



2023 PSR Action Plan: APS Employee Census

The APS Employee Census is an annual survey used to collect attitude and opinion information from employees on issues in the workplace. It is an opportunity for employees to share their experiences of working in the APS. Professional Services review (PSR) gains insights from the results and is committed to taking action to improve our working environment. Through consultation with staff and senior managers, PSR has developed 3 key priorities for the next 12 months. These areas will be tracked throughout the year.

What are we doing well? What are we proud of? Things to celebrate.

Wellbeing	Engagement
Employees feel PSR cares about their health and wellbeing and does a good job communicating what it can offer.	Employees strongly believe in the purpose of PSR and are committed to PSR's goals.

Areas where we could be doing more? Things we are focused on. Where can we pay attention?

Leadership	Communications	Innovation
Employees feel leadership could more clearly articulate priorities, provide feedback that is more helpful and encourage the team to regularly review and improve their work.	Employees feel that communication about the direction, priorities and change could be more effective.	Employees feel more emphasis should be placed on encouraging and supporting innovation incorporating an acceptance of failure as part of the innovation process.

How are we committing to action? How are we addressing the issues?

Leadership	Communications	Innovation
<p>Conduct leadership training to support improved proactive performance management and leadership.</p> <p>Develop a learning catalogue to promote continuous improvement, upskilling, reskilling and growth mindset.</p> <p>Provide staff with opportunities to attend APS-wide forums, networking events and similar inter-agency events to encourage knowledge sharing, building strategic relationships and inspiring innovation.</p>	<p>Establish a change communication strategy to support successful workforce transition and change management.</p> <p>Introduce regular communication channels to improve active communications between PSR leadership and staff re upcoming and expected changes.</p> <p>Improve communication and coordination across all teams by establishing regular whole of PSR meetings.</p>	<p>Place emphasis on growth, progress and outcomes to support a culture of continuous improvement.</p> <p>Introduce a feedback mechanism to support staff involvement and continuous improvements to processes, people management and systems. Convert feedback into actionable insights used to drive innovation, and promote collaborative partnerships across agency.</p>