

# AER Culture Plan



The AER Culture Plan has been developed from ideas generated by our people, and insights learned through our Australian Public Service census, stakeholder survey and other avenues. Our leaders are committed to our Culture Plan.

## Our values

**The Australian Public Service values require that we are:**

- › impartial
- › committed to service
- › accountable
- › respectful
- › ethical.

**Our culture is supported by our own values, as described in our AER Strategic Plan 2020-2025:**

- › consumer-centric and committed
- › collaborative and respectful
- › accountable and honest
- › expert and capable
- › proactive and innovative.

## Our culture

**We are focused on fostering an organisational culture with the following attributes:**

- › We have an engaged workforce that is dedicated to our work, supported by our leaders, and we support each other.
- › Diversity in all its forms is sought through all recruitment processes, and diversity of views is sought in our decision-making.
- › Consumers are at the forefront of our decision-making.
- › We courageously share views and ideas to promote innovation and use our expertise to regularly find ways to improve our performance and learn and grow.
- › We start with 'yes' in response to ideas, new ways of working and opportunities to collaborate and be more efficient.
- › We all understand the organisation's goals and objectives and how they align to our everyday work.

## Where we want to be

## How to get there



### Accountable

We – individuals, teams and the organisation – plan, prioritise and deliver what we agree to deliver. We are accountable, disciplined and transparent in our work.

We should focus on being accountable and grow this.



### Innovative

We try new things to improve, achieve outcomes and learn. We recognise that innovation can be big ideas or small incremental improvements.

We should focus on being innovative and grow this.



### One team

We work together to produce results. We do this by recognising the best in everyone and using our individual strengths to work as one.

We have good elements of being 'one team' and want to maintain and grow this.



### Stakeholder centric

We understand our stakeholders' needs and use this to inform our decisions. We work in ways that meet our stakeholders' needs, not just our own.

We have good elements of being stakeholder centric and want to maintain and grow this.



### People first

We aim to be a great place to work. We recognise the value of our people and support them. We invest in building talent, engaging with our people and helping them to achieve their goals.

We have strong elements of being people first and want to maintain this.



### Greater good

We put consumers at the heart of everything we do to make them better off, now and in the future.

We have strong elements of 'greater good' and want to maintain this.