

## APS 2

1. Contributes to strategic thinking	2. Achieves results	3. Supports productive working relationships	4. Displays personal drive and integrity	5. Communicates with influence	6. Demonstrates professional or technical proficiency
<p><b>1.1 Supports shared purpose and direction</b></p> <p>Demonstrates a general understanding of the Australian Public Service (APS) environment and of the department's role and functions. Demonstrates a basic understanding of how the work of the area contributes to the department's broader role and function.</p> <p><b>1.2 Thinks strategically</b></p> <p>Works in a manner that is consistent with the long-term goals of the work area.</p> <p><b>1.3 Harnesses information and opportunities</b></p> <p>Locates routine information that is relevant to own work as needed. Keeps colleagues informed of own work activities. Is open to new and revised practices and makes suggestions for improvement.</p>	<p><b>2.1 Identifies and uses resources wisely</b></p> <p>Is committed to using department resources, including technology, effectively, efficiently and lawfully. Is open to ideas to improve efficiency in the workplace and is willing to participate in continuous workplace improvement.</p> <p><b>2.2 Applies and builds professional expertise</b></p> <p>Develops own skills to a level appropriate for work demands. Accepts and applies professional input and suggestions from others.</p> <p><b>2.3 Responds positively to change</b></p> <p>Is able to respond flexibly to changing demands in the workplace. Supports and works consistently with change initiatives.</p>	<p><b>3.1 Nurtures internal and external relationships</b></p> <p>Deals sensitively, courteously and equitably with clients and stakeholders. Develops positive relationships with team members.</p> <p><b>3.2 Listens to, understands and recognises the needs of others</b></p> <p>Works co-operatively with team members and clients. Demonstrates supportive and inclusive team behaviour. Attempts to understand the needs and perspectives of others.</p> <p><b>3.3 Values individual differences and diversity</b></p> <p>Appears respectful of others. Demonstrates trust and understanding towards others. Has a basic awareness of the benefits of workplace diversity.</p> <p><b>3.4 Shares learning and supports others</b></p> <p>When appropriate, provides on-the-job feedback to support the development of others.</p>	<p><b>4.1 Demonstrates public service professionalism and probity</b></p> <p>Provides a professional service, applies ethical work practices and demonstrates integrity in all aspects of work. Knows and upholds What We Value, the APS values, the APS Code of Conduct and other relevant professional codes of ethics and practice and OH&amp;S requirements. Is aware of the principles of the Charter of Public Service in a Culturally Diverse Society. Is accountable for actions.</p> <p><b>4.2 Engages with risk and shows personal courage</b></p> <p>Accepts responsibility for mistakes and tries to learn from the situations. Demonstrates willingness to seek advice and assistance from others if needed.</p>	<p><b>5.1 Communicates clearly</b></p> <p>Communicates clearly, concisely and unambiguously. Prepares basic written material following close instruction.</p> <p><b>5.2 Listens, understands and adapts to audience</b></p> <p>Demonstrates basic ability to interpret written work and follow instructions. Responds appropriately to communication and listens to others.</p> <p><b>5.3 Negotiates to reconcile diverse views</b></p> <p>Consults effectively with relevant others. Responds to conflict and challenging interactions without escalating situation. Is appropriately respectful when liaising with colleagues and clients from a diverse range of backgrounds and cultures.</p>	<p><b>6.1 Demonstrates technical, professional or specialist knowledge and expertise</b></p> <p>Has a basic knowledge and understanding of the procedures and guidelines relevant to the work area and the ability to apply these to the tasks at hand.</p> <p><b>6.2 Develops and uses appropriate expertise for task requirements</b></p> <p>Shows awareness of professional or technical standards that are relevant to the work performed. Has a basic ability to use the tools, systems and technology needed to complete work tasks.</p>

## APS 2 - continued

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<p><b>1.4 Shows judgment, intelligence and common sense</b></p> <hr/> <p>Is able to resolve basic problems, apply rules to tasks and to exercise some judgment in routine situations. Demonstrates a logical approach to problem solving. Seeks relevant information and refers problems to others where appropriate.</p>	<p><b>2.4 Takes responsibility for managing work projects to achieve results</b></p> <hr/> <p>Organises work and completes tasks within set timeframes. Monitors own performance and commits to achieving specified results.</p>	<p><b>3.5 Strives for service excellence</b></p> <hr/> <p>Shows an awareness of culturally and linguistically diverse client groups and makes efforts to understand client needs. Provides accurate, timely, consistent and appropriate service to clients.</p>	<p><b>4.3 Commits to action</b></p> <hr/> <p>Shows action orientation and commitment to following instructions and direction from others. Demonstrates personal drive and enthusiasm towards work.</p> <p><b>4.4 Promotes and adopts a positive and balanced approach to work</b></p> <hr/> <p>Maintains a balanced perspective on issues and supports others in times of crisis. Balances work and life and acts to maintain personal health and wellbeing.</p> <p><b>4.5 Demonstrates self-awareness and a commitment to personal development</b></p> <hr/> <p>Values opportunities to develop work related skills and engage in ongoing learning. Participates in performance management processes including seeking, receiving and acting on feedback. Shows understanding of own strengths and limitations.</p>		