ASQA APS Employee Census Action Plan – 2023

- The APS Employee Census is an annual survey which is used to collect confidential attitude and opinion information from APS employees on issues in the workplace. It is an opportunity for APS employees to share their experiences of working in the APS.
- **ASQA is committed to implementing real, concrete, tangible changes in the workplace.**
- This is part of a continuous and sustained approach to making improvements at ASQA.
- ASQA engaged extensively across the agency to agree on focus areas and responses.

Our strengths that we are building on

Flexibility and inclusion	Wellbeing	Relationships with supervisors
ASQA employees recognise our genuine commitment to flexible work conditions and supporting a culture that values diversity and inclusivity. We will continue to have: - An APS-leading approach and genuine commitment to flexibility outlined in our Flexible Work Framework. - A strong culture where diversity is genuinely valued and celebrated. The ASQA Diversity & Inclusion Plan and RAP outline our commitments.	ASQA employees feel supported by their managers to create a healthy work/life balance and manage their health and wellbeing. We will continue to implement the ASQA Wellbeing Strategy focusing on: - Mental wellbeing - Physical wellbeing - Work, health, and safety (WHS) - Psychosocial wellbeing	ASQA employees feel confident engaging with their immediate supervisors. We will support strong leadership at all levels by building capability and investing in development opportunities for our employees aligning with APS leadership behaviours and ASQA Values. We will also build a network of Directors and Assistant Directors to support information sharing.

Our agency-wide focus areas for improvement

Strong leadership and change management	Improved communication	Supporting technology and processes
- Embed an agency approach to change management including a dedicated change management advisor and clear sponsorship of all change initiatives. - Prioritise evaluation as part of any change process. - Undertake change impact assessments for all major changes so we understand the impacts on employees, processes, and procedures. - Increase transparency around Committee meetings by publishing key decisions and outcomes on the intranet.	- Facilitate direct engagement with Executive wherever possible. - Implement outcomes from engagement processes with employees about communication in the agency including the format, content, and style of all staff meetings. - Update the intranet with clear information about team functions and responsibilities. - Ensure we "close the feedback loop" on all projects, by reporting back to employees on outcomes of the project and evaluation of projects. - Target all information specifically to the audience.	- Ensure teams collaborate effectively to remove duplication of effort and ensure role clarity across the agency. - Build as much time as possible into change initiatives to ensure policies, processes, and procedures are up-to-date and fit for purpose. - Engage with the right people on all processes and implement ideas for efficiency and continuous improvement. - Continue our strong program of work in Digital Transformation to support ASQA to achieve its objectives.

In addition to agency-wide actions, all ASQA teams have agreed to specific actions that will improve the day-to-day work environment in ASQA.