

NBA Australian Public Service Employee Census Action Plan 2025 - 26

The National Blood Authority (NBA) participates in the Australian Public Service Employee Census each year. In 2025, the NBA achieved a high staff response rate of 89 per cent, reflecting the strong engagement of our workplace.

The Census provides valuable insights that help us strengthen our workplace culture, systems and leadership.

We are committed to listening to staff feedback and taking action to improve the way we work. From this year's results, we have identified four key focus areas to guide our ongoing efforts to continue achieving positive outcomes.

What we're doing well



- Improvements in encouraging innovation, work effort aligning with strategic direction, SES working as a team and clearly articulating direction and priorities.
- We have high employee engagement driven by fostering a workplace where staff feel a strong sense of purpose. Our employees are committed to the work of the NBA.
- Consistently higher than the average APS and other comparative agencies scores, including on the performance of our SES Leaders.
- The NBA ranks 16th out of 107 APS agencies in our engagement score.

What we achieved last year







- We maintained high scores across our senior leadership satisfaction scores through regular all-staff meetings with the Chief Executive as well as opportunities to engage with senior SES and board members.
- We saw large improvements across our internal communication scores through delivery of more frequent executive communication, intranet engagement and introducing an NBA all-staff Teams channel.
- Our staff reported high satisfaction with our innovation culture and activities through introduction of agency-wide discussion circles on innovation, culture and optimising performance.

What can we improve



- We will focus on growing our managers capability in supporting high performing teams.
- We are committed to delivering the tools and resources staff require to deliver our business priorities.
- We remain committed to zero tolerance of unacceptable behaviors.

What we will continue to work on

Focus Areas	Our Commitment	What we will do
 <p>Manager capability – immediate supervisors/managers</p>	<p>We will strengthen the capability of our managers to support team performance and development</p>	<ul style="list-style-type: none"> Identify and provide learning opportunities to NBA supervisors and aspiring supervisors to uplift the capabilities and confidence in supervisory and management skills. Investment in formal training and development of key policies, guidance and resources that will support our managers to address new challenges and lead high-performing teams. Support the use of effective feedback strategies including ‘manager once removed’ conversations and 360 feedback.
 <p>Performance - Tools and resources</p>	<p>We will provide staff with the right tools and guidance to perform effectively</p>	<ul style="list-style-type: none"> Build organisational capability by delivering practical resources, tools and guidance through NBA’s Intranet Uplift Project. Promote opportunities to identify business needs and provide contemporary IT tools, data services and related resources to support delivery of NBA priorities. Build data capability within the NBA alongside the delivery of a phased approach to self service reports or access to data for all NBA employees.
 <p>Culture of Integrity, Wellbeing & Respectful Behaviours</p>	<p>NBA fosters a culture of integrity and respect where staff feel empowered to report unacceptable behaviours</p>	<ul style="list-style-type: none"> Implement an NBA Diversity and Inclusion Strategy, enhancing and promoting a culture of inclusivity and respect. Enhance awareness and transparency of the processes for reporting and managing concerns about unacceptable behaviours. Embedding a ‘speak up’ culture in the NBA.
 <p>Maintaining what makes the NBA a great place to work</p>	<p>We will continue to support the activities and initiatives that create an environment where staff can work to their full potential</p>	<ul style="list-style-type: none"> Establish a formal staff rotation and mobility program supporting employee development across different business areas and skill sets. Implement an exit survey process to ensure feedback is captured and provided to senior managers to improve the work experience for staff. Embed the initiatives from previous Census Action Plans that continue to resonate with NBA staff.