

### Australian Public Service Employee Census 2020

12 October-13 November



### Highlights Report **DAWE**



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### responses: 3,844 of 6,340

RESPONSE RATE:	
61%	



#### 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.

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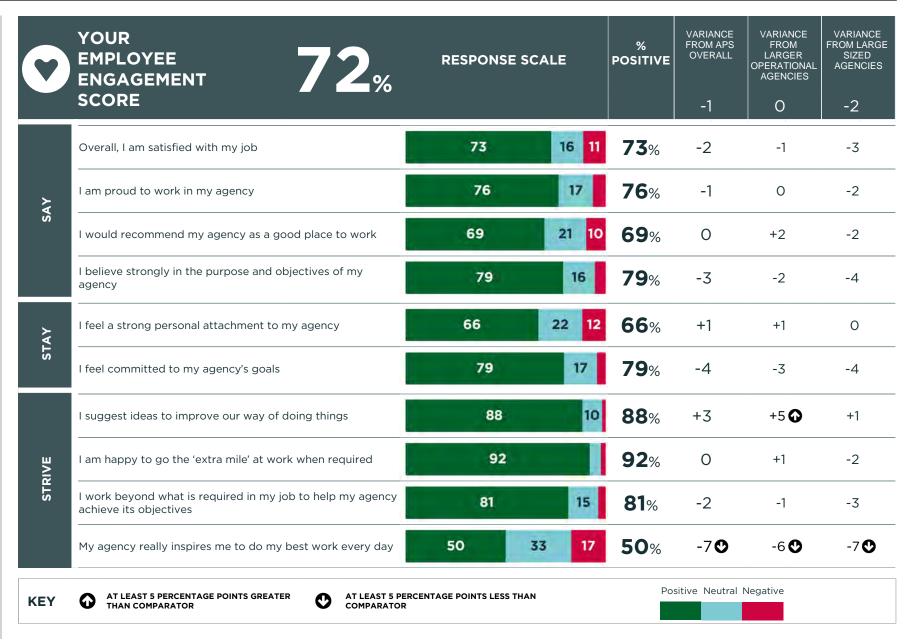
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### **EMPLOYEE ENGAGEMENT: SAY, STAY, STRIVE**



#### 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.



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### **DEMOGRAPHICS**



# EXPLORE THE FULL RESULTS

	RESPONSE SCALE	%	VARIANCE FROM APS OVERALL	VARIANCE FROM LARGER OPERATIONAL AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
What is your gender?					
Male		<b>42</b> %	+50	+50	+5 <b>0</b>
Female		<b>55</b> %	-5♥	-5♥	-5♥
X (Indeterminate/Intersex/Unspecified)		0%	0	0	0
Prefer not to say		<b>4</b> %	0	+1	0
Do you identify as Aboriginal and/or Torres Strait Islander?					
Yes		<b>3</b> %	0	-1	0
No		97%	0	+1	0
Do you have an ongoing disability?					
Yes		8%	-1	-2	-1
No		92%	+1	+2	+1
KEY	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	•	AT LEAST 5 COMPARAT	PERCENTAGE POIN OR	TS LESS THAN

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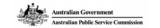
### **DEMOGRAPHICS**



# 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 APS OVERALL	VARIANCE FROM LARGER OPERATIONAL AGENCIES	VARIANC FROM LAR SIZED AGENCIE
o you have carer responsibilities?					
Yes		41%	0	0	-1
No		<b>59</b> %	0	0	+1
ince 27 February 2020, have you worked on tasks or activ lirectly related to COVID-19?	rities				
Yes		29%	-20 <b>©</b>	-20 <b>0</b>	-20 🛇
No		<b>71</b> %	+200	+20 春	+200
Vhat form did this work take? [Multiple Response]					
Working in a different team within your agency on work d to the COVID-19 response and related activities (e.g. a CO taskforce)		15%	-6 <b>O</b>	-7 <b>©</b>	-6♥
Working in a different agency on work dedicated to the Cresponse and related activities (e.g. APS2000 surge work		8%	+3	+4	+1
Working on COVID-19 related work in my usual role		81%	+1	+2	+1
Other		<b>5</b> %	0	0	+1
	•				

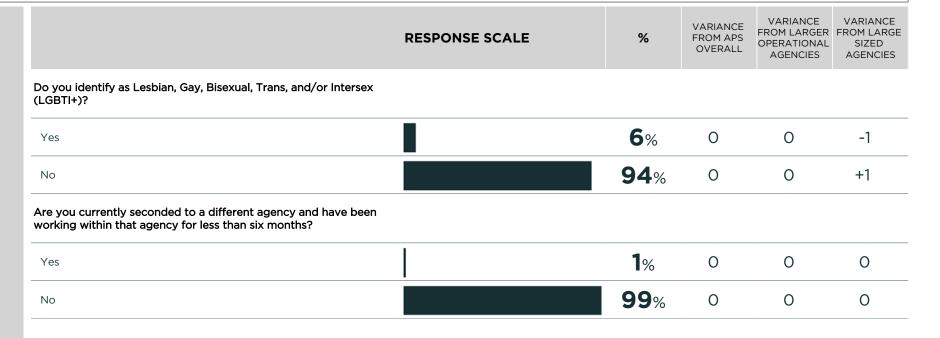


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### **DEMOGRAPHICS**



# EXPLORE THE FULL RESULTS



**KEY** 



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR





#### SENIOR LEADERSHIP



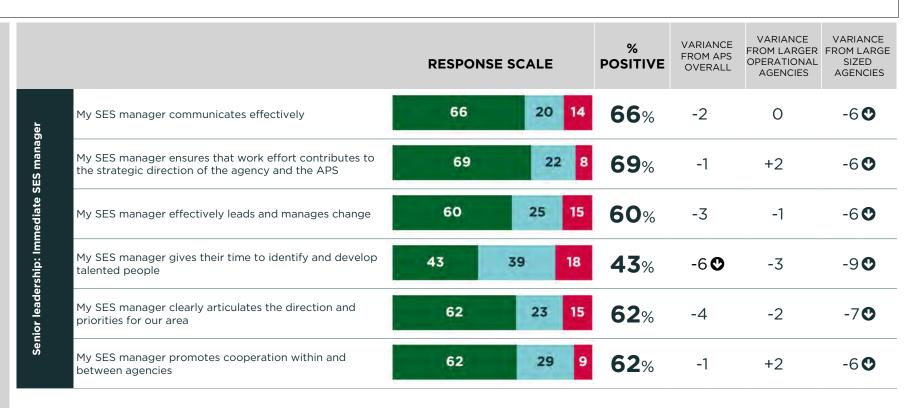
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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?



**KEY** 



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



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#### SENIOR LEADERSHIP



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Positive Neutral Negative



#### IMMEDIATE SUPERVISOR



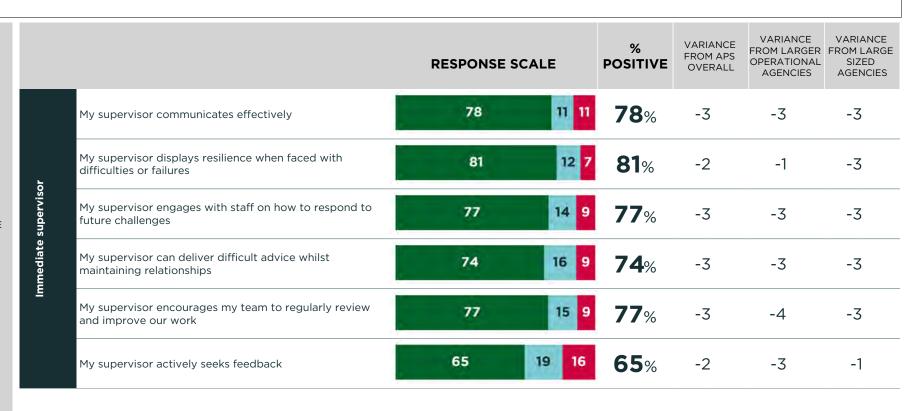
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Positive Neutral Negative

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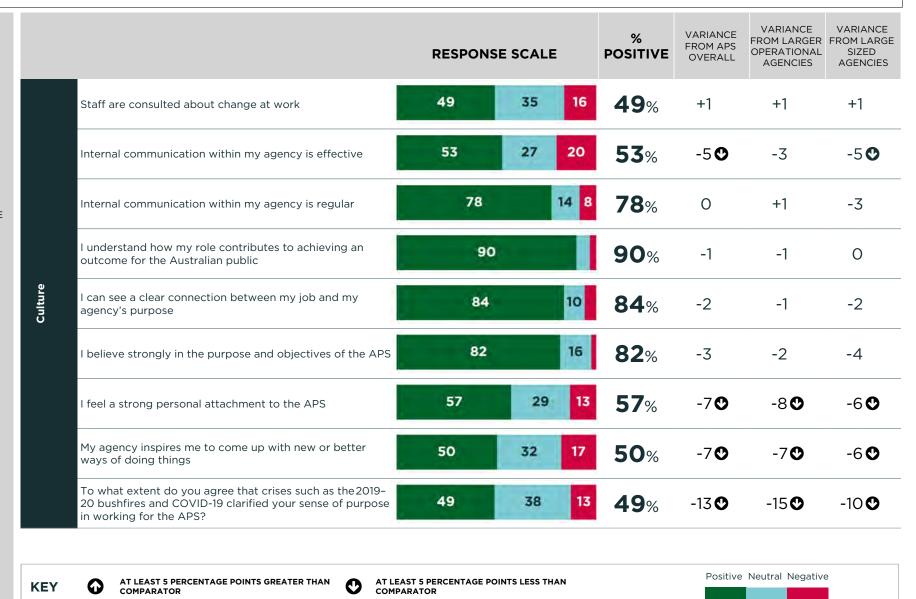
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IS THERE
ROOM FOR
IMPROVEMENT?



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# 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 APS OVERALL	VARIANCE FROM LARGER OPERATIONAL AGENCIES	
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		14%	+2	+2	+2
No		86%	-2	-2	-2
Did this discrimination occur in your current agency?					
Yes		92%	+1	-1	+3
No		8%	-1	+1	-3
Basis for the discrimination that you experienced (3 highest responses):					
Gender		<b>37</b> %	-	-	-
Age		<b>30</b> %	-	-	-
Caring responsibilities		19%	-	-	-

AT LEAST 5 PERCENTAGE POINTS GREATER

THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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**KEY** 



#### **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 APS OVERALL	VARIANCE FROM LARGER OPERATIONAL AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
During the last 12 months, have you been subjected to harassment or bullying in your current workplace?					
Yes		13%	+1	0	+2
No		80%	-1	0	-2
Not Sure		<b>7</b> %	0	0	0
Types of harassment or bullying experienced (3 highest responses)	:				
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)		49%	-	-	-
Interference with work tasks (e.g. withholding needed information undermining or sabotage)	ı,	44%	-	-	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)		<b>36</b> %	-	-	-

**KEY** 



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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# 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.

ONLY THE THREE TYPES OF CORRUPT BEHAVIOURS WITH THE HIGHEST PROPORTION OF RESPONSES ARE PRESENTED HERE. THESE MAY VARY BETWEEN AGENCIES AND WITH RESULTS FOR THE APS OVERALL.

Corruption	RESPONSE SCALE	%	VARIANCE FROM APS OVERALL	VARIANCE FROM LARGER OPERATIONAL AGENCIES	VARIANCE FROM LARGE 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		<b>4</b> %	0	0	0
No		89%	-1	0	-1
Not sure		<b>5</b> %	0	0	0
Would prefer not to answer	1	<b>3</b> %	0	0	+1
Types of corrupt behaviours witnessed (3 highest responses):					
Cronyism-preferential treatment of friends, such as appointing them to positions without proper regard to merit		70%	-	-	-
Nepotism-preferential treatment of family members, such as appointing them to positions without proper regard to merit		<b>39</b> %	-	-	-
Acting (or failing to act) in the presence of an undisclosed conflict of interest		23%	-	-	-

**KEY** 



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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#### **INCLUSION AND WELLBEING**



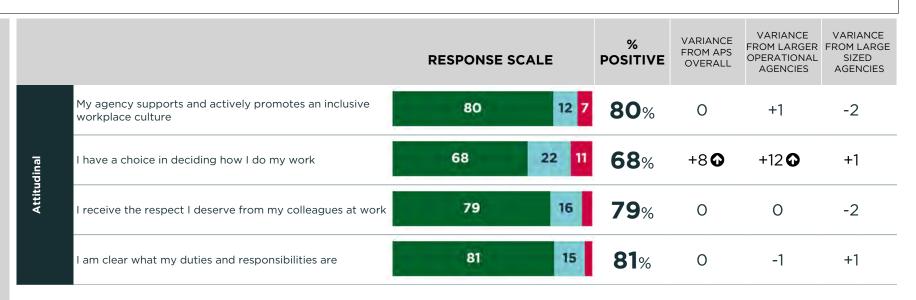
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WHERE ARE YOU PERFORMING WELL?

IS THERE
ROOM FOR
IMPROVEMENT?



KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



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### **INCLUSION AND WELLBEING**

A	

# EXPLORE THE FULL RESULTS

	RESPONSE SCALE	%	VARIANCE FROM APS OVERALL	VARIANCE FROM LARGER OPERATIONAL AGENCIES	
To what extent is your work emotionally demandin	ng?				
To a very large extent		<b>7</b> %	-2	-3	-2
To a large extent		<b>22</b> %	0	-1	0
Somewhat		40%	+1	+1	+1
To a small extent		<b>23</b> %	+2	+3	+1
To a very small extent		9%	-1	0	-1
I feel burned out by my work.					
Strongly agree		10%	+1	+1	0
Agree		29%	+2	+3	+1
Neither agree nor disagree		34%	-1	-2	0
Disagree		23%	-2	-1	-1
Strongly disagree		<b>5</b> %	-1	-1	0
KEY	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR		O AT LEAST 5 COMPARATO	PERCENTAGE POIN OR	TS LESS THAN

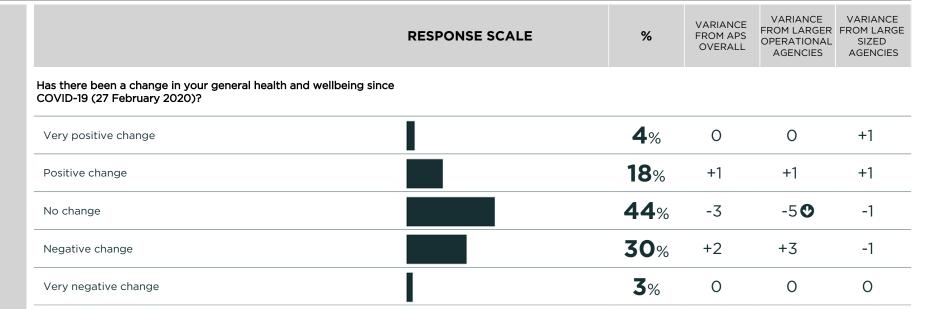
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#### **INCLUSION AND WELLBEING**



# EXPLORE THE FULL RESULTS



**KEY** 



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR



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### 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.

<b>4</b>	YOUR WELLBEING INDEX 68%	RESPONSE S	SCALE	% POSITIVE	VARIANCE FROM APS OVERALL	VARIANCE FROM LARGER OPERATIONAL AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
	SCORE				-2	-1	-2
	I am satisfied with the policies/practices in place to help me manage my health and wellbeing	69	20 11	69%	-2	-2	-2
<b>5</b> 0	My agency does a good job of communicating what it can offer me in terms of health and wellbeing	68	21 11	68%	-3	-2	-3
Wellbeing	My agency does a good job of promoting health and wellbeing	65	23 12	<b>65</b> %	-5♥	-4	-3
	I think my agency cares about my health and wellbeing	59	25 16	<b>59</b> %	-3	-1	-4
	I believe my immediate supervisor cares about my health and wellbeing	83	11	83%	0	0	-2

**KEY** 

•

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



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#### **WORKPLACE CONDITIONS**



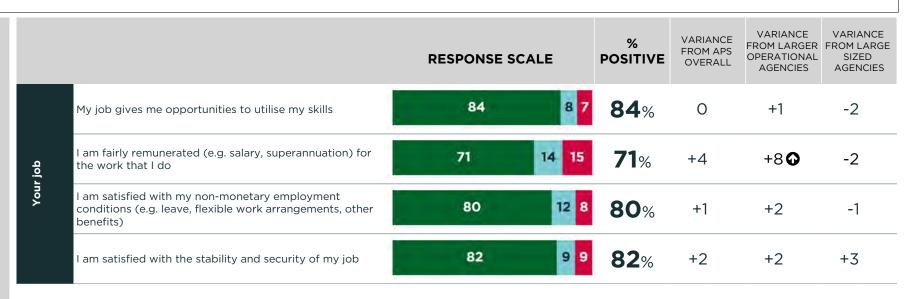
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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?



KEY



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Positive Neutral Negative



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#### **WORKGROUP PERFORMANCE**



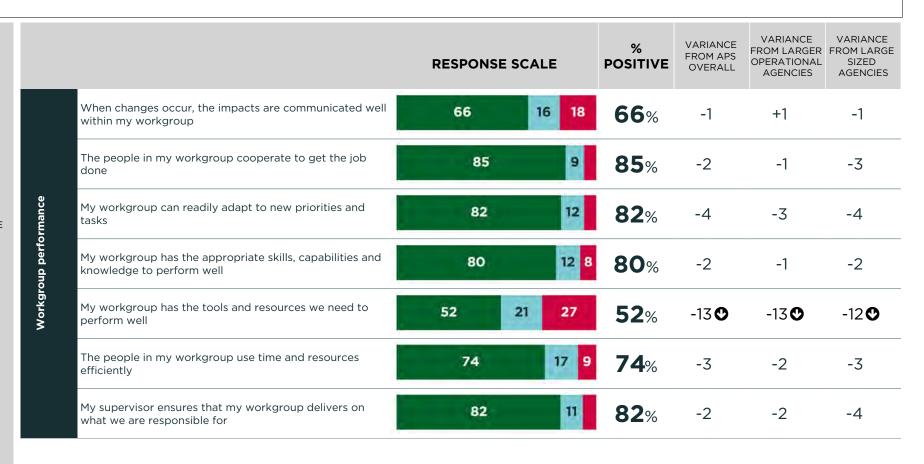
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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

PAGE 19.

Positive Neutral Negative



### PRODUCTIVITY AND WAYS OF WORKING



# EXPLORE THE FULL RESULTS

	RESPONSE SCALE	%	VARIANCE FROM APS OVERALL	VARIANCE FROM LARGER OPERATIONAL AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
How has your productivity changed since COVID-19 (Since 27 February 2020)?					
Significantly improved		12%	0	0	0
Improved		<b>35</b> %	-2	-1	-4
No change		<b>43</b> %	+1	+1	+2
Reduced		9%	+1	+1	+2
Significantly reduced		<b>2</b> %	0	0	+1
What best describes your current workload?					
Well above capacity - too much work		<b>25</b> %	+5 <b>♠</b>	+60	+2
Slightly above capacity – lots of work to do		41%	+1	+2	-2
At capacity – about the right amount of work to do		<b>27</b> %	-5 <b>0</b>	-7 <b>0</b>	-1
Slightly below capacity – available for more work		6%	-1	-1	0
Below capacity – not enough work		<b>2</b> %	0	0	0
KEY	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	(	D AT LEAST 5 COMPARATO	PERCENTAGE POIN DR	TS LESS THAN

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#### PRODUCTIVITY AND WAYS OF WORKING



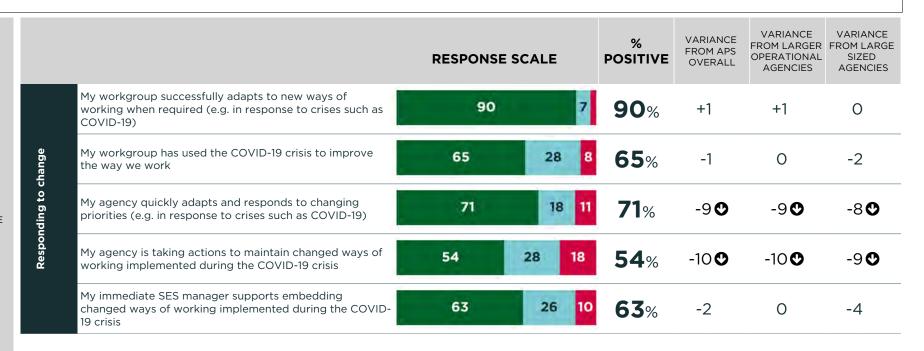
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Positive Neutral Negative

2020 APS employee census

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### TIME TO TAKE ACTION

<b>₩</b>	CELEBRATE
What things do we do well?	
THINK ABOUT HOW WE CAN BUILD ON OUR STI WHAT WE ARE GOOD AT.	RENGTHS AND LEARN FROM

Q	INVESTIGATE FURTHER WITH OUR TEAMS
-	other opportunities coming out that we want to explore further?
	ESTIGATE? THROUGH LOOKING AT THE DATA IN MORE

<u>~</u>	OPPORTUNITIES
Areas we need plans:	d to focus on and turn into action
WHAT ARE THE KEY TI HERE BETTER?	HINGS WE NEED TO IMPROVE TO MAKE WORKING



# USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

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

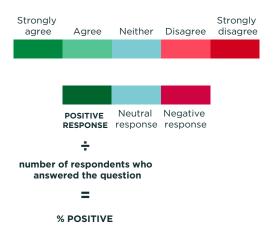
PRIORITISE 3 AREAS TO TAKE FORWARD

	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.



#### 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.



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