

Highlights Report SERVAU



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Responses:

28,293 of 32,947

Response Rate:

86%

Exploring your results



Take time to understand your report. Consider your response rate to determine how representative your results are of the views of your colleagues.



Most questions in this report have information about the proportion of colleagues responding positively, neutrally or negatively.



Identify the areas where you are performing well. These will tend to be high results which are notably above any comparative results. Celebrate these results.



Identify areas that need improvement. These will be the lower results, and/or those which are scoring notably below your comparators.



Generally a difference of $-/+$ 5 percentage points is worthy of attention, but the size of the group is important. Changes in small groups can be unreliable.

Employee Engagement: Say, Stay, Strive



How engaged is your team?

Employee engagement is more than simply job satisfaction or commitment to an organisation. It is the extent to which employees are motivated, inspired and enabled to improve an organisation's outcomes.

Your Employee Engagement Index score		72	Response scale		% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
Say	Overall, I am satisfied with my job	72	16	12	72%	+5 ↑	-3	-2	-2
	I am proud to work in my agency	71	20	9	71%	+4	-7 ↓	-5 ↓	-4
	I would recommend my agency as a good place to work	62	22	16	62%	+5 ↑	-9 ↓	-6 ↓	-5 ↓
	I believe strongly in the purpose and objectives of my agency	85	12		85%	+5 ↑	-2	-1	0
Stay	I feel a strong personal attachment to my agency	60	26	14	60%	+5 ↑	-3	-3	-2
	I feel committed to my agency's goals	85	12		85%	+5 ↑	-1	0	0
Strive	I suggest ideas to improve our way of doing things	81	16		81%	-1	-6 ↓	-4	-3
	I am happy to go the 'extra mile' at work when required	89	8		89%	+2	-2	-1	-1
	I work beyond what is required in my job to help my agency achieve its objectives	82	14		82%	+3	+1	+1	+1
	My agency really inspires me to do my best work every day	59	25	16	59%	+6 ↑	-1	0	0

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



Leadership - Immediate Supervisor



Immediate Supervisor

The Immediate Supervisor Index assesses how employees view the leadership behaviours of their immediate supervisor in line with the *APS Leadership Capability Framework*.

	Your Immediate Supervisor Index score	77	Response scale	% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
					+2	0	0	+1

Immediate Supervisor	My supervisor engages with staff on how to respond to future challenges	81	12	81%	+2	+1	+2	+2
	My supervisor can deliver difficult advice whilst maintaining relationships	80	13	80%	+1	+1	+1	+1
	My supervisor invites a range of views, including those different to their own	82	12	82%	+2	0	0	+1
	My supervisor encourages my team to regularly review and improve our work	85	10	85%	+2	+2	+2	+2
	My supervisor is invested in my development	77	15	77%	+3	-1	0	0
	My supervisor ensures that my workgroup delivers on what we are responsible for	88	8	88%	+2	0	+1	+1

Other similar questions

	My supervisor provides me with helpful feedback to improve my performance	82	11	82%	+3	+3	+2	+2
	My immediate supervisor encourages me	77	16	77%	+2	-1	0	+1
	My supervisor actively ensures that everyone can be included in workplace activities	86	9	86%	+2	+2	+2	+2
	My supervisor encourages me to take on new tasks and gain experience doing things I've never done before	80	14	80%	-	-1	-1	0

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



Leadership - SES Manager



SES Manager

The SES Manager Index assesses how employees view the leadership behaviours of their immediate SES manager in line with the *APS Leadership Capability Framework*.

	Your SES Manager Leadership Index score	67	Response scale	% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
					+2	-2	-1	0

SES Manager	My SES manager clearly articulates the direction and priorities for our area	68	23	9	68%	+3	-2	0	0
	My SES manager presents convincing arguments and persuades others towards an outcome	57	33	10	57%	+4	-6 ↓	-2	-1
	My SES manager promotes cooperation within and between agencies	63	30	7	63%	+4	-5 ↓	-1	-1
	My SES manager encourages innovation and creativity	64	27	9	64%	+3	-2	0	0
	My SES manager creates an environment that enables us to deliver our best	62	26	12	62%	+5 ↑	-3	0	0
	My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS	70	24		70%	+4	-5 ↓	-2	-1

Other similar questions

	In my agency, the SES work as a team	58	30	12	58%	+6 ↑	+2	+4	+3
	In my agency, the SES clearly articulate the direction and priorities for our agency	66	24	10	66%	+6 ↑	+2	+3	+2
	My SES manager routinely promotes the use of data and evidence to deliver outcomes	65	27	8	65%	+3	-2	0	+1

Key	At least 5 percentage points greater than comparator	At least 5 percentage points less than comparator	Positive	Neutral	Negative

Communication and change



Communication

The Communication Index measures communication at the individual, group and agency level.

Change

Effective communication is an important part of any change process. Note these questions do not contribute to the above index score.

Your Communication Index score	69	Response scale	% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
				+2	0	+1	+1

Communication	My supervisor communicates effectively	83	9	7	83%	+2	+2	+2	+2
	My SES manager communicates effectively	67	22	11	67%	+3	-3	0	0
	Internal communication within my agency is effective	60	22	18	60%	+6	+2	+3	+1

Other similar questions

Change	When changes occur, the impacts are communicated well within my workgroup	71	15	14	71%	+4	+3	+4	+3
	Staff are consulted about change at work	51	30	19	51%	+4	0	+1	0
	Change is managed well in my agency	49	26	25	49%	+4	+6	+6	+4

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



Enabling Innovation



Enabling Innovation

The Innovation Index assesses both whether employees feel willing and able to be innovative, and whether their agency has a culture which enables them to be so.

Your Enabling Innovation Index score		64	Response scale	% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies	
Enabling Innovation	I believe that one of my responsibilities is to continually look for new ways to improve the way we work	73	19	8	73%	-1	-6 ⬇️	-3	-3
	My immediate supervisor encourages me to come up with new or better ways of doing things	70	21	9	70%	0	-2	-1	0
	People are recognised for coming up with new and innovative ways of working	60	28	13	60%	-1	+2	+2	+2
	My agency inspires me to come up with new or better ways of doing things	51	33	16	51%	+2	+1	+2	+1
	My agency recognises and supports the notion that failure is a part of innovation	45	37	18	45%	+3	+5 ⬆️	+3	+4

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



Wellbeing Policies and Support



Wellbeing

The Wellbeing Index provides a measure of the practical and cultural elements that allow for a sustainable and healthy working environment.

Your Wellbeing Policies and Support Index score			69	Response scale	% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
						+3	-1	-1	-1

Wellbeing Policies and Support	Question	Score	Neutral	Negative	% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
	I am satisfied with the policies/practices in place to help me manage my health and wellbeing	66	22	13	66%	+6 ↑	-2	-2	-1
	My agency does a good job of communicating what it can offer me in terms of health and wellbeing	65	22	13	65%	+4	-1	-1	0
	My agency does a good job of promoting health and wellbeing	66	22	13	66%	+4	-1	-1	0
	I think my agency cares about my health and wellbeing	59	23	18	59%	+6 ↑	-5 ↓	-3	-2
	I believe my immediate supervisor cares about my health and wellbeing	84	11	5	84%	+1	-3	-1	-1

Other similar questions

Wellbeing	Question	Score	Neutral	Negative	% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
	If I felt it was needed, I would feel comfortable discussing my mental health and wellbeing with my supervisor	73	13	14	73%	-	-1	0	0
	The people in my workgroup are able to bring up problems and tough issues	79	13	8	79%	-	-1	0	0
	I receive the respect I deserve from my colleagues at work	82	14	4	82%	+1	+1	+1	+2
	My agency supports and actively promotes an inclusive workplace culture	82	12	6	82%	+3	+1	+1	+2

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



Wellbeing

	Response scale	%	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
In general, would you say that your health is:						
Excellent		11%	+1	0	+1	+1
Very good		33%	+1	-2	-1	-1
Good		38%	0	+1	0	0
Fair		15%	-1	+1	0	0
Poor		3%	0	0	0	0
What best describes your current workload?						
Well above capacity - too much work		22%	-2	-1	0	0
Slightly above capacity - lots of work to do		40%	0	0	0	+1
At capacity - about the right amount of work to do		35%	+3	+4	+2	+2
Slightly below capacity - available for more work		3%	-1	-2	-2	-2
Well below capacity - not enough work		1%	0	-1	-1	-1

Key




















At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Wellbeing

	Response scale	%	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
How often do you find your work stressful?						
Always		7%	-1	+2	+2	+2
Often		27%	-2	+2	+2	+3
Sometimes		47%	+1	-2	-2	-2
Rarely		16%	0	-2	-2	-2
Never		2%	0	0	0	0
To what extent is your work emotionally demanding?						
To a very large extent		12%	-1	+4	+3	+3
To a large extent		25%	-1	+5 	+3	+4
Somewhat		38%	+2	0	0	-1
To a small extent		19%	0	-6 	-4	-4
To a very small extent		6%	0	-3	-2	-2
I feel burned out by my work						
Strongly agree		9%	-1	+1	+1	+1
Agree		24%	-2	+2	+1	+1
Neither agree nor disagree		33%	+2	+1	0	0
Disagree		26%	0	-3	-2	-2
Strongly disagree		6%	+1	-1	-1	0

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Flexible work



	Response scale	%	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
I am confident that if I requested a flexible work arrangement, my request would be given reasonable consideration	73 14 13	73%	+8 ⬆️	-10 ⬇️	-7 ⬇️	-6 ⬇️
Do you currently access any of the following flexible working arrangements? [Multiple Response]						
Part time		18%	-2	+5 ⬆️	+6 ⬆️	+5 ⬆️
Flexible hours of work		19%	-2	-7 ⬇️	-7 ⬇️	-7 ⬇️
Compressed work week		3%	+1	-1	-1	0
Job sharing		0%	0	0	0	0
Working away from the office/working from home		32%	+4	-30 ⬇️	-24 ⬇️	-20 ⬇️
None of the above		43%	0	+19 ⬆️	+16 ⬆️	+13 ⬆️
Working away from the office						
None of the time		68%	-	+30 ⬆️	+24 ⬆️	+20 ⬆️
All of the time		2%	-	-4	-3	-1
Some of the time as a regular arrangement		26%	-	-21 ⬇️	-18 ⬇️	-16 ⬇️
Only on an irregular basis		4%	-	-5 ⬇️	-4	-4
Did not disclose their arrangement		0%	-	0	0	0

The working away from the office responses present how often employees worked away from the office/worked from home during a usual working week. It includes the responses for all employees, not just those who indicated they accessed working from home as a flexible working arrangement.

Key



At least 5 percentage points greater than comparator






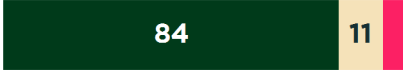


At least 5 percentage points less than comparator

Positive Neutral Negative



Working in the APS

	Response scale	% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
I am supported to use my expertise to provide frank and fearless advice		64%	-	-1	0	0
The people in my workgroup demonstrate stewardship		75%	-	-2	0	0
The culture in my agency supports people to act with integrity		74%	-	-2	-1	-1
I believe strongly in the purpose and objectives of the APS		86%	+4	0	0	0
I feel a strong personal attachment to the APS		66%	+4	+2	0	0
My workgroup considers the people and businesses affected by what we do		84%	-	-1	+1	+1

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



Job satisfaction

	Response scale			% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
I am satisfied with the recognition I receive for doing a good job	64	20	16	64%	+4	-4	-2	-1
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	57	18	25	57%	+12⬆️	-6⬇️	-2	-1
I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	73	14	12	73%	+9⬆️	-8⬇️	-6⬇️	-5⬇️
I am satisfied with the stability and security of my job	84	9		84%	+9⬆️	-1	-1	-2

Clarity and autonomy

	Response scale			% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
I understand how my role contributes to achieving an outcome for the Australian public	94			94%	+2	+1	+1	+1
I am clear what my duties and responsibilities are	85	12		85%	+3	+5⬆️	+4	+4
I have a choice in deciding how I do my work	47	27	25	47%	+3	-18⬇️	-14⬇️	-12⬇️
Where appropriate, I am able to take part in decisions that affect my job	64	19	17	64%	+6⬆️	-7⬇️	-5⬇️	-4

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



Performance

	Response scale	%	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
In the last month, please rate your workgroup's overall performance						
Excellent		28%	+1	+1	+2	+2
Very good		54%	+1	0	0	-1
Average		15%	-1	0	-1	-1
Below average		2%	0	0	0	0
Well below average		1%	0	0	0	0

	Response scale	% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
My workgroup has the appropriate skills, capabilities and knowledge to perform well		78%	+1	-1	+1	+1
My workgroup has the tools and resources we need to perform well		65%	+2	+6	+6	+5
The people in my workgroup use time and resources efficiently		78%	+1	+2	+3	+3
My job gives me opportunities to utilise my skills		76%	+3	-4	-3	-2
In the last 12 months, the formal learning I have accessed has improved my performance		60%	-	+2	+1	+1

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



Retention



Employees who indicated that they wanted to leave their current position as soon as possible or within the next 12 months were asked what their plans were.

	Response scale	%	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
Which of the following statements best reflects your current thoughts about working in your current position?						
I want to leave my position as soon as possible		9%	-3	0	-1	-1
I want to leave my position within the next 12 months		18%	-2	-5 ↓	-3	-3
I want to stay working in my position for the next one to two years		30%	+1	-8 ↓	-5 ↓	-5 ↓
I want to stay working in my position for at least the next three years		44%	+3	+13 ↑	+9 ↑	+9 ↑
What best describes your plans involved with leaving your current position?						
I am planning to retire		7%	+1	+2	+1	0
I am pursuing another position within my agency		35%	+1	-8 ↓	-12 ↓	-11 ↓
I am pursuing a position in another agency		32%	+1	+6 ↑	+8 ↑	+7 ↑
I am pursuing work outside the APS		11%	-2	+2	+2	+2
It is the end of my non-ongoing, casual or contracted employment		1%	-1	-2	0	0
Other		13%	+1	0	+1	+1

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Retention



Employees were also asked for the primary reason behind their desire to leave and could select one response from a list of items.

Only the five reasons for leaving 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 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
What is the primary reason behind your desire to leave your current position? (5 highest responses):					
I wish to pursue a promotion opportunity	18%	-	-	-	-
I am looking to further my skills in another area	11%	-	-	-	-
I want to try a different type of work or I'm seeking a career change	10%	-	-	-	-
There are a lack of future career opportunities in my agency	8%	-	-	-	-
I can receive a higher salary elsewhere	8%	-	-	-	-

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Unacceptable behaviour



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 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra 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		11%	-1	+1	0	0
No		89%	+1	-1	0	0
Did this discrimination occur in your current agency?						
Yes		93%	-1	+1	+1	+1
No		7%	+1	-1	-1	-1
Basis for the discrimination that you experienced (3 highest responses):						
Race		26%	-	-	-	-
Caring responsibilities		23%	-	-	-	-
Other		23%	-	-	-	-

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Unacceptable behaviour



Employees who perceived harassment or bullying in the last 12 months were asked what type of harassment or bullying they experienced. 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.

Harassment and bullying	Response scale	%	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
During the last 12 months, have you been subjected to harassment or bullying in your current workplace?						
Yes		11%	-1	0	0	0
No		83%	+1	-1	0	0
Not sure		6%	0	+1	0	0
Types of harassment or bullying experienced (3 highest responses):						
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)		38%	-	-	-	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)		31%	-	-	-	-
Interference with work tasks (e.g. withholding needed information, undermining or sabotage)		30%	-	-	-	-
Did you report the harassment or bullying?						
I reported the behaviour in accordance with my agency's policies and procedures		38%	+3	+2	+1	+1
It was reported by someone else		8%	0	0	0	0
I did not report the behaviour		55%	-3	-2	-1	-2

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Unacceptable behaviour



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 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
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		3%	0	0	0	0
No		89%	0	-2	-1	-1
Not sure		5%	0	+1	+1	0
Would prefer not to answer		3%	0	+1	0	0
Types of corrupt behaviours witnessed (3 highest responses):						
Cronyism-preferential treatment of friends, such as appointing them to positions without proper regard to merit		49%	-	-	-	-
Neotism-preferential treatment of family members, such as appointing them to positions without proper regard to merit		27%	-	-	-	-
Acting (or failing to act) in the presence of an undisclosed conflict of interest		18%	-	-	-	-
Did you report the potentially corrupt behaviour?						
I reported the behaviour in accordance with my agency's policies and procedures		21%	+2	0	-1	-2
It was reported by someone else		19%	0	+3	+2	+2
I did not report the behaviour		59%	-2	-3	-1	0

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Demographics

How do you describe your gender?	Responses
Man or male	31%
Woman or female	65%
Non-binary	0%
I use a different term	0%
Prefer not to say	3%

Do you identify as an Aboriginal and/or Torres Strait Islander person?	Responses
Yes	6%
No	94%

Do you have an ongoing disability?	Responses
Yes	13%
No	87%

Do you have carer responsibilities?	Responses
Yes	47%
No	53%

Do you identify as Lesbian, Gay, Bisexual, Transgender and/or gender diverse, Intersex, Queer, Questioning and/or Asexual (LGBTIQA+)?	Responses
Yes	7%
No	93%

Do you identify as culturally and linguistically diverse?	Responses
Yes	28%
No	72%

How would you describe your cultural background? [Multiple Response]	Responses
Australian (excluding Australian Aboriginal and/or Torres Strait Islander)	61%
Australian Aboriginal and/or Torres Strait Islander	5%
New Zealander (excluding Maori)	1%
Maori, Melanesian, Papuan, Micronesian, and Polynesian	1%
Anglo-European	9%
North-West European (excluding Anglo-European)	1%
Southern and Eastern European	4%
South-East Asian	15%
North-East Asian	2%
Southern and Central Asian	5%
North American	0%
South and Central American and Caribbean Islander	1%
North African and Middle Eastern	2%
Sub-Saharan African	1%

Do you consider yourself to be neurodivergent?	Responses
Yes	8%
No	69%
Maybe	8%
I am unsure what neurodivergent means	15%

Agency position



Agency position

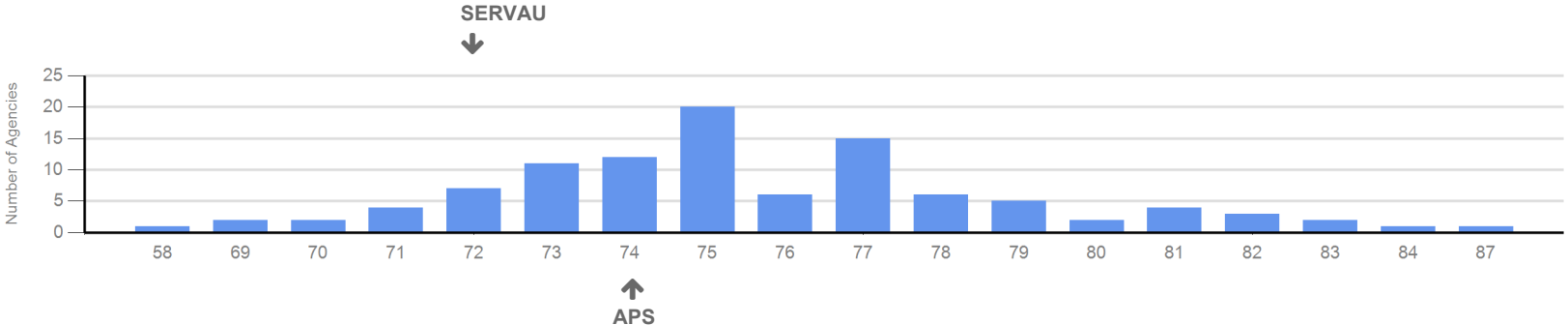
These graphs display the overall index score of each agency for the Employee Engagement, Leadership – Immediate Supervisor, Leadership – SES Manager, Communication, Enabling Innovation and Wellbeing Policies and Support indices. These are to assist you to see where your agency sits in comparison to the overall APS index score and the scores of other agencies.

Along the line (y-axis) are the index scores. The height of the bar (x-axis) is how many agencies have that index score.

Please note, the y-axis values are not consecutive as only index scores received by an agency are represented.

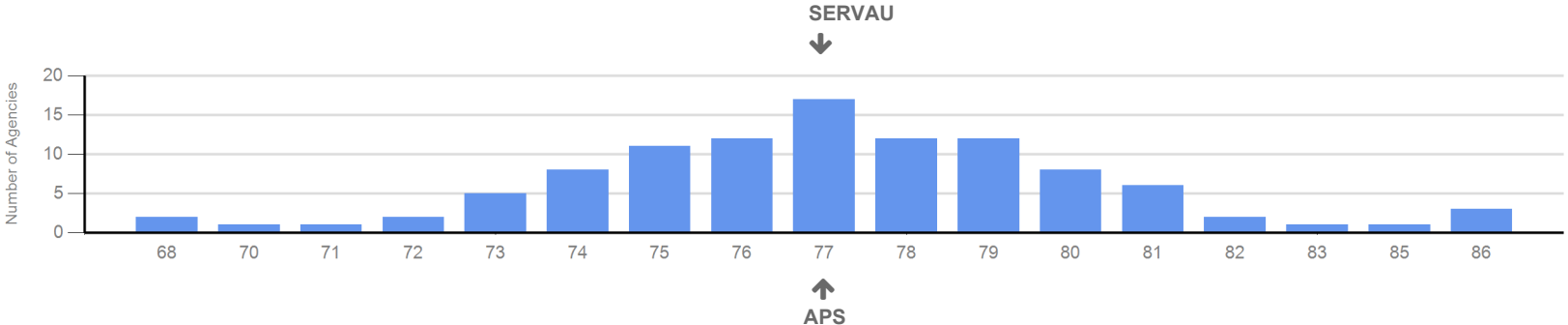
Employee Engagement Index

Ranking : 95th of 104



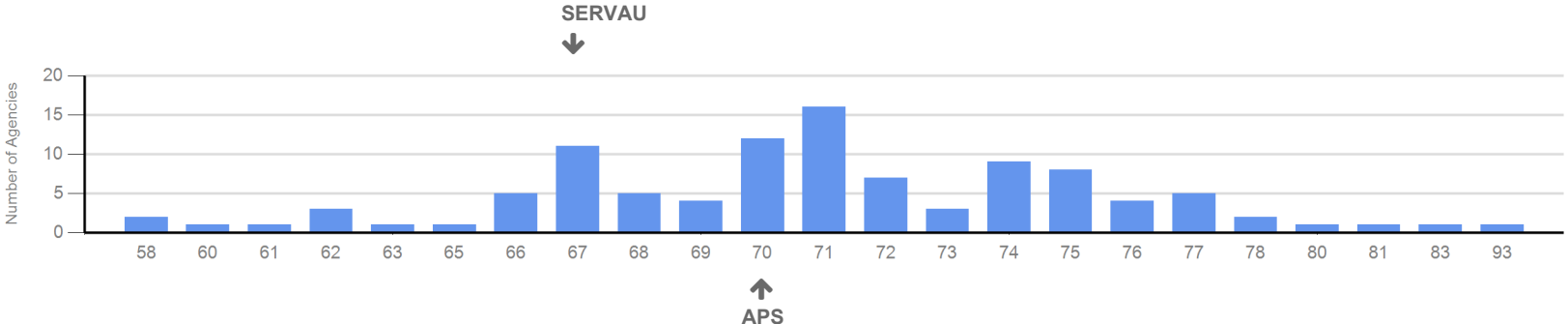
Leadership – Immediate Supervisor Index

Ranking : 51st of 104



Leadership – SES Manager Index

Ranking : 80th of 104



Agency position



Agency position

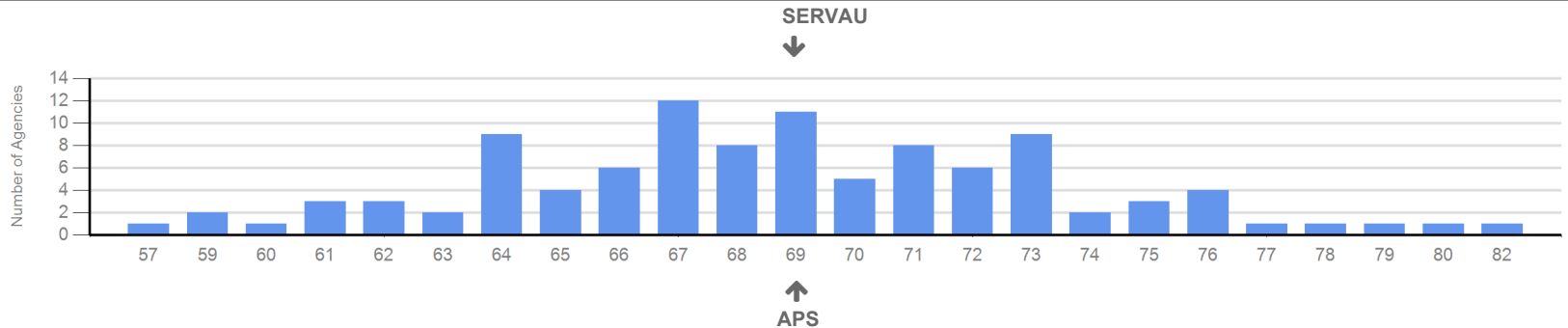
These graphs display the overall index score of each agency for the Employee Engagement, Leadership – Immediate Supervisor, Leadership – SES Manager, Communication, Enabling Innovation and Wellbeing Policies and Support indices. These are to assist you to see where your agency sits in comparison to the overall APS index score and the scores of other agencies.

Along the line (y-axis) are the index scores. The height of the bar (x-axis) is how many agencies have that index score.

Please note, the y-axis values are not consecutive as only index scores received by an agency are represented.

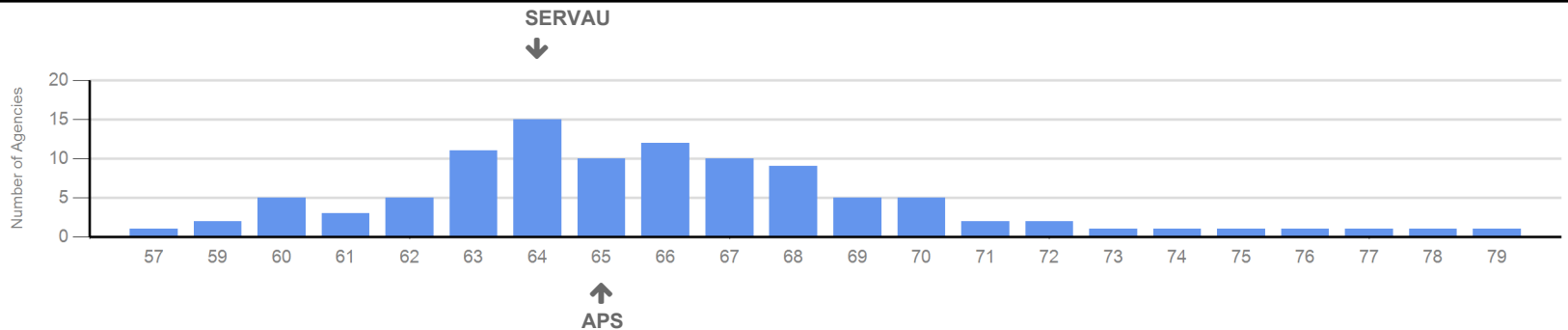
Communication Index

Ranking : 47th of 104



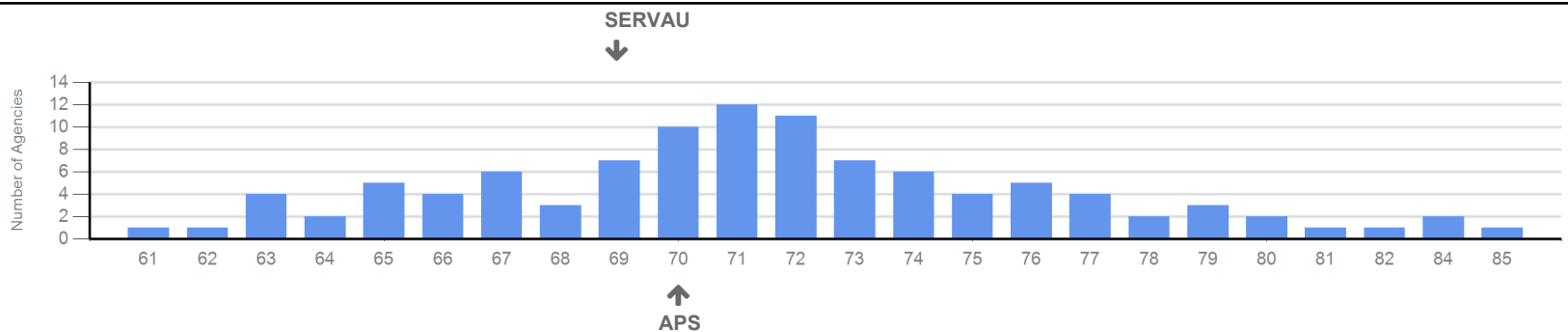
Enabling Innovation Index

Ranking : 64th of 104



Wellbeing Policies and Support Index

Ranking : 77th of 104



Suggested questions to focus on



What to focus on?

Through driver analysis, these key questions have been identified as being important to employees in your agency and associated with employee engagement.



They are not necessarily the questions with the lowest scores.

Some will be areas to improve upon and some will be areas to maintain.

Develop actions and activities to improve upon these, where possible, to drive higher levels of performance.

	At least 5 percentage points greater than comparator	At least 5 percentage points less than comparator	% Positive	Variance from 2023	Variance from APS overall	Variance from larger operational agencies	Variance from extra large sized agencies
.1 The culture in my agency supports people to act with integrity			74%	-	-2	-1	-1
.2 I am supported to use my expertise to provide frank and fearless advice			64%	-	-1	0	0
.3 Internal communication within my agency is effective			60%	+6	+2	+3	+1
.4 Change is managed well in my agency			49%	+4	+6	+6	+4
.5 My agency supports and actively promotes an inclusive workplace culture			82%	+3	+1	+1	+2
.6 I think my agency cares about my health and wellbeing			59%	+6	-5	-3	-2

SERVAU specific questions

	Response scale	% Positive	Variance from 2023
I understand the Agency's Master Plan principles (simple, helpful, respectful, and transparent)	93	93%	+10 
I am committed to our vision of making government services simple so people can get on with their lives	94	94%	+3
How satisfied are you with the actions taken to address 2023 census results within your workgroup?	49 38 13	49%	-
I help create a work environment that is about helping our customers	93	93%	+1
My physical safety is adequately protected in my workplace	83 11	83%	+1
My mental health is supported in the workplace	67 20 12	67%	-
My work colleagues help me in stressful work situations	85 12	85%	-
I help create an environment that feels safe for staff and customers	93	93%	-
My colleagues are open, honest and transparent	79 15	79%	-
I genuinely feel heard and have my views considered	68 20 11	68%	+7 

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



SERVAU specific questions

	Response scale			% Positive	Variance from 2023
In Services Australia, the SES are sufficiently visible (e.g. can be seen in action)	57	26	17	57%	-
I am kept informed of the agency's advice, protocols, procedures and guidelines during emergencies	79	16	5	79%	0
I have access to adequate support from the agency when working away from the office	64	30	6	64%	-
If working in a customer-contact role (for example undertake face to face or telephony work), have you had adequate training to know what to do in the event of customer aggression?	75	17	8	75%	-3

Key



At least 5 percentage points greater than comparator




At least 5 percentage points less than comparator

Positive Neutral Negative



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.

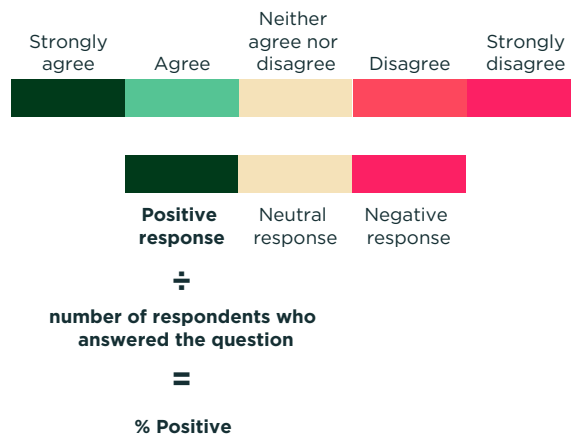
Prioritise 3 areas to take forward

	Prioritise 3 areas for action	Timescales	Owner	Resources required	Target/Success measure
1					
2					
3					

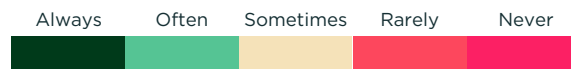
Guide to this report

% Positive

Where results are shown as positive percentages (% positive), these are calculated by adding together positive responses ("strongly agree" + "agree" or "always" + "often") and dividing by the number of respondents who answered the question.



For 5 point scale questions not asked on the *agree to disagree* scale the same rules apply, the green percent represents a **positive response** (unless the question is negatively worded).



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 agree nor disagree	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 best 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

Comparisons to other similarly sized agencies are used through this report. To see how agencies are categorised visit:

<https://www.apsc.gov.au/aps-agencies-size-and-function>

Comparisons to 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.

