




Target areas and goals	Actions	Due date	Responsible Officer	Responsible for review
 <p>Change management <i>We will lead change through a people lens.</i></p>	Monthly intranet updates are provided by the Change Advisory Board (CAB) on topics discussed and actions agreed to.	Commence in January 2025	Rotating CAB representative	Ombudsman
	Change Advisory Board membership reviewed on a 12 monthly basis to ensure equitable representation.	Review due February 2025	CAB Secretariat	Ombudsman
	Leading and managing change ‘on demand’ training calendar delivered to all staff.	April 2025	HR Director	Change Champion
	EL2 and SES Performance and Development Agreements will pilot the option to include 360-degree feedback on change management, communication, strengths and areas for development.	Messaging in February 2025 To be completed in line with end of 2024/2025 cycle.	HR Director	Deputy Ombudsman
 <p>Communication and connection. <i>We seek opportunities to support consistent information sharing and improve communication at all levels.</i> <i>We create opportunities to connect and collaborate both formally and informally.</i></p>	Key messages are published on the Intranet to support managers to share information from key forums. Forums include but not limited to: <ul style="list-style-type: none"> Executive Committee Meetings IT Governance Committee Audit and Risk Committee 	Template developed in January 2025.	Governance	Chief Operating Officer
	Monthly Coffee Connection where staff can volunteer to be ‘matched for a chat’ with colleagues from across the office.	Commencing in February 2025	HR Director	Chief Operating Officer
	Reinvigorate the Ombudsman Mentoring Program to support connection across the office and capability development.	Commencing in March 2025.	HR Director to coordinate/Executive and Senior Leaders to nominate as mentors.	Chief Operating Officer
 <p>Wellbeing and performance <i>We actively work with our staff to ensure performance expectations are clear and to support their professional development</i></p>	Wellbeing webinar series launched, highlighting policies, tools and resources available to support employees. The series will also focus on highlighting the services available through our Employee Assistance Program.	Commencing in February 2025.	HR Director	Chief Operating Officer
	Provide supervisors and managers with additional support for their management, leadership and ability to build staff capability. This will include: <ul style="list-style-type: none"> Corporate masterclasses on Human Resources matters and improved access to Human Resources data for people managers. Training on foundational management skills focused on leadership, communication, decision-making, problem-solving, performance management and delegation. 	HR Masterclasses commencing August 2024. Management essentials program rolled out in March 2025.	HR Director	Chief Operating Officer