



# 2024 Fair Work Commission Employee 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. We gain valuable feedback from these results and we are committed to taking further action to improve our working environment. In consultation with our employees, we have identified three key 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 areas including employee engagement and wellbeing. We are pleased that our workforce remains engaged and committed to our goals. Our strong workplace culture is crucial to delivering on our commitment to providing simple, fair and flexible workplace relations to the Australian community.



**Staff participation  
rate**



**Staff engagement  
score**



**Above the APS  
average**

## Employee engagement

Our engagement score remains consistent at 75% which is 1% above the APS average. The survey results reflect the pride and commitment of our employees toward our purpose, goals and objectives, and how their roles contribute to achieving outcomes for the Australian public.



## Wellbeing policies and support

Our employees understand the wellbeing initiatives that are available to them to support their health and wellbeing. Responses indicate that we clearly communicate our wellbeing offerings to all employees. We have worked hard to ensure wellbeing and respect amongst colleagues is prioritised and embedded into our workplace culture.

## Supervisor leadership

Our employees continue to consider that immediate supervisors support them to achieve our organisational goals. The results indicate our employees feel included and are able to offer a range of views that contribute to their work and the work of their team.

## Areas for continued focus

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Our staff reported the following areas that require ongoing improvement:

### Communication and change

We will continue to work closely with our staff, including through our Staff Consultative Committee, to ensure key messages are being communicated effectively and that we actively listen to any concerns and take on feedback with respect to how we better manage change in our workplace.

### Embedding a culture of innovation

We will continue to champion innovation successes. We will also offer lessons learned in circumstances where new ideas may not have been effective, supporting the notion that failure is an important part of innovation and building confidence to explore ideas to improve our services.

### Balancing workload, priorities and deadlines

To support the balancing of workloads for our staff we will ensure our decision-making around priorities and deadlines is data driven, and we will upskill our staff in workload management capability. We remain committed to employee health and wellbeing and recognise the importance of work/life balance'.