

2024 APS Employee Census Action Plan

The National Blood Authority's (NBA) 2024 APS Employee Census results are very positive, ranking highly compared to other APS agencies. Overall, the results highlight the NBA to be a highly engaged workplace that supports and actively promotes an inclusive workplace culture. Our action plan identifies four focus areas for investment and ongoing improvement.

What we are doing well



Employee Engagement

Employees are proud to work in the agency and strongly believe in the purpose and objectives of the NBA



Wellbeing

Employees believe the NBA and their immediate manager strongly care about their health and wellbeing



Flexible Work

The NBA's flexible working arrangements are recognised and valued



Performance

The NBA gives employees the opportunity to utilise their skills, and they understand how their role contributes to achieving an outcome for the Australian public service

Areas of focus

Communication and Change Management

- ✓ Regular all-staff meetings with our Chief Executive focusing on corporate messaging, priorities and achievements, to help enhance the cross sharing of information and to promote a culture of open communication.
- ✓ Enhance internal communication by implementing an all-staff Teams channel.
- ✓ Managers to share outcomes from key meetings, committees and other events in a timely manner.

Performance

- ✓ Managers to identify a buddy within the team to assist and support new staff.
- ✓ Implementation of a learning and development strategy and plan which provides staff with meaningful opportunities to build capability and skills.
- ✓ Continue to ensure staff have the best tools and resources in place to operate at their highest level.

Leadership

- ✓ Active communication from the NBA Executive on the NBA's Corporate Plan and Annual Report, strategic direction and objectives, to increase awareness of staff and align business priorities with individual work plans and performance agreements.
- ✓ Learning and development opportunities for managers (APS 6 and above) on providing positive and constructive feedback, managing difficult discussions, building workplace resilience and psychosocial safety.
- ✓ Executive levels (EL1 and above) to undertake 360 assessment to provide a comprehensive view of a leader's strengths and opportunities for growth.

Innovation

- ✓ Develop a register with staff qualifications, skills and interests, supported by a shared knowledge platform to assist with projects.
- ✓ Introduce enterprise level discussion circles that are available to all staff and focused on innovation, culture and optimising organisational performance.
- ✓ Introduce an employee recognition program.