



Each year, the results from the APS Employee Census give us an opportunity to reflect on the views of our employees about what the organisation is doing well, and where we can improve.

The 2024 Census was the last for the Administrative Appeals Tribunal (AAT), before we transitioned to the Administrative Review Tribunal on October 14, 2024.

The results indicate our staff continue to have a strong commitment to the purpose and role of the agency, while highlighting some areas for improvement as we work through the program of change and operate as a new Tribunal.

The actions we have identified in our Census action plan are focused on areas we believe can have the greatest impact on building our culture, and reflect our values of respect, integrity, collaboration and fairness.

## **The Tribunal's Principal Registrar and Senior Management Committee have identified the following target areas and associated actions:**

### **1 Enhance change management practices**

Since it was announced the AAT would be replaced by a new Tribunal, a lot of work has been done to support employees and members through the transition process. While 68% of respondents indicated that the impacts of change were communicated well within their workgroup during this period, fewer respondents (49%) felt they were consulted about change at work and 38% indicated that change is managed well in the organisation. Since the Census was taken, engagement with our people has increased – including additional forums, communication, and opportunities to provide feedback. We are focused on continuing to embed these changes and finding additional ways to engage following commencement of the new Tribunal.

### **2 Focus on leadership capability and communication**

While our results for immediate leadership (75%) were encouraging and reasonably consistent with last year's (76%), positive feedback about SES leadership this year (63%) was slightly down from last year (65%) and require improvement based on APS comparisons. Encouragingly, with both sets of results, there is a large portion of neutral responses – offering scope for improvement through better collaboration.

Since the commencement of the new Tribunal, several SES positions have been confirmed. This is a timely opportunity to have our leadership engage with and communicate direction and priorities with staff across the organisation and beyond their work area. There will also be a focus on providing new tools and training to support all managers through the implementation of policies under the Enterprise Agreement, with a focus on performance development and capability building at all levels.

### **3 Promoting Health and Wellbeing**

Our wellbeing index results indicate a further focus on health and wellbeing is required for the new Tribunal. This year's results (61%) are reasonably consistent with our 2023 results (62%), with a high proportion of neutral responses impacting how we compare to other APS agencies.

A full review of our Work Health and Safety Management System is underway to better consider our psychosocial hazards, incident management processes and work demands to inform development of tools, wellbeing programs and supports relevant to the work we do.