



**Australian Government**

**Australian Public Service Commission**

# 2024 APS Employee Census

6 May to 7 June 2024

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# INTRODUCTION

The 2024 APS Employee Census is an opportunity to provide your views on your experience of working in your agency and the broader APS.

Detailed information describing what you need to do to participate, the benefits of participating, and how your responses are stored and used can be found in the [Participant Information Sheet](#).

Before commencing the Census, you might like to note the key points below.

- Participation in this survey is entirely voluntary. To submit your survey you will need to complete four particular demographic questions. You are then free to skip and not answer any other questions you may not want to answer.
- Census results will be used by the Australian Public Service Commission and agencies to inform planning, reform and other initiatives. Census results are presented on the Australian Public Service Commission website and in the annual State of the Service Report. These findings make an important contribution to evaluating and improving working conditions for you and your colleagues across the service.
- The de-identified data that are released are outlined in the [Participant Information Sheet](#) and the [APSC Privacy Policy](#).

If you have any further questions, please contact your agency's Census Coordinator.

## Instructions on how to complete this Census

1. Please read each question carefully.
2. A number of different response scales have been used throughout the Census. Where there is a scale in response to the question, please select the option that represents the answer you want to give. For example, if you think that the weather outside today has been good, you would select the circle 'good' as below.

	Very Good	Good	Average	Poor	Very Poor
How would you rate the weather outside today?	<input type="radio"/> 1	<input checked="" type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

3. Unless stipulated, please answer in relation to your current agency even if you have worked in more than one agency during the last 12 months.
4. If you cannot answer a question, please feel free to leave it blank.
5. There are free-text questions throughout the Census where you can comment on specific issues. In answering these questions, please do not provide personal information about any other person, for example by including their name in your response. Comments provided in free-text fields will be provided to your agency verbatim (word for word, exactly as written).

## When is this Census due?

The Census should be completed and submitted by 5:00 pm AEST Friday 7 June 2024.

## A. ABOUT YOU

1. How do you describe your gender? [Gender refers to current gender, which may be different to sex recorded at birth and may be different to what is indicated on legal documents]
  - O 1 Man or male
  - O 2 Woman or female
  - O 3 Non-binary
  - O 4 I use a different term
  - O 5 Prefer not to say
  
2. How old were you at your last birthday?
  - O 1 Under 20 years
  - O 2 20 to 24 years
  - O 3 25 to 29 years
  - O 4 30 to 34 years
  - O 5 35 to 39 years
  - O 6 40 to 44 years
  - O 7 45 to 49 years
  - O 8 50 to 54 years
  - O 9 55 to 59 years
  - O 10 60 to 64 years
  - O 11 65 years or older
  - O 12 Prefer not to say
  
3. Where do you mostly work from?
  - O 1 Australian Capital Territory<sup>1</sup>
  - O 2 New South Wales<sup>2</sup>
  - O 3 Victoria
  - O 4 Queensland
  - O 5 South Australia
  - O 6 Western Australia<sup>3</sup>
  - O 7 Tasmania
  - O 8 Northern Territory
  - O 9 Outside Australia

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<sup>1</sup> Jervis Bay Territory is included as part of the Australian Capital Territory.

<sup>2</sup> Norfolk Island and Lord Howe Island are included as part of New South Wales.

<sup>3</sup> Christmas Island and Cocos (Keeling) Islands are included as part of Western Australia.

4. What is your current, actual classification level? [This is the classification level you are currently assigned, including temporary assignment and/or acting or higher duties]

If you are unsure of how your classification translates to the APS standard classifications, please contact your agency Census Coordinator before completing the survey.

- O 1 Trainee/Apprentice
- O 2 Graduate
- O 3 Cadet
- O 4 APS 1–2 (or equivalent)
- O 5 APS 3–4 (or equivalent)
- O 6 APS 5–6 (or equivalent)
- O 7 Executive Level 1 (or equivalent)
- O 8 Executive Level 2 (or equivalent)
- O 9 Senior Executive Service Band 1 (or equivalent)
- O 10 Senior Executive Service Band 2 or 3 (or equivalent)
- O 11 Non-APS—outside Australia<sup>4</sup>
- O 12 Non-APS—within Australia<sup>5</sup>

5. What is your employment category?

- O 1 Ongoing
- O 2 Non-ongoing
- O 3 Casual, intermittent or irregular
- O 4 Contractor (non-APS)

6. Are you employed on a full-time basis?

- O 1 Yes
- O 2 No

7. Do you currently access any of the following flexible working arrangements? **[Please select all that apply]**

- O 1 Part time
- O 2 Flexible hours of work
- O 3 Compressed work week<sup>6</sup>
- O 4 Job sharing
- O 5 Working away from the office/working from home **[Please go to question 8]**
- O 6 None of the above

8. During your usual working week, how often do you work away from the office/work from home?

- O 1 All of the time
- O 2 Some of the time as a regular arrangement
- O 3 Only on an irregular basis

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<sup>4</sup> For the purpose of the survey, outside Australia—non-APS includes locally-engaged staff, overseas engaged employees, O-based staff and other similar terms.

<sup>5</sup> For the purpose of the survey, Non-APS—within Australia includes labour hire, contractors, non-APS secondees and other similar terms.

<sup>6</sup> Compressed work week refers to working the same hours over fewer total days.

9. a. Do you identify as an Aboriginal and/or Torres Strait Islander person?
- 1 Yes
  - 2 No **[Please go to question 10]**
- b. Have you shared your identification as an Aboriginal and/or Torres Strait Islander person to your agency's human resources information system?
- 1 Yes **[Please go to question 10]**
  - 2 No
  - 3 Not sure **[Please go to question 10]**
- c. Have any of the following contributed to your decision not to share this information? **[Please select all that apply]**
- 1 I have never been asked for this information
  - 2 I do not see any reason for or benefit in sharing this information with my agency
  - 3 My identity as an Aboriginal and/or Torres Strait Islander person is not relevant to my employment
  - 4 It is private information I do not wish to share
  - 5 I am concerned about being discriminated against
  - 6 I am unsure how to update this information
  - 7 Other reason
10. Do you identify as culturally and linguistically diverse?
- 1 Yes
  - 2 No
11. How would you describe your cultural background?<sup>7</sup> **[Please select all that apply]**  
 [Your cultural background is the cultural/ethnic group(s) to which you feel you belong or identify. This background may be the same as your parents, grandparents, or your heritage, or it may be the country you were born in or have spent a great amount of time in, or feel more closely tied to.]
- 1 Australian (excluding Australian Aboriginal and/or Torres Strait Islander)
  - 2 Australian Aboriginal and/or Torres Strait Islander
  - 3 New Zealander (excluding Maori)
  - 4 Maori, Melanesian, Papuan, Micronesian, and Polynesian
  - 5 Anglo-European
  - 6 North-West European (excluding Anglo-European)
  - 7 Southern and Eastern European
  - 8 South-East Asian
  - 9 North-East Asian
  - 10 Southern and Central Asian
  - 11 North American
  - 12 South and Central American and Caribbean Islander
  - 13 North African and Middle Eastern
  - 14 Sub-Saharan African

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<sup>7</sup> These categories align with the [Australian Standard Classification of Cultural and Ethnic Groups](#). If you are unsure as to how your cultural background falls within these categories, please consult the lists available within this [document](#). Note that not all cultural or ethnic groups may be explicitly identified.

12. a. Do you have an ongoing disability?<sup>8</sup>
- 1 Yes
  - 2 No **[Please go to question 13]**
- b. Have you shared your ongoing disability to your agency's human resources information system?
- 1 Yes **[Please go to question 13]**
  - 2 No
  - 3 Not sure **[Please go to question 13]**
- c. Have any of the following contributed to your decision to not share this information **[Please select all that apply]**
- 1 I have never been asked for this information
  - 2 I do not see any reason for or benefit in sharing this information with my agency
  - 3 My disability is not relevant to my employment
  - 4 I do not require any adjustments to be made to perform my role
  - 5 It is private information I do not wish to share
  - 6 I am concerned about being discriminated against
  - 7 I am unsure how to update this information
  - 8 Other reason
13. Do you consider yourself to be neurodivergent?
- 1 Yes
  - 2 No
  - 3 Maybe
  - 4 I am unsure what neurodivergent means
14. Do you identify as Lesbian, Gay, Bisexual, Transgender and/or gender diverse, Intersex, Queer, Questioning and/or Asexual (LGBTIQA+)?
- 1 Yes
  - 2 No
15. a. Do you have carer responsibilities? [For the purpose of this question, carer responsibilities are not limited to those in receipt of carer payment, and do include parental responsibilities]
- 1 Yes
  - 2 No **[Please go to question 16]**

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<sup>8</sup> For the purposes of this survey, a person has a disability if they report that they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least 6 months and restricts everyday activities. This includes:

- loss of sight (not corrected by glasses or contact lenses)
- loss of hearing where communication is restricted or an aid is used
- speech difficulties
- difficulty learning or understanding things
- shortness of breath or breathing difficulties that restrict everyday activities
- blackouts, seizures or loss of consciousness
- chronic or recurrent pain or discomfort that restricts everyday activities
- incomplete use of arms or fingers
- difficulty gripping or holding things
- incomplete use of feet or legs
- restriction in physical activities or in doing physical work
- disfigurement or deformity
- nervous or emotional condition that restrict everyday activities
- mental illness or condition requiring help or supervision
- memory problems or periods of confusion that restrict everyday activities
- social or behavioural difficulties that restrict everyday activities
- head injury, stroke or other acquired brain injury with long-term effects that restrict everyday activities
- receiving treatment or medication for any other long-term conditions or ailments and still restricted in everyday activities
- any other long-term conditions resulting in a restriction in everyday activities

b. For whom do you have carer responsibilities? **[Please select all that apply]**

- O 1 Child(ren)—under 5 years
- O 2 Child(ren)—5 to 16 years
- O 3 Child(ren)—over 16 years
- O 4 Parent(s)
- O 5 Other relative(s) (not including parents or children)
- O 6 Partner
- O 7 Other

16. Which one of the following best describes the type of work you do?

- O 1 Accounting and finance (e.g. general accounting and finance, debt recovery, logistics, procurement and contract management)
- O 2 Administration (e.g. administrative support, executive assistant, facilities management, operations management)
- O 3 Communications and marketing (e.g. stakeholder management, public relations, web production, marketing, authoring/proofreading, community liaison, graphic design)
- O 4 Compliance and regulation (e.g. compliance case management, border enforcement, regulations, inspection)
- O 5 Data and research (e.g. data analyst, business analyst, survey development, research)
- O 6 Engineering and technical (e.g. registration/IP rights examination, engineering, technician)
- O 7 Human resources (e.g. learning and development, payroll, work health and safety, workforce planning, recruitment, fitness for duty/return to work case management, workplace/industrial relations)
- O 8 Information and communications technology and digital solutions (e.g. development and programming, systems analysis, cyber security, service management, systems administration, testing, infrastructure, helpdesk/support, database administration, user researcher, interaction designer)
- O 9 Information and knowledge management (e.g. data management, records management, curation, library support)
- O 10 Intelligence (e.g. intelligence analysis, security advice, cyber security, forensic investigation)
- O 11 Legal and parliamentary (e.g. legislation advisor, legal officer, lawyer, ministerial support, FOI/privacy)
- O 12 Monitoring and audit (e.g. fraud control/corruption prevention, risk analysis and management, quality assurance, auditor)
- O 13 Policy (e.g. strategic policy advice and development, international and stakeholder agreements and negotiation, governance, economist)
- O 14 Portfolio, program and project management (e.g. program/project management, program/project support, program reporting, change management, evaluation)
- O 15 Science and health (e.g. research scientist, social worker, occupational therapist, science/research management, meteorologist, scientific modeller, chemist, geoscientist, veterinarian, medical practitioner, psychologist, park ranger/manager)
- O 16 Senior executive (e.g. generalist management, chief executive officer, chief information officer, chief financial officer, general counsel, head of mission)
- O 17 Service delivery (e.g. contact centre, customer support, client manager, visa processing, complaints, program delivery, rostering manager)
- O 18 Trades and labour (e.g. driver, deck hand, tradesperson, plant operation, horticulturalist, security officer/guard)



## B. GENERAL IMPRESSIONS: CURRENT JOB

17. Please rate your level of agreement with the following statements regarding *your current job*.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. My job gives me opportunities to utilise my skills	0 1	0 2	0 3	0 4	0 5
b. I am satisfied with the recognition I receive for doing a good job	0 1	0 2	0 3	0 4	0 5
c. I am fairly remunerated (e.g. salary, superannuation) for the work that I do	0 1	0 2	0 3	0 4	0 5
d. I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	0 1	0 2	0 3	0 4	0 5
e. I am satisfied with the stability and security of my job	0 1	0 2	0 3	0 4	0 5
f. I suggest ideas to improve our way of doing things	0 1	0 2	0 3	0 4	0 5
g. I am happy to go the 'extra mile' at work when required	0 1	0 2	0 3	0 4	0 5
h. Overall, I am satisfied with my job	0 1	0 2	0 3	0 4	0 5
i. I understand how my role contributes to achieving an outcome for the Australian public	0 1	0 2	0 3	0 4	0 5
j. I am confident that if I requested a flexible work arrangement, my request would be given reasonable consideration	0 1	0 2	0 3	0 4	0 5
k. Where appropriate, I am able to take part in decisions that affect my job	0 1	0 2	0 3	0 4	0 5
l. I feel I have the same opportunities as anyone else of my ability or experience	0 1	0 2	0 3	0 4	0 5

## C. GENERAL IMPRESSIONS: IMMEDIATE WORKGROUP

18. Please rate your level of agreement with the following statements regarding *your immediate workgroup*.  
 [This survey uses immediate workgroup, workgroup and team interchangeably. Your immediate workgroup and/or team are the people you currently work with on a daily basis.]

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. When changes occur, the impacts are communicated well within my workgroup	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. My workgroup has the appropriate skills, capabilities and knowledge to perform well	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. The people in my workgroup use time and resources efficiently	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. The people in my workgroup demonstrate stewardship <sup>9</sup>	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
e. The people in my workgroup are able to bring up problems and tough issues	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
f. My workgroup considers the people and businesses affected by what we do	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
g. My workgroup has the tools and resources we need to perform well	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

[If a response of 4 “Disagree” or 5 “Strongly disagree” is provided at question 18g]

19. What tools and resources does your workgroup need to perform well? **[Please select all that apply]**
- 1 Information and communications technology (ICT)
  - 2 Enabling functions (legal, HR, finance, etc.)
  - 3 Additional employees
  - 4 Technical expertise/capability
  - 5 Processes/Frameworks
  - 6 Training/Learning and development opportunities
  - 7 Physical equipment (desk, computer, chair, machinery, phone, stationery)
  - 8 Other (please specify).....

<sup>9</sup>The APS Value of stewardship: *The APS builds its capability and institutional knowledge, and supports the public interest now and into the future, by understanding the long-term impacts of what it does.*

## D. GENERAL IMPRESSIONS: IMMEDIATE SUPERVISOR

20. Please rate your level of agreement with the following statements regarding *your immediate supervisor*.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. My supervisor communicates effectively	O 1	O 2	O 3	O 4	O 5
b. My supervisor engages with staff on how to respond to future challenges	O 1	O 2	O 3	O 4	O 5
c. My supervisor can deliver difficult advice whilst maintaining relationships	O 1	O 2	O 3	O 4	O 5
d. My supervisor encourages my team to regularly review and improve our work	O 1	O 2	O 3	O 4	O 5
e. My supervisor is invested in my development	O 1	O 2	O 3	O 4	O 5
f. My supervisor provides me with helpful feedback to improve my performance	O 1	O 2	O 3	O 4	O 5
g. My supervisor actively ensures that everyone can be included in workplace activities	O 1	O 2	O 3	O 4	O 5
h. My supervisor ensures that my workgroup delivers on what we are responsible for	O 1	O 2	O 3	O 4	O 5
i. My supervisor invites a range of views, including those different to their own	O 1	O 2	O 3	O 4	O 5
j. My supervisor encourages me to take on new tasks and gain experience doing things I've never done before	O 1	O 2	O 3	O 4	O 5

21. What is your immediate supervisor's current classification level? [If they are acting or temporarily performing at that level, please record their acting level]

- O 1 Trainee/Apprentice
- O 2 Graduate
- O 3 Cadet
- O 4 APS 1–2 (or equivalent)
- O 5 APS 3–4 (or equivalent)
- O 6 APS 5–6 (or equivalent)
- O 7 Executive Level 1 (or equivalent)
- O 8 Executive Level 2 (or equivalent)
- O 9 Senior Executive Service Band 1 (or equivalent)
- O 10 Senior Executive Service Band 2 or 3 (or equivalent)
- O 11 Agency head

## E. GENERAL IMPRESSIONS: SENIOR EXECUTIVE SERVICE

22. The following questions only relate to the leadership practices of ***your immediate Senior Executive Service (SES) Line/Branch/Group manager or equivalent***. Please rate your level of agreement with the following statements regarding **your SES manager**.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. My SES manager communicates effectively	0 1	0 2	0 3	0 4	0 5
b. My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS	0 1	0 2	0 3	0 4	0 5
c. My SES manager clearly articulates the direction and priorities for our area	0 1	0 2	0 3	0 4	0 5
d. My SES manager promotes cooperation within and between agencies	0 1	0 2	0 3	0 4	0 5
e. My SES manager encourages innovation and creativity	0 1	0 2	0 3	0 4	0 5
f. My SES manager presents convincing arguments and persuades others towards an outcome	0 1	0 2	0 3	0 4	0 5
g. My SES manager creates an environment that enables us to deliver our best	0 1	0 2	0 3	0 4	0 5
h. My SES manager routinely promotes the use of data and evidence to deliver outcomes	0 1	0 2	0 3	0 4	0 5

23. Considering all the Senior Executive Service (SES) officers in your agency, please rate your level of agreement with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Do not know
a. In my agency, the SES work as a team	0 1	0 2	0 3	0 4	0 5	0 6
b. In my agency, the SES clearly articulate the direction and priorities for our agency	0 1	0 2	0 3	0 4	0 5	0 6

## F. GENERAL IMPRESSIONS: AGENCY AND APS

24. Please rate your level of agreement with the following statements regarding aspects of *your agency's working environment*.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. I feel a strong personal attachment to my agency	0 1	0 2	0 3	0 4	0 5
b. I feel a strong personal attachment to the APS	0 1	0 2	0 3	0 4	0 5
c. I am proud to work in my agency	0 1	0 2	0 3	0 4	0 5
d. Internal communication within my agency is effective	0 1	0 2	0 3	0 4	0 5
e. I would recommend my agency as a good place to work	0 1	0 2	0 3	0 4	0 5
f. I believe strongly in the purpose and objectives of my agency	0 1	0 2	0 3	0 4	0 5
g. I believe strongly in the purpose and objectives of the APS	0 1	0 2	0 3	0 4	0 5
h. My agency supports and actively promotes an inclusive workplace culture	0 1	0 2	0 3	0 4	0 5
i. I work beyond what is required in my job to help my agency achieve its objectives	0 1	0 2	0 3	0 4	0 5
j. I feel committed to my agency's goals	0 1	0 2	0 3	0 4	0 5
k. My agency really inspires me to do my best work every day	0 1	0 2	0 3	0 4	0 5
l. Change is managed well in my agency	0 1	0 2	0 3	0 4	0 5
m. The culture in my agency supports people to act with integrity <sup>10</sup>	0 1	0 2	0 3	0 4	0 5
n. I am supported to use my expertise to provide frank and fearless advice	0 1	0 2	0 3	0 4	0 5

<sup>10</sup> For the purposes of this survey, integrity is the pursuit of high standards of APS professionalism, which in turn means doing the right thing at the right time to deliver the best outcomes for Australia sought by the government of the day.

25. What are your reasons for staying in the APS? **[Please select all that apply]**

- 1 Workplace relationships with colleagues
- 2 Inclusive work environment
- 3 Quality of leadership (e.g. supportive, clear communication)
- 4 Access to flexible work arrangements
- 5 Non-monetary employment conditions (e.g. leave, other benefits)
- 6 Remuneration (e.g. salary, superannuation)
- 7 Type/nature of work (e.g. interesting, challenging, specialised, autonomous)
- 8 Job security
- 9 Location of work
- 10 Lack of suitable alternative job prospects
- 11 Career progression opportunities
- 12 Professional development (e.g. learning new skills or developing current skills)
- 13 Belief in the purpose and objectives of the APS
- 14 Service to the Australian public
- 15 There are no reasons for staying
- 16 Not applicable
- 17 Other

## G. PRODUCTIVITY AND WAYS OF WORKING

26. In the last month, please rate your workgroup's overall performance:

- O 1 Excellent
- O 2 Very good
- O 3 Average
- O 4 Below average
- O 5 Well below average

27. What best describes your current workload?

- O 1 Well above capacity – too much work
- O 2 Slightly above capacity – lots of work to do
- O 3 At capacity – about the right amount of work to do
- O 4 Slightly below capacity – available for more work
- O 5 Well below capacity – not enough work

28. Please indicate the extent to which the following act as a barrier to you performing at your best.

	Not at all	Very little	Somewhat	To a great extent	To a very great extent
a. Lack of clarity around my role and responsibilities	O 1	O 2	O 3	O 4	O 5
b. Lack of clarity around priorities	O 1	O 2	O 3	O 4	O 5
c. Too many competing priorities	O 1	O 2	O 3	O 4	O 5
d. Administrative processes within my agency	O 1	O 2	O 3	O 4	O 5
e. The technology within my agency	O 1	O 2	O 3	O 4	O 5
f. The internal communication within my agency	O 1	O 2	O 3	O 4	O 5
g. The lack of inclusiveness in my workgroup	O 1	O 2	O 3	O 4	O 5
h. Multiple layers of decision making within my agency	O 1	O 2	O 3	O 4	O 5
i. Authority for decision making is at a higher level than required	O 1	O 2	O 3	O 4	O 5
j. The appetite for risk within my agency	O 1	O 2	O 3	O 4	O 5
k. Resistance to experimentation with new ideas	O 1	O 2	O 3	O 4	O 5
l. Flexible work practices are not supported	O 1	O 2	O 3	O 4	O 5
m. Limited instances of working as one APS	O 1	O 2	O 3	O 4	O 5
n. The lack of access to learning and development opportunities	O 1	O 2	O 3	O 4	O 5

29. Moving forward, what is the most important positive initiative you would like to see in your working environment? **[Please select one]**

- 1 Increased clarity around my role and responsibilities
- 2 Increased clarity around priorities
- 3 Fewer competing priorities
- 4 Streamlined administrative processes within my agency
- 5 Improved technology and a more digital environment
- 6 Improved internal communication
- 7 Improved inclusiveness in my workgroup
- 8 Fewer layers of decision making
- 9 Decision making authority is at appropriate level
- 10 Reasonable tolerance for risk
- 11 Increased experimentation with new ideas
- 12 Increased flexibility in work practices
- 13 Increased instances of working as one APS
- 14 Greater access to learning and development opportunities
- 15 Other



## H. DEVELOPING CAPABILITY

30. Are there currently skills or capability gaps within your immediate workgroup?
- 1 Yes
  - 2 No **[Please go to question 32]**
  - 3 Not sure **[Please go to question 32]**
31. What skills or capabilities are missing within your immediate workgroup? **[Please select all that apply]**
- 1 Written communication
  - 2 Oral communication
  - 3 Information and communications technology (ICT) or digital
  - 4 Data
  - 5 Strategic policy
  - 6 Change management
  - 7 Risk management
  - 8 Leadership
  - 9 Human resources
  - 10 Collaboration and stakeholder engagement
  - 11 Creativity and innovation
  - 12 Project and program management
  - 13 Commercial awareness and business acumen
  - 14 Evaluation
  - 15 Other<sup>11</sup> (please specify).....
32. In the last 12 months, the formal learning I have accessed has improved my performance.
- 1 Strongly agree
  - 2 Agree
  - 3 Neither agree nor disagree
  - 4 Disagree
  - 5 Strongly disagree
  - 6 Not applicable
33. To what extent do you agree that your recent performance and development discussions with your supervisor helped improve your performance?
- 1 Strongly agree
  - 2 Agree
  - 3 Neither agree nor disagree
  - 4 Disagree
  - 5 Strongly disagree
  - 6 Not applicable

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<sup>11</sup> Please do not provide names, addresses, phone numbers or other identifying details about yourself or any other person.

## I. WELLBEING

34. Based on your experience in **your current job**, please respond to the following statements.

	Always	Often	Sometimes	Rarely	Never
a. I have unrealistic time pressures	0 1	0 2	0 3	0 4	0 5
b. I have a choice in deciding how I do my work	0 1	0 2	0 3	0 4	0 5
c. My immediate supervisor encourages me	0 1	0 2	0 3	0 4	0 5
d. I receive the respect I deserve from my colleagues at work	0 1	0 2	0 3	0 4	0 5
e. I am clear what my duties and responsibilities are	0 1	0 2	0 3	0 4	0 5
f. Relationships at work are strained	0 1	0 2	0 3	0 4	0 5
g. Staff are consulted about change at work	0 1	0 2	0 3	0 4	0 5
h. I am expected to do too many different tasks in too little time	0 1	0 2	0 3	0 4	0 5

35. Based on your experience in **your current job**, please respond to the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. I am satisfied with the policies/practices in place to help me manage my health and wellbeing	0 1	0 2	0 3	0 4	0 5
b. My agency does a good job of communicating what it can offer me in terms of health and wellbeing	0 1	0 2	0 3	0 4	0 5
c. My agency does a good job of promoting health and wellbeing	0 1	0 2	0 3	0 4	0 5
d. I think my agency cares about my health and wellbeing	0 1	0 2	0 3	0 4	0 5
e. I believe my immediate supervisor cares about my health and wellbeing	0 1	0 2	0 3	0 4	0 5
f. If I felt it was needed, I would feel comfortable discussing my mental health and wellbeing with my supervisor	0 1	0 2	0 3	0 4	0 5

For the following questions please reflect on your current situation.

36. In general, would you say that your health is:

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

37. To what extent is your work emotionally demanding?

- 1 To a very large extent
- 2 To a large extent
- 3 Somewhat
- 4 To a small extent
- 5 To a very small extent

38. How often do you find your work stressful?

- 1 Always
- 2 Often
- 3 Sometimes
- 4 Rarely
- 5 Never

39. I feel burned out by my work.

- 1 Strongly agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly disagree

If you are experiencing distress at work or at home, you are encouraged to contact your agency's Employee Assistance Program, or access crisis support from services such as:

- Lifeline: Ph. 13 11 14; <https://www.lifeline.org.au/>
- Beyond Blue: 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>
- 13YARN: Ph. 13 92 76; <https://www.13yarn.org.au>

## J. RECRUITMENT AND RETENTION

40. Which of the following statements best reflects your current thoughts about working in your current position? **[Please select one category only]**
- O 1 I want to leave my position as soon as possible
  - O 2 I want to leave my position within the next 12 months
  - O 3 I want to stay working in my position for the next one to two years **[Please go to question 43]**
  - O 4 I want to stay working in my position for at least the next three years **[Please go to question 43]**
41. What best describes your plans involved with leaving your current position? **[Please select one category only]**
- O 1 I am planning to retire **[Please go to question 43]**
  - O 2 I am pursuing another position within my agency
  - O 3 I am pursuing a position in another agency
  - O 4 I am pursuing work outside the APS
  - O 5 It is the end of my non-ongoing, casual or contracted employment **[Please go to question 43]**
  - O 6 Other **[Please go to question 43]**
42. What is the primary reason behind your desire to leave your current position?
- O 1 There are a lack of future career opportunities in my agency
  - O 2 I want to try a different type of work or I'm seeking a career change
  - O 3 I am not satisfied with the work
  - O 4 I am looking to further my skills in another area
  - O 5 My expectations for work in my current position have not been met
  - O 6 I have achieved all I can in my current position
  - O 7 I am not able to access the flexible working arrangements that I require
  - O 8 I am expected to do more work than I reasonably can
  - O 9 I do not have a sense of belonging to my workgroup or agency
  - O 10 Senior leadership is of a poor quality
  - O 11 My immediate supervisor's leadership is of a poor quality
  - O 12 I can receive a higher salary elsewhere
  - O 13 My current workgroup or agency lacks respect for employees
  - O 14 I want to live elsewhere within Australia or overseas
  - O 15 I have experienced unacceptable behaviours (such as bullying or harassment)
  - O 16 I don't think my work performance is fairly assessed in comparison to others
  - O 17 I wish to pursue a promotion opportunity
  - O 18 Other<sup>12</sup> (please specify).....

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<sup>12</sup> Please do not provide names, addresses, phone numbers or other identifying details about yourself or any other person.

## K. INNOVATION

43. Please rate your level of agreement with the following statements.

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>
a. I believe that one of my responsibilities is to continually look for new ways to improve the way we work	O 1	O 2	O 3	O 4	O 5
b. My immediate supervisor encourages me to come up with new or better ways of doing things	O 1	O 2	O 3	O 4	O 5
c. People are recognised for coming up with new and innovative ways of working	O 1	O 2	O 3	O 4	O 5
d. My agency inspires me to come up with new or better ways of doing things	O 1	O 2	O 3	O 4	O 5
e. My agency recognises and supports the notion that failure is a part of innovation	O 1	O 2	O 3	O 4	O 5

## L. APS CODE OF CONDUCT

For the purposes of this survey the following definition has been used:

**Discrimination** happens when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics. It is also discrimination when an unreasonable rule or policy applies to everyone but has the effect of disadvantaging some people because of a personal characteristic they share.

Please note this survey is voluntary and you may skip any question you do not wish to answer.

44. 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 (e.g. gender, race, disability, caring responsibilities, age, sexual orientation, religion or identification as an Aboriginal and/or Torres Strait Islander person)?

- 1 Yes
- 2 No [**Please go to question 47**]

45. Did this discrimination occur in your current agency?

- 1 Yes
- 2 No

46. What was the basis of the discrimination that you experienced? [**Please select all that apply**]

- 1 Gender
- 2 Race
- 3 Disability
- 4 Caring responsibilities
- 5 Age
- 6 LGBTIQ+
- 7 Identification as an Aboriginal and/or Torres Strait Islander person
- 8 Religion
- 9 Other<sup>13</sup> (please specify).....

If you are experiencing distress at work or at home, you are encouraged to contact your agency's Employee Assistance Program, or access crisis support from services such as:

- Lifeline: Ph. 13 11 14; <https://www.lifeline.org.au/>
- Beyond Blue: 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>
- 13YARN: Ph. 13 92 76; <https://www.13yarn.org.au>

<sup>13</sup> Please do not provide names, addresses, phone numbers or other identifying details about yourself or any other person.

For the purposes of this survey, the following definitions have been used:

**Harassment:** Workplace harassment entails offensive, belittling or threatening behaviour directed at an individual or group. The behaviour is unwelcome, unsolicited, usually unreciprocated and usually, but not always, repeated. Reasonable management action carried out in a reasonable way is not workplace harassment.

**Bullying:** A worker is bullied at work if, while at work, an individual or group of individuals repeatedly behaves unreasonably towards the worker, or group of workers of which the worker is a member, and that behaviour creates a risk to health and safety. To avoid doubt, this does not apply to reasonable management action carried out in a reasonable way.

Please note this survey is voluntary and you may skip any question you do not wish to answer.

47. During the last 12 months, have you been subjected to harassment or bullying in your current workplace?<sup>14</sup>

- 1 Yes
- 2 No [**Please go to question 52**]
- 3 Not sure [**Please go to question 52**]

48. What type of harassment or bullying did you experience? [**Please select all that apply**]

- 1 Physical behaviour
- 2 Sexual harassment
- 3 Cyberbullying (e.g. harassment via IT, or the spreading of gossip/materials intended to defame or humiliate)
- 4 Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)
- 5 'Initiations' or pranks
- 6 Interference with your personal property or work equipment
- 7 Interference with work tasks (e.g. withholding needed information, undermining or sabotage)
- 8 Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)
- 9 Deliberate exclusion from work-related activities
- 10 Other<sup>15</sup> (please specify).....

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<sup>14</sup> Specific types of harassment or bullying included within this survey are:

- Physical behaviour
- Sexual harassment
- Cyberbullying (e.g. harassment via IT, or the spreading of gossip/materials intended to defame or humiliate)
- Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)
- 'Initiations' or pranks
- Interference with your personal property or work equipment
- Interference with work tasks (e.g. withholding needed information, undermining or sabotage)
- Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)
- Deliberate exclusion from work-related activities

<sup>15</sup> Please do not provide names, addresses, phone numbers or other identifying details about yourself or any other person.

49. Who was responsible for the harassment or bullying? **[Please select all that apply]**

- 1 Your current supervisor
- 2 A previous supervisor
- 3 Someone more senior (other than your supervisor)
- 4 Co-worker
- 5 Contractor
- 6 Someone more junior than you
- 7 Client, customer or stakeholder
- 8 Consultant/service provider
- 9 Representative of another APS agency
- 10 Minister or ministerial adviser
- 11 Unknown

50. Did you report the harassment or bullying?

- 1 I reported the behaviour in accordance with my agency's policies and procedures **[Please go to question 52]**
- 2 It was reported by someone else **[Please go to question 52]**
- 3 I did not report the behaviour

51. Please explain why you chose not to report the harassment or bullying? **[Please select all that apply]**

- 1 I did not want to upset relationships in the workplace
- 2 I did not have enough evidence
- 3 It could affect my career
- 4 I did not think action would be taken
- 5 The matter was resolved informally
- 6 I did not think the harassment or bullying was serious enough
- 7 Managers accepted the behaviour
- 8 I did not think it was worth the hassle of going through the reporting process
- 9 I feared possible retaliation or reprisals
- 10 I did not know how to report it
- 11 Other



*For the purposes of this survey, the following definition has been used:*

**Corruption:** *The dishonest or biased exercise of a Commonwealth public official's functions. A distinguishing characteristic of corrupt behaviour is that it involves conduct that would usually justify serious penalties, such as termination of employment or criminal prosecution.*

*The following list provides examples of types of behaviour that, if serious enough, may amount to corruption:*

- Bribery, domestic and foreign—obtaining, offering or soliciting secret commissions, kickbacks or gratuities
- Fraud, forgery or embezzlement
- Theft or misappropriation of official assets
- Nepotism—preferential treatment of family members, such as appointing them to positions without proper regard to merit
- Cronyism—preferential treatment of friends, such as appointing them to positions without proper regard to merit
- Acting (or failing to act) in the presence of a conflict of interest
- Unlawful disclosure of government information
- Blackmail
- Perverting the course of justice
- Colluding, conspiring with, or harbouring criminals
- Insider trading—misusing official information to gain an unfair private, commercial or market advantage for self or others
- Green-lighting—making official decisions that improperly favour a person or company, or disadvantage another

*Please note this survey is voluntary and you may skip any question you do not wish to answer.*

52. **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?

- 1 Yes
- 2 No **[Please go to question 56]**
- 3 Not sure **[Please go to question 56]**
- 4 Would prefer not to answer **[Please go to question 56]**

53. Which of the following best describes the corrupt behaviours you witnessed? **[Please select all that apply]**
- 1 Bribery, domestic and foreign—obtaining, offering or soliciting secret commissions, kickbacks or gratuities
  - 2 Fraud, forgery or embezzlement
  - 3 Theft or misappropriation of official assets
  - 4 Nepotism—preferential treatment of family members, such as appointing them to positions without proper regard to merit
  - 5 Cronyism—preferential treatment of friends, such as appointing them to positions without proper regard to merit
  - 6 Acting (or failing to act) in the presence of an undisclosed conflict of interest
  - 7 Unlawful disclosure of government information
  - 8 Blackmail
  - 9 Perverting the course of justice
  - 10 Colluding, conspiring with, or harbouring criminals
  - 11 Insider trading
  - 12 Green-lighting
  - 13 Other
54. Did you report the potentially corrupt behaviour?
- 1 I reported the behaviour in accordance with my agency’s policies and procedures **[Please go to question 56]**
  - 2 It was reported by someone else **[Please go to question 56]**
  - 3 I did not report the behaviour
55. Please explain why you chose not to report the behaviour? **[Please select all that apply]**
- 1 I did not want to upset relationships in the workplace
  - 2 I did not have enough evidence
  - 3 It could affect my career
  - 4 I was concerned about adverse consequences beyond the effect on my career
  - 5 I did not think action would be taken
  - 6 I did not think the corruption was serious enough
  - 7 Managers accepted the behaviour
  - 8 I did not think it was worth the hassle of going through the report process
  - 9 I feared possible retaliation or reprisals
  - 10 I did not know how to report it
  - 11 Other

## M. CONCLUDING QUESTIONS

In answering these questions, please do not provide names, addresses, phone numbers or other identifying details about yourself or any other person<sup>16</sup>. Employees are reminded to be respectful and act in accordance with the APS Values and Code of Conduct.

56. What is one thing your agency is doing really well?


57. If you could change one thing to improve the effectiveness of your workplace, what would it be?


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<sup>16</sup> Please refer to the [Participant Information Sheet](#) for information about how comment responses are reported.