

Comcare 2024 Action Plan



Action Plan

The **APS Employee Census** is an annual survey that collects confidential attitude and opinion information from employees on matters in the workplace. It is an opportunity for employees to share their experiences of working in the APS. We gain insights from these results, and we are committed to action to further improve our working environment. Through consultation with our employees and General Managers, Comcare have agreed on three focus areas and associated actions for the next 12 months. These will be tracked with a pulse poll.

POINTS TO CELEBRATE



Overall great results

88 per cent of Comcare employees participated in the survey. We continue to show through our results that we are performing well in many areas. Our results also compare well to the APS performance overall, scoring in the top 10 agencies for 'Leadership – Immediate Supervisor' and 'Communications' indexes.



Key findings

Comcare employees feel:

- Supported to work flexibly
- That their supervisor ensures their workgroup deliver what they are responsible for
- Understands how their role contributes to achieving the outcomes for the Australian Public
- That they are happy to go the extra mile at work when required.



76% employee engagement

Our Engagement Index score is 76 per cent, which is 3 per cent more than the APS average. Engagement is more than simply job satisfaction or commitment to an organisation. It is the extent to which employees are motivated, inspired and enabled to improve on Comcare's outcomes.

THEMES FOR GROWTH



Communication & Change



Productivity & Ways of Working



Innovation

FOCUS AREAS FOR ACTION

1

Support Comcare's best practice change management by fostering clear, timely, and accessible communication, with strong leadership engagement and improved linkages to initiatives across the enterprise.

2

Improve employee awareness to reduce administrative burdens and enhance available tools and support for productivity. Streamline decision-making processes and eliminating unnecessary layers to boost productivity.

3

Promote a culture of innovation across Comcare by encouraging creative thinking and continuous improvement. Provide opportunities for staff to develop new methods and ideas that improve operations, enhance efficiency, and strengthen work culture.