

2023 National Museum of Australia Census Action Plan

Focus area 1: Improving internal communication

Goal: To increase our communication index score from 59 to 70

What does success look like?

- We have an Executive Team that is visible, connected and cohesive.
- We operate as 'One Team' – understanding our business and working toward a common strategic goal; treating each other with respect.
- We share information and provide a safe environment to ask questions and challenge the status quo.
- We collaborate with each other, plan for the future and decisions are transparent.

Priority	Activities	Lead	Timeframe
Improving access to information	1.1. Develop and implement an Internal Communication Strategy 1.2. Create opportunities for Executive to engage with staff 1.3. Share the strategic and business plans across Museum and integrate into individual performance planning 1.4. Invest in project planning to undertake a full transition to the Museum's official record keeping system 1.5. Strengthen orientation and Induction Program to ensure new starters receive a thorough introduction to our business 1.6. Ensure business unit representation on Museum working groups, for example Reconciliation Action Plan Working Group, Sustainability Working Group, Museum Experience Working Group	Marketing Executive Office IT Services People and Culture Governance	Quarter 3
Improving transparency in employment opportunities and decisions	1.7. Implement up-to-date staff directory and organisational charts 1.8. Publish career opportunities and movements on MyMuseum 1.9. Implement training for selection panels	People and Culture IT Services	Quarter 2
Preparing employees for change	1.10. Promote the Museum's change management model 1.11. Build manager and staff capability to lead and respond to change 1.12. Implement change consultation plans in major project updates	People and Culture	Quarter 4

Focus area 2: Balancing workload and wellbeing

Goal: To increase our wellbeing index from 68 to 75

What does success look like?

- We promote and model healthy work practices and operate in an environment of psychological safety.
- We adopt a project management culture where the right business stakeholders are involved early in planning, risks are identified and timeframes are negotiated.
- We apply rigour in decision making according to strategic priorities and available resources.
- We operate effectively in a hybrid working environment, where flexible working improves productivity and wellbeing.
- We look out for and support each other with sustainable workloads.
- We reward and recognise staff for their achievements.

Priorities	Activities	Lead	Timeframe
Proactively managing resources	2.1. Implement phase 2 Strategic Workforce Plan 2.2. Develop workforce dashboards for business unit managers to inform decision making	People and Culture	Quarter 3
Building manager capability and leadership skills	2.3. Invest in leadership development (EL2) 2.4. Develop and pilot manager essentials program (APS6–EL1)	People and Culture	Quarter 2
Building a culture of effective project management and consultation	2.5. Promote the project management tools across the Museum 2.6. Reinvigorate the Museum Public Engagement Group	Digital and Public Engagement	Quarter 2
Strengthening our wellbeing offerings	2.7. Implement APS Mental Health Framework at the Museum 2.8. Review work health and safety policy and procedures to incorporate legislative changes 2.9. Develop, promote and implement a wellbeing plan including community health promotion initiatives 2.10. Establish a reward and recognition program 2.11. Reinvigorate Museum community/social club	People and Culture	Quarter 4

Focus area 3: Building a culture of respect

Goal: To increase staff satisfaction with the Museum's inclusive workplace culture from 73% to 80%

What does success look like?

- We support and actively promote an inclusive workplace culture.
- We will provide a safe workplace environment that understands, discourages and manages inappropriate behaviour.
- We will have the confidence to call out inappropriate behaviour.
- We will always engage in respectful communication at all levels.

Purpose	Activities	Lead	Timeframe
Encouraging an inclusive and respectful workplace culture	3.1. Develop the Museum's Inclusion and Diversity Strategy and action plan 3.2. Develop First Nations First Strategy for the Museum 3.3. Implement cultural competency training for all staff	People and Culture	Quarter 4
Building manager and staff capability	3.4. Evaluate the Respectful Conversations program and develop resources to ensure ongoing implementation and behaviour change. 3.5. Develop and implement program on providing feedback and having difficult conversations. 3.6. Review Workplace Conversations (performance) framework and develop resources and a tool kit to support respectful conversations	People and Culture	Quarter 4
Improving confidence in managing and responding to unacceptable behaviour	3.7. Promote an understanding of policy, procedures and support systems in place for staff	People and Culture Business unit managers	Quarter 3
Strengthening the Workplace Support Officer Network	3.8. Enhance the Workplace Support Officer Network and train officers including mental health first aid 3.9. Promote the purpose and support provided by workplace support officers	People and Culture	Quarter 3