



# 2023 APS Employee Census Action Plan

The annual APS Employee Census allows staff to share feedback on what we are doing well and where we can improve.

## What we are doing well

We have a strong connection to our purpose and we are willing to go the extra mile.

We are driven and empowered to work autonomously.

Our supervisors and leaders support staff to deliver.

## Where we will improve

Our **2023 APS Employee Census Action Plan** responds to staff feedback. This year, we will focus on three priority action areas for improvement.



**Manage workloads to prioritise wellbeing.**



**Reduce barriers to performance by addressing skills and capability gaps within workgroups.**



**Streamline administrative processes and review authorising environment.**

## What we will do

We will:

- Implement activities to support a **psychologically safe workplace** informed by the department's Psychosocial Safety Climate Research. *(FY 2023-24)*
- Develop an **Enterprise Workforce Plan** to establish the capacity, critical capabilities and culture needed to support staff to deliver outcomes for the department. *(Dec 2023)*
- Put in place a **Strategic Prioritisation Framework** to manage the impact of workloads, enabling outcomes to be delivered efficiently and effectively while supporting staff wellbeing. *(Mar 2024)*
- Review the capabilities and capacity required to deliver on the commitments outlined in the **Integrated Planning Process**, to ensure they are achievable. *(Nov-Dec 2023)*
- Use the Enterprise Workforce Plan and the Strategic Prioritisation Framework to **identify, recruit, and develop critical capabilities** needed to deliver outcomes for the department. *(Mar 2024)*
- We will also use these insights to develop:
  - » a **quarterly rolling program of focused learning** to support staff to gain skills *(Early 2024)*
  - » a **manager capability uplift program** encompassing tools and support for middle managers—essential to excel in their role *(From Feb 2024)*
  - » a **Capability Framework** specific to the needs of the department informed by staff, and collaboration across all groups to meet specific needs *(From Apr 2024)*
  - » a **face to face (or online) induction program** for all new starters in the department. *(From Jun 2024)*
- Address **administrative pain points** by inviting staff to participate in regular pulse surveys to inform new actions to continually improve their experience and enable productivity. *(Feb 2024)*
- Build on the APS Reform agenda to ensure we are empowered to **work and make decisions** at the lowest appropriate level. *(FY 2023-24).*



The implementation of these priority actions will be assessed through the ongoing analysis of exit and pulse survey data.