

The ABS is a trusted, highly respected and capable national statistical organisation. Its people rise to challenges, demonstrate high standards of professionalism and technical expertise, and build and maintain the organisation’s reputation for excellence.

Central to this success has been the strength of our culture, which binds us together as an organisation and shapes the way that we operate every day. While acknowledging what’s good in our history, we also need to respond to the emerging information needs of our customers, changing expectations of partners and providers, and the increased volume, complexity and pace that characterises the world of data we now must navigate to retain our influence and achieve our purpose. The evolution of ABS culture responds to the findings of external reviews. By listening to our stakeholders, partners, and staff we provide a clear path to improvement.

The following statement sets out our cultural aspiration. We each must strive to deliver its attributes every day. Our intent incorporates the cultural dimensions of our ABS Transformation goals, and extends beyond them in light of the recent insights into our cultural challenges. It is also mindful of our anticipated future operating environment.

Our cultural intent: The ABS has an inclusive culture that brings out the best in all our people, enabling us to increase our impact through outstanding service delivery.

To achieve this cultural intent, we will all be consistently:

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|  | Customer-focused | <p>We put our customers at the centre of what we do and strive to get the right outcomes for our range of customers and ABS as a whole (not just our own area). ABS has many customers who are respectively data users and data providers, including governments, business and the broader community. We engage with, listen to and seek to anticipate the needs of our customers. We partner with them to collectively respond to changing requirements and priorities and develop fit for purpose and tailored solutions and products within available resources.</p> |
|  | Collaborative | <p>We share information and knowledge across ABS teams and beyond. We listen to and challenge each other and adjust our behaviour accordingly. We identify opportunities to integrate data across teams and agencies, and build and maintain respectful and mutually beneficial personal and professional relationships, internally and externally.</p> |
|  | Accountable | <p>We understand expectations of ourselves and others, and ensure integrity and transparency of ABS data and products. As a professional workforce we are accountable, take pride in, and accept responsibility for our actions. We are risk-informed, own our failures and learn rather than seek to blame.</p> |
|  | Agile | <p>We quickly adapt to changing tempos and environments and make fast decisions. We have transferrable skillsets, embrace change to take advantage of new opportunities, and rapidly adopt new technologies, tools and statistical solutions.</p> |
|  | Innovative | <p>We are curious and open to different ways of doing things. We think creatively, learn and explore new opportunities without prompting. We identify and share opportunities for improvement to support ABS performance and enable development of our staff, peers and leaders. We seek out, are open to and accept diverse views in the knowledge that inclusion will lead to better outcomes.</p> |
|  | Self-Aware | <p>We deliberately reflect on our behaviour and impact on others. We proactively seek and take on feedback, in order to understand our own strengths and weaknesses. We are open to adjusting our behaviour based on self-reflection and this feedback.</p> |

To reinforce these behaviours we will update our policies, processes and structures where required.

High performance relies on us embracing new technology and ways of working and finding ways to empower and motivate our people because the ABS needs their focussed and willing contribution now and into the future. We believe in our people and involve them in identifying options and decision-making on proposed future strategies and actions.

Leaders have particular responsibility to demonstrate and encourage behaviour that reinforces our cultural intent at all times.

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