# Australian Public Service Employee Census 2024

6 May – 7 June

Highlights Report – Services Australia

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Responses: 28,293 of 32,947

Response Rate: 86%

## Exploring your results

Take time to understand your report. Consider your response rate to determine how representative your results are of the views of your colleagues.

Most questions in this report have information about the proportion of colleagues responding positively, neutrally or negatively.

Identify the areas where you are performing well. These will tend to be high results which are notably above any comparative results. Celebrate these results.

Identify areas that need improvement. These will be the lower results, and/or those which are scoring notably below your comparators.

Generally a difference of -/+ 5 percentage points is worthy of attention, but the size of the group is important. Changes in small groups can be unreliable.

## Employee Engagement: Say, Stay, Strive

### How engaged is your team?

Employee engagement is more than simply job satisfaction or commitment to an organisation. It is the extent to which employees are motivated, inspired, and enabled to improve an organisation’s outcomes.

Your Employee Engagement Index Score 72%

Variance from 2023 +3

Variance from APS Overall -2

Variance from larger operational agencies -1

Variance from extra-large sized agencies -1

### Say results

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Overall, I am satisfied with my job | 72% | 16% | 12% | +5 | -3 | -2 | -2 |
| I am proud to work in my agency | 71% | 20% | 9% | +4 | -7 | -5 | -4 |
| I would recommend my agency as a good place to work | 62% | 22% | 16% | +5 | -9 | -6 | -5 |
| I believe strongly in the purpose and objectives of my agency | 85% | 12% | 3% | +5 | -2 | -1 | 0 |

### Stay results

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| I feel a strong personal attachment to my agency | 60% | 26% | 14% | +5 | -3 | -3 | -2 |
| I feel committed to my agency's goals | 85% | 12% | 3% | +5 | -1 | 0 | 0 |

### Strive results

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| I suggest ideas to improve our way of doing things | 81% | 16% | 4% | -1 | -6 | -4 | -3 |
| I am happy to go the ‘extra mile' at work when required | 89% | 8% | 3% | +2 | -2 | -1 | -1 |
| I work beyond what is required in my job to help my agency achieve its objectives | 82% | 14% | 4% | +3 | +1 | +1 | +1 |
| My agency really inspires me to do my best work every day | 59% | 25% | 16% | +6 | -1 | 0 | 0 |

## Leadership

### Immediate supervisor

The immediate supervisor score assesses how employees view the leadership behaviours of their immediate supervisor in line with the *APS Leadership Capability Framework*.

Your Immediate Supervisor Index Score 77%

Variance from 2023 +2

Variance from APS Overall 0

Variance from larger operational agencies 0

Variance from extra-large sized agencies +1

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| My supervisor engages with staff on how to respond to future challenges | 81% | 12% | 6% | +2 | +1 | +2 | +2 |
| My supervisor can deliver difficult advice whilst maintaining relationships | 80% | 13% | 7% | +1 | +1 | +1 | +1 |
| My supervisor invites a range of views, including those different to their own  | 82% | 12% | 6% | +2 | 0 | 0 | +1 |
| My supervisor encourages my team to regularly review and improve our work | 85% | 10% | 5% | +2 | +2 | +2 | +2 |
| My supervisor is invested in my development | 77% | 15% | 8% | +3 | -1 | 0 | 0 |
| My supervisor ensures that my workgroup delivers on what we are responsible for  | 88% | 8% | 3% | +2 | 0 | +1 | +1 |

### Other similar questions

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| My supervisor provides me with helpful feedback to improve my performance  | 82% | 11% | 7% | +3 | +3 | +2 | +2 |
| My immediate supervisor encourages me | 77% | 16% | 7% | +2 | -1 | 0 | +1 |
| My supervisor actively ensures that everyone can be included in workplace activities | 86% | 9% | 5% | +2 | +2 | +2 | +2 |
| My supervisor encourages me to take on new tasks and gain experience doing things I've never done before | 80% | 14% | 7% | - | -1 | -1 | 0 |

### Leadership - SES Manager

The SES manager score assesses how employees view the leadership behaviours of their immediate SES manager in line with the *APS Leadership Capability Framework*.

Your SES Manager Leadership Index Score 67%

Variance from 2023 +2

Variance from APS Overall -2

Variance from larger operational agencies -1

Variance from extra-large sized agencies 0

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| My SES manager clearly articulates the direction and priorities for our area  | 68% | 23% | 9% | +3 | -2 | 0 | 0 |
| My SES manager presents convincing arguments and persuades others towards an outcome | 57% | 33% | 10% | +4 | -6 | -2 | -1 |
| My SES manager promotes cooperation within and between agencies  | 63% | 30% | 7% | +4 | -5 | -1 | -1 |
| My SES manager encourages innovation and creativity  | 64% | 27% | 9% | +3 | -2 | 0 | 0 |
| My SES manager creates an environment that enables us to deliver our best  | 62% | 26% | 12% | +5 | -3 | 0 | 0 |
| My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS | 70% | 24% | 6% | +4 | -5 | -2 | -1 |

### Other similar questions

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| In my agency, the SES work as a team | 58% | 30% | 12% | +6 | +2 | +4 | +3 |
| In my agency, the SES clearly articulate the direction and priorities for our agency | 66% | 24% | 10% | +6 | +2 | +3 | +2 |
| My SES manager routinely promotes the use of data and evidence to deliver outcomes | 65% | 27% | 8% | +3 | -2 | 0 | +1 |

## Communication and Change

### Communication

The Communication score measures communication at the individual, group, and agency level.

Your Communication Index Score 69%

Variance from 2023 +2

Variance from APS Overall 0

Variance from larger operational agencies +1

Variance from extra-large sized agencies +1

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| My supervisor communicates effectively | 83% | 9% | 7% | +2 | +2 | +2 | +2 |
| My SES manager communicates effectively | 67% | 22% | 11% | +3 | -3 | 0 | 0 |
| Internal communication within my agency is effective | 60% | 22% | 18% | +6 | +2 | +3 | +1 |

### Change

Effective communication is an important part of any change process. Note these questions do not contribute to the above index score.

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| When changes occur, the impacts are communicated well within my workgroup | 71% | 15% | 14% | +4 | +3 | +4 | +3 |
| Staff are consulted about change at work | 51% | 30% | 19% | +4 | 0 | +1 | 0 |
| Change is managed well in my agency | 49% | 26% | 25% | +4 | +6 | +6 | +4 |

## Enabling Innovation

The innovation score assesses both whether employees feel willing and able to be innovative, and whether their agency has a culture which enables them to be so.

Your Enabling Innovation Index Score 64%

Variance from 2023 +1

Variance from APS Overall 0

Variance from larger operational agencies 0

Variance from extra-large sized agencies 0

### Enabling Innovation

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| I believe that one of my responsibilities is to continually look for new ways to improve the way we work  | 73% | 19% | 8% | -1 | -6 | -3 | -3 |
| My immediate supervisor encourages me to come up with new or better ways of doing things | 70% | 21% | 9% | 0 | -2 | -1 | 0 |
| People are recognised for coming up with new and innovative ways of working | 60% | 28% | 13% | -1 | +2 | +2 | +2 |
| My agency inspires me to come up with new or better ways of doing things | 51% | 33% | 16% | +2 | +1 | +2 | +1 |
| My agency recognises and supports the notion that failure is a part of innovation | 45% | 37% | 18% | +3 | +5 | +3 | +4 |

## Wellbeing Policies and Support

The wellbeing score provides a measure of the practical and cultural elements that allow for a sustainable and healthy working environment.

Your Wellbeing Policies and Support Index Score 69%

Variance from 2023 +3

Variance from APS Overall -1

Variance from larger operational agencies -1

Variance from extra-large sized agencies -1

### Wellbeing Policies and Support

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| I am satisfied with the policies/practices in place to help me manage my health and wellbeing  | 66% | 22% | 13% | +6 | -2 | -2 | -1 |
| My agency does a good job of communicating what it can offer me in terms of health and wellbeing  | 65% | 22% | 13% | +4 | -1 | -1 | 0 |
| My agency does a good job of promoting health and wellbeing | 66% | 22% | 13% | +4 | -1 | -1 | 0 |
| I think my agency cares about my health and wellbeing | 59% | 23% | 18% | +6 | -5 | -3 | -2 |
| I believe my immediate supervisor cares about my health and wellbeing | 84% | 11% | 6% | +1 | -3 | -1 | -1 |

### Other similar questions

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| If I felt it was needed, I would feel comfortable discussing my mental health and wellbeing with my supervisor  | 73% | 13% | 14% | - | -1 | 0 | 0 |
| The people in my workgroup are able to bring up problems and tough issues  | 79% | 13% | 8% | - | -1 | 0 | 0 |
| I receive the respect I deserve from my colleagues at work | 82% | 14% | 4% | +1 | +1 | +1 | +2 |
| My agency supports and actively promotes an inclusive culture | 82% | 12% | 6% | +3 | +1 | +1 | +2 |

## Wellbeing

### In general, would you say that your health is:

| Response options | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Excellent | 11% | +1 | 0 | +1 | +1 |
| Very good | 33% | +1 | -2 | -1 | -1 |
| Good | 38% | 0 | +1 | 0 | 0 |
| Fair | 15% | -1 | +1 | 0 | 0 |
| Poor | 3% | 0 | 0 | 0 | 0 |

### What best describes your current workload?

| Response options | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Well above capacity – too much work | 22% | -2 | -1 | 0 | 0 |
| Slightly above capacity – lots of work to do | 40% | 0 | 0 | 0 | +1 |
| At capacity – about the right amount of work to do | 35% | +3 | +4 | +2 | +2 |
| Slightly below capacity – available for more work | 3% | -1 | -2 | -2 | -2 |
| Well below capacity – not enough work | 1% | 0 | -1 | -1 | -1 |

### How often do your find your work stressful?

| Response options | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Always  | 7% | -1 | +2 | +2 | +2 |
| Often | 27% | -2 | +2 | +2 | +3 |
| Sometimes | 47% | +1 | -2 | -2 | -2 |
| Rarely | 16% | 0 | -2 | -2 | -2 |
| Never | 2% | 0 | 0 | 0 | 0 |

### To what extent is your work emotionally demanding?

| Response options | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| To a very large extent | 12% | -1 | +4 | +3 | +3 |
| To a large extent | 25% | -1 | +5 | +3 | +4 |
| Somewhat | 38% | +2 | 0 | 0 | -1 |
| To a small extent | 19% | 0 | -6 | -4 | -4 |
| To a very small extent | 6% | 0 | -3 | -2 | -2 |

### I feel burned out by my work.

| Response options | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Strongly agree | 9% | -1 | +1 | +1 | +1 |
| Agree | 24% | -2 | +2 | +1 | +1 |
| Neither agree nor disagree | 33% | +2 | +1 | 0 | 0 |
| Disagree | 26% | 0 | -3 | -2 | -2 |
| Strongly Disagree | 6% | +1 | -1 | -1 | 0 |

## Flexible work

The working away from the office responses present how often employees worked away from the office/worked from home during a usual working week. It includes the responses for all employees, not just those who indicated they accessed working from home as a flexible working arrangement.

| Question  | Response % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| I am confident that if I requested a flexible work arrangement, my request would be given reasonable consideration  | 73% | 14% | 13% | +8 | -10 | -7 | -6 |

### Do you currently access any of the following flexible working arrangements?

| Response options | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Part time | 18% | -2 | +5 | +6 | +5 |
| Flexible hours of work | 19% | -2 | -7 | -7 | -7 |
| Compressed work week | 3% | +1 | -1 | -1 | 0 |
| Job sharing | 0% | 0 | 0 | 0 | 0 |
| Working away from the office/working from home | 32% | +4 | -30 | -24 | -20 |
| None of the above | 43% | 0 | +19 | +16 | +13 |

### Working away from the office

| Response options | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| None of the time | 68% | - | +30 | +24 | +20 |
| All of the time | 2% | - | -4 | -3 | -1 |
| Some of the time as regular arrangement | 26% | - | -21 | -18 | -16 |
| Only on an irregular basis | 4% | - | -5 | -4 | -4 |
| Did not disclose their arrangement | 0% | - | 0 | 0 | 0 |

## Working in the APS

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| I am supported to use my expertise to provide frank and fearless advice | 64% | 21% | 14% | - | -1 | 0 | 0 |
| The people in my workgroup demonstrate stewardship | 75% | 19% | 6% | - | -2 | 0 | 0 |
| The culture in my agency supports people to act with integrity | 74% | 16% | 10% | - | -2 | -1 | -1 |
| I believe strongly in the purpose and objectives of the APS | 86% | 11% | 2% | +4 | 0 | 0 | 0 |
| I feel a strong personal attachment to the APS | 66% | 24% | 10% | +4 | +2 | 0 | 0 |
| My workgroup considers the people and businesses affected by what we do | 84% | 11% | 5% | - | -1 | +1 | +1 |

### Job satisfaction

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| I am satisfied with the recognition I receive for doing a good job | 64% | 20% | 16% | +4 | -4 | -2 | -1 |
| I am fairly remunerated (e.g. salary, superannuation) for the work that I do | 57% | 18% | 25% | +12 | -6 | -2 | -1 |
| I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits) | 73% | 14% | 12% | +9 | -8 | -6 | -5 |
| I am satisfied with the stability and security of my job | 84% | 9% | 6% | +9 | -1 | -1 | -2 |

### Clarity and autonomy

| Question | Positive % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| I understand how my role contributes to achieving an outcome for the Australian public | 94% | 4% | 2% | +2 | +1 | +1 | +1 |
| I am clear what my duties and responsibilities are | 85% | 12% | 3% | +3 | +5 | +4 | +4 |
| I have a choice in deciding how I do my work | 47% | 27% | 25% | +3 | -18 | -14 | -12 |
| Where appropriate, I am able to take part in decisions that affect my job | 64% | 19% | 17% | +6 | -7 | -5 | -4 |

## Performance

### In the last month, please rate your workgroup’s overall performance:

| Response options | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Excellent | 28% | +1 | +1 | +2 | +2 |
| Very good | 54% | +1 | 0 | 0 | -1 |
| Average | 15% | -1 | 0 | -1 | -1 |
| Below average | 2% | 0 | 0 | 0 | 0 |
| Well below average | 1% | 0 | 0 | 0 | 0 |

| Question  | Response % | Neutral % | Negative % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- | --- | --- |
| My workgroup has the appropriate skills, capabilities and knowledge to perform well | 78% | 12% | 10% | +1 | -1 | +1 | +1 |
| My workgroup has the tools and resources we need to perform well | 65% | 16% | 18% | +2 | +6 | +6 | +5 |
| The people in my workgroup use time and resources efficiently | 78% | 14% | 8% | +1 | +2 | +3 | +3 |
| My job gives me opportunities to utilise my skills | 76% | 14% | 10% | +3 | -4 | -3 | -2 |
| In the last 12 months, the formal learning I have accessed has improved my performance | 60% | 25% | 16% | - | +2 | +1 | +1 |

## Retention

Employees who indicated that they wanted to leave their current position as soon as possible or within the next 12 months were asked what their plans were.

### Which of the following statements best reflects your current thoughts about working in your current position?

| Response options  | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| I want to leave my position as soon as possible | 9% | -3 | 0 | -1 | -1 |
| I want to leave my position within the next 12 months | 18% | -2 | -5 | -3 | -3 |
| I want to stay working in my position for the next one to two years | 30% | +1 | -8 | -5 | -5 |
| I want to stay working in my position for at least the next three years | 44% | +3 | +13 | +9 | +9 |

### What best describes your plans involved with leaving your current position?

| Response options  | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| I am planning to retire | 7% | +1 | +2 | +1 | 0 |
| I am pursuing another position within my agency | 35% | +1 | -8 | -12 | -11 |
| I am pursuing a position in another agency | 32% | +1 | +6 | +8 | +7 |
| I am pursing work outside the APS | 11% | -2 | +2 | +2 | +2 |
| It is the end of my non-ongoing, casual or contracted employment | 1% | -1 | -2 | 0 | 0 |
| Other | 13% | +1 | 0 | +1 | +1 |

Employees were also asked for the primary reason behind their desire to leave and could select one response from a list of items.

Only the five reasons for leaving with the highest proportion of responses are presented here. These may vary between agencies, work units and with results for the APS overall.

### What is the primary reason behind your desire to leave your current position?

| 5 highest responses | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| I wish to pursue a promotion opportunity | 18% | - | - | - | - |
| I am looking to further my skills in another area | 11% | - | - | - | - |
| I want to try a different type of work or I’m seeking a career change | 10% | - | - | - | - |
| There are lack of future career opportunities in my agency | 8% | - | - | - | - |
| I can receive a higher salary elsewhere | 8% | - | - | - | - |

## Unacceptable Behaviour

### Discrimination

Employees who had perceived discrimination in the last 12 months in the course of their employment were asked what the basis was for the discrimination. Employees could select one or more responses from a list of items.

Only the three types of discrimination with the highest proportion of responses are presented here. These may vary between agencies, work units and with results for the APS overall.

### During the last 12 months and in the course of your employment, have you experienced discrimination on the basis of your background or a personal characteristic?

| Response options | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Yes | 11% | -1 | +1 | 0 | 0 |
| No | 89% | +1 | -1 | 0 | 0 |

### Did this discrimination occur in your current agency?

| Response options  | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Yes | 93% | -1 | +1 | +1 | +1 |
| No | 7% | +1 | -1 | -1 | -1 |

### Basis for the discrimination that you experienced

| 3 highest responses: | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Race | 26% | - | - | - | - |
| Caring responsibilities | 23% | - | - | - | - |
| Other | 23% | - | - | - | - |

### Harassment and Bullying

Employees who perceived harassment or bullying in the last 12 months were asked what type of harassment or bullying they experienced. Employees could select one or more responses from a list of items.

Only the three options with the highest proportion of responses are presented here. These may vary between agencies, work units and with results for the APS overall.

### During the last 12 months, have you been subjected to harassment or bullying in your current workplace?

| Response options  | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Yes | 11% | -1 | 0 | 0 | 0 |
| No | 83% | +1 | -1 | 0 | 0 |
| Not sure | 6% | 0 | +1 | 0 | 0 |

| 3 highest responses: | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming) | 38% | - | - | - | - |
| Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development) | 31% | - | - | - | - |
| Interference with work tasks (e.g. withholding needed information, undermining or sabotage) | 30% | - | - | - | - |

### Did you report the harassment or bullying?

| Response options  | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| I reported the behaviour in accordance with my agency’s policies and procedures | 38% | +3 | +2 | +1 | +1 |
| It was reported by someone else | 8% | 0 | 0 | 0 | 0 |
| I did not report the behaviour | 55% | -3 | -2 | -1 | -2 |

### Corruption

Employees who indicated that they had witnessed potential corrupt behaviour were asked to describe the behaviour. Employees could select one or more responses from a list of items.

Only the three types of corrupt behaviours with the highest proportion of responses are presented here. These may vary between agencies and with results for the APS overall.

### Excluding behaviour reported to you as part of your duties, in the last 12 months have you witnessed another APS employee in your agency engaging in behaviour that you consider may be serious enough to be viewed as corruption?

| Response options  | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Yes | 3% | 0 | 0 | 0 | 0 |
| No | 89% | 0 | -2 | -1 | -1 |
| Not sure | 5% | 0 | +1 | +1 | 0 |
| Would prefer not to answer | 3% | 0 | +1 | 0 | 0 |

### Types of corrupt behaviours witnessed

| 3 highest responses: | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| Cronyism-preferential treatment of friends, such as appointing them to positions without proper regard to merit | 49% | - | - | - | - |
| Nepotism- preferential treatment of family members, such as appointing them to positions without proper regard to merit | 27% | - | - | - | - |
| Acting (or failing to act) in the presence of an undisclosed conflict of interest | 18% | - | - | - | - |

### Did you report the potentially corrupt behaviour?

| Response options | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| I reported the behaviour in accordance with my agency’s policies and procedures | 21% | +2 | 0 | -1 | -2 |
| It was reported by someone else | 19% | 0 | +3 | +2 | +2 |
| I did not report the behaviour | 59% | -2 | -3 | -1 | 0 |

## Demographics

### How do you describe your gender?

| Response options  | Response % |
| --- | --- |
| Man or male | 31% |
| Woman or female | 65% |
| Non-binary | 0% |
| I use a different term | 0% |
| Prefer not to say | 3% |

### Do you identify as an Australian Aboriginal and/or Torres Strait Islander person?

| Response options  | Response % |
| --- | --- |
| Yes | 6% |
| No | 94% |

### Do you have an ongoing disability?

| Response options  | Response % |
| --- | --- |
| Yes | 13% |
| No | 87% |

### Do you have carer responsibilities?

| Response options  | Response % |
| --- | --- |
| Yes | 47% |
| No | 53% |

### Do you identify as Lesbian, Gay, Bisexual, Transgender and/or gender diverse, Intersex, Queer, Questioning and/or Asexual (LGBTIQA+)?

| Response options | Response % |
| --- | --- |
| Yes | 7% |
| No | 93% |

### Do you identify as culturally and linguistically diverse?

| Response options | Response % |
| --- | --- |
| Yes | 28% |
| No | 72% |

### How would you describe your cultural background?

| Response options [multiple response] | Response % |
| --- | --- |
| Australian (excluding Australian Aboriginal and/or Torres Strait Islander) | 61% |
| Australian Aboriginal and/or Torres Strait Islander | 5% |
| New Zealander (excluding Maori) | 1% |
| Maori, Melanesian, Papuan, Micronesian, and Polynesian | 1% |
| Anglo-European | 9% |
| North-West European (excluding Anglo-European) | 1% |
| Southern and Eastern European | 4% |
| South-East Asian | 15% |
| North-East Asian | 2% |
| Southern and Central Asian | 5% |
| North American | 0% |
| South and Central American and Caribbean Islander | 1% |
| North African and Middle Eastern | 2% |
| Sub-Saharan African | 1% |

### Do you consider yourself to be neurodivergent?

| Response options | Response % |
| --- | --- |
| Yes | 8% |
| No | 69% |
| Maybe | 8% |
| I am unsure what neurodivergent means | 15% |

## Agency Position

### Agency position

The below table displays Services Australia’s ranking compared to all other participating APS agencies on the employee engagement, leadership – immediate supervisor, leadership – SES manager, communication, enabling innovation and wellbeing policies and support indices. Note that Services Australia’s ranking is out of 104.

| Index  | Services Australia’s Ranking |
| --- | --- |
| Employee Engagement  | 95 |
| Leadership – Immediate Supervisor | 51 |
| Leadership – SES Manager | 80 |
| Communication  | 47 |
| Enabling Innovation  | 64 |
| Wellbeing Policies and Support  | 77 |

## Suggested questions to focus on

Through driver analysis, these key questions have been identified as being important to employees in your agency and associated with employee engagement.

They are not necessarily the questions with the lowest scores.

Some will be areas to improve upon and some will be areas to maintain.

Develop actions and activities to improve upon these, where possible, to drive higher levels of performance.

| Response options  | Response % | Variance from 2023 | Variance from APS Overall | Variance from larger operational agencies | Variance from extra-large sized agencies |
| --- | --- | --- | --- | --- | --- |
| 1. The culture in my agency supports people to act with integrity
 | 74% | - | -2 | -1 | -1 |
| 1. I am supported to use my expertise to provide frank and fearless advice
 | 64% | - | -1 | 0 | 0 |
| 1. Internal communication within my agency is effective
 | 60% | +6 | +2 | +3 | +1 |
| 1. Change is managed well in my agency
 | 49% | +4 | +6 | +6 | +4 |
| 1. My agency supports and actively promotes an inclusive workplace culture.
 | 82% | +3 | +1 | +1 | +2 |
| 1. I think my agency cares about my health and wellbeing
 | 59% | +6 | -5 | -3 | -2 |

## Services Australia specific questions

| Response options  | Positive % | Neutral % | Negative % | Variance from 2023 |
| --- | --- | --- | --- | --- |
| I understand the Agency's Master Plan principles (simple, helpful, respectful and transparent) | 93% | 6% | 1% | +10 |
| I am committed to our vision of making government services simple so people can get on with their lives | 94% | 6% | 1% | +3 |
| How satisfied are you with the actions taken to address 2023 census results within your workgroup | 49% | 38% | 13% | - |
| I help create a work environment that is about helping our customers | 93% | 7% | 1% | +1 |
| My physical safety is adequately protected in my workplace | 83% | 11% | 7% | +1 |
| My mental health is supported in the workplace | 67% | 20% | 12% | - |
| My work colleagues help me in stressful work situations | 85% | 12% | 4% | - |
| I help create an environment that feels safe for staff and customers | 93% | 7% | 0% | - |
| My colleagues are open, honest and transparent | 79% | 15% | 5% | - |
| I genuinely feel heard and have my views considered | 68% | 20% | 11% | +7 |
| In Services Australia, the SES are sufficiently visible (e.g. can be seen in action) | 57% | 26% | 17% | - |
| I am kept informed of the agency's advice, protocols, procedures and guidelines during emergencies | 79% | 16% | 5% | 0 |
| I have access to adequate support from the agency when working away from the office | 64% | 30% | 6% | - |
| If working in a customer-contact role (for example undertake face to face or telephony work), have you had adequate training to know what to do in the event of customer aggression? | 75% | 17% | 8% | -3 |

## Time to take action

Use this page to start your local action plans.

Identify areas to celebrate, opportunities for improvement and areas which you need to investigate further. Prioritise 3 areas to take forward.

### Celebrate

What things do we do well?

Think about how we can build on our strengths and learn from what we are good at.

### Investigate further with our teams

Are there any other opportunities coming out of the results that we want to explore further?

How could we investigate? Through looking at the data in more detail or through discussions with staff?

### Opportunities

Areas we need to focus on and turn into action plans

What are the key things we need to improve to make working here better?

| Prioritise 3 areas for action | Timescales | Owner | Resources required | Target / success measure |
| --- | --- | --- | --- | --- |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |

## Guide to this report

### % Positive

Where results are shown as positive percentages (% positive), these are calculated by adding together positive responses ("strongly agree" + "agree") and dividing by the number of respondents who answered the question.

### Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Values from x.00 to x.49 are rounded down and values from x.50 to x.99 are rounded up. Therefore in some instances, results may not total 100%.

| Example | Strongly agree | Agree | Neither | Disagree | Strongly disagree | Total |
| --- | --- | --- | --- | --- | --- | --- |
| Number of responses | 151 | 166 | 176 | 96 | 24 | 613 |
| Percentage | 24.63% | 27.08% | 28.71% | 15.66% | 3.92% | 100% |
| Rounded percentage | 25% | 27% | 29% | 16% | 4% | 101% |

Number of positive responses 151 + 166 = 317

% Positive 317 ÷ 613 = 52%

### Anonymity

It is best practice not to display the results of groups of respondents to the extent where the anonymity of individuals may be compromised. Results will not be shown where there are less than 10 respondents in a group.

### Comparisons

Comparisons to other similarly sized agencies are used through this report. To see how agencies are categorised visit https://www.apsc.gov.au/aps-agencies-size-and-function.

### Comparisons with results from previous years

The method of analysing and reporting specific results may be periodically reviewed and revised. Such improvements are applied to current data and that of previous years. For this reason the current report is always the most accurate data source for APS employee census results, including comparisons with time series data.