



Australian Government

Department of Health and Aged Care

Department of Health and Aged Care: APS Employee Census 2023 Action Plan

The annual APS Employee Census is a survey which is used to collect confidential attitude and opinion information from APS employees about their workplace. The Department gains valuable insights from the results and is committed to taking action to improve our working environment. We use the results to inform departmental initiatives and monitor the implementation of actions under the Department's Workforce Strategy and Capability Review Response. We also work with leaders across the Department to understand and respond to their local results.

Our successes

Inclusive and Flexible Work Environment

We have high employee engagement driven by fostering a workplace where staff feel a strong sense of purpose, belonging, trust and respect. This will always be a focus area for us.

Retention

Our employees recommend us as a good place to work and most want to stay in their current role for the next one to two years. Of those that are looking to leave their roles in the next year, the majority would like to pursue another role within the Department. We will continue to promote the unique and desirable features of a career with us.

Our areas of focus

Empowering Our Mid-Level Executive Leaders

To position the Department to meet the challenges of the future we need to ensure that our managers are well supported, and that decisions are delegated to levels that match complexity and authority.

Communication and Change Management

Effective communication is vital for a positive workplace. Our employees feel that our internal communication, how we communicate our health and wellbeing support, and our change management practices could improve.

Enabling Innovation

Our employees are driven, productive and strive for continuous improvement. They feel we could do more to foster our innovation culture by inspiring and supporting more experimentation of ideas and ways of doing things.

Our commitment to action

Empowering Our Mid-Level Executive Leaders

- We will promote an appropriate delegation and authorising environment and build leaders' capability and confidence to exercise their authority.
- We will include Executive Leaders in strategic discussions and encourage them to provide direct input and briefing.

Communication and Change Management

- We will lift our ability to drive and lead through change by giving staff tools and tactics to enable the organisation to innovate, adapt and successfully implement reforms.
- We will continuously review and enhance our intranet as one of our primary internal communication channels.

Enabling Innovation

- We will invest in our mid-level leader's risk, project and performance management capability to foster an improved innovation environment.
- We will ensure team design and structures (e.g. optimal management structures, job design, hybrid teams) support innovation and decision making.