

## 2025 APS Census Action Plan

The APS Employee Census comes at a time of transformation within the Australian Commission on Safety and Quality in Health Care. In 2025, we introduced a new Strategic Plan, renewed our commitment to achieving our vision and purpose and strengthened our resolve to create a workplace that empowers us to deliver excellence.

Through the perspectives of our staff, we've gained valuable insights about our culture – what's working and where we need to improve. The leadership team is holding a series of workshops to further develop our Action Plan and set out who is responsible for each action. We are dedicated to building the workplace needed to achieve our goals at the highest level, while promoting a positive and healthy workplace culture where staff feel supported, valued and safe. We have identified three priority areas to focus on over the next year. As this work advances, the leadership team will closely track progress and evaluate outcomes as new learnings arise.

| Improving our culture and capability                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Themes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Engagement and communication                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Culture and wellbeing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Innovation and development                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Goals                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| We will strengthen open, transparent, consistent and timely communication across the agency to improve engagement, clarity, understanding and staff connection to organisational priorities.                                                                                                                                                                                                                                                                                                                                                                            | We will promote a positive and healthy workplace culture where staff feel supported, valued and safe.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | We will foster a culture that supports innovation, learning and continuous improvement, while developing staff capabilities to ensure skills meet current and emerging needs.                                                                                                                                                                                                                                                                                                                                                                                                      |
| Actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"> <li>Strengthen Executive and Leadership team collaboration to support organisational consistency and alignment</li> <li>Establish regular communication processes throughout the organisation which promote the timely exchange of information about the Commission's strategic direction and priorities and actively seek feedback from staff</li> <li>Establish consistent guidance on delegations, decision making and project management processes</li> <li>Consolidate and streamline formal communication channels.</li> </ul> | <ul style="list-style-type: none"> <li>Staff receive clear and consistent information regarding their work and the work of the Commission and are able to provide feedback</li> <li>Clearly articulate priorities to support workload and resourcing discussions within and between teams and the leadership group to identify opportunities for better prioritisation</li> <li>Actively embed and model an inclusive and supportive workplace culture that is respectful, promotes wellbeing, celebrates successes, supports personal and professional development and demonstrates the Commission's commitment to APS values and integrity processes.</li> </ul> | <ul style="list-style-type: none"> <li>Establish processes that define and foster innovation, celebrate new ways of working, and empower staff to focus on continuous improvement, while actively creating opportunities to share learnings and innovations across the Commission.</li> <li>Communicate plans for adopting emerging technologies and provide training to build confidence and capability</li> <li>Continue to identify capabilities and skill gaps and design initiatives to address them through targeted development opportunities across the agency.</li> </ul> |