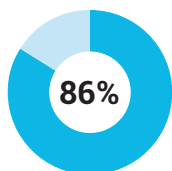




# 2024 Census Action Plan

Services Australia is actively working towards our vision 'to make government services simple so people can get on with their lives' through working together to make tangible improvements to the customer and staff experience.



The 2024 APS Employee Census achieved a response rate of 86%.

The agency is responding to feedback through the census with the following commitments:

## 1 Health and wellbeing

- Foster a workplace environment that prioritises safe and healthy work practices by continually listening, learning and improving our approach to employee wellbeing.
- Ensure that staff are aware of available resources and are empowered to access them when needed.
- Enable our people and teams to create psychological safe workplaces. This is supported by the way the agency manages and addresses physical and psychosocial safety including through job design.

## 2 Innovation and change

- Promote an environment that nurtures and celebrates continuous improvement, innovation and staff development. This includes supporting our people to inspire, lead and embrace change.
- Increase collaboration and opportunities for our people to get involved in the design and simplification of systems, tools and processes that make their jobs easier.
- Provide our leaders with the practical support they need to guide their teams through change with transparency, open communication and authentic engagement.

## 3 Leadership

- Empower and enable leaders at all levels to grow and support their people, focusing on teamwork, collaboration and strategic connection.
- Invest in professionalising people leadership capability and create conditions for people to explore an enterprise leadership journey through mobility and access to opportunities.
- SES will lead by example, championing our culture, working as a team and creating connections that align to our vision and plan for success.

## 4 Culture and values

- Foster an environment where frank and fearless advice is encouraged and supported, and where respect and integrity are at the heart of our relationships.
- Mature and celebrate our culture of inclusion, diversity and belonging, where our people are representative of the communities we serve.