



2024 CENSUS ACTION PLAN



What we are doing well

Collaboration & inclusion

- ✓ Promote inclusion and cross team collaboration
- ✓ Visibility of business priorities and how every day activity links to them
- ✓ Ability to express ideas and innovate

Communication

- ✓ SES communication
- ✓ Updates and debriefs (EOIs, EB debrief, Wiggle debrief)
- ✓ Survey to confirm the best ways to communicate effectively

Opportunities to do better

Role clarity

Capacity & workload

Learning & development

Mental health & wellbeing

Our commitment to action

- Mature job specification documentation to highlight PBO career pathways, expectations and opportunities
- Clarify and socialise the quality assurance process for PBO products
- Refresh costing process guides and training to clarify role responsibilities
- Invest in training to build staff capability in time and upwards management
- Improve the efficiency of key business workflows and processes, through simplification and automation
- Increase access to the right tools and knowledge
- Finalise learning and development blueprint and PBO career vision
- Mature leadership development training, management and supervision skills, including 360-degree training
- Empower staff to take ownership for own learning and development path
- Promote staff wellbeing activities and resources
- Identify staff advocates to sponsor wellbeing activities
- Embed a culture of psychological safety