

DVA Census Action Plan 2024–25

The Australian Public Service (APS) Employee Census is an annual employee perception survey that captures confidential attitude and opinion data from APS employees on important issues in the workplace. It is an opportunity for APS employees to share their experiences of working in the APS and their department. In 2024, the department received a response rate of 78%.

Our key priorities

We will continue to invest in our workforce through these three priority focus areas:

- Authentic leadership that sets clear direction and maintains momentum
- Communicating with purpose and acting with clarity
- Focus on wellbeing to support an agile, engaged and innovative workforce.

Priority	Actions	Success Measures	Lead
1. Authentic leadership that sets clear direction and maintains momentum.	1.1 The SES will continue to work together to build a consolidated leadership team, through cross collaboration activities and by living our values. 1.2 Refresh the DVA's purpose and culture vision. 1.3 Implement the SES Performance Framework to embed a culture of transparency and accountability. 1.4 Deliver SES Masterclasses to steward and lead a safe and healthy environment for our people. 1.5 Deliver manager information sessions to share information and experiences with a focus on people management. 1.6 Continue to invest in team leader/manager training.	<ul style="list-style-type: none"> • Increased Census scores: <ul style="list-style-type: none"> ◦ SES leadership ◦ Immediate Supervisor ◦ Engagement • Redefined cultural behaviours/expectations • APS Values reinforced • Increased scores identified through the DVA pulse survey 	<ul style="list-style-type: none"> • All SES • All managers • People Services Branch
2. Communicating with purpose and acting with clarity and autonomy.	2.1 Encourage and reinforce the message that our people can respectfully challenge or present alternative views or concepts, as a valued member of DVA. 2.2 Provide upskilling, guidance and support to develop the skills of our people to respectfully challenge, and receive feedback, when alternative views or concepts are presented. 2.3 Launch new consultation and change resources (reflects the APS Change Framework and incorporates requirements of the DVA Enterprise Agreement 2024-27). 2.4 Promote APS Reform and APS Centre of Excellence events and training (organisational change and personal change). 2.5 Continue to embrace change as a normal, constant and healthy part of a responsive and progressive agency. 2.6 Increase communication relating to organisational priorities and behaviours through regular all staff townhalls and cross functional SES panel discussions. 2.7 Focus on including the 'why' in written and verbal communications. Talk more about how/why decisions were made. 2.8 Continue to promote mental wellness activities and support to all staff via internal communications.	<ul style="list-style-type: none"> • Increased Census scores: <ul style="list-style-type: none"> ◦ Clarity and Autonomy ◦ Communication and Change ◦ SES Leadership ◦ Wellbeing • Increased scores identified through the DVA pulse survey 	<ul style="list-style-type: none"> • All SES • All managers • People Services Branch
3. Focus on wellbeing to support an engaged, empowered, and innovative workforce.	3.1 Embed respectful and supportive behaviours through the roll out of the Respect Work workshop (to all sites). 3.2 Implement the Psychosocial Risks and Hazards Framework. 3.3 Continue to provide managers with training to respond to, and manage psychosocial safety and healthy, sustainable work practices. 3.4 Increase in-house wellbeing training and events, including face-to-face clinical support programs. 3.5 Provide staff with tools and resources to support self-care.	<ul style="list-style-type: none"> • Increased Census scores: <ul style="list-style-type: none"> ◦ Wellbeing • Decreased Census scores: <ul style="list-style-type: none"> ◦ Bullying, harassment and discrimination 	<ul style="list-style-type: none"> • All SES • All managers • All staff • People Services Branch