

CASE STUDY

LEADERS IT FEDERAL GOVERNMENT

Leaders IT's Capacity Uplift Solutions Program (CUSP) helped build a sustainable pipeline of Government-ready IT talent by identifying, developing and mentoring early-career and career-transition professionals, improving workforce stability, capability uplift and long-term service continuity within secure government environments.

WHO WE ARE:

Leaders IT, is a practice-led IT and digital consultancy committed to delivering program, project and change management services to clients.

Our consultants specialise in agile and other project delivery and governance methods, using best practices to manage and deliver a program or project. With a strong commitment to driving improvement, we focus on design, and putting in place governance processes for large digital transformation and ICT programs; finding drivers and barriers for organisational change, design and delivery of change programs. This includes assessing business readiness, design and putting in place target operating models, where our team delivers exceptional results.

BUILD CAPABILITY. CREATE OPPORTUNITY. ADDRESS SKILLS SHORTAGES.

Our CUSP Program is a structured 12-month workforce development program designed to help organisations build sustainable technology capability while creating pathways for emerging and non-traditional talent pools.

The program identifies, hires and develops individuals including recent graduates, career changers and professionals returning to the workforce, providing them with tailored technical and professional development while they gain valuable on-the-job experience within client organisations.

BACKGROUND:

A managed services provider supporting the Federal Government required a sustainable workforce solution to strengthen service continuity, improve retention, and build long-term capability across government-aligned teams.

Traditional contingent labour models were not meeting the need for workforce stability, security-cleared talent, and ongoing skills development. Leaders IT introduced the Capacity Uplift Solutions Program (CUSP) to create a structured pathway for identifying, developing, and deploying high-potential consultants into government environments.

APPROACH:

Leaders IT designed and delivered a government-focused CUSP cohort tailored to the client's workforce requirements. This included collaborative role design aligned to SFIA capability frameworks, rigorous candidate assessment and psychometric profiling, and the selection of early-career and career-transition professionals with strong aptitude and cultural fit.

Consultants were placed into government-aligned teams and supported through structured mentoring, professional development workshops, performance coaching, and on-the-job learning, ensuring capability growth aligned to government delivery expectations and security requirements.

OUTCOME:

The program successfully delivered government-ready consultants into secure environments, creating a sustainable pipeline of capable talent while reducing reliance on traditional hiring cycles. Through ongoing mentoring and development, participants rapidly built role-specific capabilities, contributing to improved workforce stability, stronger retention outcomes, and enhanced collaboration between the client, Leaders IT, and government stakeholders. The result was a repeatable, scalable model for building long-term, security-cleared talent capability within one of Australia's most complex operating environments.

WHAT WE DELIVERED:

- A Government-focused talent pipeline of high-potential early-career and career-transition IT professionals.
- A structured capability development through SFIA-aligned assessment, mentoring, coaching and professional development.
- Established a sustainable workforce model that improved retention, accelerated productivity and strengthened long-term government capability.