



2025 APS Census Action Plan

The Australian Public Service (APS) Employee Census is an annual survey used to collect confidential feedback from employees about their experiences of working in the APS. The survey results provide us with insights from our staff on areas where we are performing positively, and where we could focus our efforts and take further action to improve our working environment. Based on this year's results, we have identified two primary areas of focus for the next 12 months.

What we are doing well

Our results compare well to overall APS performance, scoring above the APS average in many categories.

79%

Staff participation
rate

76%

Engagement
index

Enabling innovation

Our enabling innovation scores reflect our workplace culture is one that supports innovation and recognises and encourages staff to put forward new ideas for continuous improvement, recognising the notion that failure is an important part of innovation.



Innovation and enhancements of our digital tools will remain a focus area for us over the next 12 months as we drive further transformation of our services.

Employee engagement

Our engagement score remains consistent at 76% which continues to remain above the APS average. The survey results reflect the strong sense of pride and commitment our employees have toward our purpose, goals and objectives, how committed they are to their roles and doing their best work which contributes to achieving outcomes for the Australian public, and that they regard the Commission as a good place to work.

Supervisor leadership

Our employees continue to consider their immediate supervisors to be inclusive and supportive of them to achieve our organisational goals. The results indicate our employees feel confident in their leaders to ensure their teams are delivering our agency's goals and their ability to maintain positive relationships.

Unacceptable behaviour

The Commission prides itself on fostering a safe and inclusive working environment, which the vast majority of our employees recognised and reflected in their responses, indicating low instances of discrimination with only a few reported incidents relating to customer, stakeholder or member of the public interactions.

Areas for continued focus

Insights from our staff's survey responses indicated the following areas require additional supports and focus:

Communication and change

The 2024-25 period has seen major transformational change within the Commission resulting from new systems that support how we provide services to the Australian public. As we continue to seek innovations and process improvement, we will focus on ensuring that we are communicating clearly and at the appropriate time and actively managing and consulting on change with our staff.



Wellbeing

We will drive and actively promote our wellbeing offerings to our staff and ensure we are actively listening and understanding our employee's wellbeing needs to enhance our wellbeing initiatives.