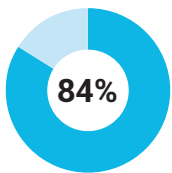




2023 Census Action Plan

Services Australia's workforce is key to realising its five year master plan vision.



The 2023 APS Employee Census achieved a response rate of 84%.

The agency is responding to this valuable feedback with some action planning in the following areas of focus.

1 Staff engagement

- Continue to support opportunities for staff to diversify their skillset and increase their capabilities.
- Continue to build on opportunities for connection and recognition for our staff.

2 Health and wellbeing

- Stay committed to ensuring the wellbeing of agency staff.
- Continue to promote and enable staff wellbeing through existing resources, open communication and support.
- Continue to provide our staff with a healthy work life balance.

3 Leadership

- Empower leaders and managers to continue to develop their leadership mindsets and capability.
- Encourage a culture of continuous learning in practice.

4 Attract, develop and retain

- Attract, develop and retain a responsive, capable workforce to deliver on the Services Australia master plan.
- Continue to build talent pipelines through recruitment, mobility, and capability uplift.