



# IPEA APS CENSUS ACTION PLAN 2024-2025

Focus Area	Goal Statement <i>What do we want to achieve?</i>	Actions to be implemented
Wellbeing	IPEAns are supported to manage their mental health and wellbeing.	<ol style="list-style-type: none"><li>1. Provide training for managing difficult client interactions including ways of debriefing.</li><li>2. <b>Promote Telus Health EAP</b> offerings in the HR update.</li><li>3. Invite guest speakers to present to all-staff meetings on <b>wellbeing</b>.</li><li>4. <b>Explore the Before Blue</b>, mental health workplace program offered by Beyond Blue.</li></ol>
Communication and Change	IPEAns are well informed and understand the reason for change.	<ol style="list-style-type: none"><li>1. Develop an <b>internal communications protocol</b> for communicating change.</li></ol>
Flexible work	Improve IPEAns satisfaction with flexible work arrangements.	<ol style="list-style-type: none"><li>1. <b>Promote the various flexible work</b> options available to staff, including ensuring managers are aware of how to support staff to be flexible.</li><li>2. Use case studies to demonstrate <b>how flexible work can operate</b>.</li></ol>
Retention	Increase IPEA’s retention rate.	<ol style="list-style-type: none"><li>1. Explore ideas for a <b>formal rewards and recognition</b> process to support retention and innovation.</li><li>2. Continue to promote use of the internal mobility register for short-term acting opportunities.</li></ol>