

# 2024 Employee Census Action Plan

## OVERVIEW

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

### Employment Conditions

Employees are considerably more satisfied with employment conditions compared with the previous year.

### Flexible Working Arrangements

Employees feel there is active support of flexible working arrangements, with our results showing a higher uptake than the APS average. The ACMA have a good mix of working in the office and from home to allow staff to achieve a greater work/life balance while collaborating with colleagues in person and virtually.

### Tools & Resources

Some employees are less satisfied with having the tools and resources needed to perform well.

### Leadership

Generally, employees feel 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. Some exceptions to this will be explored further through analysis of individual branch results.

### Health and Wellbeing

Employees feel we care about their health and wellbeing and provide a safe and healthy workplace with a range of supporting initiatives.

### Employee Engagement

Employees have a strong alignment to achieve the outcomes of the agency and believe in the purpose of the ACMA.

### Enabling Innovation

Our employees look for ways to improve the way we work. While employees want our work to achieve its purpose, they feel there could be clearer understanding of what innovation means within the ACMA.

### Diversity and Inclusion

Employees respect their colleagues at work and feel their supervisors actively ensure everyone is included in workplace activities.

## OUR COMMITMENT TO IMPROVEMENT



### Health & wellbeing is a priority

- We will continue to prioritise our health and wellbeing support initiatives and framework, including continuation of our Living Well series.
- We will continue work commenced in the past year to further understand and support unique work areas and job roles that are identified to have a higher risk of working with vulnerable and distressed stakeholders.



### Growing engagement

- Following a successful first round in response to the 2023 Census, executives will work with their teams to develop specific action plans that address their branch results from the Census.
- We will continue implementation of our Reconciliation Action Plan (RAP) and commence developing our next RAP.
- We will continue progressing actions outlined in our Diversity & Inclusion Strategy, released in October 2023.



### Enabling innovation

- We will undertake employee focus groups to explore how innovation, decision-making levels and our tools and resources can best support us to achieve our objectives. This builds on our previous staff-driven Better Practice project and taskforce which identified ways to enhance our culture and capability, to keep improving our regulatory practice and associated systems and processes.