eSafety Census Action Plan 2025-26

Our eSafety Census Action Plan has been informed by insights from our 2025 census working group, including representatives from various levels across eSafety.

Our 2025 census results highlighted that eSafety staff continue to be passionate and driven by our goal of keeping Australians safer online. Our people feel supported by their leaders and managers and we saw improvements around innovation, wellbeing and internal communication.

While we saw improvements, we recognise that we need to continue focusing on these areas:

Manage and communicate about change	Improve access to tools and resources	Support staff wellbeing	Manage workloads across eSafety

Our actions in 2026

We are focusing on one eSafety key priority area: Prioritisation and Workload Management. Each branch will develop their own action plan to address branch-specific census challenges.

The eSafety Census Action Plan outlines our shared responsibility across eSafety to manage job demands and improve experiences at work. This plan complements existing ACMA and eSafety people and wellbeing initiatives.

eSafety and senior leaders will:

- Introduce a collaborative annual priority setting process which involves input from all levels across eSafety, with specific and measurable priorities.
- Re-visit priorities at least quarterly, keeping staff updated on any changes and the rationale behind them.
- Expand our Enterprise Delivery Oversight Committee to now be the Enterprise Delivery Oversight and Change Committee (EDOCC), enabling governance and prioritisation for organisational changes.
- Provide guidance that outlines the responsibilities of individuals, managers, and the organisation in managing workload effectively, and promote escalation pathways to flag unmanageable workloads.
- Better integrate organisational planning to align business, budget, workforce and risk planning with strategic and operational priorities to support effective resource allocation and management of staff wellbeing, with leaders regularly reviewing and adjusting as required.
- Provide managers and staff with support, training and resources to assist with prioritisation, workload management and job design.

Managers will:

- Regularly monitor and balance team workloads by adjusting tasks, assessing and making recommendations to support executive decisions on prioritisation, reporting on capacity in fortnightly Status Reports, and escalating systemic workload issues in a structured way to ensure delivery is balanced with wellbeing.
- Have regular conversations about capacity and wellbeing – discussing these at team and 1:1 meetings.
- Apply good work design principles that allow teams to deliver work that achieves eSafety's goals, while maintaining wellbeing, motivating, and rewarding staff.

Individuals will:

- Take ownership of workloads, prioritising tasks based on urgency, impact and alignment with agreed priorities.
- Regularly discuss priorities and workload with managers, be empowered to make recommendations based on capacity, and escalate when workloads become unmanageable, start to impact wellbeing or they need support.
- Practice self-care, including using planned leave, and accessing support services, and resources such as self-care plans as needed.

Underpinning our actions is embedding effective change management and communication practices