



Australian Government

Australian Public Service Commission

# State of the Service Roadshow

Wednesday 4 May 2022  
South Australia



# Acknowledgment of Country

I would like to acknowledge the Traditional Owners of the land the Kurna people we are meeting on today, and thank them for their continued custodianship. I pay my respect to Elders past, present and emerging and extend this acknowledgement to Aboriginal and Torres Strait Islander people joining us today.





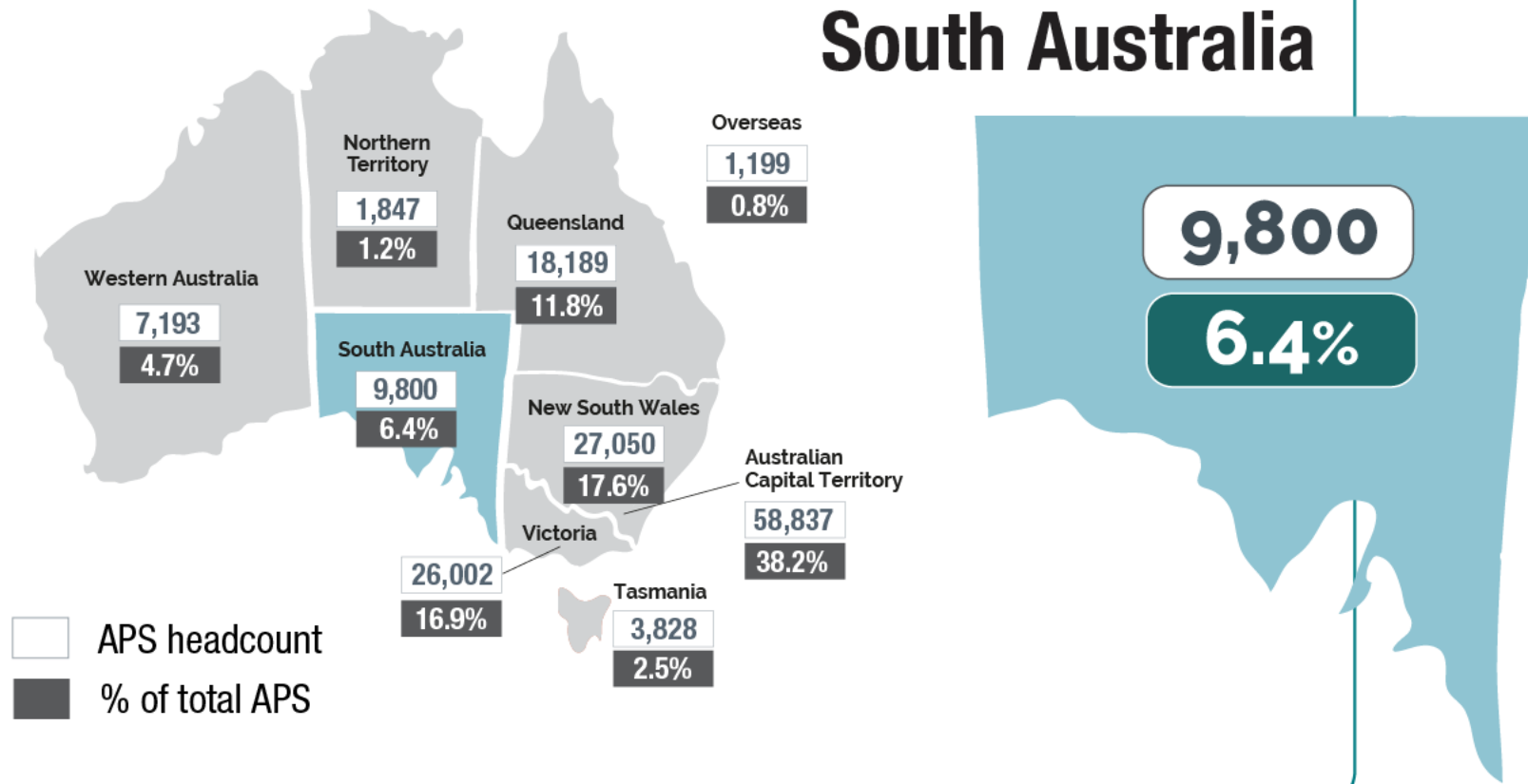
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# APS at a glance



# APS employee numbers by location



# Commitment to service



all APS 82%

**I believe strongly**  
in the purpose and  
objectives of the APS



all APS 83%

**I work beyond**  
what is required in my  
job to help my agency  
achieve its objectives



all APS 90%

**I understand**  
how my role contributes  
to achieving an outcome  
for the Australian public

# Diversity



**11.1%**

all APS 22.3%

Employees born  
overseas



**5.4%**

all APS 16.2%

Employees born in  
a non-English  
speaking country



**4.8%**

all APS 4.1%

Employees with  
a disability



**4.5%**

all APS 3.5%

Aboriginal and Torres Strait  
Islander employees



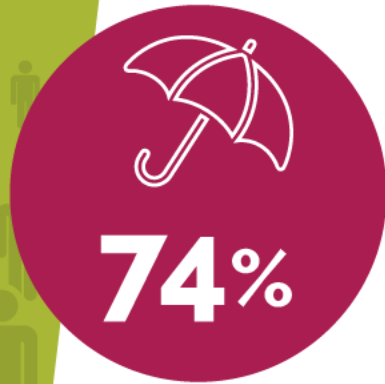
**5.8%**

all APS 7.0%

LGBTIQ+  
(2021 APS Employee Census)



# What are your reasons for staying in the APS



**Job security**



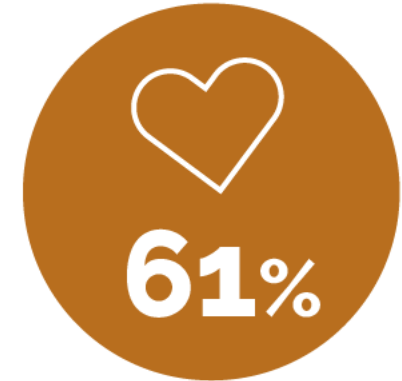
**Type/nature of work**

e.g. interesting,  
challenging, specialised,  
autonomous



**Remuneration**

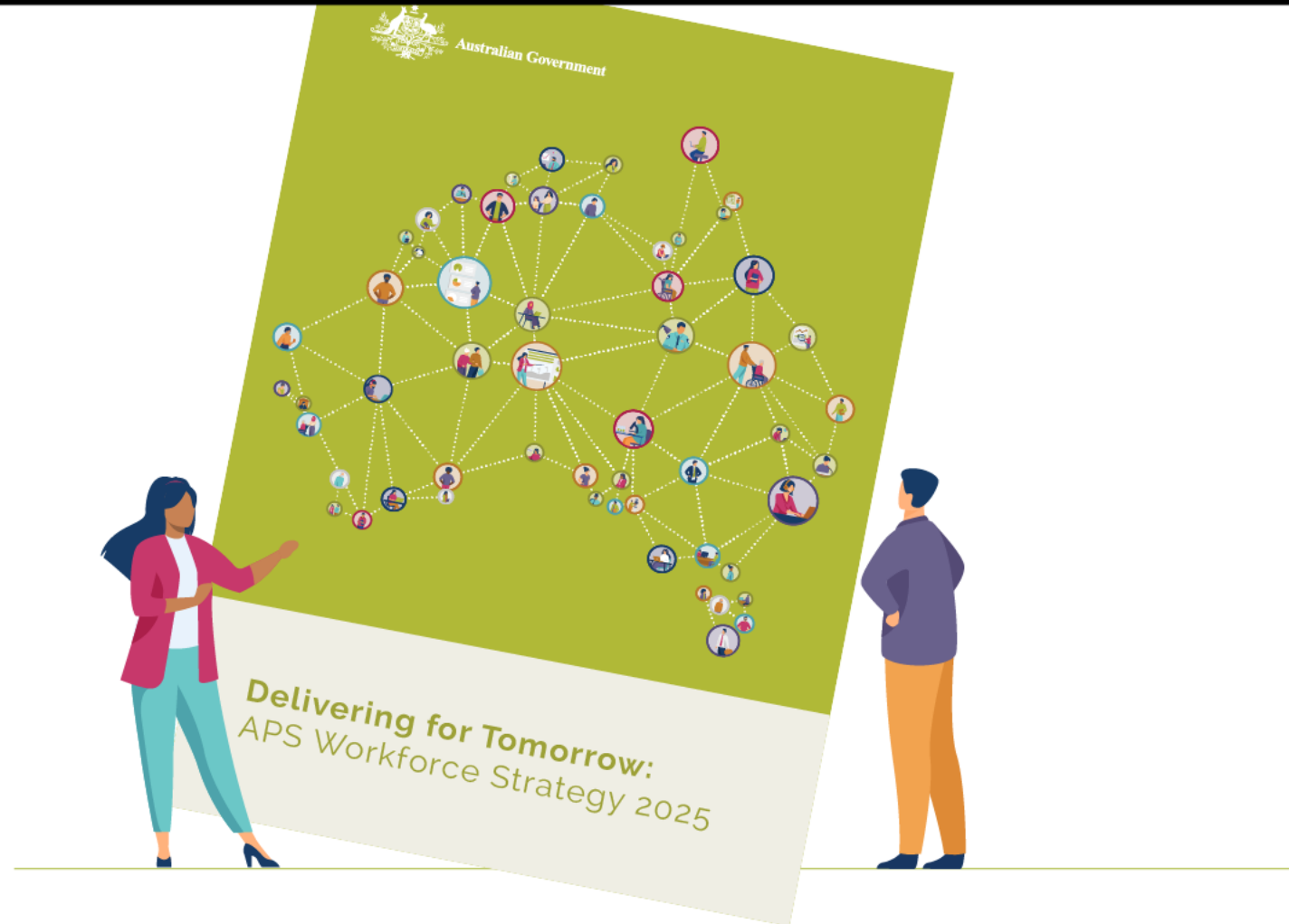
e.g. salary,  
superannuation



**Non-monetary  
employment conditions**

e.g. leave, flexible work  
arrangements, other benefits

# Delivering for Tomorrow: APS Workforce Strategy 2025





# APS craft



Integrity



Working in  
Government



Engagement  
& Partnership



Implementation  
& Services

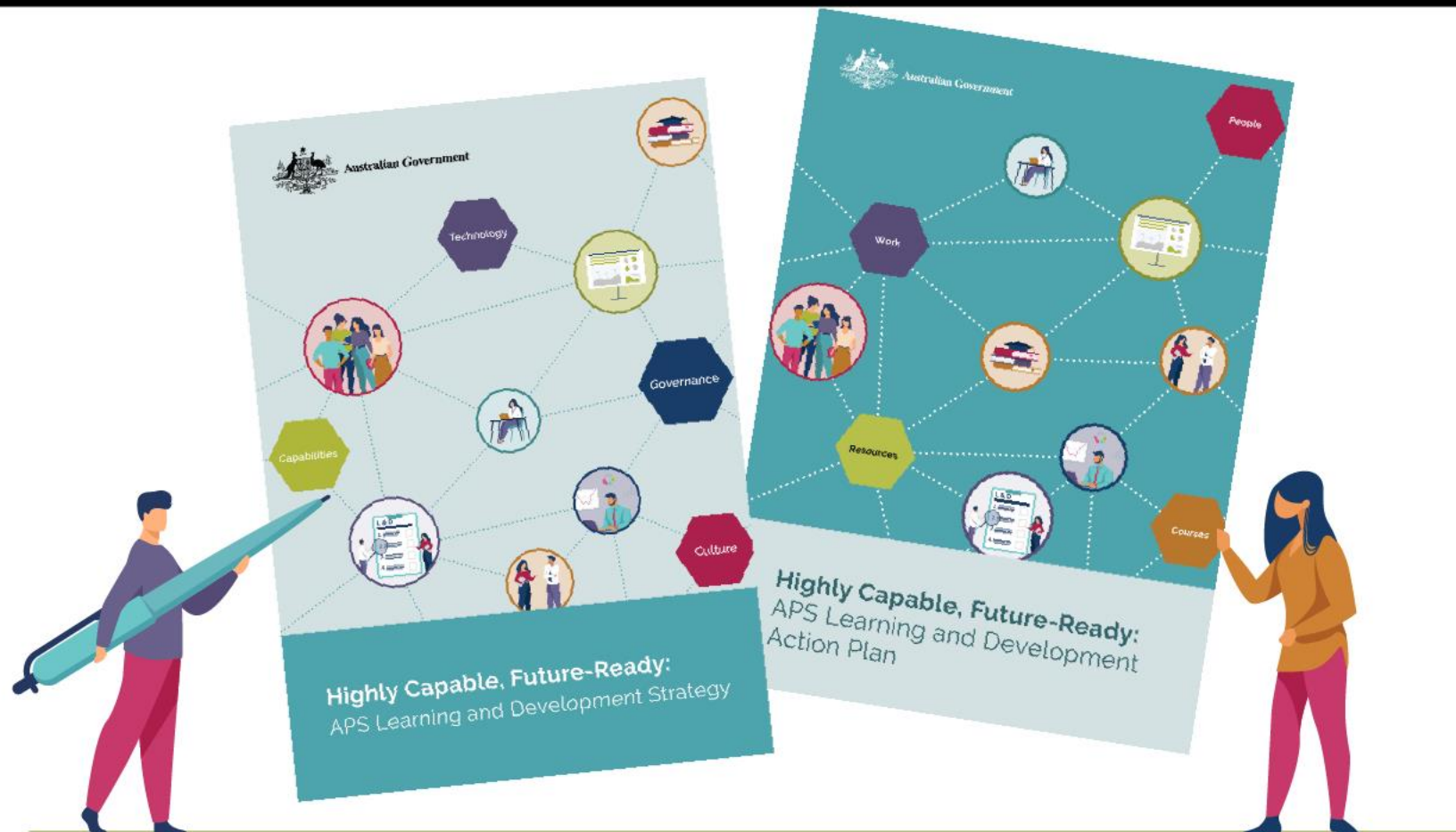


Strategy, Policy  
& Evaluation



Leadership  
& Management

# APS Learning and Development Strategy and Action Plan





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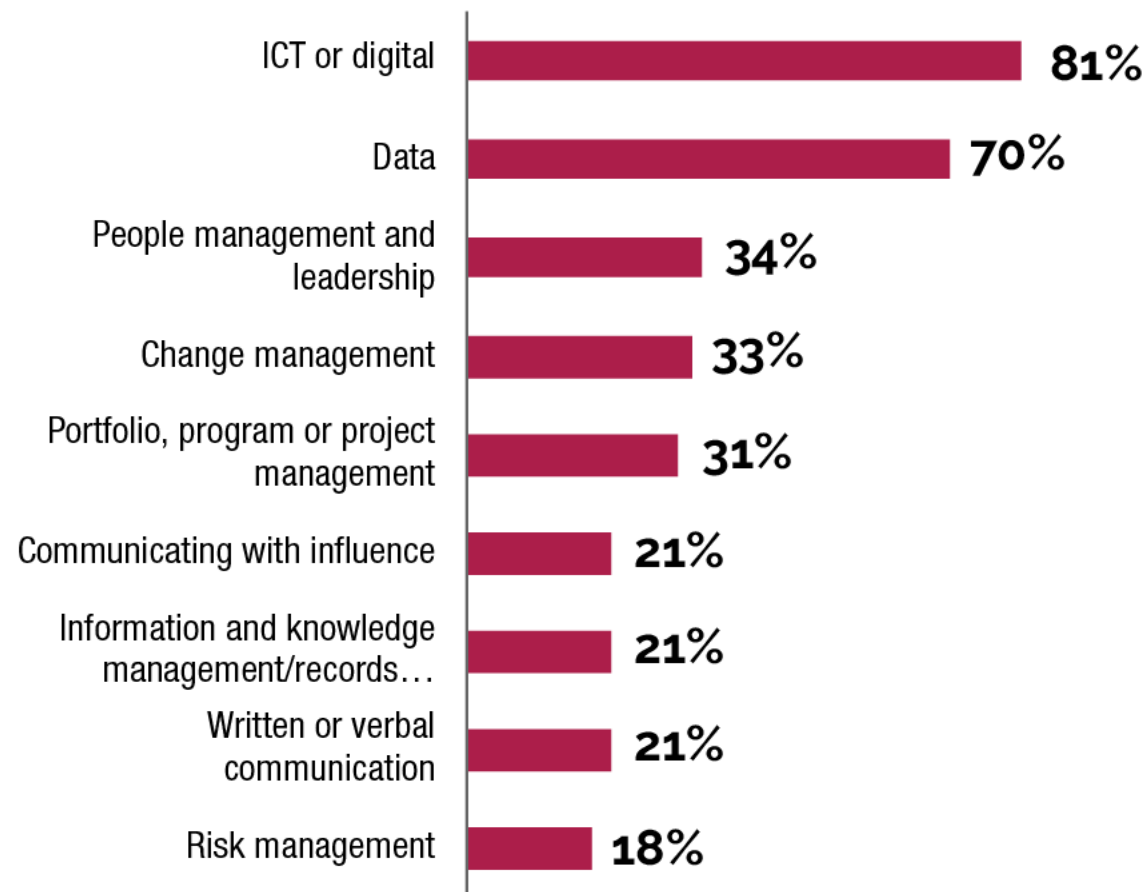
# The future of the APS



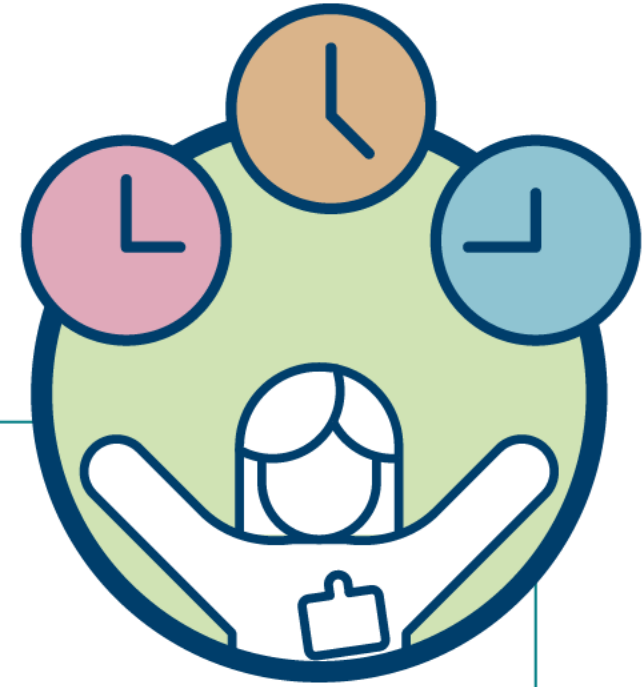
# APS skills shortage

**71%**  
of agencies  
reported critical  
skill shortages

## Top skill shortages identified by agencies



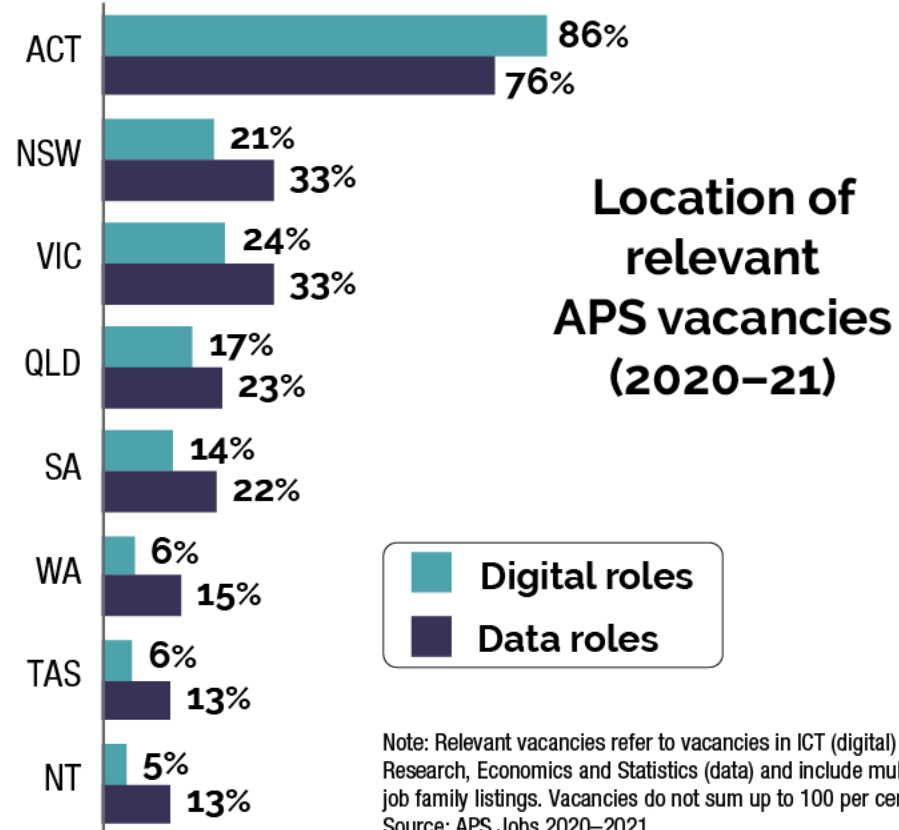
## Flexible working



**75%** agree

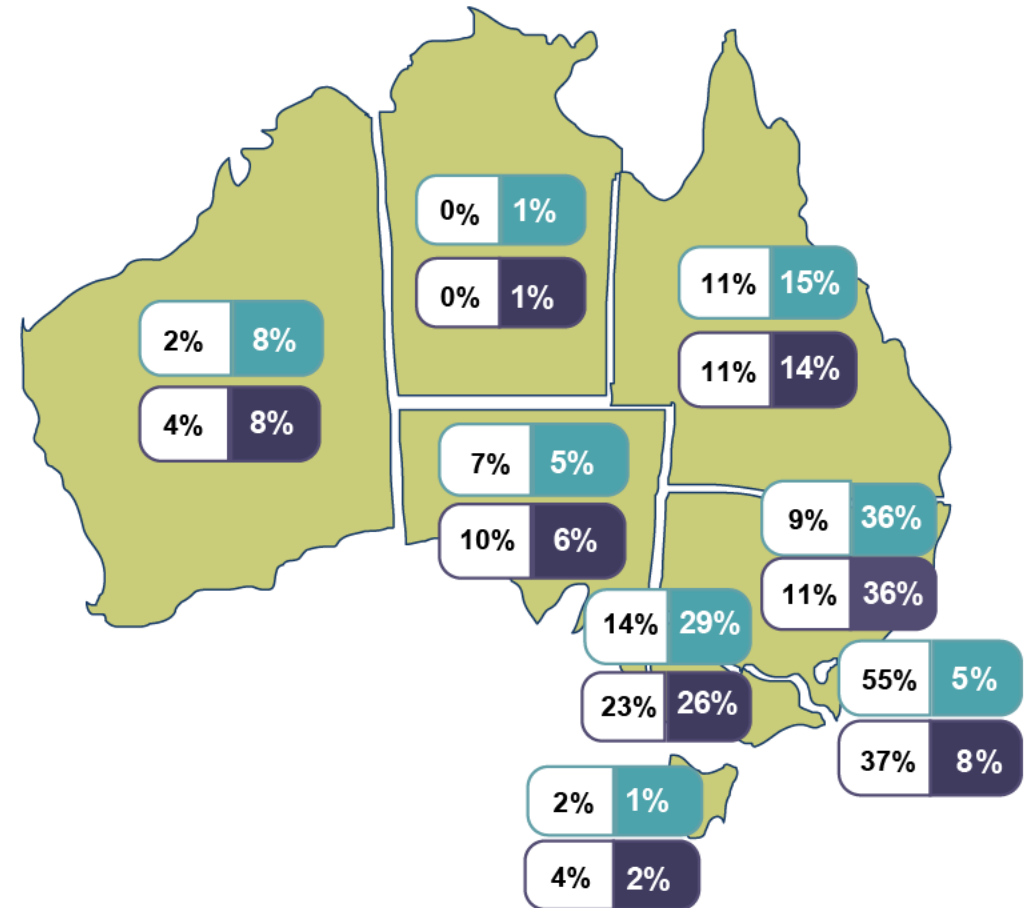
I am confident that if I requested a flexible work arrangement, my request would be given reasonable consideration

# APS Labour markets



% of APS talent pool

% of national talent pool



Note: National talent pool based on non-weighted average of comparable occupations  
Source: Australian JobOutlook and APS Employment Database—June 2021



# Surge—how we've helped

Australian affected by COVID19  
Lockdowns (Delta)



July 2021

Over **700** staff  
helped process over  
**4.1M** claims

Total payments:  
**>\$11B**

Australians affected by COVID19  
Isolation orders (Omicron)



January 2022

Around **500** staff  
helped process  
**730,000** claims

Total payments:  
**\$470M**

Australians affected by  
Queensland and NSW Floods



March 2022

Around **500** staff  
helped process  
**'still counting'**

Currently at  
**\$282M**



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*Thank  
you*

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Roadshow

