

# Aged Care Quality and Safety Commission

## APS Employee Census Action Plan 2025

The Aged Care Quality and Safety Commission remains committed to fostering a well-supported, highly capable, and diverse workforce that collaborates effectively to deliver on our purpose.

The 2025 APS Employee Census results reflect steady progress toward this vision.

Key indices remained stable or improved slightly, with notable gains in Enabling Innovation (67%) and Wellbeing Policies and Support (75%), both aligning closely or outperforming APS-wide results.

Employee Engagement rose to 76%, driven by strong scores in purpose and pride. Other indices remained consistent, maintaining comparability with APS benchmarks.



### Strengthening SES Leadership Impact

- Apply the APS Performance Leadership Framework to strengthen accountability and foster innovation across senior leadership.
- Foster meaningful engagement with staff, through forums, on-the-floor visits, and listening sessions to build trust and responsiveness.
- Increase transparency and awareness of SES roles and decision-making, showing how on-the-ground perspectives inform actions.
- Promote collaboration and knowledge sharing through joint initiatives and SES-led engagement opportunities.

### Enhancing Change and Communication Practices

- Harmonised and streamlined communication channels and promote the Consultation Hub as the go-to platform for staff feedback.
- Provide clear internal consultation guidelines and tools to support consistent communication.
- Offer targeted training to strengthen managers' change and communication skills.

### Building a Safe and Equitable Workplace

- Foster psychological safety by encouraging staff to Speak Up and reviewing behaviour policies.
- Implement a Psychosocial Risk Framework to manage risks and support wellbeing.
- Increase employee recognition and equal opportunities for career development.
- Build recruitment capability to consistently apply fair and transparent processes and support inclusive hiring practices.

### Reinforcing Cultural and Sector Understanding

- Deliver the new Reconciliation Action Plan to build respectful relationships and cultural capability.
- Roll out Cultural Safety Training to promote inclusive practices.
- Provide additional resources and training to deepen understanding of the Aged Care Act.



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