



APS Census: 2024 AOFM Action Plan

The APS Employee Census is an annual survey used to collect confidential attitudes and opinion information from APS employees on issues in the workplace. It is an opportunity for APS employees to share their experiences working in the APS and their agencies. The AOFM gains insights from the results and is committed to improving our working environment and continuously improving our culture. The AOFM has identified three key target areas in response to the 2024 Census through consultation with staff and the Executive Leadership Group. The actions identified will be tracked and reviewed by the Executive Leadership Group, and outcomes will be assessed based on the 2025 Census outcomes.

Our people told us what we are doing well...

- Supervisors are very supportive of their teams, and team-level communication is effective.
- Staff felt connected to the agency's purpose and understood how their role contributed to the Australian Public's outcome.
- Staff are willing to do more to achieve agency objectives.
- Staff feels that the agency and supervisors care about their health and wellbeing.

Opportunity

Communication

While communication within teams is working well, there is an opportunity to improve agency-wide communication efforts, especially around change initiatives. There is a strong appetite for more consultation and transparency in decision-making.

We will have a focus on internal communication and change management in 2024-5.

Celebrate

Wellbeing

Results suggest that wellbeing initiatives from the 2023 action plan have improved staff perceptions of wellbeing in AOFM. There is a strong emphasis on the role that supervisors play in caring for our staff.

We will continue to build on these initiatives in 2024-5, further supporting overall employee wellbeing in the future.

Investigate

Strategic direction

Staff are strongly committed to the agency and understand how their role contributes to achieving outcomes for the Australian public. However, they are less clear on the direction and priorities for the agency.

We want to understand how to strengthen the connection between what individuals and teams do with the overall agency direction to support increased employee engagement.

Together, we are committed to...

Communication

- Implement regular staff feedback mechanism.
- Develop a consistent change management consultation process.
- Include contextual messages in relevant change communications.

Wellbeing

- Actions for communication will contribute to overall wellbeing measures.
- Identify and pilot new tools and resources to empower immediate supervisors to be stronger advocates for new wellbeing policies.

Strategic direction

- Empower senior leaders to be advocates for strategic direction through early involvement and use of communication tools and resources.
- Continue to monitor and refine business planning process:
 - Instigate business planning training for supervisors to encourage wider staff engagement.
 - Produce a business planning process guide to support supervisors.
- Include questions in new feedback mechanism to understand further actions required to operationalise strategic direction measures.

These actions will be led by subject matter experts with support from our leadership team.