2023 APS Employee Census Action Plan

The APS Employee Census is an annual survey which is used to collect confidential attitude and opinion information from APS employees on their experience in the workplace. The department gains insights from the results and is committed to taking action to improve our working environment by identifying key areas for improvement and developing a series of actions to improve future APS Census results.

This action plan focuses on department wide initiatives to improve future APS Census results in the areas of health and wellbeing; communication; and innovation and technology. Business areas across the department have been encouraged to develop their own action plans focusing on key areas for improvement specific to their results and to continue doing what their results have identified they do well.

Health and Wellbeing

The department aims to create an environment where people are safe, engaged and valued. Through our Core 4 values, we demonstrate the importance of keeping our people safe and prioritising wellbeing. Safety is at the heart of our values, and thriving at work is at the heart of safety and our people's health and wellbeing.

Actions	Key Milestones	Timing	Success Indicators
1. Review and provide additional wellness support and resources 2. Increase staff mobility to benefit business by providing opportunities to build upon skills and capability, which can positively impact health and wellbeing 3. Promote Early Intervention and support for injured and ill employees	1.1 – Further promote support and resources of our EAP provider 1.2 - Review and further promote the Health and Wellbeing Strategy 1.3 - Introduce/promote health and wellbeing support, resources and initiatives for staff. 1.4 - Appoint and train further regional Workplace Contact Officers 1.5 - Incorporate 'wellbeing' into 2024/2025 performance plans at all levels 1.6 – Introduce and promote tools and resources for managers on supporting staff health and wellbeing 2.1 – Proactively promote vacancies across the department to allow mobility and cross skilling 3.1 – Implement the DAFF Early Intervention Policy 3.2 – Update and educate managers and staff on support available for injured and ill employees 3.3- Update and educate managers on suitable duties and their role in Early Intervention	1.1 - Q1 2024 1.2 - Q2 2024 1.3 - Q1 2024 1.4 - Q1 2024 1.5 - Q2 2024 1.6 - Q2 2024 2.1 - Q2 2024 3.1 - Q2 2024 3.2 - Q2 2024 3.3 - Q2 2024	• Improved Census results regarding health and wellbeing (All Actions) • Improved outcomes regarding staff health and wellbeing (All Actions) • Updated Health and Wellbeing Strategy with view to publish in late 2024 (All Actions) • Increased staff engagement and satisfaction levels regarding relationship with supervisor and reduced reports of staff burnout (All Actions) • Increased staff retention (All Actions) • Reduced reports of bullying and harassment (All Actions) • Increased satisfaction/positive feedback regarding EAP resources (Action 1) • Increased options and access to Corporate Fitness Program (Action 1) • Increased engagement with resources and information sessions (Action 1) • Increased uptake of staff mobility (Action 2) • Reduction in compensation claims (Action 3) • Improved unplanned leave rates (Action 3)

Communication

Effective communication is vital for a positive workplace. The department strives for a communicative workforce that fosters collaboration and diverse thinking to improve outcomes, with alignment to the department's Corporate Plan; Purpose, Objectives, Priorities, Vision and Values (POPVV); and Core 4 values.

Actions	Key Milestones	Timing	Success Indicators
1. Streamline corporate communication channels and timing of messaging 2. Build communication capability across the department 3. Explore new ways of engaging and communicating transformation changes within the department 4. Enhance informal staff driven channels of communication	1.1 - Survey staff on how they would like to receive messages relevant to their work areas 1.2 - Use SnapComms App communication to direct staff to critical/important announcements 1.3 – Consolidate and streamline formal corporate communication channels 2.1 - Introduce and promote additional tools/resources to build communication capability across the department 3.1 – Use work undertaken by the Transformation Taskforce to explore new approaches to engaging and communicating significant transformation changes to staff 3.2 - Assess the effectiveness of the Transformation Taskforce communication and engagement plan when put into practice 4.1 - Increase connectivity between work areas via informal communication i.e., SharePoint, in person noticeboards	1.1 - Q4 2023 1.2 - Q1 2024 1.3 - Q1 2024 2.1 - Q2 2024 3.1 - Q1 2024 3.2 - Q2 2024 4.1 - Q2 2024	• Improved Census results regarding communication (All Actions) • Positive feedback regarding communication in the department, through staff feedback outside of census (All Actions) • Increased engagement with corporate communications (Action 1) • Uptake in numbers of staff accessing tools for training/education regarding communication (Action 2) • Implementation of learnings from the Transformation Taskforce communication and engagement plan and roll out of successes to future projects (Action 3) • Staff driven informal communication channels being utilised (Action 4)

Innovation and Technology

Looking for new approaches that drive purposeful improvement, impact and strengthen our ways of working. The department aims to promote an innovative culture, capability and mindset, which encourages ongoing innovation in our daily work. Ensuring staff have access to technology and technology support is key to providing staff with the tools and resources they require to deliver departmental objectives.

Actions	Key Milestones	Timing	Success Indicators
1. Create an environment that enables innovation 2. Develop a long-term vision for technology and systems in the department 3. Promote channels for engagement with digital services/business on innovation ideas including how to initiate them	1.1 – Promote the importance of innovation and its place in our culture, including that it is safe to fail; how to initiate innovation ideas in the department; and promotion of successful/unsuccessful innovation initiatives across the department. 2.1 - Launch Digital Maturity Roadmap 2.2 - Complete DesktopOne rollout. Desktop One allows staff to collaborate more effectively through a modernised IT systems and shared applications, has increased performance, speed and cyber resilience. 2.3 - A 10-year plan for digital investment and sustainment in DAFF will be developed in consultation with the Digital Transformation Authority (DTA) and include an investment roadmap that addresses compounding ICT technical debt and establishes an ongoing sustainable, robust and secure ICT landscape for the department. 2.4 - Digital Services will continue to look for pathways for uplifting capabilities that are fundamental to contemporary government business and enhance user experience. 3.1 - Promote how to engage and collaborate with Digital Services Division, including Regional IT Service Managers 3.2 - Increase reporting and communication with regional areas on IT Issues (incidents trends and problem tickets) and expected resolution timeframes 3.3 - Confirm channels for engagement with the Digital Business Division.	1.1 - Ongoing 2.1 - Q2 2024 2.2 - Q1 2024 2.3 – Q2 2024 2.4 - Ongoing 3.1 - Q2 2024 3.2 - Q2 2024 3.3 - Q2 2024	• Increased innovation results in 2024 APS Census (All Actions) • Increased engagement in innovation related communications (All actions) • Desktop One rollout across DAFF completed in accordance with program schedule. • Service Improvement opportunities are identified throughout the entire service lifecycle (Action 2) • Clarity of investment priorities for the Department and communication across the Dept for shared understanding (Action 2) • Risks are identified, known and managed (Action 2) • Technology in the department seen as less of a barrier to performance in future Census results (Actions 2 & 3)