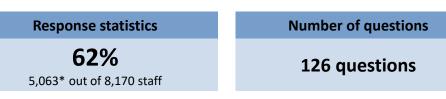


### 2025 Staff Survey

10 February – 2 March 2025

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\* A total of 98 contractors participated in the survey. These are not included in the response rate calculation but are included in the overall analysis.



# **Background and summary**

- The JD-R Model and summary results
- How to read this report

#### How to read this report

#### Interpreting this report

Percentages in this report are based on the total number of valid responses made to the particular question being reported on. In most cases, results reflect those respondents who expressed a view and for whom the questions were applicable. 'Don't know' and 'prefer not to say' responses have generally been excluded from attitudinal questions.

Percentage results throughout the report may not add up to 100% (particularly when displayed in chart form) due to rounding or where respondents were able to select more than one response.

Note that respondents were not required to answer all questions and therefore the base number of respondents for each question may differ.

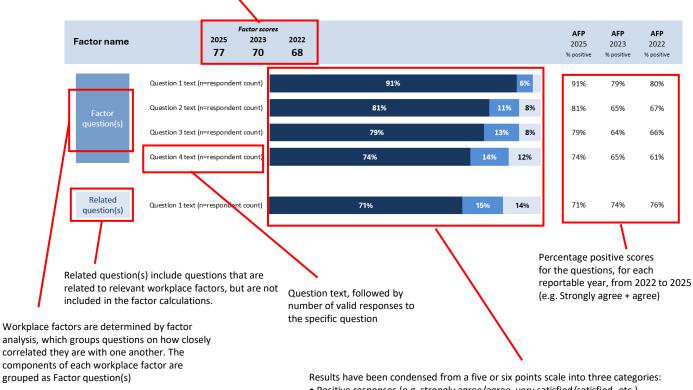
This project has been undertaken in accordance with the International Standard AS ISO 20252 and has complied with the Australian Privacy Principles contained in the Privacy Act 1988.

#### How to read this report

This report contains a series of tables that illustrate the high-level results for the AFP 2025 All Staff Survey. Information from how to read these tables is provided on the right.

#### Factor scores for 2022-2025

Factor scores take into account all question response scales, excluding not applicable and not sure (e.g. Strongly agree, agree, neither agree nor disagree, disagree, strongly disagree). A factor score of 100 is equivalent to all respondents providing the highest possible positive rating (e.g. very satisfied/strongly agree), whereas a factor score of 0 is equivalent to all respondents providing the most negative response (very dissatisfied/strongly disagree).

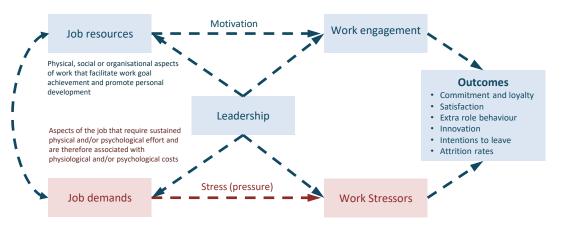


- Positive responses (e.g. strongly agree/agree, very satisfied/satisfied, etc.)
- Neutral responses (e.g. neither agree nor disagree)
- Negative responses (e.g. strongly disagree/disagree

#### The JD-R Model and summary results

The 2025 AFP All Staff Survey applies the **Job Demands-Resources Model (JD-R Model)** as its underlying framework. This well validated framework was developed to help understand how positive (Job Resources) and negative (Job Demands) job characteristics impact employee wellbeing and work outcomes. The specific components of the JD-R Model are:

- Job resources: physical, social or organisational aspects of work that facilitate work goal achievement, promote personal development, motivate and contribute to employee engagement.
- Job demands: aspects of the job that require sustained physical and/or psychological effort and are therefore associated with physiological and/or psychological costs, such as pressure and work stress.
- Leadership: By inspiring, strengthening and connecting with their employees, leaders promote the fulfillment of basic psychological needs for autonomy, competence and relatedness. This in turn, has an indirect effect on preventing burnout and increasing work engagement by reducing Job Demands and increasing Job Resources, respectively leading to more positive work outcomes (commitment and loyalty, satisfaction, extra role behaviour, innovation and lower attrition rates).



The survey questions were grouped together into workplace factors, assigned under the key components of the JD-R Model: Outcomes, Outcome mediators, Leadership, Job resources, and Job demands. The 2025 survey results are illustrated in the chart on the right.

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## Outcomes

- Commitment and loyalty
- Satisfaction
- Extra-role performance

### Commitment and loyalty

Commitment and loyalty	Factor scor 2025 2023 <b>67 71</b>	es 2022 <b>72</b>					AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	I feel committed to the AFP's goals (n=4,593)		79%		15%	6%	79%	83%	84%
Factor	l am proud to work in the AFP (n=4,595)		74%		15%	11%	74%	80%	82%
question(s)	I feel a strong personal attachment to the AFP (n=4,597)		55%	24%	21	.%	55%	65%	65%
	I would recommend the AFP as a good place to work (n=4,588)		52%	23%	25%	í.	52%	62%	66%
Related question(s)	I believe strongly in the purpose and objectives of the AFP (n=4,591)		81%		11%	7%	81%	-	84%

% Neutral

### Satisfaction & Extra-role performance

Satisfaction	Factor sco 2025 2023 66 66	res 2022 <b>71</b>			AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor question(s)	Overall, I am satisfied with my role (n=4,753)		67%	16% 17%	67%	68%	75%
Extra-role performance	Factor sco 2025 2023 <b>80 -</b>	res 2022 -			AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor	I try to learn new things at work (n=4,730) I believe my responsibility is to find new		93% 88%	5% 8%	93% 88%	-	- 89%
question(s)	ways to improve how we work (n=4,721) At work I know exactly what results I want to achieve (n=4,725)		84%	11% 5%	84%	-	-

% Neutral



# **Outcome mediators**

- Engagement
- Intrinsic rewards
- Job stressors

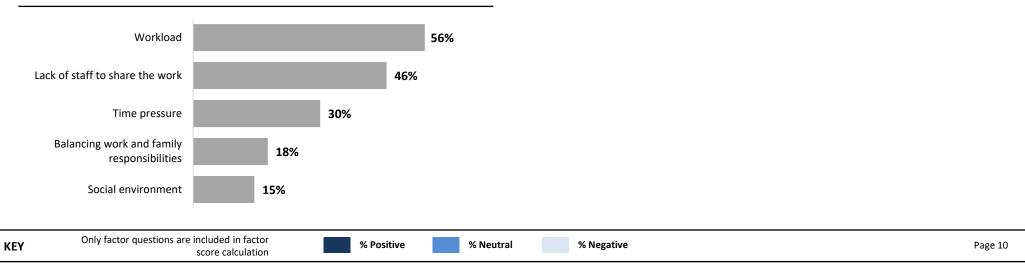
## Engagement & Intrinsic rewards

Engagement	Factor score 2025 2023 <b>69 69</b>	es 2022 <b>73</b>				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor question(s)	I am happy to go the 'extra mile' at work when required (n=4,762) The AFP inspires me to do my best work every day (n=4,586)		82% 51%	28%	9% 9% 21%	82% 51%	85% 52%	92% 54%
Intrinsic rewards	Factor score 2025 2023 64 -	es 2022 68				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor question(s)	The work I do gives me a sense of accomplishment (n=4,749) My role inspires me (n=4,749)		67% 54%	24%	16% 22%	67% 54%	-	72% 60%
Related question(s)	l understand how my role contributes to achieving public outcomes (n=4,759)		88%		7% 5%	88%	-	92%
KEY Only fa	ctor questions are included in factor score calculation	% Positive	% Neutral	% Negative				Page 9

#### Job stressors

Job stressors	Factor sco 2025 2023 <b>58 55</b>				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor question(s)	I feel burnt out by work (n=4,607) (% positive: never, rarely) Current level of work-related stress (n=4,659) (% positive: nil, low, moderate)	40% 70%	37%	23% 30%	40% 70%	38% 65%	39% 72%
Related question(s)	Would you say that your health is: (% positive: excellent, very good) (n=4,654)	50%	35%	15%	50%	-	56%

#### Main causes of work-related stress (Multiple response, top 5)





# Leadership

- Senior leadership
- Immediate SES
- Supervisor support

### Senior leadership

Senior eadership	Factor scor 2025 2023 <b>60 -</b>	es 2022 -			AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	My Assistant Commissioner (SES 2)						
	Models the values of the AFP (n=4,699)	56%	33%	11%	56%	-	-
Factor question(s)	Values the contribution my team makes to the AFP's mission (n=4,702)	47%	33%	20%	47%	-	-
	I am confident in their vision and direction for my Command (n=4,687)	44%	35%	21%	44%	-	-

### Immediate SES

Immedia	te SES 2021 58		2022 -				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	My Commander (SES 1)								
	Models the values of the a	AFP (n=4,693)	59%		27%	14%	59%	-	-
	Keeps employees informed going on in our Comm		56%	22	2%	23%	56%	-	-
	Ensures that work effort cont strategic direction of the		55%		30%	15%	55%	-	62%
	Values the contribution my to the AFP's miss		51%	24%		24%	51%	60%	-
Facto questio	cicuity difficultes the		50%	24%		25%	50%	-	55%
	I have faith in their leaders	ship (n=4,676)	50%	26%		24%	50%	-	-
	Makes team members contribute to something import		46%	26%		27%	46%	-	-
	Creates an environment that deliver our b	enables us to best (n=4,703)	43%	27%		30%	43%	-	46%
	Is able to enthuse team r their pl	nembers with ans (n=4,705)	37%	31%		32%	37%	-	-

Only factor questions are included in factor score calculation

KEY

% Positive

e % Neutral

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### Supervisor support

Supervisor support	Factor scor 2025 2023 <b>76 -</b>	res 2022 -			AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	My Supervisor (or equivalent)						
	Gives team members freedom and responsibility to complete tasks (n=4,907)	85%	6	8% 7%	85%	-	-
	Delegates tasks and responsibilities to the team (n=4,918)	83%		9% 7%	83%	-	-
	Encourages collaboration among team members (n=4,911)	82%		11% 7%	82%	-	-
	Encourages team members to share their own opinion (n=4,904)	81%		11% 8%	81%	-	78%
	Encourages team members to develop their skills as much as possible (n=4,933)	81%		10% 9%	81%	-	-
Factor question(s)	Actively encourages team members to work towards same team goals (n=4,905)	81%		12% 7%	81%	-	-
	Recognises team members contributions (n=4,899)	80%		10% 9%	80%	-	-
	Encourages team members to use their own strengths (n=4,921)	80%		12% 8%	80%	-	-
	I can count on my supervisor for support when I need it (n=4,893)	79%		11% 10%	79%	-	-
	Is able to enthuse team members with their plans (n=4,907)	67%	18%	15%	67%	-	-
	Provides me with helpful feedback to improve my performance (n=4,670)	67%	19%	14%	67%	-	72%
0-1	factor questions are included in factor						
KEY	score calculation	% Positive % Neutral	% Negative				Page 14



## Job resources

- Autonomy
- Belonging
- Career progression
- Change consultation
- Employment conditions
- Fairness in decision-making
- Internal communication
- Job-skills match
- Learning and development
- Mobility
- Recognition
- Response to previous survey
- Sufficient tools
- Team performance
- Team environment

## Autonomy & Belonging

Autonomy	2025 67	Factor score 2023 65	2022 67				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor question(s)	I have a choice in deciding how work (r Where appropriate, I am able to t	n=4,727)		69%	17%	14%	69%	68%	63%
Related question(s)	The level of autonomy I have matches my role and band level (r	n=4,762) at work		67% 73%	14%	19% 14%	67% 73%	-	-
Belonging	2025 <b>70</b>	Factor score 2023 <b>71</b>	es 2022 -				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	There is a sense of camarade workplace (r			75%	13%	13%	75%	77%	-
Factor question(s)	I feel included in the social aspects (r	of work n=4,594)		73%	17%	9%	73%	75%	-
	I feel a sense of belonging with o work (r	others at n=4,599)		72%	17%	11%	72%	72%	-
KEY Only f	actor questions are included in factor score calculation		% Positive	% Neutral % Negative					Page 16

### Career progression

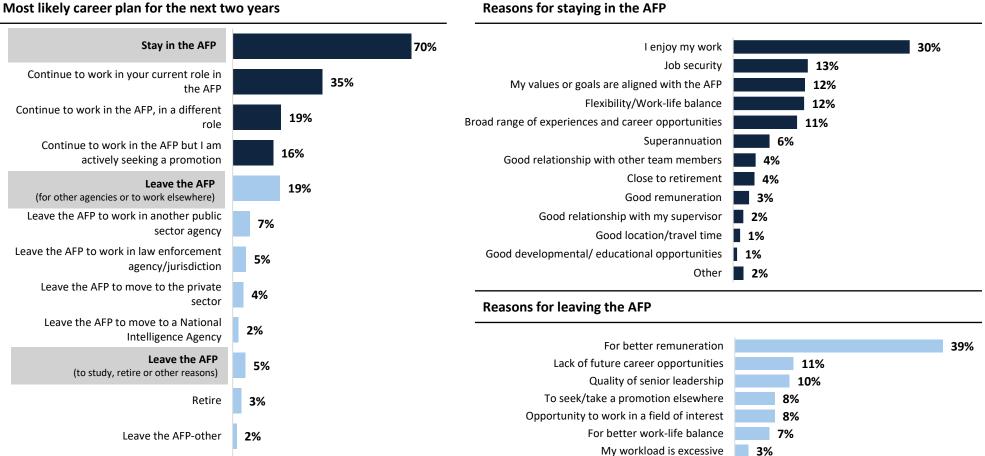
Career progression	Factor scor 2025 2023 <b>51 -</b>	es 2022 <b>50</b>				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor question(s)	I am satisfied with opportunities for career progression in the AFP (n=4,619)	42%	26%	33%	6	42%	-	41%
Related question(s)	I am interested in acting, higher duties and other advancement opportunities (n=4,623)	67%		17%	16%	67%	-	73%

% Positive

% Negative

% Neutral

#### **Career** intentions



I am moving interstate and unable to transfer

Ability to access flexible work arrangements

Family-carer responsibilities

Better location/travel time

Relationship with supervisor/manager

Lack of developmental/ educational opportunities

2%

2%

2%

1% 

1%

4%

1%

Other

#### Most likely career plan for the next two years

Take up full-time study

Prefer not to say

<1%

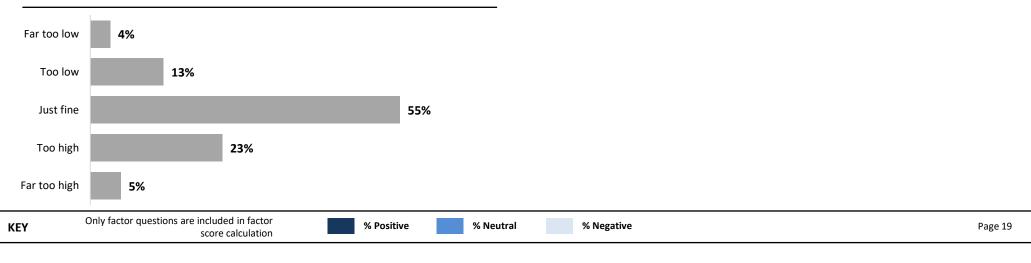
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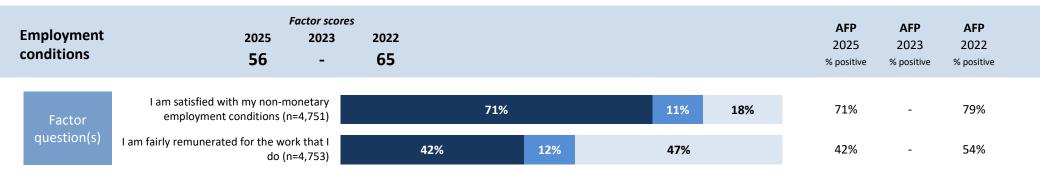
#### Change consultation

Change consultation	Factor sco 2025 2023 <b>52 52</b>	res 2022 -				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	I can voice concerns about changes that affect my job (n=4,589)	55%		23%	23%	55%	53%	-
	I am clear about how the change will impact me and my work area (n=4,593)	44%	31%		25%	44%	45%	-
Factor question(s)	I am clearly informed about the need for the change (n=4,590)	40%	30%		29%	40%	43%	-
	I am consulted about proposed changes at work (n=4,597)	35%	27%		38%	35%	34%	37%
	I am given information on why and how decisions are made (n=4,608)	34%	27%		39%	34%	43%	-

#### Pace of change in my work area is generally



#### **Employment conditions**

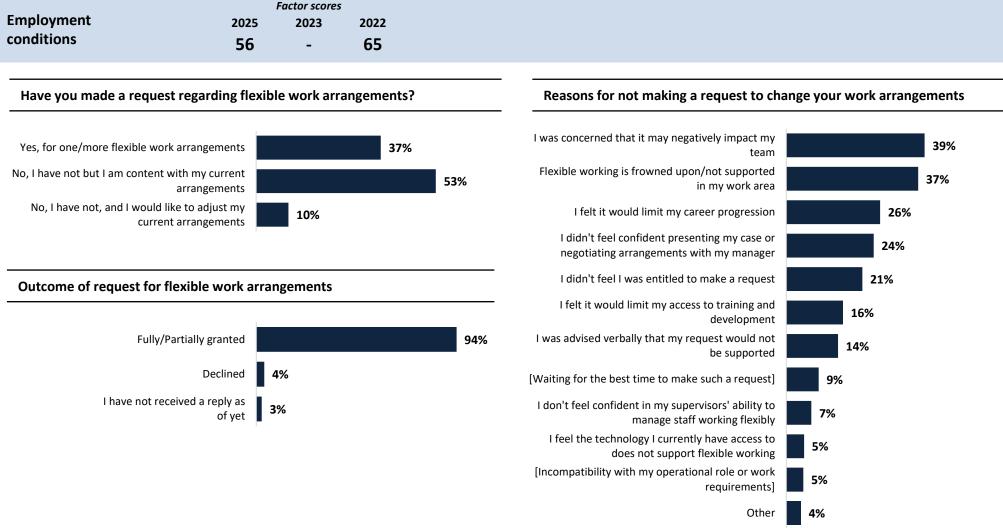


% Positive

itive % Neutral

% Negative

#### **Employment conditions**



#### Fairness in decision-making & Internal communication

Fairness in decision-mał	2025 Sing <b>52</b>	Factor scores 2023 <b>52</b>	2022 -			AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	Policies and processes ar consistently in my work area		44%	27%	29%	44%	44%	-
Factor question(s)	Application of policies and proc free from bias in my work area		42%	30%	30% 27%		45%	-
	Processes for assigning higher o transparent		37%	29%	34%	37%	44%	38%
Internal communicati	2025 on <b>56</b>	Factor scores 2023 –	2022 -			AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	I receive the information needed job well	,	60%		23% 17%	60%	-	-
Factor	l am sufficiently inform developments within the AFP		51%	27%	22%	51%	-	-
question(s)	Internal communication within t effective		39%	30%	31%	39%	-	45%
	The internal communication withi (is not barrier,		37%	33%	30%	37%	-	39%

KEY

Only factor questions are included in factor score calculation

% Positive % Neutral

### Job-skills match

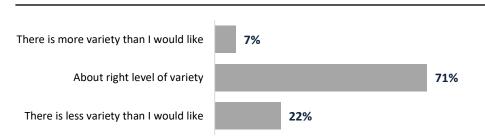
Job-skills mat	ch 2025 20	scores 23 2022 0 73				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor question(s)	My job gives me opportunities to utilise r skills (n=4,77		77%	10%	13%	77%	75%	80%
Related question(s)	My current job fits well with what I can (n=4,72		80%	10%	10%	80%	-	-

% Neutral

#### Learning and development

earning and levelopment	Factor scor 2025 2023 <b>58 -</b>	es 2022 -				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	Learning and development are important goals in my work area (n=4,673)	62%		22%	16%	62%	-	-
Factor	My workplace provides informal opportunities to develop my skills (n=4,658)	50%		26%	24%	50%	-	-
question(s)	The AFP provides L&D opportunities that support my career goals (n=4,662)	50%		26%	24%	50%	-	-
	In my job, I have enough time to develop my skills (n=4,668)	40%	26%		34%	40%	-	-

#### Level of variety in your tasks

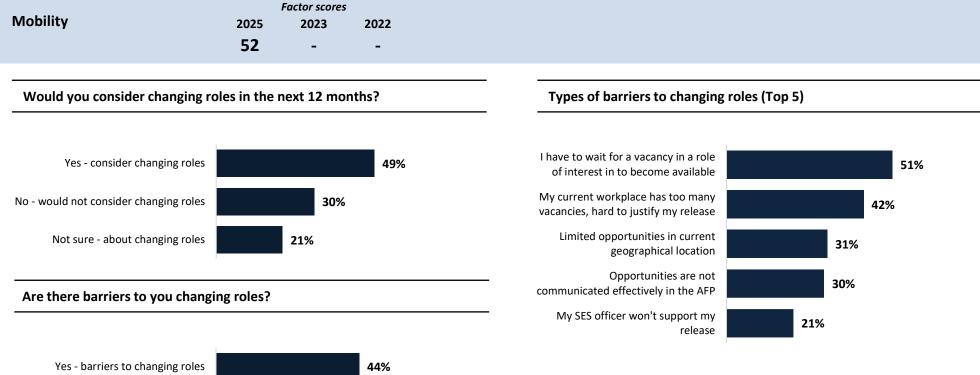


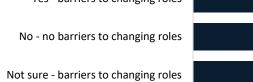
### Mobility

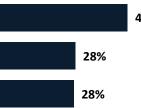
Mobility	Factor sc 2025 2023 <b>52 -</b>					AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	Mobility opportunities are not supported (is not a barrier, n=4,514)		59%	21%	20%	59%	-	58%
Factor	The AFP provides opportunities for moves within the AFP (n=4,615)	39%	28%		32%	39%	-	55%
question(s)	Requests for internal transfer would be given reasonable consideration (n=4,556)	38%	369	6	27%	38%	-	-
	The process for internal mobility is fair and transparent (n=4,574)	21%	38%		42%	21%	-	-

KEY

#### Mobility







#### Recognition & Response to previous survey

Recognition	Factor sco 2025 2023 61 57	ores 2022 <b>62</b>				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor question(s)	I am satisfied with the recognition I receive for doing a good job (n=4,754)		58%	20%	22%	58%	51%	60%
Response to previous surve	Factor sco 2025 2023 Y <b>47 -</b>	ores 2022 -				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor	I have been provided an opportunity to discuss the previous survey results (n=4,478)	34%	36%	5	30%	34%	-	-
question(s)	I have seen positive changes take place from the previous staff survey (n=4,513)		40%		37%	24%	30%	-

% Neutral

### Sufficient tools & Team performance

Sufficient tool	s 2025 <b>50</b>	Factor scores 2023 –	2022 52				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor question(s)	The technology within the AF	(n=4,754) P (is not a n=4,689) he AFP (is	35% 21%	64% 33% 32%	13%	23%	64% 35% 21%	71% - -	74% 29% 20%
Team performance	2025 <b>80</b>	Factor scores 2023 –	2022 81				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor question(s)	The people in my team cooper the job done My team can readily adapt to new and tasks	(n=4,986)		86% 85%		8% 6% 9% 7%	86% 85%	-	89% 88%

#### Team environment

Team environmen	Factor score 2025 2023 74 71	es 2022 -		AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	It is easy for me to ask other members of my team for help (n=4,995)	87%	7% 6%	87%	86%	-
	I feel I am able to bring up problems and tough issues in my team (n=4,995)	81%	9% 10%	81%	79%	-
Factor	My team do not reject others for being different and nobody is left out (n=4,987)	80%	10% 11%	80%	80%	-
question(s)	Nobody in my team deliberately acts in a way that undermines my efforts (n=4,987)	76%	11% 13%	76%	76%	-
	If I make a mistake in my team, it is never held against me (n=5,005)	71%	15% 14%	71%	68%	-
	My unique skills and talents are valued and utilised in my work (n=4,980)	71%	14% 15%	71%	54%	-
Related question(s)	Relationships at work are strained (n=4,603) (% positive: never, rarely)	56%	30% 14%	56%	-	58%

KEY

Only factor questions are included in factor score calculation

factor

% Positive % Neutral



# Job demands

- Emotional demands
- Job control
- Role clarity
- Workload management

### Emotional demands & Job control

Emotional demands	2025 <b>46</b>	Factor scores 2023 <b>44</b>	2022 -						AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor question(s)	Work is emotionally demanding (% positive: nil, very small/sn		4	10%			60%		40%	35%	-
Job control	2025 <b>43</b>	Factor scores 2023 <b>42</b>	2022 <b>47</b>						AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
Factor	Authority for decision making is I required (is not a barrie	-	349	6	29%		38%		34%	30%	37%
question(s)	Multiple layers of decision making AFP (is not a barrie		22%	3:	1%		48%		22%	19%	25%
Related	I cannot undertake my work proper of unnecessary rules (n=4,579) ( ne			54%		2	9%	18%	54%	-	-
question(s)	Approval processes in the AFP b and efficience		3	9%	28	%	33	%	39%	-	-



% Positive

### Role clarity

Role	clarity	2025 20	scores 23 20 6 7				AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
		I am clear what my duties ar responsibilities are (n=4,75		78%		11% 11%	78%	77%	78%
	actor estion(s)	Lack of clarity on role and responsibiliti (is not a barrier, n=4,68		66%	23%	11%	66%	62%	64%
		Lack of clarity around priorities (is not barrier, n=4,67		54%	27%	19%	54%	51%	56%
	elated estion(s)	I have a clear understanding of what expected of me in my job (n=4,73		81%		10% 9%	81%	-	-

% Neutral

### Workload management

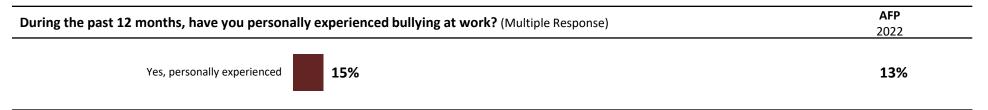
Workload management	Factor scores 2025 2023 <b>54 -</b>	2022			AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive
	rk expect conflicting =4,579) (% positive: rarely, never)	54%		29% 17%	54%	-	-
Factor question(s) I can complete my tasks without working ex	and responsibilities tra hours (n=4,715)	48%	15%	37%	48%	-	-
Too many competing	g priorities (is not a barrier, n=4,690)	32%	30%	38%	32%	26%	32%
Current workload Well above capacity - too much work Slightly above capacity - lots of work to do At capacity - about the right amount of work to do		23% 37% 30%	_				
Slightly below capacity - available for more work	8%						
Well below capacity - not enough work	3%						

KEY

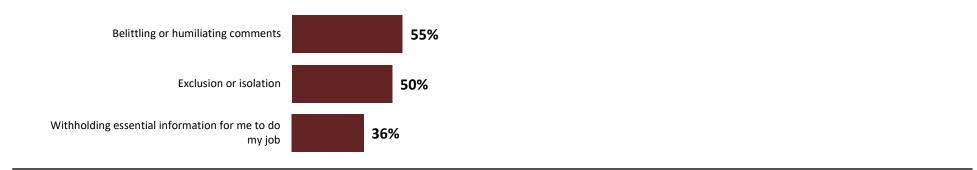


## Detractors

- Bullying and harassment
- Discrimination
- Sexual harassment
- Violence and aggression
- Corruption
- Productivity barriers

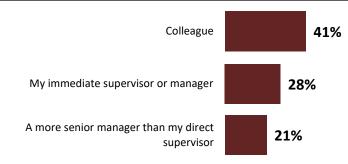


#### Of the 15% who selected yes, type of harassment/bullying personally experienced (Multiple response, three most common types, n=251-385)

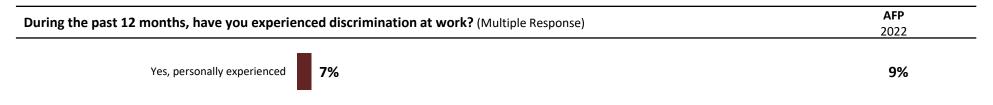


#### Of the 15% who selected yes, which of the following best describes the person(s) who bullied and/or harassed you?

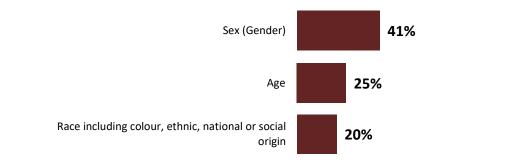
(Multiple response, three most common person(s), n=145-283)



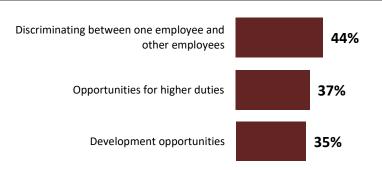
#### Discrimination



Of the 7% who selected yes, for the discrimination you personally experienced, which of the following attribute(s) was the discrimination based on? (Multiple response, three most common types, n=64-134)



Of the 7% who selected yes, what type of discrimination did you experience? (Multiple response, three most common person(s), n=112-140)

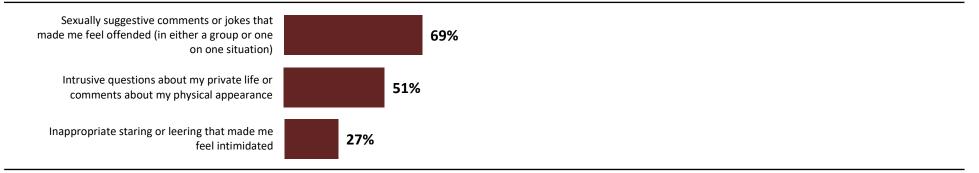


#### Sexual harassment

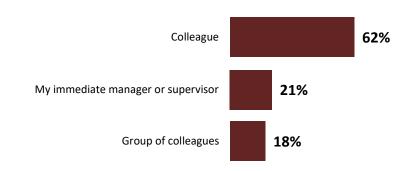
During the past 12 months, have you persona (Multiple Response)	lly experienced sexual harassment at work?	<b>AFP</b> 2022
Yes, personally experienced	2%	2%

#### Of the 2% who selected yes, during the past 12 months, have you experienced any of the following behaviours at work?

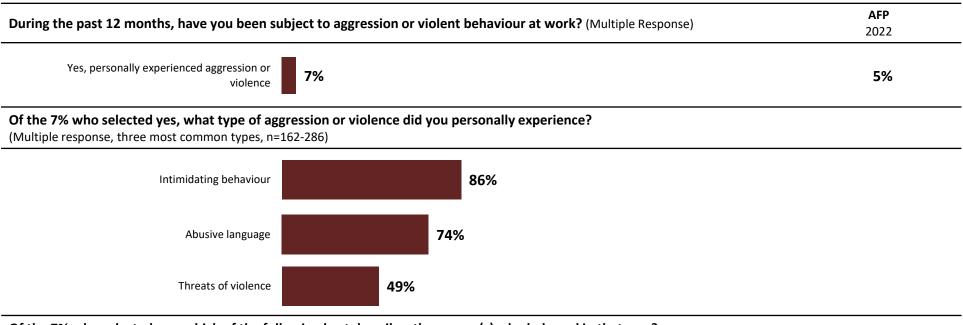
(Multiple response, three most common types, n=23-59)



Of the 2% who selected yes, for the behaviours you personally experienced, which of the following best describes the person(s) who behaved in that way? (Multiple response, three most common types, n=15-53)

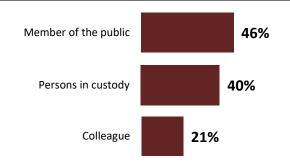


#### Violence and aggression

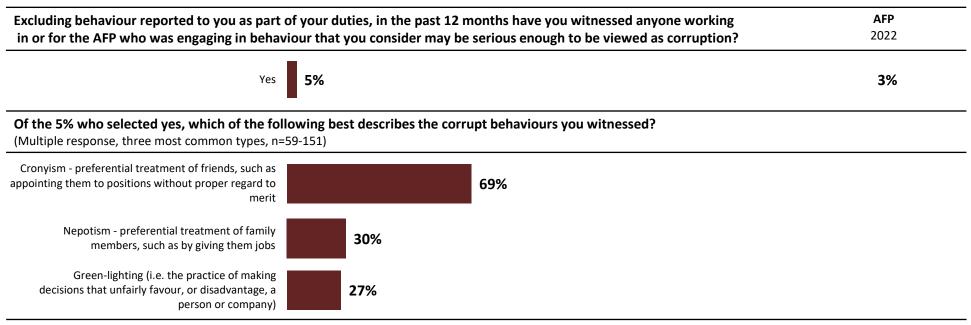


Of the 7% who selected yes, which of the following best describes the person(s) who behaved in that way?

(Multiple response, three most common types, n=70-155)



#### Corruption



#### Of the 5% who selected yes, did you do any of the following in response to the incident you witnessed?

(Multiple response, three most common types, n=33-84)



### **Productivity barriers**

Which the following acts as a barrier to you performing at your best		AFP 2025 % positive	AFP 2023 % positive	AFP 2022 % positive			
Lack of clarity around my role and responsibilities (n=4,686)	6	6%	23%	11%	66%	62%	64%
Mobility opportunities are not supported (n=4,514)	59%	6	21%	20%	59%	-	58%
Lack of clarity around priorities (n=4,678)	54%		27%	19%	54%	51%	56%
The internal communication within the AFP (n=4,683)	37%	33%	3	30%	37%	-	39%
The technology within the AFP (n=4,689)	35%	33%	3	2%	35%	-	29%
Authority for decision making is at a higher level than required (n=4,670)	34%	29%	389	6	34%	30%	37%
Too many competing priorities (n=4,690)	32%	30%	38%	6	32%	26%	32%
Multiple layers of decision making within the AFP (n=4,679)	22%	31%	48%		22%	19%	25%
Administrative processes within the AFP (n=4,687)	21%	32%	47%		21%	-	20%

% Neutral

% Negative

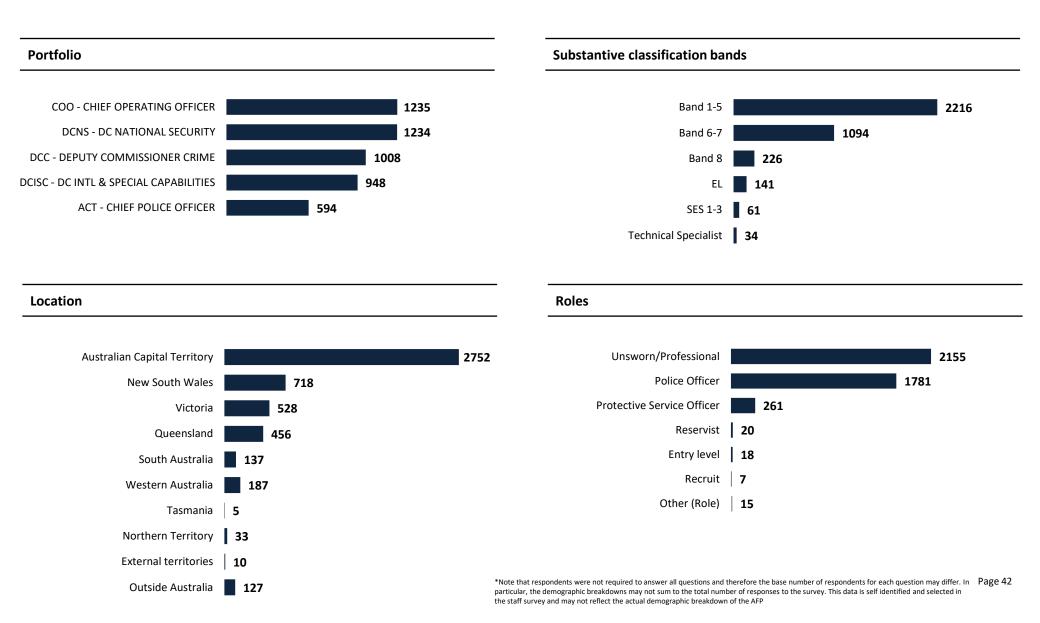
	-
Only factor questions are included in factor	
score calculation	

% Positive

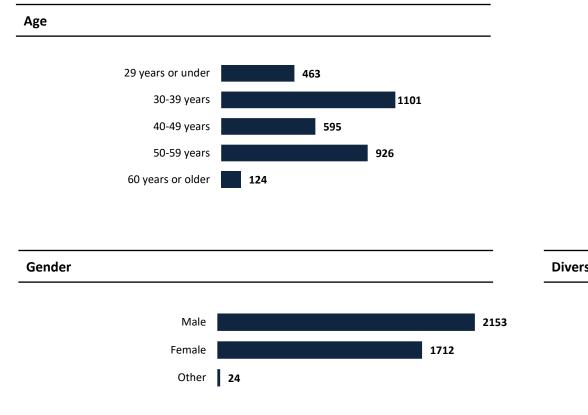
KEY

# **Respondent profile**

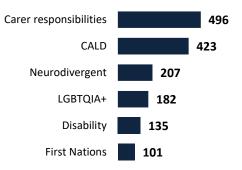
#### Work-based profile



#### Personal profile



#### Diversity characteristics



\*Note that respondents were not required to answer all questions and therefore the base number of respondents for each question may differ. In particular, the demographic breakdowns may not sum to the total number of responses to the survey. This data is self identified and selected in the staff survey and may not reflect the actual demographic breakdown of the AFP

