

# 2020 APS Employee Census

## Highlights Report:

DTA

272 of 355

77%

Understanding your report and getting to action!      The results in this report give you summary information.

01.      Identify the areas where you are performing well.

02.      Identify areas that need improvement.

03.      Consider if there is actually room for improvement.

04.      Consider the impact of high neutral responses (lots of employees ticking 'neither agree nor disagree')

05.      Take action – think 'quick wins', short term and long term.

06.      Resources

Take the time to fully understand this report and digest the results.  
Consider your response rate and if it is representative of the views of your colleagues.

These will tend to be high results which are notably above any comparative results. These should be celebrated. Share the good news with employees.

These will be the lower results, and/or those which are scoring notably below your comparators. Consider discussing these areas with your colleagues in focus groups or individually or team meetings, gather their thoughts and solutions before deciding on actions to take.

This report shows the proportion of colleagues responding positively (strongly agree + agree), neutrally (neither agree nor disagree) or negatively (disagree + strongly disagree) to the question asked in the survey. Look at how your positive scores compare to your parent unit, and your last survey's results.

Ask your colleagues about their views to find out what is causing this. More communication and involvement may help to shift them to a positive frame of mind.

Encourage all colleagues to help with action planning and implementation.  
Think about what you want employees to be saying about their working lives in the future and what should be put in place to make this happen.

It may be helpful to discuss with your manager or other colleagues (your peers, HR, subject experts) to share ideas before developing plans for action.

**Section Description**

**Section**

**Sub Section**

Demographics  
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Demographics

Employees who had perceived discrimination in the last 12 months in the course of their employment were asked what the basis was for the discrimination. Employees could select one or more responses from a list of items. Only the three types of discrimination with the highest proportion of responses are presented here. These may vary between agencies, work units and with results for the APS overall.

Workplace culture                      Discrimination  
  
Workplace culture                      Discrimination  
Workplace culture                      Discrimination  
Workplace culture                      Discrimination  
Workplace culture                      Discrimination  
Workplace culture                      Discrimination



Inclusion and wellbeing

Inclusion and wellbeing

Inclusion and wellbeing

Inclusion and wellbeing

Inclusion and wellbeing

Productivity and ways of working

Productivity and ways of working

Productivity and ways of working

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Question	Question Response
What is your gender?	Male
What is your gender?	Female
What is your gender?	X (Indeterminate/Intersex/Unspecified)
What is your gender?	Prefer not to say
Do you identify as Aboriginal and/or Torres Strait Islander?	Yes
Do you identify as Aboriginal and/or Torres Strait Islander?	No
Do you have an ongoing disability?	Yes
Do you have an ongoing disability?	No
Do you have carer responsibilities?	Yes
Do you have carer responsibilities?	No
Since 27 February 2020, have you worked on tasks or activities directly related to COVID-19?	Yes
Since 27 February 2020, have you worked on tasks or activities directly related to COVID-19?	No
What form did this work take? [Multiple Response]	Working in a different team within your agency on work dedicated to the COVID-19 response and related activities (e.g. a COVID-19 taskforce)
What form did this work take? [Multiple Response]	Working in a different agency on work dedicated to the COVID-19 response and related activities (e.g. APS2000 surge workforce)
What form did this work take? [Multiple Response]	Working on COVID-19 related work in my usual role
What form did this work take? [Multiple Response]	Other
Do you identify as Lesbian, Gay, Bisexual, Trans, and/or Intersex (LGBTI+)?	Yes
Do you identify as Lesbian, Gay, Bisexual, Trans, and/or Intersex (LGBTI+)?	No
Are you currently seconded to a different agency and have been working within that agency for less than six months?	Yes
Are you currently seconded to a different agency and have been working within that agency for less than six months?	No
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?	Yes
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?	No
Did this discrimination occur in your current agency?	Yes
Did this discrimination occur in your current agency?	No
Basis for the discrimination that you experienced (3 highest responses):	Gender
Basis for the discrimination that you experienced (3 highest responses):	Caring responsibilities
Basis for the discrimination that you experienced (3 highest responses):	Age

During the last 12 months, have you been subjected to harassment or bullying in your current workplace?	Yes
During the last 12 months, have you been subjected to harassment or bullying in your current workplace?	No
During the last 12 months, have you been subjected to harassment or bullying in your current workplace?	Not Sure
Types of harassment or bullying experienced (3 highest responses):	Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)
Types of harassment or bullying experienced (3 highest responses):	Interference with work tasks (e.g. withholding needed information, undermining or sabotage)
Types of harassment or bullying experienced (3 highest responses):	Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)
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?	Yes
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?	No
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?	Not sure
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?	Would prefer not to answer
Types of corrupt behaviours witnessed (3 highest responses):	Cronyism-preferential treatment of friends, such as appointing them to positions without proper regard to merit
Types of corrupt behaviours witnessed (3 highest responses):	Green-lighting
Types of corrupt behaviours witnessed (3 highest responses):	Other
To what extent is your work emotionally demanding?	To a very large extent
To what extent is your work emotionally demanding?	To a large extent
To what extent is your work emotionally demanding?	Somewhat
To what extent is your work emotionally demanding?	To a small extent
To what extent is your work emotionally demanding?	To a very small extent
I feel burned out by my work.	Strongly agree
I feel burned out by my work.	Agree
I feel burned out by my work.	Neither agree nor disagree
I feel burned out by my work.	Disagree
I feel burned out by my work.	Strongly disagree



Has there been a change in your general health and wellbeing since COVID-19 (27 February 2020)?	Very positive change
Has there been a change in your general health and wellbeing since COVID-19 (27 February 2020)?	Positive change
Has there been a change in your general health and wellbeing since COVID-19 (27 February 2020)?	No change
Has there been a change in your general health and wellbeing since COVID-19 (27 February 2020)?	Negative change
Has there been a change in your general health and wellbeing since COVID-19 (27 February 2020)?	Very negative change
How has your productivity changed since COVID-19 (Since 27 February 2020)?	Significantly improved
How has your productivity changed since COVID-19 (Since 27 February 2020)?	Improved
How has your productivity changed since COVID-19 (Since 27 February 2020)?	No change
How has your productivity changed since COVID-19 (Since 27 February 2020)?	Reduced
How has your productivity changed since COVID-19 (Since 27 February 2020)?	Significantly reduced
What best describes your current workload?	Well above capacity – too much work
What best describes your current workload?	Slightly above capacity – lots of work to do
What best describes your current workload?	At capacity – about the right amount of work to do
What best describes your current workload?	Slightly below capacity – available for more work
What best describes your current workload?	Below capacity – not enough work

<b>% Response</b>	<b>Variance From 2019</b>	<b>Variance From APS Overall</b>	<b>Variance From Smaller operational Agencies</b>
42%	-2	+5	+8
51%	+6	-8	-10
0%	-1	0	0
6%	-2	+3	+2
1%	+1	-2	-1
99%	-1	+2	+1
8%	0	0	+2
92%	0	0	-2
33%	-5	-8	-5
67%	+5	+8	+5
46%	-	-3	+14
54%	-	+3	-14
34%	-	+13	+20
4%	-	-1	0
70%	-	-10	-17
4%	-	-1	0
7%	+2	+1	+1
93%	+5	-1	-1
1%	-	0	+1
99%	-	0	-1
12%	+2	0	+2
88%	-2	0	-2
80%	-11	-11	-10
20%	+11	+11	+10
47%	-	-	-
23%	-	-	-
23%	-	-	-

13%	+1	+1	+2
81%	-1	0	-2
6%	0	-1	0
70%	-	-	-
52%	-	-	-
36%	-	-	-
6%	+2	+2	+2
86%	+3	-3	-4
5%	-1	+1	+1
3%	-3	0	0
67%	-	-	-
20%	-	-	-
20%	-	-	-
6%	-	-2	-1
20%	-	-2	-1
43%	-	+4	+4
19%	-	-2	-1
11%	-	+1	0
7%	-	-2	-1
27%	-	0	0
33%	-	-1	0
25%	-	+1	0
7%	-	+2	+1

5%	-	+1	+1
19%	-	+2	-1
47%	-	-1	+1
27%	-	-2	-1
3%	-	0	0
20%	-	+8	+7
44%	-	+8	+5
32%	-	-10	-6
3%	-	-5	-4
0%	-	-1	-1
21%	-	+2	0
49%	-	+9	+5
22%	-	-10	-6
8%	-	+1	+2
0%	-	-2	-1

**Variance From Small Sized Agencies:**

+4

-6

0

+2

-3

+3

+1

-1

-7

+7

+9

-9

+13

-3

-8

-1

-1

+1

0

0

+1

-1

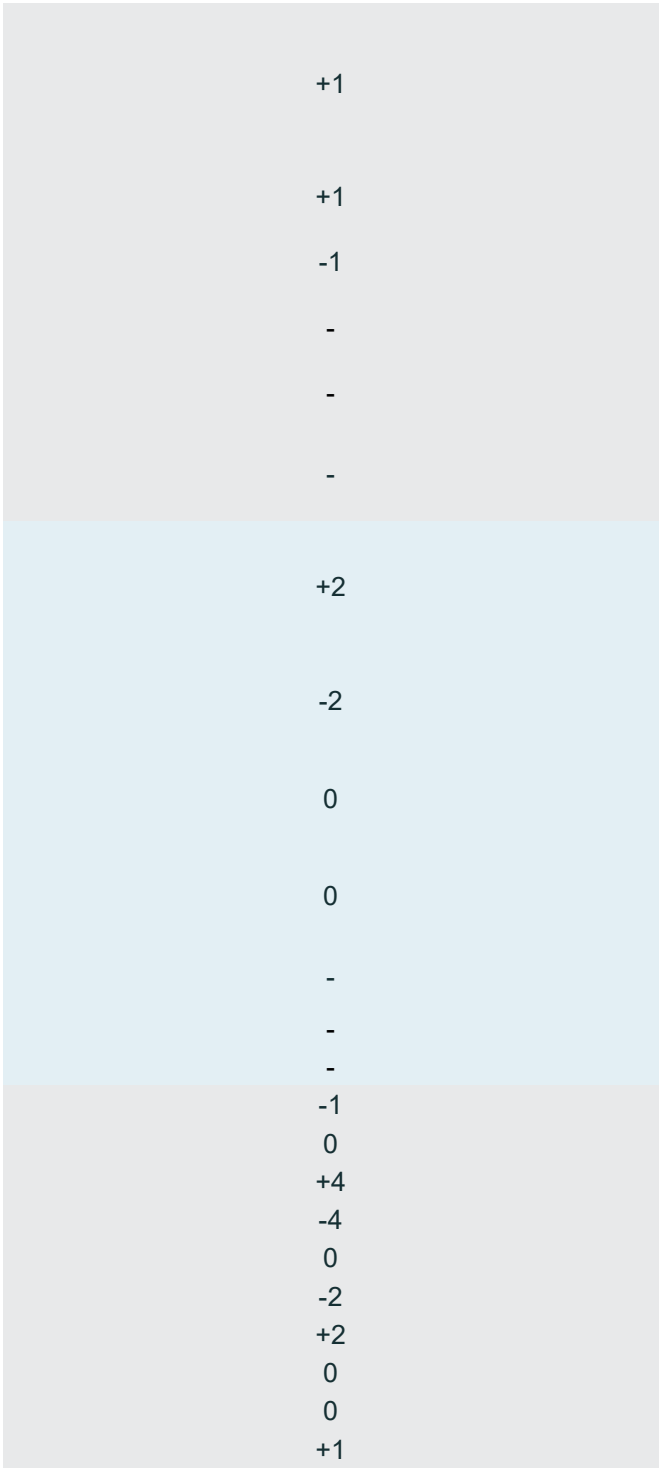
-9

+9

-

-

-



+1

+1

+3

-4

0

+9

+7

-9

-5

-1

-1

+6

-6

+2

-1

## Section Description

Engagement scores aren't just about how much people like working for an agency. It is a measure of the emotional connection and commitment employees have to working for the agency.

## Section

Employee engagement - stay, say, strive

Employee engagement - stay, say, strive

Employee engagement - stay, say, strive

Employee engagement - stay, say, strive

Employee engagement - stay, say, strive

Employee engagement - stay, say, strive

Employee engagement - stay, say, strive

Employee engagement - stay, say, strive

Employee engagement - stay, say, strive

Employee engagement - stay, say, strive

Senior leadership

Senior leadership

Senior leadership

Senior leadership

Senior leadership

Senior leadership

Senior leadership

Senior leadership

Senior leadership

Senior leadership

Immediate supervisor

Immediate supervisor

Immediate supervisor

Immediate supervisor

Immediate supervisor

Immediate supervisor

Workplace culture

Workplace culture

Workplace culture



Workplace culture

Workplace culture

Workplace culture

Workplace culture

Workplace culture

Workplace culture

Inclusion and wellbeing

Inclusion and wellbeing

Inclusion and wellbeing

Inclusion and wellbeing

The wellbeing score provides a measure of wellbeing for employees within an organisation. It measures both the practical and cultural elements that allow for a sustainable and healthy working environment.

Wellbeing

Wellbeing

Wellbeing

Wellbeing

Wellbeing

Workplace conditions

Workplace conditions

Workplace conditions

Workplace conditions

Workgroup performance

Workgroup performance

Workgroup performance

Workgroup performance

Workgroup performance

Workgroup performance

Workgroup performance

Productivity and ways of working

Productivity and ways of working

Productivity and ways of working

Productivity and ways of working



Sub Section	Question	% Positive	% Neutral	% Negative
	Overall, I am satisfied with my job	76%	15%	10%
	I am proud to work in my agency	72%	22%	6%
	I would recommend my agency as a good place to work	69%	22%	9%
	I believe strongly in the purpose and objectives of my agency	85%	11%	4%
	I feel a strong personal attachment to my agency	57%	31%	12%
	I feel committed to my agency's goals	87%	12%	2%
	I suggest ideas to improve our way of doing things	93%	7%	1%
	I am happy to go the 'extra mile' at work when required	94%	4%	2%
	I work beyond what is required in my job to help my agency achieve its objectives	89%	10%	1%
	My agency really inspires me to do my best work every day	63%	28%	9%
Senior leadership: Immediate SES manager	My SES manager communicates effectively	77%	14%	9%
Senior leadership: Immediate SES manager	My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS	82%	11%	7%
Senior leadership: Immediate SES manager	My SES manager effectively leads and manages change	70%	19%	11%
Senior leadership: Immediate SES manager	My SES manager gives their time to identify and develop talented people	56%	30%	14%
Senior leadership: Immediate SES manager	My SES manager clearly articulates the direction and priorities for our area	73%	16%	11%
Senior leadership: Immediate SES manager	My SES manager promotes cooperation within and between agencies	77%	17%	6%
Senior Leadership: All SES	In my agency, communication between the SES and other employees is effective	57%	27%	16%
Senior Leadership: All SES	In my agency, the SES actively contribute to the work of our agency	75%	16%	9%
Senior Leadership: All SES	In my agency, the SES work as a team	48%	32%	20%
Senior Leadership: All SES	In my agency, the SES clearly articulate the direction and priorities for our agency	63%	22%	15%
Immediate supervisor	My supervisor communicates effectively	84%	10%	6%
Immediate supervisor	My supervisor displays resilience when faced with difficulties or failures	85%	10%	4%
Immediate supervisor	My supervisor engages with staff on how to respond to future challenges	83%	12%	5%
Immediate supervisor	My supervisor can deliver difficult advice whilst maintaining relationships	77%	16%	7%
Immediate supervisor	My supervisor encourages my team to regularly review and improve our work	82%	13%	5%
Immediate supervisor	My supervisor actively seeks feedback	68%	22%	11%
Culture	Staff are consulted about change at work	50%	36%	14%
Culture	Internal communication within my agency is effective	60%	25%	14%
Culture	Internal communication within my agency is regular	88%	9%	3%

Culture	I understand how my role contributes to achieving an outcome for the Australian public	89%	8%	3%
Culture	I can see a clear connection between my job and my agency's purpose	86%	10%	4%
Culture	I believe strongly in the purpose and objectives of the APS	87%	12%	1%
Culture	I feel a strong personal attachment to the APS	61%	27%	12%
Culture	My agency inspires me to come up with new or better ways of doing things	66%	27%	7%
Culture	To what extent do you agree that crises such as the 2019–20 bushfires and COVID-19 clarified your sense of purpose in working for the APS?	63%	29%	9%
Attitudinal	My agency supports and actively promotes an inclusive workplace culture	82%	13%	6%
Attitudinal	I have a choice in deciding how I do my work	75%	20%	5%
Attitudinal	I receive the respect I deserve from my colleagues at work	76%	21%	3%
Attitudinal	I am clear what my duties and responsibilities are	75%	20%	5%
	I am satisfied with the policies/practices in place to help me manage my health and wellbeing	72%	22%	7%
	My agency does a good job of communicating what it can offer me in terms of health and wellbeing	72%	19%	9%
	My agency does a good job of promoting health and wellbeing	68%	23%	8%
	I think my agency cares about my health and wellbeing	66%	22%	11%
	I believe my immediate supervisor cares about my health and wellbeing	84%	13%	3%
Your job	My job gives me opportunities to utilise my skills	88%	6%	7%
Your job	I am fairly remunerated (e.g. salary, superannuation) for the work that I do	76%	14%	10%
Your job	I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	81%	13%	6%
Your job	I am satisfied with the stability and security of my job	79%	10%	11%
Workgroup performance	When changes occur, the impacts are communicated well within my workgroup	70%	17%	13%
Workgroup performance	The people in my workgroup cooperate to get the job done	89%	7%	4%
Workgroup performance	My workgroup can readily adapt to new priorities and tasks	90%	7%	3%
Workgroup performance	My workgroup has the appropriate skills, capabilities and knowledge to perform well	78%	12%	10%
Workgroup performance	My workgroup has the tools and resources we need to perform well	63%	19%	18%
Workgroup performance	The people in my workgroup use time and resources efficiently	82%	14%	4%
Workgroup performance	My supervisor ensures that my workgroup delivers on what we are responsible for	87%	9%	4%
Responding to change	My workgroup successfully adapts to new ways of working when required (e.g. in response to crises such as COVID-19)	91%	8%	1%
Responding to change	My workgroup has used the COVID-19 crisis to improve the way we work	77%	20%	3%
Responding to change	My agency quickly adapts and responds to changing priorities (e.g. in response to crises such as COVID-19)	87%	11%	3%
Responding to change	My agency is taking actions to maintain changed ways of working implemented during the COVID-19 crisis	68%	17%	15%

Responding to change	My immediate SES manager supports embedding changed ways of working implemented during the COVID-19 crisis	69%	21%	10%
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**Variance From 2019****Variance from APS Overall****Variance From Smaller operational Agencies**

+4	+1	+3
+2	-5	-5
+13	0	+4
-2	+3	+1
-2	-9	-7
+7	+4	+1
0	+8	+6
-1	+2	+1
+6	+6	+3
+8	+6	+7
+1	+8	+11
+6	+11	+11
+1	+7	+9
-4	+8	+9
+2	+7	+10
-	+13	+15
+7	+1	+6
+5	+8	+10
+7	-5	-3
+8	0	+3
-2	+3	+4
0	+3	+4
-	+3	+5
-	0	+1
-	+2	+4
-	+1	+3
-2	+2	+5
+10	+3	+6
-2	+10	+11

+2	-2	-2
-	+1	-1
+1	+1	+1
-	-3	0
0	+8	+9
-	+1	+11
-2	+1	+4
-3	+15	+12
-1	-3	-3
-1	-6	-6
0	0	-2
-5	0	-6
-12	-1	-5
-5	+4	0
-2	0	0
+3	+3	+2
+5	+9	+15
-3	+3	+7
+11	-2	+8
-	+3	+4
-1	+2	+2
-	+4	+5
+6	-4	-4
+13	-2	-2
+8	+5	+4
+8	+2	+3
-	+2	-1
-	+12	+4
-	+7	+6
-	+4	-3

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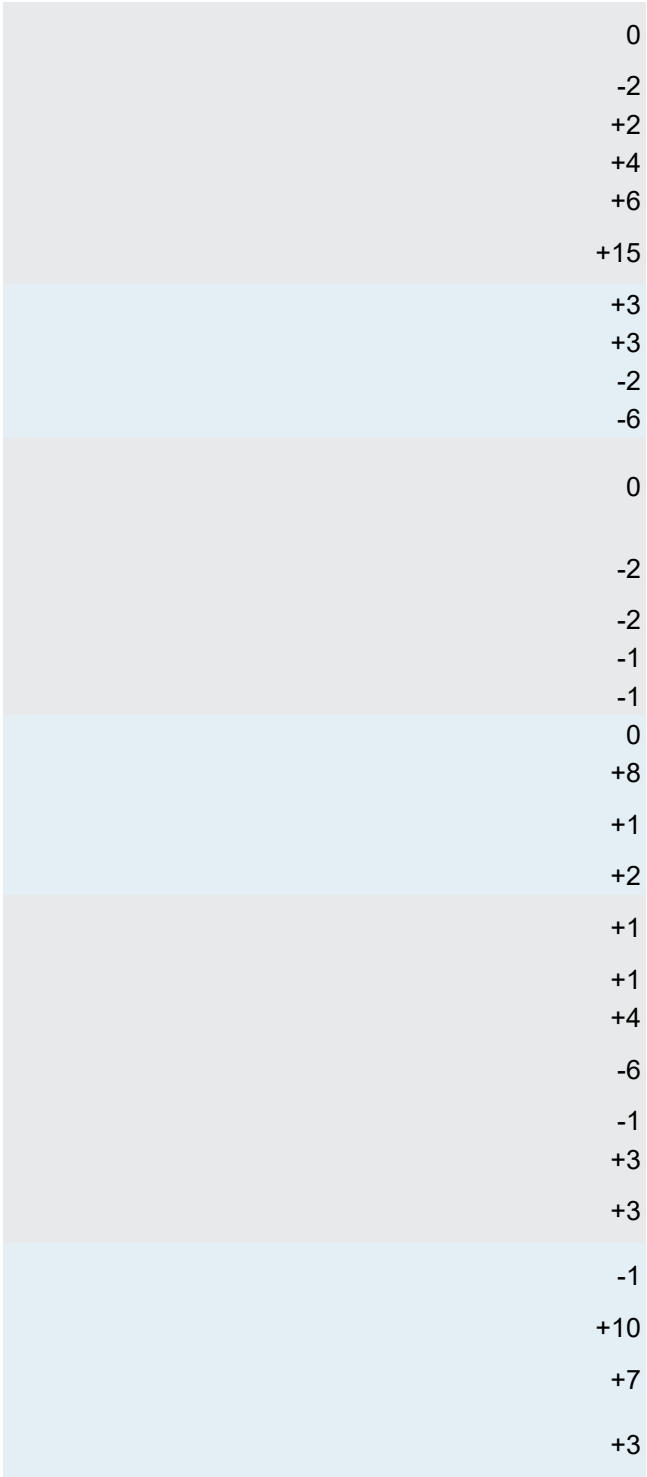
+4

+1



# Variance From Small Sized Agencies







<b>Index</b>	<b>%</b>	<b>Variance From Previous Survey:</b>	<b>Variance From APS Overall:</b>
Engagement Index	75%	+2	+2
Wellbeing Index	71%	-2	+1

**Variance From Smaller operational Agencies:**

+2

-1

**Variance From Small Sized Agencies:**

-1

0

% Positive : Where results are shown as positive percentages (% positive), these are calculated by adding together positive responses ('Strongly agree' + 'Agree') and dividing by the number of respondents who answered the question.

Anonymity : It is Engine's practice not to display the results of groups of respondents to the extent where the anonymity of individuals may be compromised. Results will not be shown where there are less than 10 respondents in a group.

Comparisons with results from previous years : The method of analysing and reporting specific results may be periodically reviewed and revised. Such improvements are applied to current data and that of previous years. For this reason the current report is always the most accurate data source for APS employee census results, including comparisons with time series data.

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Values from x.00 to x.49 are rounded down and values from x.50 to x.99 are rounded up. Therefore in some instances, results may not total 100%.