**2023 Census Roadmap**

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| **What we heard people say** | **What we’re going to do** | **How we’re going to do it** | **Who will lead** | **When will it happen** |
| **We need to better leverage technology and software tools** | Evaluate our information management needs to identify how they can be enhanced to better meet our business needs | Conduct a Systems Review of our case management system and document management system to ensure OAIC has the tools needed to perform its functions productively and operate as an effective regulator now and into the future. | Business Analytics, Data and Reporting Section | **Begin** September 2023  **Conclude** March 2024 |
| **We can improve internal communication** | Redesign the intranet to make it intuitive and easy to use | Harness the knowledge gained during the Systems Review by transitioning the Systems Review Project Working Group into the Intranet Redevelopment Working Group | Business Analytics, Data and Reporting Section and Strategic Communications Section | **Begin** March 2024  **Conclude** July 2024 |
| Identify opportunities to enhance internal communication | Conduct a survey to find practical ways to enhance internal communication and support the Intranet Redevelopment project | Strategic Communications Section | **Begin** December 2023  **Conclude** April 2024 |
| **We continue to experience significant workload** | Better manage competing priorities to facilitate effective workload management | Develop a framework to   1. identify organisational priorities and 2. socialize the priorities and capacity of each team to enable resources to be moved around in a more agile manner | OAIC Leadership Group | **Begin** February 2024  **Conclude** June 2024 |
| **We can be more innovative** | Continue the innovation work we started in 2022 to support the socialisation of ideas and give an avenue to suggest improvements | Run a series of *Innovation @ OAIC* workshops to generate initiatives to address emerging opportunities and create a framework to settle which initiatives are actioned | People and Culture Section | **Begin** November 2023  **Conclude** March 2024 |