People & Inclusion Committee (PIC)

28 October 2025

Biannual Wellbeing and Work Health and Safety Report

Action required

The Committee is asked to:

- **Note** the attached biannual Wellbeing and Work Health and Safety report (March – August 2025).

- **Note** key achievements and results that have contributed to a safe and supportive workplace at Treasury.

Key points

The Biannual Wellbeing and Work Health and Safety (WHS) report highlights Treasury's commitment to continuous improvement and promoting employee wellbeing (Attachment A). Key highlights:

- 2025 Treasury Census Wellbeing Policies and Support index increased by 3 percentage points, resulting in an index score of 75. Potential contributors for the increase are the ongoing communication campaign promoting employee wellbeing initiatives, targeted training to leaders/managers and enhancements to the Wellbeing Hub resources.

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- case management support reporting has been expanded to include Code of Conduct and behaviour-related matters. During this reporting period, there has been a slight decrease in the need for individual case management support (total 51 cases) compared to the previous six-months period (total 58 cases). There was an increase in support with informal performance related matters aligned with the timing of performance end-cycle reviews.

- Treasury has developed the Respect@Treasury Framework, an action identified under Treasury's Strategic Workforce Plan 2024-30 Roadmap (EC24-004647) and 2024 Census Action Plan (EC24-002947). The Framework leverages seven key elements to proactively measure, define, promote, and embed respectful, inclusive, and lawful conduct in the workplace and to support Treasury to comply with its statutory obligations, such as the Positive Duty. The PIC endorsed the Framework on 17 June 2025 (EC24-000131). The EB approved the Framework on 10 October 2025 (EC25-000635).

- a draft *Workplace Behaviours Policy* to replace the *Preventing and Managing Bullying, Harassment and Discrimination in the Workplace Policy* was released for all staff consultation between 3 and 18 September 2025, following targeted consultation with the Workplace Relations Committee, Work Health and Safety Committee, diversity networks, Workplace Harassment Contact Officers, and the Community and Public Sector Union. The policy was concurrently reviewed by the Australian Disability Network.

- there has been a 14 per cent increase in reported WHS incidents (total of 16 incidents), with most reported as minor injuries and hazards. All minor injury incidents have been addressed with mitigation measures implemented where required. No notifiable incidents or accepted claims have been reported.

- Comcare conducted an annual proactive engagement site visit in August 2025, focused on WHS risk management practices. The Comcare Inspectors Report identified no 'non-compliances'. Verbal feedback from the Comcare inspector indicated that out of the 25 agencies that Comcare have engaged with, Treasury was ranked highest for having effective WHS risk management documentation and procedures.

- accessibility remains a key focus and following PIC's endorsement in July 2025 (EC24-00456), the development of the Aurion-based Adjustment Passport is progressing well. Once finalised, the Adjustment Passport will feature on the dedicated workplace adjustments page on TERI, which will outline Treasury's service offerings related to workplace adjustments. The release is expected before the end of 2025.

Resourcing implications

Not applicable

Next Steps

Corporate Division will continue to partner with the Access and Inclusion Network to finalise and promote the Aurion-based Adjustment Passport template and the accompanying guide/tools.

The Respect@Treasury Framework was approved by the EB on 10 October 2025 (EC25-000635). The Framework will now be digitised through a Respect Hub on TERI with seven tiles linking to specific information relating to contemporary and accessible policies and complaints resolution procedures, practical tools and resources, and internal and external support channels. The Framework and Respect Hub will be launched under unique branding created by the Communications Branch.

Wellbeing initiatives taking place in the coming months include National Safe Work Month communication campaign and World Mental Health Day in October.

Consultation

If submission has financial implications, has the Chief Finance Officer been consulted? N/A

If submission has implications on Treasury's investment in Information Technology, including its systems, processes and/or people, has the Chief Information Officer been consulted? N/A

Jody Riley
Chief People Officer
10 October 2025

Authority to release: Yes (this Paper can be circulated to all SES post meeting)

Australian Government
The Treasury

Bi-annual Wellbeing and Work Health and Safety Report

March to August 2025

treasury.gov.au

General

The Wellbeing, Work Health and Safety (WHS) bi-annual report highlights Treasury's ongoing efforts to foster a safe and supportive workplace, reflecting Treasury's commitment to continuous improvement, and promoting employee wellbeing. Ensuring alignment to the *Work Health and Safety Act 2011* (WHS Act) and other relevant legislation, also provides appropriate assurance of oversight under Treasury's WHS Management System.

The report covers key areas relating to work health and safety; wellbeing initiatives; compliance and audits; training and development; and employee engagement.

Work Health and Safety

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Incident Management and Reporting

As shown in the **Graph 2**, incidents and hazard reporting has increased by 14 per cent during this period in comparison to the previous reporting cycle. Four hazards have been reported during the period. Majority of reported incidents resulted in minor injuries, such as cuts or bruises, while many did not involve any injury. All minor injury incidents have been addressed, with mitigation measures implemented where required.

No incidents in the reporting period led to an accepted workers compensation claim, and no notifiable incidents were reported.

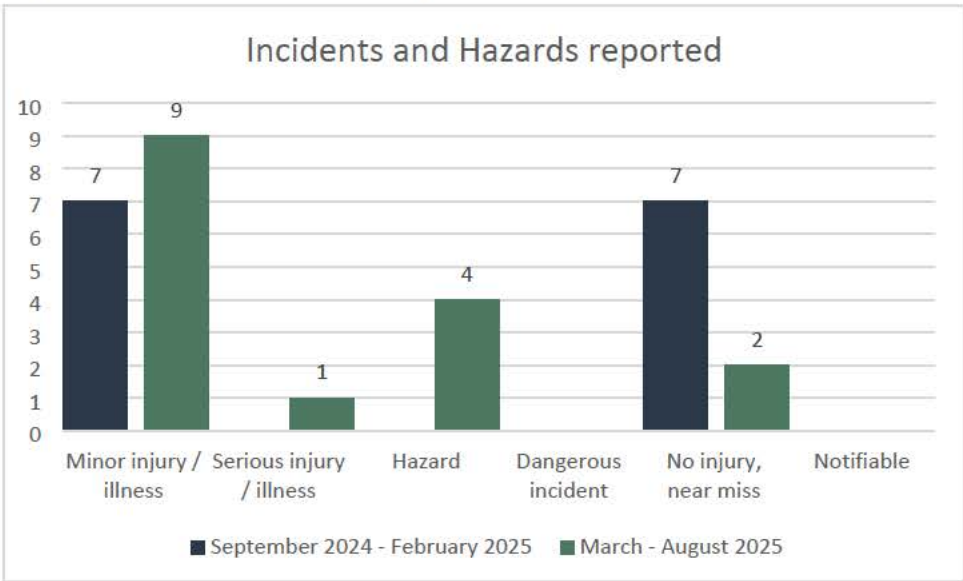**Graph 2 – Total number of WHS reported incidents – comparation data**

Graph: Incidents and Hazards reported

Category	September 2024 - February 2025	March - August 2025
Minor injury / illness	7	9
Serious injury / illness		1
Hazard		4
Dangerous incident		
No injury, near miss	7	2
Notifiable		

Table 1 – Total number of WHS reported incidents by location and severity type (period March – August 2025)

Severity	Canberra	Melbourne	Sydney	Perth	*External	**WFH	Total
Minor injury / illness	4	0	4	0	0	1	9
Serious injury / illness	0	0	0	0	1	0	1
Hazard	4	0	0	0	0	0	4
Dangerous incident	0	0	0	0	0	0	0
No injury, near miss	1	0	0	0	1	0	2
Notifiable	0	0	0	0	0	0	0
Total	9	0	4	0	2	1	**16**

 External refers to not being in an office or at home (eg offsite at another department or travelling)

***WFH refers to incidents or hazards occurring at home and is applicable to those working remotely*

Notifiable incident placemat

A Notifiable Incident Placemat **(Appendix C)** has been developed to assist all Treasury employees in understanding the immediate actions required when a notifiable incident occurs. As Corporate Division's enabling teams may not

always be available or present in the location of the incident, the placemat serves as a practical guide to help employees navigate the situation independently.

The placemat has been distributed to all Executive Assistants, State Office Managers, employees who hold Workplace Responsibility Roles and key Corporate Division teams. In addition, the placemat and guidance material is available on TERI to ensure broad accessibility and awareness for employees.

Case Management Support

The total number of individuals requiring dedicated case management support during the reporting period was 51. This is a decline of 7 cases from the previous period (September 2024 – February 2025). Data captured includes employee supports related to early intervention, non-compensable illness or injury, compensable claims, probation, performance, code of conduct and behaviours matters, as outlined in **Graph 3**.

Note: the total number of recorded cases does not represent the level of complexity involved and therefore is not a reflection of resourcing capability engaged.

Key observations during this reporting period:

- five probation remediation plans were initiated. Four probationers successfully met expectations and passed probation. One probationer resigned during the remediation period

- notable increase in performance case support with 20 matters recorded. This aligns with the mid cycle performance review (February 2025) and the lead up to end cycle reviews (August 2025). The trends reflect improvements to the Performance Development System which have clarified expectations and enhanced managerial capability in addressing performance concerns

- three Code of Conduct matters were reported with one matter finalised without sanction (employee resigned, matter discontinued). Remaining matters are pending delegate decision

- significant decrease in non-compensable case support, with the number reduced to five from 29 in the previous report

- no new workers compensation claims were lodged. Treasury continues to work closely with Comcare to progress the existing nine active compensable claims to resolution

- nine behavioural matters required case management support, as they did not meet the threshold for Code of Conduct breaches

- 18 individual matters were closed during the reporting period

Graph 3 – Total number of individuals requiring case management support - comparison data
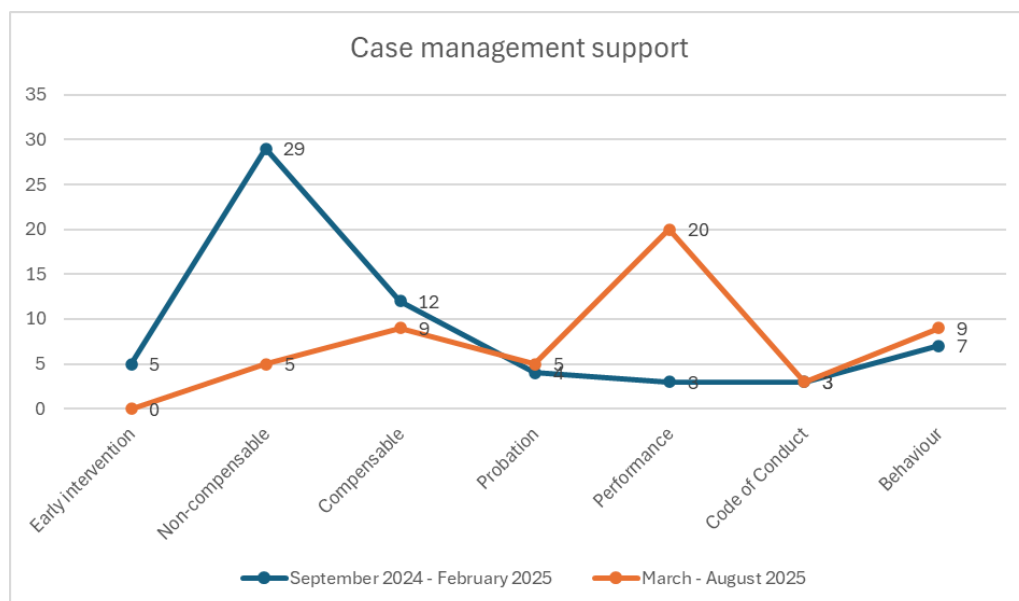
Workplace Responsibility Roles

As at 31 August 2025, Treasury has a small number of vacancies across Workplace Responsibility Roles; there are four Health Safety Representative vacancies, specifically within Fiscal, Macroeconomics and Housing Groups, one Workplace Harassment Contact Officer vacancy and eleven Fire Warden vacancies (as detailed in **Graph 4**). All vacancies have been promoted for filling across Treasury via Expression of Interest (EOI) processes and are pending outcomes.

Graph 4: Total number of Workplace Responsibility Roles as at 31 August 2025

Workplace Responsibility Roles — stacked bar chart showing Number of filled roles and Role vacancies:
- Health and Safety Representatives: 19 filled, 4 vacancies
- First Aid Officers: 32 filled
- Workplace Harassment Contact Officers: 16 filled, 1 vacancy
- Fire Wardens: 118 filled, 11 vacancies

Workplace Harassment Contact Officers (WHCOs)

During this reporting period, the WHCOs network met on 10 June 2025 to share updates, resources and discuss the Machinery of Government (MoG) implementation. A revised contact tracking spreadsheet was introduced to support more accurate recording of interactions, including those related to bullying, harassment, discrimination, sexual misconduct or interpersonal conflict. As shown in **Graph 5**, seven employees contacted a WHCO regarding workplace behaviour. These contacts reflect perceptions at the time and are not reported as confirmed instances of inappropriate workplace behaviour.

Graph 5: Summary of employee contacts with WHCOs by category type as at 31 August 2025

WHCOs contacts by category type

- Bullying
- Harassment
- Discrimination
- Sexual misconduct
- Inter-personal conflict
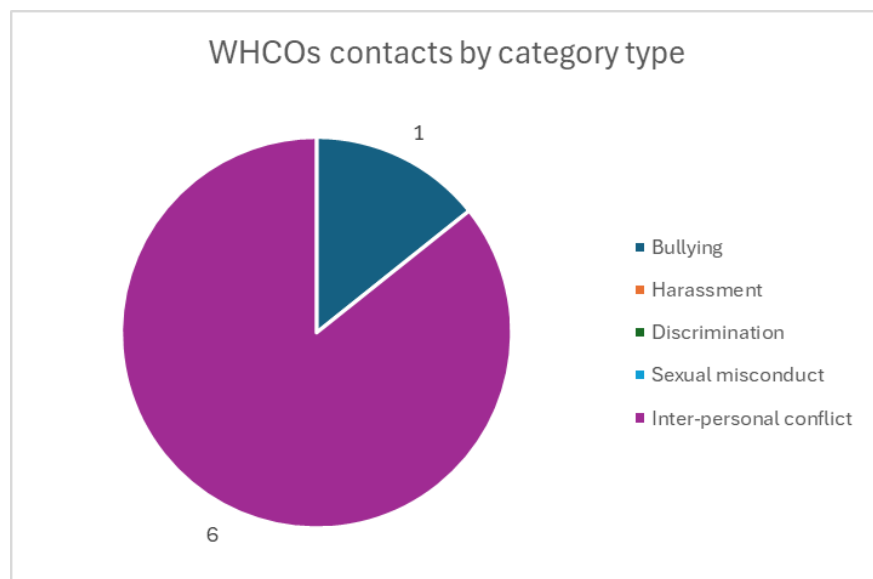
Wellbeing Initiatives

Through the lens of the Strategic Workforce Plan, Healthy Minds: Mental Health Strategy and Inclusion and Diversity Strategy 2023-2028, Treasury has continued to implement wellbeing initiatives designed to support and enhance employee mental health and engagement.

Mental Wellbeing Strategy

Healthy Minds: Mental Wellbeing Strategy (MWS) deliverables remain at 90 per cent completed, as detailed in **Graph 6**. The remaining deliverables within the Boosting Wellbeing pillar are progressing well and completion reporting will be incorporated in future Strategic Workforce Plan updates. Progress efforts associated with these deliverables include:

Deliverable- ensure change management approaches and plans included positive mental health initiatives and actions

- Progress: a comprehensive Change Management Framework has been established, embedding positive mental health principles. This framework will be made accessible via a dedicated change management hub, which will include supporting resources and tools to guide employees through change.

Deliverable - establish and promote work design principles across Treasury

- Progress: promoting effective work design principles to ensure roles are structured effectively to optimise performance, employee engagement and outcomes has been progressed through enhanced guidance to support performance conversations and development of employee performance agreements. Additional efforts will focus on inclusive job design and support tools for employees and managers which form part of a broader workforce management suite of resources.

Graph 6: Summary of completed sub-deliverables by Mental Wellbeing Strategy by pillar, as at 31 August 2025
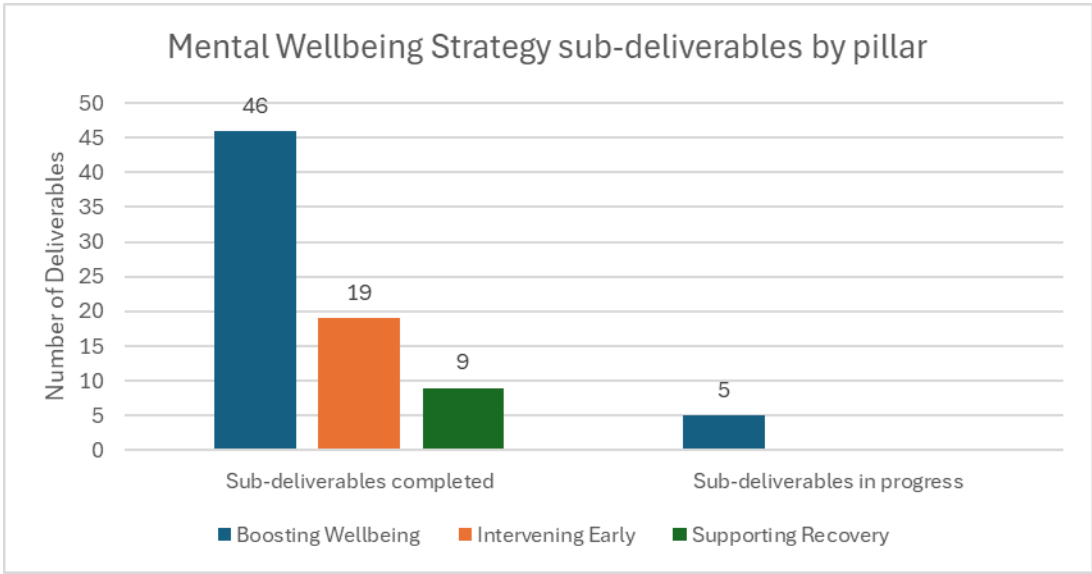
Respect@Treasury

During the reporting period Treasury has developed the Respect@Treasury Framework (the Framework), an action identified under Treasury's Strategic Workforce Plan 2024-30 Roadmap and 2024 Census Action Plan. The Framework was endorsed by the People and Inclusion Committee on 17 June 2025 and approved by the Executive Board on 10 October 2025.

The Framework, which leverages the Australian Human Rights Commission's 'Seven Standards' is a proactive measure to define, promote, and embed respectful, inclusive, and lawful conduct in the workplace and to support Treasury to comply with its statutory obligations, such as the Positive Duty.

The Framework will be digitised through a Respect Hub on TERI with seven tiles corresponding to the Seven Standards linking to specific information relating to contemporary and accessible policies and complaints resolution procedures, practical tools and resources, and internal and external support channels.

Accessibility

During the reporting period, progress was made across several accessibility initiatives:

- work on the creation of an Aurion-based Adjustment Passport form. This includes a comprehensive guide to assist employees and managers in navigating the passport process and supports. The passport aims to streamline the documentation and communication of workplace adjustments. Finalisation is targeted for end of 2025.

- a new TERI page is being drafted to outline Treasury's service offerings related to workplace adjustments. This will provide clear guidance and support pathways for employees and managers.

- enhanced recruitment and onboarding processes, including a hiring manager factsheet and recruitment platform upgrades to support adjustments at interview and onboarding stages.

- to ensure best practice, external subject matter expertise has been sought from the Australian Disability Network, supporting the development of the adjustment passport, tools and resources that are fit-for-purpose and aligned with national standards.

Flu vaccination program

Treasury's annual flu vaccination program commenced in April 2025. Onsite flu vaccinations were offered through to the end of May, while pharmacy vouchers access remained available until end of July 2025. The 2025 program recorded an 8 per cent increase in participation compared to 2024, with a total of 882 onsite vaccinations administered and 211 vouchers redeemed.

Graph 7: Total number of employees who have accessed the flu vaccination program – year comparison
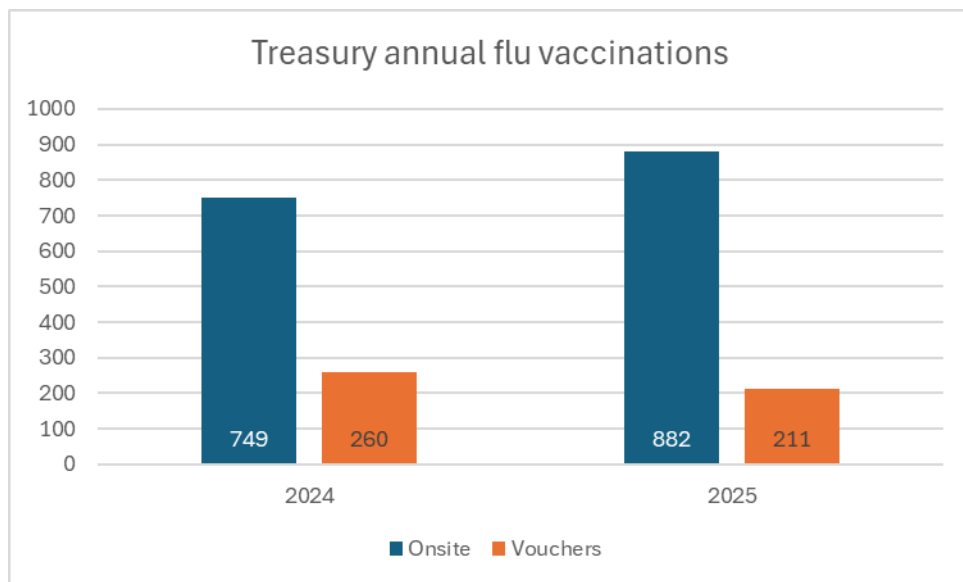
Health and wellbeing webinars

Treasury actively promoted several monthly health and wellbeing webinars for employees, covering topics such as women's wellbeing, sun smart strategies, unconscious bias, financial wellbeing, men's health, bowel cancer, staying active and Leaders' supporting cancer in the workplace. These webinars were provided by Treasury's Employee Assistance Program (EAP), Cancer Aid and Beyond Blue service providers.

A particular highlight during the reporting period was the strong employee engagement with the Mindfulness May program. The initiative featured weekly mindfulness sessions which were well received and saw higher than usual attendance, total of 154 attendees. The positive feedback and strong participation reflected a strong interest in wellbeing focused activities across Treasury.

In August 2025, Treasury partnered with Commonwealth Superannuation Corporation (CSC) to deliver two sessions around financial wellbeing and superannuation. Both sessions were well attended with 88 employees attending *Superannuation 101* and 95 employees attending *Planning for your retirement*. Both sessions received positive feedback, and more sessions will be offered.

Compliance and Audits

To ensure Treasury's WHS Management System (WHSMS) is robust and effective, the following assurance activities were conducted.

Health Safety Committee (HSC) - Meeting

During the reporting period, the HSC met twice and discussed:

4 March 2025: The meeting focused on the Respect@Treasury project, and property related matters. Key actions from this meeting included addressing property concerns and providing further guidance to employees regarding notifiable incidents.

24 June 2025: Discussions centred on progress and updates related to MoG changes, the Respect@Treasury project, and the APS census. Actions arising from the meeting primarily related to physical building matters. Additionally, enabling branches within Corporate Division established regular supplementary meetings to discuss WHS matters and ensure timely updates to the HSC outside of formal meetings.

Comcare Workplace Inspections

In August 2025, Comcare conducted their annual proactive engagement with Treasury, focusing on WHS risk management practices. As part of the process, Comcare reviewed relevant documentation and carried out a site visit, during which they met with representatives from POSB, a worker, a contractor and health and safety representatives (HSRs). This year, two HSRs were consulted to reflect the increase in HSR appointments. At the time of the inspection, Comcare expressed satisfaction with the risk management practices presented.

The Comcare's Inspector Report (Appendix D) confirmed no non-compliances and noted one consideration, "*provide guidance for keeping records of the WHS risk management processes.*" Further discussion with Comcare clarified that this consideration was in relation to activities that Treasury do not undertake, e.g. health monitoring, therefore no further action is required. Verbal feedback from the Comcare inspector indicated that out of the 25 agencies that Comcare have engaged with, Treasury was ranked highest for having effective WHS risk management documentation and procedures.

Commonwealth Child Safe Framework Compliance

In accordance with Requirement 1 of the Commonwealth Child Safe Framework, all non-corporate Commonwealth entities are to publish an annual statement of compliance. To inform this requirement, Treasury conducted an annual risk assessment of activities involving children and young people in June 2025. The assessment determined that Treasury's level of responsibility for and interaction with children and young people as low risk, with appropriate strategies in place to manage risks. The annual statement of compliance will be published as part of the Treasury Annual Report 2024-2025.

Since the MOG transfers it has been identified that some Department of Social Services (DSS) functions now within Treasury's Housing Group may involve interactions with young people. To support ongoing compliance with the Commonwealth Child Safe Framework, further work will need to be undertaken to address the specific requirements associated with these functions. This work is expected to commence in 2026 and has been identified as a **new** future activity under the Strategic Workplace Plan.

Training and Development

To raise awareness and understanding of WHS obligations across the Treasury workforce, a range of facilitated training and awareness programs were offered.

Treasury Compliance Training

All Treasury employees, contractors, consultants, and officials who have access to the Treasury IT network are mandated to undertake a range of compliance training requirements.

As at 31 July 2025, 96 per cent of Treasury's workforce had completed both the *Appropriate Workplace Behaviour* training and *WHS module at Treasury* training. These figures are higher than the previous reporting period in January

2025. This improvement follows a review of training frequency requirements and enhanced clarity around expectations during performance review discussions.

Graph 8: Current WHS-related training completions - compliance

Training completions as of 31 July 2025

- WHS induction: 96%
- Appropriate workplace behaviour: 96%

■ Completion percentages

Comcare e-learning available on TSY Learning

Comcare has recently enabled the transfer of several of their training modules into our internal Treasury Learning platform. Leveraging this capability, Treasury selected the following modules from the Comcare's extensive range of training as further learning offerings to enhance staff capability:

- Introduction to psychological health and safety in the workplace
- Introduction to Health and Safety Representatives
- Workplace sexual harassment – never part of the job
- WHS for managers

Employee Engagement

APS Census Wellbeing Policies and Support Index

The 2025 Census results indicate that Treasury is effectively promoting and communicating its wellbeing policies and support services. Respondents rated the department's wellbeing policies and support with an index score of 75. An increase of 3 percentage point compared to the 2024 results and 3 percentage points higher than other larger-sized APS agencies. Key highlights:

- 91 per cent of respondents believe their immediate supervisor genuinely cares about their health and wellbeing, increase of two percentage points compared to 2024 results
- 76 per cent of respondents felt that Treasury cares about their health and wellbeing, increase of 6 percentage points compared to 2024 results
- 75 per cent of respondents agreed that Treasury actively promotes and communicates health and wellbeing initiatives, an increase of 9 percentage points compared to 2024 results
- Noticeable reduction in the number of respondents who had perceived discrimination (down 3 percentage points) or bullying (down 4 percentage points) in the past year

The potential contributors to the continued increase in positive results could align to ongoing communication campaigns promoting employee wellbeing initiatives, including monthly awareness information sessions; targeted training to leaders and managers; and enhancements to the Wellbeing Hub.

2024 Census Action Plan

As part of the 2024 Census Action Plan, specific participation targets were set for SES and EL2 employees to encourage completion of the Compassionate Foundations and Active Bystander training programs. These initiatives are aimed at fostering a more inclusive and respectful workplace culture. The promotion efforts were through direct messaging to specific cohorts, via the EL2 Hub on TSY Learning and referenced in the welcome email to all SES joining Treasury.

As at 31 July 2025:

- 33 employees have completed Compassionate Foundations training, and 51 employees were working towards completion. Note: these figures do not factor in movement in the workforce commencements and separations

- 35 Active Bystander sessions were offered to SES, EL employees and other targeted employees such as HSRs. A total of 85 per cent of SES and Executive level 2 employees participated in the Active Bystander training (77 SES and 233 Executive Level 2 staff)

For those who completed the Active Bystander training, additional APSC resources to support staff in 'Building a speak up culture in the APS' was promoted via TSY learning at end of August 2025.

New Employee Assistance Provider (EAP)

On 1 July 2025, Treasury commenced a contract with a new EAP service provider, Converge International (Converge). To raise awareness of the new service and its offerings, a communications campaign including two EAP information sessions were delivered to employees. The information sessions were well received, generated positive engagement and resulted in business areas and individuals to proactively access the services. Notably, the Treasury EAP service is also available for Australian Office of Financial Management, Australian Reinsurance Pool Corporation, Inspector General of Taxation Ombudsman and Commonwealth Grants Commission employees.

Employee Assistance Program

Since the launch of the new EAP service provider, **Converge**, uptake within Treasury has been positive with a 27.6 per cent annualised utilisation rate since commencement. The performance report provided from 1 July to 31 August 2025 **(Appendix E)** highlights the utilisation for the first quarter.

- a total of 82 new cases have been opened, with 39 opened in July, and 43 opened in August

- most contacts pertain to personal matters

- the top three topics employees sought support with were in relation to counselling, career coaching and nutrition support

The previous EAP service provider, **TELUS Health** ceased services with Treasury on 25 August 2025. The transition between the two service providers, enabled employees who had open cases with TELUS Health maintain continuity of support until 25 August 2025. **Appendix F** outlines the TELUS Health utilisation and engagement report for the period July 2024 – June 2025. Notable points:

- utilisation rate of 12.85 per cent with a 22.82 per cent of returning user rate. This rate was down from the previous year (2023-24) by approximately 1.5 per cent

- the top services utilised by employees through TELUS Health were:

    o stress - personal 30.1 per cent

    o workplace issues 16.5 per cent

    o anxiety 5.3 per cent

    o Relationship – general 4.9 per cent

- mental health 4.9 per cent

Osara Health (CancerAid)

The Osara Health dashboard **(Appendix G)** for Quarter 2 (May – July 2025) highlights key messages around the utilisation.

The total number of enrolments into Osara Health programs were 26, with five enrolments into the Cancer Coach program and 21 into the Cancer Caregivers program.

The feedback received from employees about the program is positive, with 100 per cent employees being very satisfied with the program and noting that on average 90 per cent of employees felt more in control of their wellbeing and cancer experience.

Notifiable WHS Incident Management Guidance

In accordance with the *Work Health and Safety (WHS) Act 2011* and Treasury's WHS management system. **All incidents, hazards and near misses** must be reported via <u>Delphi</u> withing **48 hours. Notifiable incidents** must be reported as soon as possible within **24 hours**.

Notifiable incident

A notifiable incident is when a serious incident occurs and is required to be notified to Comcare (the regulator). This applies to all Treasury employees and contractors whilst they are undertaking work on behalf of the Treasury.

The People and Organisational Strategy Branch (POSB) on behalf the Department (PCBU) are responsible for notifying Comcare when a notifiable incident occurs. Notifiable incidents include:

- *The death of a person*

- *A serious injury or illness of a person - e.g,. admitted into hospital*

- *A 'dangerous incident' – e.g., an incident that exposes a serious risk to a persons health or safety, such an explosion or a fire*

For more detailed information, refer to the **Incident and Investigation Procedure**

Responding to an incident

Where a notifiable incident occurs, the following steps must be taken:

1A. Emergency response

Follow the relevant emergency and first aid response process to care for the injured person/s this includes ensuring the area is cleared of onlookers and is safe prior to entering. This may include contacting first aid officers and/or security.

1B. Secure the area

Secure the area to prevent others from entering, and further incident from occurring, this could be through using signage, tape or cones. Where possible take note of the following:

a. Time and date of the incident,

b. Details of witnesses

c. Details of those involved / injured, where a contractor is involved ensure their name and company is documented

d. Take photographs of the area (if safe and reasonable to do so). **Note: where possible, photos or videos should be taken on work phones.**

2. Contact POSB

Contact POSB (x2222 opt.4) as soon as it is apparent that a notifiable incident has occurred. POSB will notify Comcare on behalf of The Treasury. If the incident occurs outside of standard working hours, email performancehealthsafety@treasury.gov.au

3. Do not disturb the site until advised

So far as is reasonably practicable, the incident site should not be disturbed until a Comcare inspector or police arrive and clear the site. The requirement to preserve the site should not prevent any action:

I.   To assist an injured person, or

II.   To remove a deceased person, or

III.   That is essential to make the site safe or to minimise the risk of a further notifiable incident, or

IV.   That is associated with a police investigation, or

V.   For which a Comcare inspector or the regulator has given permission

4. Incident reporting

An incident report must be completed via Delphi either by the persons involved, or the Director or manager of the individual(s).

An investigation may be undertaken by Comcare, police and/or internally depending on the situation.

> If an incident occurs whilst undertaking work for the Treasury, **outside of standard working hours**, notify security for support and undertake the above steps. Comcare will still be notified by POSB on the next working day.

Internal key contacts and information:

Name	Contact information
Performance, Health Safety (POSB)	02 6263 2222, option 4 or performancehealthsafety@treasury.gov.au
Chief People Officer	02 6263 1545 or 0474 260 560
Health and Safety Representative	Check the HSR TERI page
Security	02 6263 2777 or state specific number

Australian Government

Comcare

INSPECTOR REPORT

COMCARE REFERENCE NUMBER	MC00039145
PCBU DETAILS	Name: Department of the Treasury ABN: 92 802 414 793 ACN:
REPORT ISSUED TO	Name: s 22 Position: Health & Safety Advisor Cc: performanceheathsafety@Treasury.gov.au

BACKGROUND

1. On 10 July 2025 a proactive work health and safety inspection was commenced with Department of the Treasury (Treasury) as part of *Regional Engagement Program 2025-26 – Risk Management* Program.

2. The purpose of the inspection was to monitor compliance with the *Work Health and Safety Act 2011* (Cth) (WHS Act) and the *Work Health and Safety Regulations 2011* (Cth) (WHS Regulations).

3. The scope of the inspection was to examine whether persons conducting a business or undertaking (**PCBU**) has implemented a system for *Risk Management* that allows it to achieve legislative compliance and ensure that the PCBU's stated requirements are in use and systematically reviewed to ensure they deliver the PCBU's intended WHS outcomes.

OUTCOMES

4. Based on the information reviewed during the inspection, I did not identify any non-compliance with the WHS Act/WHS Regulations with respect to the scope of the inspection.

Information and advice

5. The PCBU must ensure risks to health and safety are eliminated so far as is reasonably practicable, or if not reasonably practicable to do so, are minimised so far as reasonably practicable: s 17 of the WHS Act. PCBUs should have regard to Part 3.1 of the WHS Regulations and the *Code of Practice: How to Manage Work Health and Safety Risks* when managing risks to health and safety. The PCBU must monitor and

maintain control measures, particularly any interim controls, to ensure that they remain in use and effective.

6. Learnings regarding control measures as a result of the inspection should be applied across the organisation where applicable.

7. Comcare draws Treasurys attention to their duties to consult, so far as is reasonably practicable, with workers and HSRs on work health and safety matters. Comcare encourages PCBUs to share inspector reports, or to provide access to relevant content or information regarding hazards and associated risks, with their workers, including HSRs. PCBUs must, so far as is reasonably practicable, 'consult with workers who carry out work for the business or undertaking who are, or are likely to be, directly affected by a matter relating to work health and safety' (s47).

8. Compliance with this duty may be assisted by sharing health and safety information from inspector reports with relevant workers and/or their representatives. PCBUs should also note that HSRs are empowered to receive information relevant to their work groups, and that as a function of their role, may request access to inspector reports, or relevant information within them. Comcare encourages PCBUs to have regard to their consultation duties, and to their obligations to HSRs under the WHS Act when responding to such requests (see s49, 70(1)(a), 70(1)(c), 71 and 79(3)).

COMPLIANCE ASSESSMENT

9. On 4 August 2025 I attended the Treasury offices in Parkes in the conduct of the inspection. The site visit was conducted as an announced inspection.

10. I undertook actions to make relevant Health and Safety Representatives aware of my attendance at the workplace and afford the opportunity to engage in the inspection process. I did engage with the relevant Health and Safety Representative.

11. Prior to the inspection, Treasury was requested to provide a copy of any policies and procedures related to WHS Risk Management, including but not limited to:

- Policies and procedures to demonstrate these arrangements are in place:
  - WHSMS/HSMA including - WHS Policy, WHS Risk Management Framework (Note: the PCBU may include the WHS framework within its organisational level framework), Incident Reporting procedure; change management procedure
- Roles and responsibilities of workers to:
  - Identify WHS hazards – physical, psychosocial, reputational, financial
  - Assess risks – risk matrix with definitions (hazard, risk) and likelihood and consequence,
  - Implement controls measures – allocation of responsibility of implementation of control measures,

- Monitor control measures for effectiveness – review of existing controls (Risk Register review schedule in consultation with workers/their representatives), triggers for review outside of periodic/planned reviews
- Evidence of WHS training and instruction relevant to the workplace (Hazard Identification, risk assessment and control)
- Evidence of consultation on a WHS risk with another PCBU
- Last two WHS Committee meeting minutes where workers have participated in decision making in relation to managing WHS hazards identified and the application of appropriate control measures (WHS Committee, Risk and Assurance Committee, HSR Committee)
- Completed WHS Inspection Checklist – with evidence of corrective actions (evidence of implementation of corrective actions and consultation on corrective actions)
- Two operational risk assessments (these are line items from the Corporate WHS Risk Register – onsite verification) – including evidence of consultation at meetings (WHS Committee meeting minutes)
- Current list of HSRs (Comcare inspector will select a HSR from the list to participate in the engagement)

12. Based on the documentation provided prior to the inspection and the information reviewed during the inspection, I did identify elements within the Comcare WHS Risk Management checklist that could not be demonstrated. As discussed during the Inspection, Treasury should consider developing policies, procedures or processes that demonstrate the application of the following:

a. provide guidance for keeping records of the WHS risk management processes.

13. Based on the information reviewed, Treasury has implemented policies, procedures or processes to manage WHS Risk Management. The following elements were demonstrated to Comcare during the Inspection to show that Treasury was:

a. identifying components of a risk management framework that sets out the organisational arrangements for implementing, monitoring, reviewing and continually improving risk management practices,
b. defining when the PCBU's risk management approach is to be used,
c. using a process that is endorsed by the PCBU's accountable authority,
d. defining the PCBU's risk appetite/risk tolerance,
e. outlining of key accountabilities and responsibilities for managing and implementing the PCBU's risk management framework,
f. identifying when risk assessments should be carried out,
g. defining the process for the identification of hazards,
h. defining the process for the management or control of the identified risk/s,
i. outlining how the PCBU reviews the controls to ensure they remain effective,

     j.   outlining the PCBU's process to train workers in the risk management framework,

     k.   including key definitions, such as but not limited to:

         i.   reasonably practicable,

         ii.   hazard,

         iii.   risk,

         iv.   risk assessment,

         v.   risk appetite

     l.   including a process for the management of shared or cross jurisdictional WHS risk,

During the onsite review of the risk register, Treasury demonstrated that:

     m.   the processes as outlined in their documentation are followed,

     n.   documents how consultation on control measures has been decided, approved/endorsed,

     o.   implemented a process to review control measures including:

         i.   triggers,

         ii.   timeframes,

         iii.   obligations,

         iv.   version control.

The examples provided of consultation with another PCBU demonstrated that:

     p.   consultation has occurred with another PCBU on a WHS matter,

     q.   consideration of feedback occurred.

14. A review of Treasurys incident register demonstrated that:

         i.   incidents and hazards are being reported and investigated,

         ii.   root cause/s are being identified,

         iii.   appropriate controls are being applied to mitigate the risk of reoccurrence,

         iv.   there is a process in place to review control measures to ensure they remain effective.

15. Discussions with an HSR, a worker and a contractor demonstrated:

     a.   they were able to identify the policies and procedures for WHS risk management,

     b.   they were consulted on the controls to be implemented to mitigate identified risk/s,

     c.   they have received training or instruction to enable them to:

         i.   identify hazards,

         ii.   assess risk/s,

         iii.   implement control measures,

iv. monitor control measures to ensure they remain effective.

16. It is important to understand that the outcomes of this engagement should not be considered a validation of Treasurys policies and procedures or their effectiveness. Treasury should ensure that the requirements of the Code of Practice (CoP): How to manage work health and safety risks are met.

17. The inspection is now closed however should an incident relating to Risk Management occur anywhere within the organisation in the future, Comcare will look to confirm that Treasury has ensured policies and procedures are effective and are maintained so that they remain effective.

REPORT ISSUED BY	Inspector	s 22
	Inspector ID number	s
	Email	s 22 @Comcare.gov.au
	Phone	02 s 22
	Date	5-8-2025
	Signature	s 22

DISCLAIMER

This report contains information that may assist you to take steps regarding your obligations under the WHS Act. You must refer to the Commonwealth *Work Health and Safety Act 2011* (WHS Act) and the *Work Health and Safety Regulations 2011* (WHS Regulations) to understand your duties and obligations. Comcare's external website contains links to WHS legislation.

Comcare does not accept liability for any errors or omissions or for any loss or damage suffered by you or any person which arises from your reliance on this report or for any breach by you of your obligations under the WHS Act. Where a Comcare inspector has inspected a particular workplace, it is not a representation by Comcare that the particular workplace is in any way free of hazards.

IF YOU DO NOT AGREE WITH A DECISION

If you disagree with the outcome of this inspection, you may seek an internal reconsideration of the inspector's decision. A request for a review should be sent to statutory.oversight@comcare.gov.au including any additional information or evidence you have to support your request. Comcare will review your request and advise of the outcome in writing within 20 business days.

If you would like to clarify any aspect of this report, you can contact the inspector directly.

Comcare has a range of publications and fact sheets to help explain your responsibilities and provide guidance to make your workplace safer. The Compliance and Enforcement Policy provides guidance as to how Comcare approaches regulation. To access these, visit our website.

PRIVACY STATEMENT

Your privacy is important to us. Comcare will only collect, use or disclose personal information in accordance with the Commonwealth *Privacy Act 1988* and if it is reasonably necessary for, or directly related to, one or more of our functions, powers and/or activities. These include functions and activities under the following Commonwealth legislation: *Safety, Rehabilitation and Compensation Act 1988*, the WHS Act, the *Seafarer's Rehabilitation and Compensation Act 1992*, and the *Asbestos related- Claims (Management of Commonwealth Liabilities) Act 2005*. If Comcare does not collect personal information from you, for the purposes of its legislated functions or related functions, we may not be able to respond appropriately.

Comcare is the Commonwealth agency authorised by the WHS Act to collect personal information relevant to the exercise of functions and powers under the WHS Act, WHS Regulations and the administration and evaluation of Comcare's WHS programmes. Any personal information collected in these forms will be used for those purposes.

In exercising our functions and powers, Comcare may disclose personal information, subject to confidentiality of information provisions under the WHS Act, to the following bodies and agencies, including but not limited to:

- Comcare's internal and external legal advisers
- the Safety, Rehabilitation and Compensation Commission
- a court or tribunal
- state or territory work health and safety regulatory agencies

- personnel engaged by Comcare to conduct research related activities
- enforcement agencies or bodies
- state and territory Coroners
- Commonwealth, state or territory industry regulators

- any other person assisting Comcare in the performance of its functions or exercise of its powers, including contractors and consultants
- any other person where there is an obligation under law to do so (for example but not limited to, responding to the direction of a court to produce documentation).

For further information on how Comcare handles personal information, please read the Privacy Policy on Comcare's website. To request a change to your personal information or to make a complaint, please phone or email privacy@comcare.gov.au.

a. www.comcare.gov.au | 1300 366 979

EAP Utilisation Dashboard

Reporting Period: 7/1/2025 — 8/31/2025

Customer Name: The Treasury

Customer Number: 101566

New Cases	Active Clients	Total Hours	Annualised Utilisation Rate	Number of Employees	Online Booking	% of all sessions from services eligible for online booking from 1 Jun 23
82	52	99	27.6%	1750	36.4%	

New Cases
- July 2025: 39
- August 2025: 43

Active Clients
- July 2025: 23
- August 2025: 39

Total Hours
- July 2025: 34
- August 2025: 65
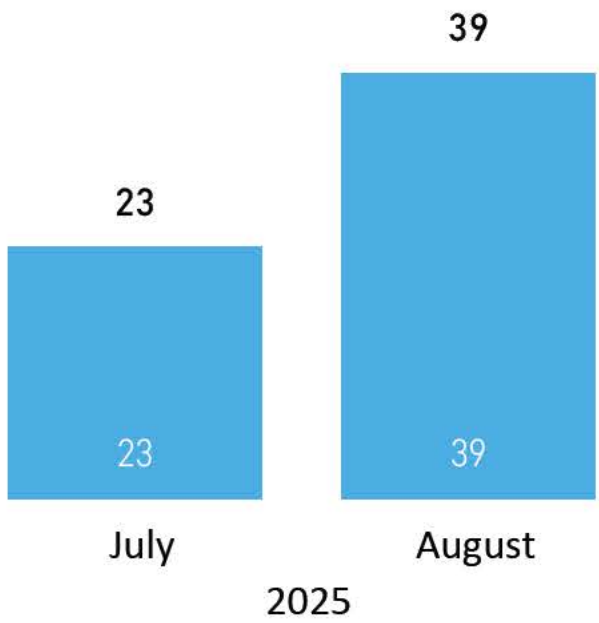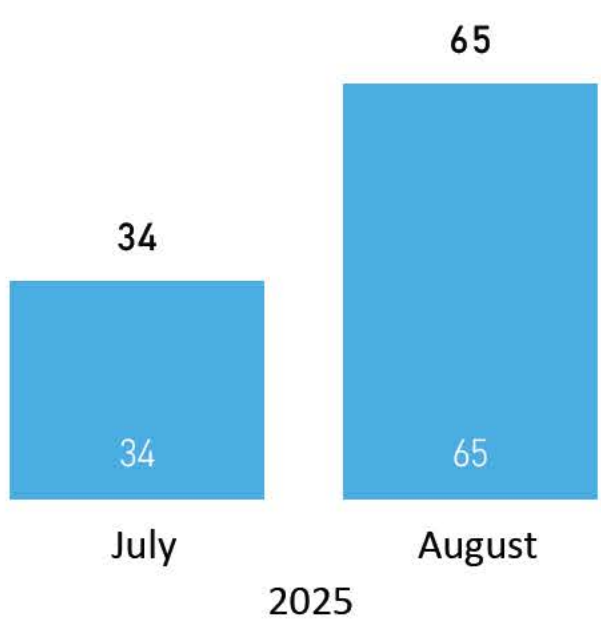
New Cases by Service Type
Service Type	Count
Employee Counselling	55
Career Coaching	8
Nutrition Support	8
Legal Support	3
Manager Support	3
Financial Coaching	2
Counselling for Family Members	1
Crisis Counselling	1

Top 5 Personal Issues by Issue Class
Issue Class	Count
Mental Wellbeing	24
Social Wellbeing & Relations...	7
Addictive Behaviours	1
Grief & Loss	1
Physical Wellbeing	1

Top Personal Issues
Top Personal Issues	#
Ongoing Stress	10
Anxiety	8
Family Issues	3
Other Mental Health Conditions	3
Relationship/Separation	3
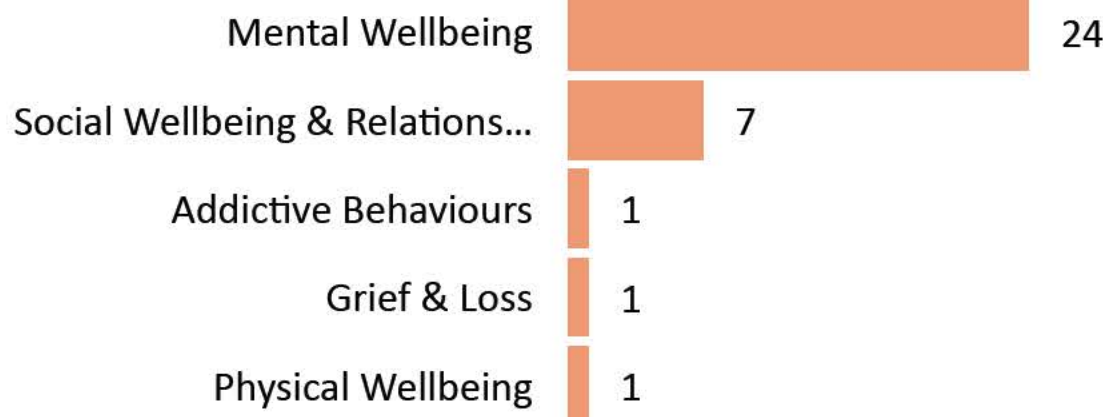
Top 5 Work Issues by Issue Class
Issue Class	Count
Work Stress	6
Mental Wellbeing	4
Work Environment	4
Workplace Relationships	3
Social Wellbeing & Relations...	2

Top Work Issues
Top Work Issues	#
Emotional Resilience	6
Safety Concerns	4
Work Life Balance	2
Workload / Time Pressure	2
Career Counselling	1

Issues - Top Issues for Ancillary Services
ServiceType	NewCases
Career Coaching	8
Counselling for Family Members	1
Crisis Counselling	1
Disability and Carers Helpline	1
Financial Coaching	2
Legal Support	3
Manager Support	3
Nutrition Support	8

Utilisation by Business Unit
Group Name	New Cases	Total Hours
Markets	23	28
Small Business, Corporate and Law	18	22
Housing	13	15
Revenue	8	3
Fiscal	7	12
Macroeconomic	6	10
International and Foreign Investment	4	3
Treasury Portfolio Agencies	3	6

Appointments by Delivery Type
- F2F
- Phone: 40.4%
- VC: 53.5%

Personal Issues Vs Work Issues
- Personal Issues: 61.8%
- Work Issues: 38.2%

APPENDIX E

Appendix F

ⓘ Depending on the contract model, some cases (e.g., work-life services) may be excluded from the utilization rate calculation but will still appear in the case counts for the service breakdown.

Engagement overview

People who have utilized provider-led services with TELUS Health EAP

Eligible employees	Utilization rate	Returning user rate
1,603	**12.85%**	**22.82%**
	↓ 1.5% From last period	↓ 1.2% From last period
This represents the number of employees eligible for Employee Assistance Programs.	149 employees and 5 non-employees have created 206 cases	34 employees out of 149 have utilized the services more than once.

Utilization trends

Compare current provider-led service utilization to preceding period for near term comparisons

Utilization — 12.85%
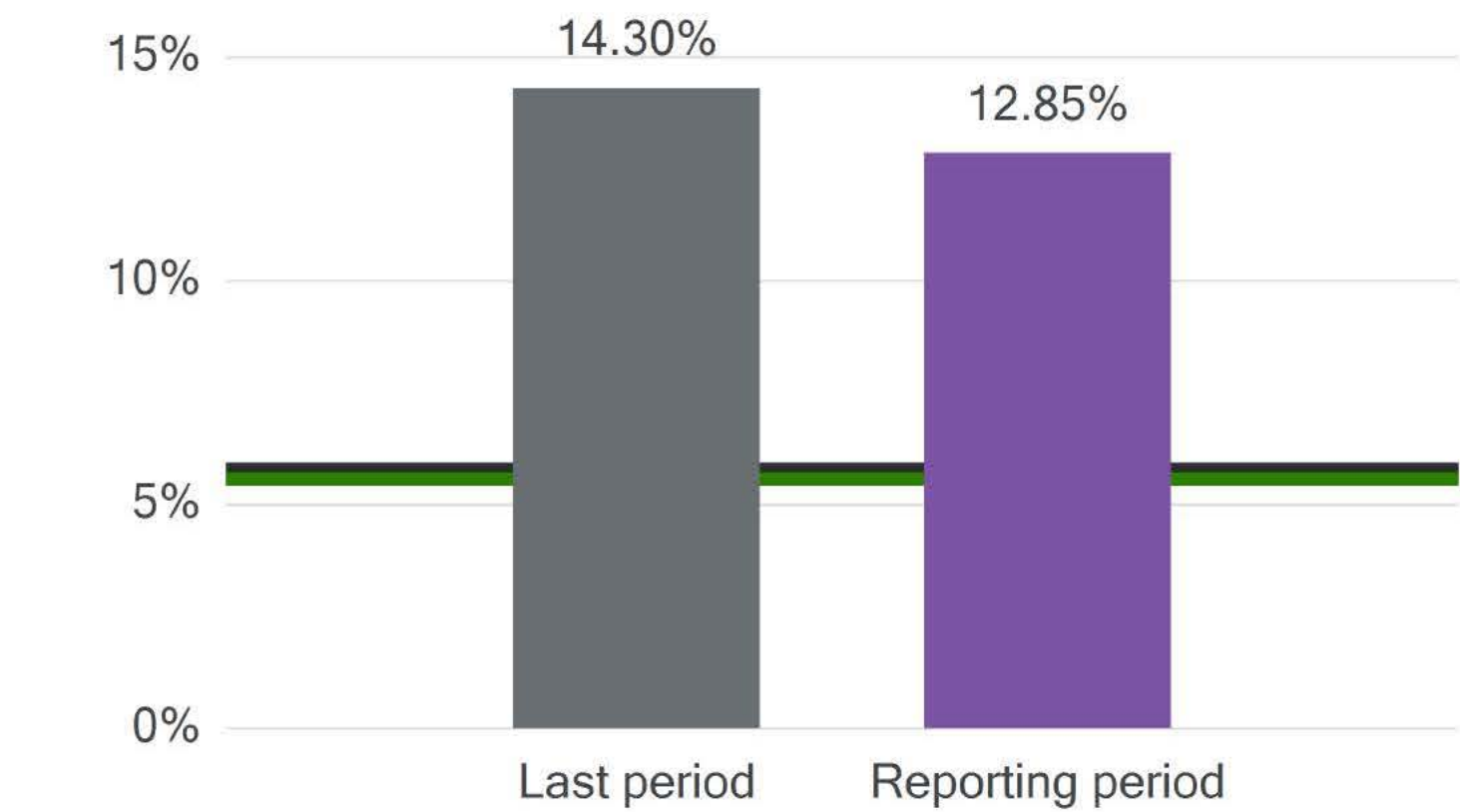
Other Services (except Public Administration) (Industry benchmark) **5.80%**

Australia (National benchmark) **5.57%**

Total service utilization

Compare service utilization to the same period last year.

● (2024-2025)   ■ (2023-2024)
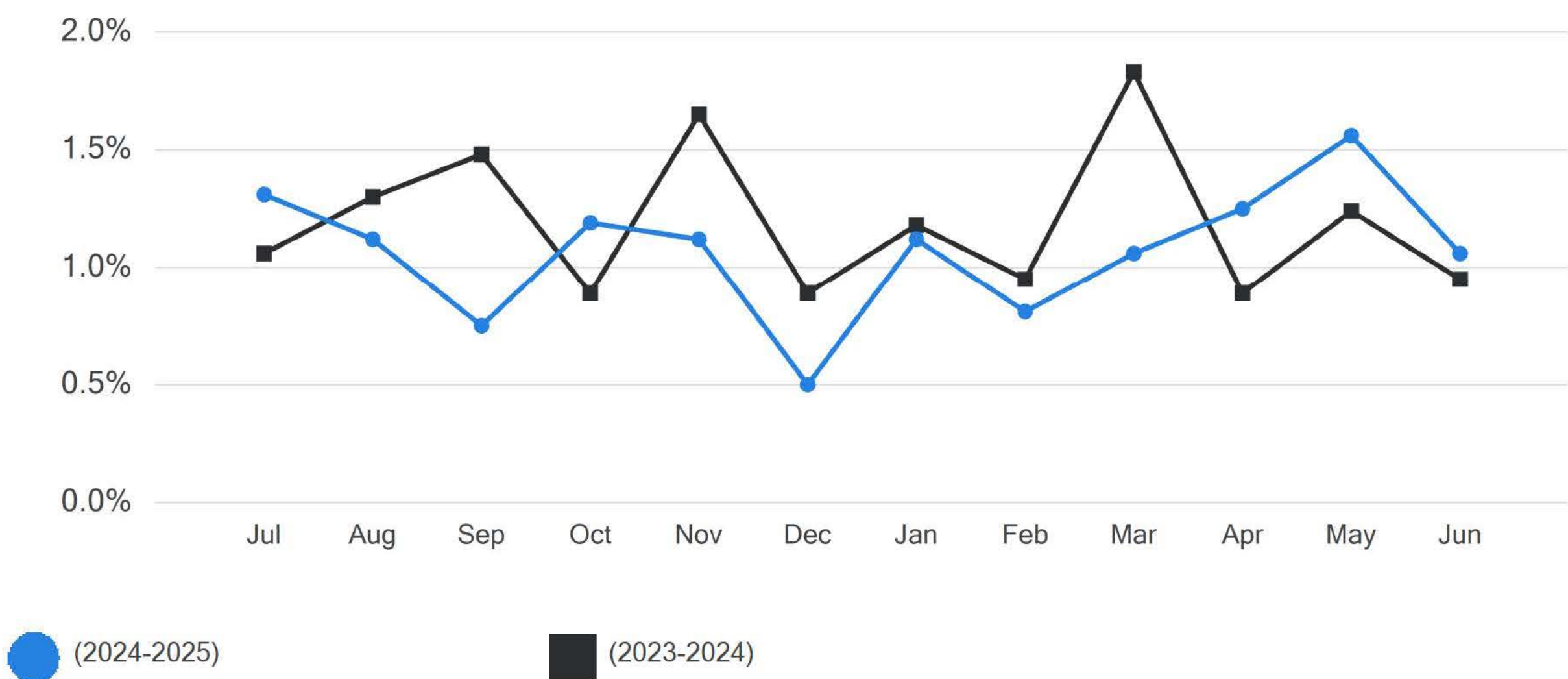
Provider-led utilization — 12.85%

🖩 Utilization (12.85%) = total cases (206) / eligible employees (1,603)

Mental Health Counselling Services	12.66%
WorkLife Service	0.19%
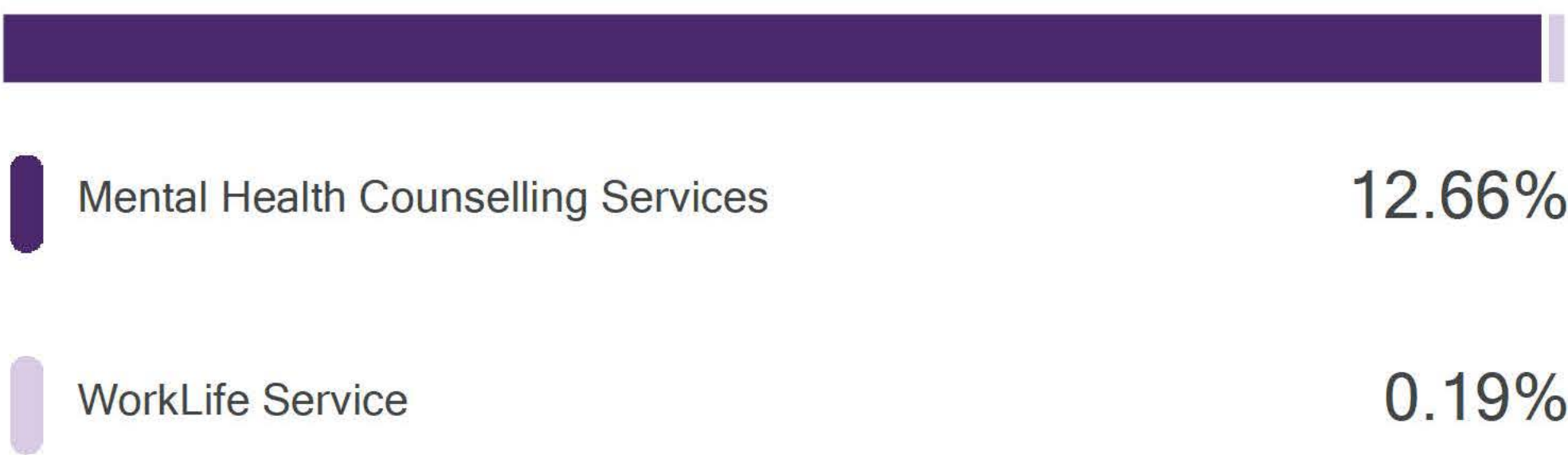
How people received provider-led services

Telephonic	100% / 78%
Online	7%
In Person	15%

■ Reporting period   ■ Preceding period

Engagement
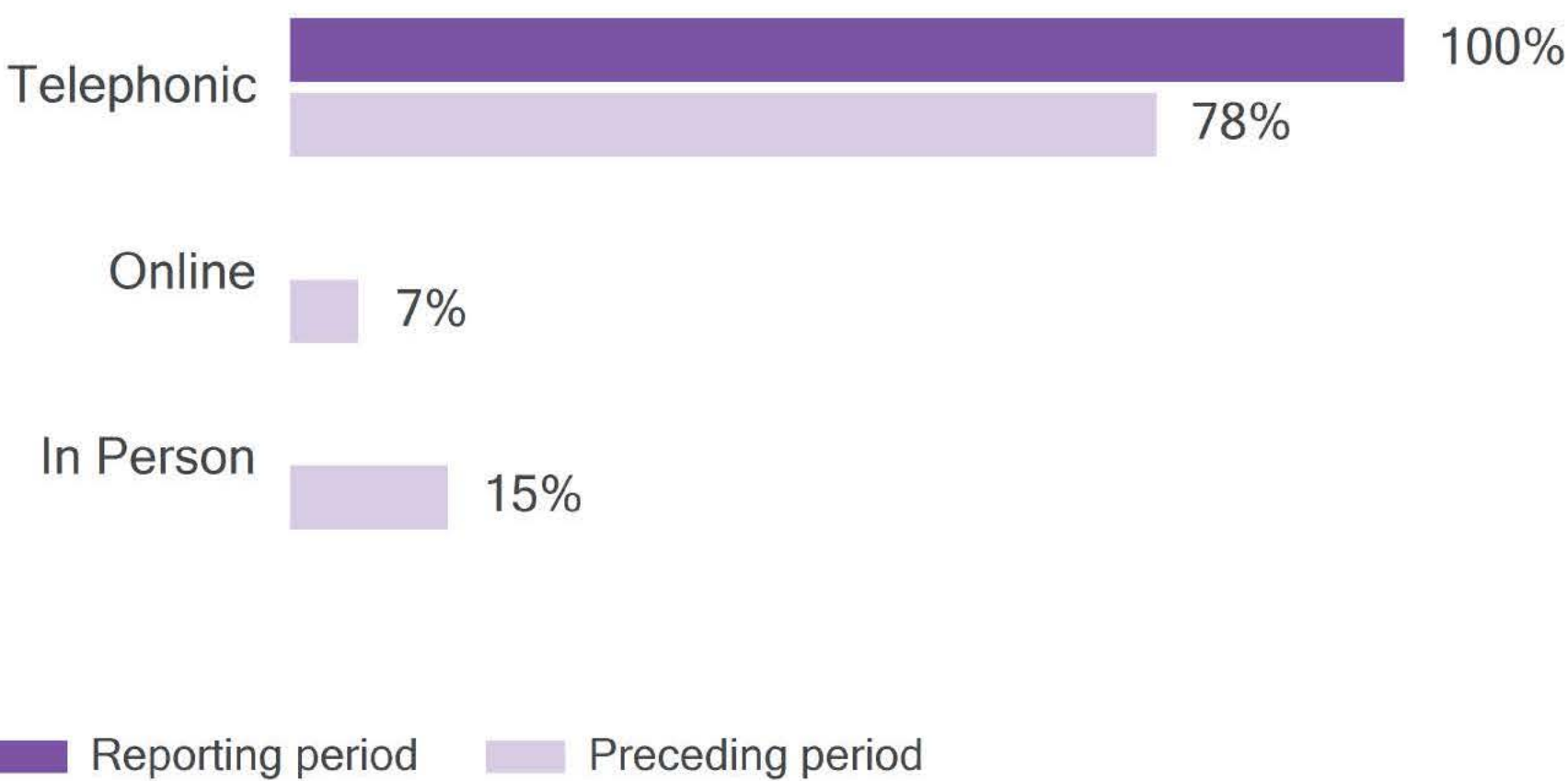
Demographics

Gender and age breakdown of people utilizing provider-led services.
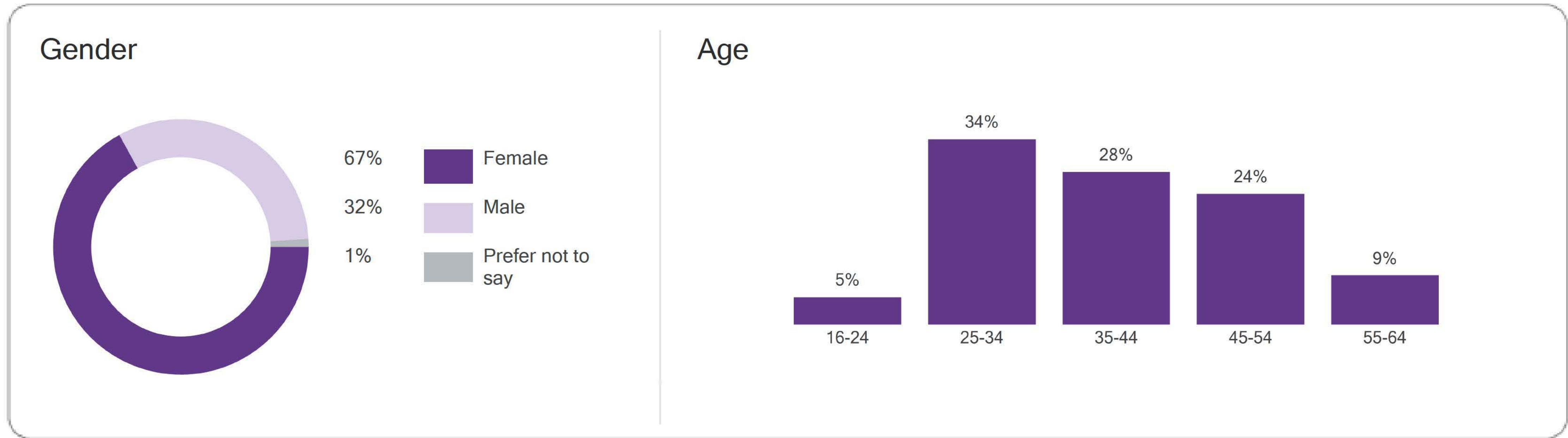
Gender

67% ■ Female
32% ■ Male
1%   ■ Prefer not to say

Age

34% 25-34
28% 35-44
24% 45-54
9% 55-64
5% 16-24

Services breakdown

Service breakdown for people utilizing provider-led services. The number of created cases in this reporting period is **206**.

How are Mental Health Counselling services being utilized?

Based on **203** created cases

Category	Reporting period	Preceding period
Work-Related	52 Cases	25.6% ↑	45 Cases	19.1%
Personal/Emotional	111 Cases	54.7% ↓	149 Cases	63.4%
Couple/Relationship	20 Cases	9.9% ↓	24 Cases	10.2%
Family	19 Cases	9.4% ↑	17 Cases	7.2%
Addiction Related	1 Cases	0.5% ↑	0 Cases	0%

Period	Cases
Jul '24 - Sep '24	51
Oct '24 - Dec '24	43
Jan '25 - Mar '25	48
Apr '25 - Jun '25	61

✦ The service breakdown category of Work-Related shows the largest increase from the preceding period.
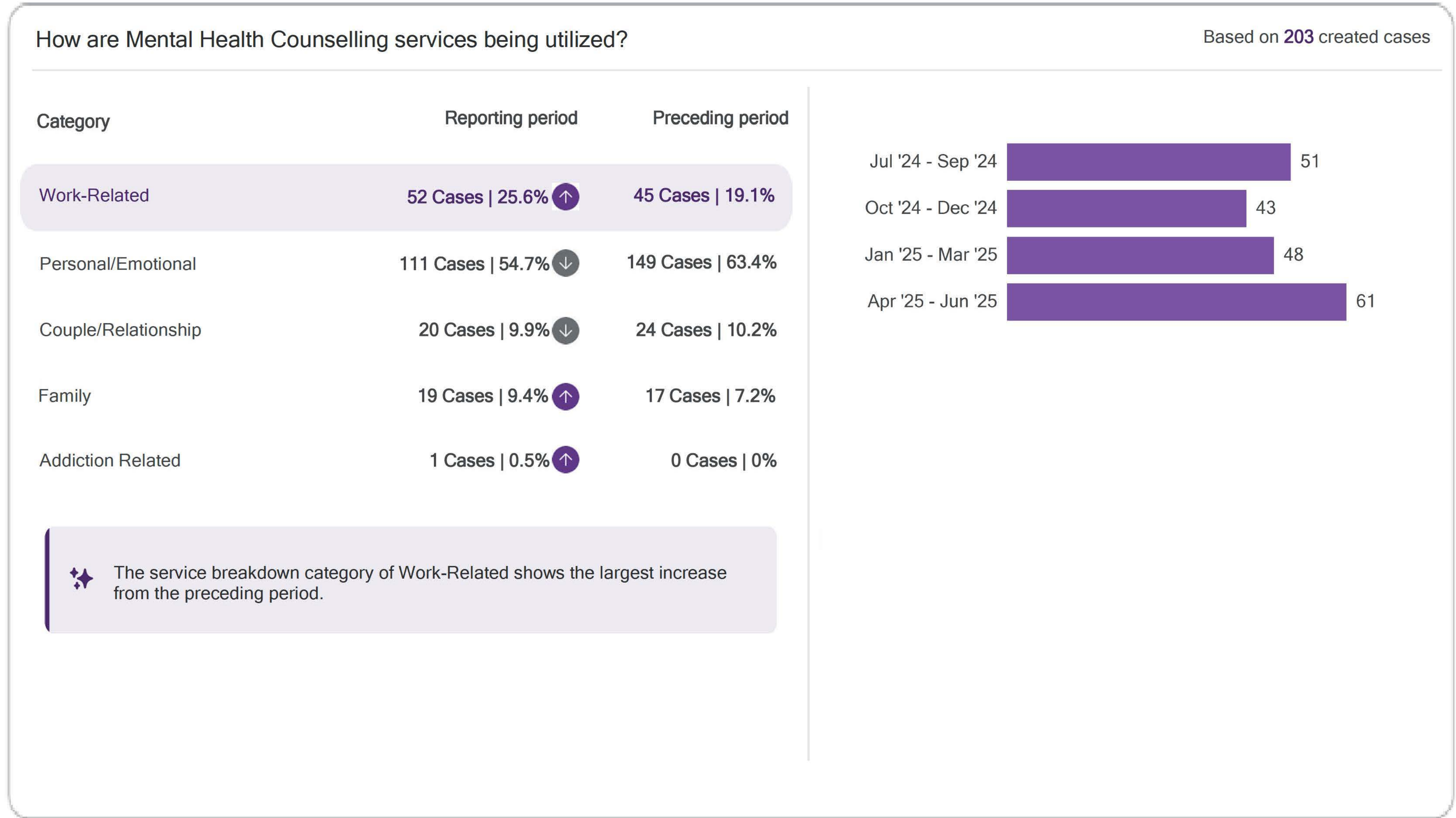
Key changes in service utilization compared to preceding period

✦ There has been a 9.4% decrease in "Other" ("Personal/Emotional"), a 4.8% decrease in "Stress - Personal" ("Personal/Emotional"), and a 3.6% increase in "Workplace issues" ("Work-Related").

Engagement

Services breakdown

Service breakdown for people utilizing provider-led services. The number of created cases in this reporting period is **206**.

How are WorkLife services utilized?

Based on **3** created cases

Category	Reporting period	Preceding period
Legal	2 Cases | 66.7% ↑	3 Cases | 42.9%
Financial	1 Cases | 33.3% ↓	4 Cases | 57.1%

✦ The service breakdown category of Legal shows the largest increase from the preceding period.

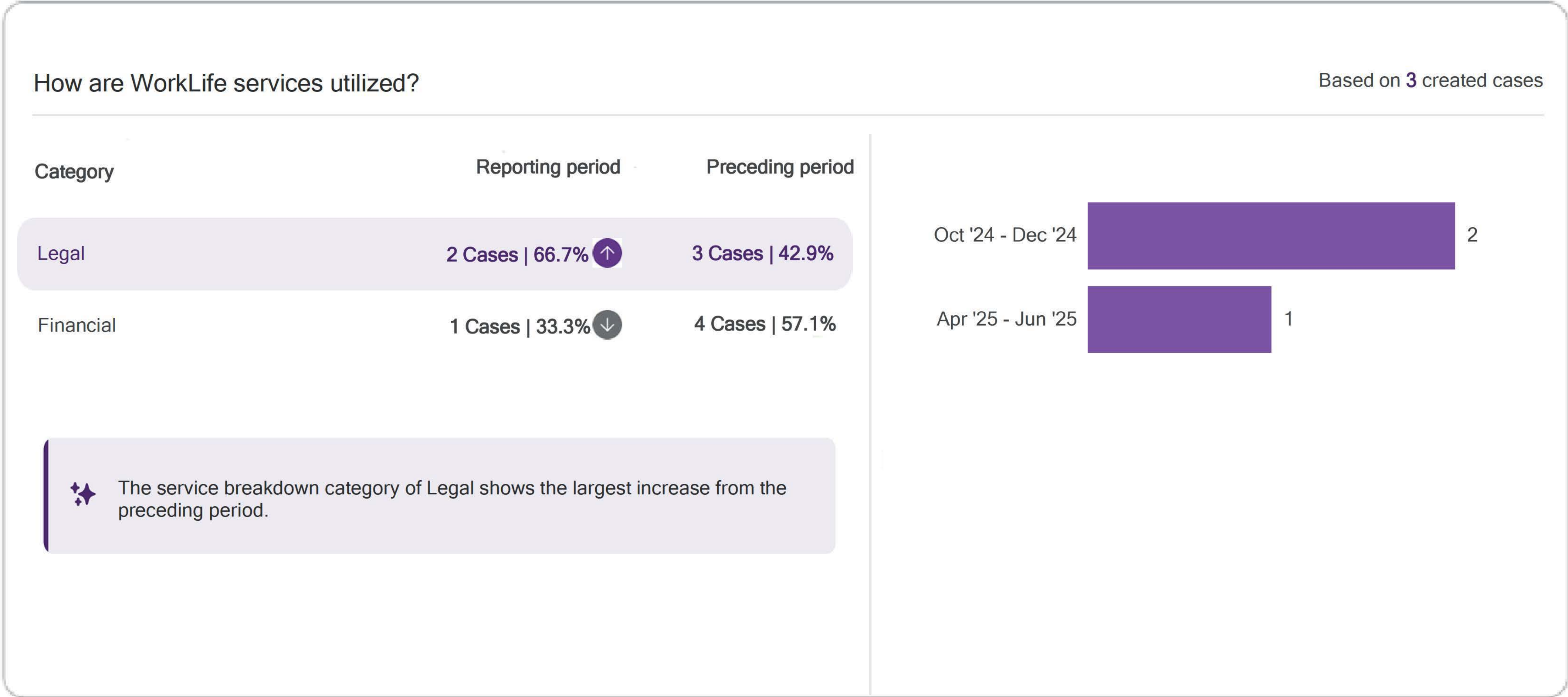| Period	Value
Oct '24 - Dec '24	2
Apr '25 - Jun '25	1

Key changes in service utilization compared to preceding period

✦ There has been a 28.6% decrease in "Human Rights" ("Legal"), a 14.3% decrease in "Marriage" ("Legal"), and a 14.3% decrease in "Divorce" ("Financial").
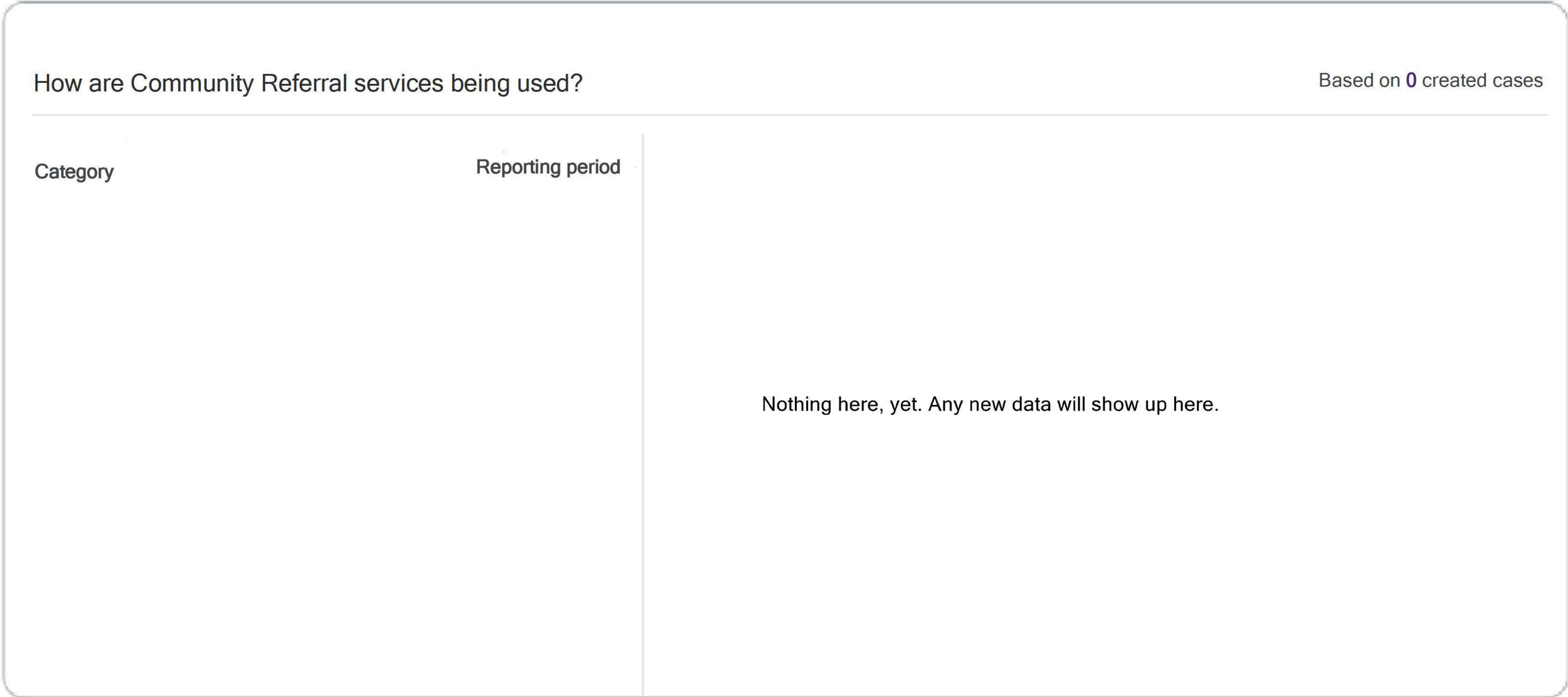
How are Community Referral services being used?

Based on **0** created cases

Category	Reporting period

Nothing here, yet. Any new data will show up here.

Presenting Issues

A look at the top issues affecting people.

What are the issues affecting people? (Mental Health Counselling, WorkLife and/or Community Referrals)

Top 10 Presenting Issues	Reporting Period	Preceding period
Stress - Personal	62 Cases | 30.1% ↓	83 Cases | 34.3%
Workplace issues	34 Cases | 16.5% ↑	31 Cases | 12.8%
Anxiety	11 Cases | 5.3% ↓	13 Cases | 5.4%
Relationship - General	10 Cases | 4.9% ↓	15 Cases | 6.2%
Mental Health	10 Cases | 4.9% ↑	7 Cases | 2.9%
Grief	9 Cases | 4.4% ↑	5 Cases | 2.1%
Work Relationships/Conflict	9 Cases | 4.4% ↑	6 Cases | 2.5%
Family Communication	7 Cases | 3.4% ↑	6 Cases | 2.5%
Child Behaviour	6 Cases | 2.9% ↑	4 Cases | 1.7%
Workplace Bullying	5 Cases | 2.4% ↑	3 Cases | 1.2%

Presenting Issues

A look at the top issues affecting people.

What are the issues affecting people? (Mental Health Counselling, WorkLife and/or Community Referrals)
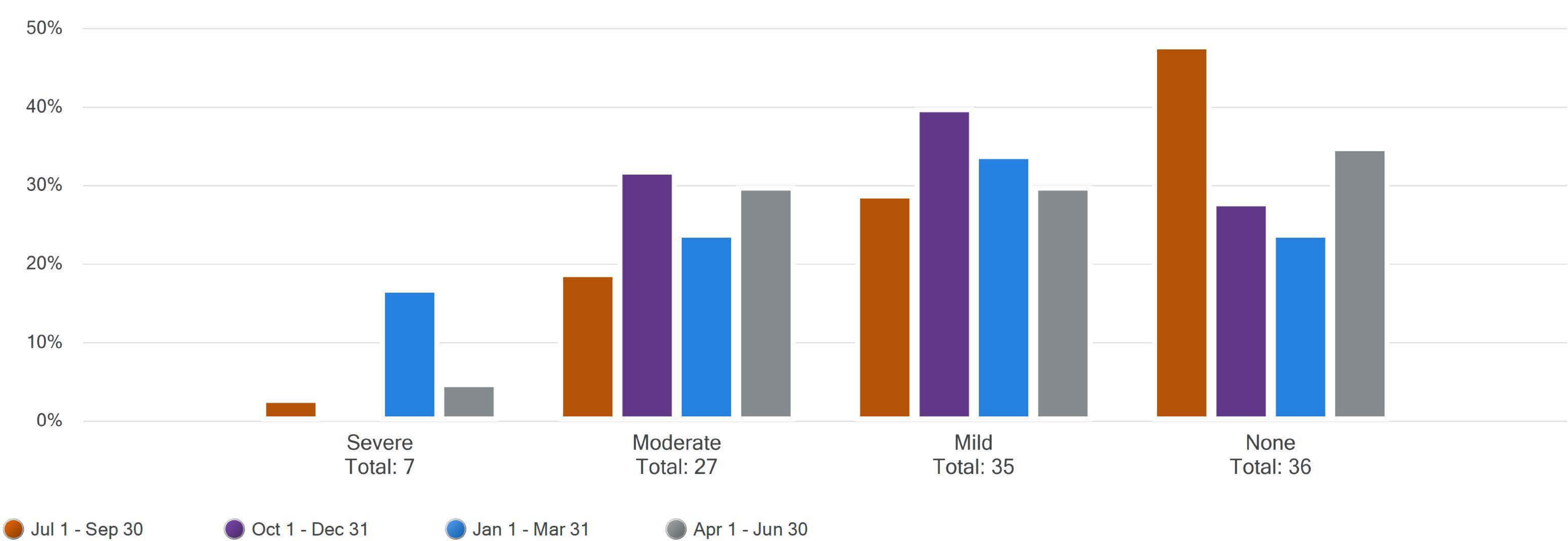
Assessments

How clinical assessments measure the severity for all those who completed surveys

Depression assessment

105 total assessments

Legend:
- ● Jul 1 - Sep 30
- ● Oct 1 - Dec 31
- ● Jan 1 - Mar 31
- ● Apr 1 - Jun 30

Categories:
- Severe — Total: 7
- Moderate — Total: 27
- Mild — Total: 35
- None — Total: 36

✦ **34% of people** (36 out of 105 assessments) show **None** severity of depression throughout the reporting period.

✦ When comparing assessments scores before and after engaging with services, **47% of people** showed an improvement in symptoms of depression.

Anxiety assessment

20 total assessments

Legend:
- ● Apr 1 - Jun 30

Categories:
- Mild — Total: 3
- None — Total: 17
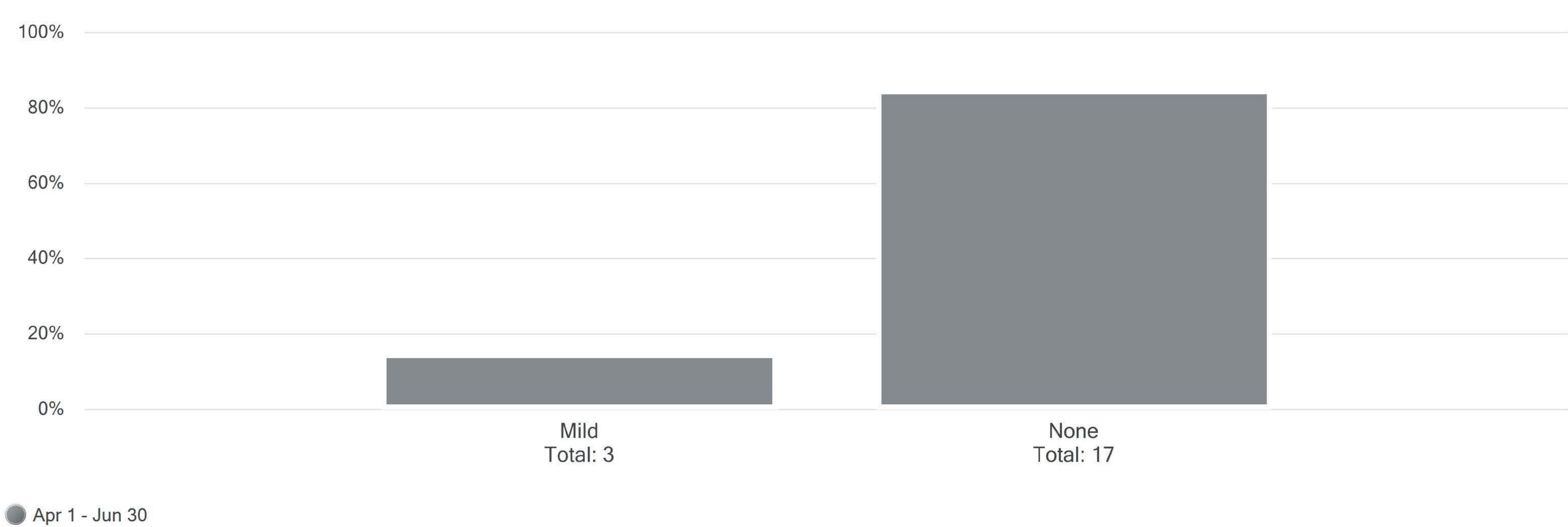
✦ **85% of people** (17 out of 20 assessments) show **None** severity of anxiety throughout the reporting period.

Satisfaction score overview

How people rated provider-led services.

To ensure data reliability, we only display results when a minimum threshold of responses is met. We'll show your score once the required number of responses has been received.

Closed cases

118 cases

↓ 30% from preceding period

How people are supported

92% ▇ Provider-led services

8% ▇ Referrals

Impact

Workplace Outcome Suite (WOS)

TELUS Health uses a psychometric tool, the Workplace Outcome Suite (WOS), to measure the impact of our short-term counselling services. The WOS is a brief set of questions asked of direct eligible users in their first and last clinical counselling interaction.

Absenteeism	Presenteeism	Workplace Distress	Workplace Engagement	Life Satisfaction
Hours of work missed in the last 30 days.	My personal problems kept me from concentrating on my work.	I dread going into work.	I am often eager to get to the work site to start the day.	So far, my life seems to be going very well.

Impact on employees

There have been 24 responses to the Workplace Outcome Suite. The information below highlights the hours lost due to factors such as absenteeism and presenteeism, as well as their impact on workplace culture and employee well-being.

Monthly productivity per employee

The following illustrates an employee's monthly productivity, which is calculated by deducting lost hours due to absenteeism and presenteeism from the standard 160 working hours in one month.

160 hrs

Productive hours: 155
Lost hours: 5
Before services

Productive hours: 157
Lost hours: 3
After services

Workplace distress

Before		21%
After		17%

✦

Workplace engagement

Before		79%
After		75%

Productivity for survey participants

✦ Among all survey participants, absenteeism and presenteeism have improved, resulting in an increase in productivity of 13.53% (520 hrs)*.

✦ Absenteeism improved by 2.44% (94 hrs) , and presenteeism improved by 11.09% (426 hrs) for survey participants.

*Productivity improvement = Change in lost hours x Survey responses

Life satisfaction

Before		71%
After		88%

✦ Life Satisfaction shows a **17% improvement.**

Organizational services

Service breakdown for people utilizing organizational services.

How is Critical Incident support being utilized?

Critical Incident Services	Reporting Period	Preceding period
	0 Cases	**0 Cases**

Top 3 Issues	Reporting Period	Preceding period

How are Management consultations being utilized?

Management Consultations	Reporting Period	Preceding period
	6 Cases	**12 Cases**

Top 3 Categories and Issues	Reporting Period	Preceding period
Work-Related	6 Cases | 100% ↑	11 Cases | 91.67%
Work Relationships/Conflict	4 Cases | 66.67% ↑	1 Cases | 9.09%
Workplace issues	1 Cases | 16.67% ↓	4 Cases | 36.36%
Work Performance	1 Cases | 16.67% ↓	3 Cases | 27.27%
Personal Health and Well Being	0 Cases | 0% ↓	1 Cases | 8.33%
Medical Issue/Condition	0 Cases | 0% ↓	1 Cases | 100%

Organizational services

Service breakdown for people utilizing organizational services.

How are Workplace support programs being utilized?

Workplace Support Programs	Reporting Period	Preceding period
	0 Cases	0 Cases

Top 3 Categories and Issues	Reporting Period	Preceding period

Absenteeism

Measures the frequency of workdays missed due to personal or health-related issues.

Anxiety assessment

The GAD-7 assessment is a self-reported tool used to assess the severity of generalized anxiety disorder symptoms over the past two weeks

Annualized utilization

This is the projected annualized utilization if the reporting period selected is less than 12 months based upon how people have utilized services in the previous months.

Benchmarks

Benchmarks are standardized metrics that allow comparisons of provider-led services between your organization and similar organizations within the same country and/or industry. Reflecting data from the reporting period, they help evaluate performance, identify best practices, and inform improvement decisions

Case

A case is created when a person engages with a provider-led service (e.g., Counselling or WorkLife).

Community referral

When a person is referred to an external community resources to address specific needs that fall outside the scope of direct TELUS Health offerings. For example, referring a person for specialized treatment.

Counselling

A confidential service provided by licensed professionals to help people address personal challenges, improve mental health, and develop coping strategies using evidence-based approaches.

Depression assessment

The PHQ-9 assessment is a 9-item self-reported tool used to measure the severity of depression symptoms over the past two weeks. It aligns with diagnostic criteria for major depressive disorder, covering mood, energy, sleep, and interest in activities

Last period

The reporting duration immediately preceding the current report's timeframe, allowing for near term comparisons.

Life satisfaction

Captures the overall satisfaction with personal life as a reflection of well-being.

Monthly productivity

The number of productive hours in a month, calculated by deducting lost hours due to absenteeism and presenteeism from the standard 160 working hours in one month.

Organizational cases

A case is created when an organizational leader initiates a request on behalf of the organization. This may include Critical Incidents, Management Consultations, or Workplace Support Programs. The counts reflect cases opened during the reporting period. These cases are excluded from the utilization rate calculation.

People

Individuals eligible to access TELUS Health services. This includes employees and their eligible dependents, such as spouse and children.

Population

The total number of eligible employees covered during the reporting period, calculated as an average over time.

Preceding period

The reporting duration immediately preceding the current report's timeframe, allowing for near term comparisons.

Presenteeism

Evaluates productivity loss when employees are physically present but not fully effective at work.

Providers

A licensed clinician or care professional who delivers personalized support and services, such as counselling, therapy, or other forms of direct care, to people seeking assistance.

Provider-led

Services where people engage directly with licensed clinicians or care professionals for personalized support, such as participating in regular counselling sessions.

Utilization rate

When cases are created by people after utilizing Counseling, WorkLife and/or Community Referralservices, we call this 'Utilization'.

Utilization % = total cases / eligible employees * 100

WorkLife

Specialized solutions providing people with professional consultations, educational support, and qualified referrals to address everyday challenges affecting wellbeing and performance at home and work.

Workplace distress

Measures stress levels or conflicts experienced in the workplace

Workplace engagement

Assesses employees' motivation, energy, and involvement in their work.

Workplace Outcome Suite (WOS)

The Workplace Outcome Suite (WOS) is a validated measurement tool used to evaluate the impact of our counselling services. It consists of a brief set of Likert-scale questions, designed to measure key outcomes, asked of people during their first and last clinical counselling interaction.

Osara Health & Treasury

Q2 2025

July 2025

Q2 - Overview

235

Webinar attendees in 2025

Employer-wide webinar:

Webinar - Mindfulness May Series

154 in attendance over 4 webinars

Employer-wide webinar:

Webinar: Bowel Cancer Awareness

26 in attendance

Q2 Enrolment Summary

3

Enrolments into
Osara Health Programs

2

Enrolments into
Cancer Coach

1
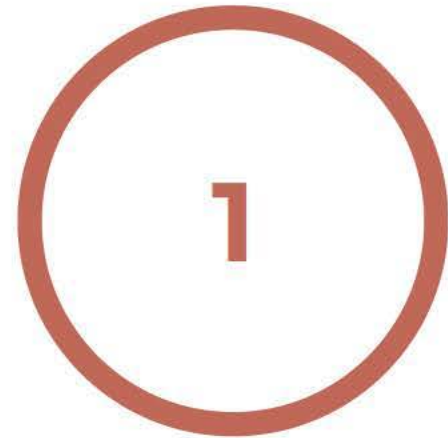
Enrolments into
Cancer Caregivers

2025 Enrolments

6

Enrolments into
Osara Health Programs

3

Enrolments into
Cancer Coach

3

Enrolments into
Cancer Caregivers

Total Partnership Enrolments

26

Enrolments into
Osara Health Programs

5

Enrolments into
Cancer Coach

21

Enrolments into
Cancer Caregivers

Employee Feedback

Employee Results - General

100%

On average, employees were **very satisfied** with the Program

Question: Out of 5, how would you rate your overall satisfaction with the Program?

+100

Net Promoter Score

Question: Out of 10, how likely are you to recommend the Osara Health Coach / Caregivers Program to a friend or a colleague?

90%

On average, employees felt **more empowered and confident**

Question: Out of 5, to what extent did the program make you feel more empowered and confident?

Employee Results - General

90%

On average, employees
felt **more supported**

Question: Out of 5, to what extent did the program
make you feel more supported?

70%

On average, employees felt
more in control of their
wellbeing and cancer
experience

Question: Out of 5, to what extent did the program make you
feel more in control of your health and wellbeing?

Employee Results - Work related Questions

100%

On average, employees
increased their satisfaction
at work

Question: Out of 5, to what extent did the program increase
your satisfaction at work (if applicable)?

90%

On average, employees **felt**
more confident having a
conversation with their
manager about their cancer

Question: Out of 5, to what extent did the program increase
your confidence to have conversations with your employers?

90%

On average, employees
reported they are more likely
to continue their employment

Question: Out of 5, to what extent does your employer offering
the program make you more likely to continue employment
with them?

9

Employee Results - Caregivers Only Questions

80%

On average, employees **improved their care** for their loved one

Question: Out of 5, to what extent did the Caregiver program result in providing better care for your loved one?

100%

On average, employees **increased their confidence and felt more empowered** in looking after their loved one

Question: Out of 5, to what extent did the Caregiver program allow you to feel more empowered and confident in looking after your loved one?

90%

On average, employees **were able to continue working** as a result of the Program

Question: Out of 5, to what extent did the Caregiver program allow you to continue working?

Discussion / ongoing topics

- **2025 awareness plan** - here
    - Bespoke webinars locked in for The Department
        - ~~9 April 2025 - Cancer in the Workplace Workshop (Leaders)~~
        - 25 September 2025 - Foundations of Cancer Wellbeing (bespoke)
        - 5 November 2025 - Cancer in the Workplace Workshop (Leaders)
- **Newsletters?**
- **Family Members Expansion**

July

August
Webinar: Stay Active: The Benefits of Exercise During and After Cancer Treatment
Date: 20th August

September

October
Webinar: Safety at Work Month: Cancer in the Workplace
Date: 8th October

October
Webinar: Breast Cancer Awareness: Navigating Screening, Treatment, and Support Networks
Date: 22nd October

November
Webinar: Mens Health and cancer – breaking down stigmas and barriers to accessing better care
Date: 19th November

December

Family Member's Case Study

- Supporting families = more supported employees
- Improved relationship with the department
- A flow on benefit to staff whose family members may be experiencing cancer or whom are cancer carers
- Alignment with other federal government departments as the standard
- Consistency with EAP eligibility arrangements

35% increase

Employees only   +Family
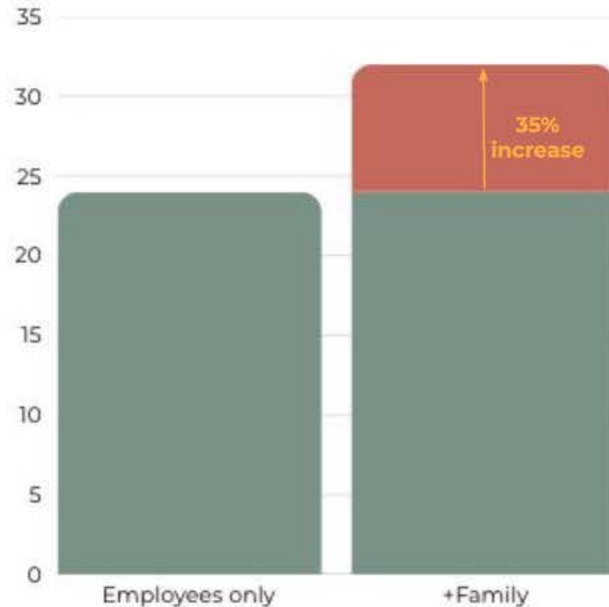
Extending osara health programs to family members increases enrolments into our programs by 35%

Australian Public Service **Employee Census 2020**

12 October–13 November

Highlights Report
TREASURY

RESPONSES:
856 of 1,031

RESPONSE RATE:
83%

ENGINE

MAKING THE MOST OF YOUR RESULTS

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.

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.

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

	YOUR EMPLOYEE ENGAGEMENT SCORE **77**%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
				-1	+4	+4	+3
SAY	Overall am satisfied with my job	82 / 12	82%	-2	+7 ⬆	+5 ⬆	+6 ⬆
	am proud to work in my agency	90 / 9	90%	0	+13 ⬆	+13 ⬆	+11 ⬆
	would recommend my agency as a good place to work	83 / 12	83%	0	+14 ⬆	+11 ⬆	+12 ⬆
	believe strongly in the purpose and objectives of my agency	86 / 12	86%	-2	+4	+5 ⬆	+3
STAY	feel a strong personal attachment to my agency	70 / 21 / 9	70%	-4	+4	+8 ⬆	+4
	feel committed to my agency's goals	85 / 13	85%	+1	+2	+3	+1
STRIVE	suggest ideas to improve our way of doing things	89 / 9	89%	-2	+4	+1	+2
	am happy to go the 'extra mile' at work when required	96	96%	-1	+4	+2	+3
	work beyond what's required in my job to help my agency achieve its objectives	89 / 10	89%	0	+6 ⬆	+4	+4
	My agency really inspires me to do my best work every day	66 / 25 / 9	66%	-1	+10 ⬆	+11 ⬆	+9 ⬆

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

Positive   Neutral   Negative

DEMOGRAPHICS

	RESPONSE SCALE	%	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
What is your gender?						
Ma e		**47**%	-2	+11 ⬆	+12 ⬆	+11 ⬆
Fema e		**50**%	+1	-10 ⬇	-11 ⬇	-10 ⬇
X ndeterm nate/ ntersex/Unspec f ed)		**0**%	-	O	O	O
Prefer not to say		**2**%	O	-1	-1	-1
Do you identify as Aboriginal and/or Torres Strait Islander?						
Yes		**2**%	+1	-1	-2	-1
No		**98**%	-1	+1	+2	+1
Do you have an ongoing disability?						
Yes		**5**%	-1	-4	-3	-4
No		**95**%	+1	+4	+3	+4

KEY   ⬆ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR   ⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

Australian Government
Australian Public Service Commission

DEMOGRAPHICS

RESPONSE SCALE	%	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES

Do you have carer responsibilities?

	%	2019	APS	POLICY	LARGE
Yes	35%	-3	-6 ⬇	-7 ⬇	-6 ⬇
No	65%	+3	+6 ⬆	+7 ⬆	+6 ⬆

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

	%	2019	APS	POLICY	LARGE
Yes	78%	-	+29 ⬆	+20 ⬆	+30 ⬆
No	22%	-	-29 ⬇	-20 ⬇	-30 ⬇

What form did this work take? [Multiple Response]

	%	2019	APS	POLICY	LARGE
Work ng n a d fferent team w th n your agency on work ded cated to the COV D 19 response and re ated act v t es e g a COV D 19 taskforce)	24%	-	+3	+1	+3
Work ng n a d fferent agency on work ded cated to the COV D 19 response and re ated act v t es e g APS2000 surge workforce)	3%	-	-2	-6 ⬇	-4
Work ng on COV D 19 re ated work n my usua ro e	86%	-	+6 ⬆	+7 ⬆	+6 ⬆
Other	2%	-	-3	-2	-2

KEY	⬆ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR	⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

Australian Government
Australian Public Service Commission

DEMOGRAPHICS

EXPLORE THE FULL RESULTS

RESPONSE SCALE	%	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
Do you identify as Lesbian, Gay, Bisexual, Trans, and/or Intersex (LGBTI+)?					
Yes	**6**%	+1	0	-1	-1
No	**94**%	+3	0	+1	+1
Are you currently seconded to a different agency and have been working within that agency for less than six months?					
Yes	**2**%	-	+1	+1	+1
No	**98**%	-	-1	-1	-1

KEY

↑ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

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EXPLORE THE FULL RESULTS

FOR EACH QUEST ON SHOWN HERE NFORMAT ON ABOUT THE PROPORT ON OF COLLEAGUES RESPOND NG POS T VELY STRONGLY AGREE + AGREE) NEUTRALLY NE THER AGREE NOR D SAGREE) OR NEGAT VELY D SAGREE + STRONGLY D SAGREE) S PROV DED

LOOK AT HOW YOUR POS T VE SCORE COMPARES TO THE AVA LABLE COMPAR SONS

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

Senior leadership: Immediate SES manager	RESPONSE SCALE	% POSITIVE	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
My SES manager commun cates effect ve y	81 / 11 / 8	81%	-4	+12 ⬆	+5 ⬆	+8 ⬆
My SES manager ensures that work effo t contr butes to the strateg c d rect on of the agency and the APS	86 / 10	86%	+1	+15 ⬆	+8 ⬆	+11 ⬆
My SES manager effect ve y eads and manages change	72 / 19 / 9	72%	-7 ⬇	+9 ⬆	+3	+6 ⬆
My SES manager g ves the r t me to dent fy and deve op ta ented peop e	61 / 27 / 12	61%	-12 ⬇	+12 ⬆	+5 ⬆	+9 ⬆
My SES manager c ear y art cu ates the d rect on and pr or t es for our area	75 / 16 / 9	75%	-7 ⬇	+9 ⬆	+3	+5 ⬆
My SES manager promotes cooperat on w th n and between agenc es	80 / 14	80%		+17 ⬆	+7 ⬆	+12 ⬆

KEY

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⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

Pos t ve   Neutra   Negat ve

Australian Government
Australian Public Service Commission

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LOOK AT HOW YOUR POS T VE SCORE COMPARES TO THE AVA LABLE COMPAR SONS

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
Senior Leadership: All SES	n my agency communcat on between the SES and other emp oyees s effect ve	66 | 21 | 14	66%	-2	+10 ⬆	+4	+7 ⬆
	n my agency the SES act ve y contr bute to the work of our agency	85 | 12	85%	-2	+18 ⬆	+8 ⬆	+12 ⬆
	n my agency the SES work as a team	62 | 28 | 10	62%	+6 ⬆	+9 ⬆	+4	+7 ⬆
	n my agency the SES c ear y art cu ate the d rect on and pr or t es for our agency	71 | 20 | 9	71%	+5 ⬆	+8 ⬆	+4	+6 ⬆

KEY   ⬆ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR   ⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

Pos t ve Neutra Negat ve

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IMMEDIATE SUPERVISOR

	RESPONSE SCALE		% POSITIVE	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
My supe v sor commun cates effect ve y	84	9	**84**%	0	+3	+2	+3
My supe v sor d sp ays res ence when faced w th d ff cu t es or fa ures	87	8	**87**%	0	+5 ⬆	+3	+3
My supe v sor engages w th staff on how to respond to future cha enges	82	12	**82**%	+2	+2	+2	+2
My supe v sor can de ver d ff cu t adv ce wh st ma nta n ng re at onsh ps	81	15	**81**%	+3	+2	+3
My supe v sor encourages my team to regu ar y rev ew and mprove our work	82	13	**82**%	+2	+2	+2	+2
My supe v sor act ve y seeks feedback	60	24 / 16	**60**%	-7 ⬇	-6 ⬇	-6 ⬇

Immediate supervisor

KEY

⬆ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR

⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

Pos t ve Neutra Negat ve

Australian Government
Australian Public Service Commission

WORKPLACE CULTURE

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Staff are consulted about change at work	46	38	17	46%	-11 ⬇	-3	-3	-2
Internal communication within my agency is effective	65	23	12	65%	+6 ⬆	+8 ⬆	+5 ⬆	+7 ⬆
Internal communication within my agency is regular	84	12		84%	+4	+6 ⬆	+3	+4
I understand how my role contributes to achieving an outcome for the Australian public	90	7		90%	0	-1	+1	0
I can see a clear connection between my job and my agency's purpose	90	8		90%		+4	+5 ⬆	+4
I believe strongly in the purpose and objectives of the APS	91	8		91%	+3	+6 ⬆	+4	+5 ⬆
I feel a strong personal attachment to the APS	65	26	8	65%		+1	+1	+2
My agency inspires me to come up with new or better ways of doing things	63	26	11	63%	+8 ⬆	+5 ⬆	+7 ⬆	+6 ⬆
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?	67	26		67%		+6 ⬆	+6 ⬆	+9 ⬆

(row label along left side: Culture)

KEY

⬆ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

⬇ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive   Neutral   Negative

Australian Government
Australian Public Service Commission

WORKPLACE CULTURE

Discrimination	RESPONSE SCALE	%	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
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**%	-1	-3	-3	-3
No		**91**%	+1	+3	+3	+3
Did this discrimination occur in your current agency?						
Yes		**83**%	-1	-8 ⬇	-4	-7 ⬇
No		**17**%	+1	+8 ⬆	+4	+7 ⬆
Basis for the discrimination that you experienced (3 highest responses):						
Gender		**55**%	-	-	-	-
Race		**28**%	-	-	-	-
Age		**17**%	-	-	-	-

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KEY	⬆ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR	⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

Bullying and harassment

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

	RESPONSE SCALE	%	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
Yes		7%	0	-4	-3	-4
No		88%	+1	+7 ⬆	+6 ⬆	+6 ⬆
Not Sure		4%	-1	-3	-3	-3

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

		%				
Interference with work tasks (e.g. withholding needed information, undermining or sabotage)		55%	-	-	-	-
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)		47%	-	-	-	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)		36%	-	-	-	-

Employees who perceived harassment or bullying in the 12 months were asked what type of harassment or bullying they experienced and who was responsible. Employees could indicate one or more responses from a list of items.

Only the three response options with the highest proportion of responses are presented here. This may vary between agencies, work units and where surveys for the APS overall.

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

EXPLORE THE FULL RESULTS

MP OY S WHO ND CA D HA H Y HAD W N SS D PO N A CORRUP B HAV OUR W R ASK D O D SCR B H B HAV OUR. MP OY S COU D S C ON OR MOR R SPONS S ROM A S O MS.

Corruption

	RESPONSE SCALE	%	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES

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		**1**%	0	-2	-2	-2
No		**96**%	+1	+6 ⬆	+5 ⬆	+5 ⬆
Not sure		**2**%	-1	-2	-2	-2
Wou d prefer not to answer		**1**%	0	-1	-1	-1

KEY	⬆ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR	⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

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EXPLORE THE FULL RESULTS

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LOOK AT HOW YOUR POS T VE SCORE COMPARES TO THE AVA LABLE COMPAR SONS

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE			% POSITIVE	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
My agency supports and act ve y promotes an nc us ve workp ace cu ture	83	12		**83**%	-1	+2	0	0
have a cho ce n dec d ng how do my work	66	26	8	**66**%	-7 ⬇	+6 ⬆	0	0
rece ve the respect deserve from my co eagues at work	83	14		**83**%	+1	+3	+2	+2
am c ear what my dut es and respons b t es are	79	18		**79**%	-3	-3	-1	-2

(left label, rotated: Attitudinal)

INCLUSION AND WELLBEING

RESPONSE SCALE	%	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
To what extent is your work emotionally demanding?					
To a very arge extent	**9**%	-	+1	+2	+1
To a arge extent	**21**%	-	-1	+1	0
Somewhat	**37**%	-	-2	-2	-1
To a sma extent	**22**%	-	+1	0	+1
To a very sma extent	**10**%	-	0	0	0
I feel burned out by my work.					
Strong y agree	**14**%	-	+4	+4	+3
Agree	**31**%	-	+4	+3	+3
Ne ther agree nor d sagree	**32**%	-	-3	-2	-2
D sagree	**21**%	-	-3	-3	-3
Strong y d sagree	**3**%	-	-2	-2	-2

KEY	⬆ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR	⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

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INCLUSION AND WELLBEING

RESPONSE SCALE	%	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
Has there been a change in your general health and wellbeing since COVID-19 (27 February 2020)?					
Very pos t ve change	**3**%	-	-1	O	O
Pos t ve change	**14**%	-	-3	-3	-3
No change	**42**%	-	-5 ⬇	-3	-3
Negat ve change	**38**%	-	+9 ⬆	+6 ⬆	+7 ⬆
Very negat ve change	**3**%	-	O	O	O

KEY	⬆ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR	⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

WELLBEING INDEX

WELLBEING

THE WELLBE NG SCORE PROV DES A MEASURE OF WELLBE NG FOR EMPLOYEES W TH N AN ORGAN SAT ON T MEASURES BOTH THE PRACT CAL AND CULTURAL ELEMENTS THAT ALLOW FOR A SUSTA NABLE AND HEALTHY WORK NG ENV RONMENT

HIGH LEVELS OF ENGAGEMENT WILL NOT BE SUSTAINABLE AND WILL LEAD TO BURN OUT WITHOUT RECIPROCALLY STRONG LEVELS OF WELLBEING.

YOUR WELLBEING INDEX SCORE 69%

Wellbeing	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2019	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES
					-1	-1	-1	-1
am sat sf ed w th the po c es/pract ces n p ace to he p me manage my hea th and we be ng	71	20	9	71%	-4	-1	1	1
My agency does a good ob of commun cat ng what t can offer me n terms of hea th and we be ng	65	23	12	65%	+1	-6 ⬇	6 ⬇	6 ⬇
My agency does a good ob of promot ng hea th and we be ng	61	27	12	61%	-1	-9 ⬇	7 ⬇	7 ⬇
th nk my agency cares about my hea th and we be ng	67	21	11	67%	0	+5 ⬆	+5 ⬆	+5 ⬆
be eve my mmed ate superv sor cares about my hea th and we be ng	86	10		86%	-1	+2	0	+1

KEY

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Pos t ve   Neutra   Negat ve

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EXPLORE THE FULL RESULTS

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LOOK AT HOW YOUR POS T VE SCORE COMPARES TO THE AVA LABLE COMPAR SONS

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
My ob g ves me oppo tun t es to ut se my sk s	91	91%	-1	+6 ⬆	+4	+4
am fa r y remunerated e g sa a y superannuat on) for the work that do	77 / 14 / 9	77%	-2	+11 ⬆	0	+4
am sat sf ed w th my non monetary emp oyment cond t ons e g eave f ex b e work arrangements other benef ts)	86 / 9	86%	-2	+7 ⬆	+4	+5 ⬆
am sat sf ed w th the stab ty and secur ty of my ob	92	92%	+3	+11 ⬆	+7 ⬆	+12 ⬆

Your job

KEY ⬆ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR   ⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

Pos t ve   Neutra   Negat ve

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WORKGROUP PERFORMANCE

EXPLORE THE FULL RESULTS

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LOOK AT HOW YOUR POS T VE SCORE COMPARES TO THE AVA LABLE COMPAR SONS

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
When changes occur the mpacts are commun cated we w th n my workgroup	70 / 16 / 14	70%	+3	+1	+2	
The peop e n my workgroup cooperate to get the ob done	91	91%	0	+4	+3	+4
My workgroup can read y adapt to new pr or t es and tasks	91	91%	+5 ⬆	+3	+5 ⬆	
My workgroup has the appropr ate sk s capab t es and know edge to pe form we	84 / 11	84%	0	+2	+1	+1
My workgroup has the too s and resources we need to perform we	73 / 15 / 13	73%	+1	+7 ⬆	+6 ⬆	+9 ⬆
The peop e n my workgroup use t me and resources eff c ent y	81 / 14	81%	+3	+3	+3	+3
My supe v sor ensures that my workgroup de vers on what we are respons b e for	89 / 8	89%	0	+5 ⬆	+2	+4

KEY

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Pos t ve Neutra Negat ve

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PRODUCTIVITY AND WAYS OF WORKING

	RESPONSE SCALE	%	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
How has your productivity changed since COVID-19 (Since 27 February 2020)?						
S gn f cant y mproved		10%	-	-2	-2	-3
mproved		45%	-	+8⬆	+6⬆	+6⬆
No change		37%	-	-5⬇	-5⬇	-4
Reduced		8%	-	0	+1	+1
S gn f cant y reduced		1%	-	-1	0	0
What best describes your current workload?						
We above capac ty too much work		23%	-	+4	+1	+1
S ght y above capac ty ots of work to do		41%	-	+1	-1	-1
At capac ty about the r ght amount of work to do		30%	-	-2	+2	+3
S ght y be ow capac ty ava ab e for more work		4%	-	-3	-2	-1
Be ow capac ty not enough work		1%	-	-1	-1	-1

KEY ⬆ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR   ⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE	% POSITIVE	VAR ANCE FROM 2019	VAR ANCE FROM APS OVERALL	VAR ANCE FROM POL CY AGENC ES	VAR ANCE FROM LARGE S ZED AGENC ES
Responding to change My workgroup successfu y adapts to new ways of work ng when requ red e g n response to cr ses such as COV D 19)	92	**92**%	+3	+2	+2	+2
My workgroup has used the COV D 19 cr s s to mprove the way we work	69 / 25	**69**%	+4	+3	+2	
My agency qu ck y adapts and responds to chang ng pr or t es e g n response to cr ses such as COV D 19)	89 / 9	**89**%	+9 ⬆	+10 ⬆	+10 ⬆	
My agency s tak ng act ons to ma nta n changed ways of work ng mp emented dur ng the COV D 19 cr s s	60 / 31 / 8	**60**%	-4	0	-2	
My mmed ate SES manager supports embedd ng changed ways of work ng mp emented dur ng the COV D 19 cr s s	68 / 25	**68**%	+3	0	+1	

KEY

⬆ AT LEAST 5 PERCENTAGE PO NTS GREATER THAN COMPARATOR

⬇ AT LEAST 5 PERCENTAGE PO NTS LESS THAN COMPARATOR

Pos t ve / Neutra / Negat ve

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TIME TO TAKE ACTION

🎂 CELEBRATE

What things do we do well?

_____

_____

_____

H NK ABOU HOW W CAN BU D ON OUR S R NG HS AND   ARN ROM
WHA W AR GOOD A .

🔍 INVESTIGATE FURTHER WITH OUR TEAMS

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

_____

_____

_____

HOW COU D W   NV S GA ? HROUGH OOK NG A   H DA A N MOR
D   A   OR HROUGH D SCUSS ONS W H S A ?

📈 OPPORTUNITIES

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

_____

_____

_____

WHA AR   H K Y H NGS W N D O MPROV   O MAK WORK NG
H R B   R?

ℹ️ USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

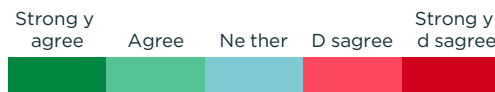 DENT FY AREAS TO CELEBRATE OPPORTUN T ES FOR MPROVEMENT AND AREAS WH CH YOU NEED TO NVEST GATE FURTHER

PR OR T SE 3 AREAS TO TAKE FORWARD

	PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET/SUCCESS MEASURE
1					
2					
3					

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GUIDE TO THIS REPORT

% POSITIVE

W ERE RESULTS ARE S OWN AS POS T VE PERCENTAGES (% POS T VE) T ESE ARE CALCULATED BY ADD NG TOGET ER POS T VE RESPONSES ("STRONGLY AGREE" + "AGREE") AND D V D NG BY T E NUMBER OF RESPONDENTS W O ANSWERED T E QUEST ON

Strong y agree	Agree	Ne ther	D sagree	Strong y d sagree

POS T VE RESPONSE	Neutra response	Negat ve response

÷

number of respondents who answered the question

=

% POSITIVE

ROUNDING

RESULTS ARE PRESENTED AS W OLE NUMBERS FOR EASE OF READ NG W T ROUND NG PERFORMED AT T E LAST STAGE OF CALCULAT ON FOR MAX MUM ACCURACY VALUES FROM X 00 TO X 49 ARE ROUNDED DOWN AND VALUES FROM X 50 TO X 99 ARE ROUNDED UP T EREFORE N SOME NSTANCES RESULTS MAY NOT TOTAL 100%

	STRONGLY AGREE	AGREE	NE THER	D SAGREE	STRONGLY D SAGREE	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 POS T VE	**151 + 166 = 317**
% POS T VE	**317 ÷ 613 = 52%**

ANONYMITY

T S ENG NE S PRACT CE NOT TO D SPLAY T E RESULTS OF GROUPS OF RESPONDENTS TO T E EXTENT W ERE T E ANONYM TY OF ND V DUALS MAY BE COMPROM SED RESULTS W LL NOT BE S OWN W ERE T ERE ARE LESS T AN 10 RESPONDENTS N A GROUP

COMPARISONS WITH RESULTS FROM PREVIOUS YEARS

T E MET OD OF ANALYS NG AND REPORT NG SPEC F C RESULTS MAY BE PER OD CALLY REV EWED AND REV SED SUC MPROVEMENTS ARE APPL ED TO CURRENT DATA AND T AT OF PREV OUS YEARS FOR T S REASON T E CURRENT REPORT S ALWAYS T E MOST ACCURATE DATA SOURCE FOR APS EMPLOYEE CENSUS RESULTS NCLUD NG COMPAR SONS W T T ME SER ES DATA

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