

Policy Statement

Knowledge management involves the transfer of information between individuals or groups, which is most effective when there is a planned approach and a corporate culture to share and enhance knowledge collectively. Using effective collaboration, we ensure learning and knowledge transfer can occur wherever possible, including through:

- supervision, mentoring and coaching
- collaborative technologies and ICT systems
- formal and informal communication activities
- cross-functional project teams and working groups
- governance and organisational structure framework
- communities of practice and business partnering
- performance reporting, analysis, reflection and evaluation.

Knowledge management helps to deliver services for clients and to meet our vision and strategic objectives. It allows us to continually reflect and improve our services, work more efficiently and retain corporate knowledge.

The purpose of this policy is to describe our knowledge management approach, which includes to:

- work collaboratively and share knowledge effectively
- maintain internal and external networks, knowledge platforms, systems and procedures
- encourage a culture that promotes knowledge sharing and continuous learning
- use leader succession planning activities to help retain corporate knowledge
- use industry benchmarks and other relevant data to plan and implement better services
- participate or contribute to research and sector forums to share knowledge across the sector
- foster innovation and the creation of knowledge.

Related Documents

Further guidance on our approach to knowledge management can be found in the documents listed below and other policy guidelines:

- Information Management Policy Statement
- Human Resources Policy Statement
- Privacy and Confidentiality Policy Guideline
- Learning and Development Policy Guideline
- National Supervision Policy Guideline
- Our Values.