



Highlights Report APS Overall



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RESPONSES:
108,085 of 137,897
RESPONSE RATE:
78%

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.

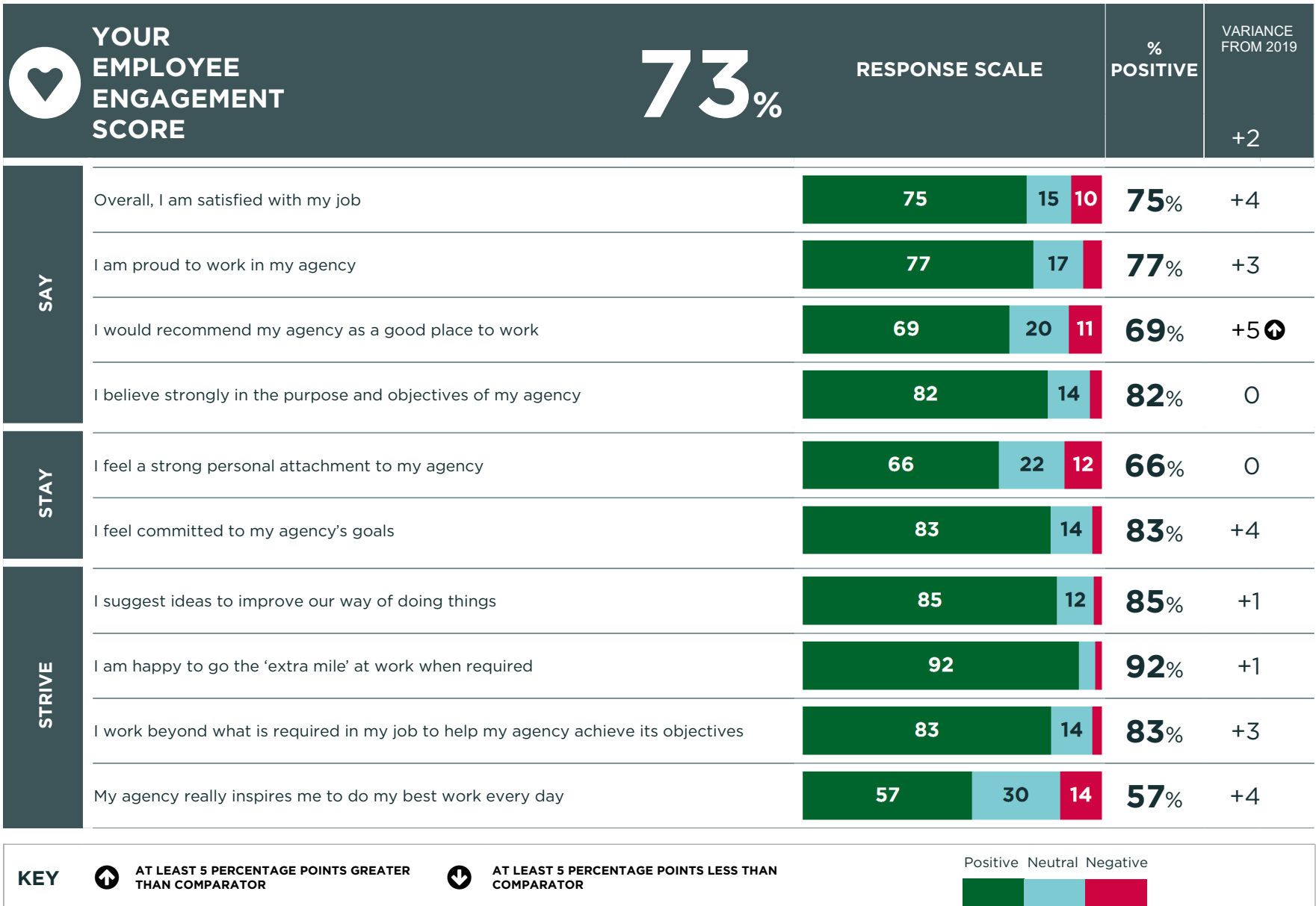
Think about what you want employees to be saying about their working lives in the future and what should be put in place to make this happen.

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.



DEMOGRAPHICS



EXPLORE
THE FULL
RESULTS

	RESPONSE SCALE	%	VARIANCE FROM 2019
What is your gender?			
Male		37%	-1
Female		60%	+1
X (Indeterminate/Intersex/Unspecified)		0%	0
Prefer not to say		3%	0
Do you identify as Aboriginal and/or Torres Strait Islander?			
Yes		4%	0
No		96%	0
Do you have an ongoing disability?			
Yes		9%	0
No		91%	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

DEMOGRAPHICS



EXPLORE THE FULL RESULTS

EMPLOYEES WHO INDICATED THAT THEY HAD WORKED ON TASKS OR ACTIVITIES DIRECTLY RELATED TO COVID-19 WERE ASKED TO DESCRIBE THE TYPE OF WORK. EMPLOYEES COULD SELECT ONE OR MORE RESPONSES FROM A LIST OF ITEMS.

	RESPONSE SCALE	%	VARIANCE FROM 2019
Do you have carer responsibilities?			
Yes		41%	0
No		59%	0
Since 27 February 2020, have you worked on tasks or activities directly related to COVID-19?			
Yes		49%	-
No		51%	-
What form did this work take? [Multiple Response]			
Working in a different team within your agency on work dedicated to the COVID-19 response and related activities (e.g. a COVID-19 taskforce)		21%	-
Working in a different agency on work dedicated to the COVID-19 response and related activities (e.g. APS2000 surge workforce)		5%	-
Working on COVID-19 related work in my usual role		80%	-
Other		5%	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

DEMOGRAPHICS



EXPLORE
THE FULL
RESULTS

	RESPONSE SCALE	%	VARIANCE FROM 2019
Do you identify as Lesbian, Gay, Bisexual, Trans, and/or Intersex (LGBTI+)?			
Yes		6%	+1
No		94%	+4
Are you currently seconded to a different agency and have been working within that agency for less than six months?			
Yes		1%	-
No		99%	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

SENIOR LEADERSHIP



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 2019
Senior leadership: Immediate SES manager	My SES manager communicates effectively	69	20	12	69%	+3
	My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS	71	22		71%	+4
	My SES manager effectively leads and manages change	63	25	12	63%	+3
	My SES manager gives their time to identify and develop talented people	49	36	16	49%	+1
	My SES manager clearly articulates the direction and priorities for our area	66	22	12	66%	+1
	My SES manager promotes cooperation within and between agencies	64	29	8	64%	-

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR
 AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

SENIOR LEADERSHIP



EXPLORE THE FULL RESULTS

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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2019
Senior Leadership: All SES	In my agency, communication between the SES and other employees is effective	56	26	18	56%	+7 ↑
	In my agency, the SES actively contribute to the work of our agency	67	24	9	67%	+3
	In my agency, the SES work as a team	53	33	14	53%	+7 ↑
	In my agency, the SES clearly articulate the direction and priorities for our agency	63	25	12	63%	+6 ↑

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR
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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 2019
Immediate supervisor	My supervisor communicates effectively	81	10 9	81% +2
	My supervisor displays resilience when faced with difficulties or failures	83	11	83% +3
	My supervisor engages with staff on how to respond to future challenges	80	12 8	80% -
	My supervisor can deliver difficult advice whilst maintaining relationships	77	15 8	77% -
	My supervisor encourages my team to regularly review and improve our work	80	13	80% -
	My supervisor actively seeks feedback	67	19 14	67% -

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR
 AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

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 2019
Culture	Staff are consulted about change at work	48	33	18	48%	0
	Internal communication within my agency is effective	58	25	18	58%	+9 ⬆
	Internal communication within my agency is regular	78	14	8	78%	+5 ⬆
	I understand how my role contributes to achieving an outcome for the Australian public	91			91%	+2
	I can see a clear connection between my job and my agency's purpose	85	10		85%	-
	I believe strongly in the purpose and objectives of the APS	85	13		85%	+3
	I feel a strong personal attachment to the APS	64	26	10	64%	-
	My agency inspires me to come up with new or better ways of doing things	58	28	14	58%	+9 ⬆
	To what extent do you agree that crises such as the 2019-20 bushfires and COVID-19 clarified your sense of purpose in working for the APS?	62	30	8	62%	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



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 2019

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		12%	0
No		88%	0

Did this discrimination occur in your current agency?

Yes		91%	-3
No		9%	+3

Basis for the discrimination that you experienced (3 highest responses):

Gender		32%	-
Age		27%	-
Caring responsibilities		23%	-

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 2019

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

Yes		12%	-1
No		81%	+1
Not Sure		7%	0

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

Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)		45%	-
Interference with work tasks (e.g. withholding needed information, undermining or sabotage)		43%	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)		38%	-

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 2019

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		4%	-1
No		90%	+2
Not sure		4%	-1
Would prefer not to answer		2%	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		67%	-
Nepotism-preferential treatment of family members, such as appointing them to positions without proper regard to merit		28%	-
Acting (or failing to act) in the presence of an undisclosed conflict of interest		23%	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

INCLUSION AND WELLBEING



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 2019
Attitudinal	My agency supports and actively promotes an inclusive workplace culture	81	81%	+3
	I have a choice in deciding how I do my work	60	60%	-1
	I receive the respect I deserve from my colleagues at work	80	80%	+3
	I am clear what my duties and responsibilities are	81	81%	-1

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



INCLUSION AND WELLBEING



**EXPLORE
THE FULL
RESULTS**

	RESPONSE SCALE	%	VARIANCE FROM 2019
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To what extent is your work emotionally demanding?

To a very large extent		9%	-
To a large extent		22%	-
Somewhat		39%	-
To a small extent		21%	-
To a very small extent		9%	-

I feel burned out by my work.

Strongly agree		9%	-
Agree		27%	-
Neither agree nor disagree		35%	-
Disagree		24%	-
Strongly disagree		5%	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

INCLUSION AND WELLBEING



**EXPLORE
THE FULL
RESULTS**

	RESPONSE SCALE	%	VARIANCE FROM 2019
Has there been a change in your general health and wellbeing since COVID-19 (27 February 2020)?			
Very positive change		4%	-
Positive change		17%	-
No change		47%	-
Negative change		29%	-
Very negative change		3%	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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

70%

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2019

+3

Wellbeing						
	I am satisfied with the policies/practices in place to help me manage my health and wellbeing	72	18	10	72%	+2
	My agency does a good job of communicating what it can offer me in terms of health and wellbeing	72	19	10	72%	+9
	My agency does a good job of promoting health and wellbeing	69	20	10	69%	+8
	I think my agency cares about my health and wellbeing	62	23	15	62%	+4
	I believe my immediate supervisor cares about my health and wellbeing	84	10	6	84%	+2

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

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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 2019
Your job	My job gives me opportunities to utilise my skills	85 8	85%	+4
	I am fairly remunerated (e.g. salary, superannuation) for the work that I do	67 16 18	67%	+4
	I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	79 12 9	79%	+1
	I am satisfied with the stability and security of my job	81 9 10	81%	+8

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

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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 2019
Workgroup performance	When changes occur, the impacts are communicated well within my workgroup	67	16	18	67%	-
	The people in my workgroup cooperate to get the job done	87	8		87%	+2
	My workgroup can readily adapt to new priorities and tasks	86	9		86%	-
	My workgroup has the appropriate skills, capabilities and knowledge to perform well	81	11	7	81%	+6 ⬆️
	My workgroup has the tools and resources we need to perform well	65	17	17	65%	+7 ⬆️
	The people in my workgroup use time and resources efficiently	77	15	8	77%	+7 ⬆️
	My supervisor ensures that my workgroup delivers on what we are responsible for	85	10		85%	+6 ⬆️

KEY

⬆️ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR
 ⬇️ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

PRODUCTIVITY AND WAYS OF WORKING



**EXPLORE
THE FULL
RESULTS**

	RESPONSE SCALE	%	VARIANCE FROM 2019
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How has your productivity changed since COVID-19 (Since 27 February 2020)?

Significantly improved		12%	-
Improved		37%	-
No change		42%	-
Reduced		8%	-
Significantly reduced		2%	-

What best describes your current workload?

Well above capacity - too much work		19%	-
Slightly above capacity - lots of work to do		40%	-
At capacity - about the right amount of work to do		32%	-
Slightly below capacity - available for more work		7%	-
Below capacity - not enough work		2%	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

PRODUCTIVITY AND WAYS OF WORKING



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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019
Responding to change	My workgroup successfully adapts to new ways of working when required (e.g. in response to crises such as COVID-19)		89%	-
	My workgroup has used the COVID-19 crisis to improve the way we work		65%	-
	My agency quickly adapts and responds to changing priorities (e.g. in response to crises such as COVID-19)		80%	-
	My agency is taking actions to maintain changed ways of working implemented during the COVID-19 crisis		64%	-
	My immediate SES manager supports embedding changed ways of working implemented during the COVID-19 crisis		65%	-

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.

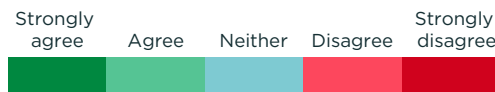
PRIORITISE 3 AREAS TO TAKE FORWARD

	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.