



Highlights Report NQSC



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RESPONSES:
247 of 291

RESPONSE RATE:
85%

MAKING THE MOST OF YOUR RESULTS



01.

Identify the areas where you are performing well.

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

Understanding your report and getting to action!

The results in this report give you summary information.

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.

Identify areas that need improvement.

02.

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.

03.

Consider if there is actually room for improvement.

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.

04.

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

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.

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

05.

Encourage all colleagues to help with action planning and implementation.

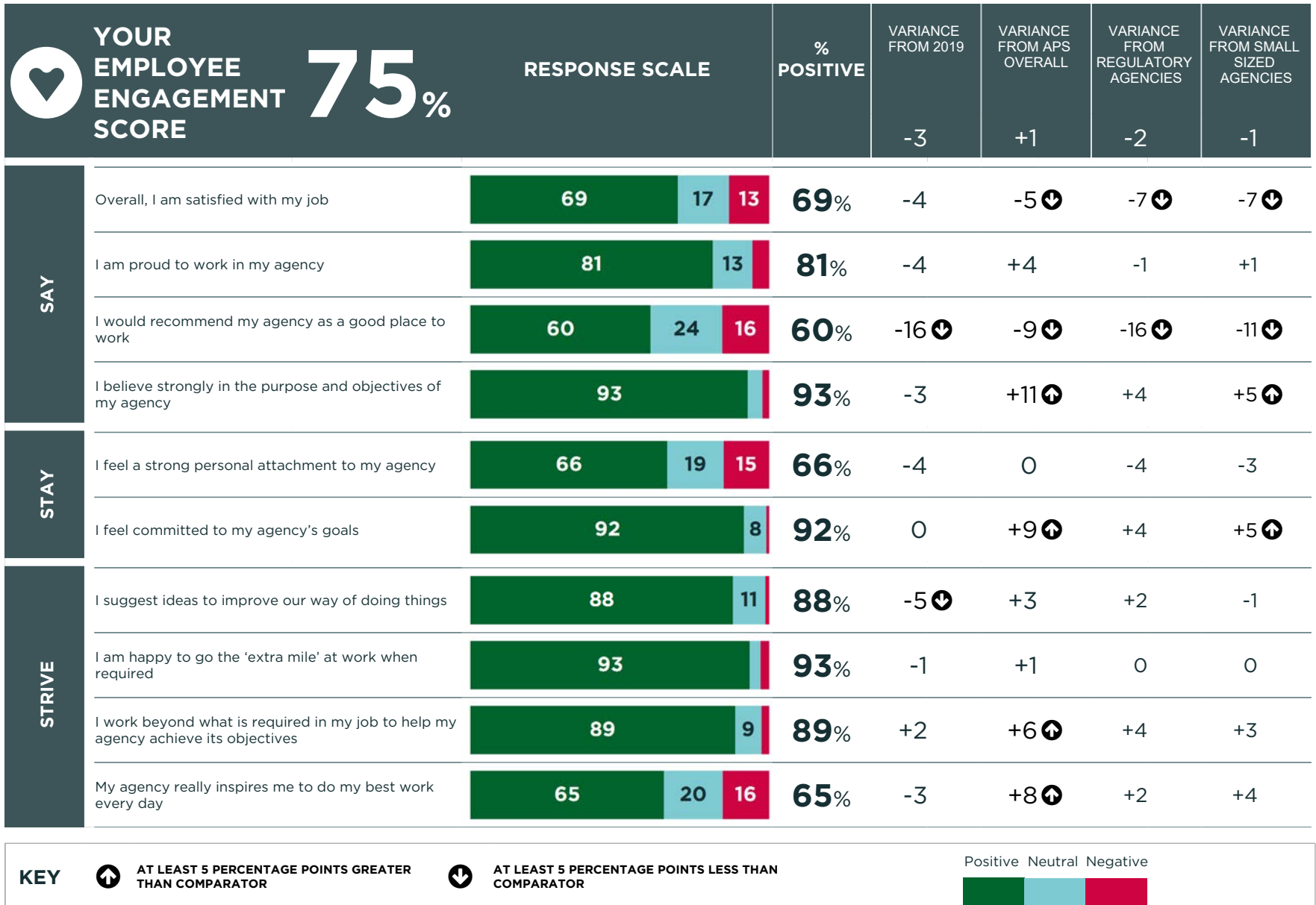
Think about what you want employees to be saying about their working lives in the future and what should be put in place to make this happen.

EMPLOYEE ENGAGEMENT: SAY, STAY, STRIVE



HOW ENGAGED IS YOUR TEAM?

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.



DEMOGRAPHICS



EXPLORE
THE FULL
RESULTS

	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
What is your gender?						
Male		28%	+4	-9 ↓	-11 ↓	-10 ↓
Female		68%	-8 ↓	+8 ↑	+10 ↑	+10 ↑
X (Indeterminate/Intersex/Unspecified)		0%	-	0	0	0
Prefer not to say		5%	+4	+2	+1	0
Do you identify as Aboriginal and/or Torres Strait Islander?						
Yes		3%	+2	-1	+1	-1
No		97%	-2	+1	-1	+1
Do you have an ongoing disability?						
Yes		16%	+3	+7 ↑	+9 ↑	+9 ↑
No		84%	-3	-7 ↓	-9 ↓	-9 ↓

KEY

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

DEMOGRAPHICS



EXPLORE THE FULL RESULTS

EMPLOYEES WHO INDICATED THAT THEY HAD WORKED ON TASKS OR ACTIVITIES DIRECTLY RELATED TO COVID-19 WERE ASKED TO DESCRIBE THE TYPE OF WORK. EMPLOYEES COULD SELECT ONE OR MORE RESPONSES FROM A LIST OF ITEMS.

	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Do you have carer responsibilities?						
Yes		45%	-1	+4	+5	+5
No		55%	+1	-4	-5	-5
Since 27 February 2020, have you worked on tasks or activities directly related to COVID-19?						
Yes		49%	-	0	+3	+13
No		51%	-	0	-3	-13
What form did this work take?						
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)		26%	-	+5	+10	+5
Working in a different agency on work dedicated to the COVID-19 response and related activities (e.g. APS2000 surge workforce)		2%	-	-3	-1	-6
Working on COVID-19 related work in my usual role		82%	-	+1	-6	+3
Other		2%	-	-3	-2	-3

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

DEMOGRAPHICS



**EXPLORE
THE FULL
RESULTS**

	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Do you identify as Lesbian, Gay, Bisexual, Trans, and/or Intersex (LGBTI+)?						
Yes		7%	+1	+1	-1	-1
No		93%	+2	-1	+1	+1
Are you currently seconded to a different agency and have been working within that agency for less than six months?						
Yes		1%	-	0	0	0
No		99%	-	0	0	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

SENIOR LEADERSHIP



EXPLORE THE FULL RESULTS

FOR EACH QUESTION SHOWN HERE, INFORMATION ABOUT THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE) IS PROVIDED

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES	
Senior leadership: Immediate SES manager	My SES manager communicates effectively		60%	-11↓	-9↓	-15↓	-9↓
	My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS		63%	-15↓	-8↓	-15↓	-10↓
	My SES manager effectively leads and manages change		53%	-16↓	-10↓	-15↓	-9↓
	My SES manager gives their time to identify and develop talented people		42%	-19↓	-7↓	-12↓	-7↓
	My SES manager clearly articulates the direction and priorities for our area		55%	-18↓	-11↓	-15↓	-9↓
	My SES manager promotes cooperation within and between agencies		57%	-	-7↓	-14↓	-10↓

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR
 AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

SENIOR LEADERSHIP



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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Senior Leadership: All SES	In my agency, communication between the SES and other employees is effective	<div style="display: flex; justify-content: space-between;"><div style="width: 39%; background-color: #006633; color: white; text-align: center;">39</div><div style="width: 24%; background-color: #99d9e9; color: white; text-align: center;">24</div><div style="width: 36%; background-color: #d93355; color: white; text-align: center;">36</div></div>	39%	-16 ↓	-16 ↓	-22 ↓	-17 ↓
	In my agency, the SES actively contribute to the work of our agency	<div style="display: flex; justify-content: space-between;"><div style="width: 70%; background-color: #006633; color: white; text-align: center;">70</div><div style="width: 19%; background-color: #99d9e9; color: white; text-align: center;">19</div><div style="width: 11%; background-color: #d93355; color: white; text-align: center;">11</div></div>	70%	-5 ↓	+3	-7 ↓	-3
	In my agency, the SES work as a team	<div style="display: flex; justify-content: space-between;"><div style="width: 42%; background-color: #006633; color: white; text-align: center;">42</div><div style="width: 34%; background-color: #99d9e9; color: white; text-align: center;">34</div><div style="width: 23%; background-color: #d93355; color: white; text-align: center;">23</div></div>	42%	-9 ↓	-10 ↓	-13 ↓	-11 ↓
	In my agency, the SES clearly articulate the direction and priorities for our agency	<div style="display: flex; justify-content: space-between;"><div style="width: 53%; background-color: #006633; color: white; text-align: center;">53</div><div style="width: 24%; background-color: #99d9e9; color: white; text-align: center;">24</div><div style="width: 23%; background-color: #d93355; color: white; text-align: center;">23</div></div>	53%	-17 ↓	-10 ↓	-16 ↓	-9 ↓

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Positive Neutral Negative

IMMEDIATE SUPERVISOR



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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Immediate supervisor	My supervisor communicates effectively	<div style="display: flex; width: 100%;"><div style="width: 75%; background-color: #006633;"></div><div style="width: 14%; background-color: #ADD8E6;"></div><div style="width: 11%; background-color: #CC0000;"></div></div> 75	75%	-2	-6 ↓	-7 ↓	-4
	My supervisor displays resilience when faced with difficulties or failures	<div style="display: flex; width: 100%;"><div style="width: 74%; background-color: #006633;"></div><div style="width: 16%; background-color: #ADD8E6;"></div><div style="width: 10%; background-color: #CC0000;"></div></div> 74	74%	-7 ↓	-9 ↓	-11 ↓	-8 ↓
	My supervisor engages with staff on how to respond to future challenges	<div style="display: flex; width: 100%;"><div style="width: 74%; background-color: #006633;"></div><div style="width: 15%; background-color: #ADD8E6;"></div><div style="width: 12%; background-color: #CC0000;"></div></div> 74	74%	-	-6 ↓	-7 ↓	-5 ↓
	My supervisor can deliver difficult advice whilst maintaining relationships	<div style="display: flex; width: 100%;"><div style="width: 71%; background-color: #006633;"></div><div style="width: 19%; background-color: #ADD8E6;"></div><div style="width: 11%; background-color: #CC0000;"></div></div> 71	71%	-	-6 ↓	-8 ↓	-6 ↓
	My supervisor encourages my team to regularly review and improve our work	<div style="display: flex; width: 100%;"><div style="width: 76%; background-color: #006633;"></div><div style="width: 15%; background-color: #ADD8E6;"></div><div style="width: 9%; background-color: #CC0000;"></div></div> 76	76%	-	-4	-5 ↓	-3
	My supervisor actively seeks feedback	<div style="display: flex; width: 100%;"><div style="width: 56%; background-color: #006633;"></div><div style="width: 25%; background-color: #ADD8E6;"></div><div style="width: 19%; background-color: #CC0000;"></div></div> 56	56%	-	-10 ↓	-9 ↓	-8 ↓

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES	
Culture	Staff are consulted about change at work	35 38 27	35%	-15 ↓	-13 ↓	-17 ↓	-13 ↓
	Internal communication within my agency is effective	34 27 38	34%	-9 ↓	-23 ↓	-32 ↓	-24 ↓
	Internal communication within my agency is regular	49 19 32	49%	-12 ↓	-29 ↓	-35 ↓	-29 ↓
	I understand how my role contributes to achieving an outcome for the Australian public	92	92%	-2	+1	+1	+2
	I can see a clear connection between my job and my agency's purpose	86 8	86%	-	0	-4	-3
	I believe strongly in the purpose and objectives of the APS	90 9	90%	+3	+5 ↑	+4	+5 ↑
	I feel a strong personal attachment to the APS	64 26 11	64%	-	0	+2	+6 ↑
	My agency inspires me to come up with new or better ways of doing things	59 23 18	59%	-5 ↓	+1	-2	-1
	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?	43 44 13	43%	-	-19 ↓	-8 ↓	-5 ↓

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

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.

Discrimination	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
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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		9%	+1	-2	+1	-1
No		91%	-1	+2	-1	+1

Did this discrimination occur in your current agency?

Yes		95%	-5 ↓	+4	+6 ↑	+7 ↑
No		5%	-	-4	-6 ↓	-7 ↓

Basis for the discrimination that you experienced (3 highest responses):

Caring responsibilities		43%	-	-	-	-
Gender		29%	-	-	-	-
Disability (e.g. loss of hearing or sight, incomplete use of limbs, or mental health issues)		29%	-	-	-	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

EMPLOYEES WHO PERCEIVED HARASSMENT OR BULLYING IN THE LAST 12 MONTHS WERE ASKED WHAT TYPE OF HARASSMENT OR BULLYING THEY EXPERIENCED AND WHO WAS RESPONSIBLE FOR IT. EMPLOYEES COULD SELECT ONE OR MORE RESPONSES FROM A LIST OF ITEMS.

ONLY THE THREE OPTIONS WITH THE HIGHEST PROPORTION OF RESPONSES ARE PRESENTED HERE. THESE MAY VARY BETWEEN AGENCIES, WORK UNITS AND WITH RESULTS FOR THE APS OVERALL.

Bullying and harassment	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
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During the last 12 months, have you been subjected to harassment or bullying in your current workplace?

Yes		18%	+8	+6	+9	+6
No		74%	-12	-7	-12	-7
Not Sure		9%	+4	+2	+3	+1

Types of harassment or bullying experienced (3 highest responses):

Interference with work tasks (e.g. withholding needed information, undermining or sabotage)		60%	-	-	-	-
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)		45%	-	-	-	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)		33%	-	-	-	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

EMPLOYEES WHO INDICATED THAT THEY HAD WITNESSED POTENTIAL CORRUPT BEHAVIOUR WERE ASKED TO DESCRIBE THE BEHAVIOUR. EMPLOYEES COULD SELECT ONE OR MORE RESPONSES FROM A LIST OF ITEMS.

Corruption	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
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		4%	0	0	+2	0
No		88%	-2	-1	-5	0
Not sure		6%	+2	+2	+3	+1
Would prefer not to answer		2%	0	-1	0	-1

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

INCLUSION AND WELLBEING



EXPLORE THE FULL RESULTS

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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Attitudinal	My agency supports and actively promotes an inclusive workplace culture	75 14 11	75%	-5 ↓	-6 ↓	-8 ↓	-4
	I have a choice in deciding how I do my work	65 24 11	65%	-3	+5 ↑	-3	-7 ↓
	I receive the respect I deserve from my colleagues at work	75 21 11	75%	-4	-5 ↓	-6 ↓	-3
	I am clear what my duties and responsibilities are	78 18 11	78%	-1	-3	-4	-3

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



INCLUSION AND WELLBEING



EXPLORE
THE FULL
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	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
To what extent is your work emotionally demanding?						
To a very large extent		19%	-	+11	+10	+12
To a large extent		33%	-	+11	+13	+13
Somewhat		30%	-	-9	-7	-9
To a small extent		13%	-	-8	-10	-10
To a very small extent		4%	-	-5	-6	-6
I feel burned out by my work						
Strongly agree		16%	-	+7	+6	+7
Agree		29%	-	+2	+1	+4
Neither agree nor disagree		29%	-	-6	-3	-5
Disagree		20%	-	-4	-4	-5
Strongly disagree		6%	-	0	-1	-1
KEY AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR						

INCLUSION AND WELLBEING



**EXPLORE
THE FULL
RESULTS**

	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Has there been a change in your general health and wellbeing since COVID-19 (27 February 2020)?						
Very positive change		4%	-	0	0	0
Positive change		18%	-	+1	-2	0
No change		42%	-	-5	+3	-1
Negative change		34%	-	+5	0	+3
Very negative change		1%	-	-2	-2	-2

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

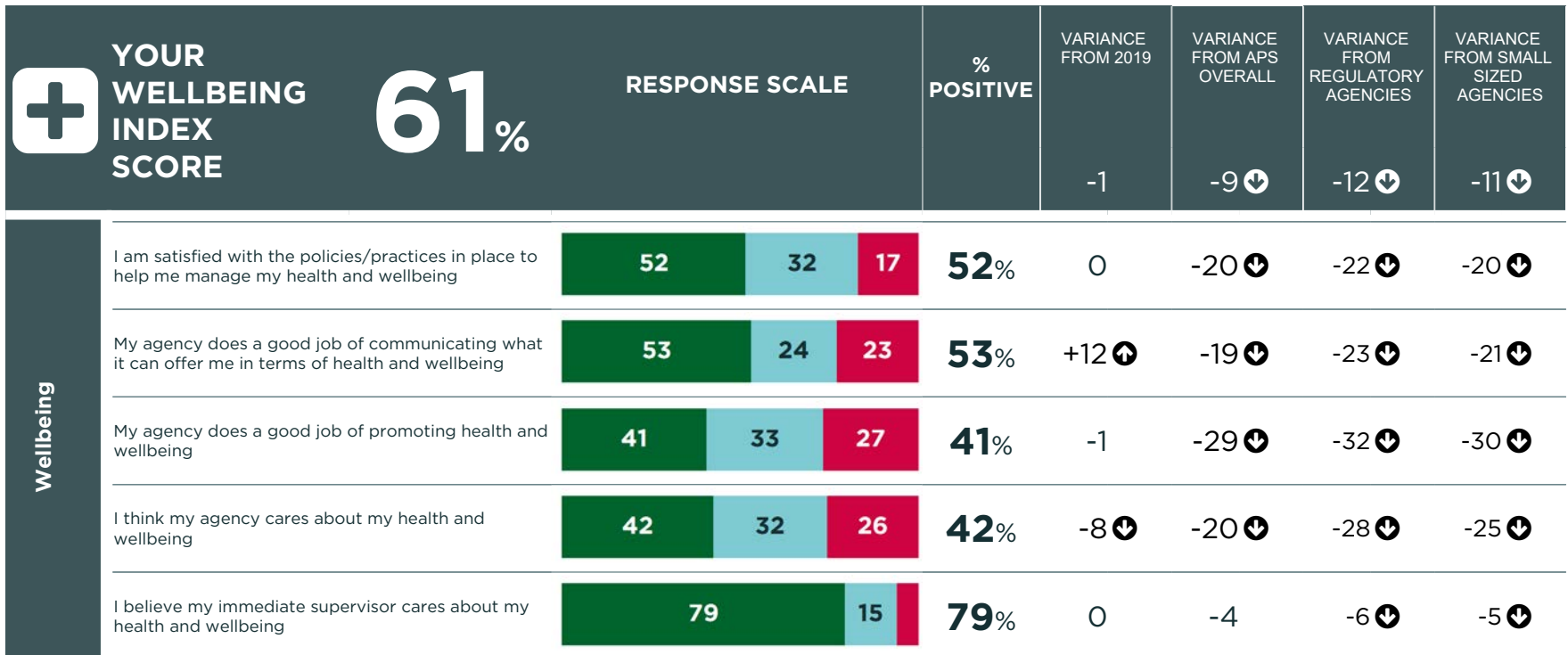
WELLBEING INDEX



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.

HIGH LEVELS OF ENGAGEMENT WILL NOT BE SUSTAINABLE AND WILL LEAD TO BURN OUT WITHOUT RECIPROCALLY STRONG LEVELS OF WELLBEING.



KEY



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Positive Neutral Negative



WORKPLACE CONDITIONS



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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Your job	My job gives me opportunities to utilise my skills		81%	+1	-4	-7↓	-7↓
	I am fairly remunerated (e.g. salary, superannuation) for the work that I do		64%	+2	-3	-6↓	-4
	I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)		67%	-5↓	-12↓	-17↓	-14↓
	I am satisfied with the stability and security of my job		73%	-3	-8↓	-10↓	-4

KEY



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Positive Neutral Negative



WORKGROUP PERFORMANCE



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IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES	
Workgroup performance	When changes occur, the impacts are communicated well within my workgroup		53%	-	-13 ↓	-18 ↓	-16 ↓
	The people in my workgroup cooperate to get the job done		84%	-5 ↓	-3	-6 ↓	-4
	My workgroup can readily adapt to new priorities and tasks		79%	-	-7 ↓	-9 ↓	-7 ↓
	My workgroup has the appropriate skills, capabilities and knowledge to perform well		76%	+1	-6 ↓	-8 ↓	-8 ↓
	My workgroup has the tools and resources we need to perform well		43%	+2	-23 ↓	-22 ↓	-22 ↓
	The people in my workgroup use time and resources efficiently		72%	-4	-5 ↓	-7 ↓	-6 ↓
	My supervisor ensures that my workgroup delivers on what we are responsible for		77%	0	-8 ↓	-9 ↓	-7 ↓

KEY



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Positive Neutral Negative



PRODUCTIVITY AND WAYS OF WORKING



EXPLORE
THE FULL
RESULTS

	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
How has your productivity changed since COVID-19 (Since 27 February 2020)?						
Significantly improved		15%	-	+3	+4	+4
Improved		43%	-	+6	+3	+5
No change		35%	-	-6	-2	-6
Reduced		6%	-	-2	-4	-3
Significantly reduced		1%	-	-1	-1	-1
What best describes your current workload?						
Well above capacity - too much work		47%	-	+28	+25	+26
Slightly above capacity - lots of work to do		38%	-	-2	-3	-4
At capacity - about the right amount of work to do		14%	-	-18	-15	-14
Slightly below capacity - available for more work		1%	-	-6	-5	-5
Below capacity - not enough work		0%	-	-2	-2	-2
<p>KEY</p> <p> AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR</p> <p> AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR</p>						

PRODUCTIVITY AND WAYS OF WORKING



EXPLORE THE FULL RESULTS

FOR EACH QUESTION SHOWN HERE, INFORMATION ABOUT THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE) IS PROVIDED

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES	
Responding to change	My workgroup successfully adapts to new ways of working when required (e.g. in response to crises such as COVID-19)	86 10	86%	-	-4	-7 ↓	-6 ↓
	My workgroup has used the COVID-19 crisis to improve the way we work	58 32 10	58%	-	-7 ↓	-12 ↓	-9 ↓
	My agency quickly adapts and responds to changing priorities (e.g. in response to crises such as COVID-19)	64 20 16	64%	-	-16 ↓	-18 ↓	-15 ↓
	My agency is taking actions to maintain changed ways of working implemented during the COVID-19 crisis	49 31 19	49%	-	-15 ↓	-21 ↓	-16 ↓
	My immediate SES manager supports embedding changed ways of working implemented during the COVID-19 crisis	55 31 13	55%	-	-10 ↓	-16 ↓	-11 ↓

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR
 AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

AGENCY POSITION



AGENCY POSITION

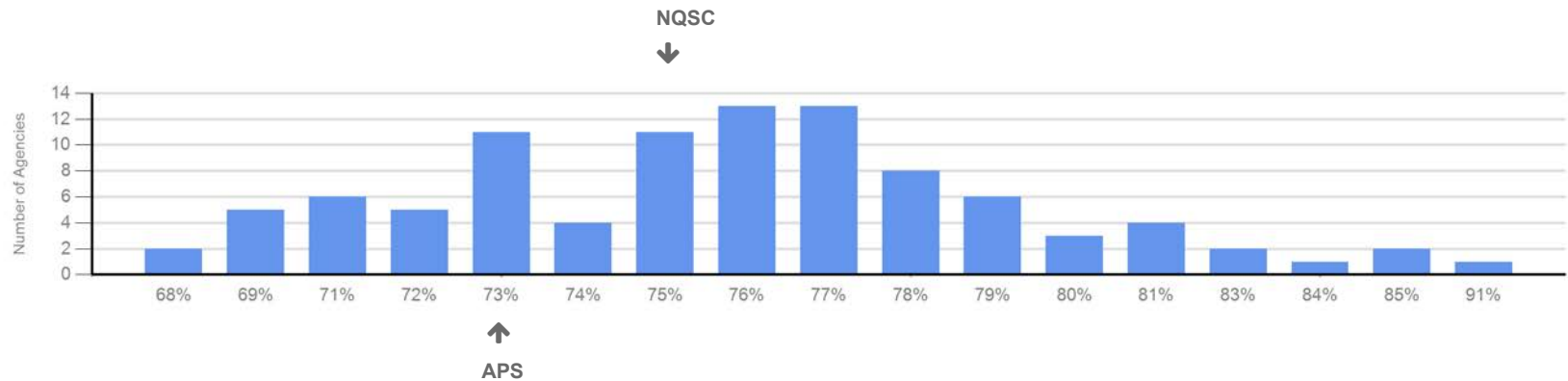
THESE GRAPHS DISPLAY THE OVERALL INDEX SCORE OF EACH AGENCY FOR THE ENGAGEMENT AND WELLBEING INDICES. THESE ARE TO ASSIST YOU TO SEE WHERE YOUR AGENCY SITS IN COMPARISON TO THE OVERALL APS INDEX SCORE AND THE SCORES OF OTHER AGENCIES.

ALONG THE LINE (Y-AXIS) ARE THE INDEX SCORES. THE HEIGHT OF THE BAR (X-AXIS) IS HOW MANY AGENCIES HAVE THAT INDEX SCORE.

PLEASE NOTE, THE Y-AXIS VALUES ARE NOT CONSECUTIVE AS ONLY INDEX SCORES RECEIVED BY AN AGENCY ARE REPRESENTED.

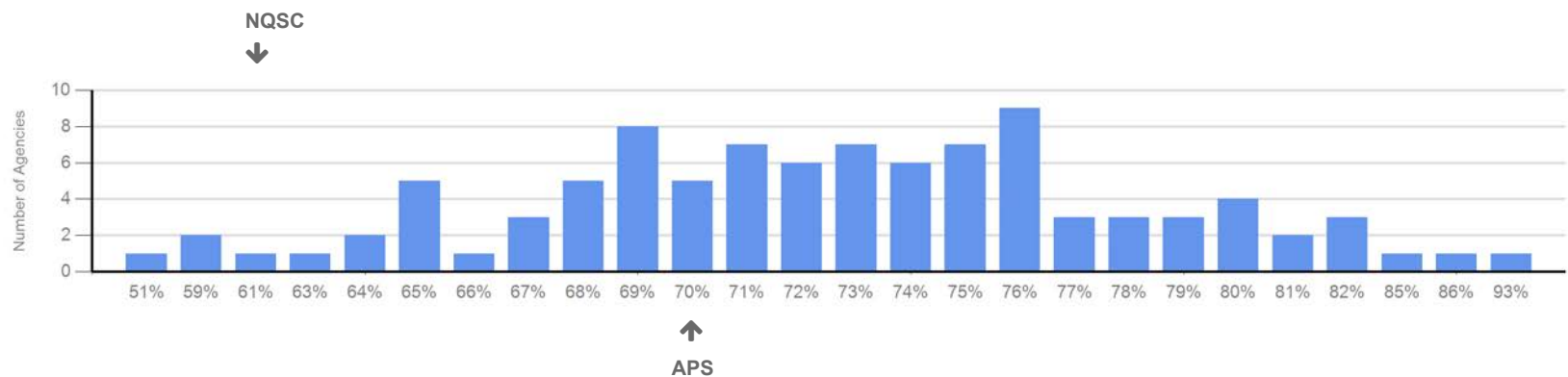
Engagement

Ranking : 54th of 97



Wellbeing

Ranking : 94th of 97



SUGGESTED QUESTIONS TO FOCUS ON



WHAT TO FOCUS ON?

THESE KEY QUESTIONS HAVE BEEN IDENTIFIED AS BEING IMPORTANT TO EMPLOYEES IN YOUR AGENCY AND ASSOCIATED WITH EMPLOYEE ENGAGEMENT.

THEY ARE NOT NECESSARILY THE QUESTIONS WITH THE LOWEST SCORES.

SOME WILL BE AREAS TO IMPROVE UPON AND SOME WILL BE AREAS TO MAINTAIN.

DEVELOP ACTIONS AND ACTIVITIES TO IMPROVE UPON THESE, WHERE POSSIBLE, TO DRIVE HIGHER LEVELS OF PERFORMANCE.

	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM APS OVERALL	VARIANCE FROM REGULATORY AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
.1 The work I do gives me a sense of accomplishment			77%	-	-2	-4	-5
.2 When changes occur, the impacts are communicated well within my workgroup			53%	-	-13	-18	-16
.3 My agency supports and actively promotes an inclusive workplace culture			75%	-5	-6	-8	-4
.4 I am satisfied with the recognition I receive for doing a good job			60%	-12	-6	-11	-8
.5 My supervisor is invested in my development			66%	-	-6	-7	-5
.6 Internal communication within my agency is effective			34%	-9	-23	-32	-24

NQSC SPECIFIC QUESTIONS



EXPLORE THE FULL RESULTS

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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019
I have a clear understanding of how my work contributes to the Commission's strategic direction.		88%	-2
I believe my agency will act on concerns identified in the APS Employee Survey.		49%	-14 ↓
I am satisfied with the level of employee consultation regarding employment conditions in my workplace.		41%	-14 ↓
The people in my workgroup work collaboratively with other workgroups in the Commission.		78%	0
Workgroups in the Commission are flexible and adaptable to meet immediate and future challenges.		58%	-10 ↓
My SES manager leads by example and demonstrates APS values and behaviours.		61%	-15 ↓
In my agency, the SES actively work towards reducing duplication of roles and work.		35%	-8 ↓
I have an effective working relationship with my current supervisor.		85%	0
I feel supported by my leaders to do my work and deliver Commission outcomes.		69%	-6 ↓
The Commission is client focussed - it puts internal and external clients at the centre of everything we do.		73%	-7 ↓

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR
AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

NQSC SPECIFIC QUESTIONS



EXPLORE THE FULL RESULTS

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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019
The Commission has an inclusive workplace culture where people of diverse backgrounds are valued for their contribution.	75 (Green), 15 (Light Blue), 10 (Red)	75%	-9 ↓
People in the Commission are professional, ethical and respectful in their dealings with our clients.	85 (Green), 13 (Light Blue), 2 (Red)	85%	-10 ↓
I am respected for my experience and skills and trusted to use them.	70 (Green), 19 (Light Blue), 11 (Red)	70%	-6 ↓
My leader effectively communicates information relevant to my job in a timely manner.	74 (Green), 14 (Light Blue), 11 (Red)	74%	+3
I am satisfied with the level of transparency regarding leadership decisions that impact on my day to day work.	46 (Green), 29 (Light Blue), 26 (Red)	46%	-14 ↓

KEY

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 AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

TIME TO TAKE ACTION



CELEBRATE

What things do we do well?

THINK ABOUT HOW WE CAN BUILD ON OUR STRENGTHS AND LEARN FROM WHAT WE ARE GOOD AT.



INVESTIGATE FURTHER WITH OUR TEAMS

Are there any other opportunities coming out of the results that we want to explore further?

HOW COULD WE INVESTIGATE? THROUGH LOOKING AT THE DATA IN MORE DETAIL OR THROUGH DISCUSSIONS WITH STAFF?



OPPORTUNITIES

Areas we need to focus on and turn into action plans:

WHAT ARE THE KEY THINGS WE NEED TO IMPROVE TO MAKE WORKING HERE BETTER?



USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

IDENTIFY AREAS TO CELEBRATE, OPPORTUNITIES FOR IMPROVEMENT AND AREAS WHICH YOU NEED TO INVESTIGATE FURTHER.

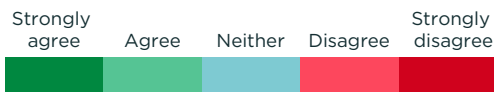
PRIORITISE 3 AREAS TO TAKE FORWARD

	PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET/SUCCESS MEASURE
1					
2					
3					

GUIDE TO THIS REPORT

% 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.



$$\frac{\text{number of respondents who answered the question}}{\text{number of respondents who answered the question}} = \% \text{ POSITIVE}$$

ROUNDING

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%.

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%
NUMBER OF POSITIVE	151 + 166 = 317					
% POSITIVE	317 ÷ 613 = 52%					

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.