

2023 Employee Census Action Plan

The APS Employee Census provides an annual opportunity for employees to confidentially share their experience of working at the Australian Communications and Media Authority. This Action Plan is our commitment to keep improving the experience of our employees, using the insights gained from the survey.

What employees told us

Leadership – We have strong leadership at the ACMA where we articulate the direction and priorities for our teams and work together to deliver outcomes for Australia.

Communication – Internal communication at the individual, group and agency level is very effective. There are opportunities to improve our targeted communication about change.

Flexible working arrangements – We actively support flexible working arrangements, with our results showing a higher uptake than the APS average. We have a good mix of working in the office and from home so that people can collaborate in person and virtually and achieve greater work/life balance. Most jobs can also be done from any of our office locations – Canberra, Sydney or Melbourne.

Health and Wellbeing – We care about the health and wellbeing of our employees, and we provide a safe and healthy workplace with a range of supporting initiatives. We will continue to strengthen our support to staff, including those in stressful or emotionally demanding roles.

Employee Engagement – Our employees strive to achieve the outcomes of the agency and believe strongly in our purpose.

Enabling Innovation – Our employees look for ways to improve the way we work. We want all our work to achieve its purpose, however we could be clearer that learning from failure is a necessary component of innovation.

Diversity and Inclusion – We respect our colleagues at work and our supervisors actively ensure that everyone is included in workplace activities. We will continue important work on our first Reconciliation Action Plan (RAP) and Diversity and Inclusion Strategy to ensure we actively communicate our commitment to a diverse and inclusive culture.

Our commitment to improvement

Health & wellbeing is paramount

- We will continue improving our health and wellbeing support initiatives and framework.
- We will implement specific measures within work areas with job roles that are particularly stressful and emotionally demanding by nature.

Growing engagement

- Acknowledging that engagement and the employee experience can vary across work areas, responsible executives will work with their teams to develop specific action plans that address their results from the Census.
- We will continue implementation of our first RAP (launched in August 2023) and are currently consulting with our employees on our Diversity and Inclusion Strategy.

Enabling innovation

- We will continue to implement recommendations from a staff-driven project to identify ways to enhance our culture and capability and to find efficiencies in our internal decision-making processes, including embedding risk-based assessments into our practices.
- We will deliver on our Digital Business Roadmap that focuses on creating end to end digital services and systems for our staff and external stakeholders.