Australian Government
Australian Public Service Commission

Highlights Report

ANNPSR

Responses:
52 of 66

Response rate:
79%



2026 APS
Employee Census
4 May–5 June

Highest positive and highest negative questions

This table displays the questions with the highest % Positive scores.

Highest positive scoring questions	% Positive
I understand how my role contributes to achieving an outcome for the Australian public	94%
I believe strongly in the purpose and objectives of the APS	92%
I believe strongly in the purpose and objectives of my agency	90%
I suggest ideas to improve our way of doing things	90%
I am happy to go the 'extra mile' at work when required	90%

This table displays the questions with the highest % Negative scores.

Highest negative scoring questions	% Negative
My workgroup has the tools and resources we need to perform well	45%
My agency does a good job of communicating what it can offer me in terms of health and wellbeing	41%
I am expected to do too many different tasks in too little time *[Reverse scored: % Negative score represents those who responded Often or Always]*	37%
I feel burned out by my work *[Reverse scored: % Negative score represents those who responded Agree or Strongly agree]*	37%
Relationships at work are strained *[Reverse scored: % Negative score represents those who responded Often or Always]*	33%

Agency index scores

This table displays the overall index scores for your agency compared to the overall index scores for the APS. The ranks are to assist you to see where your agency sits in comparison to the overall APS index score and the scores of other agencies.
E.g. a rank of 1 would indicate the highest score of all participating agencies.

	2026 Score	APS Overall	Agency Rank
Employee Engagement Index	73	74	**72** of 112
Immediate Supervisor Index	75	77	**84** of 112
Communication Index	62	69	**100** of 112
Enabling Innovation Index	67	67	**62** of 112
Speak Up Culture Index	71	74	**104** of 112
Wellbeing Policies and Support Index	60	70	**108** of 112

Employee engagement

Employee Engagement Index Score:	73	Difference in % positive from APS overall	Difference in % positive from Regulatory agencies	Difference in % positive from Extra small sized agencies
		-1	-2	-3

Employee Engagement

Employee engagement is more than simply job satisfaction or commitment to an organisation. It is the extent to which employees are motivated, inspired and enabled to improve an organisation's outcomes.

		% Positive	% Neutral	% Negative			
Say	Overall, I am satisfied with my job	60%	22%	18%	-14	-15	-15
Say	I am proud to work in my agency	75%	18%	8%	-4	-7	-10
Say	I would recommend my agency as a good place to work	53%	29%	18%	-21	-23	-16
Say	I believe strongly in the purpose and objectives of my agency	90%	10%	0%	+4	-1	-2
Stay	I feel a strong personal attachment to my agency	57%	27%	16%	-6	-8	-4
Stay	I feel committed to my agency's goals	88%	12%	0%	+2	0	-2
Strive	I suggest ideas to improve our way of doing things	90%	8%	2%	+3	+2	-1
Strive	I am happy to go the 'extra mile' at work when required	90%	6%	4%	+1	+1	+1
Strive	I work beyond what is required in my job to help my agency achieve its objectives	76%	18%	6%	0	+2	-3
Strive	My agency really inspires me to do my best work every day	57%	24%	20%	-7	-9	-12

Key drivers of employee engagement index

Drivers of Employee Engagement

Through driver analysis, these questions have been identified as being most strongly associated with employee engagement scores.

Develop actions and activities to improve upon these to drive higher levels of performance.

		% Positive	Difference in % positive from **APS overall**	Difference in % positive from **Regulatory agencies**	Difference in % positive from **Extra small sized agencies**
1.	My job gives me opportunities to utilise my skills	78%	+1	0	-3
2.	I am supported to use my expertise to provide frank and fearless advice	71%	+3	+3	-1
3.	My agency supports and actively promotes an inclusive workplace culture	67%	-16	-18	-15
4.	My agency inspires me to come up with new or better ways of doing things	49%	-8	-9	-16
5.	My agency recognises and supports the notion that failure is a part of innovation	53%	+3	+1	+1
6.	I feel I have the same opportunities as anyone else of my ability or experience	71%	+5	+3	0

Leadership - immediate supervisor

Immediate Supervisor Index Score:	75	Difference in % positive from APS overall	Difference in % positive from Regulatory agencies	Difference in % positive from Extra small sized agencies
		-2	-3	-2

Immediate Supervisor

The Immediate Supervisor Index assesses how employees view the leadership behaviours of their immediate supervisor in line with the *APS Leadership Capability Framework*.

	% Positive	% Neutral	% Negative			
My supervisor engages with staff on how to respond to future challenges	69%	20%	12%	-11	-11	-8
My supervisor can deliver difficult advice whilst maintaining relationships	59%	35%	6%	-20	-21	-18
My supervisor invites a range of views, including those different to their own	78%	10%	12%	-4	-5	-5
My supervisor encourages my team to regularly review and improve our work	78%	18%	4%	-4	-4	-3
My supervisor is invested in my development	78%	14%	8%	+1	0	+2
My supervisor ensures that my workgroup delivers on what we are responsible for	75%	16%	10%	-13	-13	-12

Other similar questions

My supervisor provides me with helpful feedback to improve my performance	69%	18%	14%	-10	-9	-6
My immediate supervisor encourages me	67%	25%	8%	-10	-12	-12
My supervisor actively ensures that everyone can be included in workplace activities	78%	10%	12%	-6	-5	-5
My supervisor encourages me to take on new tasks and gain experience doing things I've never done before	75%	16%	10%	-6	-7	-8

Leadership - SES manager

SES Manager Index Score:	-	Difference in % positive from **APS overall**	Difference in % positive from **Regulatory agencies**	Difference in % positive from **Extra small sized agencies**
		-	-	-

SES Manager

The SES Manager Index assesses how employees view the leadership behaviours of their immediate SES manager in line with the *APS Leadership Capability Framework*.

	% Positive	% Neutral	% Negative
My SES manager clearly articulates the direction and priorities for our area	*Data hidden to preserve privacy.*		
My SES manager presents convincing arguments and persuades others towards an outcome	*Data hidden to preserve privacy.*		
My SES manager promotes cooperation within and between agencies	*Data hidden to preserve privacy.*		
My SES manager encourages innovation and creativity	*Data hidden to preserve privacy.*		
My SES manager creates an environment that enables us to deliver our best	*Data hidden to preserve privacy.*		
My SES manager ensures that work effort contributes to the strategic direction of the agency and the APS	*Data hidden to preserve privacy.*		

Other similar questions

In my agency, the SES work as a team	*Data hidden to preserve privacy.*		
In my agency, the SES clearly articulate the direction and priorities for our agency	*Data hidden to preserve privacy.*		
My SES manager routinely promotes the use of data and evidence to deliver outcomes	*Data hidden to preserve privacy.*		

Communication

Communication Index Score: **62**

				Difference in % positive from APS overall	Difference in % positive from Regulatory agencies	Difference in % positive from Extra small sized agencies
	% Positive	% Neutral	% Negative			
Communication The Communication Index measures communication at the individual, group and agency level.				**-7**	**-8**	**-7**
My supervisor communicates effectively	67%	18%	16%	-14	-14	-10
My SES manager communicates effectively	*Data hidden to preserve privacy.*					
Internal communication within my agency is effective	48%	20%	32%	-11	-11	-11

Change

				Difference in % positive from APS overall	Difference in % positive from Regulatory agencies	Difference in % positive from Extra small sized agencies
	% Positive	% Neutral	% Negative			
Change Effective communication is an important part of any change process. Note these questions do not contribute to the above index score.						
When changes occur, the impacts are communicated well within my workgroup	47%	24%	29%	-18	-19	-18
Staff are consulted about change at work	37%	41%	22%	-12	-13	-14
Change is managed well in my agency	37%	33%	29%	-6	-7	-10

Enabling innovation

Enabling Innovation Index Score:	67			Difference in % positive from **APS overall**	Difference in % positive from **Regulatory agencies**	Difference in % positive from **Extra small sized agencies**
				0	**-1**	**-3**

Enabling Innovation

The Enabling Innovation Index assesses both whether employees feel willing and able to be innovative, and whether their agency has a culture which enables them to be so.

	% Positive	% Neutral	% Negative			
I believe that one of my responsibilities is to continually look for new ways to improve the way we work	**86**%	**6**%	**8**%	+3	+3	-2
My immediate supervisor encourages me to come up with new or better ways of doing things	**71**%	**16**%	**14**%	-5	-6	-10
People are recognised for coming up with new and innovative ways of working	**54**%	**24**%	**22**%	-9	-10	-14
My agency inspires me to come up with new or better ways of doing things	**49**%	**31**%	**20**%	-8	-9	-16
My agency recognises and supports the notion that failure is a part of innovation	**53**%	**27**%	**20**%	+3	+1	+1

Speak up culture

Speak Up Culture Index Score: **71**

	Difference in % positive from **APS overall**	Difference in % positive from **Regulatory agencies**	Difference in % positive from **Extra small sized agencies**
	-3	**-5**	**-6**

Speak Up Culture

The measure of speak up culture is based on psychological safety, which is the belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes, and the team is safe for interpersonal risk taking.

	% Positive	% Neutral	% Negative			
The people in my workgroup value others' individual skills and talents	**69%**	**12%**	**20%**	-14	-16	-18
People in my workgroup are comfortable checking with each other if they have questions about the right way to do something	**76%**	**16%**	**8%**	-11	-13	-12
The people in my workgroup are able to bring up problems and tough issues	**75%**	**10%**	**16%**	-4	-6	-6
If you make a mistake in my workgroup, it tends to be held against you *[Reverse scored: % Positive score represents those who responded Disagree or Strongly disagree]*	**63%**	**27%**	**10%**	-4	-9	-10

Wellbeing policies and support

Wellbeing Policies and Support Index Score: 60

Difference in % positive from APS overall	Difference in % positive from Regulatory agencies	Difference in % positive from Extra small sized agencies
-10	**-13**	**-13**

Wellbeing

The Wellbeing Policies and Support Index provides a measure of the practical and cultural elements that allow for a sustainable and healthy working environment.

	% Positive	% Neutral	% Negative			
I am satisfied with the policies/practices in place to help me manage my health and wellbeing	**45%**	**31%**	**24%**	-25	-30	-28
My agency does a good job of communicating what it can offer me in terms of health and wellbeing	**33%**	**25%**	**41%**	-35	-40	-39
My agency does a good job of promoting health and wellbeing	**45%**	**24%**	**31%**	-23	-28	-26
I think my agency cares about my health and wellbeing	**57%**	**16%**	**27%**	-8	-15	-17
I believe my immediate supervisor cares about my health and wellbeing	**80%**	**16%**	**4%**	-6	-8	-7

Other similar questions

If I felt it was needed, I would feel comfortable discussing my mental health and wellbeing with my supervisor	**69%**	**10%**	**22%**	-7	-8	-9
I receive the respect I deserve from my colleagues at work	**63%**	**33%**	**4%**	-18	-18	-17
My agency supports and actively promotes an inclusive workplace culture	**67%**	**16%**	**18%**	-16	-18	-15

Wellbeing

	%	Difference from **APS overall**	Difference from **Regulatory agencies**	Difference from **Extra small sized agencies**
In general, would you say that your health is:				
Excellent	**10%**	-2	-2	-4
Very good	**29%**	-5	-7	-7
Good	**39%**	+2	+3	+3
Fair	**18%**	+4	+5	+7
Poor	**4%**	+1	+1	+1
What best describes your current workload?				
Well above capacity – too much work	**27%**	+10	+9	+7
Slightly above capacity – lots of work to do	**35%**	-4	-3	-8
At capacity – about the right amount of work to do	**31%**	-5	-4	0
Slightly below capacity – available for more work	**2%**	-4	-4	-2
Well below capacity – not enough work	**4%**	+3	+2	+3

	%	Difference from **APS overall**	Difference from **Regulatory agencies**	Difference from **Extra small sized agencies**
How often do you find your work stressful?				
Always	**10%**	+5	+5	+5
Often	**27%**	+4	+6	+6
Sometimes	**35%**	-15	-15	-13
Rarely	**25%**	+6	+4	+3
Never	**2%**	0	0	-1
To what extent is your work emotionally demanding?				
To a very large extent	**10%**	+2	+3	+4
To a large extent	**22%**	+1	+4	+3
Somewhat	**37%**	-2	-1	0
To a small extent	**24%**	0	-3	-3
To a very small extent	**8%**	-1	-3	-4
I feel burned out by my work				
Strongly agree	**14%**	+5	+5	+5
Agree	**24%**	+1	+3	+6
Neither agree nor disagree	**24%**	-9	-6	-4
Disagree	**25%**	-4	-7	-9
Strongly disagree	**14%**	+6	+4	+2

Flexible work

	% Positive	% Neutral	% Negative	Difference in % positive from APS overall	Difference in % positive from Regulatory agencies	Difference in % positive from Extra small sized agencies
I am confident that if I request a flexible work arrangement, my request would be given reasonable consideration	90%	4%	6%	+4	-1	+2

	%	Difference from APS overall	Difference from Regulatory agencies	Difference from Extra small sized agencies
Do you currently access any of the following flexible working arrangements? [Multiple Response]				
Part-time	10%	-3	-3	-4
Flexible hours of work	29%	-2	-7	-3
Compressed work week	4%	-3	-7	-3
Job sharing	0%	0	0	0
Working away from the office/working from home	73%	+3	-9	-3
None of the above	13%	-4	+6	+2
Working away from the office				
All of the time	8%	-1	-7	-1
Some of the time as a regular arrangement	40%	-13	-21	-12
Only on an irregular basis	25%	+17	+19	+10
None of the time	27%	-3	+9	+3
Did not disclose their arrangement	0%	0	0	0

The working away from the office responses present how often employees worked away from the office/worked from home during a usual working week. It includes the responses for all employees, not just those who indicated they accessed working from home as a flexible working arrangement.

Work environment

	% Positive	% Neutral	% Negative	Difference in % positive from **APS overall**	Difference in % positive from **Regulatory agencies**	Difference in % positive from **Extra small sized agencies**
I am supported to use my expertise to provide frank and fearless advice	**71%**	**12%**	**18%**	+3	+3	-1
The people in my workgroup demonstrate stewardship	**69%**	**22%**	**10%**	-8	-10	-11
The culture in my agency supports people to act with integrity	**57%**	**25%**	**18%**	-22	-24	-23
I believe strongly in the purpose and objectives of the APS	**92%**	**8%**	**0%**	+5	+3	+6
I feel a strong personal attachment to the APS	**65%**	**20%**	**16%**	-2	-2	+5
My workgroup considers the people and businesses affected by what we do	**84%**	**8%**	**8%**	+1	-3	-4

Job satisfaction

	% Positive	% Neutral	% Negative	Difference in % positive from **APS overall**	Difference in % positive from **Regulatory agencies**	Difference in % positive from **Extra small sized agencies**
I am satisfied with the recognition I receive for doing a good job	**63%**	**20%**	**18%**	-3	-6	-7
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	**69%**	**6%**	**25%**	+7	+4	-2
I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	**78%**	**14%**	**8%**	-4	-10	-6
I am satisfied with the stability and security of my job	**71%**	**16%**	**14%**	-12	-11	-6

Role clarity and autonomy

	% Positive	% Neutral	% Negative	Difference in % positive from **APS overall**	Difference in % positive from **Regulatory agencies**	Difference in % positive from **Extra small sized agencies**
I understand how my role contributes to achieving an outcome for the Australian public	**94%**	**4%**	**2%**	+2	+2	+2
I am clear what my duties and responsibilities are	**61%**	**29%**	**10%**	-23	-20	-19
I have a choice in deciding how I do my work	**73%**	**24%**	**4%**	+6	+1	-4
Where appropriate, I am able to take part in decisions that affect my job	**67%**	**20%**	**14%**	-3	-4	-7

Performance

	%	Difference from **APS overall**	Difference from **Regulatory agencies**	Difference from **Extra small sized agencies**
In the last month, please rate your workgroup's overall performance				
Excellent	**20%**	-5	-7	-9
Very good	**37%**	-19	-16	-17
Average	**37%**	+21	+21	+23
Below average	**6%**	+4	+3	+4
Well below average	**0%**	-1	-1	0

	% Positive	% Neutral	% Negative	Difference in % positive from **APS overall**	Difference in % positive from **Regulatory agencies**	Difference in % positive from **Extra small sized agencies**
My workgroup has the appropriate skills, capabilities and knowledge to perform well	**57%**	**18%**	**25%**	-21	-22	-22
My workgroup has the tools and resources we need to perform well	**39%**	**16%**	**45%**	-18	-12	-16
The people in my workgroup use time and resources efficiently	**63%**	**22%**	**16%**	-10	-10	-12
My job gives me opportunities to utilise my skills	**78%**	**14%**	**8%**	+1	0	-3
During the last 12 months, the formal learning I have accessed has improved my performance	**62%**	**29%**	**9%**	+6	+6	+4

Retention

Employees who indicated that they wanted to leave their current position as soon as possible or within the next 12 months were asked what their plans were.

	%	Difference from **APS overall**	Difference from **Regulatory agencies**	Difference from **Extra small sized agencies**
Which of the following statements best reflects your thoughts about working in your current position?				
I want to leave my position as soon as possible	**18%**	+9	+9	+8
I want to leave my position within the next 12 months	**20%**	-1	0	-2
I want to stay working in my position for the next one to two years	**29%**	-9	-11	-13
I want to stay working in my position for at least the next three years	**33%**	+1	+3	+8
What best describes your plans involved with leaving your current position?				
I am planning to retire	**5%**	0	+2	+2
I am pursuing another position within my agency	**0%**	-45	-35	-7
I am pursuing a position in another agency	**68%**	+43	+36	+9
I am pursuing work outside the Commonwealth public sector	**0%**	-9	-12	-12
It is the end of my non-ongoing, casual or contracted employment	**5%**	+3	+2	+1
Other	**21%**	+7	+7	+7
What is the primary reason behind your desire to leave your current position? (5 highest responses):				
I have experienced unacceptable behaviours (such as bullying or harassment)	**31%**	-	-	-
My current workgroup or agency lacks respect for employees	**23%**	-	-	-
There are a lack of future career opportunities in my agency	**23%**	-	-	-
My immediate supervisor's leadership is of a poor quality	**15%**	-	-	-
I wish to pursue a promotion opportunity	**8%**	-	-	-

Unacceptable behaviour - discrimination

Employees who had perceived discrimination in the last 12 months in the course of their employment were asked where the discrimination came from and if they reported it.

	%	Difference from **APS overall**	Difference from **Regulatory agencies**	Difference from **Extra small sized agencies**
During the last 12 months, and in connection with your work, have you experienced discrimination on the basis of your background or a personal characteristic?				
Yes	**12%**	+4	+5	+7
No	**88%**	-4	-5	-7
Did this discrimination occur in your current agency?				
Yes	*Data hidden to preserve privacy.*			
No	*Data hidden to preserve privacy.*			
The discrimination came from: [Multiple Response]				
Within my agency	*Data hidden to preserve privacy.*			
Another agency	*Data hidden to preserve privacy.*			
A customer, stakeholder or member of the public	*Data hidden to preserve privacy.*			
Other	*Data hidden to preserve privacy.*			
Did you report the discrimination?				
I reported the discrimination in accordance with my agency's policies and procedures	*Data hidden to preserve privacy.*			
It was reported by someone else	*Data hidden to preserve privacy.*			
I did not report the discrimination	*Data hidden to preserve privacy.*			

Unacceptable behaviour - bullying and harassment

Employees who perceived bullying or harassment in the last 12 months were asked what type of bullying or harassment they experienced. Employees could select one or more responses from a list of items.

The three options with the highest proportion of responses are presented here. These may vary between agencies, work units and with results for the APS overall.

	%	Difference from **APS overall**	Difference from **Regulatory agencies**	Difference from **Extra small sized agencies**
During the last 12 months, have you been subjected to bullying or harassment in your current workplace?				
Yes	**22%**	+12	+13	+11
No	**78%**	-7	-9	-7
Not sure	**0%**	-4	-4	-4
Types of bullying or harassment experienced (3 highest responses):				
Interference with work tasks (e.g. withholding needed information, undermining or sabotage)	**82%**	-	-	-
Deliberate exclusion from work-related activities	**55%**	-	-	-
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)	**45%**	-	-	-
Did you report the bullying or harassment?				
I reported the behaviour in accordance with my agency's policies and procedures	**45%**	+6	+5	+7
It was reported by someone else	**9%**	+2	+3	-2
I did not report the behaviour	**45%**	-9	-8	-5

Unacceptable behaviour - corruption

Employees who perceived corruption in the last 12 months were asked what type of conduct they witnessed and if they reported it.

	%	Difference from **APS overall**	Difference from **Regulatory agencies**	Difference from **Extra small sized agencies**
During the last 12 months, excluding behaviour reported to you as part of your duties, have you observed a public official engaging in conduct in your agency that you would consider to be corruption?				
Yes	**0%**	-2	-3	-2
No	**92%**	0	0	0
Not sure	**6%**	+2	+2	+2
Prefer not to answer	**2%**	0	+1	0
Which of the following reflects the conduct you witnessed? [Multiple Response]				
Abuse of office	*Data hidden to preserve privacy.*			
Misuse of information or documents	*Data hidden to preserve privacy.*			
A breach of public trust	*Data hidden to preserve privacy.*			
Adversely affecting the honesty or impartiality of a public official	*Data hidden to preserve privacy.*			
Did you report the conduct?				
I reported the behaviour in accordance with my agency's policies and procedures	*Data hidden to preserve privacy.*			
It was reported by someone else	*Data hidden to preserve privacy.*			
I did not report the behaviour	*Data hidden to preserve privacy.*			

Demographics

How do you describe your gender?	Responses
Man or male	21%
Woman or female	77%
Non-binary	0%
I use a different term	0%
Prefer not to say	2%

Do you identify as an Aboriginal and/or Torres Strait Islander person?	Responses
Yes	0%
No	100%

Do you have an ongoing disability?	Responses
Yes	15%
No	85%

Do you have carer responsibilities?	Responses
Yes	49%
No	51%

Do you identify as Lesbian, Gay, Bisexual, Transgender and/or gender diverse, Intersex, Queer, Questioning and/or Asexual (LGBTIQA+)?	Responses
Yes	6%
No	94%

Do you identify as culturally or linguistically diverse?	Responses
Yes	14%
No	86%

How would you describe your cultural background? [Multiple Response]	Responses
Australian (excluding Australian Aboriginal and/or Torres Strait Islander)	86%
Australian Aboriginal and/or Torres Strait Islander	0%
New Zealander (excluding Maori)	2%
Maori, Melanesian, Papuan, Micronesian, and Polynesian	0%
Anglo-European	12%
North-West European (excluding Anglo-European)	4%
Southern and Eastern European	6%
South-East Asian	12%
North-East Asian	0%
Southern and Central Asian	0%
North American	4%
South and Central American and Caribbean Islander	0%
North African and Middle Eastern	0%
Sub-Saharan African	0%

Do you consider yourself to be neurodivergent?	Responses
Yes	12%
No	80%
Maybe	4%
I am unsure what neurodivergent means	4%

Taking action on census results

Taking action on Census results

APS Employee Census results are a rich source of workplace information, and action planning is how these results and data are mobilised.

Consider using the guide on the next page to begin your approach to taking action on your Census results.

	% Positive	% Neutral	% Negative	Difference in % positive from **APS overall**	Difference in % positive from **Regulatory agencies**	Difference in % positive from **Extra small sized agencies**
I am confident my agency will act on the results of this survey	**57**%	**24**%	**20**%	+10	+3	-7

Time to take action

Use this page to start your local action plans

Identify areas to celebrate, areas which you need to investigate further and opportunities for improvement. Prioritise 3 areas to take forward.

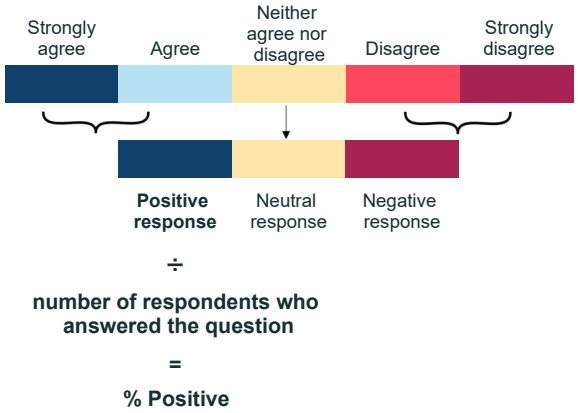
Celebrate	Investigate further with our teams	Opportunities
What things do we do well?	Are there any other opportunities coming out of the results that we want to explore further?	Areas we need to focus on and turn into action plans:
Think about how we can build on our strengths and learn from what we are good at.	How could we investigate? Through looking at the data in more detail or through discussions with staff?	What are the key things we need to improve to make working here better?

Prioritise 3 areas for action	Timescales	Owner	Resources required	Target / Success measure
1.				
2.				
3.				

Guide to this report

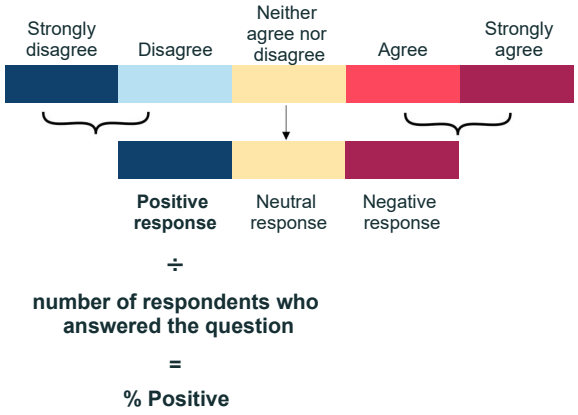
% Positive Score calculation

Where results are shown as positive percentages (% positive), these are calculated by adding together positive responses ("strongly agree" + "agree" or "always" + "often") and dividing by the number of respondents who answered the question.



Reverse Scored questions

For some questions, agreement with the question indicates an unfavourable outcome. For example, agreeing with the question "*I feel burned out by my work*".
In these instances, % Positive is calculated by adding together 'strongly disagree' + 'disagree' responses.



Calculation of index scores

The questions that comprise each index are asked on a five-point scale. To calculate a respondent's index score, their answers are recoded to fall on a scale between 0 and 100 (i.e. coded as 0, 25, 50, 75 or 100) and then averaged across all questions.

Index scores of individual respondents are combined and averaged to form a group score.

Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Values from x.00% to x.49% are rounded down and values from x.50% to x.99% are rounded up. Therefore, in some instances, results may not total 100%.

Anonymity

It is best practice not to display the results of groups of respondents to the extent where the anonymity of individuals may be compromised.
Results will not be shown where there are less than 10 respondents in a group.