



Australian Government
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 Commission

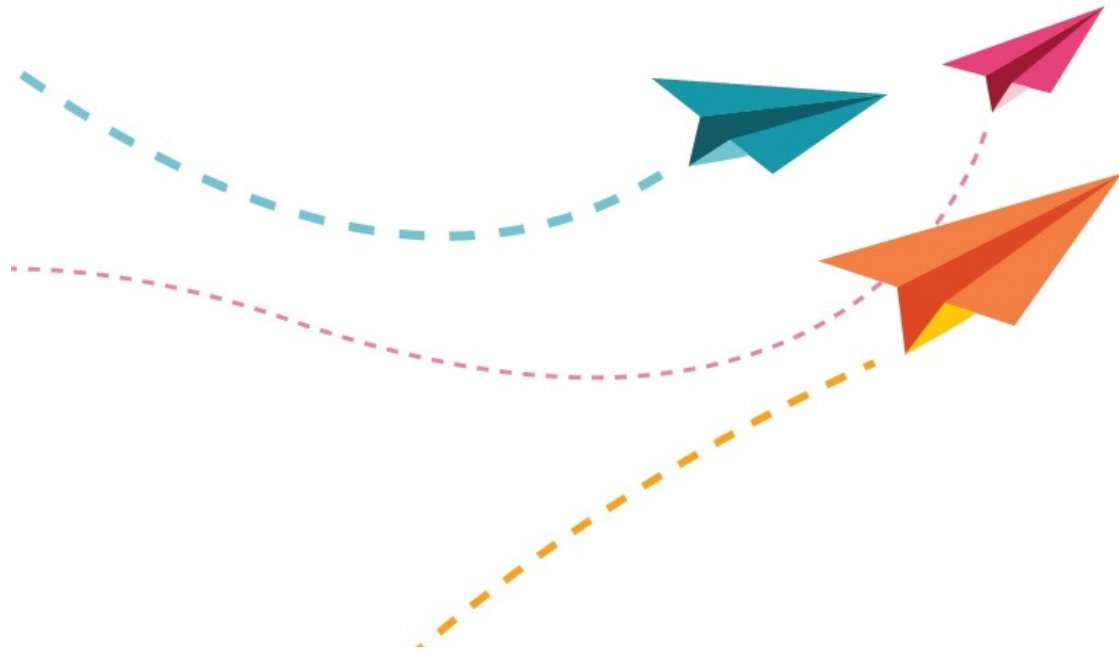
AUSTRALIAN PUBLIC SERVICE EMPLOYEE CENSUS 2019

6 MAY–7 JUNE



Highlights Report:

JOBS



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RESPONSES:
1,872 of 1,978
RESPONSE RATE:
95%

MAKING THE MOST OF YOUR RESULTS



01.

Identify the areas where you are performing well.

These will tend to be high results which are notably above any comparative results. These should be celebrated. Share the good news with employees.

Understanding your report and getting to action!

The results in this report give you summary information.

Take the time to fully understand this report and digest the results.

Consider your response rate and if it is representative of the views of your colleagues.

Identify areas that need improvement.

02.

These will be the lower results, and/or those which are scoring notably below your comparators. Consider discussing these areas with your colleagues in focus groups or individually or team meetings, gather their thoughts and solutions before deciding on actions to take.

03.

Consider if there is actually room for improvement.

This report shows the proportion of colleagues responding positively (strongly agree + agree), neutrally (neither agree nor disagree) or negatively (disagree + strongly disagree) to the question asked in the survey. Look at how your positive scores compare to your parent unit, and your last survey's results.

04.

Consider the impact of high neutral responses (lots of employees ticking 'neither agree nor disagree')

Ask your colleagues about their views to find out what is causing this. More communication and involvement may help to shift them to a positive frame of mind.

Take action - think 'quick wins', short term and long term.

05.

Encourage all colleagues to help with action planning and implementation.

Think about what you want employees to be saying about their working lives in the future and what should be put in place to make this happen.

EMPLOYEE ENGAGEMENT: SAY, STAY, STRIVE



HOW ENGAGED IS YOUR TEAM?

ENGAGEMENT SCORES AREN'T JUST ABOUT HOW MUCH PEOPLE LIKE WORKING FOR AN AGENCY. IT IS A MEASURE OF THE EMOTIONAL CONNECTION AND COMMITMENT EMPLOYEES HAVE TO WORKING FOR THE AGENCY.

YOUR EMPLOYEE ENGAGEMENT SCORE 74%		RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
SAY	Considering everything, I am satisfied with my job	77	14 9	77%	0	+7	+2	+4
	I am proud to work in my agency	76	19	76%	+1	+1	-1	-2
	I would recommend my agency as a good place to work	79	16	79%	+2	+15	+8	+10
	I believe strongly in the purpose and objectives of my agency	81	16	81%	+2	-2	-2	-4
STAY	I feel a strong personal attachment to my agency	64	23 12	64%	0	-1	+1	-2
	I feel committed to my agency's goals	80	16	80%	+3	+2	+1	-1
STRIVE	I suggest ideas to improve our way of doing things	87	11	87%	-1	+3	-1	0
	I am happy to go the 'extra mile' at work when required	93		93%	-1	+2	-1	0
	I work beyond what is required in my job to help my agency achieve its objectives	80	17	80%	-1	0	-2	-2
	My agency really inspires me to do my best work every day	59	30 10	59%	+1	+7	+4	+4

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



INCLUSION AND DIVERSITY



EXPLORE
THE FULL
RESULTS

Demographics	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
What is your gender?						
Male		42%	-1	+4	+5	+4
Female		53%	0	-5	-6	-5
X (Indeterminate/Intersex/Unspecified)		0%	0	0	0	0
Prefer not to say		4%	+2	+1	+1	+1
Do you identify as Aboriginal and/or Torres Strait Islander?						
Yes		4%	0	0	0	0
No		96%	0	0	0	0
Do you have an ongoing disability?						
Yes		9%	0	0	+1	+1
No		91%	0	0	-1	-1

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INCLUSION AND DIVERSITY



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Demographics	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
In which country were you born?						
Australia		77%	-1	-1	-3	-2
Other country		23%	+1	+1	+3	+2
Do you speak a language other than English at home?						
No, English only		80%	-1	-2	-3	-3
Yes, other		20%	+1	+2	+3	+3
Do you have carer responsibilities?						
Yes		44%	+3	+2	+1	+2
No		56%	-3	-2	-1	-2

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INCLUSION AND DIVERSITY



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RESULTS**

Demographics	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Do you identify as Lesbian, Gay, Bisexual, Trans, and/or Intersex (LGBTI+)?						
Yes		6%	0	+1	0	0
No		89%	-2	-1	-1	-1
Prefer not to say		5%	+2	0	+1	+1

KEY



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INCLUSION AND DIVERSITY



EXPLORE THE FULL RESULTS

FOR EACH QUESTION SHOWN HERE, INFORMATION ABOUT THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE) IS PROVIDED

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES	
Attitudinal	The people in my workgroup behave in an accepting manner towards people from diverse backgrounds	89	89%	-1	+1	-1	0
	My SES manager actively supports people of diverse backgrounds	81	81%	-1	+12 ↑	+3	+6 ↑
	My agency is committed to creating a diverse workforce (e.g. gender, age, cultural and linguistic background, disability, Indigenous, LGBTI+)	87	87%	0	+9 ↑	+5 ↑	+5 ↑
	My supervisor actively supports people from diverse backgrounds	88	88%	-2	+2	+1	+1
	My agency supports and actively promotes an inclusive workplace culture	88	88%	0	+10 ↑	+6 ↑	+6 ↑

KEY

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WELLBEING INDEX



WELLBEING

THE WELLBEING SCORE PROVIDES A MEASURE OF WELLBEING FOR EMPLOYEES WITHIN AN ORGANISATION. IT MEASURES BOTH THE PRACTICAL AND CULTURAL ELEMENTS THAT ALLOW FOR A SUSTAINABLE AND HEALTHY WORKING ENVIRONMENT.

HIGH LEVELS OF ENGAGEMENT WILL NOT BE SUSTAINABLE AND WILL LEAD TO BURN OUT WITHOUT RECIPROCALLY STRONG LEVELS OF WELLBEING.

YOUR WELLBEING INDEX SCORE		72%		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
						0	+4	+3	+4
	I am satisfied with the policies/practices in place to help me manage my health and wellbeing	79	15	79%	0	+9 ↑	+7 ↑	+8 ↑	
	My agency does a good job of communicating what it can offer me in terms of health and wellbeing	69	22	69%	-1	+7 ↑	+7 ↑	+7 ↑	
	My agency does a good job of promoting health and wellbeing	68	23	68%	-1	+7 ↑	+8 ↑	+8 ↑	
	I think my agency cares about my health and wellbeing	68	22	68%	0	+10 ↑	+8 ↑	+8 ↑	
	I believe my immediate supervisor cares about my health and wellbeing	85	9	85%	+1	+3	0	+1	

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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



SENIOR LEADERSHIP



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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES	
Senior leadership: Immediate SES manager	My SES manager is of a high quality	79 (15 Neutral, 8 Negative)	79%	-1	+11 ↑	+1	+6 ↑
	My SES manager is sufficiently visible (e.g. can be seen in action)	80 (12 Neutral, 8 Negative)	80%	0	+15 ↑	+1	+7 ↑
	My SES manager communicates effectively	78 (14 Neutral, 8 Negative)	78%	0	+12 ↑	+3	+7 ↑
	My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS	79 (17 Neutral, 8 Negative)	79%	0	+12 ↑	+2	+6 ↑
	My SES manager effectively leads and manages change	72 (20 Neutral, 8 Negative)	72%	0	+12 ↑	+4	+8 ↑
	My SES manager engages with staff on how to respond to future challenges	76 (17 Neutral, 7 Negative)	76%	+1	+14 ↑	+4	+9 ↑

KEY

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Positive Neutral Negative

SENIOR LEADERSHIP



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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Senior Leadership: All SES	In my agency, the SES are sufficiently visible (e.g. can be seen in action)	74	74%	+2	+19 ↑	+12 ↑
	In my agency, communication between the SES and other employees is effective	67	67%	0	+18 ↑	+14 ↑
	In my agency, the SES actively contribute to the work of our agency	81	81%	+3	+17 ↑	+9 ↑
	In my agency, the SES are of a high quality	73	73%	+1	+17 ↑	+11 ↑
	In my agency, the SES work as a team	61	61%	+1	+15 ↑	+11 ↑
	In my agency, the SES clearly articulate the direction and priorities for our agency	74	74%	+2	+16 ↑	+13 ↑

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Positive Neutral Negative

IMMEDIATE SUPERVISOR



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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES	
Immediate supervisor	My supervisor treats people with respect	89	89%	-2	+1	-1	0
	My supervisor communicates effectively	82	82%	0	+3	+1	+2
	My supervisor encourages me to contribute ideas	87	87%	+1	+3	0	+2
	My supervisor displays resilience when faced with difficulties or failures	83	83%	+1	+3	0	+1
	My supervisor gives me responsibility and holds me to account for what I deliver	89	89%	+1	+3	+1	+2
	My supervisor challenges me to consider new ways of doing things	79	79%	+2	+4	+2	+3

KEY

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- AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

IMMEDIATE SUPERVISOR



EXPLORE
THE FULL
RESULTS

Immediate supervisor	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Where is your immediate supervisor's normal work location?						
In the same office as me		90%	-1	+10	+1	+7
In the same office as me but on a different floor		3%	0	0	0	0
In a different office, but in the same town/city		1%	0	-2	0	-1
In a different town/city or state		6%	+1	-8	+1	-5
In a different country		0%	0	0	-1	-1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES	
Culture	I receive the respect I deserve from my colleagues at work		81%	+1	+5	+2	+3
	Relationships at work are strained [negatively worded question - "Always" or "Often" responses are negative, while "Rarely" or "Never" responses are positive]		58%	+1	+4	+2	+3
	My agency actively encourages ethical behaviour by all of its employees		85%	-2	+5	+4	+4
	I have unrealistic time pressures [negatively worded question - "Always" or "Often" responses are negative, while "Rarely" or "Never" responses are positive]		31%	0	0	+2	+2
	Staff are consulted about change at work		58%	0	+10	+5	+8
	I am happy to go the 'extra mile' at work when required		93%	-1	+2	-1	0
	Internal communication within my agency is effective		68%	-2	+20	+13	+18
	In general, employees in my agency feel they are valued for their contribution		62%	+1	+15	+9	+11
	My agency really inspires me to do my best work every day		59%	+1	+7	+4	+4

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKPLACE CULTURE



**EXPLORE
THE FULL
RESULTS**

APS Values	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Do colleagues in your immediate workgroup act in accordance with the APS Values in their everyday work?						
Always		51%	+1	0	-3	-1
Often		39%	-2	-1	+1	0
Sometimes		7%	0	0	+2	+1
Rarely		1%	0	0	0	0
Never		0%	0	0	0	0
Not sure		1%	0	0	0	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



**EXPLORE
THE FULL
RESULTS**

APS Values	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Does your supervisor act in accordance with the APS Values in his or her everyday work?						
Always		65%	+2	+2	-2	0
Often		27%	-3	-1	+1	-1
Sometimes		5%	0	0	0	0
Rarely		1%	+1	0	0	0
Never		0%	0	0	0	0
Not sure		1%	0	0	0	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



EXPLORE
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APS Values	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Do senior leaders (i.e. the SES) in your agency act in accordance with the APS Values?						
Always		54%	+5	+10	+4	+7
Often		31%	-3	+1	-2	-1
Sometimes		6%	0	-3	-2	-3
Rarely		1%	0	-1	0	-1
Never		0%	0	0	0	0
Not sure		8%	-1	-6	0	-2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



EXPLORE
THE FULL
RESULTS

APS Values	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Do senior leaders (i.e. the SES) in your agency promote the APS Values?						
Always		48%	-	+7	+4	+6
Often		32%	-	+1	-1	-1
Sometimes		11%	-	-2	-2	-2
Rarely		2%	-	-2	-1	-1
Never		1%	-	0	0	0
Not sure		6%	-	-3	0	-1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

EMPLOYEES WHO HAD PERCEIVED DISCRIMINATION IN THE LAST 12 MONTHS IN THE COURSE OF THEIR EMPLOYMENT WERE ASKED WHAT THE BASIS WAS FOR THE DISCRIMINATION. EMPLOYEES COULD SELECT ONE OR MORE RESPONSES FROM A LIST OF ITEMS.

ONLY THE THREE TYPES OF DISCRIMINATION WITH THE HIGHEST PROPORTION OF RESPONSES ARE PRESENTED HERE. THESE MAY VARY BETWEEN AGENCIES, WORK UNITS AND WITH RESULTS FOR THE APS OVERALL.

Discrimination	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
During the last 12 months and in the course of your employment, have you experienced discrimination on the basis of your background or a personal characteristic?						
Yes		10%	+1	-2	-2	-2
No		90%	-1	+2	+2	+2
Did this discrimination occur in your current agency?						
Yes		95%	+2	+1	+4	+3
No		5%	-2	-1	-4	-3
Basis for the discrimination that you experienced (3 highest responses):						
Gender		33%	-	-	-	-
Age		30%	-	-	-	-
Race		24%	-	-	-	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

EMPLOYEES WHO PERCEIVED HARASSMENT OR BULLYING IN THE LAST 12 MONTHS WERE ASKED WHAT TYPE OF HARASSMENT OR BULLYING THEY EXPERIENCED AND WHO WAS RESPONSIBLE FOR IT. 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 2018

VARIANCE FROM APS OVERALL

VARIANCE FROM POLICY AGENCIES

VARIANCE FROM LARGE SIZED AGENCIES

During the last 12 months, have you been subjected to harassment or bullying in your current workplace?

Yes		10%	0	-3	-1	-2
No		83%	-1	+3	+1	+2
Not Sure		7%	0	0	0	0

Types of harassment or bullying experienced (3 highest responses):

Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)		55%	-	-	-	-
Interference with work tasks (i.e. withholding needed information, undermining or sabotage)		44%	-	-	-	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)		38%	-	-	-	-

Person responsible for the harassment or bullying (3 highest responses):

Co-worker		32%	-	-	-	-
Someone more senior (other than your supervisor)		29%	-	-	-	-
A previous supervisor		26%	-	-	-	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

EMPLOYEES WHO INDICATED THAT THEY HAD WITNESSED POTENTIAL CORRUPT BEHAVIOUR WERE ASKED TO DESCRIBE THE BEHAVIOUR. EMPLOYEES COULD SELECT ONE OR MORE RESPONSES FROM A LIST OF ITEMS.

ONLY THE THREE TYPES OF CORRUPT BEHAVIOURS WITH THE HIGHEST PROPORTION OF RESPONSES ARE PRESENTED HERE. THESE MAY VARY BETWEEN AGENCIES AND WITH RESULTS FOR THE APS OVERALL.

Corruption	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
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Excluding behaviour reported to you as part of your duties, in the last 12 months have you witnessed another APS employee in your agency engaging in behaviour that you consider may be serious enough to be viewed as corruption?

Yes		2%	0	-2	-1	-2
No		92%	+1	+4	+2	+3
Not sure		4%	-1	-1	-1	-1
Would prefer not to answer		2%	0	-1	0	-1

Types of corrupt behaviours witnessed (3 highest responses):

Cronyism—preferential treatment of friends		70%	-	-	-	-
Nepotism—preferential treatment of family members		33%	-	-	-	-
Green-lighting		21%	-	-	-	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Corruption	My agency has procedures in place to manage corruption	86 13	86%	-2	+2	+3	+3
	It would be hard to get away with corruption in my workplace	74 20	74%	-2	+4	+5↑	+7↑
	I am confident that colleagues in my workplace would report corruption	84 13	84%	-2	+3	+2	+3
	I feel confident that I would know what to do if I identified corruption in my workplace	83 13	83%	-2	0	+2	+2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKPLACE CONDITIONS



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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Your job	My job gives me opportunities to utilise my skills	85 9	85%	-1	+4	0 +1
	I am fairly remunerated (e.g. salary, superannuation) for the work that I do	78 12 10	78%	0	+15 ↑	+4 +9 ↑
	Considering everything, I am satisfied with my job	77 14 9	77%	0	+7 ↑	+2 +4
	I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	86 9	86%	0	+9 ↑	+3 +5 ↑
	I am satisfied with the stability and security of my current job	87 8	87%	+2	+15 ↑	+7 ↑ +14 ↑
	I am satisfied with the opportunities for career progression in my agency	55 22 22	55%	+1	+12 ↑	+9 ↑ +10 ↑

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKPLACE CONDITIONS



EXPLORE THE FULL RESULTS

FOR EACH QUESTION SHOWN HERE, INFORMATION ABOUT THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE) IS PROVIDED

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Flexible working arrangements	My supervisor actively supports the use of flexible work arrangements by all staff, regardless of gender		86%	-1	+3	0	+1
	My SES manager actively supports the use of flexible work arrangements by all staff, regardless of gender		76%	-1	+13 ↑	+3	+7 ↑
Work-life balance	Considering your work and life priorities, how satisfied are you with the work-life balance in your current job?		81%	-1	+6 ↑	+4	+5 ↑
Mobility	My agency provides opportunities for mobility within my agency (e.g. temporary transfers)		59%	-3	+4	-2	0
	My agency provides opportunities for mobility outside my agency (e.g. secondments and temporary transfers)		40%	-5 ↓	+11 ↑	+4	+9 ↑
	My immediate supervisor actively supports opportunities for mobility		53%	-3	+5 ↑	+3	+5 ↑

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKGROUP PERFORMANCE



EXPLORE THE FULL RESULTS

FOR EACH QUESTION SHOWN HERE, INFORMATION ABOUT THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE) IS PROVIDED

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
My workgroup has the appropriate skills, capabilities, and knowledge to perform well		79%	-	+4	+2	+3
My workgroup has the tools and resources we need to perform well		68%	-5↓	+10↑	+8↑	+10↑
The work processes we have in place allow me to be as productive as possible		64%	+1	+10↑	+8↑	+10↑
The people in my workgroup complete work to a high standard		79%	-2	+1	-2	-1
The people in my work group use time and resources efficiently		70%	-	+1	-2	-1
My supervisor ensures that my workgroup delivers on what we are responsible for		84%	-3	+5↑	+1	+3

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



PERFORMANCE MANAGEMENT



EXPLORE THE FULL RESULTS

RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
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Please indicate whether you have experienced each of the following in the past 12 months:

Received regular and timely feedback from your supervisor

Yes		85%	-2	+2	+1	+3
No		15%	+2	-2	-1	-3

Received constructive feedback from your supervisor

Yes		87%	-1	+3	+2	+3
No		13%	+1	-3	-2	-3

Your supervisor has checked in regularly with you to see how you are progressing

Yes		85%	+1	+3	+2	+2
No		15%	-1	-3	-2	-2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

PERFORMANCE MANAGEMENT



EXPLORE THE FULL RESULTS

RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
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In the past 12 months, have you discussed with your supervisor your overall performance over the previous year and the performance expectations for the future year?

Yes		80%	-1	+5	+6	+8
No		6%	+1	-3	-1	-3
Not applicable (e.g. have not worked with my current supervisor long enough for this conversation to occur)		14%	0	-2	-5	-5

In the past 12 months, did your supervisor recognise when your job performance changed for any reason?

Yes		28%	-5	+1	+5	+4
No		13%	0	-3	-1	-2
Not applicable (e.g. my performance has not changed)		59%	+5	+1	-4	-2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

PERFORMANCE MANAGEMENT



EXPLORE THE FULL RESULTS

FOR EACH QUESTION SHOWN HERE, INFORMATION ABOUT THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE) IS PROVIDED

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
To what extent do you agree that in the past 12 months, the performance expectations of your job were clear and unambiguous?		66%	-6 ↓	+6 ↑	+3	+4
To what extent do you agree that the support by your supervisor has helped to improve your performance?		63%	-3	+4	0	+2
My overall experience of performance management in my agency has been useful for my development		52%	-3	+4	+4	+4
My supervisor openly demonstrates commitment to performance management		66%	0	+2	+1	+2
I received recognition when I last accomplished something significant at work		75%	+2	+8 ↑	+2	+4
I can identify a clear connection between my job and my agency's purpose		83%	+1	+1	+1	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



PERFORMANCE MANAGEMENT



EXPLORE THE FULL RESULTS

Managing Underperformance

RESPONSE SCALE

%

VARIANCE FROM 2018

VARIANCE FROM APS OVERALL

VARIANCE FROM POLICY AGENCIES

VARIANCE FROM LARGE SIZED AGENCIES

To what extent do you agree that your agency deals with underperformance effectively?

Strongly agree		3%	-	0	+1	+1
Agree		18%	-	+1	+4	+3
Neither agree nor disagree		48%	-	+5	+1	+2
Disagree		20%	-	-3	-3	-3
Strongly disagree		10%	-	-4	-2	-3

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

PERFORMANCE MANAGEMENT



EXPLORE THE FULL RESULTS

THESE QUESTIONS WERE ANSWERED BY EMPLOYEES WHO INDICATED THAT THEY HAD MANAGED SOMEONE FOR UNDERPERFORMANCE.

EMPLOYEES WHO INDICATED THAT THEY HAD FOUND SOMETHING PARTICULARLY BENEFICIAL OR HELPFUL WHILE MANAGING THIS UNDERPERFORMANCE WERE ASKED WHAT THEY HAD FOUND BENEFICIAL OR HELPFUL. 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 AND WITH RESULTS FOR THE APS OVERALL.

Managing Underperformance

RESPONSE SCALE

%

VARIANCE FROM 2018

VARIANCE FROM APS OVERALL

VARIANCE FROM POLICY AGENCIES

VARIANCE FROM LARGE SIZED AGENCIES

The following questions were asked of employees who indicated that they managed someone for underperformance:

What were the challenges or difficulties you experienced while managing this underperformance? (3 highest responses)

The time required to manage the underperformance		74%	-	-	-	-
Managing the impact of the underperformer on team members and/or colleagues		65%	-	-	-	-
The previous manager did not address the underperformance		52%	-	-	-	-

What did you find particularly beneficial or helpful while managing this underperformance? (3 highest responses)

Support from my immediate supervisor		74%	-	-	-	-
Support from my agency's HR area		69%	-	-	-	-
Access to resources to support the process		26%	-	-	-	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

CAPABILITY



EXPLORE THE FULL RESULTS

FOR EACH QUESTION SHOWN HERE, INFORMATION ABOUT THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE) IS PROVIDED

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
My supervisor provides time for me to attend learning programs		83%	-1	+3	+1	+4
My supervisor shares links, readings and information		74%	+6 ↑	+1	+3	+3
My supervisor provides me with opportunities to develop relevant capabilities for my career		71%	+1	+5 ↑	+1	+4
My supervisor gives me the opportunity to apply what I learn in my day-to-day work		79%	+4	+4	+2	+3
I access learning and development solutions to meet my needs		78%	-	+5 ↑	+6 ↑	+7 ↑
I have a clear understanding of my development needs		82%	+2	+5 ↑	+5 ↑	+6 ↑
I spend time out of working hours building my capability		57%	+3	+3	0	+1
I seek out opportunities to apply what I learn in my day-to-day work		82%	+3	+3	+1	+2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



CAREER INTENTIONS



EXPLORE THE FULL RESULTS

EMPLOYEES WHO INDICATED THAT THEY WANTED TO LEAVE THEIR AGENCY AS SOON AS POSSIBLE OR WITHIN THE NEXT 12 MONTHS WERE ASKED WHY THEY WANTED TO DO SO. EMPLOYEES COULD SELECT ONLY ONE OPTION FROM A LIST OF ITEMS.

	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
In the last 12 months, have you applied for a job?						
Yes, outside the APS		8%	-1	-4	-3	-4
Yes, in my agency		34%	+1	-4	-5 ↓	-6 ↓
Yes, in another APS agency		24%	+3	+6 ↑	0	+4
No		51%	-1	+2	+6 ↑	+5 ↑
Which of the following statements best reflects your current thoughts about working for your agency?						
I want to leave my agency as soon as possible		5%	0	-1	0	0
I want to leave my agency within the next 12 months		10%	+1	+1	-2	0
I want to leave my agency within the next 12 months but feel it will be unlikely in the current environment		9%	-1	-1	0	0
I want to stay working for my agency for the next one to two years		36%	+2	+11 ↑	+2	+5 ↑
I want to stay working for my agency for at least the next three years		41%	-3	-10 ↓	0	-6 ↓

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

CAREER INTENTIONS



EXPLORE THE FULL RESULTS

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.

	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Primary reasons behind desire to leave agency (3 highest responses):						
There is a lack of future career opportunities in my agency		23%	-	-	-	-
I want to try a different type of work or I'm seeking a career change		20%	-	-	-	-
Senior leadership is of a poor quality		9%	-	-	-	-

KEY	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR
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RISK MANAGEMENT



EXPLORE THE FULL RESULTS

FOR EACH QUESTION SHOWN HERE, INFORMATION ABOUT THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE) IS PROVIDED

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
My agency supports employees to escalate risk-related issues with managers	<div style="display: flex; justify-content: space-between;"><div style="width: 74%; background-color: #006633; color: white; text-align: center;">74</div><div style="width: 22%; background-color: #99d9e9; color: white; text-align: center;">22</div><div style="width: 4%; background-color: #cc0000; color: white; text-align: center;">2</div></div>	74%	-6 ↓	+4	+3	+3
Risk management concerns are discussed openly and honestly in my agency	<div style="display: flex; justify-content: space-between;"><div style="width: 66%; background-color: #006633; color: white; text-align: center;">66</div><div style="width: 27%; background-color: #99d9e9; color: white; text-align: center;">27</div><div style="width: 7%; background-color: #cc0000; color: white; text-align: center;">8</div></div>	66%	-8 ↓	+6 ↑	+4	+4
My agency provides me with opportunities to develop and enhance my skills to manage risk effectively	<div style="display: flex; justify-content: space-between;"><div style="width: 60%; background-color: #006633; color: white; text-align: center;">60</div><div style="width: 31%; background-color: #99d9e9; color: white; text-align: center;">31</div><div style="width: 9%; background-color: #cc0000; color: white; text-align: center;">9</div></div>	60%	-	+8 ↑	+6 ↑	+7 ↑
Appropriate risk taking is rewarded in my agency	<div style="display: flex; justify-content: space-between;"><div style="width: 32%; background-color: #006633; color: white; text-align: center;">32</div><div style="width: 47%; background-color: #99d9e9; color: white; text-align: center;">47</div><div style="width: 21%; background-color: #cc0000; color: white; text-align: center;">21</div></div>	32%	-4	+7 ↑	+7 ↑	+7 ↑
SES in my agency demonstrate the importance of managing risk appropriately	<div style="display: flex; justify-content: space-between;"><div style="width: 55%; background-color: #006633; color: white; text-align: center;">55</div><div style="width: 35%; background-color: #99d9e9; color: white; text-align: center;">35</div><div style="width: 10%; background-color: #cc0000; color: white; text-align: center;">10</div></div>	55%	-	+13 ↑	+6 ↑	+8 ↑
When things go wrong, my agency uses this as an opportunity to learn	<div style="display: flex; justify-content: space-between;"><div style="width: 52%; background-color: #006633; color: white; text-align: center;">52</div><div style="width: 36%; background-color: #99d9e9; color: white; text-align: center;">36</div><div style="width: 12%; background-color: #cc0000; color: white; text-align: center;">12</div></div>	52%	-	+5 ↑	+5 ↑	+4

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



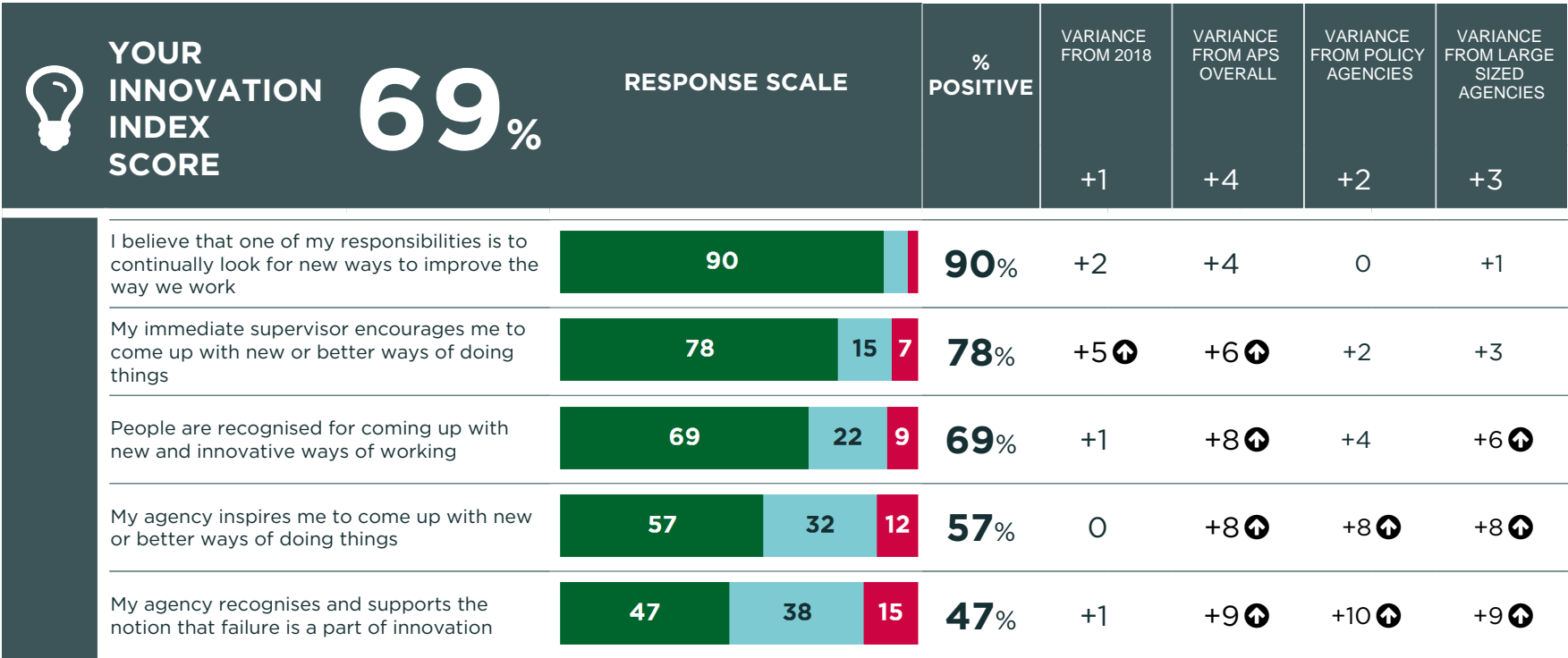
INNOVATION INDEX



INNOVATION

THE INNOVATION SCORE ASSESSES BOTH WHETHER EMPLOYEES FEEL WILLING AND ABLE TO BE INNOVATIVE, AND WHETHER THEIR AGENCY HAS A CULTURE WHICH ENABLES THEM TO BE SO.

IT IS IMPORTANT TO BALANCE HIGH LEVELS OF INNOVATION WITH EQUALLY STRONG LEVELS OF ENGAGEMENT. ORGANISATIONS THAT ENABLE AND ENCOURAGE INNOVATION AMONG EMPLOYEES WHO ARE NOT ENGAGED RISK A POTENTIAL MISALIGNMENT OF GOALS AND OBJECTIVES.



TIME TO TAKE ACTION



CELEBRATE

What things do we do well?

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?

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:

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.

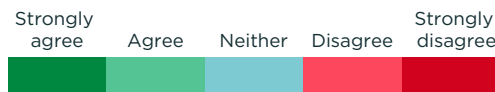
PRIORITISE 3 AREAS TO TAKE FORWARD

	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") AND DIVIDING BY THE NUMBER OF RESPONDENTS WHO ANSWERED THE QUESTION.



$$\frac{\text{number of respondents who answered the question}}{\text{number of respondents who answered the question}} = \% \text{ POSITIVE}$$

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	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 ENGINE'S 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 WITH RESULTS FROM 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.