



Australian Government
Australian Public Service Commission

Participant Frequently Asked Questions



**APS
Employee
Census
2024**
6 May – 7 June

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Prior to the Census

Why are we undertaking an Employee Census?

The 2024 APS Employee Census (the Census) is your opportunity to give feedback about your agency and the APS. It provides your agency with an insight into their employees' views about their workplace. This valuable workforce data informs your agency's programs, activities and workforce planning. This information will also allow your agency to assess how well it is tracking against other agencies and the APS more generally. The Census provides us with the opportunity to collect employee sentiments and the results help to target strategies to build our workplace capability now and in the future.

What is the APS Employee Census?

The APS Employee Census is a survey of all eligible personnel who are employed under the *Public Service Act 1999*. The Census captures employees' views on a range of work-related issues and themes and is administered via an online survey hosted by an independent provider.

What type of information is collected?

The Census collects demographic, attitude and opinion information on important workforce issues including health and wellbeing, leadership and your general impressions of your agency and the APS.

Did you know that last year's Census found:

- 78% of employees agreed their job gave them opportunities to utilise their skills
- 92% of employees understand how their role contributes to achieving an outcome for the Australian public
- 90% of employees were happy to go the 'extra mile' at work when required
- 84% of employees believe strongly in the purpose and objectives of the APS

Do I have to fill it in?

While everyone is encouraged to have their say, participation in the Census is entirely voluntary. However, the more people who respond, the more representative and useful the results will be.

Why should I complete this Census?

This is a unique opportunity to contribute to the direction of your agency and the APS. By completing this survey you have an opportunity to provide your feedback to your agency and the Australian Public Service Commission. Your valuable feedback in this survey will inform improvements to APS workforce practices, policies and strategies. By understanding the views and experiences of their workforce, agencies and the Commission will be better positioned to evaluate, revise and/or improve the working conditions and environment for you and your colleagues.

How was I identified to participate?

You were identified by your agency to participate in the Census. The names and email addresses of employees were provided by your agency for the purpose of sending the Census to all APS employees. Only the external service provider will be able to link your Census response with your unique identifiers such as your email address and your name. You can request to be removed from the list by contacting the APSC at APSSurveys@apsc.gov.au.

How long will it take to complete?

Completion time is dependent upon your personal work circumstances and whether you choose to provide free-text comments throughout the survey. You may need only 20 minutes to complete the Census, or it may take you longer should you have more information you wish to convey. If completing it online and you only manage to complete part of the Census in one online session, you can return to it later. Upon returning to the survey you will commence from where you left the survey. You will have an opportunity to review your responses prior to submitting.

When will the Census take place?

You can complete the Census from 6 May to 7 June 2024. Invitations will be sent out over the first five days of the survey administration period, 6 to 10 May, so you may not receive your invite until Friday 10 May. If you still have not received your invite by Monday 13 May, please contact your Agency Census Coordinator.

I'm too busy to fill in the questionnaire at work. Can I do it from home?

As this is a work-related activity, we would prefer you complete the questionnaire during working hours. However, you can forward your email with the encrypted link to a private email account. The questionnaire is also optimised for different screen sizes so there is no issue completing it on any device. Please ensure that you complete the Census by 7 June 2024.

Who will be participating in the Census?

All APS employees from participating agencies are invited to participate in the Census. Some agencies also encourage participation from their non-APS workforce.

What happens if I am on leave during the Census period?

If you have planned leave or are absent during the Census period and wish to take part in the Census, please contact the [Census coordinator](#) within your agency in the first instance.

What happens if I am on temporary transfer or secondment?


We are aware employees may be seconded to other agencies and roles. APS Employee Census questions typically ask you to consider your response in terms of your current role and some ask about your experiences over the previous 12 months. This may be challenging for those who have been at two agencies within that 12 month period, but we ask that you respond for the agency you are currently working in. For new, temporary transfer and

seconded employees, we ask that you respond to the questions as best you can in relation to your current agency. For those questions where you are unable to provide an accurate response, please feel free to leave these blank.

How will I receive the Census?

You will receive an email from APSEmployeeCensus@apsc.gov.au with a personalised link to the questionnaire at this web address: <https://www.apsemployeecensus.com>. The link is unique to you and must not be forwarded to colleagues.

The invitation will look similar to the below:



Tue 14/03/2023 3:04 PM

APS Employee Census <APSEmployeeCensus@apsc.gov.au>

2023 APS Employee Census

To

Welcome to the 2023 APS Employee Census. You have been invited by your agency to participate.

You can complete your response between now and **5pm, Friday 9 June 2023**.

To have your say, please click on this link: [Census link](#)
You may complete part of the Census and return to it later to pick up where you left off.

*****Please do not forward this email to anyone else*****
This link is specific to you and where you work so that results can be as accurate as possible.

Why should you complete the Census?
The Census is your opportunity to have your say about your agency and the APS. To improve APS workplaces we want to know what is working well and what we need to do differently.

Want to know more?
The [Participant Information Sheet](#) provides more information on what you need to do to participate, the benefits of participating, and how your responses are stored, disclosed and used.

Please do not reply to this email. If you have any questions, please contact your agency's [Census coordinator](#).

You can also contact the APSC Census team at APSSurveys@apsc.gov.au on 1800 464 926 between 9am and 5pm (AEST) weekdays.

Kind regards,

APSC Census Team
Australian Public Service Commission
Old Parliament House, King George Tce, PARKES ACT 2600
GPO Box 3176 CANBERRA ACT 2601
P: 1800 464 926 | W: [APS employee census 2023 | Australian Public Service Commission](#)

How do I find out who my agency Census coordinator is?

Each agency/department have Census coordinators who are able to assist their employees throughout the Census period. A list of these Census coordinators can be found [here](#). If you cannot find the details of a Census coordinator for your agency or would like to speak with someone at the APSC, you can email the team at APSSurveys@apsc.gov.au.

Can I print the Census from the Internet?

A link to a downloadable PDF of the Census questionnaire will be provided in the footer of the online Census and can be downloaded at any point while accessing the survey. However, you will need to complete the Census online via the link provided unless you have made special arrangements with your agency to complete a paper-based Census.

What questions can I expect to be asked?

The Census asks questions about a range of topics that are relevant to the experience that employees have in their agency and the APS. These include questions about your overall perceptions of work, your job, how you are managed, values, internal communication, and agency leadership.

An example of the question format is below.

<i>Please select <u>one box only</u> for each question</i>	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1 My job gives me opportunities to utilise my skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 The work I do gives me a sense of accomplishment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Demographic questions are asked to understand the profile of people who respond and understand the views of specific components of each workforce. Demographic data is not captured in order to identify individuals.

Can I browse through the questionnaire before filling it in?

Yes, you can access a copy of the entire questionnaire in the footer of the online Census introduction page to read prior to completing it. Alternatively, once you complete the four mandatory demographic questions, you can browse through the online questionnaire by clicking the Next and Back buttons. If you accidentally submit an incomplete survey you will be able to re-use the link provided and commence the survey again.

Do I have to answer all of the questions?

No, with the exception of four demographic questions (gender, age, state/territory of your workplace and actual classification), you may skip any other question you do not wish to answer. However, to assist us in maintaining the validity of the results, each participant should answer all applicable questions.

If a question is not applicable to you, it is best to leave it blank rather than selecting an answer that does not represent your opinion.

Can I discuss my responses with my colleagues when I am filling it in?

It's up to you, however it is preferable that you don't discuss your private responses with colleagues while you are completing the Census. It is your individual opinion that we would like you to contribute. There are no wrong answers.

What happens if I have literacy/sight problems?

The questionnaire has been designed to be accessible and compatible with screen readers. However, if you have any issues, please contact the external survey provider at auexsupport@ipsos.com or on 1800 443 031. The questions can be read to you over the phone and your responses will be strictly confidential.

What is Qualtrics?

Qualtrics is the platform used for the administration of the Census, reporting and analysis of survey results.

During the Census

I can't find my email invitation or Census link. What do I do?

It is possible that your email was not been included on the email list your agency provided. In this case, please contact your agency's [Census coordinator](#) to discuss.

Please note that email invitations are staggered across the first week of the Census (6-10 May), and you may not receive your invite until Friday 10 May. We suggest that you wait until Monday 13 May before contacting your Census coordinator.

Reminder emails will be sent each Thursday to those who have yet to complete the survey. If you have deleted or cannot find your survey invitation you should receive a reminder as part of the reminder process. If you do not receive the reminder please contact your Census coordinator.

Does the Census questionnaire work using most mainstream browsers?

Yes, the questionnaire is designed to work on mainstream browsers such as Microsoft Edge, Google Chrome, Apple Safari and Mozilla Firefox. Please note, Internet Explorer is no longer supported by Qualtrics, which is in line with [Microsoft's decision to end support for the Internet Explorer browser](#).

If you do experience any issues in relation to completing the Census, please try a different web browser or check your internet connection before contacting your agency [Census coordinator](#). For further assistance contact the team at APSSurveys@apsc.gov.au or on 1800 464 926.

I can't get the online Census to work. What should I do?

Try opening the link provided in a different web browser (e.g. Chrome or Edge). This can be done by copying and pasting the link in the browser's address line.

If you do experience any issues in relation to completing the Census, please contact your agency [Census coordinator](#) in the first instance. For further assistance contact the team at APSSurveys@apsc.gov.au or on 1800 464 926.

Can I change my responses after I have entered them?

After the last question in the Census, you will have the opportunity to review your responses before you submit them. You can go to any section of the Census you wish to review by selecting the relevant section from a list. Once you are happy with your responses, you are able to submit them by clicking "Submit" on the review page.

You can submit a survey response as many times as you like up until the Census closes on 7 June 2024. Each time you access your link and change an answer, the system will overwrite all previous responses and only save the latest version once you press submit.

Please note, if you wish to delete a response to a question altogether, you will need to have your link reset which will clear all of your responses. This can be done by contacting APSSurveys@apsc.gov.au or call 1800 464 926. This reset will wipe all previous responses and you will need to enter your answers again.

It is not possible to withdraw your responses after the Census closes (7 June 2024).

Post Census

What happens after I take part in the Census?

Following the completion of the Census, our external service provider will provide de-identified, individual-level survey data to the APSC.

Will my answers be disclosed to anyone?

The APSC and external service provider produce Census reports and make these available to agencies and other parties. Results are reported for groups of respondents. Groups can be formed by a combination of demographic information (such as age group, gender or classification level) and/or where the respondent works within an agency.

The APSC may provide agencies and external parties with de-identified datasets of results. Responses within these datasets will not be reasonably attributable to any specific individual. There are strict filters in place so that when less than 10 employees respond, no data will show both through an online portal and in any other reporting products. [Table 1](#) provides an example of how data is displayed on the online portal. Data will be restricted (i.e. not displayed) when there are insufficient responses for a group. [Table 2](#) provides an example of how data is displayed in an agency highlights report. While there is no way to see an individual’s entire survey responses, if you are part of a group or agency that achieves a 100% response rate, and 100% of those individuals respond the same way on a single item then your response can be attributed to you.

Table 1 Agency results by gender

Results for: AGENCY

Filters [Display Filters](#)

Question Comparisons


Comparison: Current unit

Breakout: 01 : How do you describe your gender? ▾

	AGENCY	01 - Man or male	02 - Woman or fem...	Group:
Responses	1,083	648	405	30
17a - My job gives me opportunities to utilise my skills	82%	82%	84%	63%
17b - The work I do gives me a sense of accomplishment	81%	80%	81%	73%
17c - I am satisfied with the recognition I receive for doing a good job	68%	67%	71%	57%
17d - I am fairly remunerated (e.g. salary, superannuation) for the work that I do	53%	49%	60%	40%

The following values for 01 : How do you describe your gender? have been grouped because one or more values have fewer than 10 responses: 03 - Non-binary • 04 - I use a different term • 05 - Prefer not to say

Table 2 Agency highlights report

INCLUSION AND DIVERSITY								
 EXPLORE THE FULL RESULTS	Demographics	RESPONSE SCALE	%	VARIANCE FROM 2018	VARIANCE FROM APS OVERALL	VARIANCE FROM POLICY AGENCIES	VARIANCE FROM LARGE SIZED AGENCIES	
	What is your gender?							
	Male		42%	-1	+4	+5	+4	
	Female		53%	0	-5	-6	-5	
	X (Indeterminate/Intersex/Unspecified)		0%	0	0	0	0	
	Prefer not to say		4%	+2	+1	+1	+1	
	Do you identify as Aboriginal and/or Torres Strait Islander?							
	Yes		4%	0	0	0	0	
	No		96%	0	0	0	0	
	Do you have an ongoing disability?							
Yes		9%	0	0	+1	+1		
No		91%	0	0	-1	-1		

Before sharing a de-identified dataset, the data is statistically analysed for any unique cases. In the rare situation that there is a unique respondent (i.e. someone whose characteristic demographics are unique across the entire dataset) we further limit the data available.

[The APSC Privacy Policy \(Part B\) - external site](#), provides more detailed information about how your data is collected and maintained.

De-identified datasets will be uploaded to data.gov.au in accordance with the [Australian Government Public Data Policy- external site](#).

De-identification of data is undertaken in accordance with guidance provided by the [Office of the Australian Information Commissioner- external site](#).

Free-text comments will be reported verbatim (word for word, exactly as written) and made available to your agency. Similarly, verbatim free-text comments may be provided to external parties. However, free-text comments will only be attributable to particular groups where there are 30 or more comments from members of that group. For example, if an organisation unit has less than 30 respondents the free text questions will not be shown for that work group.

If I have any additional questions or concerns about the Census, what can I do?

Your agency's Census coordinator should be your first point of contact for agency related questions. Agency coordinator details should be available on your agency intranet and in communications.

However, if you have any problems completing your questionnaire or have any further questions, you can contact the team at APSSurveys@apsc.gov.au or on 1800 464 926.