

2023-2024 Australian War Memorial Census Action Plan

The APS employee census is an annual survey which is used to collect confidential attitude and opinion information from APS employees on issues in the workplace. It is an opportunity for our employees to share their experiences of working in the APS. The Memorial gains insights from the results and is committed to taking action to improve our working environment. Through consultation with each Section Head and their employees, the Memorial has developed three key priorities for the next 12 months. These areas will be tracked with a mid-point review, and progress on specific actions will be regularly reported to employees over the period. From 2024, the Memorial will invite labour hire contractors to provide feedback to ensure that all sections of our workforce have an opportunity to share their experience and observations.

The 2023 census confirmed prior year survey outcomes that we have an engaged and motivated workforce, who believe strongly in the purpose and objectives of the Memorial and are happy to go the extra mile when required.

Our priority focus areas based on the feedback received include:



Optimised health and wellbeing:

Psychological and physical health and wellbeing practices are facilitated and supported for all employees and integrated into our daily work.



This will be achieved by:

- Enhancement and implementation of a holistic health and wellbeing program that recognises individual preferences for engagement and participation.
- Proactive promotion of the importance of work-life balance in achieving positive wellbeing, and leadership promotion of flexible working arrangements to achieve this.
- Enhanced promotion of health and wellbeing resources using a variety of platforms and mediums including maturing of intranet content and regular promotion of available tools and resources.



Supportive and enabling technology and communication: The success of our internal communication and productivity will be enabled by maturing and leveraging of our technology platforms.



This will be achieved by:

- The implementation of our Information and Communications Technology (ICT) Strategy, prioritising technology solutions and enhancements of communication opportunities for employees, and enable greater efficiency in the delivery of the work of the Memorial.
- The establishment of a working group to explore new collaboration tools and technology, and promote opportunities for employee engagement to ensure success in implementation.
- Reassessment of the IT business request process to ensure it remains the most appropriate mechanism to align our ICT Strategy with broader ICT investment across the Memorial.



Supportive and visible Senior leadership: The Senior Management Group will work together to improve our collaboration and understanding of shared goals by actively promoting cross team communication.



This will be achieved by:

- Section Heads will host a joint meeting with another section, including cross branch, once a quarter.
- Increased Branch Head attendance at team meetings and the hosting of regular branch meetings. The Director and Branch heads will vary their work location across our three sites to actively increase visibility and access.
- The executive team will take the opportunity to participate in professional leadership programs offered by the Department of Veterans' Affairs.



The AWM provided 256 responses, from 322 staff (80%) to the 2023 APS Census Survey.