



# DTA Australian Public Service Employee Census Action Plan – 2023-24

The Digital Transformation Agency (DTA) participates in the annual Australian Public Service (APS) Employee Census each year.

The Census is a survey administered to all APS employees and collects information on important workforce issues, such as job satisfaction, employee engagement, performance management and leadership.

The Census results also help target strategies to build APS workplace capability now and in the future. The results also give us insights into what we do well, and what we can improve on, so that we can create a great place to work.

We are pleased to share that we had a high response rate of 96% response rate, which is 16% higher than the APS response rate. A high response rate provides us with clear and more accurate view on how our staff feel. More responses also provide more data and insights that we can use to drive meaningful outcomes on engagement, performance, retention, and more..



## Celebrating our successes

The following questions are where we scored our highest positive ratings.

Question	2023 % positive	Change from previous year
I suggest ideas to improve our way of doing things	94%	0
I am happy to go the 'extra mile' at work when required	93%	-2 ▼
My supervisor ensures that my workgroup delivers on what we are responsible for	90%	-2 ▼
I am confident that if I request a flexible work arrangement, my request would be given reasonable consideration	89%	+8 ▲
I believe my immediate supervisor cares about my health and wellbeing	89%	+1 ▲




## Areas we can improve

The following questions are where we scored our least positive ratings.

Question	2023 % positive	Change from previous year
Change is managed well in my agency	40%	-3 ▼
In my agency, the SES work as a team	42%	+3 ▲
I feel a strong personal attachment to my agency	45%	-5 ▼
In my agency, communication between SES and other employees is effective	50%	+1 ▲
My agency recognises and supports the notion that failure is a part of innovation	50%	0

Based on these results, the DTA has developed an Action Plan to assist us in focussing on the areas where our staff have said we could improve.

# Action Plan

Area of focus	Outcome	Short term actions (within 3 to 6 months)	Long term actions (within 12 to 18 months)	Owner
 <p><b>Leadership and communication</b></p>	Our SES work as a team	The DTA will seek feedback from staff on its internal communications and continuously improve on ways we communicate internally	The DTA will develop an internal communication strategy that provides visibility of the work of the SES team.	Office of the CEO/ Branch Managers
	Change is managed effectively, and staff are well informed of decisions	The DTA will review the reach and effectiveness of the Executive Board Communique and consider whether it sufficiently communicates Executive Board decisions	The DTA will promote its governance structure to staff to help improve their understanding of the purpose, role, and responsibilities of the Executive Board and Strategy Forum	Executive Board/ Secretariat
		The DTA will pilot playbacks for Strategy Forum and evaluate the effectiveness (short term)		Executive Board/ Secretariat
 <p><b>Engagement and capability</b></p>	Staff are engaged and feel a strong personal attachment to the agency	The DTA will develop (co-design) an employee value proposition in consultation with staff, to convey a compelling message about the purpose and benefits of working in the DTA and embed in internal and external communication products	The DTA will develop, launch and implement a workforce plan to identify gaps between current and required future workforce needs to meet the DTA's strategic goals and objectives.	People and Culture
	DTA staff have the skills, knowledge, and resources to do their jobs effectively	The DTA will review the effectiveness of its performance management resources, and train managers and supervisors on the DTA's performance and development framework	The DTA will design and implement an induction program and include all SES branch managers to provide introductions to DTA work areas and build a strong understanding of the DTA's purpose.	People and Culture/ Branch Managers
 <p><b>Wellbeing</b></p>	DTA staff are empowered to report harassment and bullying	The DTA will continue to promote resources related to employee wellbeing and a sustainable, healthy and safe working environment that supports employees to be able to be and do their best	The DTA will review its internal framework on identifying, reporting and responding to inappropriate workplace behaviour.	People and Culture/ Branch Managers
		The DTA will run an internal communications campaign for all staff on identifying, reporting and responding to inappropriate workplace behaviours		People and Culture