

2023 ACCC/AER Action Plan: APS Employee Census

The APS Employee Census is an annual survey which is used to collect confidential attitude and opinion information from APS employees on issues in the workplace. The ACCC/AER have gained valuable insights from this year's results and are committed to taking action to improve our working environment. Through consultation with each senior manager and their teams, we have identified three key agency priority areas for the next 12 months.

Areas we are proud of:

Employee connection to agency

Our employees believe strongly in the purpose and objectives of our agency and understand how their roles contribute to achieving positive outcomes for the Australian public.

A flexible, diverse and inclusive workplace

Our employees believe strongly that our agency supports and actively promotes a flexible, diverse and inclusive workplace culture.

Areas we are focussed on improving:

Workload management

Our employees felt at times they had too many competing priorities and time pressures.

Employee health and wellbeing

Our employees felt at times the agency could improve communication on its employee health and wellbeing offering and make available resources easier to find.

Professional development

Our employees felt there were capability gaps within their immediate workgroup and often struggled to find the time for professional development.

How we are committing to improve our focus areas:

Workload management

- Continue to implement an agency wide prioritisation project in consultation with ACCC Commissioners, AER Board Members and SES focused on addressing workload issues.
- Managers to leverage workforce data and insights to support resource planning and facilitate informed decision making.
- Continue to hold managers responsible for monitoring employee workloads, work hours and priorities and SES managing priorities at the branch/division level.

Employee health and wellbeing

- Continue to promote our Wellbeing Hub, the place with all health and wellbeing resources available to our employees.
- Strengthen leadership capability to support a high care, psychologically safe and inclusive working environment.
- Continue to support managers to identify early warning signs and have conversations with their people about health and wellbeing.

Professional development

- Build on and refine leadership offerings from early entry through to SES.
- Work with our Leadership Development Committee to identify critical capability gaps and develop frameworks to support employees to develop complex, hard to source capabilities.
- Achieve our KPI of 90% of employees completing at least 10 hours training annually.