

Participant Information

2024 APS Employee Census

This Participant Information Sheet tells you about the 2024 APS Employee Census (Census). It explains what is involved with participating and will help you decide if you want to participate. Please read this information carefully and should you have any questions about anything that you want to know more about, please contact your agency Census coordinator in the first instance, or alternatively the contact details below.

Participation in the Census is voluntary; there is no obligation to take part. If you choose not to participate there will be no detriment to you or your career. However, the more people who respond, the more representative and useful the results will be.

What is the purpose of this Census?

The purpose of this Census is to understand your views on, and experiences of working in, your agency and the broader Australian Public Service (APS).

Agencies use Census data to inform programs and planning, and for monitoring trends. This information also allows agencies to assess how well they are tracking against other agencies and the APS more generally.

Who is conducting the Census?

The Australian Public Service Commission (APSC) is conducting this Census with assistance from your agency and an external service provider.

What do I need to do?

Participation involves completion of an online survey which is expected to take approximately 30 minutes, depending on how much you wish to convey.

You may complete the Census in one or multiple sessions by exiting and returning to it later. Each employee receives an invitation containing a unique link to the survey.

To support accessibility requirements, you may complete a verbal submission by contacting the survey provider via email at auexsupport@ipsos.com or on 1800 443 031.

How was I identified to participate?

You were identified by your agency to participate in the Census. The names and email addresses of employees were provided by your agency for the purpose of sending the Census to employees. Your email address is not connected to your response once the survey is completed. You can request to be removed from the list by contacting the APSC at APSSurveys@apsc.gov.au.

Who will see my response?

Your data is provided back to your agency in de-identified, aggregated reports where responses are only available if 10 or more people have answered from your workgroup (or cohort). Your full, individual response will not be made available to anyone in your agency. No identifying information (e.g. email address) is attached to your response.



Is my participation voluntary? Do I need to complete the survey?

Your participation is completely voluntary. You can choose not to participate without having to provide a reason for doing so or experience any disadvantage as a result of your decision.

You may skip any question you do not wish to answer, with the exception of four demographic questions (gender, age, state/territory of your workplace, and classification level).

If you wish to withdraw your already recorded survey responses, you are free to do so up until the end of the survey administration period (5pm AEST, 7 June 2024) by contacting the APSC on 1800 464 926 or APSSurveys@apsc.gov.au. If you withdraw, your responses will not be saved or contribute to any analysis or reports.

Can I browse through the questionnaire before filling it in?

You can access a copy of the entire questionnaire on the introduction page of the online Census to read prior to completing it. To participate in the Census, you must still complete it through the online survey.

You may also click through the online questionnaire, however, you will have to respond to the mandatory demographic questions first. If you intend to complete the Census online after browsing and accidentally submit an incomplete survey you will be able to re-use the link provided and commence the survey again. After you've previewed the Census, you can then go back to the beginning and fill it in from the start.

What are the benefits of participating?

By completing this survey you have an opportunity to provide feedback to your agency and the APSC. Agencies and the APSC will use the results of this survey to inform planning and initiatives in your workplace. By better understanding the views and experiences of their workforce, agencies and the APSC will be better positioned to evaluate, revise and/or improve the working conditions and environment for you and your colleagues.

What are the risks in participating?

Due to the general nature of the survey questions, it is not anticipated you will experience any discomfort when participating in this activity. Should you feel uncomfortable at any point during the survey, you are free to not answer the relevant questions or stop the survey by closing the web page. If you require assistance, please contact the services offered by your agency's employee assistance program. Alternatively, you can contact an external support service such as:

- Lifeline: Ph. 13 11 14; <https://www.lifeline.org.au/>
- Beyondblue: Ph. 1300 224 636; <https://www.beyondblue.org.au/>
- Mensline: Ph. 1300 789 978; <https://mensline.org.au/>
- QLife: Ph. 1800 184 527; <https://qlife.org.au/>
- Suicide Call Back Service: Ph. 1300 659 467; <https://www.suicidecallbackservice.org.au/>
- Australian Government Health Direct: <https://healthdirect.gov.au/mental-health-helplines>

How is my privacy protected?

The APSC and external service provider report de-identified and aggregated Census results which are made available to agencies and other parties (examples are provided in [Figures 1 and 2](#)).

There are strict filters in place so that when less than 10 employees respond, no data is displayed in an agency's online Census reporting portal. [Figure 1](#) provides an example of how data is displayed, on the online portal, and the last column shows that there are insufficient responses for two groups that have been combined. [Figure 2](#) provides an example of how data is displayed in an agency highlights report.

Figure 1 Agency results by gender, accessed via online reporting

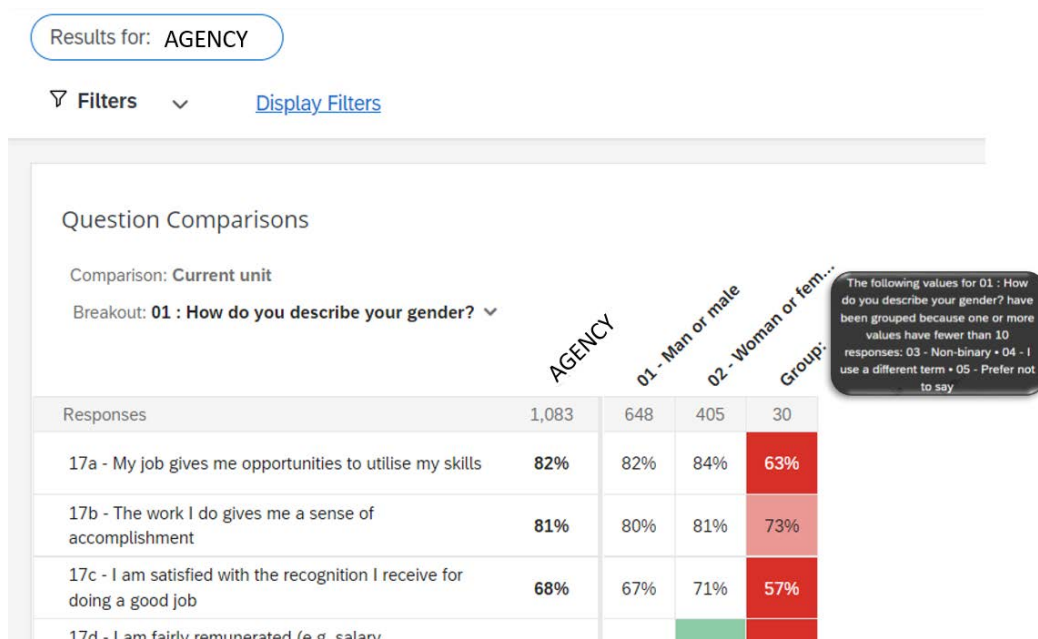
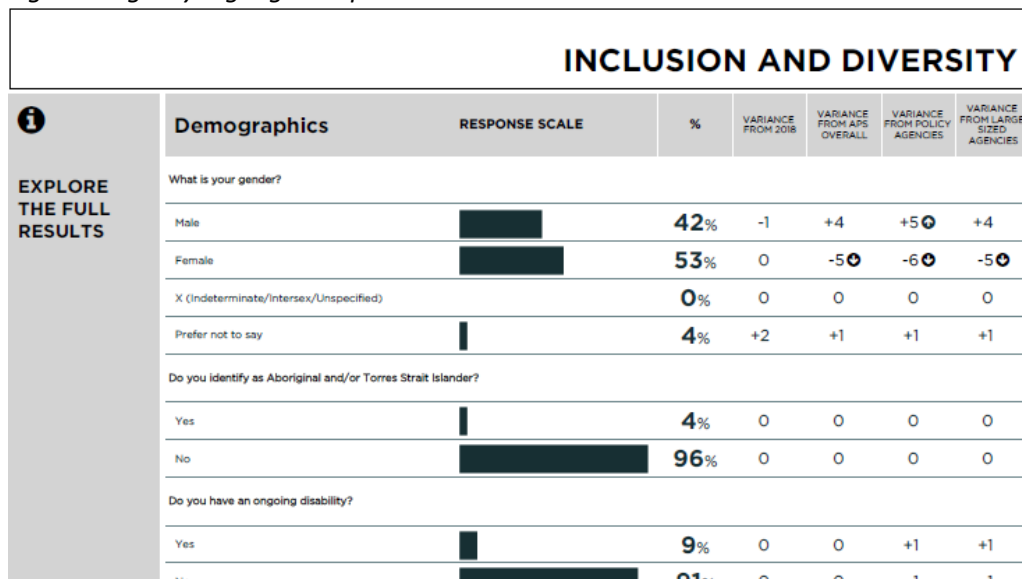


Figure 2 Agency highlights report



The APSC may provide agencies and external parties with de-identified datasets of results. Responses within these datasets will not be reasonably attributable to any specific individual.

There two open-ended questions at the end of the Census where you can provide free-text responses. When you answer these questions, please do not provide personal information about yourself or any other person, for example by including their name or position in your response. These comments will be reported as written and made available to your agency. Free-text comments will only be attributable to particular groups where there are 30 or more comments from members of that group. For example, if a work unit has less than 30 respondents the free text questions will not be shown for that work group.

Agencies will be required to publicly release reports of their 2024 APS Employee Census results. These reports will be at the whole-of-agency level. Agency level reports for 2023 may be viewed at [APS Employee Census 2023 | Australian Public Service Commission \(apsc.gov.au\)](#).

How is my information stored?

Your information will be stored securely by the external service provider. The provider employs data management systems and a security policy which are ISO 27001 (Information Security Management System) certified. We utilise the Qualtrics survey platform to administer the Census. Employee data including email addresses are held securely within the Qualtrics survey platform.

The survey provider supplies de-identified, individual-level survey data to the APSC, which is stored on the APSC's information and communications technology (ICT) infrastructure in accordance with the APSC's ICT security policies and practices. Access to data is restricted according to a range of end-user, access-level profiles, and only staff with a need-to-know are granted access on a secure system.

Restricted aggregated datasets that ensure employees' privacy will be available to agencies via an online reporting tool. In order to obtain any dataset of de-identified data, agencies and other parties will agree to store the data in a manner consistent with the Australian Privacy Principles.

De-identified datasets will be uploaded to data.gov.au in accordance with the [Australian Government Public Data Policy- external site](#). These datasets can be used by members of the public for generic or secondary purposes including, but not limited to, academic research.

De-identification of data is undertaken in accordance with guidance provided by the [Office of the Australian Information Commissioner- external site](#).

[The APSC Privacy Policy \(Part B\) - external site](#) provides more detailed information about how your data is collected and maintained.

How do I find out who my agency Census coordinator is?

Each agency/department has Census coordinators who are able to assist their employees throughout the Census period. A list of the best contacts is available here: [2024 List of Census Contacts](#). If you cannot find their details or would like to speak with someone at the APSC, you can email the team at: APSSurveys@apsc.gov.au

Where do I go if I still have questions or complaints?

If you have any further questions or wish to make a complaint, please contact your agency Census coordinator in the first instance, alternatively, please contact the APSC on 1800 464 926 or at APSSurveys@apsc.gov.au.



What if I want to stop receiving reminder emails?

If you would like to opt-out of receiving reminder emails during the Census period, please contact the APSC on 1800 464 926 or at APSSurveys@apsc.gov.au to arrange.



APS
Employee
Census
2024
6 May – 7 June