2024-25 CENSUS ACTION PLAN

The Australian Public Service (APS) Employee Census provides us with valuable insights into how our employees view the ACIC. Taking action on what we learn from the Census is important to help maintain our strengths and guide our future.

Here's what you told us we could improve:

Communication, consultation, and change:

Let's have a say in the future of the ACIC, establish our priorities, and increase visibility over the 'why' behind change.

Technology, tools, and administration:

We need to improve the way we use and adopt technology, simplify and streamline our processes and layers of decision making.

Innovation:

We need the time, space, and resources to create new ways of working, and a clear risk appetite.

Together, we commit to addressing what we heard:

Our goal: To clearly establish our identity and priorities, and create structure around the way we consult with our employees.

Key focus areas:

- **SES managers** to hold regular scheduled branch and division meetings to deliver key messages, and clarify our projects and priorities. Clear/Plain language and diverse platforms should be used to ensure comprehensive understanding.

- **SES managers and directors** to provide regular opportunities for APS subject matter experts to be included in relevant key meetings and briefings, and provide regular feedback on work delivered.

- **People Branch** to uplift and increase our National Consultative Committee and Local Consultative Committee engagement through meaningful communication tailored to all levels, and encouraging representatives to directly engage and collaborate with their cohorts.

Our goal: To improve the accessibility of our information through comprehensive and streamlined policies and procedures.

Key focus areas:

- **Executive Branch** to review the internal policy framework to ensure it outlines requirements for written or visual procedural aids and supporting resources to improve the development and accessibility of our policies and procedures.

- **All teams** to review current business processes in collaboration with end users, in order to streamline, identify efficiencies and ensure they remain fit for purpose.

- **Policy owners** to expand our intranet's policy resources, by including all resources, procedures, templates, examples and key contacts to individual policy pages.

Our goal: To establish a customer-centred, service minded, culture where all staff are supported to innovate and implement new ideas.

Key focus areas:

- **National managers** to encourage and endorse small scale innovation challenges within their respective branches.

- **Teams** should be supported by managers to bring forward ideas and, where these have merit, assisted with reasonable time and resources to test or implement these new ideas to improve the way we work.

- **SES managers and directors** find ways to make time for and actively foster a culture of innovation, encouraging creativity, continuous improvement, and fresh thinking to drive progress and adaptability.