



Highlights Report IGTO



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RESPONSES:

16 of 28

RESPONSE RATE:

57%

MAKING THE MOST OF YOUR RESULTS



01.

Identify the areas where you are performing well.

These will tend to be high results which are notably above any comparative results. These should be celebrated. Share the good news with employees.

Understanding your report and getting to action!

The results in this report give you summary information.

Take the time to fully understand this report and digest the results.

Consider your response rate and if it is representative of the views of your colleagues.

Identify areas that need improvement.

02.

These will be the lower results, and/or those which are scoring notably below your comparators. Consider discussing these areas with your colleagues in focus groups or individually or team meetings, gather their thoughts and solutions before deciding on actions to take.

03.

Consider if there is actually room for improvement.

This report shows the proportion of colleagues responding positively (strongly agree + agree), neutrally (neither agree nor disagree) or negatively (disagree + strongly disagree) to the question asked in the survey. Look at how your positive scores compare to your parent unit, and your last survey's results.

04.

Consider the impact of high neutral responses (lots of employees ticking 'neither agree nor disagree')

Ask your colleagues about their views to find out what is causing this. More communication and involvement may help to shift them to a positive frame of mind.

Take action – think 'quick wins', short term and long term.

05.

Encourage all colleagues to help with action planning and implementation.

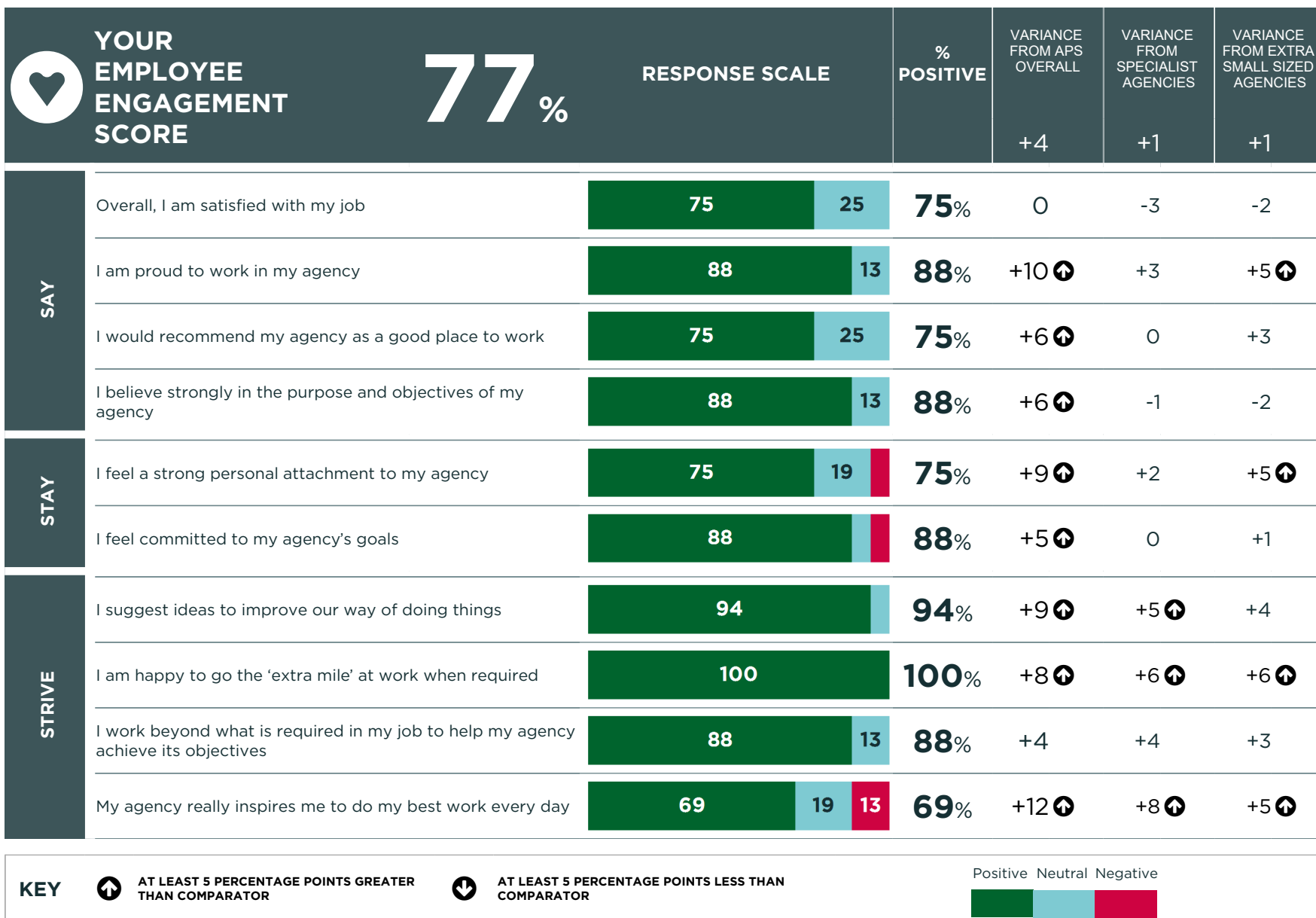
Think about what you want employees to be saying about their working lives in the future and what should be put in place to make this happen.

EMPLOYEE ENGAGEMENT: SAY, STAY, STRIVE



HOW ENGAGED IS YOUR TEAM?

ENGAGEMENT SCORES AREN'T JUST ABOUT HOW MUCH PEOPLE LIKE WORKING FOR AN AGENCY. IT IS A MEASURE OF THE EMOTIONAL CONNECTION AND COMMITMENT EMPLOYEES HAVE TO WORKING FOR THE AGENCY.



SENIOR LEADERSHIP



EXPLORE THE FULL RESULTS

FOR EACH QUESTION SHOWN HERE, INFORMATION ABOUT THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE) IS PROVIDED

LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

Senior leadership: Immediate SES manager

My SES manager communicates effectively

88

%
POSITIVE

88%

VARIANCE
FROM APS
OVERALL

+19 ↑

VARIANCE
FROM
SPECIALIST
AGENCIES

+18 ↑

VARIANCE
FROM EXTRA
SMALL SIZED
AGENCIES

+17 ↑

My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS

88

88%

+17 ↑

+14 ↑

+9 ↑

My SES manager effectively leads and manages change

88

13

88%

+25 ↑

+24 ↑

+22 ↑

My SES manager gives their time to identify and develop talented people

63

19

19

63%

+14 ↑

+13 ↑

+8 ↑

My SES manager clearly articulates the direction and priorities for our area

88

88%

+21 ↑

+22 ↑

+21 ↑

My SES manager promotes cooperation within and between agencies

88

88%

+24 ↑

+22 ↑

+16 ↑

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



SENIOR LEADERSHIP



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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM EXTRA SMALL SIZED AGENCIES
Senior Leadership: All SES	In my agency, communication between the SES and other employees is effective	<div><div>81</div><div>13</div></div>	81%	+26 ↑	+25 ↑	+17 ↑
	In my agency, the SES actively contribute to the work of our agency	<div><div>88</div><div>13</div></div>	88%	+20 ↑	+16 ↑	+9 ↑
	In my agency, the SES work as a team	<div><div>53</div><div>13</div><div>33</div></div>	53%	+1	0	-11 ↓
	In my agency, the SES clearly articulate the direction and priorities for our agency	<div><div>81</div><div>13</div></div>	81%	+18 ↑	+20 ↑	+12 ↑

KEY



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Positive Neutral Negative



IMMEDIATE SUPERVISOR



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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM EXTRA SMALL SIZED AGENCIES
Immediate supervisor	My supervisor communicates effectively	100	100%	+19 ↑	+19 ↑	+20 ↑
	My supervisor displays resilience when faced with difficulties or failures	88	88%	+5 ↑	+4	+4
	My supervisor engages with staff on how to respond to future challenges	100	100%	+20 ↑	+21 ↑	+21 ↑
	My supervisor can deliver difficult advice whilst maintaining relationships	94	94%	+17 ↑	+18 ↑	+19 ↑
	My supervisor encourages my team to regularly review and improve our work	88	88%	+8 ↑	+10 ↑	+9 ↑
	My supervisor actively seeks feedback	81	81%	+15 ↑	+18 ↑	+17 ↑

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



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Positive Neutral Negative



WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM EXTRA SMALL SIZED AGENCIES
Culture	Staff are consulted about change at work	44 44 13	44%	-5⬇️	-5⬇️	-9⬇️
	Internal communication within my agency is effective	69 19 13	69%	+11⬆️	+9⬆️	+4
	Internal communication within my agency is regular	88	88%	+10⬆️	+9⬆️	+4
	I understand how my role contributes to achieving an outcome for the Australian public	100	100%	+9⬆️	+9⬆️	+10⬆️
	I can see a clear connection between my job and my agency's purpose	94	94%	+8⬆️	+4	+5⬆️
	I believe strongly in the purpose and objectives of the APS	63 31	63%	-23⬇️	-22⬇️	-22⬇️
	I feel a strong personal attachment to the APS	50 38 13	50%	-14⬇️	-7⬇️	-5⬇️
	My agency inspires me to come up with new or better ways of doing things	75 19	75%	+17⬆️	+14⬆️	+11⬆️
	To what extent do you agree that crises such as the 2019-20 bushfires and COVID-19 clarified your sense of purpose in working for the APS?	63 31	63%	+1	+12⬆️	+14⬆️

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

EMPLOYEES WHO HAD PERCEIVED DISCRIMINATION IN THE LAST 12 MONTHS IN THE COURSE OF THEIR EMPLOYMENT WERE ASKED WHAT THE BASIS WAS FOR THE DISCRIMINATION. EMPLOYEES COULD SELECT ONE OR MORE RESPONSES FROM A LIST OF ITEMS.

Discrimination

RESPONSE SCALE

%

VARIANCE FROM APS OVERALL

VARIANCE FROM SPECIALIST AGENCIES

VARIANCE FROM EXTRA SMALL SIZED AGENCIES

During the last 12 months and in the course of your employment, have you experienced discrimination on the basis of your background or a personal characteristic?

Yes



6%

-5 ↓

-3

-3

No



94%

+5 ↑

+3

+3

Did this discrimination occur in your current agency?

Yes

The data for this question has been hidden for anonymity reasons.

No

The data for this question has been hidden for anonymity reasons.

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

EMPLOYEES WHO PERCEIVED HARASSMENT OR BULLYING IN THE LAST 12 MONTHS WERE ASKED WHAT TYPE OF HARASSMENT OR BULLYING THEY EXPERIENCED AND WHO WAS RESPONSIBLE FOR IT. EMPLOYEES COULD SELECT ONE OR MORE RESPONSES FROM A LIST OF ITEMS.

Bullying and harassment

RESPONSE SCALE

%

VARIANCE FROM APS OVERALL

VARIANCE FROM SPECIALIST AGENCIES

VARIANCE FROM EXTRA SMALL SIZED AGENCIES

During the last 12 months, have you been subjected to harassment or bullying in your current workplace?

Yes		13%	+1	+3	+1
No		81%	0	-3	0
Not Sure		6%	-1	0	-1

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

WORKPLACE CULTURE



EXPLORE THE FULL RESULTS

EMPLOYEES WHO INDICATED THAT THEY HAD WITNESSED POTENTIAL CORRUPT BEHAVIOUR WERE ASKED TO DESCRIBE THE BEHAVIOUR. EMPLOYEES COULD SELECT ONE OR MORE RESPONSES FROM A LIST OF ITEMS.

Corruption

RESPONSE SCALE

%

VARIANCE FROM APS OVERALL

VARIANCE FROM SPECIALIST AGENCIES

VARIANCE FROM EXTRA SMALL SIZED AGENCIES

Excluding behaviour reported to you as part of your duties, in the last 12 months have you witnessed another APS employee in your agency engaging in behaviour that you consider may be serious enough to be viewed as corruption?

Yes		0%	-4	-3	-5 ⬇
No	<div></div>	94%	+4	+3	+6 ⬆
Not sure		0%	-4	-4	-5 ⬇
Would prefer not to answer	<div></div>	6%	+4	+4	+4

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

INCLUSION AND WELLBEING



EXPLORE THE FULL RESULTS

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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM EXTRA SMALL SIZED AGENCIES
Attitudinal	My agency supports and actively promotes an inclusive workplace culture	100	100%	+19 ↑	+18 ↑	+20 ↑
	I have a choice in deciding how I do my work	56 38	56%	-4	-17 ↓	-18 ↓
	I receive the respect I deserve from my colleagues at work	75 13 13	75%	-5 ↓	-5 ↓	-5 ↓
	I am clear what my duties and responsibilities are	75 19	75%	-6 ↓	-7 ↓	-7 ↓

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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



INCLUSION AND WELLBEING



EXPLORE
THE FULL
RESULTS

	RESPONSE SCALE	%	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM EXTRA SMALL SIZED AGENCIES
To what extent is your work emotionally demanding?					
To a very large extent	<div></div>	31%	+23 ↑	+25 ↑	+26 ↑
To a large extent	<div></div>	6%	-16 ↓	-12 ↓	-11 ↓
Somewhat	<div></div>	63%	+23 ↑	+24 ↑	+25 ↑
To a small extent		0%	-21 ↓	-25 ↓	-25 ↓
To a very small extent		0%	-9 ↓	-12 ↓	-15 ↓
I feel burned out by my work.					
Strongly agree	<div></div>	13%	+3	+4	+3
Agree	<div></div>	38%	+11 ↑	+12 ↑	+15 ↑
Neither agree nor disagree	<div></div>	44%	+9 ↑	+10 ↑	+12 ↑
Disagree	<div></div>	6%	-18 ↓	-20 ↓	-21 ↓
Strongly disagree		0%	-5 ↓	-6 ↓	-9 ↓
<div>KEY</div> <div> AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR </div>					

INCLUSION AND WELLBEING



EXPLORE
THE FULL
RESULTS

	RESPONSE SCALE	%	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM EXTRA SMALL SIZED AGENCIES
Has there been a change in your general health and wellbeing since COVID-19 (27 February 2020)?					
Very positive change		0%	-4	-4	-4
Positive change	<div></div>	31%	+14 ⬆	+14 ⬆	+14 ⬆
No change	<div></div>	38%	-10 ⬇	-7 ⬇	-8 ⬇
Negative change	<div></div>	31%	+3	0	+1
Very negative change		0%	-3	-3	-2

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER
THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN
COMPARATOR

WELLBEING INDEX



WELLBEING

THE WELLBEING SCORE PROVIDES A MEASURE OF WELLBEING FOR EMPLOYEES WITHIN AN ORGANISATION. IT MEASURES BOTH THE PRACTICAL AND CULTURAL ELEMENTS THAT ALLOW FOR A SUSTAINABLE AND HEALTHY WORKING ENVIRONMENT.

HIGH LEVELS OF ENGAGEMENT WILL NOT BE SUSTAINABLE AND WILL LEAD TO BURN OUT WITHOUT RECIPROCALLY STRONG LEVELS OF WELLBEING.

YOUR WELLBEING INDEX SCORE		74%		RESPONSE SCALE	% POSITIVE	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM EXTRA SMALL SIZED AGENCIES
						+4	+2	0
Wellbeing	I am satisfied with the policies/practices in place to help me manage my health and wellbeing	<div><div>75</div><div>25</div></div>		75%	+3	0	-1	
	My agency does a good job of communicating what it can offer me in terms of health and wellbeing	<div><div>69</div><div>25</div><div></div></div>		69%	-3	-7⬇️	-10⬇️	
	My agency does a good job of promoting health and wellbeing	<div><div>88</div><div></div><div></div></div>		88%	+18⬆️	+13⬆️	+11⬆️	
	I think my agency cares about my health and wellbeing	<div><div>75</div><div>13</div><div>13</div></div>		75%	+13⬆️	+5⬆️	0	
	I believe my immediate supervisor cares about my health and wellbeing	<div><div>100</div></div>		100%	+16⬆️	+14⬆️	+14⬆️	

KEY



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AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKPLACE CONDITIONS



EXPLORE THE FULL RESULTS

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LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM EXTRA SMALL SIZED AGENCIES
Your job	My job gives me opportunities to utilise my skills	88	88%	+3	0	+1
	I am fairly remunerated (e.g. salary, superannuation) for the work that I do	69 13 19	69%	+2	+2	-6 ↓
	I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	75 19	75%	-4	-9 ↓	-5 ↓
	I am satisfied with the stability and security of my job	94	94%	+13 ↑	+17 ↑	+17 ↑

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



WORKGROUP PERFORMANCE



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WHERE ARE YOU PERFORMING WELL?

IS THERE ROOM FOR IMPROVEMENT?

		RESPONSE SCALE	% POSITIVE	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM EXTRA SMALL SIZED AGENCIES
Workgroup performance	When changes occur, the impacts are communicated well within my workgroup	88	88%	+21 ↑	+17 ↑	+15 ↑
	The people in my workgroup cooperate to get the job done	94	94%	+7 ↑	+5 ↑	+5 ↑
	My workgroup can readily adapt to new priorities and tasks	100	100%	+14 ↑	+13 ↑	+13 ↑
	My workgroup has the appropriate skills, capabilities and knowledge to perform well	100	100%	+19 ↑	+15 ↑	+13 ↑
	My workgroup has the tools and resources we need to perform well	56 31 13	56%	-9 ↓	-8 ↓	-10 ↓
	The people in my workgroup use time and resources efficiently	81 19	81%	+4	+1	+1
	My supervisor ensures that my workgroup delivers on what we are responsible for	100	100%	+15 ↑	+16 ↑	+15 ↑

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



PRODUCTIVITY AND WAYS OF WORKING



EXPLORE
THE FULL
RESULTS

	RESPONSE SCALE	%	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM EXTRA SMALL SIZED AGENCIES
How has your productivity changed since COVID-19 (Since 27 February 2020)?					
Significantly improved		0%	-12↓	-9↓	-11↓
Improved	<div></div>	38%	+1	+3	+2
No change	<div></div>	44%	+2	-2	-2
Reduced	<div></div>	19%	+11↑	+9↑	+12↑
Significantly reduced		0%	-2	-1	-1
What best describes your current workload?					
Well above capacity – too much work	<div></div>	50%	+31↑	+31↑	+31↑
Slightly above capacity – lots of work to do	<div></div>	44%	+4	0	0
At capacity – about the right amount of work to do	<div></div>	6%	-26↓	-24↓	-23↓
Slightly below capacity – available for more work		0%	-7↓	-6↓	-7↓
Below capacity – not enough work		0%	-2	-1	-2
<div>KEY</div> <div> AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR </div>					

PRODUCTIVITY AND WAYS OF WORKING



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		RESPONSE SCALE	% POSITIVE	VARIANCE FROM APS OVERALL	VARIANCE FROM SPECIALIST AGENCIES	VARIANCE FROM EXTRA SMALL SIZED AGENCIES
Responding to change	My workgroup successfully adapts to new ways of working when required (e.g. in response to crises such as COVID-19)	100	100%	+11↑	+8↑	+8↑
	My workgroup has used the COVID-19 crisis to improve the way we work	94	94%	+29↑	+30↑	+27↑
	My agency quickly adapts and responds to changing priorities (e.g. in response to crises such as COVID-19)	88	88%	+8↑	+7↑	+3
	My agency is taking actions to maintain changed ways of working implemented during the COVID-19 crisis	81	81%	+17↑	+13↑	+15↑
	My immediate SES manager supports embedding changed ways of working implemented during the COVID-19 crisis	88	88%	+23↑	+21↑	+18↑

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Positive Neutral Negative



TIME TO TAKE ACTION



CELEBRATE

What things do we do well?

THINK ABOUT HOW WE CAN BUILD ON OUR STRENGTHS AND LEARN FROM WHAT WE ARE GOOD AT.



INVESTIGATE FURTHER WITH OUR TEAMS

Are there any other opportunities coming out of the results that we want to explore further?

HOW COULD WE INVESTIGATE? THROUGH LOOKING AT THE DATA IN MORE DETAIL OR THROUGH DISCUSSIONS WITH STAFF?



OPPORTUNITIES

Areas we need to focus on and turn into action plans:

WHAT ARE THE KEY THINGS WE NEED TO IMPROVE TO MAKE WORKING HERE BETTER?



USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

IDENTIFY AREAS TO CELEBRATE, OPPORTUNITIES FOR IMPROVEMENT AND AREAS WHICH YOU NEED TO INVESTIGATE FURTHER.

PRIORITISE 3 AREAS TO TAKE FORWARD

	PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET/SUCCESS MEASURE
1					
2					
3					

GUIDE TO THIS REPORT

% POSITIVE

WHERE RESULTS ARE SHOWN AS POSITIVE PERCENTAGES (% POSITIVE), THESE ARE CALCULATED BY ADDING TOGETHER POSITIVE RESPONSES ("STRONGLY AGREE" + "AGREE") AND DIVIDING BY THE NUMBER OF RESPONDENTS WHO ANSWERED THE QUESTION.



ROUNDING

RESULTS ARE PRESENTED AS WHOLE NUMBERS FOR EASE OF READING, WITH ROUNDING PERFORMED AT THE LAST STAGE OF CALCULATION FOR MAXIMUM ACCURACY. VALUES FROM X.00 TO X.49 ARE ROUNDED DOWN AND VALUES FROM X.50 TO X.99 ARE ROUNDED UP. THEREFORE IN SOME INSTANCES, RESULTS MAY NOT TOTAL 100%.

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%
NUMBER OF POSITIVE	151 + 166 = 317					
% POSITIVE	317 ÷ 613 = 52%					

ANONYMITY

IT IS ENGINE'S PRACTICE NOT TO DISPLAY THE RESULTS OF GROUPS OF RESPONDENTS TO THE EXTENT WHERE THE ANONYMITY OF INDIVIDUALS MAY BE COMPROMISED. RESULTS WILL NOT BE SHOWN WHERE THERE ARE LESS THAN 10 RESPONDENTS IN A GROUP.