2025-26 APS Employee Census action plan

Australian Government
Tertiary Education Quality and Standards Agency

TEQSA

The APS Employee Census is an annual survey which is used to collect confidential attitude and opinion information from our employees about their workplace. TEQSA has gained valuable insights from this year's results and is committed to taking action in response to this feedback. In reviewing our results, we have identified many things to celebrate, and four key focus areas of focus for the next 12 months. Implementation of these priority actions will be monitored and reported on through engagement with business areas.

Results to celebrate

- We are clear about our roles and responsibilities
- We are proud to work for TEQSA
- Our line managers clearly articulate direction and priorities and provide helpful feedback to improve performance
- We feel comfortable discussing our health and wellbeing with our supervisors
- We feel comfortable raising problems and tough issues, and we demonstrate stewardship
- We are satisfiedwith our non-monetary employment conditions (e.g. leave, flexible work arrangements and other benefits).

Looking forward – our 2025/26 areas of focus

Communication

Strengthen internal communication

- Explore staff communication challenges, identify barriers, and co-develop practical recommendations to improve internal communication flow and engagement.
- Improve change management communication.
- Continue to uplift the communication of information from ELT,and other key meetings, consistently across all teams.

Continuous Improvement

Establish a culture of continuous improvement

- Harness the opportunities presented by TEQSA's current digital and regulatory transformation and projects.
- Establish a Continuous Improvement inbox for staff to raise pain points, frustrations, and practical ideas for improvement.
- Track all improvement ideas through a central register.

Learning and Development

Ensure our staff are supported and have the training, tools and resources they need to be successful

- Refresh our Learning and Development Framework.
- Refresh mandatory onlinelearning to ensure fit-for-purpose modules that support staff development.
- Improve staff awareness of learning and development opportunities on offer and how to access them.

Culture

Ensure the psychosocial and physical health and safety of our staff

- Refresh Culture Plan and ensure all leaders and staff model and are accountable for organisational culture.
- Create Psychosocial Safety Risks and Hazards Register.
- Develop Diversity and Inclusion Strategy.
- Meeting free Friday afternoons.