



APS Employee Census 2023 – Action Plan

Each year, the APS Census results provide the AAT with an opportunity to reflect on the views of our staff about what we are doing well as an agency and areas in which we can improve.

Our 2023 APS Census results were considered in the context of the Australian Government's announced intention to introduce legislation to abolish the AAT and replace it with a new body called the Administrative Review Tribunal.

The action areas we have identified from our Census results were those which could meaningfully be progressed in the short term while preparations for this significant reform are underway.

The AAT's Registrar and Senior Executive Group have identified the following target areas and associated actions:

1. Understanding workload pressures

Our Census results indicate that 19% of staff feel their current workload is well above capacity.

While this is 5% lower than for typical medium-sized APS agencies, and 4% lower than the previous year, it is important that we take steps to ensure that the work we ask of our staff is reasonable. To provide this assurance, we will review role responsibilities and classifications across the agency to ensure that they are consistent with the APS Work Level Standards, and to enable adjustments to be made where necessary.

2. Improving Senior Executive Service (SES) communications

While our results indicate that staff are generally satisfied with communications from their own SES manager (60% positive), only 41% of staff felt that communication between SES and other employees was effective.

We intend to work to improve our communications channels between the SES Senior Executive Group and staff so that staff feel they have a better understanding of the direction and priorities of the agency beyond their own work area.

3. Promoting health and wellbeing

More than half (56%) of our staff say the agency does a good job of promoting health and wellbeing, however this represented a 5% decline from our previous year's results.

As most staff have positive views regarding how their supervisors engage with them, we will work with supervisors to better communicate to staff the health and wellbeing programs and supports available to them.

As we prepare for the implementation of the Administrative Review Tribunal, we will also ensure consideration is given to how we will support the health and wellbeing of our Members and staff through this period of transition as part of our change management planning activities.

The AAT plans to take these actions by the end of the 2023–2024 financial year.