2026 Census Action Plan

Australian Government
Organ and Tissue Authority

DonateLife

Focus Area	Commitment to Action	Why it Matters	What does success look like?	How will it be measured?
Leadership	Strengthen leadership visibility, decision-making, organisational workflows and follow-through.	Organisational culture and performance are shaped by the effectiveness and cohesion of leadership, particularly during periods of pressure and change.	Delegations, decision rights and accountabilities are clearly understood.	Pulse check measures in Quarter 1 2027 including the percentage of staff who understand OTA's priorities, decision authority and escalation pathways. Pulse check survey in Quarter 1 2027 on the measures including the percentage of staff who feel able to raise issues and provide constructive feedback, and who receive helpful feedback from their supervisor. Free-text responses identify barriers and examples of feedback being put into practice. Policy and practices for organisational workflows are clearly documented and accessible
Communication	Agency-wide communication channels provide clear, consistent and timely information that responds to emerging priorities and staff feedback.	Staff confidence is supported by transparent decisions, clear next steps and meaningful opportunities to contribute and raise concerns.	Teams understand agency priorities, interdependencies and when engagement is required.	Team awareness of agency priorities is demonstrated throughout the delivery of the program.
Change Management	Provide timely and regular information, clearly articulate changes and what that means for staff	Documented priorities, decisions, responsibilities and ways of working support continuity during periods of change or uncertainty.	Staff experience consistency, follow-through and clear explanations when circumstances change.	Measured through regular staff pulse surveys/check-ins', with improvement in staff-reported understanding of changes, clarity of roles and priorities, consistency of communication, and confidence in leadership follow-through.

What we're proud of

We are connected to purpose
94% agree

We support the health and wellbeing of our people
91% agree

We look for new ways to improve the way we work
88% agree

We support flexible work
94% agree