Culture Review
AUSTRALIA

Culture review readiness checklist

Work through this checklist before you commission a workplace culture review. Each item you can tick makes the review faster, fairer and more useful. Items you cannot yet tick are worth discussing at the scoping stage.

Prepared by Heather Colston, Principal, Culture Review Australia

1 Purpose

- [ ] We can describe, in a few sentences, the concerns or signals that prompted the review.
- [ ] We have confirmed that a systemic, no-fault culture review is the right tool, rather than an investigation of specific allegations.
- [ ] We know which decisions the findings will inform.

2 Governance

- [ ] A commissioning delegate with authority over the work area has been identified.
- [ ] If senior leaders are within scope, the review will report to someone outside that reporting line.
- [ ] We know who will receive the report, for example the executive board or the audit and risk committee.
- [ ] Procurement requirements and budget approval are understood.

3 Scope and terms of reference

- [ ] The work areas, sites and teams in scope are defined.
- [ ] The questions we want the review to answer are drafted.
- [ ] The participant groups are identified, such as all staff, a sample, managers or recent leavers.
- [ ] A realistic timeframe has been set, allowing for leave and peak work periods.

4 Information and data

- [ ] Relevant policies and procedures can be provided.
- [ ] De-identified complaint, grievance and incident data is available.
- [ ] HR metrics such as unplanned leave, turnover and workers' compensation claims can be extracted.
- [ ] Recent staff survey results (APS Employee Census or equivalent) and any previous reviews are available.

5 Confidentiality and support

- [ ] We have agreed how participants' information will be stored, used and reported.
- [ ] Staff will be told why the review is happening and how their input will be protected.
- [ ] An employee assistance program or other support is in place and will be promoted to participants.
- [ ] A process exists to refer any misconduct allegation or possible public interest disclosure that arises.

6 Communication and follow-through

- [ ] A message to staff announcing the review has been drafted.
- [ ] Managers in scope have been briefed and understand their role.
- [ ] Leaders are committed to responding to the findings and sharing an action plan.
- [ ] Progress on recommendations will be tracked and reported to the executive.

Notes

Ready to talk? Make a confidential enquiry at culturereview.com.au/contact, call 1300 181 040 or email contact@culturereview.com.au. We reply within one business day, Monday to Friday, 9am to 5pm.

This checklist is general information only, not legal, HR or WHS advice. Read more in our guide, What is a workplace culture review?, at culturereview.com.au/guides.

© 2026 Colsto Holdings Pty Ltd (ACN 683 272 933) trading as Culture Review Australia. Level 1, 39 Martin Place, Sydney NSW 2000.