

## 2023 APS Employee Census Action Plan

Initiatives		Purpose	Action
I.	Continue to improve AUSTRAC communications and leadership by including the “why” in SES and leader communications.	To assist staff to better understand the rationale for decisions and see how their work informs or influences outcomes. This will improve transparency and help staff feel valued and develop stronger relationships to help us achieve our agency objectives.	<ol style="list-style-type: none"> <li>1. SES and leaders at all levels will focus on including the ‘why’ in written and verbal communications. SES and leaders will talk more about how decisions were made.</li> <li>2. In writing/delivering content, SES and leaders will focus less on activity based communications and more on the decision making process.</li> <li>3. SES and leaders will talk about how they embed the One AUSTRAC culture statement in their day-to-day operations.</li> <li>4. SES and leaders will ensure communication channels are being used effectively to cascade messages within branches and teams.</li> <li>5. Authors of papers submitted the Governance Committee and other meetings will be invited to attend as an observer.</li> </ol>
II.	Make AUSTRAC’s work practices more efficient	Continual improvement is always part of how we work at AUSTRAC. However, we recognise that to ensure any future agency growth is sustainable and work practices are more efficient and positive experiences for staff, we need to consciously prioritise and invest in system and process improvements now.	<ol style="list-style-type: none"> <li>1. We will embed a systematic approach to knowledge management across the agency.</li> <li>2. We will explore opportunities for an agency-wide approach for accessibility of SOPs within new/ forthcoming systems.</li> <li>3. We will simplify and streamline processes, and reduce BAU operations temporarily when required and where possible, to support critical work sprints.</li> <li>4. We will continue to mature our governance and decision-making mechanisms to ensure they are fit for purpose.</li> <li>5. We will implement more consistent and systematic processes, and better risk controls (policies, frameworks and guidance) to support decision-making at lower levels.</li> </ol>