

NDIA 2024 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 staff experience.

In 2024 the NDIA APS Employee Census had a participation rate of 83%, an increase of 2% from 2023, which has provided the Agency with deeper insights into what we are doing well and what our focus areas are for 2024–25.

Improvements in positive responses across a range of topics such as inclusive workplace culture, health and wellbeing of our staff, and providing flexible work practices, demonstrate that implementation of targeted initiatives in response to the 2023 APS Census have been received positively.

In 2024, there is work to be done to ensure staff are engaged and supported through change; tools and resources are available to enable staff to do their jobs; and the physical and psychosocial safety and security of our workforce remains a focus. This is particularly key as we implement NDIS reform initiatives aligned to ‘Getting the NDIS Back on Track’.

Supporting our staff to effectively and powerfully engage with the change process will have a positive impact on the experience of participants with the Agency.



What we did well



Our connection to participants and the Scheme

92%

Ninety-two per cent of staff believe strongly in the Agency's purpose and objectives and are committed to the Agency's goals.

94%

Ninety-four per cent of staff understand how their roles contribute to achieving an outcome for the Australian public.



Our health and wellbeing and flexible work practices

Work undertaken in 2023 to further improve the employee assistance program and wellbeing supports has been well received by staff. There has been a strong uplift in results relating to these offerings provided by the Agency and satisfaction with policies and practices to help people manage their health and wellbeing.

Staff feel confident the Agency is working to ensure their safety following the 2023 safety and security review, which was designed to assess the safety and security environment of the Agency and its employees and participants. The Agency will implement learnings and key insights from consultation, the review, and existing internal and industry best practice throughout 2024–25.

88%

Flexible work practices have assisted staff with enabling work life balance with 88% of staff utilising flexible work arrangements.

89%

Staff also feel supported by their manager with 89% of staff believing their immediate supervisor cares about their health and wellbeing.



Our inclusive workplace culture

In the 2023 action plan, we committed to and successfully delivered on:

- establishing an Accessibility and Inclusion Branch to drive stronger action on creating an accessible, inclusive workplace .
- delivering the [NDIA Inclusion and Diversity Framework](#) and inclusion plans.
- supporting our employee networks for individual diversity groups.

These achievements, together with other initiatives, including the creation of the Disability Action Plan and the provision of disability leave, have resulted in 86% of staff agreeing the Agency actively supports and promotes an inclusive workplace culture.



Continuing to improve tools, resources and processes

To help us deliver better outcomes for participants today and into the future, we built a new computer system that is faster to use and easier to change. Staff have told us they need greater communication and visibility of upcoming changes relating to system enhancements, which is a focus for 2024–25.

We completed an intranet review and have commenced design to support the implementation of a modern, accessible and future-proof intranet solution for the NDIA.

Our Town Hall program continued in 2023–24, with senior leaders connecting with staff around the country and encouraging discussion on matters of significance for the Agency, the Scheme and our people. These sessions were positively received and will continue through 2024–25.

Areas we are focussed on

The Agency has developed three key focus areas for 2024–25. Progress will be monitored throughout the year.



Maintaining our focus on safety, health and wellbeing

Our people agree that we are improving health and wellbeing policies and practices, however, we need to continue to focus on the physical and psychosocial safety and security of our workforce.



Continuing to improve change, communications and tools and resources

Staff have told us we need to improve how change is managed, including the visibility of upcoming changes, clarification of what is changing and, specifically, how the change is communicated. Tools and resources need to support staff through change.



Supporting staff to implement the NDIS reforms

Our people have told us that they need support to deliver the NDIS reforms and provide a high-quality, responsive and effective participant experience.



How we are committed to action



Maintaining our focus on safety, health and wellbeing

- The Agency continues to introduce immediate safety, wellbeing and security measures, such as:
 - clinicians embedded into teams
 - tailored workplace supports, used in anticipation of events that may trigger an adverse psychological response
 - warm transfer to clinicians for urgent access and short term initiatives to prevent and manage the impacts of aggressive behaviour within the Agency.
- We are committed to applying learning and key insights from general consultation from the 2023 safety and security review and existing internal and industry best practice. We will produce a 3-year Safety and Wellbeing Strategy that will ensure staff are healthy and safe at work, and the Agency is able to deliver our key reform priorities safely. This strategy will be delivered in 2025.
- We will review the internal Safe and Respectful Framework established in 2023, designed to reduce unacceptable behaviour within the workplace, and implement any areas for improvement.
- Our Human Resource (HR) Business Partners will trial a branch-level 'health check' – a data-driven program of work, with a focus on engagement, performance, communication and wellbeing metrics.
- We will implement the Service Delivery Wellbeing Plan. This plan builds on the great work of our existing wellbeing officer network and will focus on growing and expanding the network's service offering.
- We will implement our Disability Action Plan (DAP), which is our plan to position the Agency as an employer of choice by implementing industry-leading inclusion practices, co-designed with our staff with disability.
- The DAP will:
 - enhance systems and processes to ensure they are accessible for people with disability
 - attract, retain and develop people with disability
 - create a safe space for staff with disability to grow and contribute
 - recognise the unique value of the lived experience of staff with disability
 - develop a disability-confident workplace.
- We will implement a First Nations recruitment campaign, working with 'Supply Nation' providers to support targeted attraction of First Nations candidates, including in remote areas, and ensure culturally safe practices. This will position the NDIA as an employer of choice for First Nations peoples.

How we are committed to action



Continuing to improve change, communications and tools and resources

- We are developing a change roadmap, which will be published on the Agency's intranet and supported by a detailed forward view of change. The roadmap will support staff in understanding the timeframes and order of upcoming changes, engage leaders to support change implementation, and provide staff with time to adapt and enact change successfully.
- We will pilot a strategic change approach consisting of the development of templates and tools, education and capability uplift. This will support and enable teams and leaders to prepare and guide teams through the change and actively manage change impacts.
- We are working to deliver a new intranet that is accessible, simple and easy to use, with improved search functionality. This will ensure staff can access the information and processes they need, when they need it.
- We will continue to review and enhance our computer systems to enable new legislative requirements of the NDIS reforms, providing staff with better support, information and tools to improve decision-making.



Supporting staff to implement the NDIS reforms

- We will develop strategies to support staff through the implementation of the significant reform programs the NDIA is delivering. This includes:
 - **People Strategy:** A roadmap to ensure our recruitment, staff development, and retention and general HR practices are not only effective, but transformative, driving the NDIA towards the future.
 - **Culture Strategy:** A plan to produce tangible actions to bring large-scale reform to fruition and support our staff during this period of change.
 - **Safety and Wellbeing Strategy:** A 3-year strategy that will ensure staff are healthy and safe at work and the Agency is able to deliver our key reform priorities safely.
- Our Town Hall site visits and virtual calls with senior leaders will continue in 2024–25. General managers will be visiting sites across Australia giving staff the opportunity to share their wins, concerns and valuable feedback to help improve how we work at the Agency, and how we deliver the Scheme for participants.

We will continue to focus on making the NDIA a great place to work – to support our staff to implement key reforms and deliver a better experience for participants.

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