

2024 APS Employee Census - Agency Action Plan: National Health Funding Body



Our Behaviours: *One NHFB, Open Communication, Enhance Trust, Own it*

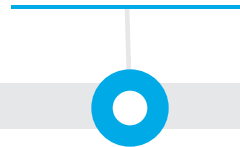
What we are proud of:

The NHFB continues to perform well broadly across all census categories, ranking first from 104 agencies in three areas:

- **SES Leadership – 1st**
Staff felt our SES clearly articulated the direction and priorities for our area
- **Communication – 1st**
Staff felt that there was effective communication by SES and managers within the agency, particularly regarding the impacts of change.
- **Wellbeing Policies and Support – 1st**
Staff felt that the agency successfully created and maintained an inclusive workplace culture, which made them feel supported and valued.

Focus Area 1:

Leadership and Culture –
Foster a positive environment with appropriate regard and recognition.

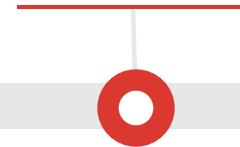


ACTIONS

- **Invest in team activities** including professional development and wellness initiatives that convey a sense of appreciation
- **Celebrate team and individual achievements** including acknowledgements in team meetings and monthly events
- **Encourage open, two-way feedback** to allow all staff to provide input on priorities and the workplace

Focus Area 2:

Effective Communication –
Provide open and honest advice to address challenging issues.

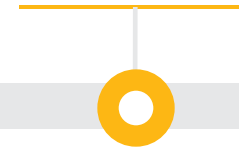


ACTIONS

- **Model and reward open communication** by recognising and highlighting quality feedback in team meetings
- **Establish regular 'Open Forum' meetings** where team members can raise issues, ask questions or offer suggestions in an open and transparent environment
- **Training / workshops** that equip staff with the skills required to shape and influence through their communication

Focus Area 3:

Innovation and Improvement –
Continuously review and enhance our work processes.



ACTIONS

- **Continuous improvement culture** to drive increased efficiency and effectiveness of core processes. Encourage each team to propose incremental improvement and measure the impact of change
- **Cross-functional sessions** with representatives from each team. Diverse perspectives will identify additional insights that will streamline workflows and enhance service delivery
- **Encourage experimentation through pilot initiatives** including new analytics tools, financial automation and new reporting approaches