

# Census Action Plan 2024

Our 2024 Census Action Plan builds on our progress from our 2023 plan. We aim to be a model employer by providing a safe and inclusive workplace that promotes wellbeing. Our goal is to ensure we have an engaged, high-performing team that can do our best work.

## What we do well

Our 2024 Census results highlighted our strengths:

**Our people:** our team is happy to go the extra mile at work when required and suggest ideas to improve our way of doing things.

**Wellbeing:** communicating what is on offer in terms of health and wellbeing.

**Non-monetary benefits:** such as leave and flexible work arrangements.

**Flexible working arrangements:** giving flexible work arrangements reasonable consideration.

## Our approach

In all that we do, we are:

**Curious:** embracing learning, accepting failure and building feedback into our everyday work life.

**Connected:** broadening and deepening our ties with each other and our stakeholders.

**Collaborative:** working together to solve challenges.

**Caring:** supporting staff wellbeing and ensuring we thrive and reach our full potential, both individually and as a team.

## Our approach and commitment to focus areas



### Communication

We will increase connection and communication across the department and our locations. This continues our work from the 2023 DISR Census Action Plan.

**We will:**

- Target and deliver all messaging in line with our communication strategy.
- Review engagement across communication platforms and prioritise preferred channels.
- Increase connection across locations with events including virtual sessions, team building activities and drop-in meetings with travelling senior executives.



### Workload management

We will provide a safe and inclusive working environment for all our people.

**We will:**

- Implement workload management strategies. We will document these in our business risk registers.
- Conduct regular business and workforce planning to ensure we're prioritising the right work and appropriate resources are allocated to it.
- Invest in manager capability with clear role discussions about workload management, training, effective communication and proactive management of the right to disconnect.



### Change

We will improve our change management resources and capability, continuing our work from the 2023 plan.

**We will:**

- Ensure our change management toolkit is used for all activities that have a significant impact on structure or business activities.
- Uplift the capability of our managers. All Executive Level staff leading change management activities will receive foundation training.
- Promote the change support function in our people branch. Develop a resource library for staff to share ideas, insights and experiences with change management.



### Effectiveness and efficiency

We will improve workplace efficiency with innovative solutions and simplified processes.

**We will:**

- Streamline processes and approvals within our systems.
- Review authority and decision-making responsibilities so they're assigned at the appropriate level. Decision matrices will support key departmental activities.
- Assess and update departmental delegation instruments to ensure decisions are made at the right level.