

2025 Employee Census Action Plan



The APS Employee Census offers a valuable opportunity for staff to confidentially share their experiences of working at the Australian Communications and Media Authority. The insights we gain from this feedback are invaluable in shaping how we work together. This Action Plan demonstrates our continued commitment to building a positive and supportive workplace, guided by the insights gathered through the survey.

Employees told us

What we are doing well

- Employee engagement: Employees feel a strong commitment to the agency's goals and willingly go above and beyond when needed.
- Integrity and stewardship: Employees feel supported providing frank and fearless advice and believe that the ACMA's culture supports employees to act with integrity.
- Leadership: Managers foster collaboration across and within the agency, creating a supportive environment that empowers employees to achieve their best.

Where we could do better

- Consultation and change: Our internal communication improved, however consultation during change needs strengthening and change impacts within divisions requires more attention and proactive engagement.
- Tools and resources: Concerns about adequate staffing and financial resources to meet requirements and a need for better tools and systems to support task performance.
- Innovation: Our innovation culture is improving, however further engagement with new technologies is needed to maximise benefits, along with more encouragement for broader participation in innovation initiatives and sharing of ideas.

Our commitment to improvement



Wellbeing

- Sustain our commitment to our safety, health and wellbeing by delivering practical programs and resources that support both physical and mental health. This includes maintaining regular wellbeing activities, promoting access to support services and introducing new measures to help staff manage stress, maintain balance and feel safe and supported at work.
- Continue to strengthen our approach to psychological and psychosocial wellbeing, with particular attention to supporting staff who work with vulnerable clients or may encounter challenging behaviours.



Engagement

- Maintain and refresh Branch and Division action plans to address specific priorities and identified areas of improvement, including consultation during change, and innovation.
- Develop and implement the agency's second Reconciliation Action Plan, building on our commitment to reconciliation and meaningful engagement with First Nations peoples.
- Drive the ongoing implementation of our Diversity and Inclusion Strategy with the working group championing initiatives that foster a positive workplace culture and enhanced inclusive practices.



Innovation

- Implement the agency's Innovation Statement and initiatives, led by the Innovation Champion and shaped through consultation with staff.
- Uplift of project management capability across the ACMA, with the goal of maximising project benefits for projects of all sizes.
- Enable staff access to suitable artificial intelligence tools, supported by education and guidance to ensure responsible, ethical, and effective use in their work.