



Australian Government
Department of Finance
Service Delivery Office

SDO Staff Census Action Plan

A case for change

September 2018

Overall Results

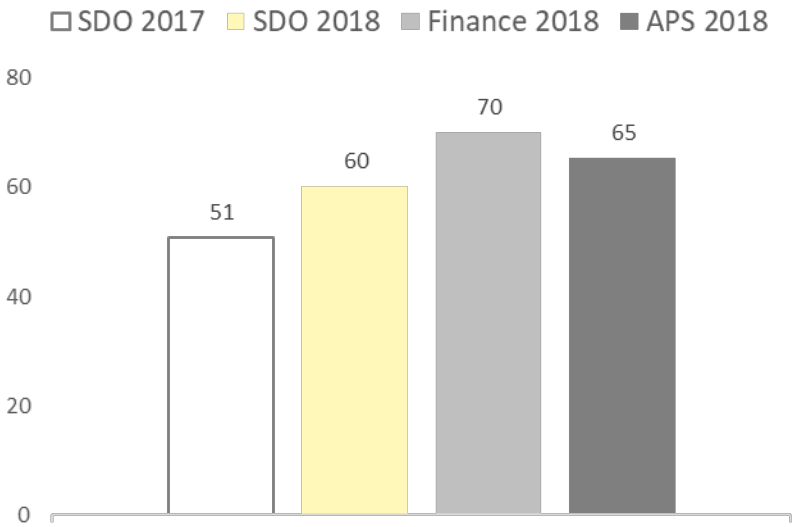
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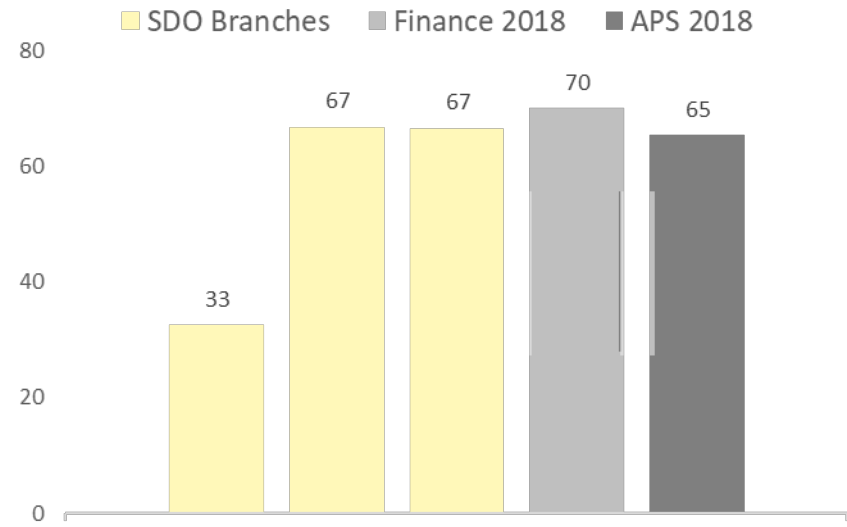
Our responses to the APS Employee Survey show a strong shift in the organisation. In one year, we went from 14 points the APS average to only 5 points.

Two of our three branches are in fact above the APS average!

Overall, the SDO's 2017-18 census results were below Finance and the wider APS



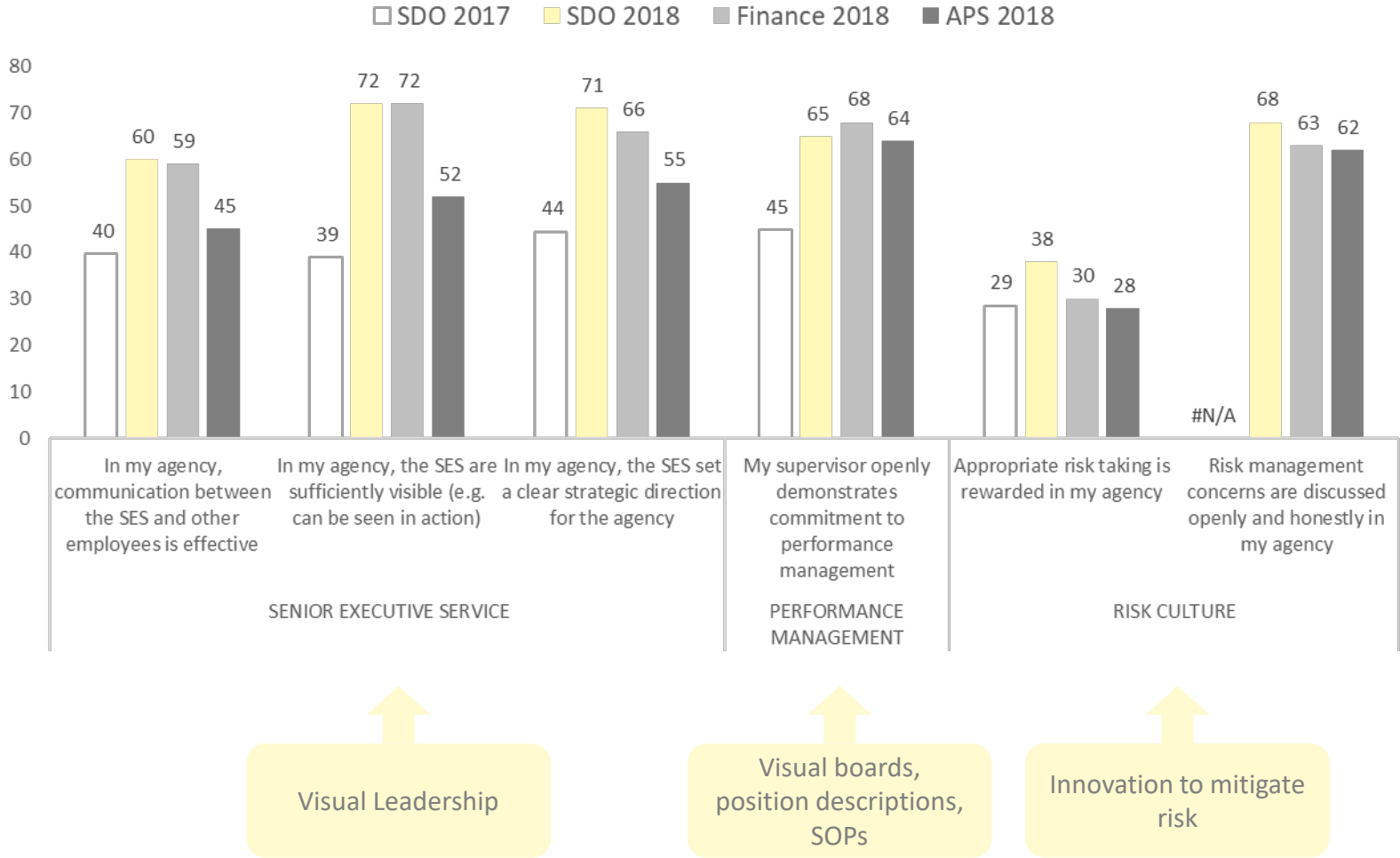
However, two branches were in line with Finance and the wider APS



Highlights

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The responses by the SDO highlight some exceptional improvements we have made over the past year. As well as being a cause for celebration, we should focus on how we can use these strengths to drive change in other areas of our organisation.



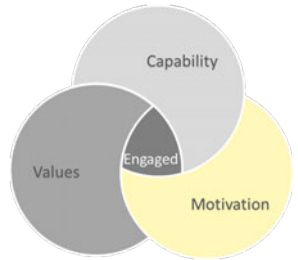
Visioning a new Action Plan

This year's census results highlight that the SDO has opportunities to improve in three key areas. Each opportunity relates to individual engagement: with your agency, with your team and with yourself. We'll be doing a short activity for each of the points below.

Individual Engagement:

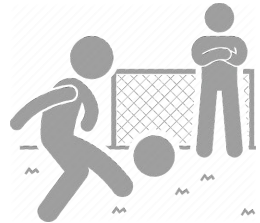


with your agency



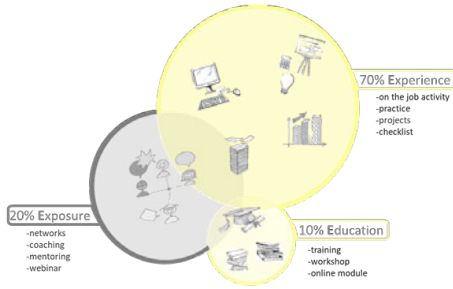
We remain disengaged with our agency, with responses well below the APS average

with your team



Our responses indicate that we all see ourselves as performing to a higher standard than our teams – this cannot be true for everyone and may indicate a level of disengagement at the team level

with yourself



Each of us needs to come to terms with the changing nature of the workforce, the speed of change and transformation of workplaces to digital forms of work

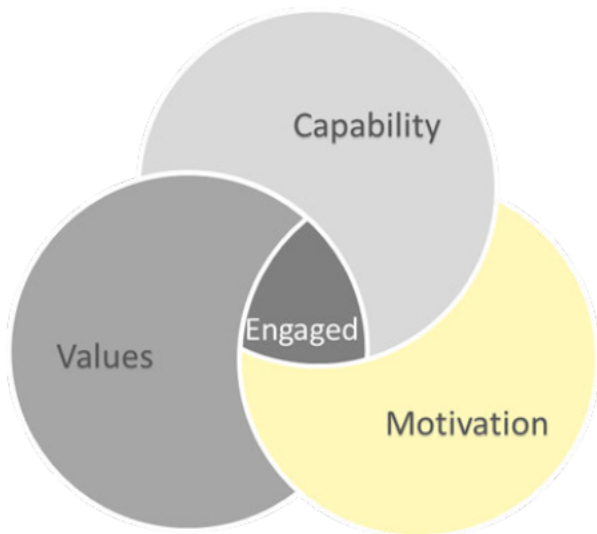
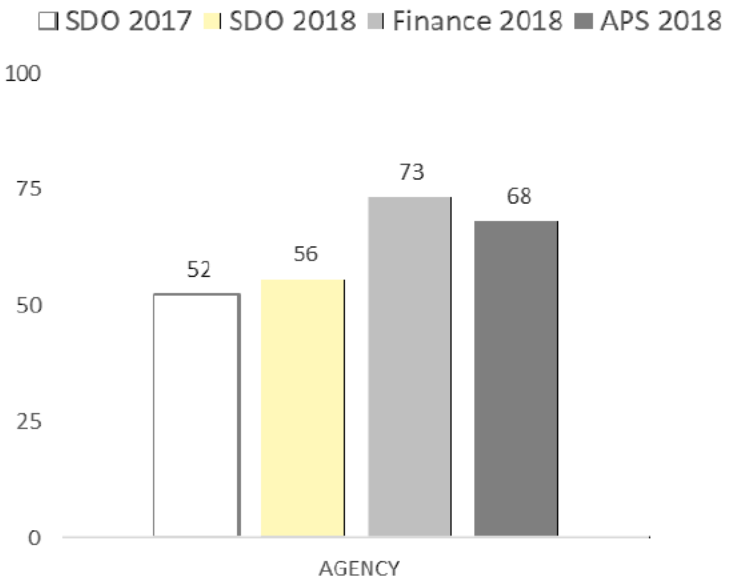
It's 'my' agency!... Finance or SDO?

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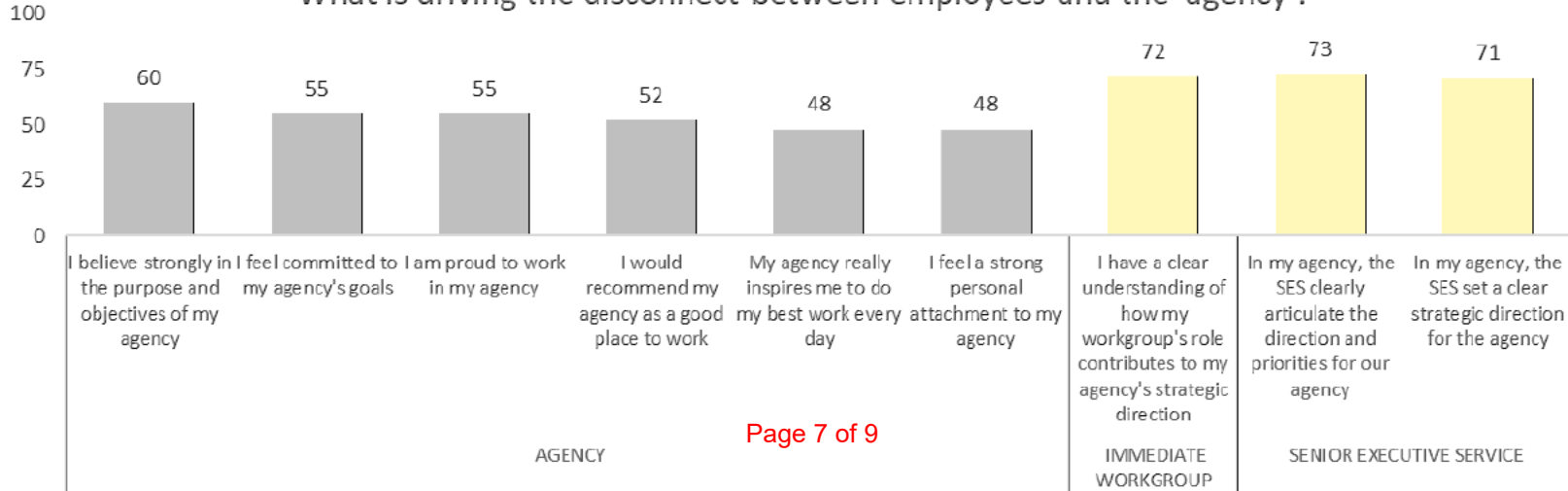
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Overall, we perceived a low level of engagement with the 'agency'. We need to explore what we mean by 'agency' – is it Finance or the SDO?

Engagement with agency remains low



What is driving the disconnect between employees and the 'agency'?



Perception of self and team

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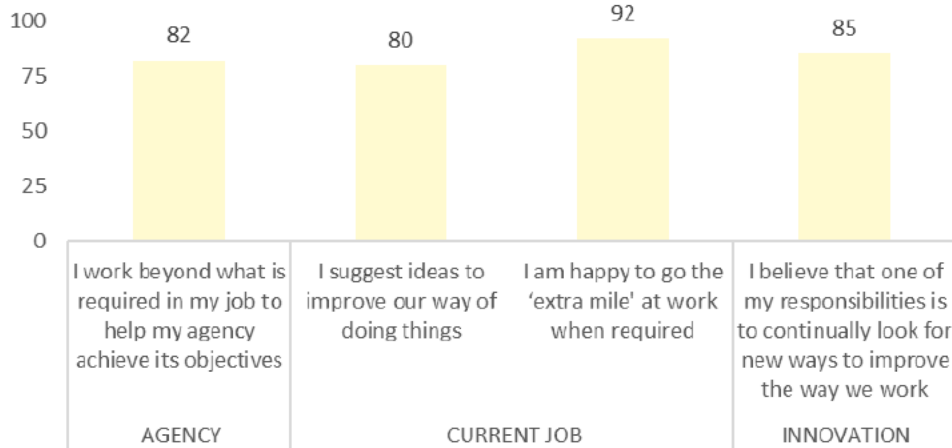
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The census results show that we perceive ourselves as performing to a high standard and above requirements. Our perception of our teams, however, indicates an opportunity to build and sustain productive working relationships.

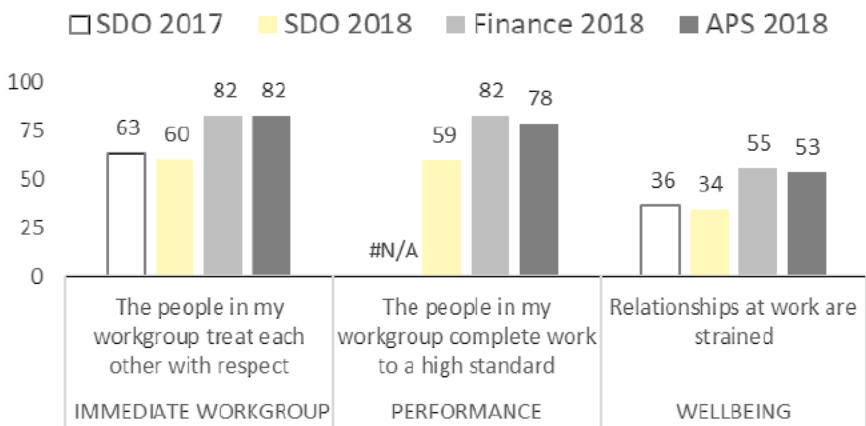
The English football team is filled with high-performers; England hasn't won the World Cup since 1966.



We excel as individuals,...



but our teams are less than ideal

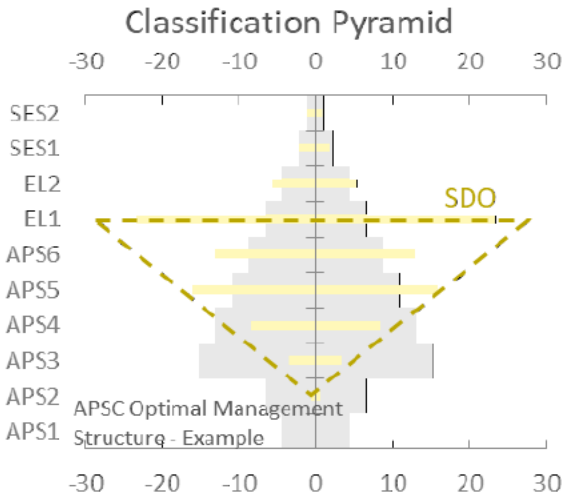


Life-long Learning and the Future of Work

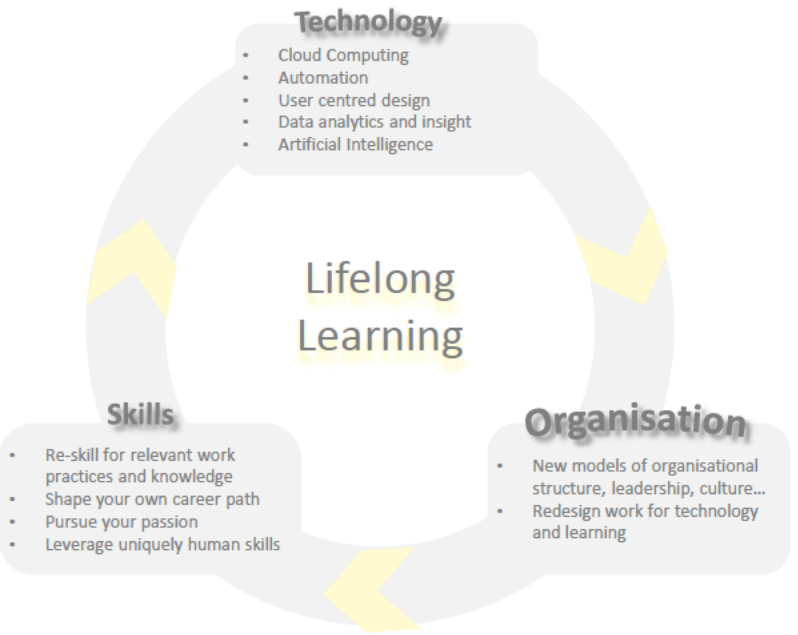
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Each of us needs to come to terms with the changing nature of the workforce, the speed of change and transformation of workplaces to digital forms of work

The SDO's future is one of employment growth; however, that growth will be at lower classifications



The SDO's future capability mix will be different, implying that current and new staff will need different skill-sets



Finance's approach to capability development

