

# 2025 APS Employee Census

5 May - 6 June

## Highlights Report

SERVAU

Responses:

30,213 of 34,820

Response rate:

87%



# 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 tend to be the low results, which are notably below comparisons.



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



## Employee Engagement

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		74	Response scale	% Positive	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
Say	Overall, I am satisfied with my job	76	15 9	76%	+4	0	0	0
	I am proud to work in my agency	77	17	77%	+6 ↑	-4	-3	-3
	I would recommend my agency as a good place to work	71	18 11	71%	+9 ↑	-5 ↓	-4	-4
	I believe strongly in the purpose and objectives of my agency	86	11	86%	+2	-2	-2	-1
Stay	I feel a strong personal attachment to my agency	64	25 11	64%	+4	-1	-2	-2
	I feel committed to my agency's goals	87	10	87%	+2	0	0	-1
Strive	I suggest ideas to improve our way of doing things	81	16	81%	0	-5 ↓	-3	-3
	I am happy to go the 'extra mile' at work when required	89	8	89%	0	-2	-1	-1
	I work beyond what is required in my job to help my agency achieve its objectives	80	16	80%	-2	+2	+1	+1
	My agency really inspires me to do my best work every day	67	22 12	67%	+7 ↑	0	+1	0

### Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



# Leadership - Immediate Supervisor



## Immediate Supervisor

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

Your Immediate Supervisor Index score		78	Response scale	% Positive	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies	
Immediate Supervisor	My supervisor engages with staff on how to respond to future challenges	82	12	82%	+1	+2	+2	+2	
	My supervisor can deliver difficult advice whilst maintaining relationships	81	13	81%	0	+1	+1	+1	
	My supervisor invites a range of views, including those different to their own	82	12	82%	0	0	0	0	
	My supervisor encourages my team to regularly review and improve our work	85	10	85%	+1	+3	+2	+2	
	My supervisor is invested in my development	78	15	8	78%	+1	0	0	0
	My supervisor ensures that my workgroup delivers on what we are responsible for	89	8	89%	+1	+1	+1	+1	
<b>Other similar questions</b>									
	My supervisor provides me with helpful feedback to improve my performance	82	11	82%	+1	+3	+2	+2	
	My immediate supervisor encourages me	77	16	77%	+1	0	0	+1	
	My supervisor actively ensures that everyone can be included in workplace activities	87	9	87%	0	+2	+2	+2	
	My supervisor encourages me to take on new tasks and gain experience doing things I've never done before	81	13	81%	+1	0	0	0	
<b>Key</b>	At least 5 percentage points greater than comparator	At least 5 percentage points less than comparator	Positive Neutral Negative						

# Leadership - SES Manager



## SES Manager

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

<b>Your SES Manager Index score</b>	<b>70</b>	<b>Response scale</b>	<b>% Positive</b>	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
				+2	-1	0	0

SES Manager	My SES manager clearly articulates the direction and priorities for our area	71	21	8	71%	+3	0	+1	+1
	My SES manager presents convincing arguments and persuades others towards an outcome	60	32	9	60%	+2	-4	-1	-1
	My SES manager promotes cooperation within and between agencies	67	27		67%	+4	-3	0	0
	My SES manager encourages innovation and creativity	69	24	7	69%	+5 ↑	+1	+2	+2
	My SES manager creates an environment that enables us to deliver our best	67	24	9	67%	+5 ↑	-1	+1	+1
	My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS	73	22		73%	+3	-3	-1	-1

### Other similar questions

	In my agency, the SES work as a team	63	28	9	63%	+5 ↑	+5 ↑	+6 ↑	+5 ↑
	In my agency, the SES clearly articulate the direction and priorities for our agency	71	22	7	71%	+5 ↑	+4	+4	+3
	My SES manager routinely promotes the use of data and evidence to deliver outcomes	68	26		68%	+3	-1	+1	+1

<b>Key</b>	At least 5 percentage points greater than comparator	At least 5 percentage points less than comparator	Positive Neutral Negative 
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# Communication and change



## Communication

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

## Change

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

<b>Your Communication Index score</b>	<b>72</b>	<b>Response scale</b>	<b>% Positive</b>	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
				+2	+1	+1	+1

Communication	My supervisor communicates effectively	84	9	84%	+1	+2	+2	+2	
	My SES manager communicates effectively	71	20	9	71%	+4	-1	+1	+1
	Internal communication within my agency is effective	66	20	14	66%	+6	+4	+4	+3

### Other similar questions

Change	When changes occur, the impacts are communicated well within my workgroup	73	15	12	73%	+2	+5	+5	+5
	Staff are consulted about change at work	55	29	15	55%	+4	+4	+3	+3
	Change is managed well in my agency	57	24	19	57%	+8	+9	+8	+7

### Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



# Enabling Innovation



## Enabling Innovation

The Enabling Innovation Index 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		69		Response scale	% Positive	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
Enabling Innovation	I believe that one of my responsibilities is to continually look for new ways to improve the way we work	80	14		80%	+7 ↑	-3	-2	-2
	My immediate supervisor encourages me to come up with new or better ways of doing things	75	17	8	75%	+5 ↑	-1	0	0
	People are recognised for coming up with new and innovative ways of working	69	21	10	69%	+9 ↑	+5 ↑	+4	+4
	My agency inspires me to come up with new or better ways of doing things	63	25	12	63%	+12 ↑	+4	+4	+3
	My agency recognises and supports the notion that failure is a part of innovation	57	30	13	57%	+12 ↑	+7 ↑	+5 ↑	+4

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



# Wellbeing Policies and Support



## Wellbeing

The Wellbeing Policies and Support Index 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		71	Response scale	% Positive	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
					+2	-1	0	0

Wellbeing Policies and Support	I am satisfied with the policies/practices in place to help me manage my health and wellbeing		72	17	11	72%	+6 ↑	-1	0	-1
	My agency does a good job of communicating what it can offer me in terms of health and wellbeing		70	18	12	70%	+6 ↑	0	+1	0
	My agency does a good job of promoting health and wellbeing		71	18	11	71%	+5 ↑	0	0	0
	I think my agency cares about my health and wellbeing		66	20	14	66%	+7 ↑	-3	-1	-2
	I believe my immediate supervisor cares about my health and wellbeing		86		9	86%	+2	-2	-1	-1

### Other similar questions

Wellbeing	If I felt it was needed, I would feel comfortable discussing my mental health and wellbeing with my supervisor		76	12	13	76%	+2	0	0	0
	I receive the respect I deserve from my colleagues at work		83		13	83%	+1	+2	+2	+2
	My agency supports and actively promotes an inclusive workplace culture		85		10	85%	+3	+1	+2	+1

### Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



# Wellbeing

	Response scale	%	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
<b>In general, would you say that your health is:</b>						
Excellent		<b>11%</b>	0	0	0	0
Very good		<b>33%</b>	+1	-2	-1	-1
Good		<b>38%</b>	0	+1	0	0
Fair		<b>14%</b>	-1	+1	+1	0
Poor		<b>3%</b>	0	0	0	0
<b>What best describes your current workload?</b>						
Well above capacity - too much work		<b>14%</b>	-8↓	-3	-2	-2
Slightly above capacity - lots of work to do		<b>40%</b>	0	0	0	0
At capacity - about the right amount of work to do		<b>43%</b>	+8↑	+6↑	+4	+4
Slightly below capacity - available for more work		<b>3%</b>	0	-3	-2	-2
Well below capacity - not enough work		<b>1%</b>	0	-1	-1	-1

## Key




















At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

# Wellbeing

	Response scale	%	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
<b>How often do you find your work stressful?</b>						
Always		<b>7%</b>	-1	+2	+1	+1
Often		<b>26%</b>	-1	+3	+3	+3
Sometimes		<b>48%</b>	0	-3	-2	-2
Rarely		<b>17%</b>	+1	-3	-2	-2
Never		<b>2%</b>	0	0	0	0
<b>To what extent is your work emotionally demanding?</b>						
To a very large extent		<b>11%</b>	-1	+3	+3	+2
To a large extent		<b>25%</b>	0	+6 	+4	+4
Somewhat		<b>39%</b>	+1	0	-1	-1
To a small extent		<b>18%</b>	0	-6 	-4	-4
To a very small extent		<b>7%</b>	0	-3	-2	-2
<b>I feel burned out by my work</b>						
Strongly agree		<b>8%</b>	-1	+1	+1	+1
Agree		<b>23%</b>	-1	+2	+1	+1
Neither agree nor disagree		<b>34%</b>	+1	+2	0	0
Disagree		<b>27%</b>	+1	-4	-2	-2
Strongly disagree		<b>7%</b>	0	-1	-1	0

## Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

# Flexible work



	Response scale	%	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies	
I am confident that if I request a flexible work arrangement, my request would be given reasonable consideration	<div style="display: flex; justify-content: space-between; width: 100px; height: 20px; background-color: #004d00; position: relative;"> <span style="position: absolute; right: 0; top: 0; bottom: 0; background-color: #f1c232; width: 10px;"></span> <span style="position: absolute; right: 0; top: 0; bottom: 0; background-color: #990033; width: 10px;"></span> <span style="position: absolute; left: 50%; transform: translate(-50%, -50%); font-weight: bold;">81</span> </div>	10 9	81%	+8 ↑	-5 ↓	-3	-3
<b>Do you currently access any of the following flexible working arrangements? [Multiple Response]</b>							
Part time	<div style="width: 19%; height: 15px; background-color: #004d00;"></div>		19%	+1	+6 ↑	+6 ↑	+6 ↑
Flexible hours of work	<div style="width: 23%; height: 15px; background-color: #004d00;"></div>		23%	+4	-7 ↓	-7 ↓	-7 ↓
Compressed work week	<div style="width: 4%; height: 15px; background-color: #004d00;"></div>		4%	+1	-1	-1	-1
Job sharing	<div style="width: 0%; height: 15px; background-color: #004d00;"></div>		0%	0	0	0	0
Working away from the office/working from home	<div style="width: 47%; height: 15px; background-color: #004d00;"></div>		47%	+15 ↑	-21 ↓	-17 ↓	-15 ↓
None of the above	<div style="width: 32%; height: 15px; background-color: #004d00;"></div>		32%	-11 ↓	+13 ↑	+10 ↑	+9 ↑
<b>Working away from the office</b>							
All of the time	<div style="width: 2%; height: 15px; background-color: #004d00;"></div>		2%	+1	-5 ↓	-4	-3
Some of the time as a regular arrangement	<div style="width: 39%; height: 15px; background-color: #004d00;"></div>		39%	+14 ↑	-13 ↓	-11 ↓	-10 ↓
Only on an irregular basis	<div style="width: 5%; height: 15px; background-color: #004d00;"></div>		5%	+1	-3	-3	-3
None of the time	<div style="width: 53%; height: 15px; background-color: #004d00;"></div>		53%	-15 ↓	+21 ↑	+17 ↑	+15 ↑
Did not disclose their arrangement	<div style="width: 0%; height: 15px; background-color: #004d00;"></div>		0%	0	0	0	0

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.

## Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



# Working in the APS

	Response scale			% Positive	Variance from 2024	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	70	19	11	70%	+6	+1	+1	+1
The people in my workgroup demonstrate stewardship	76	19	5	76%	+1	0	+1	+1
The culture in my agency supports people to act with integrity	81	12	7	81%	+7	0	+1	0
I believe strongly in the purpose and objectives of the APS	89	10	1	89%	+2	0	0	0
I feel a strong personal attachment to the APS	70	22	8	70%	+4	+2	0	0
My workgroup considers the people and businesses affected by what we do	84	12	4	84%	0	0	+1	+2
The people in my workgroup value others' individual skills and talents	84	11	5	84%	-	+1	+2	+2
People in my workgroup are comfortable checking with each other if they have questions about the right way to do something	89	10	1	89%	-	+1	+1	+1
The people in my workgroup are able to bring up problems and tough issues	80	13	7	80%	+1	0	+1	+1
If you make a mistake in my workgroup, it tends to be held against you (reverse scored : positive scores represent those who disagreed, or strongly disagreed with this statement)	61	23	15	61%	-	-6	-3	-2

## Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



# Job satisfaction

	Response scale			% Positive	Variance from 2024	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	66	19	15	66%	+2	-3	-1	-1
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	60	18	22	60%	+3	-6 ↓	-2	-1
I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	79	12	9	79%	+5 ↑	-6 ↓	-5 ↓	-4
I am satisfied with the stability and security of my job	86	9		86%	+2	0	-1	-2

# Clarity and autonomy

	Response scale			% Positive	Variance from 2024	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			94%	0	+2	+1	+1
I am clear what my duties and responsibilities are	90		8	90%	+5 ↑	+6 ↑	+5 ↑	+5 ↑
I have a choice in deciding how I do my work	51	28	22	51%	+3	-17 ↓	-13 ↓	-12 ↓
Where appropriate, I am able to take part in decisions that affect my job	68	18	14	68%	+4	-4	-3	-3

## Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



# Performance

	Response scale	%	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
<b>In the last month, please rate your workgroup's overall performance</b>						
Excellent		<b>26%</b>	-2	+1	+2	+2
Very good		<b>57%</b>	+2	0	0	0
Average		<b>15%</b>	0	-1	-2	-2
Below average		<b>2%</b>	0	0	0	0
Well below average		<b>0%</b>	0	0	0	0

	Response scale	% Positive	Variance from 2024	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		<b>80%</b>	+2	+2	+2	+3
My workgroup has the tools and resources we need to perform well		<b>69%</b>	+3	+9⬆️	+7⬆️	+7⬆️
The people in my workgroup use time and resources efficiently		<b>78%</b>	+1	+4	+4	+4
My job gives me opportunities to utilise my skills		<b>77%</b>	+1	-2	-1	-1
During the last 12 months, the formal learning I have accessed has improved my performance		<b>63%</b>	+3	+4	+2	+2

## Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



# 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.

	Response scale	%	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
<b>Which of the following statements best reflects your thoughts about working in your current position?</b>						
I want to leave my position as soon as possible		<b>7%</b>	-1	-1	-1	-1
I want to leave my position within the next 12 months		<b>17%</b>	-1	-5↓	-3	-3
I want to stay working in my position for the next one to two years		<b>32%</b>	+2	-8↓	-5↓	-5↓
I want to stay working in my position for at least the next three years		<b>44%</b>	+1	+13↑	+9↑	+9↑
<b>What best describes your plans involved with leaving your current position?</b>						
I am planning to retire		<b>7%</b>	-1	+2	+1	+1
I am pursuing another position within my agency		<b>46%</b>	+11↑	0	-6↓	-7↓
I am pursuing a position in another agency		<b>24%</b>	-8↓	-1	+4	+5↑
I am pursuing work outside the APS		<b>8%</b>	-3	0	0	+1
It is the end of my non-ongoing, casual or contracted employment		<b>1%</b>	0	-1	0	0
Other		<b>13%</b>	0	0	+1	+1

## Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

# Retention



Employees who indicated that they were pursuing another position within their agency, or outside the APS were asked for the primary reason behind their desire to leave. They could select one response from a list of 18 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, therefore those comparisons are not included.

Response scale	%	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
<b>What is the primary reason behind your desire to leave your current position? (5 highest responses):</b>					
I wish to pursue a promotion opportunity	<b>21%</b>	-	-	-	-
I am looking to further my skills in another area	<b>13%</b>	-	-	-	-
I want to try a different type of work or I'm seeking a career change	<b>13%</b>	-	-	-	-
I can receive a higher salary elsewhere	<b>7%</b>	-	-	-	-
There are a lack of future career opportunities in my agency	<b>6%</b>	-	-	-	-

## Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

# Unacceptable behaviour



Employees who had perceived discrimination in the last 12 months in the course of their employment were asked where the discrimination came from and if they reported it.

Discrimination	Response scale	%	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
<b>During the last 12 months, and in connection with your work, have you experienced discrimination on the basis of your background or a personal characteristic?</b>						
Yes		<b>10%</b>	-1	+1	+1	+1
No		<b>90%</b>	+1	-1	-1	-1
<b>Did this discrimination occur in your current agency?</b>						
Yes		<b>93%</b>	0	0	0	0
No		<b>7%</b>	0	0	0	0
<b>The discrimination came from: [Multiple Response]</b>						
Within my agency		<b>90%</b>	-	-2	-2	-2
Another agency		<b>2%</b>	-	-2	-2	-2
A customer, stakeholder or member of the public		<b>14%</b>	-	+6	+5	+4
Other		<b>5%</b>	-	+1	0	0
<b>Did you report the discrimination?</b>						
I reported the discrimination in accordance with my agency's policies and procedures		<b>22%</b>	-	+3	+2	+2
It was reported by someone else		<b>4%</b>	-	0	-1	-1
I did not report the discrimination		<b>74%</b>	-	-3	-2	-1

## Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

# Unacceptable behaviour



In 2025, the survey used an expanded definition of harassment. Comparing results to 2024 should take this change in definition in context.

Employees who perceived bullying or harassment in the last 12 months were asked what type of bullying or harassment 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.

Bullying and harassment	Response scale	%	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
<b>During the last 12 months, have you been subjected to bullying or harassment in your current workplace?</b>						
Yes		<b>10%</b>	-1	0	0	-1
No		<b>85%</b>	+2	-1	0	0
Not sure		<b>5%</b>	-1	+1	0	0
<b>Types of bullying or harassment experienced (3 highest responses):</b>						
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)		<b>40%</b>	-	-	-	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)		<b>30%</b>	-	-	-	-
Interference with work tasks (e.g. withholding needed information, undermining or sabotage)		<b>27%</b>	-	-	-	-
<b>Did you report the bullying or harassment?</b>						
I reported the behaviour in accordance with my agency's policies and procedures		<b>40%</b>	+3	+3	+1	+1
It was reported by someone else		<b>7%</b>	0	0	0	-1
I did not report the behaviour		<b>52%</b>	-2	-3	-1	-1

## Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

# Unacceptable behaviour



In 2025, the survey used an updated definition of corruption to align with the *National Anti-Corruption Commission Act 2022* and the Commonwealth Fraud and Corruption Control Framework.

Comparing results to 2024 should take this change in definition in context.

Corruption	Response scale	%	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
<b>During the last 12 months, excluding behaviour reported to you as part of your duties, have you observed a public official engaging in conduct in your agency that you would consider to be corruption?</b>						
Yes		<b>2%</b>	-2	0	0	0
No		<b>91%</b>	+2	-1	-1	-1
Not sure		<b>5%</b>	0	+1	+1	+1
Prefer not to answer		<b>2%</b>	-1	0	0	0
<b>Which of the following reflects the conduct you witnessed? [Multiple Response]</b>						
Abuse of office		<b>55%</b>	-	-	-	-
Adversely affecting the honesty or impartiality of a public official		<b>36%</b>	-	-	-	-
Misuse of information or documents		<b>27%</b>	-	-	-	-
A breach of public trust		<b>20%</b>	-	-	-	-
<b>Did you report the conduct?</b>						
I reported the behaviour in accordance with my agency's policies and procedures		<b>27%</b>	+6	+2	-1	-2
It was reported by someone else		<b>16%</b>	-3	-1	-2	-2
I did not report the behaviour		<b>57%</b>	-3	-1	+3	+4

## Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

# Demographics

How do you describe your gender?	Responses
Man or male	32%
Woman or female	64%
Non-binary	1%
I use a different term	0%
Prefer not to say	3%

Do you identify as an Aboriginal and/or Torres Strait Islander person?	Responses
Yes	6%
No	94%

Do you have an ongoing disability?	Responses
Yes	13%
No	87%

Do you have carer responsibilities?	Responses
Yes	48%
No	52%

Do you identify as Lesbian, Gay, Bisexual, Transgender and/or gender diverse, Intersex, Queer, Questioning and/or Asexual (LGBTIQA+)?	Responses
Yes	7%
No	93%

Do you identify as culturally or linguistically diverse?	Responses
Yes	29%
No	71%

How would you describe your cultural background? [Multiple Response]	Responses
Australian (excluding Australian Aboriginal and/or Torres Strait Islander)	63%
Australian Aboriginal and/or Torres Strait Islander	5%
New Zealander (excluding Maori)	1%
Maori, Melanesian, Papuan, Micronesian, and Polynesian	1%
Anglo-European	10%
North-West European (excluding Anglo-European)	2%
Southern and Eastern European	5%
South-East Asian	16%
North-East Asian	3%
Southern and Central Asian	6%
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?	Responses
Yes	9%
No	71%
Maybe	10%
I am unsure what neurodivergent means	10%

# Agency position



## Agency position

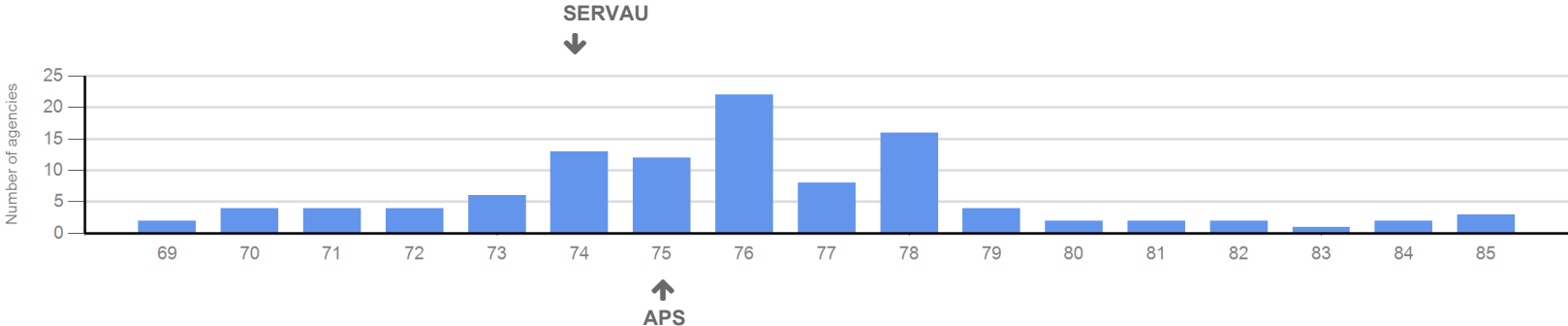
These graphs display the overall index score of each agency for the Employee Engagement, Immediate Supervisor, SES Manager, Communication, Enabling Innovation and Wellbeing Policies and Support indices. These are to assist you to see where your agency sits in comparison to the overall APS index score and the scores of other agencies.

Along the bottom line (x-axis) are the index scores. The height of the bar (y-axis) is how many agencies have that index score.

Please note, the x-axis values are not consecutive as only index scores received by an agency are represented.

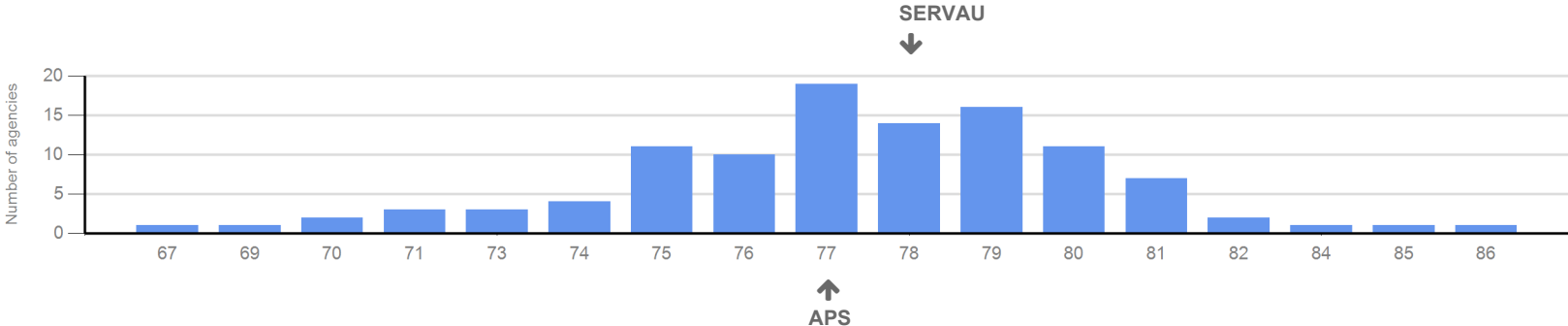
**Employee Engagement Index**

Ranking : 84th of 107



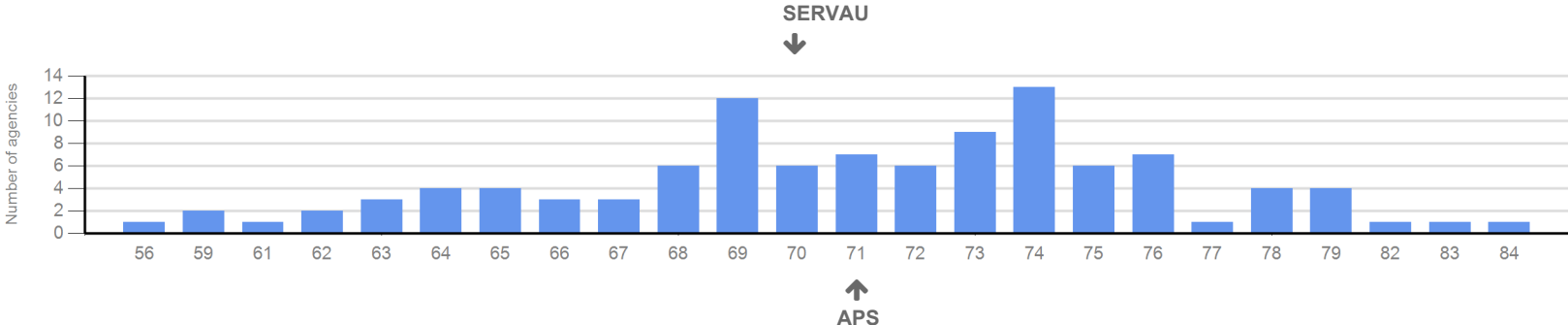
**Immediate Supervisor Index**

Ranking : 47th of 107



**SES Manager Index**

Ranking : 66th of 107



# Agency position



## Agency position

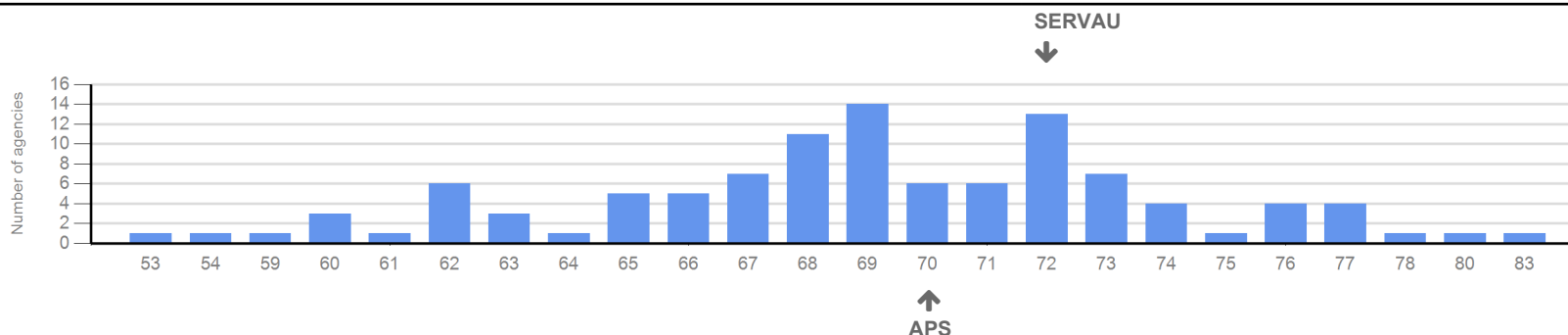
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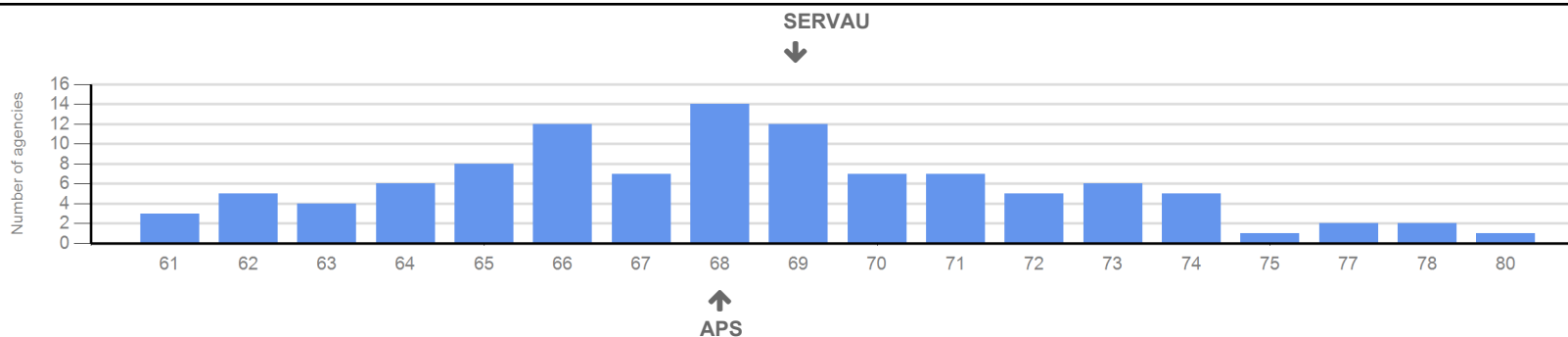
### Communication Index

Ranking : 36th of 107



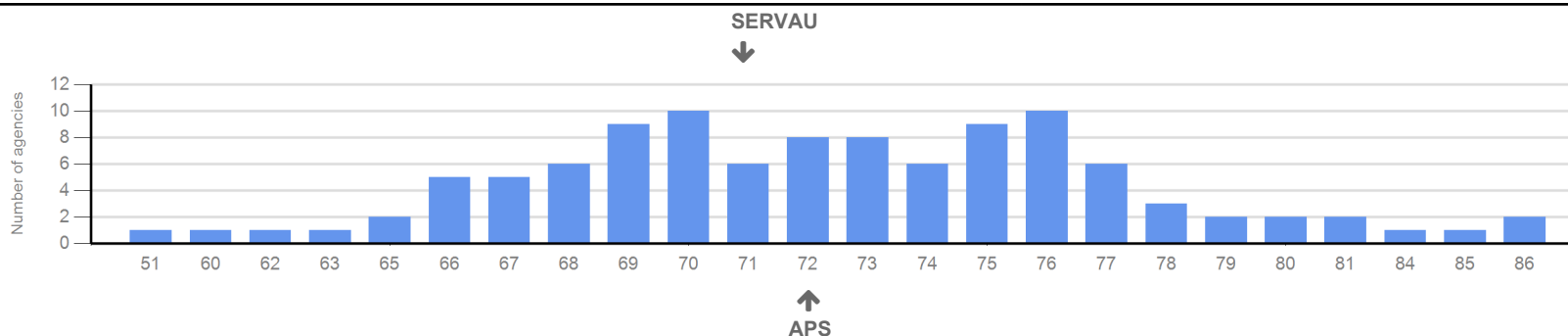
### Enabling Innovation Index

Ranking : 45th of 107



### Wellbeing Policies and Support Index

Ranking : 66th of 107



# Suggested questions to focus on



## What 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.

		At least 5 percentage points greater than comparator	At least 5 percentage points less than comparator	% Positive	Variance from 2024	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
<b>.1</b>	My agency inspires me to come up with new or better ways of doing things			<b>63%</b>	+12	+4	+4	+3
<b>.2</b>	I think my agency cares about my health and wellbeing			<b>66%</b>	+7	-3	-1	-2
<b>.3</b>	The culture in my agency supports people to act with integrity			<b>81%</b>	+7	0	+1	0
<b>.4</b>	I am satisfied with the recognition I receive for doing a good job			<b>66%</b>	+2	-3	-1	-1
<b>.5</b>	I am supported to use my expertise to provide frank and fearless advice			<b>70%</b>	+6	+1	+1	+1
<b>.6</b>	Where appropriate, I am able to take part in decisions that affect my job			<b>68%</b>	+4	-4	-3	-3

# SERVAU specific questions

	Response scale	% Positive	Variance from 2024
I understand the principles of Services Australia's 2030 Vision (simple, helpful, respectful, and transparent)	93	93%	-
I am committed to the Services Australia's 2030 Vision principle of making government services simple so people can get on with their lives	92	92%	-
How satisfied are you with the actions taken to address 2024 census results within your workgroup?	60 31 9	60%	+11 ⬇
I help create a work environment that is about helping our customers	94	94%	+1
My physical safety is protected in my workplace	87 9	87%	+5 ⬇
My mental health is supported in the workplace	72 18 10	72%	+5 ⬇
My work colleagues help me in stressful work situations	86 11	86%	+1
I help create an environment that feels safe for staff and customers	94	94%	+1
My colleagues are open, honest and transparent	81 14	81%	+2
I feel heard and have my views considered	74 17 8	74%	+6 ⬇

## Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



# SERVAU specific questions

	Response scale			% Positive	Variance from 2024
In Services Australia, the SES are sufficiently connected (e.g. actively engages with staff)	60	25	14	60%	+3
My feedback and suggestions are actively considered by the agency	56	32	12	56%	-
I am kept informed of the agency's advice, protocols, procedures and guidelines during emergencies	83	13	4	83%	+4
I have access to adequate support from the agency when working away from the office	72	24	4	72%	+8 ⬆
If working in a customer-contact role (for example undertake face to face or telephony work), I have received adequate training to know what to do if a customer becomes aggressive	78	16	6	78%	+3

## Key



At least 5 percentage points greater than comparator




At least 5 percentage points less than comparator

Positive Neutral Negative



# Time to take action



## Celebrate

What things do we do well?

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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?

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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:

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



Use this page to start your local action plans

Identify areas to celebrate, opportunities for improvement and areas which you need to investigate further.

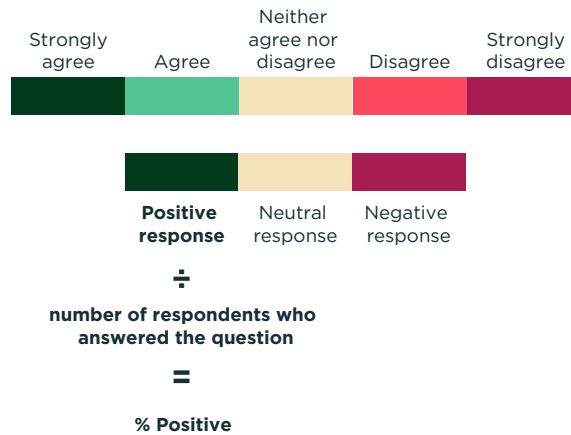
Prioritise 3 areas to take forward

	Prioritise 3 areas for action	Timescales	Owner	Resources required	Target/Success measure
1					
2					
3					

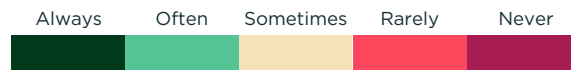
# Guide to this report

## % Positive

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



For 5 point scale questions not asked on the *agree to disagree* scale the same rules apply, the green percent represents a **positive response** (unless the question is negatively worded).



## 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%.

	Strongly agree	Agree	Neither agree nor disagree	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	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.

## Comparisons to 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.

