters cohort

- 1.1 Contact IML to request an in-house delivery by any of the following options:
 - (a) sending an email to peplematters@managersandleaders.com.au with details of your request included (including preferred dates)
 - (b) calling our general phone line to request further information: 1300 661 061
 - (c) completing the 'contact us' form on our website: <https://managersandleaders.com.au/contact-us/>

- 1.2 Following initial contact, an IML representative will reach out to confirm delivery details and program requirements. Upon confirmation, you will receive a copy of the SOA Order Form with your relevant program details to be signed off.
- 1.3 Upon signature and return to IML, the team will reach out to further organise the program and answer any outstanding questions about delivery and content.

Pricing

Pricing can vary from year to year. As of April 2026, the prices for services delivered under the SOA are as follows:

Description	Total Price (incl. GST)
Price per participant for a 3-day Open People Matters Program (either face-to-face or virtual)	\$990.00
Price per participant for a 1-day Open Extension Module (either face-to-face or virtual)	\$380.00
Price for an In-House 3-day People Matters Program (up to 20 participants either face-to-face or virtual)	\$15,070.00
Price for an In-House 1-day Extension Module (up to 20 participants either face-to-face or virtual)	\$3,685.00
Contextualisation of the program for specific cohorts or development of additional program content (daily rate – 8hrs)	\$2,750.00
Optional coaching session (1 hour)	\$495.00
Optional diagnostics debrief (1 hour)	\$495.00
Price per participant for a 3-day Open People Matters Program (either face-to-face or virtual)	\$990.00

Free and discounted IML National benefits

Corporate membership – free and discounted offerings

As part of the SOA, all Queensland public sector organisations receive corporate membership with IML regardless of whether they participate in a paid course or not. This enables all public sector entities and agencies to immediately access a wide range of courses, events, and resources, including:

- free and discounted offers
- complementary registrations for development days and webinars
- discount on IML’s publicly available programs and short courses
- complementary 360-degree survey tool and further discounts on people analytic tools
- 50% discount on training room hire at IML’s headquarters in the Brisbane CBD
- access to IML’s online learning hub and monthly People Matters newsletter.

Free alumni and stakeholder events

Free for members, individuals can come together to connect with other People Matters alumni while refreshing on the program content and leadership models.

Find out more [or register here](#).

Free webinars and replays

Explore development day on-demand, IML's library of one-hour long webinar sessions, with content that keeps you ahead of leadership and management trends.

Find out more about upcoming events or [register here](#).

Free learning and development resources

Get yourself and your team on the front foot, with high-quality resources to tackle common leadership pain points, created using content and insights from IML's leadership programs:

- Decision making checklist
- Change management timeline
- Delegation checklist
- Job clarity tool
- Time management action plan
- Map to the motivated mindset.

Access the resources [here](#).

For additional information on the People Matters program, please contact the Public Sector Commission by email at development@psc.qld.gov.au.