





Focus area: strategic intent

We are driven by a strong connection to our purpose. Enhancing visibility of our strategic intent will help our people see the broader impact of their work.

Identify opportunities for all staff to participate in **strategic discussions** to gain a better understanding of the broader impact of their work.

Trial quarterly **performance check-ins** to help identify shared goals and align strategies effectively.

Improve **role clarity** to support decision making and development pathways.

Focus area: leadership

Our culture is inclusive and supportive. Empowering staff and improving clarity will enhance wellbeing and development. Integrate behaviours into Performance Agreements to promote 'how' we do things being just as important as 'what; we do. Identify **clear autonomy pathways**to empower our people to
understand their influence and make
confident decisions.

Identify mentoring opportunities to help boost confidence and support career growth.

Focus area: communication

Internal communication is strong. Enhancing consistency and visibility will support collaboration and inclusivity. Improve the **visibility** of work across teams to help reduce deadline pressure and promote information sharing.

Create skill-sharing sessions to help our people learn from each other and enhance collaboration.

Identify **feedback channels** to encourage and support our people to raise concerns or make suggestions.

What we are proud of

The OTA continues to perform well across all census categories. Out of 107 agencies in 2025, we ranked second in these 3 categories.

Employee engagement

100% of our people feel committed to the agency's goals, are proud to work in the agency and would recommend it as a good place to work.

SES leadership

Our people felt the SES ensures our work effort contributes to the strategic direction of the agency and promotes cooperation within and between agencies.

Wellbeing policies and support

Our people agreed the agency cares about their health and wellbeing and actively promotes an inclusive workplace culture