

TSRA's APS Census Action Plan

Ensure all TSRA Staff knows what integrity and ethics are and manage any breaches

First, all TSRA staff at all levels need to have a very clear understanding of:

- What constitutes fraud, corruption, and unmanaged conflict of interest.
- How nepotism and cronyism are against the APS Code of Conduct.
- How a lack of integrity is really bad for our organisation and our community.

The TSRA must then ensure that there are policies and processes in place so that all TSRA staff members know the right way to do things, and then ensure that the organisation manages the problem when people do not act with integrity.

The TSRA will:

1. Develop a TSRA Integrity Framework which will pull together existing guidance and develop a suite of information and approaches which outline what individuals should do and what they must not do as public servants and responsible members of our community. This will include guidance on fraud, corruption, nepotism, and cronyism.
2. Develop a training and communication plan so all TSRA staff know what is expected of them and what will happen if they break these rules, including if employees show favouritism or do not manage conflicts of interest.
3. Manage any instances where people break the rules with firmness but fairness.
4. Review this framework periodically to ensure it still works.

Ensure all TSRA staff feel included, minimise the risk of anyone being harassed, discriminated against, or bullied, and make sure anyone who is treated badly, or who witnesses someone else being treated badly, can report it and action will be taken.

The TSRA will:

1. Develop and implement an inclusiveness, respect, and equity framework, in line with the whole of government psychosocial safety guidelines, so all TSRA staff know how to treat others with respect and fairness, and all TSRA staff feel comfortable reporting or calling out bad behaviour and supporting colleagues who have experienced it.
2. Implement an approach to managing bullying, discrimination, and harassment that will work for the TSRA to ensure that everyone feels they can ask questions or make complaints and are confident that these reports will be taken very seriously and managed appropriately.
3. Implement a communication strategy to ensure that all employees know about this framework, what support is available, and how they can report concerns.
4. Review this periodically to ensure it still works for all TSRA Staff.

Improve our culture of innovation and performance

Employees feel they do a great job, but do not feel that innovation is encouraged or that underperformance is called out and managed.

The TSRA must provide value for money to its communities, so taking risks must be managed carefully but small innovations, with smaller risks, could be a way to start.

The TSRA will:

1. Actively seek employee input on how it can encourage innovation and creativity while managing risk.
2. Implement supervisor and manager training to better equip them with the skills necessary to manage underperformance and difficult conversations.

Improve our communication and transparency

Employees feel that the TSRA can improve organisational communication to ensure that all staff know important organisational information and have the information they need.

1. The TSRA will work with employees and work groups to identify what information is not received and address road blocks.
2. Seek employee views on how checks can be implemented to ensure that every important piece of information is effectively circulated and shared.