



2024-25 DTA Employee Census Action Plan

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

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

The Census results help to develop targeted strategies to build APS workplace capability now, and in the future. These results also provide agency specific insights into what we do well, and areas we can improve, so that we can continue to make the DTA a great place to work.

We are pleased to share that we achieved a high response rate of 98%, which is 17% above the APS response rate. A high response rate provides us with clear views on how our staff feel. High participation also provides more data and insights which we use to drive meaningful outcomes on engagement, performance, retention, and more.

Celebrating our success

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

Question	2024 % positive	Change from previous year
I am happy to go the 'extra mile' at work when required	94%	+1%
I understand how my role contributes to achieving an outcome for the Australian public	92%	+4%
I believe strongly in the purpose and objectives of the APS	92%	+5%
I understand how my role contributes to the DTA's purpose	91%	+9%
I believe that one of my responsibilities is to continually look for new ways to improve the way we work	90%	+4%

Focus areas

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

Question	Positive	Neutral	Negative
Are there currently skills or capability gaps within your immediate workgroup?	41%	35%	24%
My immediate workgroup manages underperformance effectively	48%	33%	19%
Internal communication within my agency is effective	58%	21%	21%
My workgroup has the tools and resources we need to perform well	59%	17%	25%
Internal communication channels keep me well informed of initiatives the DTA has underway	64%	29%	7%

Based on these results, the DTA has developed an Action Plan to assist us in focusing on the areas where our staff have said we could improve. The Action Plan also includes actions carried over from 2023-24 which were not completed.

Action plan

Areas of focus	Outcome	Actions	Due	Owner
Organisational strategy	The DTA has the right people, with the right skills in the right places at the right time	The DTA will design and implement a Workforce Plan that identifies supply and demand, assesses gaps, and determines appropriate strategies to support our workforce	30 June 2025	People and Culture team
Management capability	DTA managers foster an inclusive workplace	The DTA will upskill managers and supervisors to better understand neurodiversity and how to support staff who identify as neurodiverse	31 March 2025	People and Culture team
Management capability	DTA managers are confident to provide regular constructive feedback to their employees and manage underperformance	The DTA will deliver training to managers on working with their team to improve performance, providing constructive feedback and managing underperformance	31 March 2025	People and Culture team (delivery) Individual managers (implementation)
Communication	Employees understand how they contribute to the DTA's strategic priorities	The DTA will seek feedback from staff on its internal communications to continuously improve the ways we communicate internally at a Branch and Divisional level	31 March 2025	Executive Leadership Team
Communication	Employees understand how they contribute to the DTA's strategic priorities	Branch Managers will develop business plans which articulate the priorities for the Branch and the strategic priorities which connect with the DTA Corporate Plan	31 October 2024	Executive Leadership Team