2026–27 Agency Action Plan

The bureau's 2026–27 Agency Action Plan outlines our commitment to fostering an organisational culture that is led and owned by our people, where integrity and a strong Speak Up Culture underpins everything we do. The priority actions under each focus area respond to staff feedback from the 2026 APS Census and aim to continue to improve the employee experience and drive continuous improvement.

Highlights from the 2026 APS Census

We are connected to the bureau's purpose and the outcomes we deliver for Australians

We feel well supported by our immediate supervisor who cares about our wellbeing and success

We work in an inclusive environment where people feel safe to seek support, share ideas and raise concerns

Our focus areas for 2026–27

Leadership
Strengthen leadership capability and visibility

Learning
Embed a learning culture that drives continuous improvement

Communication
Enhance communication and connection

Change
Review and adjust the bureau's change management approach

Actions

Develop Group Leadership Action Plans that address Census results and 360° feedback, and build on strengths, address focus areas, and improve leadership impact.

Update the bureau's leadership capability framework to ensure a shared understanding of the capabilities and behaviours expected across all leadership levels.

Continue implementing the SES Performance Leadership Framework to embed a culture of transparency and accountability and strengthen performance leadership.

Enhance reporting and insights to better understand and identify learning needs across individuals and teams.

Strengthen communication and promotion of learning opportunities to increase awareness, engagement and participation.

Focus manager development experiences to build capability in coaching, feedback and meaningful development conversations.

Build on the improvements in leadership communication, creating further opportunities for two-way dialogue and transparency.

Help our people speak with one voice by supporting structured, consistent and narrative-aligned communications and engagement across the bureau.

Connect our people with the new bureau strategy.

Apply learnings from the annual internal communications survey to drive greater impact.

Evaluate the bureau's change maturity against employee experiences and use the findings to identify improvements.

Prepare and support leaders to effectively sponsor change, building understanding of the rationale and benefits, to ensure positive experiences for our people.

Strengthen the way leaders communicate the impacts and opportunities of change with our people to support business readiness for new ways of working.