



Highlights Report OMBUDSMAN



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RESPONSES:

RESPONSE RATE:

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.

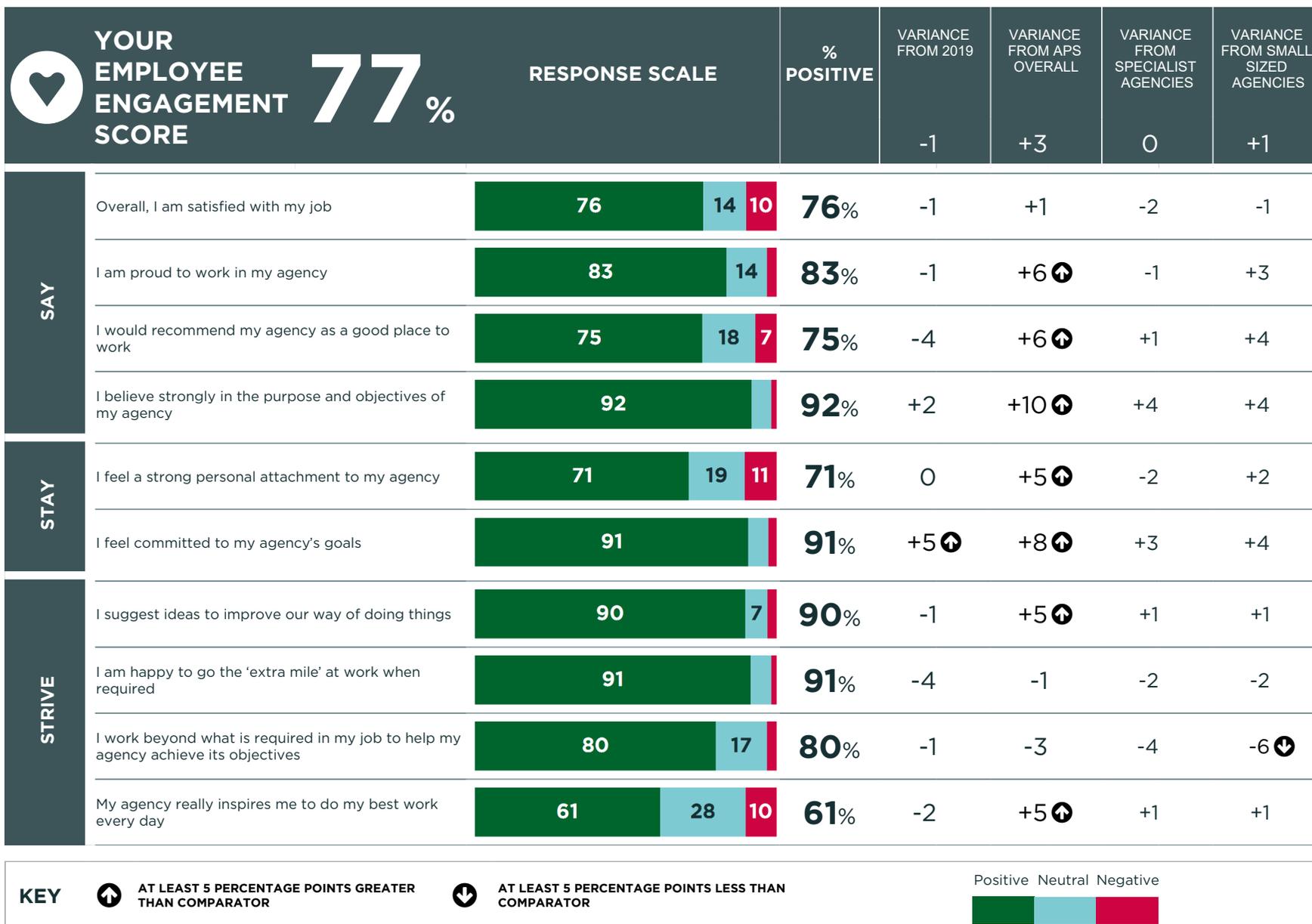
Think about what you want employees to be saying about their working lives in the future and what should be put in place to make this happen.

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.



DEMOGRAPHICS



EXPLORE
THE FULL
RESULTS

	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
What is your gender?						
Male		34%	+1	-3	-6	-4
Female		63%	0	+3	+7	+5
X (Indeterminate/Intersex/Unspecified)		0%	-	0	0	0
Prefer not to say		3%	-1	0	0	-1
Do you identify as Aboriginal and/or Torres Strait Islander?						
Yes		1%	-1	-2	-1	-2
No		99%	+1	+2	+1	+2
Do you have an ongoing disability?						
Yes		7%	-3	-2	+1	0
No		93%	+3	+2	-1	0

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

DEMOGRAPHICS

Do you have carer responsibilities?

Yes		42%	+6	+1	+1	+2
No		58%	-6	-1	-1	-2

Since 27 February 2020, have you worked on tasks or activities directly related to COVID-19?

Yes		27%	-	-22	-9	-9
No		73%	-	+22	+9	+9

What form did this work take? [Multiple Response]

Working in a different team within your agency on work dedicated to the COVID-19 response and related activities (e.g. a COVID-19 taskforce)		5%	-	-16	-13	-16
Working in a different agency on work dedicated to the COVID-19 response and related activities (e.g. APS2000 surge workforce)		10%	-	+5	+5	+2
Working on COVID-19 related work in my usual role		85%	-	+5	+1	+7
Other		6%	-	+2	+2	+2

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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.

DEMOGRAPHICS



EXPLORE
THE FULL
RESULTS

	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Do you identify as Lesbian, Gay, Bisexual, Trans, and/or Intersex (LGBTI+)?						
Yes		14%	+3	+8	+7	+7
No		86%	+1	-8	-7	-7
Are you currently seconded to a different agency and have been working within that agency for less than six months?						
Yes		1%	-	0	0	0
No		99%	-	0	0	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

SENIOR LEADERSHIP



EXPLORE THE FULL RESULTS

FOR EACH QUESTION SHOWN HERE, INFORMATION ABOUT THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE) IS PROVIDED

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

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Senior leadership: Immediate SES manager	My SES manager communicates effectively	75 (13 Neutral, 12 Negative)	75%	+2	+6 ↑	+6 ↑
	My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS	73 (20 Neutral, 7 Negative)	73%	-2	+3	0
	My SES manager effectively leads and manages change	65 (23 Neutral, 12 Negative)	65%	-5 ↓	+2	+1
	My SES manager gives their time to identify and develop talented people	45 (37 Neutral, 18 Negative)	45%	-11 ↓	-3	-4
	My SES manager clearly articulates the direction and priorities for our area	68 (19 Neutral, 13 Negative)	68%	-1	+2	+2
	My SES manager promotes cooperation within and between agencies	71 (25 Neutral, 4 Negative)	71%	-	+7 ↑	+5 ↑

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR
 AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

SENIOR LEADERSHIP



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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Senior Leadership: All SES	In my agency, communication between the SES and other employees is effective	<div style="display: flex; width: 100%;"><div style="width: 60%; background-color: #006633;"></div><div style="width: 25%; background-color: #99d9e9;"></div><div style="width: 15%; background-color: #cc0000;"></div></div> 60 25 15	60%	+3	+5	+4	+4
	In my agency, the SES actively contribute to the work of our agency	<div style="display: flex; width: 100%;"><div style="width: 77%; background-color: #006633;"></div><div style="width: 17%; background-color: #99d9e9;"></div><div style="width: 6%; background-color: #cc0000;"></div></div> 77 17 6	77%	+2	+10	+6	+4
	In my agency, the SES work as a team	<div style="display: flex; width: 100%;"><div style="width: 63%; background-color: #006633;"></div><div style="width: 28%; background-color: #99d9e9;"></div><div style="width: 9%; background-color: #cc0000;"></div></div> 63 28 9	63%	+9	+11	+10	+10
	In my agency, the SES clearly articulate the direction and priorities for our agency	<div style="display: flex; width: 100%;"><div style="width: 63%; background-color: #006633;"></div><div style="width: 25%; background-color: #99d9e9;"></div><div style="width: 12%; background-color: #cc0000;"></div></div> 63 25 12	63%	+1	0	+1	+1

KEY AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

IMMEDIATE SUPERVISOR



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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?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES		
Immediate supervisor	My supervisor communicates effectively	81	9 10	81%	-1	0	+1	+1
	My supervisor displays resilience when faced with difficulties or failures	81	14	81%	-3	-2	-3	-1
	My supervisor engages with staff on how to respond to future challenges	81	11 8	81%	-	+1	+2	+2
	My supervisor can deliver difficult advice whilst maintaining relationships	79	11 10	79%	-	+1	+3	+2
	My supervisor encourages my team to regularly review and improve our work	81	12 7	81%	-	+1	+3	+2
	My supervisor actively seeks feedback	60	23 17	60%	-	-7↓	-3	-4

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

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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?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Culture	Staff are consulted about change at work	48 41 11	48%	-4	0	-1 0
	Internal communication within my agency is effective	61 26 13	61%	+5 ⬆	+3	+1 +2
	Internal communication within my agency is regular	78 15 7	78%	+10 ⬆	0	-1 0
	I understand how my role contributes to achieving an outcome for the Australian public	91 7 2	91%	-1	0	0 +1
	I can see a clear connection between my job and my agency's purpose	87 10 3	87%	-	+1	-3 -2
	I believe strongly in the purpose and objectives of the APS	91 8 1	91%	+5 ⬆	+6 ⬆	+7 ⬆ +6 ⬆
	I feel a strong personal attachment to the APS	66 23 11	66%	-	+2	+9 ⬆ +9 ⬆
	My agency inspires me to come up with new or better ways of doing things	64 24 12	64%	+11 ⬆	+6 ⬆	+3 +4
	To what extent do you agree that crises such as the 2019-20 bushfires and COVID-19 clarified your sense of purpose in working for the APS?	50 40 10	50%	-	-11 ⬆	0 +3

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKPLACE CULTURE



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 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
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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		9%	+2	-3	-1	-2
No		91%	-2	+3	+1	+2

Did this discrimination occur in your current agency?

Yes		95%	-5 ↓	+3	+6 ↑	+6 ↑
No		5%	-	-3	-6 ↓	-6 ↓

Basis for the discrimination that you experienced (3 highest responses):

Caring responsibilities		33%	-	-	-	-
Gender		28%	-	-	-	-
Age		17%	-	-	-	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



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 2019

VARIANCE FROM APS OVERALL

VARIANCE FROM SPECIALIST AGENCIES

VARIANCE FROM SMALL SIZED AGENCIES

During the last 12 months, have you been subjected to harassment or bullying in your current workplace?

Yes		12%	+2	0	+3	0
No		80%	-4	-1	-5 ↓	-1
Not Sure		8%	+2	+1	+2	+1

Types of harassment or bullying experienced (3 highest responses):

Interference with work tasks (e.g. withholding needed information, undermining or sabotage)		56%	-	-	-	-
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)		48%	-	-	-	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)		22%	-	-	-	-

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



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.

Corruption	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL 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		2%	+1	-2	-1	-2
No		94%	0	+4	+3	+6
Not sure		4%	0	-1	-1	-1
Would prefer not to answer		1%	0	-1	-1	-2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

INCLUSION AND WELLBEING



EXPLORE THE FULL RESULTS

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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?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Attitudinal	My agency supports and actively promotes an inclusive workplace culture		83%	-4	+2	+1	+5
	I have a choice in deciding how I do my work		67%	-7	+7	-7	-5
	I receive the respect I deserve from my colleagues at work		77%	-5	-3	-2	-1
	I am clear what my duties and responsibilities are		85%	+6	+4	+3	+4

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



INCLUSION AND WELLBEING



EXPLORE
THE FULL
RESULTS

	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
To what extent is your work emotionally demanding?						
To a very large extent		9%	-	0	+3	+1
To a large extent		24%	-	+2	+6	+4
Somewhat		39%	-	-1	0	-1
To a small extent		17%	-	-4	-8	-6
To a very small extent		12%	-	+2	0	+1
I feel burned out by my work.						
Strongly agree		7%	-	-2	-2	-2
Agree		26%	-	-1	0	0
Neither agree nor disagree		32%	-	-3	-2	-2
Disagree		30%	-	+6	+3	+4
Strongly disagree		6%	-	+1	0	-1
KEY			AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR		

INCLUSION AND WELLBEING



**EXPLORE
THE FULL
RESULTS**

	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Has there been a change in your general health and wellbeing since COVID-19 (27 February 2020)?						
Very positive change		6%	-	+2	+3	+2
Positive change		19%	-	+2	+2	+1
No change		44%	-	-3	0	0
Negative change		28%	-	-1	-4	-3
Very negative change		3%	-	0	0	0

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

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.

YOUR WELLBEING INDEX SCORE		75%		RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Wellbeing	I am satisfied with the policies/practices in place to help me manage my health and wellbeing	79	13 8	79%	0	+7 ↑	+4	+8 ↑	
	My agency does a good job of communicating what it can offer me in terms of health and wellbeing	82	14	82%	0	+10 ↑	+6 ↑	+8 ↑	
	My agency does a good job of promoting health and wellbeing	77	19	77%	-6 ↓	+8 ↑	+3	+7 ↑	
	I think my agency cares about my health and wellbeing	74	17 9	74%	-4	+12 ↑	+4	+7 ↑	
	I believe my immediate supervisor cares about my health and wellbeing	83	10	83%	-3	0	-2	-1	

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKPLACE CONDITIONS



EXPLORE THE FULL RESULTS

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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?

	QUESTION	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Your job	My job gives me opportunities to utilise my skills		88%	+6	+3	0	0
	I am fairly remunerated (e.g. salary, superannuation) for the work that I do		68%	+1	+1	0	0
	I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)		77%	0	-2	-7	-3
	I am satisfied with the stability and security of my job		70%	+6	-11	-7	-8

KEY

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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

WORKGROUP PERFORMANCE



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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES	
Workgroup performance	When changes occur, the impacts are communicated well within my workgroup		71%	-	+5	+1	+2
	The people in my workgroup cooperate to get the job done		91%	+1	+4	+2	+3
	My workgroup can readily adapt to new priorities and tasks		89%	-	+3	+2	+3
	My workgroup has the appropriate skills, capabilities and knowledge to perform well		81%	+3	-1	-4	-3
	My workgroup has the tools and resources we need to perform well		65%	-2	0	+1	+1
	The people in my workgroup use time and resources efficiently		77%	+6	-1	-3	-2
	My supervisor ensures that my workgroup delivers on what we are responsible for		84%	+5	-1	0	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



PRODUCTIVITY AND WAYS OF WORKING



EXPLORE
THE FULL
RESULTS

RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
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How has your productivity changed since COVID-19 (Since 27 February 2020)?

Significantly improved		13%	-	+1	+3	+1
Improved		34%	-	-2	0	-3
No change		46%	-	+4	0	+5
Reduced		7%	-	-1	-2	-1
Significantly reduced		0%	-	-2	-1	-2

What best describes your current workload?

Well above capacity - too much work		16%	-	-3	-3	-6
Slightly above capacity - lots of work to do		47%	-	+7	+4	+5
At capacity - about the right amount of work to do		30%	-	-2	0	+2
Slightly below capacity - available for more work		4%	-	-2	-2	-2
Below capacity - not enough work		2%	-	0	+1	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

PRODUCTIVITY AND WAYS OF WORKING



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	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM SMALL SIZED AGENCIES
Responding to change	My workgroup successfully adapts to new ways of working when required (e.g. in response to crises such as COVID-19)	89 7	89%	-	0	-2
	My workgroup has used the COVID-19 crisis to improve the way we work	62 29 10	62%	-	-4	-6 ↓
	My agency quickly adapts and responds to changing priorities (e.g. in response to crises such as COVID-19)	72 18 10	72%	-	-8 ↓	-9 ↓
	My agency is taking actions to maintain changed ways of working implemented during the COVID-19 crisis	57 22 21	57%	-	-7 ↓	-11 ↓
	My immediate SES manager supports embedding changed ways of working implemented during the COVID-19 crisis	61 28 11	61%	-	-4	-6 ↓

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR
 AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative

TIME TO TAKE ACTION



CELEBRATE

What things do we do well?

THINK ABOUT HOW WE CAN BUILD ON OUR STRENGTHS AND LEARN FROM WHAT WE ARE GOOD AT.



INVESTIGATE FURTHER WITH OUR TEAMS

Are there any other opportunities coming out of the results that we want to explore further?

HOW COULD WE INVESTIGATE? THROUGH LOOKING AT THE DATA IN MORE DETAIL OR THROUGH DISCUSSIONS WITH STAFF?



OPPORTUNITIES

Areas we need to focus on and turn into action plans:

WHAT ARE THE KEY THINGS WE NEED TO IMPROVE TO MAKE WORKING HERE BETTER?



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.



$$\frac{\text{number of respondents who answered the question}}{\text{number of respondents who answered the question}} = \% \text{ POSITIVE}$$

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.

COMPARISONS WITH RESULTS FROM PREVIOUS YEARS

THE METHOD OF ANALYSING AND REPORTING SPECIFIC RESULTS MAY BE PERIODICALLY REVIEWED AND REVISED. SUCH IMPROVEMENTS ARE APPLIED TO CURRENT DATA AND THAT OF PREVIOUS YEARS. FOR THIS REASON THE CURRENT REPORT IS ALWAYS THE MOST ACCURATE DATA SOURCE FOR APS EMPLOYEE CENSUS RESULTS, INCLUDING COMPARISONS WITH TIME SERIES DATA.