



2024 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, does a good job communicating what it can offer and people are able to bring up tough issues.	Employees strongly believe in the purpose of PSR, are committed to PSR's goals and understand how their role contributes to achieving an outcome for the Australian public.

Leadership	Communications	Retention
Employees feel teams could be managed more effectively, including improving aspects of managing virtual/remote teams.	Employees feel that communication between teams and from team leaders to teams can be improved.	Employees identified high turnover as a barrier to effectively performing their roles.

Leadership	Communications	Retention
<p>Conduct leadership training to support improved management of virtual teams.</p> <p>Provide supervisors with access to resources and/or training to lift delegation and time management skills.</p> <p>Review employee attendance at and usefulness of APS-wide forums, networking events and similar inter-agency events. Seek employee feedback on learning options they would like that PSR currently is not providing and reasons they choose not to access some available options.</p> <p>Investigate supervisor group specific people management skills training.</p>	<p>Seek employees feedback and participation in ways to better communicate between teams eg regular stand ups coordinated and run by teams.</p> <p>Encourage employee feedback to the EMT including use of existing resources such as the anonymous feedback tool.</p> <p>Revitalise and publicise the central intranet page for PSR news and updates.</p> <p>Ensure consultation with all employees involved in a process before mandating change.</p>	<p>Review recruitment documentation and position descriptions to better represent the roles.</p> <p>Offer exit surveys to all departing employees either online or in person.</p> <p>Investigate options for cross skilling within PSR and secondments to other Australian Public Service agencies.</p> <p>Facilitate ongoing feedback to staff.</p>