

# **2025 APS Employee Census**

5 May - 6 June

# Highlights Report

Responses:

391 of 441

Response rate:

89%



#### **Exploring your results**



Take time to understand your report. Consider your response rate to determine how representative your results are of the views of your colleagues.



Most questions in this report have information about the proportion of colleagues responding positively, neutrally or negatively.



Identify the areas where you are performing well. These will tend to be high results which are notably above any comparative results. Celebrate these results.



Identify areas that need improvement. These tend to be the low results, which are notably below comparisons.



Generally a difference of -/+ 5 percentage points is worthy of attention, but the size of the group is important. Changes in small groups can be unreliable.

2025 APS Employee Census PAGE 02.



#### **Employee Engagement: Say, Stay, Strive**



# **Employee Engagement**

Employee engagement is more than simply job satisfaction or commitment to an organisation. It is the extent to which employees are motivated, inspired and enabled to improve an organisation's outcomes.

0	Your Employee Engagement Index score	Response scale		% Positive	Variance from 2024 -1	Variance from ACCC	Variance from APS overall
	Overall, I am satisfied with my job	73	14 13	<b>73</b> %	-8♥	-8♥	-4
Say	I am proud to work in my agency	85	13	85%	-2	-7 <b>♥</b>	+3
ιχ	I would recommend my agency as a good place to work	76	14 10	<b>76</b> %	-7 <b>♥</b>	-12 <b>•</b>	0
	I believe strongly in the purpose and objectives of my agency	90	9	90%	0	-4	+2
Stay	I feel a strong personal attachment to my agency	65	25 10	<b>65</b> %	+1	-9 <b>0</b>	0
St	I feel committed to my agency's goals	89	8	89%	-1	-3	+1
	I suggest ideas to improve our way of doing things	90	9	90%	-1	0	+4
Strive	I am happy to go the 'extra mile' at work when required	92		92%	0	0	+2
Str	I work beyond what is required in my job to help my agency achieve its objectives	81	16	81%	-3	+2	+3
	My agency really inspires me to do my best work every day	61	27 12	61%	-5♥	-15 <b>O</b>	-5♥

Key At least 5 percentage points greater than comparator At least 5 percentage points less than comparator

## **Leadership - Immediate Supervisor**



# **Immediate Supervisor**

The Immediate
Supervisor Index
assesses how
employees view the
leadership
behaviours of their
immediate
supervisor in line
with the APS
Leadership
Capability
Framework.

	Your Immediate Supervisor	Response scale	% Positive	Variance from 2024	Variance from ACCC	Variance from APS overall
	Index score			+2	0	+3
	My supervisor engages with staff on how to respond to future challenges	83 12	83%	+2	-2	+3
visor	My supervisor can deliver difficult advice whilst maintaining relationships	84 14	84%	+3	-1	+4
Super	My supervisor invites a range of views, including those different to their own	87 9	87%	0	-3	+4
Immediate Supervisor	My supervisor encourages my team to regularly review and improve our work	85 12	85%	0	-1	+2
<u>E</u>	My supervisor is invested in my development	81 14	81%	+1	-1	+2
	My supervisor ensures that my workgroup delivers on what we are responsible for	90 8	90%	-1	-2	+1
	Other similar questions					
	My supervisor provides me with helpful feedback to improve my performance	83 12	83%	+3	0	+4
	My immediate supervisor encourages me	84 12	84%	+2	0	+6 <b>☆</b>
	My supervisor actively ensures that everyone can be included in workplace activities	88 <mark>10</mark>	88%	+1	0	+3
	My supervisor encourages me to take on new tasks and gain experience doing things I've never done before	84 11	84%	+2	-2	+3
Key	At least 5 percentage points greater than comparator	st 5 percentage points less than comparator		Positive N	Neutral Negative	

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2025 APS Employee Census PAGE 04.

#### **Leadership - SES Manager**



#### **SES Manager**

The SES Manager Index assesses how employees view the leadership behaviours of their immediate SES manager in line with the APS Leadership Capability Framework.

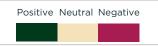
2	Your SES Manager Index score	Response s	cale	% Positive	Variance from 2024	Variance from ACCC	Variance from APS overall +4
	My SES manager clearly articulates the direction and priorities for our area	75	17 8	<b>75</b> %	-3	-5♥	+4
	My SES manager presents convincing arguments and persuades others towards an outcome	77	18	<b>77</b> %	-1	-3	+14 🕥
Manager	My SES manager promotes cooperation within and between agencies	74	24	<b>74</b> %	-5♥	-8♥	+4
SES M	My SES manager encourages innovation and creativity	77	17	<b>77</b> %	+2	-3	+9 <b>0</b>
	My SES manager creates an environment that enables us to deliver our best	71	20 9	<b>71</b> %	-5♥	-80	+3
	My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS	82	15	82%	-2	-6♥	+6 <b>☆</b>
	Other similar questions						
	In my agency, the SES work as a team	58	25 17	58%	-4	-4	0
	In my agency, the SES clearly articulate the direction and priorities for our agency	65	19 16	<b>65</b> %	-5♥	-80	-2
	My SES manager routinely promotes the use of data and evidence to deliver outcomes	74	23	<b>74</b> %	-3	-5♥	+5♠

Key

At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator





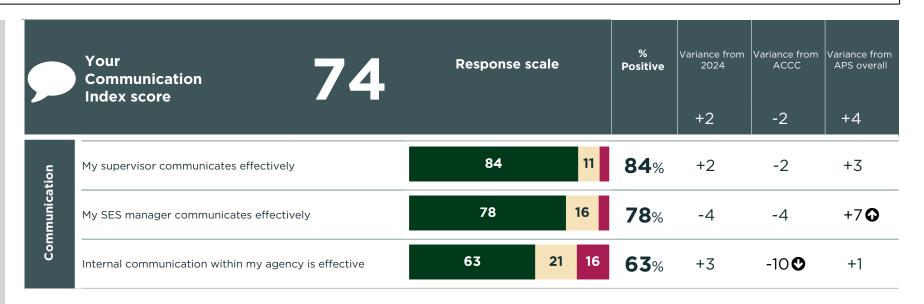
2025 APS Employee Census PAGE 05.

#### **Communication and change**



#### Communication

The Communication Index measures communication at the individual, group and agency level.



#### Change

Effective communication is an important part of any change process. Note these questions do not contribute to the above index score.

#### Other similar questions

	When changes occur, the impacts are communicated well within my workgroup	69	18 13	69%	-2	-4	+1
Change	Staff are consulted about change at work	56	33 10	56%	+12 🚱	+2	+5 <b>☆</b>
	Change is managed well in my agency	50	26 24	50%	+13 🚱	-7 <b>♥</b>	+2

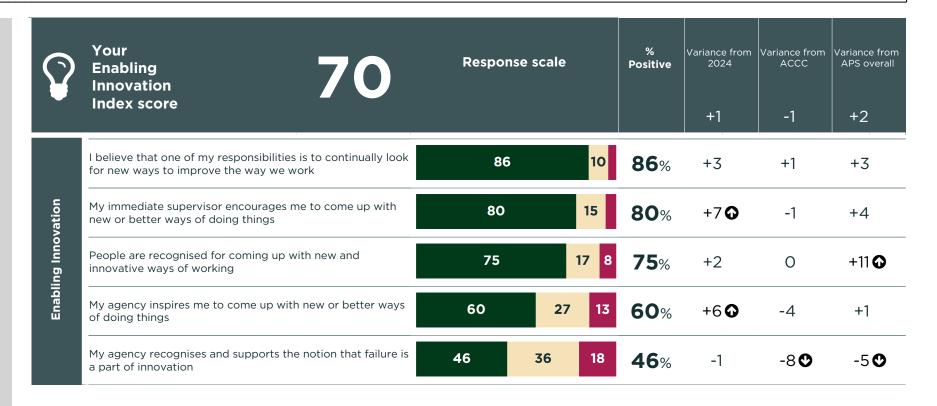
Key At least 5 percentage points greater than comparator At least 5 percentage points less than comparator

#### **Enabling Innovation**



#### **Enabling Innovation**

The Enabling Innovation Index assesses both whether employees feel willing and able to be innovative, and whether their agency has a culture which enables them to be SO.





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At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator





PAGE 07. 2025 APS Employee Census

#### **Wellbeing Policies and Support**



#### Wellbeing

The Wellbeing Policies and Support Index provides a measure of the practical and cultural elements that allow for a sustainable and healthy working environment.

#	Your Wellbeing Policies and Support Index score	Response scal	e	% Positive	Variance from 2024 O	Variance from ACCC	Variance from APS overall
port	I am satisfied with the policies/practices in place to help me manage my health and wellbeing	75	17 8	<b>75</b> %	-1	-5♥	+2
and Support	My agency does a good job of communicating what it can offer me in terms of health and wellbeing	70	20 10	<b>70</b> %	-2	-80	0
Policies a	My agency does a good job of promoting health and wellbeing	67	23 9	<b>67</b> %	-7♥	-10 ♥	-3
Wellbeing P	I think my agency cares about my health and wellbeing	73	18 9	<b>73</b> %	-4	-6♥	+4
Well	I believe my immediate supervisor cares about my health and wellbeing	92		92%	+3	0	+5♠
	Other similar questions						
би	If I felt it was needed, I would feel comfortable discussing my mental health and wellbeing with my supervisor	80	12 8	80%	+2	-1	+4
Wellbeing	I receive the respect I deserve from my colleagues at work	81	14	81%	-3	-4	0
<b>-</b> >	My agency supports and actively promotes an inclusive workplace culture	91		91%	+3	-2	+7 <b>•</b>

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

Positive Neutral Negative



2025 APS Employee Census PAGE 08.

# Wellbeing

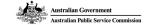
	Response scale	%	Variance from 2024	Variance from ACCC	Variance from APS overall
In general, would you say that your health is:					
Excellent		12%	-1	0	+1
Very good		<b>34</b> %	-1	-5♥	-2
Good		<b>39</b> %	+4	+4	+2
Fair		11%	-2	0	-2
Poor		<b>3</b> %	0	+1	0
What best describes your current workload?					
Well above capacity - too much work		24%	0	+70	+80
Slightly above capacity - lots of work to do		<b>39</b> %	-3	-2	0
At capacity - about the right amount of work to do		<b>31</b> %	+1	-3	-6♥
Slightly below capacity - available for more work		4%	0	-2	-2
Well below capacity - not enough work		2%	+1	+1	0

Key

At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator



2025 APS Employee Census PAGE 09.

## Wellbeing

	Desmana and a	0/	Variance from	ce from Variance from	Variance from
	Response scale	%	2024	ACCC	APS overall
How often do you find your work stressful?					
Always		6%	+3	+2	+1
Often		26%	+1	+60	+3
Sometimes		48%	-7♥	-80	-2
Rarely		19%	+3	0	-1
Never		1%	0	0	-1
To what extent is your work emotionally demanding?					
To a very large extent		<b>7</b> %	+3	+2	-1
To a large extent		19%	+2	+50	-1
Somewhat		41%	+1	+3	+2
To a small extent		20%	-7♥	-10 🛡	-4
To a very small extent		13%	+1	0	+4
I feel burned out by my work					
Strongly agree		10%	+2	+3	+2
Agree		21%	0	+2	0
Neither agree nor disagree		<b>31</b> %	-5♥	0	-2
Disagree		<b>30</b> %	+2	-4	-1
Strongly disagree		8%	+2	0	0

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At least 5 percentage points less than comparator

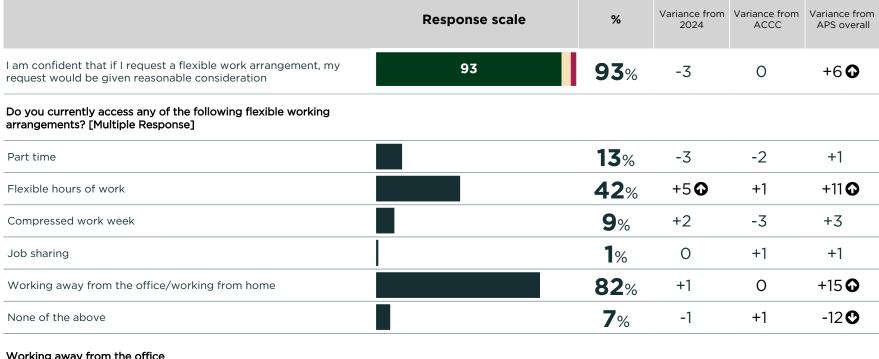
2025 APS Employee Census PAGE 10.

At least 5 percentage points greater than comparator

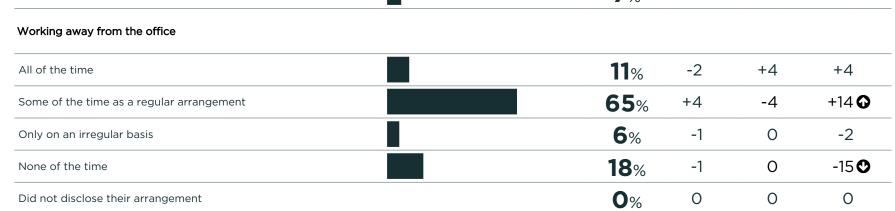
Key

#### Flexible work





The working away from the office responses present how often employees worked away from the office/worked from home during a usual working week. It includes the responses for all employees, not just those who indicated they accessed working from home as a flexible working arrangement.



Key At least 5 percentage points greater than comparator At least 5 percentage points less than comparator



2025 APS Employee Census PAGE 11.

# **Working in the APS**

	Response so	ale	% Positive	Variance from 2024	Variance from ACCC	Variance from APS overall
I am supported to use my expertise to provide frank and fearless advice	71	17 12	<b>71</b> %	+1	-6 <b>•</b>	+1
The people in my workgroup demonstrate stewardship	80	16	80%	-3	-4	+3
The culture in my agency supports people to act with integrity	87	9	87%	+1	-5♥	+6 <b>♠</b>
I believe strongly in the purpose and objectives of the APS	89	10	89%	+1	-1	0
I feel a strong personal attachment to the APS	70	23 8	<b>70</b> %	+7 <b>0</b>	+1	+1
My workgroup considers the people and businesses affected by what we do	93		93%	+1	0	+9 <b>0</b>
The people in my workgroup value others' individual skills and talents	90		90%	-	-1	+6 <b>₽</b>
People in my workgroup are comfortable checking with each other if they have questions about the right way to do something	95		95%	-	0	+6 <b>♠</b>
The people in my workgroup are able to bring up problems and tough issues	84	11	84%	-4	-2	+4
If you make a mistake in my workgroup, it tends to be held against you (reverse scored : positive scores represent those who disagreed, or strongly disagreed with this statement)	73	14 13	<b>73</b> %	-	-3	+6 <b>0</b>

Key At least 5 percentage points greater than comparator

2025 APS Employee Census

Australian Government

Positive Neutral Negative

At least 5 percentage points less than comparator

#### Job satisfaction

	Response scale	% Positive	Variance from 2024	Variance from ACCC	Variance from APS overall
I am satisfied with the recognition I receive for doing a good job	70 16 13	<b>70</b> %	-3	-6♥	+1
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	55 21 24	<b>55</b> %	+1	-5♥	-10 <b>©</b>
I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	89 8	89%	-2	0	+5 <b>♦</b>
I am satisfied with the stability and security of my job	87 8	87%	-2	0	+1

## **Clarity and autonomy**

	Response scale	% Positive	Variance from 2024	Variance from ACCC	Variance from APS overall
I understand how my role contributes to achieving an outcome for the Australian public	91	91%	-4	-3	-1
I am clear what my duties and responsibilities are	84 12	84%	0	0	0
I have a choice in deciding how I do my work	72 22	<b>72</b> %	-3	-4	+4
Where appropriate, I am able to take part in decisions that affect my job	72 17 11	<b>72</b> %	-5♥	-6♥	0

Key At least 5 percentage points greater than comparator At least 5 percentage points less than comparator

#### **Performance**

	Response scale	%	Variance from 2024	Variance from ACCC	Variance from APS overall
In the last month, please rate your workgroup's overall performance					
Excellent		30%	-3	+2	+50
Very good		54%	-1	-5 <b>O</b>	-2
Average		15%	+5 <b>♦</b>	+2	-1
Below average		1%	0	0	-1
Well below average		0%	0	0	0

	Response scale	% Positive	Variance from 2024	Variance from ACCC	Variance from APS overall
My workgroup has the appropriate skills, capabilities and knowledge to perform well	78 12 10	<b>78</b> %	-1	-5♥	-1
My workgroup has the tools and resources we need to perform well	41 21 38	41%	-9♥	-16♥	-19 <b>♥</b>
The people in my workgroup use time and resources efficiently	77 14 9	<b>77</b> %	-2	-3	+2
My job gives me opportunities to utilise my skills	82 11 8	82%	+3	-3	+2
During the last 12 months, the formal learning I have accessed has improved my performance	51 33 15	<b>51</b> %	-4	-10 <b>O</b>	-8 <b>0</b>

Key At least 5 percentage points greater than comparator At least 5 percentage points less than comparator

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2025 APS Employee Census

#### Retention



Employees who indicated that they wanted to leave their current position as soon as possible or within the next 12 months were asked what their plans were.

	Response scale	%	Variance from 2024	Variance from ACCC	Variance from APS overall
Which of the following statements best reflects your thoughts about wo	rking in your current position?				
I want to leave my position as soon as possible		8%	+1	+1	-1
I want to leave my position within the next 12 months		23%	-1	+3	+2
I want to stay working in my position for the next one to two years		46%	0	-3	<b>+7♦</b>
I want to stay working in my position for at least the next three years		22%	0	-1	-9 <b>0</b>
What best describes your plans involved with leaving your current positi	on?				
I am planning to retire		<b>3</b> %	+1	+1	-1
I am pursuing another position within my agency		<b>31</b> %	-9 <b>0</b>	-10 👁	-15 <b>♥</b>
I am pursuing a position in another agency		<b>31</b> %	+3	+9 <b>0</b>	+6 <b></b>
I am pursuing work outside the APS		19%	+80	+3	+10 🐼
It is the end of my non-ongoing, casual or contracted employment		<b>3</b> %	+1	-1	+1
Other		<b>13</b> %	-2	-2	-1

Key At least 5 percentage points greater than comparator 

At least 5 percentage points less than comparator

#### Retention



Employees who indicated that they were pursing another position within their agency, another agency, or outside the APS were asked for the primary reason behind their desire to leave. They could select one response from a list of 18 items.

Only the five reasons for leaving with the highest proportion of responses are presented here. These may vary between agencies, work units and with results for the APS overall, therefore those comparisons are not included.

	Response scale	%	Variance from 2024	Variance from ACCC	Variance from APS overall
What is the primary reason behind your desire to leave your current position?	(5 highest responses):				
I wish to pursue a promotion opportunity		21%	-	-	-
I am looking to further my skills in another area		13%	-	-	-
Senior leadership is of a poor quality		<b>7</b> %	-	-	-
There are a lack of future career opportunities in my agency		<b>7</b> %	-	-	-
I want to try a different type of work or I'm seeking a career change		<b>7</b> %	-	-	-

Key



At least 5 percentage points greater than comparator



At least 5 percentage points less than comparator

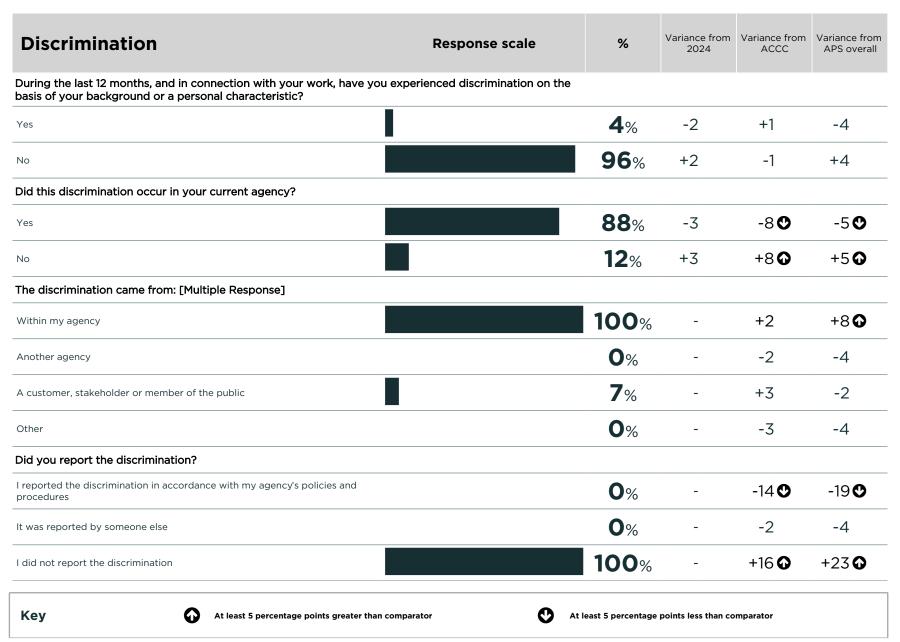


2025 APS Employee Census PAGE 16.

#### Unacceptable behaviour



Employees who had perceived discrimination in the last 12 months in the course of their employment were asked where the discrimination came from and if they reported it.





2025 APS Employee Census PAGE 17.

#### Unacceptable behaviour



In 2025, the survey used an expanded definition of harassment. Comparing results to 2024 should take this change in definition in context.

Employees who perceived bullying or harassment in the last 12 months were asked what type of bullying or harassment they experienced.
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 2024	Variance from ACCC	Variance from APS overall
During the last 12 months, have you been subjected to bullying or harassmen	nt in your current workplace?				
Yes		<b>7</b> %	+2	+3	-2
No		89%	-2	-3	+3
Not sure		4%	0	+1	-1
Types of bullying or harassment experienced (3 highest responses):					
Interference with work tasks (e.g. withholding needed information, undermining or sabotage)		64%	-	-	-
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)		<b>39</b> %	-	-	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)		21%	-	-	-
Did you report the bullying or harassment?					
I reported the behaviour in accordance with my agency's policies and procedures		<b>39</b> %	0	+4	+2
It was reported by someone else		<b>7</b> %	-4	-2	0
I did not report the behaviour		<b>54</b> %	+4	-1	-2

Key At least 5 percentage points greater than comparator 

At least 5 percentage points less than comparator

# **Demographics**

How do you describe your gender?	Responses
Man or male	52%
Woman or female	44%
Non-binary	1%
I use a different term	0%
Prefer not to say	3%

Do you identify as an Aboriginal and/or Torres Strait Islander person?	Responses
Yes	1%
No	99%

Do you have an ongoing disability?	Responses
Yes	12%
No	88%

Do you have carer responsibilities?	Responses
Yes	48%
No	52%

Do you identify as culturally or linguistically diverse?	Responses
Yes	39%
No	61%

How would you describe your cultural background? [Multiple Response]	Responses
Australian (excluding Australian Aboriginal and/or Torres Strait Islander)	67%
Australian Aboriginal and/or Torres Strait Islander	1%
New Zealander (excluding Maori)	1%
Maori, Melanesian, Papuan, Micronesian, and Polynesian	O%
Anglo-European	18%
North-West European (excluding Anglo-European)	4%
Southern and Eastern European	7%
South-East Asian	12%
North-East Asian	8%
Southern and Central Asian	9%
North American	1%
South and Central American and Caribbean Islander	1%
North African and Middle Eastern	2%
Sub-Saharan African	2%

Do you consider yourself to be neurodivergent?	Responses
Yes	10%
No	74%
Maybe	13%
I am unsure what neurodivergent means	4%

2025 APS Employee Census PAGE 19.



#### Suggested questions to focus on



# What to focus on?

Through driver analysis, these key questions have been identified as being important to employees in your agency and associated with employee engagement.

They are not necessarily the questions with the lowest scores.

Some will be areas to improve upon and some will be areas to maintain.

Develop actions and activities to improve upon these, where possible, to drive higher levels of performance.

	5 percentage points greater At least 5 percentage points less than comparator	% Positive	Variance from 2024	Variance from ACCC	Variance from APS overall
.1	My agency inspires me to come up with new or better ways of doing things	60%	+60	-4	+1
.2	The culture in my agency supports people to act with integrity	87%	+1	-5 <b>º</b>	+6 <b>0</b>
.3	I think my agency cares about my health and wellbeing	<b>73</b> %	-4	-6 <b>º</b>	+4
.4	People are recognised for coming up with new and innovative ways of working	<b>75</b> %	+2	0	+110
.5	I am supported to use my expertise to provide frank and fearless advice	<b>71</b> %	+1	-60	+1
.6	I am satisfied with the recognition I receive for doing a good job	<b>70</b> %	-3	-60	+1

# **ACCC** specific questions

	Respons	se scale	% Positive	Variance from 2024	Variance from ACCC
My agency actively creates links across the organisation to make sure knowledge and expertise is easily accessible	42	37 21	42%	-11 👁	-15 ♥
My agency prioritises business requirements and allocates people to evolving business needs	49	38 14	49%	-17 <b>♥</b>	-15 ♥
Decisions made in my work area are consistent with agency policy (e.g. leave, TOIL, recruitment)	80	17	80%	-3	-6♥
Our vision and strategy is well communicated to employees	67	24 9	<b>67</b> %	-8♥	-9 <b>©</b>
I feel valued for my contribution at work	72	15 13	<b>72</b> %	-8♥	-6♥
My colleagues are generous with their time and cooperate between branches	86	12	86%	-4	-2
My manager uses clear metrics and milestones to measure my performance	62	27 12	<b>62</b> %	+2	-1
My SES actively develops the skills and experience we need in my team to effectively manage change	51	32 17	<b>51</b> %	-5♥	-10 👁
I am clear what is expected of me at work	84	10	84%	-	-2
I feel confident to escalate concerns with my supervisor or line manager to prioritise work and manage workloads	86	8	86%	-2	-4

At least 5 percentage points less than comparator

2025 APS Employee Census PAGE 21.

At least 5 percentage points greater than comparator

Key



Positive Neutral Negative

# **ACCC** specific questions

	Response scale		% Positive	Variance from 2024	Variance from ACCC
My SES encourages our team members to take leave (annual and long-service leave)	83	15	83%	-2	-4
My SES inspires me to actively participate in effective feedback and development including the annual performance management cycle	75	20	<b>75</b> %	+1	-3
My agency's controls to manage psychological and physical health are appropriate	61	27 13	61%	0	-9 <b>♥</b>
My SES prioritises learning and development opportunities to build my capability in my team	51	32 17	<b>51</b> %	-13 ♥	-12 <b>♥</b>
My agency is developing our digital and data skills	38	37 25	38%	-	-21 <b>♥</b>

Key



At least 5 percentage points less than comparator

Positive Neutral Negative

2025 APS Employee Census PAGE 22.

At least 5 percentage points greater than comparator

#### Time to take action

<b></b>	Celebrate
What things do we do well?	
Think about how we can build on our s from what we are good at.	strengths and learn

# 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?

ed to focus on and turn into actic

1

#### 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					

2025 APS Employee Census

PAGE 23.

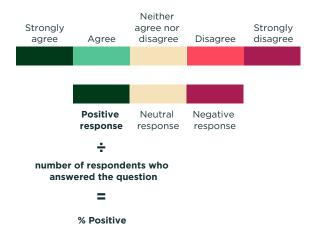
Australian Public Service Commission

Australian Public Service Commission

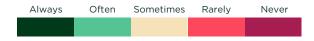
#### **Guide to this report**

#### % Positive

Where results are shown as positive percentages (% positive), these are calculated by adding together positive responses ("strongly agree" + "agree" or "always" + "often") and dividing by the number of respondents who answered the question.



For 5 point scale questions not asked on the *agree to disagree* scale the same rules apply, the green percent represents a **positive response** (unless the question is negatively worded).



#### 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 agree nor disagree	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 best 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 to 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.







