

# Our Census Action Plan 2024-25

## Three target areas of opportunity

Target areas	Goal	Actions
<b>Communication</b>	<i>We <b>actively listen</b> to each other, enhancing our collaboration and productivity</i>	<ul style="list-style-type: none"> <li>• Apply the ACNC Communications Protocol.</li> <li>• Update and promote our inclusive meeting checklist to ensure that all perspectives are being heard in the meetings we hold.</li> <li>• Hold a microlearning session focussing on a best practice listening framework.</li> <li>• Enhance leadership presence and accessibility by developing channels for staff feedback.</li> </ul>
<b>Continuous Improvement</b>	<i>We <b>take the time to reflect</b> on our actions and decisions, sharing our reflections with one another to embed a culture of continuous improvement</i>	<ul style="list-style-type: none"> <li>• Conduct regular ‘lessons learned’ reviews at virtual One ACNC meetings using the good, better, best model to reflect on what worked, what did not work, and what could be improved.</li> <li>• Develop processes to ensure appropriate review points occur to enable us to reflect upon and review key decisions.</li> <li>• Provide leadership support, and consider the resources needed to implement continuous improvement initiatives.</li> </ul>
<b>Collaboration</b>	<i>We <b>harness our collective strengths</b> and maximise the insights and skills of subject matter experts, working together in a way that respects our differing communication and learning styles</i>	<ul style="list-style-type: none"> <li>• Use insights from the Herman Brain Dominance Instrument when working together.</li> <li>• Use our inclusive meeting checklist and structure agendas to ensure we openly seek alternate points of view during meetings, as well as encourage differences of opinion and the use of solution-focused dialogue.</li> <li>• Enhance opportunities for all staff to attend external stakeholder meetings, to present ideas and innovations to the ACNC’s leadership forums, and to gain experience in briefing senior leaders.</li> </ul>