



Vision: To be a trusted, respected, and internationally reputed Public Service

Mission: To deliver quality services with passion, integrity, and efficiency in enabling platforms



ABOUT US

Welcome to PSC Office Edition No.1 for 2026 — and yes, we're officially back.

After a brief pause since 2023, the PSC Office Newsletter is making its return as a bi-monthly space to capture what we do, how we do it, and the people who make it happen. This edition covers the period from January to February 2026, a busy and energising start to the year filled with planning, engagement, learning, and leadership.

The aim is simple: keep us informed, connected, and proud of the work we do together. We hope you enjoy this edition, see your work reflected in its pages, and continue contributing as we grow this platform for the long run.

Happy reading — and welcome back to another year of service.

What's Inside

- Back to work
- Training Highlights
- Leadership Engagement
- Office Retreat
- CoP Review
- Staff Spotlight



Newsletter Contributions

Divisions are encouraged to submit short articles, updates, and photos for upcoming bi-monthly editions. Please coordinate submissions through your Division Representative or the Oversight Team

 7400300

 oversight@psc.gov.to

 Old PMO's Office Grounds



The first two months set the tone for the whole year.
Let's start strong and stay consistent.

Jan & Feb HIGHLIGHTS



BACK TO WORK – 5 JAN



The PSC Office officially resumed work on 5 January 2026, with staff returning refreshed and ready to take on the year ahead. The first days back focused on reconnecting as a team, aligning priorities, and setting the tone for a productive and collaborative year.

While inboxes filled up quickly (as expected), the energy across the office reflected a shared commitment to delivering on our mandate and supporting the public service effectively in 2026.



Strategic Media and Communication Workshop

In partnership with the Government of Australia, the PSC delivered five Strategic Media and Communication training sessions between November 2025 and January 2026.

A total of 72 participants (CEOs, Deputy CEOs, and senior staff) strengthened their skills in strategic communication, public speaking, and media engagement—leaving better prepared to deliver clear messages, even under pressure.

The PSC thanks the Government of Australia for its support and the Tonga Statistics Department for hosting the sessions.

Talatalanoa Program - MET Planning week

The PSC Office joined the Ministry of Education and Training during their 2026 Planning Week (19–20 January) across Vahe Hihifo, Vahe Hahake, and Vahe Kolo.

Through the Talatalanoa Program, teachers and PSC staff shared reflections and ideas on planning, coordination, and collaboration. PSC also introduced the Fraud Policy and highlighted ongoing work on the Sexual Harassment Policy.

We thank MET for the warm welcome and look forward to continued collaboration in strengthening education services.

Office Retreat 2026

On 5–6 February 2026, the PSC Office held its annual retreat, stepping away from daily routines to focus on strategy, teamwork, and planning ahead.

The retreat covered key areas including Financial Management, M&E updates, and discussions on the Corporate Plan and Annual Management Plan, with management finalising priorities, budgets, and lessons learned.

The team left aligned, energised, and ready to deliver strong outcomes.

Farewell & Best Wishes



As colleagues transition to new opportunities, we sincerely thank them for their valuable service and contributions to the PSC Office.

You will be missed, and we wish you every success and growth in your next chapter. Farewell and best wishes from the PSC family.



Fineasi Saipi'a,
Driver



Soane Kisina,
Assistant Records
Management
Officer



Siosaia Manakofua,
Records
Management
Officer



Hepisipa Hakeai,
Accountant



PSC Office - COP Review Exercise

The Classification of Positions Review exercise commenced on 11 to 23 February 2026, marking an important step toward consistency, fairness, and clearer role definitions across the public service.

The review supports better workforce planning, aligns roles with organisational needs, and clarifies responsibilities. The PSC Office continues to work closely with ministries to ensure a smooth and effective review process.

PSC Office - Induction Training

On 17 February 2026, the PSC Office conducted an Induction Training for newly appointed public servants at the Api Mataka Conference Room, MET.

A total of 68 new employees attended (*from 17 Ministries*) the full-day session, which covered key topics including public service policies, salary taxation, retirement benefits, and financial planning.



The PSC extends its sincere appreciation to the **Ministry of Revenue and Customs, Ministry of Finance, Tonga Mo'ui Fakapotopoto, and the Tonga National Retirement Benefits Fund** for their valuable presentations and support.



CEO LEADERSHIP RETREAT 2026

Building Stronger Leaders



On 23 January 2026, the PSC hosted the CEO Leadership Retreat at Ancient Tonga for CEOs and Acting CEOs from Schedule 1 Ministries.

The retreat focused on leadership, governance, collaboration, and service delivery, with key messages from the Chairperson and Hon. Prime Minister highlighting people-centred leadership, clear communication, and shared responsibility.

Participants left inspired and ready to strengthen public service performance across Tonga.

PSC Office Customer Service Training



The PSC Office, in collaboration with Ms. Linda Maue, conducted an essential Customer Service Training for the Public Service on 19 Feb (x34), 24 Feb (28x), and 27 February 2026 (17x).

This training covered key areas including service excellence, effective communication, professionalism, and handling customer feedback and complaints.

Serving people well is the true measure of performance.

Strengthening

MEET & GREET WITH THE HON.PM



Vision and Service Excellence

The PSC Office was honoured to host a Meet and Greet with the Hon. Prime Minister and Minister Responsible for the PSC, Lord Fakafanua, on 21 January

2026. Attended by the Commission, CEO, Deputy CEOs, and staff, the session highlighted the importance of meaningful performance indicators, continuous improvement, efficiency, customer service, and professionalism. The Prime Minister also shared a vision of achieving 100% performance and service standards by 2035, while acknowledging fiscal realities in considering salary improvements.

The session concluded with a reminder that systems and policies are important, but people ultimately deliver results. The PSC Office thanks the Prime Minister and reaffirms its commitment to supporting his vision for a high-performing, trusted Public Service.



On 16 February 2026, the PSC Office was privileged to receive Ms. Catherine Taylor from New Zealand Ministry of Foreign Affairs and Trade (MFAT), who facilitated a M&E Training session for our staff.

The session provided valuable insights and practical guidance to strengthen our understanding and application of M&E principles within the Public Service.



MARK YOUR CALENDAR!!

Whats coming up next month?

- Customer Service Training for MORC - 5 to 7th March
- Public Service Induction Training for 6 March
- PSC Office Talatalanoa Program to the two Niuas

PSC REMINDERS!!

- Reminder our Retirement Survey to complete by **6 March 2026** - Please scan QR Code!!
- LMs to submit their final COP Review by **13th March 2026**
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Check out our Facebook page for the latest Policy Tips, photos, and event highlights.

“Strong governance is built on accountability, collaboration, and the dedication of public servants who lead with purpose.”

LEVEL UP & NEW RECRUITS HAVE ENTERED THE CHAT!!

Big Congratulations to our newly promoted stars:



Neliane Afu,
PHRO, HR Division



Sisilia Leha,
PHRO, Oversight Division



Wellesley Tu'i'onetoa,
SEO, Corporate

A well-deserved - hard work officially unlocked

Warm welcome to our newest team members:



Victoria Fisi'ihoi,
HRO, HR Division



Vai'asini Soakai,
Assistant Accountant, Corporate



Fangailupe Lasike,
SAS, Corporate

We're excited to have you on board!