



Census action plan 2024

The annual APS Employee Census allows staff to share feedback on what we are doing well and where we can improve.

This is the first year of operation of the NACC, and this is our first census. As such our results are not directly comparable to the previous Australian Commission for Law Enforcement Integrity (ACLEI) results. We have more than doubled in size, however we have a good response rate and therefore can be confident that we have the feedback we need to continue our growth and our continuous improvement journey.

1. What we are doing well

- 1.1 Our staff are committed to the work we perform. We are proud of our organisation and the work we perform.
- 1.2 We have a diverse workforce whose commitment to integrity and stewardship is above the APS average. That is, we actively demonstrate the behaviours we expect other APS employees to demonstrate.
- 1.3 Flexible work is supported, and we are committed to ensuring our staff can work in a way that delivers the best results.

2. Where we could do better

Our employees told us where we could do better. These are the key areas where our employees want us to focus.

- 2.1 Our leaders will work as a team, collaborating to ensure that our direction and priorities are clearly established and communicated to all to ensure that we are operating efficiently and effectively and within our capacity.
- 2.2 Change is inevitable and ongoing. Our leaders will clearly articulate the need for change, and genuinely consult on how change is implemented. The need for change will be communicated as soon as practicable to enable our employees to prepare and embrace new ways of working.
- 2.3 We will support innovation through inspiring and recognising our employees to improve processes or design new ways of working. We will accept that failure is a part of innovation without compromising the accuracy or quality of our work.
- 2.4 As part of our growth strategy, we will enhance and refine the tools and resources that we own and use to assist us in our day-to-day work.

3. What we will do

The following are key actions that we will undertake at the agency, branch and individual levels.

- 3.1 Develop and implement Corporate and Branch business plans.
- 3.2 Ensure all staff have current performance agreements in place which includes discussions and agreements on business deliverables, working hours, flexible work, learning outcomes and career objectives. Formal

learning is provided, with time to undertake learning supported by managers.

- 3.3 Continue our continuous improvement work through the provision of resources and tools as detailed in our ICT roadmap.
- 3.4 We engage and consult with our staff through our Consultative and Work Health and Safety Committees, developing our policies that support the implementation of our Enterprise Agreement. We continually update our staff Health and Wellbeing hub and use diversity and inclusion days of significance to celebrate and communicate our ongoing commitment to a safe and healthy workplace.
- 3.5 We will annually review our administrative and operational decision-making levels to ensure they are set at the most appropriate level.
- 3.6 Leaders will clearly articulate organisational direction and any need for change through regular engagement with all employees through setting and sharing of branch business plans, formal consultation (including through the Consultative Committee and Directors' Leadership Group) and other mechanisms such as organisation wide, branch and team meetings.

4. How we will measure success

- 4.1 As we grow and mature, we will monitor our progress through our business planning and individual performance agreements processes.
- 4.2 The Census action planning process for each branch has commenced, with key deliverables and accountabilities detailed.
- 4.3 We have implemented an anonymous feedback process to enhance our ability to listen to the concerns of our staff and address areas throughout the year and ahead of the next census.

4.4 We report our progress through our internal governance framework.

4.5 We measure progress through the annual census reporting.