

2025 COMCARE CENSUS 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 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.

Key strengths to celebrate



We have an inclusive workplace: 86% of employees agree Comcare supports and actively promotes an inclusive workplace culture



We have a strong commitment: 86% believe strongly in the purpose and objectives of Comcare and 84% are satisfied with their job



We are leading the way in innovation: 64% of employees say Comcare encourages innovation, 67% believe innovative efforts are recognised, and 90% feel comfortable suggesting improvements.



We have a highly engaged workforce: Comcare's engagement score is 76. 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.

Focus Area	Productivity & Ways of Working	Wellbeing Policies & Support	Communication & Change
Goals	Empower employees by providing the necessary tools, training, and support for their roles. Foster a culture of continuous improvement by encouraging employees to develop new approaches, address capability gaps, and manage work pressures effectively through regular performance discussions.	Comcare is committed to creating a safe, healthy workplace where employees feel valued and supported by management and colleagues in prioritising their health and wellbeing.	Continue to improve enterprise engagement through strong leadership, collaborative environment, staff involvement in change, and smooth, effective transitions.
Actions	- Enhance collaboration and continue to provide opportunities for employees to participate in the design and simplification of systems, tools, and processes intended to improve work efficiency. - Our people proactively manage work pressures through ongoing performance conversations with their managers.	- Health and wellbeing resources and activities continue to be communicated through various channels, enabling staff to access support as required. - Continue to promote inclusivity, clarify individual responsibilities for a safe and respectful workplace, and launch our Diversity, Equity and Inclusion Program.	- Continue to adopt the change framework across projects and initiatives and ensure consultation is role modelled across Comcare. - Offer leadership development initiatives designed to enhance communication and change management skills, such as the APS Leadership Edge program.

The **Comcare Census Action Plan** is further supported by Group level action plans that address specific areas of focus relevant to their results.