

2023 National Maritime Museum of Australia Census Action Plan

Focus area 1: Improving internal communication

- **Goal:** To enhance transparency and information flow within the Museum

What does success look like?

- We have an Executive and Leadership Team that is effective, collaborative, connected and committed to delivering our strategic objectives.
- We share information and provide a safe environment for our team to ask questions and challenge the status quo.
- We operate collaboratively working toward a common strategic vision; treating each other with kindness and respect.

Action/Area required	Activities	Lead	Timeframe
Internal Communication	<ul style="list-style-type: none"> • Conduct an internal communication review to inform the development of an internal communications strategy • Implement a platform for sharing updates ensuring accessibility for all employees • Implement an onboarding and induction program to ensure new starters receive a thorough introduction to the museum • Foster a positive and motivating work environment • Recognise and celebrate individual and team accomplishments 	Executive Review group (ERG) & Leadership Team	Commence Q2 FY24 & ongoing process
Promote understanding and collaboration among employees from diverse cultural backgrounds	<ul style="list-style-type: none"> • Provide cross-cultural communication training for all employees • Establish cross-functional teams to encourage diverse collaboration • Provide cultural awareness training for all employees and volunteers 	Corporate Services	Commence Q2 FY24 & ongoing process
Improving transparency in	<ul style="list-style-type: none"> • Provide hiring managers with training on effective interviewing techniques 	Corporate Services	Q3 FY24

employment opportunities and decisions	<ul style="list-style-type: none"> • Adopt and develop a standard (DDI) interview guide and interview questions • Standardise the talent acquisition process to meet diversity and inclusion criteria • Implement training for selection panels 		
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Focus area 2: Change Management

Goal: To build resilience among employees to navigate and adapt to change

What does success look like?

- We will have a resilient, agile workforce capable to respond to change opportunities
- We create a healthy work environment and provide psychological safety for our team.
- We adopt a project management methodology where the right business stakeholders are involved early in planning, risks are identified and timeframes are negotiated and agreed.
- We apply transparency and business rules in decision making aligning to strategic priorities and available resources.

Action/Area required	Activities	Lead	Timeframe
Change management	<ul style="list-style-type: none"> • Ensure effective leadership during organisational change • Facilitate a smooth transition for teams and individuals • Equip Managers with the skills to guide their teams through change • Foster a positive attitude among employees towards change • Provide resources and support for mental wellbeing during transitions • Provide leadership and team building training specifically focused on change management • Conduct training for managers on change leadership • Implement regular forums for open discussions about change 	ERG & Leadership Team	Commence Q2 FY24 and ongoing process

Focus area 3: Leadership and building a respectful culture

Goal: To increase employee satisfaction with the Museum's Leadership and culture

What does success look like?

- We support and actively promote an inclusive workplace culture.
- We will provide a safe workplace environment where leadership act quickly in response inappropriate behaviour.
- We will always engage in respectful consultation and communication at all levels.
- We have a zero tolerance for bullying and harassment.

Action/Area required	Activities	Lead	Timeframe
Leadership and building a respectful culture	<ul style="list-style-type: none"> • Enhance leadership skills, communication and conflict resolution skills • Foster a culture of inclusivity and diversity • Clarify job roles and expectations for all employees • Align individual goals with organisational objectives • Provide ongoing feedback and coaching • Conduct workshops to define roles and accountabilities • Implement regular goal setting and review sessions 	ERG & Leadership Team	Commenced Q1 FY24 & Ongoing process
Building leadership capability	<ul style="list-style-type: none"> • Implement a consistent performance development framework • Provide training on providing feedback and having difficult conversations. • develop leadership resources and a tool kit to support respectful conversations 	Corporate Services	Commence Q2 FY24 & ongoing
Improving confidence in managing and responding to unacceptable behaviour	<ul style="list-style-type: none"> • Promote an understanding of policy, procedures and support systems in place for employees 	ERG & Leadership	Q3 FY24