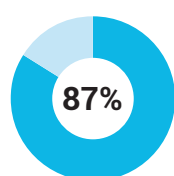




2025 Census Action Plan

Services Australia is working towards our vision 'to make government services simple so people can get on with their lives' by working together to improve the customer and staff experience.



The 2025 APS Employee Census achieved a response rate of 87%.

The agency is responding to feedback from the census with the following commitments:

Focus area	Commitments
Building connection and trust Creating a workplace where every voice matters and everyone feels secure to contribute	- Foster a supportive culture where staff are empowered to speak up, supported by tools, information, guidance and open communication across all levels. - Strengthen psychological safety and trust through our continued commitment to safe workplaces. We'll support those who speak up, ask questions, offer differing views or call out behaviour contrary to APS Values. - Build an inclusive and respectful environment by developing targeted support resources, structured mentoring opportunities and recognition programs that celebrate integrity and amplify every voice.
Continuous improvement and innovation Empowering staff to streamline processes and embrace new approaches	- Empower staff to create efficiencies and improve the way we do things by streamlining processes and functions, removing duplicated effort, and stopping or reducing the frequency of activities. - Promote a culture of curiosity and innovation by: - listening to feedback through regular engagement channels - celebrating new ideas - learning from unsuccessful attempts - enabling teams to implement improvements in our work. - Build the capability of leaders and staff to embed a safe-to-try culture of continuous improvement and innovation.
Leadership Building capable leaders who inspire, support and empower their teams	- Invest in leadership capability at all levels by supporting coaching, contemporary leadership programs and structured mentoring to build strong leadership pipelines. - Leaders will work together as a cohesive team, making sure to: - champion agency values - respond openly and constructively to staff concerns - foster psychologically safe, high-performing teams. - Empower leaders to proactively remove barriers, support career development and lead with integrity, consistency and respect across the agency.