



ACIC Employee Census Action Plan

Our 2023 results show improvement across a broad range of results this year but we must continue to build on these improvements and address long standing challenges such as communication, change management and administrative processes. Our census response rate improved from 59% in 2022 to 72% in 2023, showing greater staff engagement and increasing the accuracy of our census data. The following agency level objectives and actions have been identified through analysis of census results and staff census workshops.

OBJECTIVE	ACTION	SUCCESS CRITERIA AND EVALUATION	DUE DATE
<p>1. Reinforce improvements to our culture, working environment and wellbeing support.</p> <p>Improvements have been made across various workplace culture, wellbeing and workload indicators but this requires continued attention to reinforce progress and create consistent positive change across the ACIC.</p>	<p>1.1 CEO and Deputy CEOs, supported by Leaders at all levels, to lead the implementation of ACIC values by actively modelling, promoting and reinforcing the values of integrity, respect, innovation, excellence and courage.</p>	APS Employee Census results show improvement across indicators of integrity, respect, innovation, excellence and courage.	June 2024
	<p>1.2 Directors and Assistant Directors to improve their understanding and application of flexible working arrangements across the ACIC and within their business area by leveraging the upcoming enterprise agreement and policy changes.</p>	Staff sentiment that 'flexible working requests are given reasonable consideration' meets or exceeds APS averages.	June 2024
	<p>1.3 Workforce Capability and Assurance to improve access to education and resources to build ACIC leader's capability to prioritise, encourage and support wellbeing at the branch, section and team level.</p>	ACIC leaders and staff have greater access and engagement with wellbeing education and resources. The ACIC wellbeing policies and support index meets or exceeds APS average.	June 2024
<p>2. Improve how we communicate, consult and manage change.</p> <p>Communication, consultation and change management remain a challenge within the ACIC. While our results have improved as a whole, these are still below APS averages and improvement has not been consistent across the agency.</p>	<p>2.1 CEO, Deputy CEOs and Executive Directors will continue to provide regular updates and information to staff and increase opportunities for two-way dialogue with staff at all levels and locations.</p>	Staff sentiment towards ACIC direction, priorities and SES communication meets or exceeds APS averages.	Ongoing through 2024
	<p>2.2 Workforce Capability and Assurance, supported by Capability Support, to establish an organisational change framework, aligned to the Workplace Consultation Policy, and advisory capability to help explain, consult, plan implement and embed future workforce changes.</p>	An organisational change framework has been implemented, including education for ACIC leaders. Staff sentiment towards change and consultation within the ACIC meets or exceeds the APS averages.	June 2024
	<p>2.3 Deputy CEOs to reinvigorate and prioritise National and Local Consultative Committees to improve consultation and connection across the ACIC.</p>	Consultative committee meetings are held in line with agreed terms of reference and outcomes regularly communicated to staff.	Ongoing through 2024
<p>3. Improve our tools, technology and administrative processes.</p> <p>Some improvements have been made across technology and administrative processes but we need to continue to improve our ability to use and adopt technology, simplify our processes and flatten our layers of decision making to reduce the administrative burdens on staff.</p>	<p>3.1 Directors to ensure intranet content is regularly reviewed and updated to ensure staff have improved access to guidance, policies, procedures and administrative processes.</p>	Intranet content is contemporary and easy to locate. >80% of pages have been reviewed and updated within standard review timeframes.	July 2024
	<p>3.2 System owners to improve access to user guides, training and coaching to help leaders and staff use current technology more effectively and improve adoption of new technology.</p>	Self-directed user guides and learning is identified and available for all core systems and applications. Staff sentiment towards technology within the ACIC improves to meet or exceed APS average.	October 2024
	<p>3.3 Workforce Capability and Assurance, supported by recruitment panel chairs and selection delegates, to improve the efficiency of the overall recruitment and onboarding process to reduce vacancy periods and candidate withdrawal rates.</p>	The average ACIC recruitment process time is reduced and onboarding processes are simplified.	July 2024