

## 2024 APS Employee Census: ACCC Action Plan

The APS Employee Census is an annual survey which is used to collect confidential attitude and opinion information from APS employees on issues in the workplace.

The ACCC have again gained valuable insights from the 2024 results and are committed to taking action in 3 key areas.

Through consultation with each Senior Leader and their teams, we have identified areas we are proud of as well as three key agency priority areas to focus on over the next 12 months.

What we are proud of	Employee connection to agency	A flexible, diverse and inclusive workplace
	Our employees believe strongly in the purpose and objectives of our agency and understand how their roles contribute to achieving positive outcomes for the Australian public.	Our employees recognise and value that our agency supports and actively promotes a flexible, diverse and inclusive workplace culture and that the culture in our agency supports our people to act with integrity.

O u r p r i o r i t i e s	Themes	Areas we are focused on improving	How we are committing to action	Outcomes we are seeking to achieve
	Workload management	Continuing our efforts to effectively prioritise and manage competing priorities and time pressures with an elevated focus on the role of managers to monitor and manage workloads.	<ul style="list-style-type: none"> <li>Actively managing employee workloads in consultation with ACCC Commissioners, SES and EL people leaders. Implementing new monitoring requirements and expectations for managers.</li> <li>Leverage workforce data and insights to support resource planning and informed decision making.</li> </ul>	<ul style="list-style-type: none"> <li>SES and people managers are accountable for managing employee workloads, work hours and priorities at the division/branch level.</li> <li>Workload and work hours are managed to appropriate levels to support employee health and wellbeing over time.</li> </ul>
		The authority for decision making is at the appropriate level, reducing multiple layers of decision making where possible and reducing friction points and inefficiencies to support employees to deliver on their work.	<ul style="list-style-type: none"> <li>Providing more opportunities for our people to contribute to decisions by removing any unnecessary layers of decision-making.</li> <li>Reflecting on lessons learnt to identify efficiencies or future process improvements including a strong focus on whole of agency processes.</li> </ul>	<ul style="list-style-type: none"> <li>Authority for decision making is set at the lowest possible level and ensuring that decision making isn't a barrier to optimal performance for our employees.</li> <li>Investing in knowledge management and the sharing of lessons learnt to improve ways of working.</li> <li>Leveraging technology to streamline how we deliver outcomes.</li> </ul>
	Employee health and wellbeing	Continue to focus on the psychosocial health and safety of our workplace.	<ul style="list-style-type: none"> <li>Support our leaders by strengthening their capability to support a high care, psychologically safe and inclusive working environment.</li> <li>Continue to provide training and enable our people to recognise early warning signs and encourage access to relevant wellbeing supports.</li> <li>Take active steps to support a positive and enjoyable workplace.</li> </ul>	<ul style="list-style-type: none"> <li>The wellbeing of our people is maintained and enhanced with employees empowered, supported and engaged.</li> <li>Improved capacity and understanding of managers and supervisors to address psychosocial safety issues and support employees.</li> <li>Our people enjoy the workplace and thrive in supporting the ACCC to deliver outcomes.</li> </ul>
Ensure our employee health and wellbeing offerings are visible and encourage access to supports.		<ul style="list-style-type: none"> <li>Review current programs, events and information relating to health and wellbeing and continue to identify new opportunities.</li> <li>Continue to promote our health and wellbeing offerings to employees through agency communication channels.</li> </ul>	<ul style="list-style-type: none"> <li>Improved health and wellbeing of our people, as shown through the APS Census.</li> <li>Increased awareness and active engagement with health and wellbeing programs and initiatives.</li> </ul>	
Enabling innovation	Recognising and supporting our people for developing innovative and creative ways of working.	<ul style="list-style-type: none"> <li>Showcase examples of innovations within ACCC at agency events (e.g. CEO chat) and other channels to increase visibility and recognition.</li> <li>Pilot innovation working groups to understand and recognise where innovation is occurring across the agency and how we can leverage ideas.</li> </ul>	<ul style="list-style-type: none"> <li>Divisions and branches across the ACCC create space to encourage local ideas and empower their people to share ideas that improve our practices.</li> <li>Our hiring managers consider diversity of skills and experience in recruitment that bring different perspectives and ways of working into the agency.</li> </ul>	
	Develop an environment that acknowledges failure is a part of innovation.	<ul style="list-style-type: none"> <li>Leaders role model innovative ways of delivering outcomes and achieving results.</li> <li>Showcase different approaches to problem solving across the ACCC including failures and lessons learnt.</li> </ul>	<ul style="list-style-type: none"> <li>Active role modelling and embracing available technology to deliver innovative and sustainable solutions.</li> <li>Fit for purpose solutions to problems that are the result of increased idea generation and sharing across the agency.</li> </ul>	

The ACCC plans to periodically report on the progress of these actions throughout the 2024/25 financial year to measure their effectiveness.