

ACT GOVERNMENT

2023 ACT PUBLIC SERVICE EMPLOYEE CENSUS

FINAL DRAFT 16 December 2022

Introduction

Thank you for participating in the 2023 ACT Public Service (ACTPS) Employee Survey.

This Survey asks for your feedback on a range of topics about working for the ACT Government. It should only take around 25 minutes to complete.

It is important for you to be honest about your experience of the Service. This is a unique opportunity to share your thoughts on issues like leadership, performance and workplace culture.

The Survey is the start of a broader conversation about how we can improve our workplace and will establish a baseline for surveys in future years. The results will also inform the State of the Service Report.

For more information about the ACTPS Employee Survey, visit <https://www.act.gov.au/actps-survey>. Or contact the ACTPS Survey Team by email at: ACTPSSurvey@act.gov.au.

For technical support with completing the Survey, please email ORIMA Research, the Office of Industrial Relations and Workforce Strategy's external service provider at ACTPS@orima.com.au.

Privacy

The Survey is being managed by the Office of Industrial Relations and Workforce Strategy (OIRWS) on behalf of the ACT Government. OIRWS takes your privacy seriously and must handle your personal information in a responsible and transparent way.

When undertaking the Survey, your personal information will be collected and handled by OIRWS and the contracted service provider, ORIMA Research. Your personal information is protected by law and will be handled in accordance with the:

- Territory Privacy Principles (TPPs) and the *Information Privacy Act 2014* (Information Privacy Act)
- *Health Records (Privacy and Access) Act 1997* (HRA)
- *Public Sector Management Act 1994* (PSMA), and
- *Privacy Act 1988* (Cth) (Privacy Act (Cth)).

No individual will be identified in the Survey results. More information about how we will handle your personal information is available in the ACTPS Employee Survey Privacy Notice [\[link to notice\]](#).

Definitions

[To be shown on separate page accessible throughout the survey, and as hover text at relevant points,]

Term	Definition
The Service	Refers to the ACT Public Service as a whole.
Your organisation	Throughout this survey “your organisation” will refer to your directorate, agency or sector entity. In your case this will be [read from sample].
Senior leaders	The highest level of leadership in your organisation (for example, this may be the Director-General and Deputy Directors-General, considered as a group).
Your workgroup	The staff you work with the most, on a daily basis.
Customers/Clients	A person or organisation who uses services provided by the Australian Capital Territory Public Service.
Cultural background	Your cultural background is the cultural/ethnic group(s) to which you feel you belong or identify. This background may be the same as your parents, grandparents, or your heritage, or it may be the country you were born in or have spent a great amount of time in, or you feel more closely tied to.
Bullying	Under the definition used by Fair Work Australia, a worker is bullied at work if a person or group of people repeatedly act unreasonably towards them or a group of workers, or the behaviour creates a risk to health and safety. Unreasonable behaviour includes victimising, humiliating, intimidating or threatening. Whether a behaviour is unreasonable can depend on whether a reasonable person might see the behaviour as unreasonable in the circumstances.
Corruption	The dishonest or biased exercise of a public official’s functions. A distinguishing characteristic of corrupt behaviour is that it involves conduct that would usually justify serious penalties, such as termination of employment or criminal prosecution.
Discrimination	Discrimination occurs when a person treats, or proposes to treat, a person unfavourably because of a personal characteristic or attribute.
Sexual harassment	Non-consensual or unwelcome sexual behaviour that could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment may be physical, spoken or written and can be directed at, and perpetrated by, persons of any sex or gender. A single incident can constitute sexual harassment, as can a broader pattern of behaviour.
Violence and aggression	For the purposes of this survey, violence and aggression is when a person is abused, threatened or assaulted in a situation related to their work. It can come from anywhere – co-workers, clients, customers, or members of the public.

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A. About your organisation

Throughout this survey “your organisation” will refer to your directorate, agency or sector entity. In your case this will be:

[Fill in one of the following from sample:]

- ◆ ACT Audit Office
- ◆ ACT Health Directorate
- ◆ ACT Integrity Commission
- ◆ ACT Teacher Quality Institute
- ◆ Canberra Health Services
- ◆ Canberra Institute of Technology
- ◆ Chief Minister, Treasury and Economic Development Directorate (including the ACT Insurance Authority)
- ◆ City Renewal Authority
- ◆ Community Services Directorate
- ◆ Cultural Facilities Corporation
- ◆ Education Directorate
- ◆ Elections ACT
- ◆ Environment, Planning and Sustainable Development Directorate
- ◆ Independent Competition and Regulatory Commission
- ◆ Justice and Community Safety Directorate
- ◆ Long Service Leave Authority
- ◆ Major Projects Canberra
- ◆ Office of the Commissioner for Sustainability and the Environment
- ◆ Office of the Legislative Assembly
- ◆ Office of the Work Health and Safety Commissioner (WorkSafe ACT)
- ◆ Suburban Land Agency (SLA)
- ◆ Transport Canberra and City Services

Organisational culture

1 Please rate your level of agreement with the following statements about your organisation.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a My organisation involves staff in decisions about their work	1	2	3	4	5	6
b My organisation operates with a high level of integrity	1	2	3	4	5	6
c My organisation fosters an environment where staff are treated fairly and with respect	1	2	3	4	5	6

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ Not applicable
d My workplace takes actions to keep me healthy and safe at work	1	2	3	4	5	6
e In my organisation, I feel safe to be able to speak up when I see something wrong	1	2	3	4	5	6
f My organisation promotes innovation and creativity	1	2	3	4	5	6

Recruitment and promotion

- 2 Based on your experience in your organisation in the last 12 months, please rate your level of agreement with the following statements about recruitment and promotion processes.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a My organisation routinely applies merit in recruitment and promotion decisions	1	2	3	4	5	6
b In general, the recruitment and promotion in my workgroup is managed well	1	2	3	4	5	6

Communication

- 3 Please rate your level of agreement with the following statements about communication within your organisation.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a I am regularly kept informed about what is happening in my workgroup	1	2	3	4	5	6
b [Show if applicable for organisation] I am regularly kept informed about what is happening across my Branch (or equivalent)	1	2	3	4	5	6
c [Show if applicable for organisation] I am regularly kept informed about what is happening across my Group (or equivalent, e.g. Business Unit) Highlighted text for JACS only	1	2	3	4	5	6
d I am regularly kept informed about what is happening across my organisation as a whole	1	2	3	4	5	6

B. Learning, mobility and career development

- 4 Please indicate how satisfied you are overall with:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ Not applicable
a Your current learning and development opportunities	1	2	3	4	5	6
b Your current career development opportunities	1	2	3	4	5	6
c Your opportunity to temporarily transfer to other work areas within the ACT public service	1	2	3	4	5	6

C. Leadership

Organisation executive

The following questions are about the highest level of leadership in your organisation (for example, this may be the Director-General and Deputy Directors-General, considered as a group).

- 5 Considering senior leaders generally in your organisation, please rate your level of agreement with the following statements.

	Strongly agree	Agree	Neither agree not disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a In my organisation, communication between the senior leaders and other employees is effective	1	2	3	4	5	6
b In my organisation, the senior leaders work as a team	1	2	3	4	5	6
c Senior leaders provide clear strategy and purpose	1	2	3	4	5	6
d Senior leaders support staff to work in an environment of change	1	2	3	4	5	6

Your Executive Group Manager (or equivalent)

The following questions only relate to the leadership practices of your **Executive Group Manager (or equivalent, e.g. Business Unit Head)**. Highlighted text shown to JACS only

If you are an Executive Group Manager (or equivalent) or you do not have an Executive Group Manager, please go to the next section.

- 6 Please rate your level of agreement with the following statements regarding your Executive Group Manager.

My Executive Group Manager ...	Strongly agree	Agree	Neither agree not disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a Effectively leads and manages change	1	2	3	4	5	6
b Clearly articulates the direction and priorities for our area	1	2	3	4	5	6
c Models the ACT Public Service Values and Code of Conduct	1	2	3	4	5	6

Your Executive Branch Manager (or equivalent)

The following questions only relate to the leadership practices of your **Executive Branch Manager (or equivalent)**.

If you are an Executive Branch Manager (or equivalent) or you do not have an Executive Branch Manager, please go to the next section.

- 7 Please rate your level of agreement with the following statements regarding your Executive Branch Manager.

My Executive Branch Manager ...	Strongly agree	Agree	Neither agree not disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a Effectively leads and manages change	1	2	3	4	5	6
b Clearly articulates the direction and priorities for our area	1	2	3	4	5	6
c Models the ACT Public Service Values and Code of Conduct	1	2	3	4	5	6

D. Your immediate supervisor

- 8 [Hide question if Directorate/Entity not included] What is your immediate supervisor's current classification level? [If they are acting or temporarily performing at that level, please record their acting level]

1 [ACTPS classifications as supplied by Directorate/organisation]

2 Not sure

- 9 Please rate your level of agreement with the following statements regarding your **immediate supervisor**.

My supervisor...	Strongly agree	Agree	Neither agree not disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a Displays resilience when faced with difficulties or failures	1	2	3	4	5	6
b Involves me in decisions about my work	1	2	3	4	5	6
c Provides me with enough support when I need it	1	2	3	4	5	6
d Provides feedback to me in a way that helps me improve my performance	1	2	3	4	5	6
e Ensures that my workgroup delivers on what we are responsible for	1	2	3	4	5	6
f Manages underperformance well in my workgroup	1	2	3	4	5	6
g Effectively leads and manages change	1	2	3	4	5	6
h Frequently makes time to meet with me to discuss my professional aspirations and development	1	2	3	4	5	6
i Challenges me to consider new ways of doing things	1	2	3	4	5	6
j Recognises people in my workgroup for coming up with new or better ways of doing things	1	2	3	4	5	6
k Recognises and supports the notion that failure is a part of innovation	1	2	3	4	5	6

E. Your immediate workgroup

10 Please rate your level of agreement with the following statements regarding your **immediate workgroup**. [Your immediate workgroup is the staff you work with the most, on a daily basis]

	Strongly agree	Agree	Neither agree not disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a My workgroup successfully adapts to new ways of working when required	1	2	3	4	5	6
b My workgroup has the appropriate skills, capabilities, and knowledge to perform well	1	2	3	4	5	6
c My workgroup has the tools and resources we need to perform well	1	2	3	4	5	6
d The people in my workgroup use time and resources efficiently	1	2	3	4	5	6
e My workgroup works effectively together	1	2	3	4	5	6
f Other workgroups in my organisation work effectively with my workgroup when required	1	2	3	4	5	6

F. Your current job

11 Please rate your level of agreement with the following statements regarding your **current job**.

	Strongly agree	Agree	Neither agree not disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a The work I do gives me a sense of accomplishment	1	2	3	4	5	6
b I feel that I can make a worthwhile contribution at work	1	2	3	4	5	6
c I am satisfied with the recognition I receive for doing a good job	1	2	3	4	5	6
d I am fairly remunerated (e.g. salary, superannuation) for the work that I do	1	2	3	4	5	6
e I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	1	2	3	4	5	6
f I am confident I can access flexible working arrangements when required	1	2	3	4	5	6
g I am satisfied with the stability and security of my job	1	2	3	4	5	6
h My job inspires me	1	2	3	4	5	6
i I clearly understand what I am expected to do in this job	1	2	3	4	5	6
j I can see a clear connection between my job and my organisation's purpose	1	2	3	4	5	6
k My job gives me opportunities to utilise my skills	1	2	3	4	5	6
l I do not face unfair barriers in accessing opportunities	1	2	3	4	5	6
m I often seek to help other teams and individuals where I have the capability to assist	1	2	3	4	5	6
n I believe that one of my responsibilities is to continually look for new ways to improve the way we work	1	2	3	4	5	6
o Overall, I am satisfied with my job	1	2	3	4	5	6

12 Based on your experience in your **current job**, please indicate how often the following statements apply.

	Always	Often	Sometimes	Rarely	Never	Don't know/ Not applicable
a I have a choice in deciding how I do my work	1	2	3	4	5	6
b My immediate supervisor encourages me	1	2	3	4	5	6

13 Based on your experience in your **current job**, please indicate how often the following negative circumstances apply.

	Always	Often	Sometimes	Rarely	Never	Don't know/ Not applicable
a I have unrealistic time pressures	1	2	3	4	5	6
b Relationships at work are strained	1	2	3	4	5	6

14 What types of flexible working arrangements do you currently access? [Please select all that apply]

- 1 Variable or non-standard hours of work
- 2 Part-time employment
- 3 Job sharing
- 4 Home-based work
- 5 Hybrid working arrangements (i.e. a combination of working from an ACT Government workplace, your home, or other suitable space)
- 6 Other flexible working arrangement [Please specify] _____
- 7 I don't currently access any flexible work arrangements

Managing staff

15 Do you have direct responsibility for managing staff?

- 1 Yes
- 2 No [Please go to the next section]

16 Please indicate your level of agreement with the following statements.

As a manager...	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a I am provided with adequate time to undertake my role	1	2	3	4	5	6
b I feel equipped to manage the performance of the people I supervise	1	2	3	4	5	6

G. Productivity and workload

Your own workload

17 What best describes your current workload?

- 1 Well above capacity – too much work
- 2 Slightly above capacity – lots of work to do
- 3 At capacity – about the right amount of work to do
- 4 Slightly below capacity – available for more work
- 5 Below capacity – not enough work

18 Please indicate the extent to which you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree not disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a The workload I have is appropriate for my role	1	2	3	4	5	6
b I have enough time during my work hours to do my job effectively	1	2	3	4	5	6

19 How satisfied are you with the work-life balance in your current job?

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied

20 Which of the following are the most significant barriers to you performing at your best? [Please select up to three barriers]

- 1 No significant barriers
- 2 Personal lack of skills and experience in my current role
- 3 Lack of training or guidance within my role
- 4 Lack of clarity around my role and responsibilities
- 5 Lack of clarity around priorities
- 6 Too many competing priorities
- 7 Administrative processes within my organisation
- 8 The technology within my organisation
- 9 The internal communication within my organisation
- 10 Other staff do not contribute to the work I do effectively
- 11 The lack of inclusiveness in my workgroup

- 12 Multiple layers of decision making within my organisation
- 13 Authority for decision making is at a higher level than required
- 14 The appetite for risk within my organisation
- 15 Resistance to experimentation with new ideas
- 16 Other barrier *[Please specify]* _____

Your work group's capability and performance

- 21 For your immediate workgroup, please identify what the top three capability strengths and opportunities for improvement are.

	Top three strengths	Top three opportunities for improvements
a Change management	1	2
b Client service	1	2
c Collaborative working	1	2
d Commercial awareness and business acumen	1	2
e Creativity and innovation	1	2
f Data	1	2
g Digital	1	2
h Human resources specialist	1	2
i Information and communications technology (ICT)	1	2
j Leadership	1	2
k Oral communication	1	2
l Performance management	1	2
m Policy development	1	2
n Project and program management	1	2
o Risk management	1	2
p Stakeholder engagement	1	2
q Strategic thinking	1	2
r Technical specialist (e.g. engineering, allied health)	1	2

- 22 Please rate your workgroup's overall performance **over the past three months** on a scale of 1 (worst possible performance) to 10 (best possible performance).

1, Worst possible performance	2	3	4	5	6	7	8	9	10, Best possible performance	Don't know
1	2	3	4	5	6	7	8	9	10	11

H. Wellbeing

The following questions are being asked to help gain a fuller picture of staff wellbeing. They relate to your **overall wellbeing**—not just work-related matters.

Please be reminded that all responses to this survey, including these, are both **voluntary** and **confidential**. Results will be provided in aggregate form only.

We appreciate that some people may feel concerned or upset during or after completing this survey. If you do feel upset, please contact:

- ◆ **Employee Assistance Program** on 1300 360 364 (available 24 hours, 7 days), or visit: www.benestar.com
- ◆ **Beyond Blue** on 1300 22 4636 (available 24 hours, 7 days), or visit: <https://www.beyondblue.org.au/>
- ◆ **Lifeline** on 13 11 14 (available 24 hours, 7 days), or visit: <https://www.lifeline.org.au/>

23 In the **last three months**, how often has your work made you feel:

	Always	Often	Sometimes	Rarely	Never	Don't know/ Not applicable
a Enthusiastic	1	2	3	4	5	6
b Happy	1	2	3	4	5	6
c Miserable	1	2	3	4	5	6
d Burned out	1	2	3	4	5	6

24 Based on your experience in your **current job**, please indicate your level of agreement with the following statements.

	Strongly agree	Agree	Neither agree not disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a I am satisfied with the policies/practices in place to help me manage my health and wellbeing	1	2	3	4	5	6
b I believe my immediate supervisor cares about my health and wellbeing	1	2	3	4	5	6
c My physical work environment is suitable for the type of work I do	1	2	3	4	5	6

Workplace stress

25 How would you rate your current level of work-related stress?

- 1 Nil – not experiencing any work-related stress *[Please go to the next section]*
- 2 Low/mild
- 3 Moderate

- 4 High
- 5 Very high
- 6 Severe

26 What are the main causes of your work-related stress? [Please select all that apply]

Nature of work or job

- 1 Boring/monotonous work
- 2 Difficulty of work
- 3 Work that doesn't match my skills or experience
- 4 Inability to choose how my work is done
- 5 Ambiguous work requirements
- 6 Unclear priorities
- 7 Time pressure
- 8 Work schedule or hours/shifts assigned
- 9 Amount of work (workload)
- 10 Staff shortages
- 11 Other resource shortages
- 12 Relationship with supervisor/manager
- 13 Relationship with colleague(s)
- 14 Dealing with customer, clients or stakeholders
- 15 Emotional demands of the job
- 16 Physical demands of the job
- 17 Mental demands of the job
- 18 High stakes of the work I do

Environmental or other conditions

- 19 Physical environment
- 20 Social environment (e.g. relationships with colleagues, manager and/or senior leaders)
- 21 Competing home and work responsibilities (including caring responsibilities)
- 22 Organisation or workplace change
- 23 Working from home
- 24 Transition back to my usual workplace
- 25 Incivility, bullying, harassment or discrimination
- 26 Job security
- 27 Other [Please describe - do not provide identifying names] _____

I. Career plans

27 Which of the following best describes your **most likely** career plan for the next two years?

Stay in my organisation

- 1 Continue to work in your current workgroup
- 2 Continue to work in your current organisation, but in a different workgroup

Leave my organisation

- 3 Work elsewhere in the ACT Public Service *[Please go to question 29]*
- 4 Leave the ACT Public Service to work elsewhere *[Please go to question 29]*
- 5 Take up full-time study *[Please go to the next section]*
- 6 Retire *[Please go to the next section]*
- 7 Leave my organisation—other *[Please go to the next section]*

- 8 Don't know *[Please go to the next section]*

28 What are your **main** reasons for staying in your organisation? *[Please select up to three options]*

- 1 I can continue to work in a field of interest
- 2 Broad range of experiences
- 3 No desire to try a different type of work
- 4 I expect promotion/advancement in my current role
- 5 Good location/travel time
- 6 Good remuneration
- 7 Good access to flexible working arrangements
- 8 Good non-monetary employment conditions (e.g. leave, other benefits)
- 9 Good future career opportunities
- 10 Good developmental/educational opportunities
- 11 I currently enjoy an appropriate workload
- 12 My work here is recognised and appreciated
- 13 Good organisational leadership
- 14 Good relationship with immediate manager
- 15 Good relationship with other team members
- 16 Collaborative work environment
- 17 Job security
- 18 My values or goals are aligned with the objectives and purposes of the organisation
- 19 No opportunity to leave (e.g. no prospects elsewhere)
- 20 Other *[Please specify]* _____

29 [Enable if q27=3 or 4, leaving organisation for elsewhere] What are your **main** reasons for leaving your organisation and seeking employment elsewhere? [Please select up to three options]

- 1 Opportunity to work in a field of interest
- 2 Opportunity to broaden experience
- 3 Desire to try a different type of work
- 4 To seek/take a promotion elsewhere
- 5 Better location/reduce travel time
- 6 For better remuneration
- 7 For better access to flexible working arrangements
- 8 For better non-monetary employment conditions (e.g. leave, other benefits)
- 9 Lack of future career opportunities
- 10 Lack of developmental/educational opportunities
- 11 My workload is excessive
- 12 A lack of recognition for doing a good job
- 13 Poor organisational leadership
- 14 Poor relationship with immediate manager
- 15 Poor relationship with other team members
- 16 Work environment not team oriented nor collaborative
- 17 Lack of job security in my current position
- 18 My values or goals are not aligned with the objectives and purposes of the organisation
- 19 No opportunity to stay (e.g. end of contract)
- 20 Other [Please specify] _____

J. Ethics and misconduct

This section of the survey concerns misconduct you may have experienced or witnessed in the course of the job. The survey is not a way to make a formal complaint about such misconduct. Each directorate or sector body has processes in place for raising serious concerns about health and safety or workplace wellbeing issues. Using these processes will enable your organisation to take appropriate action and meet its legal obligations. If a response raises serious concerns about health, safety, wellbeing or impropriety, the Office of Industrial Relations and Workforce Strategy may be required by law to take appropriate steps to further address the matters raised; this may involve contacting the individual(s) concerned.

If reading or answering this part of the survey causes you any distress you are encouraged to contact support services, including your EAP, Lifeline, Beyond Blue, and MensLine Australia.

You can find links to support services at:

<https://www.cmtedd.act.gov.au/employment-framework/wpsafety/health-and-wellbeing>

If you are experiencing distress at work or at home, you are encouraged to access the above resources or contact your HR business partner.

Bullying

Under the definition used by Fair Work Australia, a worker is **bullied** at work if:

- ◆ a person or group of people repeatedly act unreasonably towards them or a group of workers
- ◆ the behaviour creates a risk to health and safety.

Unreasonable behaviour includes victimising, humiliating, intimidating or threatening. Whether a behaviour is unreasonable can depend on whether a reasonable person might see the behaviour as unreasonable in the circumstances.

Examples of bullying include:

- ◆ behaving aggressively
- ◆ teasing or practical jokes
- ◆ pressuring someone to behave inappropriately
- ◆ excluding someone from work-related events or
- ◆ unreasonable work demands.

30 During the last 12 months in your current organisation, have you personally experienced or witnessed bullying at work? *[Please select all that apply]*

- 1 Yes, personally experienced
- 2 Yes, witnessed it happening to someone else
- 3 No *[Please go to question 36]*
- 4 Not sure *[Please go to question 36]*

- 31 [Ask if q30=1, personally experienced] Are you **currently** experiencing this bullying?
- 1 Yes
 - 2 No
- 32 [Ask if q30=1, personally experienced] What type of bullying did you **personally** experience?
[Please select all that apply]
- 1 Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)
 - 2 Verbal abuse
 - 3 Intimidation and/or threats
 - 4 Exclusion or isolation
 - 5 Interference with my personal property and/or work equipment
 - 6 Withholding essential information for me to do my job
 - 7 Being assigned meaningless tasks unrelated to my job
 - 8 Being given impossible assignment(s)
 - 9 Other [Please specify] _____
- 33 [Ask if q30=1, personally experienced] Which of the following best describes the person(s) who bullied you? [Please select all that apply]
- 1 Colleague
 - 2 Group of colleagues
 - 3 My immediate manager or supervisor
 - 4 A more senior manager than my manager
 - 5 Someone I supervise or manage
 - 6 Client/ customer/ patient/ stakeholder
 - 7 Member of the public
 - 8 Other [Please describe—do not provide identifying names] _____
- Remember that the survey is **not** a way to make a formal complaint about bullying. To make a complaint about bullying, please contact [OIRWS to provide].
- 34 [Ask if q30=1,2 experienced or witnessed] Did you do any of the following in response to the bullying you experienced or witnessed? [Please select all that apply]
- 1 Confronted or discussed the matter with the perpetrator
 - 2 Had an informal discussion with my supervisor or someone else more senior than me
 - 3 Had an informal discussion with other colleagues
 - 4 Submitted a formal report within my organisation
 - 5 Submitted a formal report to a body outside my organisation
 - 6 [Show if q30=2, witnessed] Talked to the person who was bullied about the matter
 - 7 Other [Please specify—do not provide identifying names] _____

- 8 I chose not to take any action
- 35 [Ask if Q34=8, I chose not to take any action] Why did you choose not to take any further action in relation to the behaviour you experienced or witnessed? [Please select all that apply]
- 1 I didn't know what action to take
 - 2 I didn't know how to make a report
 - 3 I didn't think anything would happen if I made a report
 - 4 I was concerned I would be subject to detrimental or adverse action if I made a report
 - 5 I didn't think it was my responsibility to report it
 - 6 I thought someone else would report it
 - 7 Other [Please specify] _____
 - 8 Prefer not to say

Discrimination

Discrimination occurs when a person treats, or proposes to treat, a person unfavourably because of a personal characteristic or attribute.

- 36 During the last 12 months, in your current organisation, have you experienced or witnessed discrimination at work? [Please select all that apply]
- 1 Yes, personally experienced
 - 2 Yes, witnessed it happening to someone else
 - 3 No [Please go to question 42]
 - 4 Not sure [Please go to question 42]
- 37 [Ask if q36=1, personally experienced] For the discrimination you **personally experienced**, which of the following attribute(s) was the discrimination based on? [Please select all that apply]
- 1 Age
 - 2 Disability
 - 3 State of health
 - 4 Employment activity (e.g. performing reasonable workplace actions, or communicating concerns about accessing work entitlements)
 - 5 Employment status (part-time, contractor)
 - 6 Gender identity, sexual orientation, or lawful sexual activity
 - 7 Industrial and/or political activity
 - 8 Marital status
 - 9 Parent or carer status (including pregnancy and breastfeeding)
 - 10 Physical features
 - 11 Race
 - 12 Religious belief or activity

- 13 Sex
- 14 Personal association with someone who has any of the above attributes (whether as a relative or otherwise)
- 15 Other *[Please specify]* _____
- 38 *[Ask if q36=1, personally experienced]* What type of discrimination did you experience? *[Please select all that apply]*
- 1 Pay or conditions offered by employer
- 2 Opportunities for promotion
- 3 Opportunities for transfer/secondment
- 4 Opportunities for training
- 5 Employment security – threats of dismissal or termination
- 6 Access to leave
- 7 Other *[Please specify]* _____
- 39 *[Ask if q36=1, personally experienced]* Which of the following best describes the person(s) who discriminated against you? *[Please select all that apply]*
- 1 Colleague
- 2 Group of colleagues
- 3 My immediate manager or supervisor
- 4 A more senior manager than my manager
- 5 Someone I supervise or manage
- 6 Client/ customer/ patient/ stakeholder
- 7 Member of the public
- 8 Other *[Please describe—do not provide identifying names]* _____
- Remember the survey is **not** a way to make a formal complaint about discrimination. To make a complaint about discrimination, please contact *[OIRWS to provide]*.
- 40 *[Ask if q36=1,2, experienced or witnessed]* Did you do any of the following in response to the discrimination you experienced or witnessed? *[Please select all that apply]*
- 1 Confronted or discussed the matter with the perpetrator
- 2 Had an informal discussion with my supervisor or someone else more senior than me
- 3 Had an informal discussion with other colleagues
- 4 Submitted a formal report within my organisation
- 5 Submitted a formal report to a body outside my organisation
- 6 *[Show if q36=2, witnessed]* Talked to the person who was discriminated against about the matter
- 7 Other *[Please describe—do not provide identifying names]* _____
- 8 I chose not to take any action

41 [Ask if Q40=8, I chose not to take any action] Why did you choose not to take any further action in relation to the behaviour you experienced or witnessed? [Please select all that apply]

- 1 I didn't know what action to take
- 2 I didn't know how to make a report
- 3 I didn't think anything would happen if I made a report
- 4 I was concerned I would be subject to detrimental or adverse action if I made a report
- 5 I thought someone else would report it
- 6 Other [Please specify] _____
- 7 Prefer not to say

Sexual harassment

Caution: The following section contains questions that some employees may find distressing. Employee discretion is advised. If you wish to skip to the next section, please click [<hyperlink to Violence>](#).

Please be reminded that all responses to this survey, including these, are both **voluntary** and **confidential**. Individual responses will NOT be shared with leaders and managers in your organisation. Results will be provided in aggregate form, and only where there are more than 10 responses. If a response raises serious concerns about health, safety, wellbeing or impropriety, the Office of Industrial Relations and Workforce Strategy may be required by law to take appropriate steps to further address the matters raised; this may involve contacting the individual(s) concerned.

We appreciate that some people may feel concerned or upset during or after completing this survey. If you do feel upset, please contact:

- ◆ **Employee Assistance Program** on 1300 360 364 (available 24 hours, 7 days), or visit: www.benestar.com
- ◆ **Beyond Blue** on 1300 22 4636 (available 24 hours, 7 days), or visit: <https://www.beyondblue.org.au/>
- ◆ **Lifeline** on 13 11 14 (available 24 hours, 7 days), or visit: <https://www.lifeline.org.au/>

Sexual harassment involves non-consensual or unwelcome sexual behaviour that could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment may be physical, spoken or written and can be directed at, and perpetrated by, persons of any sex or gender. A single incident can constitute sexual harassment, as can a broader pattern of behaviour.

42 During the last 12 months in your current organisation, have you personally experienced or witnessed sexual harassment at work? [Please select all that apply]

- 1 Yes, personally experienced
- 2 Yes, witnessed it happening to someone else
- 3 No [Please go to question 47]
- 4 Not sure [Please go to question 47]

43 [Ask if q42=1, personally experienced] During the last 12 months in your current organisation, have you experienced any of the following behaviours at work? [Please select all that apply]

- 1 Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)
- 2 Intrusive questions about my private life or comments about my physical appearance
- 3 Unwelcome touching, hugging, cornering or kissing
- 4 Inappropriate physical contact (including momentary or brief physical contact)
- 5 Repeated or inappropriate invitations to go out on dates
- 6 Sexual gestures, indecent exposure or inappropriate display of the body
- 7 Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague
- 8 Sexually explicit email, SMS or electronic message
- 9 Request or pressure for sex or other sexual act
- 10 Sexually explicit pictures, posters or gifts that made me feel offended
- 11 Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc.)
- 12 Inappropriate staring or leering that made me feel intimidated
- 13 Any other unwelcome conduct of a sexual nature

44 [Ask if q42=1, personally experienced] For the behaviours you **personally experienced**, which of the following best describes the person(s) who behaved in that way? [Please select all that apply]

- 1 Colleague
- 2 Group of colleagues
- 3 My immediate manager or supervisor
- 4 A more senior manager than my manager
- 5 Someone I supervise or manage
- 6 Client/customer/patient/stakeholder
- 7 Member of the public
- 8 Other [Please describe—do not provide identifying names] _____

Remember the survey is **not** a way to make a formal complaint about sexual harassment. To make a complaint about sexual harassment, please contact [OIRWS to provide].

45 Did you do any of the following in response to the sexual harassment you experienced or witnessed? [Please select all that apply]

- 1 Confronted or discussed the matter with the perpetrator
- 2 Had an informal discussion with my supervisor or someone else more senior than me
- 3 Had an informal discussion with other colleagues
- 4 Submitted a formal report within my organisation

- 5 Submitted a formal report to a body outside my organisation
 - 6 [Show if q42=2, witnessed] Talked to the person who was sexually harassed against about the matter
 - 7 Other *[Please describe—do not provide identifying names]* _____
 - 8 I chose not to take any action
- 46 [Ask if Q45=9, I chose not to take any action] Why did you choose not to take any further action in relation to the behaviour you experienced or witnessed? *[Please select all that apply]*
- 1 I didn't know what action to take
 - 2 I didn't know how to make a report
 - 3 I didn't think anything would happen if I made a report
 - 4 I was concerned I would be subject to detrimental or adverse action if I made a report
 - 5 I thought someone else would report it
 - 6 Other *[Please specify]* _____
 - 7 Prefer not to say

Violence and aggression

Caution: The following section contains questions that some employees may find distressing. Employee discretion is advised. If you wish to skip to the next section, please click [<hyperlink to Corruption>](#).

Please be reminded that all responses to this survey, including these, are both **voluntary** and **confidential**. Individual responses will NOT be shared with leaders and managers in your organisation. Results will be provided in aggregate form, and only where there are more than 10 responses. If a response raises serious concerns about health, safety, wellbeing or impropriety, the Office of Industrial Relations and Workforce Strategy may be required by law to take appropriate steps to further address the matters raised; this may involve contacting the individual(s) concerned.

We appreciate that some people may feel concerned or upset during or after completing this survey. If you do feel upset, please contact:

- ◆ **Employee Assistance Program** on 1300 360 364 (available 24 hours, 7 days), or visit: www.benestar.com
- ◆ **Beyond Blue** on 1300 22 4636 (available 24 hours, 7 days), or visit: <https://www.beyondblue.org.au/>
- ◆ **Lifeline** on 13 11 14 (available 24 hours, 7 days), or visit: <https://www.lifeline.org.au/>

For the purposes of this survey, **violence and aggression** is when a person is abused, threatened or assaulted in a situation related to their work. It can come from anywhere – co-workers, clients, customers, or members of the public.

47 During the last 12 months in your current organisation, have you been subject to, or witnessed anyone else being subject to, aggression or violent behaviour at work? *[Please select all that apply]*

- 1 Yes, personally experienced aggression or violence
- 2 Yes, witnessed it happening to someone else
- 3 No *[Please go to question 52]*
- 4 Not sure *[Please go to question 52]*

48 *[Ask if q47=1, personally experienced]* What type of aggression or violence did you **personally** experience? *[Please select all that apply]*

- 1 Abusive language
- 2 Intimidating behaviour
- 3 Threats of violence
- 4 Damage to my property or work equipment
- 5 Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)
- 6 Stalking, including cyber-stalking
- 7 Other response *[Please specify]* _____

49 [Ask if q47=1, personally experienced] Which of the following best describes the person(s) who behaved in that way? [Please select all that apply]

- 1 Colleague
- 2 Group of colleagues
- 3 My immediate manager or supervisor
- 4 A more senior manager than my manager
- 5 Someone I supervise or manage
- 6 Client/customer/patient/stakeholder
- 7 Member of the public
- 8 Other response *[Please describe—do not identify individuals]* _____

Remember the survey is **not** a way to make a formal complaint about aggressive or violent behaviour. To make a complaint about such behaviour, please contact [OIRWS to provide].

50 [Ask if q47=1,2, experienced or witnessed] Did you do any of the following in response to the violence or aggression you experienced or witnessed? [Please select all that apply]

- 1 Confronted or discussed the matter with the perpetrator
- 2 Had an informal discussion with my supervisor or someone else more senior than me
- 3 Had an informal discussion with other colleagues
- 4 Submitted a formal report within my organisation
- 5 Submitted a report through Riskman
- 6 Submitted a formal report to a body outside my organisation
- 7 [Show if q47=2, witnessed] Talked to the person who was subject to the violence or aggression about the matter
- 8 Other *[Please describe—do not provide identifying names]* _____
- 9 I chose not to take any action

51 [Ask if Q50=9, I chose not to take any action] Why did you choose not to take any further action in relation to the behaviour you experienced or witnessed? [Please select all that apply]

- 1 I didn't know what action to take
- 2 I didn't know how to make a report
- 3 I didn't think anything would happen if I made a report
- 4 I was concerned I would be subject to detrimental or adverse action if I made a report
- 5 I thought someone else would report it
- 6 Other *[Please specify]* _____
- 7 Prefer not to say

Corruption

For the purposes of this survey, the following definition has been used:

Corruption: The dishonest or biased exercise of a public official's functions. A distinguishing characteristic of corrupt behaviour is that it involves conduct that would usually justify serious penalties, such as termination of employment or criminal prosecution.

The ACT Integrity Commission outlines the mandatory requirements for reporting corruption:
<https://www.integrity.act.gov.au>

52 Excluding behaviour reported to you as part of your duties, in the last 12 months have you witnessed anyone working in or for your organisation who was engaging in behaviour that you consider may be serious enough to be viewed as corruption?

- 1 Yes
- 2 No *[Please go to the next section]*
- 3 Not sure *[Please go to the next section]*
- 4 Would prefer not to answer *[Please go to the next section]*

53 Which of the following best describes the corrupt behaviours you witnessed? *[Please select all that apply]*

- 1 Bribery, domestic and foreign – obtaining, offering or soliciting secret commissions, kickbacks or gratuities
- 2 Fraud, forgery or embezzlement
- 3 Theft or misappropriation of official assets
- 4 Nepotism – preferential treatment of family members, such as by giving them jobs
- 5 Cronyism – preferential treatment of friends, such as appointing them to positions without proper regard to merit
- 6 Acting (or failing to act) in the presence of an undisclosed conflict of interest
- 7 Unlawful access to and/or disclosure of government information
- 8 Blackmail
- 9 Perverting the course of justice
- 10 Colluding, conspiring with or harbouring, criminals
- 11 Insider trading
- 12 Green-lighting (i.e. the practice of making decisions that unfairly favour, or disadvantage, a person or company)
- 13 Fraudulently obtaining or retaining employment or appointment as a public official
- 14 Other *[Please specify]* _____

54 Did you do any of the following in response to the incident you witnessed? [Please select all that apply]

- 1 Confronted or discussed the matter with the perpetrator
- 2 Had an informal discussion with my supervisor or someone else more senior than me
- 3 Had an informal discussion with other colleagues
- 4 Submitted a formal report within my organisation
- 5 Submitted a formal report to the ACT Integrity Commission
- 6 Submitted a formal report to an entity outside of my organisation (other than the ACT Integrity Commission)
- 7 Other [Please describe—do not provide identifying names] _____
- 8 I chose not to take any action

55 [Ask if Q54=8, I chose not to take any action] Why did you choose not to take any further action in relation to the behaviour you witnessed? [Please select all that apply]

- 1 I didn't know what action to take
- 2 I didn't know how to make a report
- 3 I didn't think anything would happen if I made a report
- 4 I was concerned I would be subject to detrimental or adverse action if I made a report
- 5 I thought someone else would report it
- 6 Other [Please specify] _____
- 7 Prefer not to say

Note that the survey is **not** a way to report specific instances of suspected corruption. If you want to make such a report, please review the ACT Integrity Commission's mandatory requirements for reporting corruption: <https://www.integrity.act.gov.au>.

K. Working with customers/clients

56 Have you had direct dealings with any **customers or clients** in the last 12 months? *[Please select all that apply]*

- 1 Yes, customers/clients within my organisation
- 2 Yes, customers/clients elsewhere within the ACT public service
- 3 Yes, customers/clients from the public
- 4 No *[Please go to next section]*

57 Please rate your level of agreement with the following statements taking into account your experiences in delivering services to customers/clients in the last 12 months.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a I received appropriate training to meet my customer/client service responsibilities	1	2	3	4	5	6
b I am able to deliver services to customer/clients in a timely manner	1	2	3	4	5	6
c My workgroup has good working relationships with our customer/clients	1	2	3	4	5	6
d My workgroup uses feedback from our customer/clients to improve the services we deliver	1	2	3	4	5	6
e My workgroup is committed to providing excellent customer/client service	1	2	3	4	5	6

L. Overall impressions

58 Please rate your level of agreement with the following statements regarding aspects of your organisation's working environment.

	Strongly agree	Agree	Neither agree not disagree	Disagree	Strongly disagree	Don't know/ Not applicable
a I feel a strong personal attachment to my organisation	1	2	3	4	5	6
b I am proud to work in my organisation	1	2	3	4	5	6
c I would recommend my organisation as a good place to work	1	2	3	4	5	6
d I believe strongly in the purpose and objectives of my organisation	1	2	3	4	5	6
e My organisation supports and actively promotes a safe and inclusive workplace culture	1	2	3	4	5	6
f I work beyond what is required in my job to help my organisation achieve its objectives	1	2	3	4	5	6
g When someone praises the accomplishments of my organisation, it feels like a personal compliment to me	1	2	3	4	5	6
h My organisation really inspires me to do my best work every day	1	2	3	4	5	6

59 If you have an additional, overall comment to make about your organisation, please provide this comment below.

Positive comments: _____

Suggestions for improvement: _____

M. Tailored questions (<Directorate>)

[Hide page if Directorate/Entity not included]

N. About you

The ACTPS Survey gathers information from across our workforce. We ask you to tell us about yourself so that we can understand more about your experience at work. When we analyse all the survey responses, this information lets us compare the experiences of people with similar attributes, such as their age or gender, to see if there are any patterns or common experiences. The better we understand the range of experiences our staff have in the workplace, the better we can make positive change for the future so it's important to answer as many questions in this section as you are comfortable with.

Remember that your survey responses are confidential. Results will not be reported or shared with leaders and managers in your organisation if there are fewer than 10 responses, so no individual will be identified in the survey results. You can find out more about how your information is handled by reading the ACTPS Employee Survey Privacy Notice [\[hyperlink to notice\]](#).

Your work role

60 How long have you been employed in your current Directorate?

- 1 Less than 1 year
- 2 1 to less than 2 years
- 3 2 to less than 5 years
- 4 5 to less than 10 years
- 5 10 years or more

61 How long have you been working in your current role?

- 1 Less than 1 year
- 2 1 to less than 2 years
- 3 2 to less than 5 years
- 4 5 to less than 10 years
- 5 10 years or more

62 On what basis are you employed?

- 1 Permanent full-time
- 2 Temporary full-time
- 3 Permanent part-time
- 4 Temporary part-time
- 5 Casual
- 6 Contractor *[Please go to question 66]*
- 7 Other

63 **[Hide question if Directorate/Entity not included]** In which **division** are you currently based?

- 1 **[Organisation-specific list]**

64 [Hide question if Directorate/Entity not included] In which **branch** are you currently based?

1 [Organisation-specific list—limited based on q63.1]

2 Include branch breakdowns where reportable (e.g. Shared Services, TCCS)

65 [Hide question if Directorate/Entity not included] What is your classification group?

1 [Organisation-specific list]

Personal characteristics

66 What is your gender?

1 Man or Male

2 Woman or Female

3 Non-binary

4 I use a different term *[Please specify]* _____

5 Prefer not to say

67 Which of the following age groups do you fit into?

1 Under 29 years

2 30 to 39 years

3 40 to 49 years

4 50 to 59 years

5 60 years or older

68 Do any of the following apply to you? *[Please select all that apply]*

1 I identify as an Aboriginal and/or Torres Strait Islander person

2 I identify as LGBTIQ+

3 I identify as a person with disability *[Refers to an individual with long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others]*

4 I am a carer *[Refers to a person who provides unpaid care to another person who has a disability, a mental illness, an ongoing medical condition, is aged and frail, or is a child or young person under foster or kinship care. This excludes caring for your own children.]*

5 I have family or other caring responsibilities not included in the legal definition of a carer (i.e. for my children)

6 I come from a non-English speaking background

7 I am a former member of the Australian Defence Force (ADF)

8 None of the above

9 Prefer not to say

Your cultural background is the cultural/ethnic group(s) to which you feel you belong or identify. This background may be the same as your parents, grandparents, or your heritage, or it may be the country you were born in or have spent a great amount of time in, or you feel more closely tied to.

- 69 How would you describe your cultural background? [Please select up to five options] Auto-complete list. Prefer to only allow options from this list, but need to account for other not listed. When one complete, activate next textbox.

1 Prefer not to say

- 70 Apart from English, in which language(s) do you have conversations about everyday matters? [Please select up to five options] Auto-complete list. Prefer to only allow options from this list, but need to account for other not listed. When one complete, activate next textbox.

1 Prefer not to say