2026-29 AHL Census Action Plan

**In response to our 2026 Census results, we have updated our 3-year plan to incorporate 5 commitments to our employees.
These are aimed at addressing what you told us were AHL's areas for development and how we will respond.
We will report quarterly on actions that have been implemented and how they link to our commitments to you.**

Our Commitment to you	**Promote safe, respectful and supportive workplace**	**Strengthen leadership and support our people to grow**	**Openly communicate, actively listen and involve employees in change**	**Support sustainable workloads and provide the right tools**	**Simplify processes and empower decision making**
What we heard you say	Greater respect between employees and residents, less bullying, harassment and discrimination, stronger support for wellbeing and safer ways to raise concerns.	More constructive feedback, consistent leadership, greater recognition, stronger coaching and improved career develop opportunities.	Clearer, more timely communication, greater transparency in decisions and change, extra communication pathways, more opportunities to contribute ideas, and better follow-up on feedback.	More manageable workloads, fairer resource allocation, reliable technology and systems and practical support to reduce burnout.	Clearer responsibilities, simpler processes, less duplication, greater autonomy in everyday decisions and more opportunities to suggest improvements.
How we will respond through practical actions	• Promote respectful behaviours through learning and awareness for employees and residents • Strengthen reporting, feedback, and support pathways • Foster cultural safety, diversity and inclusion through local initiatives • Strengthen prevent and management of WHS risks	• Build leadership capability through coaching, mentoring and development • Strengthen regular feedback, recognition and performance • Improve access to learning and career development opportunities • Recognise contributions and showcase AHL as a great workplace	• Improve clear, timely and accessible communications • Strengthen employee consultation, involvement and feedback • Improve change management and communication of decisions • Enhance access to information, guidance and shared knowledge	• Review workloads, rostering and resources to reduce burnout • Strengthen workforce planning and workload management • Improve access to reliable technology, training and support • Promote wellbeing and address emerging workplace pressures	• Simplify processes and reduce duplication • Clarify roles, responsibilities and decision-making authority • Involve employees in identifying process improvements • Improve access to practical guidance templates and tools
AHL 10-Year Strategy Link	**2 - Workforce and Organisational Excellence**	**2 - Workforce and Organisational Excellence**	**2 - Workforce and Organisational Excellence** **5 - Digital and Data Modernisation**	**2 - Workforce and Organisational Excellence** **5 - Digital and Data Modernisation**	**1 - Service Model Reform** **2 - Workforce and Organisational Excellence** **5 - Digital and Data Modernisation**

Our Areas of Strength

Passionate and committed
Our people are dedicated to their roles and take pride in their work

Making a difference
Our people recognise the positive impact their work has on Aboriginal and Torres Strait Islander peoples

Clear Roles, Clear Responsibilities
Our people understand their roles and what is expected of them

Supporting communities
AHL empowers our people to contribute to their communities

Inclusive workplace
Our supervisors actively support inclusion and ensure our people have opportunities to participate

Driving performance
Regular discussions and formal learning are helping our people improve their performance