APS EMPLOYEE CENSUS ACTION PLAN 2025

Australian Government

OFFICE OF THE INSPECTOR-GENERAL OF AGED CARE

The APS Employee Census is an annual survey which is used to collect confidential attitude and opinion information from our employees about their workplace. Our second census follows a period of change at the *Office of the Inspector-General of Aged Care (OIGAC)*. In 2025 we developed our new strategic framework and refocused our vision and purpose for our people. We've gained valuable insights from the perspectives of our employees and are committed to shaping the workplace we need for our people to deliver on our vision, to the best of their ability. In reviewing our results, we have many things to celebrate, and we have identified four key focus areas for the next 12 months. The implementation of these actions will be monitored and reported through our Staff Consultation Forum.

WE CELEBRATE

Every single one of **our people** believe strongly in the purpose of our agency. They are happy to go the extra mile when required.

There is always more to be done, but through our policies and our actions, our people believe that we care about their **health and wellbeing.**

Our people view our **immediate supervisors** as inclusive. They engage with staff on challenges, they invite different views, and they ensure we deliver

Our people are willing to be **innovative.** They suggest ideas and have a believe that they have a responsibility to improve the way we work.

OUR PRIORITIES

Culture

Strengthen our workplace culture where staff can feel safe to contribute at their best	Embed the APSC's Speak Up Culture, grounded in the concept of psychological safety
	Conduct information, awareness and discussion sessions on topics including: ▪ NACC Conflicts of interest and corrupt conduct ▪ Fraud awareness and prevention ▪ Bullying, harassment and conduct
	Introduce an employee exit interview process to gather valuable feedback on retention and employee experience, to ultimately enhance our culture.

Leadership

Ensure our leaders champion our culture, work as a team and align our people to our vision.	Include a goal for all leaders to create an environment that enables their team to deliver at their best, in all manager and supervisor performance and development agreements.
	Build manager confidence in providing feedback and holding uncomfortable conversations to improve performance.
	Support managers in leading others through developing an induction program to ensure new starters are successfully inducted into our culture and ways of working.

Learning

Provide our people with opportunities to develop and learn in a collaborative work environment	Develop a Learning and Development framework that targets the capabilities we need to deliver on our vision and strategic priorities.
	Deliver a vicarious trauma training program and guidelines to embed awareness and support our people.
	Enhance the productivity and work efficiency of our managers through a focus on the personal efficiency program.

Communications

Clearly communicate with our people and share it regularly in a variety of ways.	Introduce regular sharing of information between teams through Agency meetings and Stand Ups.
	Review and refresh our intranet, with a focus on ensuring our people can access the information they need.
	Implement a mechanism where leaders provide our people with relevant outcomes from Executive meetings.