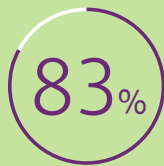


# 2025 Census Action Plan

The annual Australian Public Service (APS) Census provides valuable insights into the staff experience at the NDIA. We use these insights to celebrate what’s working well and to make supportive changes to strengthen workplace culture. NDIA leaders work with their teams to understand and respond to their local results by developing and implementing Branch-level Census Action Plans. By focusing on the staff experience and building on previous NDIA Census Action Plans, we will continue to be a high-performing, values driven organisation.

## 2025 Census Participation Rate



NDIA invites APS employees and Labour Hire Workers to participate in the Census.

In 2025 NDIA was classified as an extra-large agency.

## Celebrate: What we did well



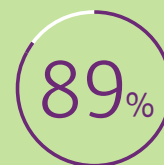
### Flexible Working Arrangements

92% of staff have told us that they feel supported when requesting and implementing flexible working arrangements.



### Commitment to our Participants

92% of staff have told us that they believe in, and are committed to, the purpose and goals of the NDIA and the APS.



### Health and Wellbeing

89% of staff have told us that they feel their supervisors care about their health and wellbeing.

## Areas we are focused on: What we can do better



### Wellbeing and Safety

Lead improvements in staff safety, wellbeing, and security through targeted actions.

As the Agency evolves in response to new challenges and opportunities, we are strengthening our commitment to safety, wellbeing, and security.

By investing in initiatives that support staff health, safety, and security, we're creating an environment where staff can thrive and deliver the best possible outcomes for participants.



### Innovation

Promote innovation by empowering staff to work together and solve problems to build a culture of ownership and creativity.

Staff have told us they want more support to share ideas and we're listening! As the NDIA delivers reform, we're working on simpler and more effective ways to work.

When staff share ideas and feel supported, everyone feels more involved and participants have a better experience.



### Change Management

Strengthen support for staff so they can grow, adapt and thrive through change.

Change and how it is managed across the Agency continues to improve, particularly as the NDIA delivers and implements NDIS reform.

The implementation of change and how this is managed, has an impact on staff and the participant experience the Agency strives to deliver.



### Communication

Make communication clearer and easier so staff stay informed and can easily access the information they need.

Communication results improved since the last Census however, staff said there's still room to do better.

Clear communication is important for successful change and helps build strong staff engagement and relationships.

## Agency-Wide Action: How will we do better

- ✓ Design and implement sustainable safety, wellbeing, and security initiatives that promote physical and psychological health of the workforce. This includes continuing the work on the Security Improvement Program, launching the Safety, Wellbeing and Security Strategy and the Disability Support Uplift project.
- ✓ We will review internal policies, procedures, and delegations to make work easier, faster, and more efficient. A new toolkit and a review of the levels of delegations will support continuous improvement by helping teams reduce unnecessary steps and make informed decisions with confidence.
- ✓ We will continue work on Agency-wide strategies such as the Culture Strategy, the Belonging Framework and First Nations Cultural Safety initiatives to strengthen diversity, celebrate innovation and foster a safe, inclusive workplace where all staff feel valued, supported, and empowered.
- ✓ Creation of practical workforce planning tools. These tools, like the Workforce Transformation Project and the Enterprise Workforce Plan, will help the Agency better understand workforce needs as reform progresses. This means clear career pathways, and better planning to support ongoing change and reform.
- ✓ Using a Technology Roadmap, we will use reliable, secure technology that enhances staff capability, simplifies workflows, and supports service delivery in a modern digital environment.
- ✓ To support staff development and career goals, we will offer targeted training, accessible online learning tools, and clear career pathways. Initiatives like the NDIA Online Academy and a refreshed Learning and Development suite will help staff build skills, and strengthen leadership across the Agency.
- ✓ Continue to redevelop the intranet and update how we share information internally to ensure staff can easily access the information they need and the Agency can clearly communicate priorities. This includes expanding digital options and ensuring content is accessible, helping staff stay informed, work efficiently, and feel confident in their roles.



Visit the **APS Census** page