

# APS 3

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. Recognises the importance of processes and outputs in the work area and understands how these contribute 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. Understands the implications of issues for own work goals and targets. Contributes to planning for the achievement of work area goals.</p> <p><b>1.3 Harnesses information and opportunities</b></p> <p>Accesses available information to aid understanding of issues. Recognises the relevance of new information for own work. Maintains an awareness of the work activities of colleagues. Recognises opportunities for new and revised practices and makes suggestions for work area improvements.</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. Contributes 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 and uses own expertise appropriately to perform work tasks. Uses suggestions and professional input of others to maximise the quality of work outputs and services.</p> <p><b>2.3 Responds positively to change</b></p> <p>Shows flexibility in responding to uncertainty and changing demands in the workplace. Demonstrates capacity to modify own work practices to support changing circumstances and organisational focus. Supports and provides some input into change initiatives.</p>	<p><b>3.1 Nurtures internal and external relationships</b></p> <p>Establishes rapport and deals sensitively, courteously and equitably with clients and stakeholders. Liaises effectively with team members and clients.</p> <p><b>3.2 Listens to, understands and recognises the needs of others</b></p> <p>Works co-operatively with clients and across relevant work areas to ensure collaborative approach. Works as a productive, supportive team member and acknowledges the efforts and achievements of others. Keeps team members informed and shares information.</p> <p><b>3.3 Values individual differences and diversity</b></p> <p>Demonstrates trust, respect and understanding towards others. Supports the benefits of individual difference and diversity. Works effectively with a diverse workforce in the department.</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. Understands the principles of the Charter of Public Service in a Culturally Diverse Society. Provides honest and impartial advice to clients and stakeholders. 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. Considers risks that will impact on own work and applies appropriate steps to mitigate those risks.</p>	<p><b>5.1 Communicates clearly</b></p> <p>Communicates clearly, concisely and unambiguously. Focuses on key points and communicates in 'plain English'. Prepares written communication and standard correspondence that is accurate, generally well structured and readable.</p> <p><b>5.2 Listens, understands and adapts to audience</b></p> <p>Listens attentively and asks appropriate questions. Ensures communication is appropriate to ensure audience understanding. Encourages discussion among others.</p> <p><b>5.3 Negotiates to reconcile diverse views</b></p> <p>Consults effectively with relevant others. Makes efforts to understand others' needs. Helps in resolving differences and responding effectively to diverse interactions. 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 sound knowledge of the procedures and guidelines relevant to the work area and the ability to apply these to the tasks at hand. Demonstrates sound capability in applying technical, professional or specialist skills and knowledge within a limited area. Has a sound understanding of and ability to use the tools, systems and technology needed to complete work tasks. Understands and applies relevant legislation, policy, governance and regulatory frameworks as needed.</p>

## APS 3 - continued

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<p><b>1.4 Shows judgment, intelligence and common sense</b></p> <p>Is able to analyse, report on, and use routine information related to work. Interprets and applies legislation and guidelines to make decisions in routine situations. Develops practical solutions based on a logical and common sense approach.</p>	<p><b>2.4 Takes responsibility for managing work projects to achieve results</b></p> <p>Demonstrates ability to organise work, set priorities and monitor work flow to achieve workplace goals within set timeframes. Monitors own work performance against stated objectives and works independently on specific tasks or activities. Takes personal responsibility for work outputs and/or service provided to clients.</p>	<p><b>3.4 Shares learning and supports others</b></p> <p>When needed, provides support, advice, guidance and coaching for others. Provides encouragement to others and feedback on performance when needed.</p> <p><b>3.5 Strives for service excellence</b></p> <p>Demonstrates respect towards culturally and linguistically diverse clients and makes efforts to understand client expectations and preferences. Provide accurate, timely, consistent and appropriate service to clients.</p>	<p><b>4.3 Commits to action</b></p> <p>Shows action orientation and commitment to achieving outcomes and objectives. Demonstrates personal drive and enthusiasm towards work.</p> <p><b>4.4 Promotes and adopts a positive and balanced approach to work</b></p> <p>Shows resilience and optimism and persists with tasks despite barriers or difficult circumstances. 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> <p>Values opportunities to develop work related skills and engage in ongoing learning. Participates in performance management processes including seeking, receiving, giving and acting on feedback. Shows understanding of own strengths and limitations and is appropriately responsive to feedback.</p>		