Australian Government

Aged Care Quality and Safety Commission

APS Employee Census Action Plan 2026

The Aged Care Quality and Safety Commission remains committed to fostering a connected, informed and empowered workforce, supported by responsive leadership, clear and effective ways of working and a culture of continuous improvement.

This plan outlines the Commission-wide priorities for the next 12 months to build on progress and strengthen the employee experience.

Implementation and accountability

This plan will be supported by implementation guidance to help business areas translate the actions into locally relevant initiatives, including suggested local activities, accountability expectations and measures of success. Progress will be monitored through existing governance, planning and reporting processes to support accountability and demonstrate how employee feedback is informing organisational improvement.



Change management, communication and collaboration

- Strengthen internal change management across the Commission by clarifying roles and responsibilities, uplifting guidance and support for leaders, and implementing a consistent governance approach.
- Improve visibility of organisational priorities, key decisions and change initiatives, through regular communication of progress, outcomes and impacts for staff.
- Strengthen consultation and employee participation by providing meaningful opportunities to contribute to the design and implementation of major initiatives and communicating how feedback has informed decisions in consultation with the Strategy, Projects and Change team.
- Demonstrate action in response to employee feedback through regular “You Said, We Did” updates.



Technology, tools and resources

- Increase awareness of the Commission’s technology priorities and digital transformation initiatives, including planned investments, improvement activities and opportunities associated with AI.
- Improve mechanisms for employee involvement in design and delivery of new and enhanced systems, and strengthen existing feedback channels on digital systems and tools .
- Work with business owners to identify and prioritise opportunities to simplify workflows, improve integration and reduce administrative burden.
- Increase awareness, capability and confidence in the use of digital tools through targeted learning, practical resources and peer knowledge sharing.



Empowerment and organisational effectiveness

- Increase senior leader visibility and understanding of operational challenges through regular engagement with teams and observation of business operations to inform decision-making and improvement priorities.
- Improve the consistency and simplicity of local governance and approval processes to support effective-decision making.
- Support business areas to identify and implement practical process improvements that enhance efficiency, effectiveness and employee experience.
- Promote collaboration, knowledge sharing and continuous improvement through business planning, cross-Commission initiatives and regular reviews of ways of working.