

NDIA 2023 APS Census

Agency Action Plan

The [APS Employee Census](#) is an annual survey used to collect information from staff about their experience in the workplace. The Agency gains insights from the results and is committed to taking action to improve.

Building an inclusive workplace and ensuring the health and wellbeing of our people is paramount to the Agency. The Agency Action Plan is an important step to improve the experience of our staff, so we can offer an improved experience for participants. The Agency has developed three key focus areas for the next year. Progress will be monitored throughout the year.

What we are doing well



Our connection to participants and the Scheme

93% of staff believe strongly in the Agency's purpose and objectives.



Our inclusive workplace culture

84% of staff agree the Agency actively supports and promotes an inclusive workplace culture.



Our teams and leaders

90% agree their workgroup cooperates to get the job done.

Areas we are focussed on



Maintaining an inclusive workplace culture

While our people feel we have an inclusive workplace culture, we need to continue to improve the experience of our diversity groups.



Maintaining the focus on safety, health and wellbeing

Our people agree that we are improving health and wellbeing policies and practices however, we need to do more in managing and understanding Psychosocial risk in the workplace.



Continuing to improve tools, resources and processes

There are barriers we can remove that are preventing our people from performing their best.

How we are committed to action

★ Maintaining an inclusive workplace culture

- We will create an Accessibility and Inclusion branch to drive stronger action on creating an accessible, inclusive workplace.
- We will continue to deliver the [NDIA Inclusion and Diversity Framework](#), Inclusion Plans and support our Employee Networks for individual diversity groups.
- To improve the experience of staff with disability, we will continue implementing our Disability Inclusion Plan, including the recommendations of the recently released deep dive by the NDIA SES Disability Champion.
- We commit to building a workforce that represents the community we serve by recruiting and retaining more staff with disability (Corporate plan target 19% staff and 12% SES) and First Nations staff (APS target 5%).

★ Maintaining the focus on safety, health and wellbeing

- We will complete an independent safety and security review to make sure we have the right arrangements to keep our staff safe and secure at work.
- We will review our workplace design guidelines and consult with staff on how we can provide more accessible workplaces.
- We will continue to add, improve and promote health and wellbeing supports. This will include continuing to implement the [APS Mental Health Capability Framework](#) and a continued focus on early intervention for injured or ill staff.

★ Continuing to improve tools, resources and processes

- We will continue rolling out our new computer system (PACE). This will provide staff with better support and information to support decision making and improve workload management.
- We will ensure that senior leaders continue regularly visiting sites across our portfolio to hear directly from staff about their experience and how we can improve it.
- We will start work to redesign our intranet to ensure that our staff can more easily access the information and processes they need.
- We will continue to review resources, work and priorities across the Agency and adjust as we need to. This will include completing an organisational restructure that ensures the Agency's structure reflects our priorities.

We want to make the NDIA a great place to work - to better support our staff so we can support our participants.

For more information on the APS Census, please visit the [APS Census page](#) on the NDIS website.