



The APS Employee Census is an annual survey which is used to collect confidential attitude and opinion information from our employees about their workplace. The Department of Social Services has gained valuable insights from this year's results and are committed to taking action to improve our working environment. In reviewing our results, we have identified many things to celebrate, and four key focus areas for the next 12 months.

The implementation of these priority actions will be monitored and reported on through engagement with business areas and key stakeholders.



Always be
Curious



Contest
respectfully



Show
Courage



Collaborate
instinctively

Our successes

Employee engagement

We have high employee engagement driven by fostering a workplace where staff feel a strong sense of purpose, belonging, trust and respect. Our employees are committed to the work of the department with the support of highly capable leaders. This will always be a focus areas for us.

Retention

Our employees recommend us as a good place to work and most want to stay in their current role for the next one to three years. Of those that are looking to leave their roles in the next year, the majority would like to pursue another role within the Department. We will continue to promote the unique and desirable opportunities of a career with us.

Our areas of focus

Empowering our mid-level executive leaders

To position the Department to meet the challenges of the future, we need to ensure that our managers are well supported, and decisions are delegated to appropriate levels throughout the organisation.

Communication and change management

Effective communication is vital for a positive workplace. Our employees feel that internal communication of our change management practices could improve.

Enabling innovation

Our employees are driven, productive and strive for continuous improvement. They feel we could do more to foster our innovation culture by inspiring and supporting more experimentation, fostering ideas and trialling different ways of working.

Integrity

Our employees feel the department has a culture that supports people to act with integrity.

Our commitment to action

Empowering our mid-level executive leaders

- We will build leaders capability and confidence to exercise their authority.
- We will include Executive Leaders in strategic discussions and encourage them to provide direct input and briefing.

Communication and change management

- We will lift our ability to drive and lead through change by giving staff tools and tactics to enable the organisation to innovate, adapt and successfully implement reforms.
- We will continuously enhance our communication channels.

Enabling innovation

- We will invest in our mid-level leader's risk, project and performance management capability to foster an environment of innovation.
- We will ensure team design and structures (job design, hybrid teams) support innovation.

Integrity

- We will continue to build a culture where staff are empowered to speak up and call out issues.
- We will encourage and support staff to act as stewards of the APS by ensuring psychosocial safety in the workplace.