



Australian Government
Australian Public Service Commission

2025 APS Employee Census

Participant Frequently Asked Questions



**2025 APS
Employee Census**
5 May – 6 June

Prior to the Census3

What is the Census?3

When does the Census take place?3

Who participates in the Census?3

How was I identified to participate?3

Why should I participate in this Census?.....3

Do I have to participate?3

What are the risks in participating?3

How long will the Census take to complete?4

Where is the email invitation sent from?.....4

I'm too busy to complete the Census at work. Can I do it from home?.....4

What happens if I am on leave during the Census period?.....5

What questions can I expect to be asked?5

Do I have to answer all of the questions?5

Can I print the Census?.....6

Can I discuss my responses with my colleagues as I complete the Census?.....6

Who will see my response?6

What happens if I have sight or literacy difficulties?6

What is Qualtrics?.....6

How do I find out who my agency Census coordinator is?6

During the Census.....7

I can't find my email invitation or Census link. What do I do?.....7

I can't get the online survey to work. What do I do?7

Can I change my responses after I have entered them?.....7

Post the Census8

What happens after I take part in the Census?.....8

Will my responses be disclosed to anyone?8

How is my information stored?9

Prior to the Census

What is the Census?

The APS Employee Census (the Census) has been conducted since 2012 and is an annual survey used to collect confidential attitude, opinion, and perception information on matters in the workplace. It is essentially an opportunity for you to share your views on your experience of working in your agency and the broader APS.

When does the Census take place?

The Census is open from 5 May to 6 June 2025 with invitations will be emailed over the first five days of the Census period (5 to 9 May). As such you may not receive your invite until Friday 9 May. If you have not received your invite by Monday 12 May, please contact your agency Census coordinator.

Who participates in the Census?

All APS employees are invited to participate in the Census. Some agencies also invite their non-APS employees to participate.

How was I identified to participate?

You were identified by your agency to participate. Your name and email address was provided by your agency for the purpose of sending you the survey.

Why should I participate in this Census?

The Census is a unique opportunity to contribute to the direction of your agency and the APS. The insights gained inform improvements to workforce practices, policies and strategies now and in the future. Census results are also used by the Commission to inform planning, reform and other initiatives. As such, agencies and the Commission are better positioned to evaluate and improve the working conditions and environment for you and your colleagues.

Do I have to participate?

While you are encouraged to have your say, participation in the Census is voluntary.

If you would not like to participate, you can simply ignore the reminder emails or request they are stopped by contacting your agency Census coordinator.

What are the risks in participating?

Due to the general nature of the questions, it is not anticipated that you will experience any discomfort when participating. However, should you feel any discomfort, you are free to not answer the relevant question/s or stop the survey by closing the web page.

If you require assistance, please contact the services offered to you by your agency's employee assistance program (EAP). Alternatively, you can contact an external support service such as:

- Lifeline: 13 11 14; <https://www.lifeline.org.au/>
- Beyondblue: 1300 224 636; <https://www.beyondblue.org.au/>
- Mensline: 1300 789 978; <https://mensline.org.au/>
- QLife: 1800 184 527; <https://qlife.org.au/>
- Suicide Call Back Service: 1300 659 467; <https://www.suicidecallbackservice.org.au/>
- Australian Government Health Direct: <https://healthdirect.gov.au/mental-health-helplines>
- 13YARN: 13 92 76; <https://www.13yarn.org.au>

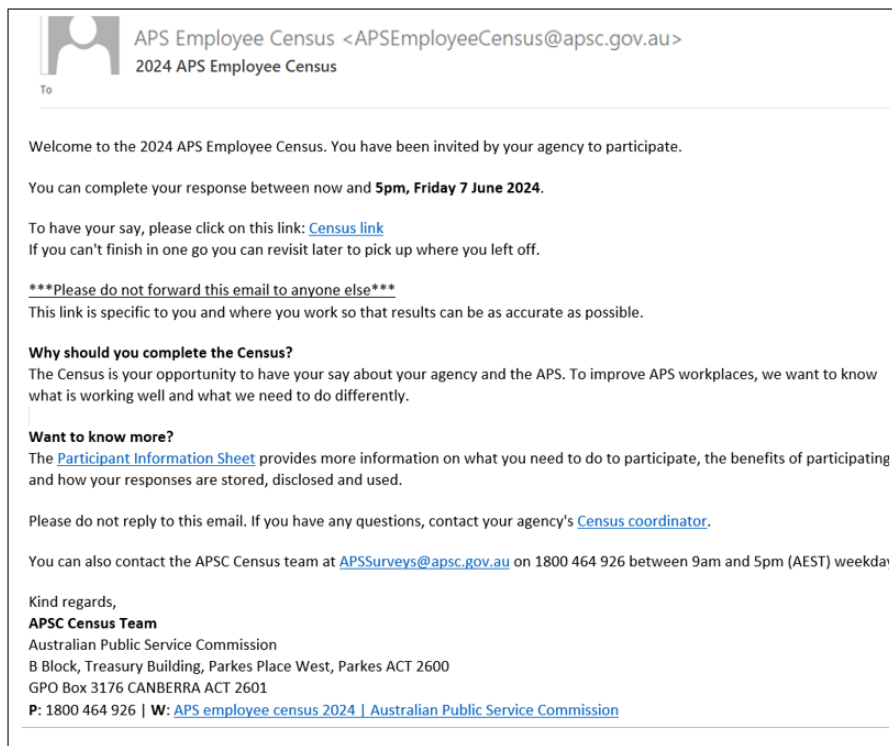
How long does the Census take to complete?

It is expected to take approximately 20-30 minutes to complete depending on how much information you wish to convey.

If you only manage to complete part of the Census, you can return to it later. Upon returning you will commence from where you left off and you will have an opportunity to review your responses prior to submitting.

Where is the email invitation sent from?

The email invitation will be sent from APSEmployeeCensus@apsc.gov.au. An example of the 2024 email invitation is below.



I'm too busy to complete the Census at work. Can I do it from home?

As the Census is considered a work-related activity, it is preferred that you complete it during your working hours. However, you can forward the email with your unique link to a private email account if you prefer to do so.

What happens if I am on temporary transfer or secondment during the Census period?

If you are on temporary transfer or secondment during the Census period, you should be included in your host agency's email list provided you commenced with them on or prior to the cut-off date of three weeks before the start of the Census.

The Census questions typically ask you to consider your response in terms of your current role however some ask about the previous 12 months. It may be challenging to respond if you have been engaged by two agencies over the previous 12 months, therefore unless stipulated, please answer in relation to your host agency. If you are unsure about which agency you should respond for, get in touch with your agency coordinator to confirm.

What happens if I am on leave during the Census period?

If you have planned leave or are absent and wish to take part in the Census, please contact your agency Census coordinator in the first instance. Your agency Census coordinator can request that the invitation be sent to your personal email address.

What questions can I expect to be asked?

The Census asks questions about a range of topics that including employee engagement, wellbeing, and leadership.

There are free-text questions in the Census where you can comment on specific issues. In answering these questions, please do not provide personal information about yourself or any other person, for example by including names in your response. Comments provided in free-text fields will be provided to your agency verbatim (word for word).

To be able to submit, you will need to complete four demographic questions (gender, age, state/territory of your workplace, and actual classification). You are then free to skip and not answer any other questions you cannot or may not want to answer. Demographic questions are asked to understand the profile and views of specific components of the workforce.

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 '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

Do I have to answer all of the questions?

No, with the exception of four demographic questions, you may skip any other question you cannot or may not want to answer.

Can I print the Census?

A link to a PDF version of the questions is provided in the footer of the online survey. It can be downloaded at any time while accessing the survey. However, you will need to complete the survey online unless you have made special arrangements with your agency Census coordinator to complete a paper-based version.

Can I browse through the questions before completing the Census?

Yes, you can access a copy of the questions in the footer of the online survey introduction page prior to completing it. Alternatively, once you complete the four demographic questions, you can browse through the online survey by clicking the Next and Back buttons. If you accidentally submit an incomplete survey you will be able to re-access the survey using your same link and commence the survey again.

Can I discuss my responses with my colleagues as I complete the Census?

It is preferable that you don't discuss your responses with your colleagues while you are completing the Census as it is your individual opinion that we would like you to contribute.

Who will see my response?

Your data is provided to your agency in de-identified, aggregated reports. Responses are only available if 10 or more respondents have responded from your unit. Your full, individual response will not be made available to your agency. No identifying information (e.g. name or email address) is attached to your response.

What happens if I have sight or literacy difficulties?

The questionnaire has been designed to be accessible and compatible with screen readers. However, if you have any issues, please contact auexsupport@ipsos.com.

If requested by your agency Census coordinator, the questions can be read to you over the phone. Your responses will be strictly confidential.

Who conducts the Census?

The Commission conducts the Census with assistance from your agency and an external service provider, Ipsos.

What is Qualtrics?

Qualtrics is the platform used for the administration of the Census, reporting and analysis of survey results (i.e. it is the online survey tool).

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

Each agency has a Census coordinator who is able to assist you throughout the Census. A list of agency Census coordinators can be found [here](#). Your agency Census coordinator is your first point of contact however questions can also be directed to APSSurveys@apsc.gov.au.

During the Census

I can't find my email invitation or Census link. What do I do?

Please note that email invitations are staggered across the first week of the Census (5-9 May), and you may not receive your invite until Friday 9 May. We suggest that you wait until Monday 12 May before contacting your agency Census coordinator.

Commencing 15 May, reminder emails will be sent each Thursday to those who have yet to complete the survey. If you have deleted or cannot find your survey invitation you should receive a reminder as part of the reminder process. If you do not receive the reminder please contact your agency Census coordinator as it is possible that your email was not been included on the email list your agency provided.

I can't get the online survey to work. What do I do?

The survey is designed to work using mainstream browsers such as Microsoft Edge, Google Chrome, Apple Safari, and Mozilla Firefox. Please note, Internet Explorer is no longer supported by Qualtrics, which is in line with [Microsoft's decision to end support for the Internet Explorer browser](#).

If you experience any issues completing the Census, try a different web browser or check your internet connection before contacting your agency Census coordinator.

Can I change my responses after I have entered them?

Following the last question in the Census, you will have the opportunity to review your responses before you submit them. You can navigate to any section of the Census you wish to review by selecting the relevant section from a list. Once you are ready to submit your responses, click "Submit" on the review page.

You can submit your survey response as many times as you like up until the Census closes on 6 June. Each time you access the survey and change an answer, the system will overwrite all previous responses (i.e. save the latest version once you press submit).

If you would like to delete a response to a question altogether, you will need to have your survey link reset which will clear all of your responses. This can be done by contacting your agency Census coordinator.

It is not possible to change or withdraw your responses after the Census closes on 6 June.

Post the Census

What happens after I take part in the Census?

Following the completion of the Census, Ipsos will provide de-identified data to your agency and the Commission.

Will my responses be disclosed to anyone?

The Commission and Ipsos produce reports and make them available to agencies. Results are reported for groups of respondents that can be formed by a combination of demographic information such as gender, age, or where the respondent works within the agency.

The Commission and Ipsos may provide other parties with de-identified datasets of results. Responses within these datasets will not be reasonably attributable to any specific individual. There are strict filters in place so that when there are less than 10 responses (or 30 responses for free text questions), no data will show through any reporting products.

Table 1 provides an example of how data is displayed on the online portal. Data is restricted (i.e. not displayed) when there are insufficient responses for a group.

Table 2 provides an example of how data is displayed in the highlights report. While there is no way to see a full, individual response, if you are part of a group that achieves a 100% response rate, and 100% of respondents respond the same way on a single item, then your response can be attributed to you.

Table 1

Results for: AGENCY

Filters [Display Filters](#)

Question Comparisons

Comparison: Current unit

Breakout: 01 : How do you describe your gender? ▾

	AGENCY	01 - Man or male	02 - Woman or fem...	Group:
Responses	1,083	648	405	30
17a - My job gives me opportunities to utilise my skills	82%	82%	84%	63%
17b - The work I do gives me a sense of accomplishment	81%	80%	81%	73%
17c - I am satisfied with the recognition I receive for doing a good job	68%	67%	71%	57%
17d - I am fairly remunerated (e.g. salary, superannuation) for the work that I do	53%	49%	60%	40%

The following values for 01 : How do you describe your gender? have been grouped because one or more values have fewer than 10 responses: 03 - Non-binary • 04 - I use a different term • 05 - Prefer not to say

Table 2

Demographics

	Responses
Man or male	26%
Woman or female	69%
Non-binary	0%
I use a different term	1%
Prefer not to say	3%

Do you identify as an Aboriginal and/or Torres Strait Islander person?	Responses
Yes	4%
No	96%

Do you have an ongoing disability?	Responses
Yes	15%
No	85%

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

Do you identify as Lesbian, Gay, Bisexual, Transgender and/or gender diverse, Intersex, Queer, Questioning and/or Asexual (LGBTIQAA+)?	Responses
Yes	15%
No	85%

Do you identify as culturally and linguistically diverse?	Responses
Yes	27%
No	73%

	Responses
Australian (excluding Australian Aboriginal and/or Torres Strait Islander)	73%
Australian Aboriginal and/or Torres Strait Islander	4%
New Zealander (excluding Maori)	1%
Maori, Melanesian, Papuan, Micronesian, and Polynesian	1%
Anglo-European	13%
North-West European (excluding Anglo-European)	3%
Southern and Eastern European	6%
South-East Asian	6%
North-East Asian	3%
Southern and Central Asian	4%
North American	0%
South and Central American and Caribbean Islander	2%
North African and Middle Eastern	2%
Sub-Saharan African	1%

Do you consider yourself to be neurodivergent?	Responses
Yes	14%
No	74%
Maybe	10%
I am unsure what neurodivergent means	2%

Before sharing a de-identified dataset, the data is analysed for any unique cases. In the rare circumstance that there is a unique respondent (i.e. someone whose characteristic demographics are unique across the entire dataset) the data made available is further limited.

Free-text comments are reported verbatim (word for word) and made available to your agency. Similarly, verbatim free-text comments may be provided to other parties. When you answer these questions, please do not provide personal information about yourself or any other person, for example by including names in your response.

How is my information stored?

Your information is stored securely by Ipsos who employ data management systems and a security policy that are ISO 27001 (Information Security Management System) certified. All employee data including names and email addresses are held securely within the Qualtrics platform.

Ipsos supplies de-identified data to the Commission, which is stored on the Commission's information and communications technology (ICT) infrastructure in accordance with the Commission's ICT security policies and practices. Access to data is granted on a strict need-to-know basis.

Restricted aggregated datasets that ensure respondent privacy are made available to agencies. In order to obtain any dataset, agencies agree to store the data in a manner consistent with the Australian Privacy Principles.

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

De-identified datasets are uploaded to data.gov.au in accordance with the [Australian Government Public Data Policy](#). De-identification of data is undertaken in accordance with guidance provided by the [Office of the Australian Information Commissioner](#). These datasets can be used by members of the public for generic or secondary purposes including, but not limited to, academic research.

Version control

Version	Date	Notes
1.0	30/01/2025	Issued