



Australian Government
 Australian Public Service
 Commission

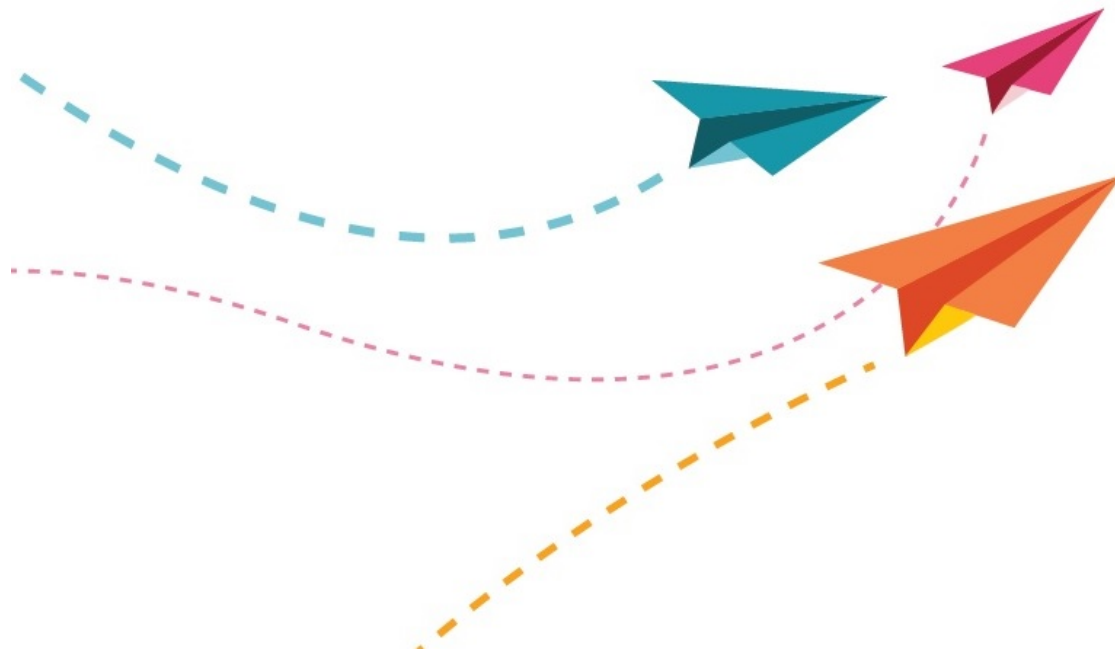
AUSTRALIAN PUBLIC SERVICE EMPLOYEE CENSUS 2019

6 MAY–7 JUNE



Highlights Report:

AUSTRAC



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RESPONSES:
368 of 394
RESPONSE RATE:
93%

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 79%		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
SAY	Considering everything, I am satisfied with my job	80	80%	+6 ↑	+10 ↑	+6 ↑	+6 ↑
	I am proud to work in my agency	90	90%	+2	+16 ↑	+7 ↑	+7 ↑
	I would recommend my agency as a good place to work	85	85%	+15 ↑	+21 ↑	+10 ↑	+13 ↑
	I believe strongly in the purpose and objectives of my agency	94	94%	-1	+12 ↑	+4	+6 ↑
STAY	I feel a strong personal attachment to my agency	75	75%	-2	+10 ↑	+4	+4
	I feel committed to my agency's goals	91	91%	-1	+12 ↑	+5 ↑	+7 ↑
STRIVE	I suggest ideas to improve our way of doing things	90	90%	-1	+6 ↑	+4	+2
	I am happy to go the 'extra mile' at work when required	94	94%	-1	+3	0	0
	I work beyond what is required in my job to help my agency achieve its objectives	85	85%	+1	+5 ↑	+1	+2
	My agency really inspires me to do my best work every day	70	70%	+5 ↑	+17 ↑	+8 ↑	+10 ↑

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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
What is your gender?						
Male		44%	-2	+7	+5	+4
Female		51%	0	-8	-5	-6
X (Indeterminate/Intersex/Unspecified)		0%	0	0	0	0
Prefer not to say		5%	+2	+2	0	+1
Do you identify as Aboriginal and/or Torres Strait Islander?						
Yes		1%	0	-3	-1	-1
No		99%	0	+3	+1	+1
Do you have an ongoing disability?						
Yes		4%	-2	-4	-2	-2
No		96%	+2	+4	+2	+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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
In which country were you born?						
Australia		74%	-5 ↓	-4	-3	-5 ↓
Other country		26%	+5 ↑	+4	+3	+5 ↑
Do you speak a language other than English at home?						
No, English only		75%	-6 ↓	-6 ↓	-7 ↓	-7 ↓
Yes, other		25%	+6 ↑	+6 ↑	+7 ↑	+7 ↑
Do you have carer responsibilities?						
Yes		43%	0	+2	+4	+4
No		57%	0	-2	-4	-4

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INCLUSION AND DIVERSITY



EXPLORE
THE FULL
RESULTS

Demographics	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Do you identify as Lesbian, Gay, Bisexual, Trans, and/or Intersex (LGBTI+)?						
Yes		5%	0	0	-1	-1
No		92%	+1	+2	+2	+2
Prefer not to say		3%	-1	-1	-1	-1

KEY



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INCLUSION AND DIVERSITY



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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Attitudinal	The people in my workgroup behave in an accepting manner towards people from diverse backgrounds	91	91%	+1	+3	0
	My SES manager actively supports people of diverse backgrounds	79	79%	+8↑	+11↑	+5↑
	My agency is committed to creating a diverse workforce (e.g. gender, age, cultural and linguistic background, disability, Indigenous, LGBTI+)	79	79%	+9↑	0	+1
	My supervisor actively supports people from diverse backgrounds	88	88%	+2	+2	+2
	My agency supports and actively promotes an inclusive workplace culture	84	84%	+7↑	+6↑	+3

KEY

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Positive Neutral Negative

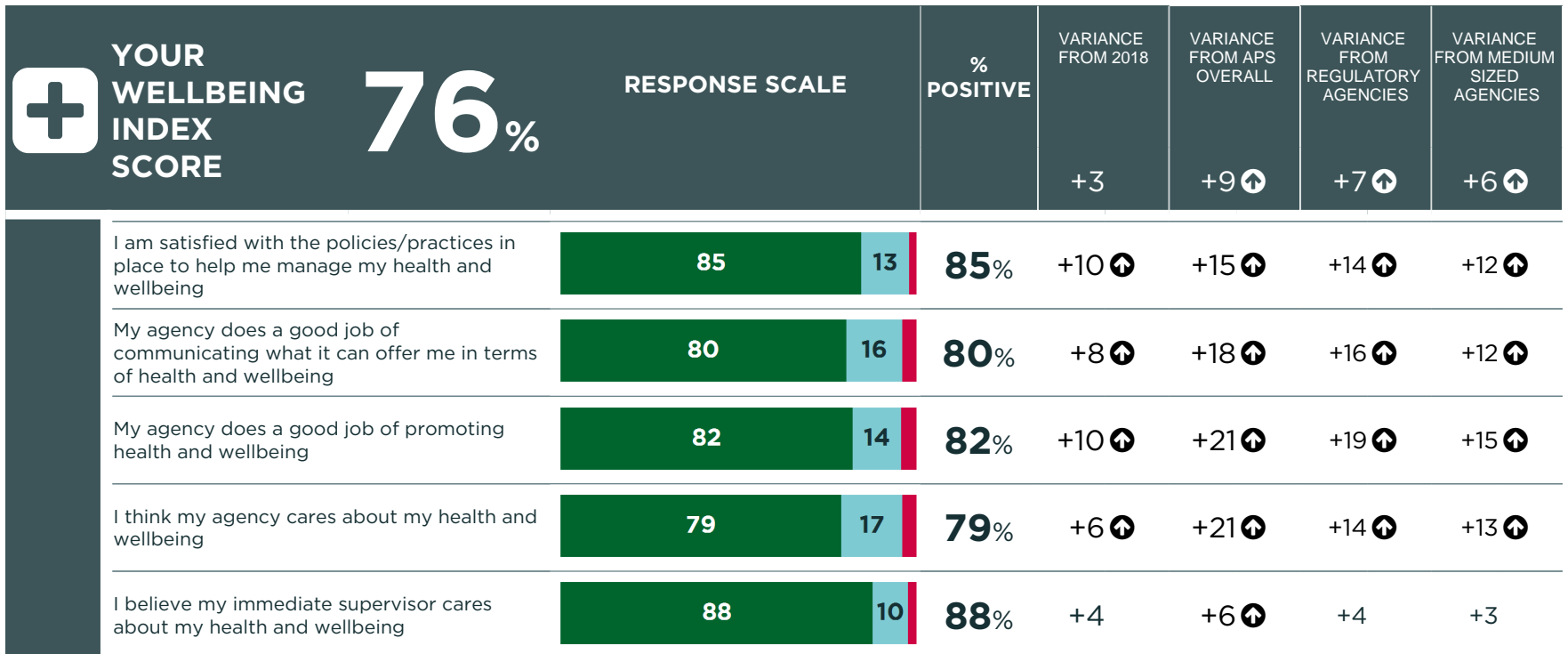
WELLBEING INDEX



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.



KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



SENIOR LEADERSHIP



EXPLORE THE FULL RESULTS

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IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES	
Senior leadership: Immediate SES manager	My SES manager is of a high quality	77 (20)	77%	+7↑	+10↑	+3	+2
	My SES manager is sufficiently visible (e.g. can be seen in action)	70 (18, 13)	70%	+7↑	+4	-2	-2
	My SES manager communicates effectively	74 (17, 9)	74%	+14↑	+8↑	+3	+3
	My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS	81 (17)	81%	+7↑	+14↑	+7↑	+7↑
	My SES manager effectively leads and manages change	73 (21)	73%	+11↑	+13↑	+8↑	+8↑
	My SES manager engages with staff on how to respond to future challenges	72 (20, 7)	72%	+10↑	+10↑	+5↑	+5↑

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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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Senior Leadership: All SES	In my agency, the SES are sufficiently visible (e.g. can be seen in action)	61 19 20	61%	+20 ↑	+5 ↑	-3
	In my agency, communication between the SES and other employees is effective	59 28 14	59%	+26 ↑	+10 ↑	+6 ↑
	In my agency, the SES actively contribute to the work of our agency	77 19 4	77%	+18 ↑	+13 ↑	+3
	In my agency, the SES are of a high quality	69 24 7	69%	+20 ↑	+13 ↑	+3
	In my agency, the SES work as a team	62 29 9	62%	+26 ↑	+16 ↑	+12 ↑
	In my agency, the SES clearly articulate the direction and priorities for our agency	74 19 8	74%	+20 ↑	+16 ↑	+11 ↑

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Positive Neutral Negative

IMMEDIATE SUPERVISOR



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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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Immediate supervisor	My supervisor treats people with respect	90	90%	+1	+3	+1
	My supervisor communicates effectively	80	80%	+4	+1	+1
	My supervisor encourages me to contribute ideas	90	90%	+3	+6 ↑	+5 ↑
	My supervisor displays resilience when faced with difficulties or failures	87	87%	+4	+7 ↑	+5 ↑
	My supervisor gives me responsibility and holds me to account for what I deliver	89	89%	+3	+3	+2
	My supervisor challenges me to consider new ways of doing things	83	83%	+7 ↑	+8 ↑	+7 ↑

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Positive Neutral Negative

IMMEDIATE SUPERVISOR



EXPLORE
THE FULL
RESULTS

Immediate supervisor	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Where is your immediate supervisor's normal work location?						
In the same office as me		62%	+12	-18	-9	-16
In the same office as me but on a different floor		3%	-1	0	+1	0
In a different office, but in the same town/city		1%	-1	-2	0	0
In a different town/city or state		32%	-10	+17	+6	+13
In a different country		3%	+1	+2	+2	+2

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



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	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES	
Culture	I receive the respect I deserve from my colleagues at work	79 (19)	79%	+4	+3	+1	+2
	Relationships at work are strained [negatively worded question - "Always" or "Often" responses are negative, while "Rarely" or "Never" responses are positive]	64 (28, 8)	64%	+11↑	+10↑	+6↑	+9↑
	My agency actively encourages ethical behaviour by all of its employees	87 (9)	87%	+2	+7↑	+3	+4
	I have unrealistic time pressures [negatively worded question - "Always" or "Often" responses are negative, while "Rarely" or "Never" responses are positive]	43 (36, 21)	43%	+10↑	+12↑	+8↑	+9↑
	Staff are consulted about change at work	58 (32, 10)	58%	+10↑	+10↑	+9↑	+8↑
	I am happy to go the 'extra mile' at work when required	94	94%	-1	+3	0	0
	Internal communication within my agency is effective	64 (23, 13)	64%	+23↑	+15↑	+9↑	+12↑
	In general, employees in my agency feel they are valued for their contribution	73 (20)	73%	+17↑	+26↑	+15↑	+18↑
	My agency really inspires me to do my best work every day	70 (24)	70%	+5↑	+17↑	+8↑	+10↑

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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Do colleagues in your immediate workgroup act in accordance with the APS Values in their everyday work?						
Always		54%	+6	+3	+2	-1
Often		40%	-4	0	+1	+3
Sometimes		4%	-1	-3	-2	-2
Rarely		0%	-1	-1	0	-1
Never		0%	-	0	0	0
Not sure		2%	0	+1	0	+1

KEY



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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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Does your supervisor act in accordance with the APS Values in his or her everyday work?						
Always		65%	+5	+3	+2	0
Often		29%	-2	+1	+1	+2
Sometimes		2%	-3	-3	-3	-3
Rarely		1%	0	0	0	0
Never		0%	-	0	0	0
Not sure		2%	-1	0	0	0

KEY



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WORKPLACE CULTURE



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THE FULL
RESULTS

APS Values	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Do senior leaders (i.e. the SES) in your agency act in accordance with the APS Values?						
Always		51%	+10	+7	+4	+3
Often		35%	-1	+4	+1	+2
Sometimes		5%	-6	-4	-3	-3
Rarely		1%	0	-1	-1	-1
Never		1%	0	0	0	0
Not sure		8%	-3	-6	-1	-2

KEY



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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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Do senior leaders (i.e. the SES) in your agency promote the APS Values?						
Always		47%	-	+5	+4	+4
Often		37%	-	+6	+5	+5
Sometimes		11%	-	-2	-3	-3
Rarely		2%	-	-2	-2	-2
Never		0%	-	-1	-1	-1
Not sure		4%	-	-6	-3	-3

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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM 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%	0	-2	+1	0
No		90%	0	+2	-1	0
Did this discrimination occur in your current agency?						
Yes		88%	-4	-6 ↓	-4	-4
No		12%	+4	+6 ↑	+4	+4
Basis for the discrimination that you experienced (3 highest responses):						
Gender		32%	-	-	-	-
Race		32%	-	-	-	-
Age		29%	-	-	-	-

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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
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During the last 12 months, have you been subjected to harassment or bullying in your current workplace?

Yes		9%	-2	-4	-1	-1
No		84%	0	+4	0	0
Not Sure		7%	+1	+1	+1	+1

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

Interference with work tasks (i.e. withholding needed information, undermining or sabotage)		60%	-	-	-	-
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)		40%	-	-	-	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)		33%	-	-	-	-

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

Co-worker		37%	-	-	-	-
A previous supervisor		33%	-	-	-	-
Someone more senior (other than your supervisor)		30%	-	-	-	-

KEY



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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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM 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		2%	-2	-2	-1	-1
No		91%	+3	+3	-1	+1
Not sure		5%	+1	0	+1	+1
Would prefer not to answer		2%	-1	-1	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

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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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Corruption	My agency has procedures in place to manage corruption	<div style="width: 87%; background-color: #006400; display: inline-block;"></div> 87	87%	-3	+2	+4	+3
	It would be hard to get away with corruption in my workplace	<div style="width: 74%; background-color: #006400; display: inline-block;"></div> 74	74%	-2	+4	+3	+4
	I am confident that colleagues in my workplace would report corruption	<div style="width: 87%; background-color: #006400; display: inline-block;"></div> 87	87%	+1	+7	+5	+5
	I feel confident that I would know what to do if I identified corruption in my workplace	<div style="width: 84%; background-color: #006400; display: inline-block;"></div> 84	84%	0	+1	+3	+3

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKPLACE CONDITIONS



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IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES	
Your job	My job gives me opportunities to utilise my skills	88 9	88%	+2	+7 ↑	+2	+2
	I am fairly remunerated (e.g. salary, superannuation) for the work that I do	74 14 12	74%	+8 ↑	+11 ↑	+10 ↑	+10 ↑
	Considering everything, I am satisfied with my job	80 14	80%	+6 ↑	+10 ↑	+6 ↑	+6 ↑
	I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	89 7	89%	0	+11 ↑	+5 ↑	+6 ↑
	I am satisfied with the stability and security of my current job	73 15 12	73%	+4	0	-2	-1
	I am satisfied with the opportunities for career progression in my agency	48 29 24	48%	+13 ↑	+5 ↑	+3	+4

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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Flexible working arrangements	My supervisor actively supports the use of flexible work arrangements by all staff, regardless of gender		91%	+3	+8 ↑	+5 ↑	+4
	My SES manager actively supports the use of flexible work arrangements by all staff, regardless of gender		82%	+4	+20 ↑	+11 ↑	+10 ↑
Work-life balance	Considering your work and life priorities, how satisfied are you with the work-life balance in your current job?		83%	+1	+8 ↑	+6 ↑	+6 ↑
Mobility	My agency provides opportunities for mobility within my agency (e.g. temporary transfers)		70%	+13 ↑	+16 ↑	+12 ↑	+10 ↑
	My agency provides opportunities for mobility outside my agency (e.g. secondments and temporary transfers)		40%	-2	+12 ↑	+9 ↑	+6 ↑
	My immediate supervisor actively supports opportunities for mobility		54%	-2	+7 ↑	+8 ↑	+6 ↑

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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
My workgroup has the appropriate skills, capabilities, and knowledge to perform well		78%	-	+3	-2	-2
My workgroup has the tools and resources we need to perform well		58%	-2	-1	-2	-3
The work processes we have in place allow me to be as productive as possible		53%	+4	-1	0	-2
The people in my workgroup complete work to a high standard		83%	0	+5	0	+1
The people in my work group use time and resources efficiently		75%	-	+5	+2	+1
My supervisor ensures that my workgroup delivers on what we are responsible for		85%	+7	+6	+3	+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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM 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		83%	+2	+1	0	0
No		17%	-2	-1	0	0

Received constructive feedback from your supervisor

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

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

Yes		82%	+1	-1	-3	-1
No		18%	-1	+1	+3	+1

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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM 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		72%	-7	-4	-1	-5
No		8%	-1	-1	0	+1
Not applicable (e.g. have not worked with my current supervisor long enough for this conversation to occur)		21%	+7	+4	+1	+4

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

Yes		24%	+1	-3	-2	-2
No		14%	-2	-2	0	-2
Not applicable (e.g. my performance has not changed)		63%	+1	+5	+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

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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
To what extent do you agree that in the past 12 months, the performance expectations of your job were clear and unambiguous?		65%	-5 ↓	+5 ↑	+2	+2
To what extent do you agree that the support by your supervisor has helped to improve your performance?		68%	+8 ↑	+8 ↑	+4	+5 ↑
My overall experience of performance management in my agency has been useful for my development		48%	+10 ↑	+1	-2	-2
My supervisor openly demonstrates commitment to performance management		64%	+1	0	-1	-1
I received recognition when I last accomplished something significant at work		74%	+3	+8 ↑	+2	+3
I can identify a clear connection between my job and my agency's purpose		89%	+1	+7 ↑	+2	+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

Managing Underperformance

RESPONSE SCALE

%

VARIANCE FROM 2018

VARIANCE FROM APS OVERALL

VARIANCE FROM REGULATORY AGENCIES

VARIANCE FROM MEDIUM SIZED AGENCIES

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

Strongly agree		2%	-	0	0	0
Agree		12%	-	-5↓	-5↓	-6↓
Neither agree nor disagree		55%	-	+12↑	+6↑	+7↑
Disagree		20%	-	-3	0	-1
Strongly disagree		11%	-	-3	0	0

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 REGULATORY AGENCIES

VARIANCE FROM MEDIUM 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		62%	-	-	-	-
The previous manager did not address the underperformance		48%	-	-	-	-
Managing the impact of the underperformer on team members and/or colleagues		48%	-	-	-	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

CAPABILITY



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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
My supervisor provides time for me to attend learning programs		85%	+12 ↑	+5 ↑	+4	+2
My supervisor shares links, readings and information		72%	+5 ↑	-1	+1	+2
My supervisor provides me with opportunities to develop relevant capabilities for my career		73%	+7 ↑	+7 ↑	+6 ↑	+5 ↑
My supervisor gives me the opportunity to apply what I learn in my day-to-day work		82%	+10 ↑	+8 ↑	+6 ↑	+6 ↑
I access learning and development solutions to meet my needs		73%	-	-1	+1	0
I have a clear understanding of my development needs		77%	+6 ↑	0	+2	+1
I spend time out of working hours building my capability		63%	+4	+9 ↑	+5 ↑	+5 ↑
I seek out opportunities to apply what I learn in my day-to-day work		85%	+6 ↑	+7 ↑	+5 ↑	+4

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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
In the last 12 months, have you applied for a job?						
Yes, outside the APS		14%	0	+2	-1	0
Yes, in my agency		30%	+5	-8	-4	-3
Yes, in another APS agency		18%	-3	0	0	-4
No		50%	-4	+2	+2	+2
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		3%	-3	-3	-3	-3
I want to leave my agency within the next 12 months		9%	0	0	-1	-3
I want to leave my agency within the next 12 months but feel it will be unlikely in the current environment		5%	-3	-5	-3	-3
I want to stay working for my agency for the next one to two years		38%	0	+13	+5	+5
I want to stay working for my agency for at least the next three years		46%	+7	-5	+2	+5

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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
Primary reasons behind desire to leave agency (3 highest responses):						
There is a lack of future career opportunities in my agency		30%	-	-	-	-
I want to try a different type of work or I'm seeking a career change		12%	-	-	-	-
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

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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 REGULATORY AGENCIES	VARIANCE FROM MEDIUM SIZED AGENCIES
My agency supports employees to escalate risk-related issues with managers		72%	-7⬇️	+2	-2	0
Risk management concerns are discussed openly and honestly in my agency		61%	-1	+1	-3	-1
My agency provides me with opportunities to develop and enhance my skills to manage risk effectively		52%	-	0	-1	-1
Appropriate risk taking is rewarded in my agency		35%	+2	+10⬆️	+7⬆️	+8⬆️
SES in my agency demonstrate the importance of managing risk appropriately		49%	-	+6⬆️	0	+1
When things go wrong, my agency uses this as an opportunity to learn		46%	-	0	-8⬇️	-4

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



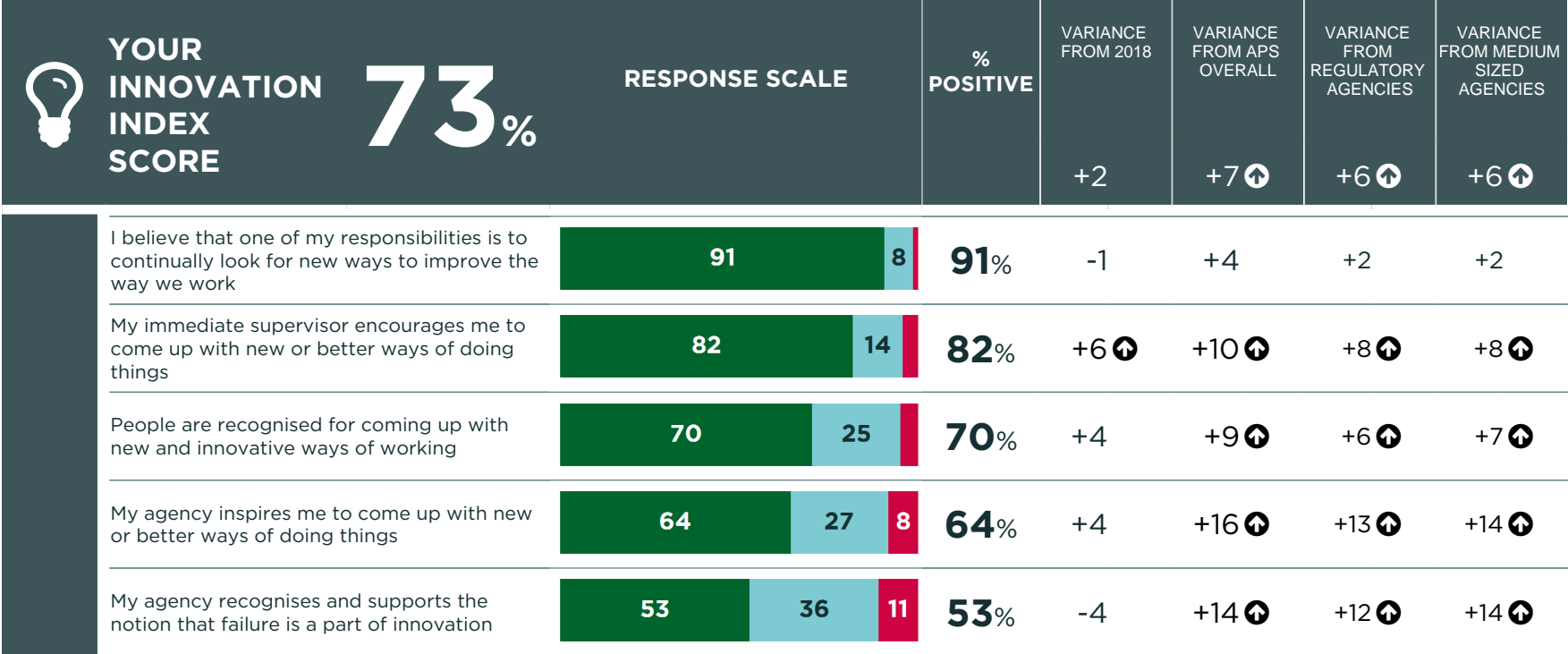
INNOVATION INDEX



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.



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.

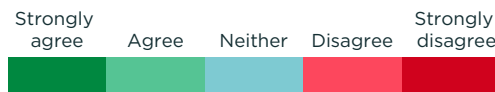
PRIORITISE 3 AREAS TO TAKE FORWARD

	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") 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.