

The **AGD Performance Expectations** outline the capability needs of AGD employees to enable the department to achieve its outcomes in an increasingly complex and changing environment. The Performance Expectations guide consistent performance across AGD at each classification. The AGD Performance Expectations do not replace, but are aligned to the APS Work Level Standards (WLS) and Integrated Leadership System (ILS).

 Creates Solutions	 Demonstrates Agility	 Communicates Effectively	 Leads with Commitment	 Collaborates with Purpose	 Accountable for Quality Outcomes
<ul style="list-style-type: none"> • Understands organisational strategy as it relates to team goals. • Explores a range of solutions to problems. • Gathers and critically analyses information from diverse sources to explore ideas and complete tasks. • <i>Identifies more efficient ways of working, sharing ideas appropriately.</i> 	<ul style="list-style-type: none"> • Demonstrates a flexible approach to work, displaying willingness to explore opportunities as they arise. • Maintains control of emotions, behaving professionally in difficult situations. • Remains engaged and productive during challenging times. • <i>Recognises when team priorities have shifted, and adjusts behaviour to suit the new goals.</i> • <i>Remains open to new challenges, applying skills flexibly in a range of situations.</i> • Supports colleagues by remaining focused and constructive during periods of uncertainty. 	<ul style="list-style-type: none"> • Demonstrates awareness of key stakeholders and tailors communication to meet their needs. • Uses communication channels effectively and appropriately. • Clearly explains ideas to a range of audiences. • Shares ideas and listens to the views of others. • Enters discussions with a clear view of the desired outcome(s). • <i>Produces well-structured documents that are fit for purpose.</i> • <i>Influences others by presenting a clear and credible rationale.</i> • Listens carefully to the views of others, checking understanding by asking relevant questions and reflecting back key messages. 	<ul style="list-style-type: none"> • Self-evaluates own performance, benchmarking against feedback from supervisor and relevant others. • Acknowledges and recognises the contributions of others. • <i>Understands own strengths and development needs, seeking opportunities for personal development and addressing shortfalls appropriately.</i> • <i>Accountable for seeing projects and own work tasks through to completion.</i> • Understands and acknowledges own expertise and its limits, seeking advice and assistance when required. • Upholds the APS Values, Code of Conduct and Employment Principles. 	<ul style="list-style-type: none"> • Displays sound judgement in exploring solutions to stakeholder issues. • Develops internal relationships that build awareness and understanding of other parts of the department. • Understands the barriers to collaboration and produces a range of possible solutions. • Collaborates <i>effectively</i> within team and with other work areas as required. 	<ul style="list-style-type: none"> • Demonstrates awareness of risk and escalates issues appropriately. • Effectively prioritises own work in line with team and departmental objectives. • Adheres to relevant quality standards in the completion of own work. • Manages own time effectively to accomplish tasks, monitoring task completion against milestones.