Australian Government
Australian Public Service Commission

Highlights Report

SERVAU

Responses:
28,295 of 33,044

Response rate:
86%



2026 APS
Employee Census
4 May–5 June

Highest positive and highest negative questions

This table displays the questions with the highest % Positive scores.

Highest positive scoring questions	% Positive
I understand how my role contributes to achieving an outcome for the Australian public	94%
I am clear what my duties and responsibilities are	88%
People in my workgroup are comfortable checking with each other if they have questions about the right way to do something	88%
My supervisor ensures that my workgroup delivers on what we are responsible for	88%
I believe strongly in the purpose and objectives of the APS	87%

This table displays the questions with the highest % Negative scores.

Highest negative scoring questions	% Negative
I feel burned out by my work *[Reverse scored: % Negative score represents those who responded Agree or Strongly agree]*	36%
I am expected to do too many different tasks in too little time *[Reverse scored: % Negative score represents those who responded Often or Always]*	31%
Barrier to you performing at your best: The technology within my agency *[Reverse scored: % Negative score represents those who responded this is a barrier to a great or very great extent]*	30%
Barrier to you performing at your best: Multiple layers of decision making within my agency *[Reverse scored: % Negative score represents those who responded this is a barrier to a great or very great extent]*	29%
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	28%

Most and least improved questions

This table displays the questions that have had the highest change in the % Positive score compared to the previous Census.

Most improved questions	% Positive	Difference from **2025**
I suggest ideas to improve our way of doing things	83%	+1
My supervisor encourages my team to regularly review and improve our work	85%	0
My immediate supervisor encourages me to come up with new or better ways of doing things	75%	0
The people in my workgroup demonstrate stewardship	76%	0
I am confident that if I request a flexible work arrangement, my request would be given reasonable consideration	81%	0

This table displays the questions that have had the lowest change in the % Positive score compared to the previous Census.

Least improved questions	% Positive	Difference from **2025**
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	51%	-9
Change is managed well in my agency	50%	-6
I think my agency cares about my health and wellbeing	61%	-5
My agency really inspires me to do my best work every day	62%	-4
I am expected to do too many different tasks in too little time *[Reverse scored: % Positive score represents those who responded Rarely or Never]*	31%	-4

Agency index scores

This table displays the overall index scores for your agency compared to the overall index scores for the APS. The ranks are to assist you to see where your agency sits in comparison to the overall APS index score and the scores of other agencies. E.g. a rank of 1 would indicate the highest score of all participating agencies.

	2026 Score	APS Overall	Agency Rank
Employee Engagement Index	72	74	**87** of 112
Immediate Supervisor Index	77	77	**59** of 112
SES Manager Index	68	69	**73** of 112
Communication Index	70	69	**42** of 112
Enabling Innovation Index	68	67	**53** of 112
Speak Up Culture Index	73	74	**87** of 112
Wellbeing Policies and Support Index	69	70	**78** of 112

Employee Engagement Index Score:	72	Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
		-1	-2	-1	-1

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.

		% Positive	% Neutral	% Negative				
Say	Overall, I am satisfied with my job	73%	17%	10%	-4	-2	-2	-1
Say	I am proud to work in my agency	74%	19%	7%	-2	-4	-3	-3
Say	I would recommend my agency as a good place to work	69%	20%	12%	-3	-5	-4	-4
Say	I believe strongly in the purpose and objectives of my agency	84%	13%	3%	-2	-3	-2	-2
Stay	I feel a strong personal attachment to my agency	61%	27%	12%	-3	-2	-3	-3
Stay	I feel committed to my agency's goals	85%	12%	3%	-2	-1	-1	-1
Strive	I suggest ideas to improve our way of doing things	83%	14%	3%	+1	-4	-3	-3
Strive	I am happy to go the 'extra mile' at work when required	87%	9%	4%	-2	-2	-1	-1
Strive	I work beyond what is required in my job to help my agency achieve its objectives	79%	17%	4%	-2	+2	+2	+1
Strive	My agency really inspires me to do my best work every day	62%	25%	13%	-4	-1	-1	-1

Key drivers of employee engagement index

Drivers of Employee Engagement

Through driver analysis, these questions have been identified as being most strongly associated with employee engagement scores.

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

		% Positive	Difference in % positive from **2025**	Difference in % positive from **APS overall**	Difference in % positive from **Larger operational agencies**	Difference in % positive from **Extra large sized agencies**
1.	My job gives me opportunities to utilise my skills	75%	-2	-3	-2	-2
2.	My agency inspires me to come up with new or better ways of doing things	61%	-2	+3	+3	+2
3.	I think my agency cares about my health and wellbeing	61%	-5	-4	-3	-3
4.	I am supported to use my expertise to provide frank and fearless advice	69%	-2	+1	+1	0
5.	The culture in my agency supports people to act with integrity	79%	-2	0	0	0
6.	I am satisfied with the recognition I receive for doing a good job	62%	-4	-4	-2	-2

Leadership - immediate supervisor

Immediate Supervisor Index Score:	77			Difference in % positive from **2025**	Difference in % positive from **APS overall**	Difference in % positive from **Larger operational agencies**	Difference in % positive from **Extra large sized agencies**
				-1	**0**	**+1**	**0**

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*.

	% Positive	% Neutral	% Negative				
My supervisor engages with staff on how to respond to future challenges	81%	13%	6%	-1	+2	+2	+1
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%	-1	-1	0	0
My supervisor encourages my team to regularly review and improve our work	85%	10%	4%	0	+3	+3	+2
My supervisor is invested in my development	76%	16%	8%	-2	-1	-1	-1
My supervisor ensures that my workgroup delivers on what we are responsible for	88%	8%	3%	-1	0	+1	+1

Other similar questions

My supervisor provides me with helpful feedback to improve my performance	81%	12%	7%	-1	+3	+2	+2
My immediate supervisor encourages me	77%	17%	7%	-1	0	0	0
My supervisor actively ensures that everyone can be included in workplace activities	86%	10%	5%	-1	+2	+2	+1
My supervisor encourages me to take on new tasks and gain experience doing things I've never done before	80%	13%	7%	-1	-1	0	0

Leadership - SES manager

SES Manager Index Score: **68**

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*.

	% Positive	% Neutral	% Negative	Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
				-2	**-1**	**0**	**0**
My SES manager clearly articulates the direction and priorities for our area	**69%**	**22%**	**9%**	-2	-1	+1	0
My SES manager presents convincing arguments and persuades others towards an outcome	**57%**	**33%**	**10%**	-3	-5	-2	-2
My SES manager promotes cooperation within and between agencies	**64%**	**29%**	**7%**	-3	-4	-1	-1
My SES manager encourages innovation and creativity	**67%**	**25%**	**8%**	-2	0	+2	+1
My SES manager creates an environment that enables us to deliver our best	**64%**	**26%**	**11%**	-3	-2	0	0
My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS	**71%**	**23%**	**6%**	-2	-4	-1	-2

Other similar questions

In my agency, the SES work as a team	**59%**	**30%**	**10%**	-4	+4	+4	+3
In my agency, the SES clearly articulate the direction and priorities for our agency	**68%**	**24%**	**9%**	-3	+4	+3	+2
My SES manager routinely promotes the use of data and evidence to deliver outcomes	**67%**	**26%**	**7%**	-1	-1	0	0

Communication

Communication Index Score:	70	Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
		-2	+1	+1	+1

Communication

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

	% Positive	% Neutral	% Negative	Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
My supervisor communicates effectively	82%	10%	7%	-2	+2	+2	+1
My SES manager communicates effectively	68%	22%	10%	-3	-2	0	0
Internal communication within my agency is effective	62%	21%	16%	-4	+4	+3	+2

Change

Change

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

	% Positive	% Neutral	% Negative	Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
When changes occur, the impacts are communicated well within my workgroup	69%	17%	14%	-3	+4	+4	+3
Staff are consulted about change at work	52%	31%	17%	-4	+3	+2	+2
Change is managed well in my agency	50%	26%	23%	-6	+7	+5	+4

Enabling innovation

Enabling Innovation Index Score:	68			Difference in % positive from **2025**	Difference in % positive from **APS overall**	Difference in % positive from **Larger operational agencies**	Difference in % positive from **Extra large sized agencies**
				-1	**+1**	**+1**	**+1**

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.

	% Positive	% Neutral	% Negative				
I believe that one of my responsibilities is to continually look for new ways to improve the way we work	**79%**	**15%**	**6%**	-1	-4	-2	-2
My immediate supervisor encourages me to come up with new or better ways of doing things	**75%**	**17%**	**8%**	0	-1	0	0
People are recognised for coming up with new and innovative ways of working	**67%**	**22%**	**11%**	-1	+5	+5	+4
My agency inspires me to come up with new or better ways of doing things	**61%**	**26%**	**13%**	-2	+3	+3	+2
My agency recognises and supports the notion that failure is a part of innovation	**55%**	**31%**	**14%**	-2	+5	+3	+3

Speak up culture

Speak Up Culture Index Score:	73	Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
		-	-1	0	0

Speak Up Culture

The measure of speak up culture is based on psychological safety, which is the belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes, and the team is safe for interpersonal risk taking.

	% Positive	% Neutral	% Negative	Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
The people in my workgroup value others' individual skills and talents	83%	11%	6%	-2	0	+1	+1
People in my workgroup are comfortable checking with each other if they have questions about the right way to do something	88%	7%	4%	-1	0	+1	+1
The people in my workgroup are able to bring up problems and tough issues	79%	13%	8%	-1	+1	+1	+1
If you make a mistake in my workgroup, it tends to be held against you *[Reverse scored: % Positive score represents those who responded Disagree or Strongly disagree]*	61%	23%	16%	-1	-6	-3	-3

Wellbeing policies and support

Wellbeing Policies and Support Index Score: 69

Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
-2	-2	-1	-1

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.

	% Positive	% Neutral	% Negative	Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
I am satisfied with the policies/practices in place to help me manage my health and wellbeing	68%	19%	13%	-4	-2	-2	-2
My agency does a good job of communicating what it can offer me in terms of health and wellbeing	68%	19%	13%	-3	0	0	-1
My agency does a good job of promoting health and wellbeing	68%	20%	12%	-3	0	-1	-1
I think my agency cares about my health and wellbeing	61%	22%	17%	-5	-4	-3	-3
I believe my immediate supervisor cares about my health and wellbeing	84%	10%	6%	-2	-3	-2	-1

Other similar questions

If I felt it was needed, I would feel comfortable discussing my mental health and wellbeing with my supervisor	74%	12%	14%	-2	-1	-1	-1
I receive the respect I deserve from my colleagues at work	81%	15%	4%	-2	+1	+1	+1
My agency supports and actively promotes an inclusive workplace culture	83%	11%	6%	-2	+1	+1	+1

Wellbeing

	%	Difference from **2025**	Difference from **APS overall**	Difference from **Larger operational agencies**	Difference from **Extra large sized agencies**
In general, would you say that your health is:					
Excellent	**10%**	-1	-1	-1	-1
Very good	**32%**	-2	-2	-1	-1
Good	**39%**	+1	+2	+1	0
Fair	**15%**	+1	+2	+1	+1
Poor	**4%**	0	0	0	0
What best describes your current workload?					
Well above capacity – too much work	**16%**	+2	-2	-1	-1
Slightly above capacity – lots of work to do	**41%**	+1	+2	+2	+2
At capacity – about the right amount of work to do	**40%**	-3	+4	+2	+2
Slightly below capacity – available for more work	**3%**	0	-3	-2	-2
Well below capacity – not enough work	**1%**	0	-1	-1	-1

	%	Difference from **2025**	Difference from **APS overall**	Difference from **Larger operational agencies**	Difference from **Extra large sized agencies**
How often do you find your work stressful?					
Always	**8%**	+1	+3	+2	+2
Often	**27%**	+1	+4	+3	+3
Sometimes	**48%**	0	-3	-2	-2
Rarely	**15%**	-2	-4	-3	-3
Never	**2%**	0	0	0	0
To what extent is your work emotionally demanding?					
To a very large extent	**12%**	+2	+5	+4	+3
To a large extent	**26%**	+1	+6	+5	+4
Somewhat	**38%**	-1	-1	-1	-1
To a small extent	**17%**	-1	-7	-5	-4
To a very small extent	**6%**	-1	-3	-2	-2
I feel burned out by my work					
Strongly agree	**10%**	+2	+2	+2	+2
Agree	**25%**	+2	+3	+3	+2
Neither agree nor disagree	**33%**	-1	+1	0	0
Disagree	**25%**	-2	-4	-3	-3
Strongly disagree	**6%**	-1	-2	-1	-1

Flexible work

	% Positive	% Neutral	% Negative	Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
I am confident that if I request a flexible work arrangement, my request would be given reasonable consideration	81%	10%	9%	0	-5	-4	-4

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.

	%	Difference from 2025	Difference from APS overall	Difference from Larger operational agencies	Difference from Extra large sized agencies
Do you currently access any of the following flexible working arrangements? [Multiple Response]					
Part-time	20%	+1	+7	+7	+7
Flexible hours of work	27%	+4	-4	-5	-5
Compressed work week	5%	+1	-2	-2	-2
Job sharing	0%	0	0	0	0
Working away from the office/working from home	55%	+8	-15	-12	-11
None of the above	24%	-8	+7	+6	+5
Working away from the office					
All of the time	3%	+1	-5	-4	-4
Some of the time as a regular arrangement	46%	+7	-7	-6	-6
Only on an irregular basis	6%	0	-3	-2	-2
None of the time	45%	-8	+15	+12	+11
Did not disclose their arrangement	0%	0	0	0	0

Work environment

	% Positive	% Neutral	% Negative	Difference in % positive from **2025**	Difference in % positive from **APS overall**	Difference in % positive from **Larger operational agencies**	Difference in % positive from **Extra large sized agencies**
I am supported to use my expertise to provide frank and fearless advice	**69%**	**20%**	**12%**	-2	+1	+1	0
The people in my workgroup demonstrate stewardship	**76%**	**19%**	**5%**	0	0	+1	+1
The culture in my agency supports people to act with integrity	**79%**	**13%**	**8%**	-2	0	0	0
I believe strongly in the purpose and objectives of the APS	**87%**	**11%**	**2%**	-2	0	0	0
I feel a strong personal attachment to the APS	**68%**	**23%**	**9%**	-2	+1	0	-1
My workgroup considers the people and businesses affected by what we do	**83%**	**12%**	**5%**	-1	0	+1	+1

Job satisfaction

	% Positive	% Neutral	% Negative	Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
I am satisfied with the recognition I receive for doing a good job	62%	21%	17%	-4	-4	-2	-2
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	51%	21%	28%	-9	-10	-5	-4
I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	76%	13%	11%	-3	-7	-6	-5
I am satisfied with the stability and security of my job	84%	10%	6%	-2	+2	0	0

Role clarity and autonomy

	% Positive	% Neutral	% Negative	Difference in % positive from 2025	Difference in % positive from APS overall	Difference in % positive from Larger operational agencies	Difference in % positive from Extra large sized agencies
I understand how my role contributes to achieving an outcome for the Australian public	94%	5%	1%	-1	+2	+1	+1
I am clear what my duties and responsibilities are	88%	9%	2%	-1	+5	+4	+4
I have a choice in deciding how I do my work	49%	27%	23%	-1	-18	-13	-12
Where appropriate, I am able to take part in decisions that affect my job	64%	19%	17%	-3	-5	-4	-4

	%	Difference from **2025**	Difference from **APS overall**	Difference from **Larger operational agencies**	Difference from **Extra large sized agencies**
In the last month, please rate your workgroup's overall performance					
Excellent	**25%**	-1	0	+2	+2
Very good	**57%**	0	+1	+1	0
Average	**16%**	+1	-1	-1	-1
Below average	**2%**	0	-1	-1	-1
Well below average	**0%**	0	0	0	0

	% Positive	% Neutral	% Negative	Difference in % positive from **2025**	Difference in % positive from **APS overall**	Difference in % positive from **Larger operational agencies**	Difference in % positive from **Extra large sized agencies**
My workgroup has the appropriate skills, capabilities and knowledge to perform well	**78%**	**13%**	**9%**	-2	+1	+1	+2
My workgroup has the tools and resources we need to perform well	**65%**	**17%**	**18%**	-4	+7	+6	+5
The people in my workgroup use time and resources efficiently	**76%**	**16%**	**8%**	-2	+3	+3	+3
My job gives me opportunities to utilise my skills	**75%**	**15%**	**10%**	-2	-3	-2	-2
During the last 12 months, the formal learning I have accessed has improved my performance	**61%**	**26%**	**13%**	-2	+4	+2	+2

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.

	%	Difference from 2025	Difference from APS overall	Difference from Larger operational agencies	Difference from Extra large sized agencies
Which of the following statements best reflects your thoughts about working in your current position?					
I want to leave my position as soon as possible	8%	0	-1	-1	-1
I want to leave my position within the next 12 months	16%	-1	-5	-4	-4
I want to stay working in my position for the next one to two years	31%	-1	-8	-5	-5
I want to stay working in my position for at least the next three years	46%	+1	+14	+10	+10
What best describes your plans involved with leaving your current position?					
I am planning to retire	7%	0	+3	+1	+1
I am pursuing another position within my agency	44%	-2	-1	-6	-8
I am pursuing a position in another agency	25%	+1	0	+4	+5
I am pursuing work outside the Commonwealth public sector	9%	+1	0	+1	+1
It is the end of my non-ongoing, casual or contracted employment	1%	0	-1	0	0
Other	14%	0	-1	0	0
What is the primary reason behind your desire to leave your current position? (5 highest responses):					
I wish to pursue a promotion opportunity	18%	-	-	-	-
I am looking to further my skills in another area	12%	-	-	-	-
I want to try a different type of work or I'm seeking a career change	12%	-	-	-	-
I can receive a higher salary elsewhere	8%	-	-	-	-
There are a lack of future career opportunities in my agency	8%	-	-	-	-

Unacceptable behaviour - discrimination

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.

	%	Difference from **2025**	Difference from **APS overall**	Difference from **Larger operational agencies**	Difference from **Extra large sized agencies**
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?					
Yes	**10%**	+1	+2	+1	+1
No	**90%**	-1	-2	-1	-1
Did this discrimination occur in your current agency?					
Yes	**95%**	+2	0	0	0
No	**5%**	-2	0	0	0
The discrimination came from: [Multiple Response]					
Within my agency	**90%**	0	-3	-2	-2
Another agency	**2%**	-1	-2	-1	-1
A customer, stakeholder or member of the public	**16%**	+2	+7	+6	+6
Other	**4%**	-1	0	0	0
Did you report the discrimination?					
I reported the discrimination in accordance with my agency's policies and procedures	**22%**	0	+2	+1	+1
It was reported by someone else	**5%**	+1	+1	+1	+1
I did not report the discrimination	**73%**	-1	-2	-1	-1

Unacceptable behaviour - bullying and harassment

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.

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.

	%	Difference from **2025**	Difference from **APS overall**	Difference from **Larger operational agencies**	Difference from **Extra large sized agencies**
During the last 12 months, have you been subjected to bullying or harassment in your current workplace?					
Yes	**11%**	+1	+1	0	0
Not sure	**5%**	0	+1	+1	+1
No	**84%**	-1	-2	-1	-1
Types of bullying or harassment experienced (3 highest responses):					
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)	**40%**	-	-	-	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)	**32%**	-	-	-	-
Interference with work tasks (e.g. withholding needed information, undermining or sabotage)	**30%**	-	-	-	-
Did you report the bullying or harassment?					
I reported the behaviour in accordance with my agency's policies and procedures	**41%**	0	+2	+1	+1
It was reported by someone else	**7%**	0	0	0	0
I did not report the behaviour	**52%**	0	-2	-1	-1

Unacceptable behaviour - corruption

Employees who perceived corruption in the last 12 months were asked what type of conduct they witnessed and if they reported it.

	%	Difference from **2025**	Difference from **APS overall**	Difference from **Larger operational agencies**	Difference from **Extra large sized agencies**
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?					
Yes	**2%**	0	0	0	0
Prefer not to answer	**2%**	0	0	0	0
No	**91%**	0	-1	0	-1
Not sure	**5%**	0	+1	0	+1
Which of the following reflects the conduct you witnessed? [Multiple Response]					
Abuse of office	**56%**	-	-	-	-
Adversely affecting the honesty or impartiality of a public official	**41%**	-	-	-	-
Misuse of information or documents	**31%**	-	-	-	-
A breach of public trust	**22%**	-	-	-	-
Did you report the conduct?					
I reported the behaviour in accordance with my agency's policies and procedures	**26%**	-1	+1	-1	-2
It was reported by someone else	**18%**	+2	+1	-1	-1
I did not report the behaviour	**56%**	-1	-3	+2	+3

Demographics

How do you describe your gender?	Responses
Man or male	31%
Woman or female	65%
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	14%
No	86%

Do you have carer responsibilities?	Responses
Yes	49%
No	51%

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	30%
No	70%

How would you describe your cultural background? [Multiple Response]	Responses
Australian (excluding Australian Aboriginal and/or Torres Strait Islander)	62%
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)	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	11%
No	70%
Maybe	11%
I am unsure what neurodivergent means	8%

SERVAU - agency specific questions

	% Positive	% Neutral	% Negative	Difference in % positive from **2025**
I understand the principles of Services Australia's 2030 Vision (simple, helpful, respectful, and transparent)	**94**%	**5**%	**1**%	+1
I am committed to the Services Australia's 2030 Vision principle of making government services simple so people can get on with their lives	**93**%	**6**%	**1**%	0
How satisfied are you with the actions taken to address 2025 census results within your workgroup?	**53**%	**35**%	**12**%	-6
I help create a work environment that is about helping our customers	**94**%	**6**%	**0**%	0
My physical safety is protected in my workplace	**86**%	**9**%	**4**%	-1
My mental health is supported in the workplace	**68**%	**19**%	**12**%	-4
My work colleagues help me in stressful work situations	**85**%	**11**%	**3**%	-1
I help create an environment that feels safe for staff and customers	**94**%	**5**%	**0**%	0
My colleagues are open, honest and transparent	**80**%	**15**%	**5**%	-1
I feel heard and have my views considered	**72**%	**18**%	**9**%	-2

SERVAU - agency specific questions

	% Positive	% Neutral	% Negative	Difference in % positive from **2025**
In Services Australia, the SES are sufficiently connected (e.g. actively engages with staff)	**57**%	**27**%	**16**%	-4
I feel empowered to act on opportunities for improvement	**67**%	**23**%	**10**%	-
I am kept informed of the agency's advice, protocols, procedures and guidelines during emergencies	**81**%	**14**%	**4**%	-1
I have access to adequate support from the agency when working away from the office	**76**%	**20**%	**3**%	+4
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**%	**15**%	**6**%	0

Taking action on census results

Taking action on Census results

APS Employee Census results are a rich source of workplace information, and action planning is how these results and data are mobilised.

Consider using the guide on the next page to begin your approach to taking action on your Census results.

	% Positive	% Neutral	% Negative	Difference in % positive from **2025**	Difference in % positive from **APS overall**	Difference in % positive from **Larger operational agencies**	Difference in % positive from **Extra large sized agencies**
I am confident my agency will act on the results of this survey	**50**%	**29**%	**21**%	-	+3	+3	+3

Time to take action

Use this page to start your local action plans

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

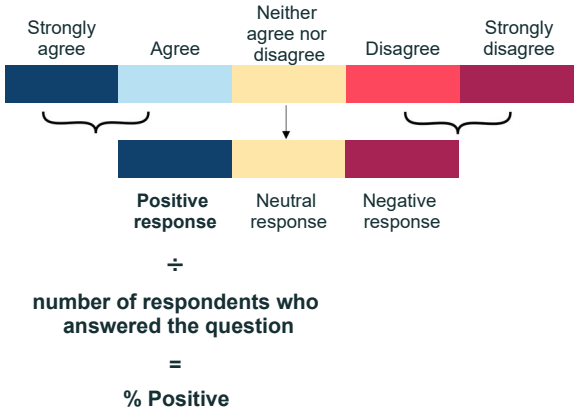
Celebrate	Investigate further with our teams	Opportunities
What things do we do well?	Are there any other opportunities coming out of the results that we want to explore further?	Areas we need to focus on and turn into action plans:
Think about how we can build on our strengths and learn from what we are good at.	How could we investigate? Through looking at the data in more detail or through discussions with staff?	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

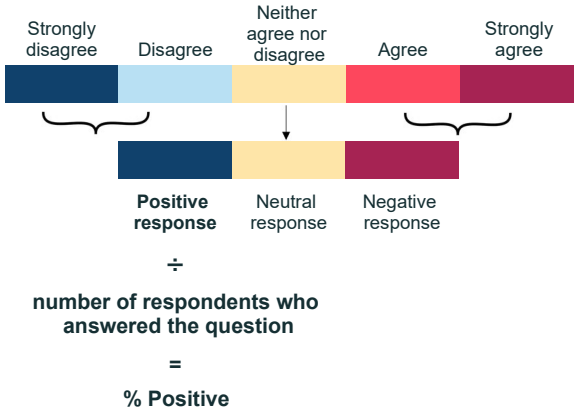
% Positive Score calculation

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.



Reverse Scored questions

For some questions, agreement with the question indicates an unfavourable outcome. For example, agreeing with the question "*I feel burned out by my work*".
In these instances, % Positive is calculated by adding together 'strongly disagree' + 'disagree' responses.



Calculation of index scores

The questions that comprise each index are asked on a five-point scale. To calculate a respondent's index score, their answers are recoded to fall on a scale between 0 and 100 (i.e. coded as 0, 25, 50, 75 or 100) and then averaged across all questions.

Index scores of individual respondents are combined and averaged to form a group score.

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%.

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 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.