

Our Census Action Plan 2023-24

Three target areas of opportunity

Target areas	Goal	Actions
Managing priorities	Our people manage and communicate priorities to maintain a good balance between workload and wellbeing across our organisation.	<ul style="list-style-type: none"> Promote regular interaction between our people and their leaders to help them to collaboratively manage workload changes and clarify priorities to pursue sustainable workloads. Share internal service standards across the ACNC in a centralised location so our people understand timelines for completion of work and approval requirements, which will help with planning and carrying out work. When the need arises, consider surge to areas that need the most support to manage workloads.
Capability development	Our capability (including process, systems, and knowledge management) is enhanced to a level that supports retention and provides effective workload management.	<ul style="list-style-type: none"> Expand ACNC's mentoring relationships to enable more experienced staff to share their knowledge with others to improve capability and reduce key risk dependencies. Provide greater opportunities for our people to build capability and understand different areas of the ACNC, which will better support peak period surge, internal mobility, and paths to promotion. Enhance our peoples' awareness and capability in practical skills and systems through targeted micro learning sessions run by subject matter experts.
Communication and empowerment	Effective two-way communication occurs and supports a collaborative approach to our work, where we empower each other to challenge ideas and are comfortable speaking up.	<ul style="list-style-type: none"> Develop an ACNC-specific 'Communication Protocol' outlining how information flows between teams and between APS levels, and how we interact with each other to achieve our vision of working as one ACNC. Communicate decision making processes down to a team level to support transparency around how and why decisions are made, as well as who to consult and collaborate with on activities or projects. Deepen our understanding of how our people contribute to and influence psychological safety across the ACNC.