

ACNC Culture Plan

2018-19

ACNC's Culture Vision:

To promote a people-centred culture that models the ACNC values, understands the vision and purposes, and works collaboratively to achieve corporate priorities.

Guiding Principle:

Sustaining an independent, transparent and well-governed agency with a positive culture and strong customer service ethos.

We will:

- Have a positive workplace attitude, and recognise each other's triumphs and accomplishments
- Tell it as it is - with honesty, empathy and respect - and we will hear it as it is and endeavour to understand
- Maximise performance through meaningful conversations and feedback
- Create an open, inviting and transparent workplace that celebrates diversity
- Commit to our wellbeing through role modelling a healthy work-life balance
- Have an integrated approach to training, performance feedback and professional development

We commit to fostering and maintaining a positive workplace and to our ongoing learning and professional development

People Matter

We will:

- Have a clear understanding of the ACNC's aims, with a commitment towards achieving them
- Understand how our work contributes to the bigger picture, and consider its impacts on the whole of the ACNC
- Learn from each other and our mistakes
- Collaborate without boundaries and use our collective talent to achieve the best outcomes

We work collaboratively to deliver on our mission and our priorities

One ACNC

We have a tenacious and thorough approach that drives innovation, creativity and growth for our customers, our colleagues and ourselves

Innovation

We will:

- Be a leader in regulatory excellence
- Embrace change and be open to new ideas, individually and as an organisation
- Provide the right tools to get the job done
- Strive to simplify and improve our processes
- Have the freedom to be constantly curious
- Encourage new ideas and the permission to fail forwards

Service Excellence

We believe in the continuous pursuit of excellence in customer service

We will:

- Exceed expectations and provide a timely, accurate, tailored and customer focused service
- Be fair, transparent and ethical in our decisions
- Treat people with respect and dignity, empowering them to do the right thing
- Listen to our stakeholders and use feedback to improve our services
- Provide clear and unambiguous guidance about expectations and accountabilities

Commissioner's Statement



I heartily endorse the thoughts and staff commitment reflected in the ACNC Culture Plan 2017-18. The vision, created by our staff and which I share, is to understand how our work contributes to the bigger picture - that is, the Commission's responsibility to the sector and to the wider community.

As ACNC staff, we will commit to "tell it as it is", to respect each other's views, and to be honest in our appraisal and understand the persons we are working with.

This Culture Plan aims to inspire innovation in the workplace, and reinforces the importance of having the freedom to be constantly curious in our work. It is the attribute most likely to keep us on the ball, interested, engaged and providing the best outcomes for both our people, and the people and organisations we serve.

FAIRNESS | ACCOUNTABILITY | INTEGRITY | RESPECT | INDEPENDENCE