

people matter



**NSW Public Sector
Employee Survey**

Welcome to the 2019 People Matter Employee Survey

This survey provides an important opportunity for almost 400,000 employees in NSW to have a say about their workplace and to help make your workplace a better place to work.

It goes to approximately 100 organisations providing a wide range of essential services to the citizens of NSW, including health, education, transport, justice, family support, finance, planning, the environment, industry, and many other areas.

The survey is your opportunity to communicate directly with your leadership team. It will ask you about your own work as well as your experiences of working with your team, manager, and organisation.

You are asked to be thoughtful, honest, and candid when completing this survey. The survey is completely confidential and is being managed by ORC International, an independent research organisation. Individual answers will not be seen by supervisors, managers, or your organisation. The results are merged together, not reported individually. Where people work in small teams, the results are merged with larger teams.

Your organisation will receive reports that summarise the responses from their employees. The results will be used by organisations to identify areas of good practice and to make improvements where needed, using the evidence from this survey to enact local-level changes and help make the NSW public sector a better place to work for everyone.

Your participation in this survey is important and we thank you for your assistance.

Privacy and Collection Statement: NSW People Matter Employee Survey 2019**What kind of personal information is collected and held?**

The survey collects the attitudes and opinions of all public sector employees in New South Wales on a range of topics.

Who is collecting this data and how is it stored?

Information is collected by an independent external research consultancy: ORC International. ORC International is a member of the Association of Market and Social Research Organisations (AMSRO) and adheres to the Privacy Code (2014). The code sets out how the Australian Privacy Principles (APPs) in the Privacy Act are to be applied and complied with in relation to the collection, retention, use, disclosure, and destruction of personal information. ORC International's data management systems and security policy are ISO 27001 (Information Security Management System) certified. For further information on how ORC International stores personal data, see <https://enginegroup.com/apac/additional-rights-for-research-participants-in-australia/>

Will my answers remain confidential? How is the information used and disclosed?

Your responses will remain confidential unless disclosure of the information is required or authorised by or under an Australian law or a court/tribunal order.

ORC International will provide the NSW Public Service Commission with de-identified data for the purposes of reporting and analysis. Individual responses are always confidential and there is no way to trace an individual from their responses to this survey. There are strict limits on the size of workgroups and demographic groups that can be reported. No reports will be produced with individual responses.

These reports will be provided to NSW public sector organisations to help inform internal management decisions. Data may be used for research purposes in the future. No data will be provided that allows the identification of any individual.

The survey is co-ordinated by the NSW Public Service Commission working in collaboration with approximately 100 organisations. The Commission adheres to NSW privacy legislation and the PSC privacy codes of practice (The Privacy and Personal Information Protection Act 1998, the Health Records and Information Privacy Act 2002, the Privacy Code of Practice for the Public Service Commission and the Health Privacy Code of Practice for the Public Service Commission).

1. Your Role

How strongly do you agree or disagree with the following statements?
(please select **one** option only for each question)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1a I understand what is expected of me to do well in my role	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
1b I am provided with the support I need to do my best at work	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
1c My job gives me a feeling of personal accomplishment	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
1d I feel motivated to contribute more than what is normally required at work	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
1e I am satisfied with my job	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
1f I am able to keep my work stress at an acceptable level	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
1g I know how to address a health and safety issue I have identified	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

By **'risk'** we mean the effect of uncertainty in delivering essential work. Risk can relate to many things in the workplace, and may include delivery of services/programs/projects/policies, care of clients/patients/students, health and safety for employees, financial cost, critical deadlines, procurement, legal matters, information and technology security, organisation or government reputation and any other aspects in carrying out your work.

1h I am comfortable notifying my manager if I become aware of any risks at work	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
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By **'wellbeing'**, we mean satisfaction with your life as a whole. Think about how happy, healthy, and fulfilled you are in work and life.

By **'contribution'**, we mean the quality, value and impact of your work and the progress you are making on things that are important.

Please rate the following statement on a scale of 0-10
(select **one** option only)

Not at all satisfactory

Completely satisfactory

1i In general, my sense of wellbeing is...	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀
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Please rate the following statement on a scale of 0-10
(select **one** option only)

Not at all fulfilled

Completely fulfilled

1j I find my life at work fulfilling	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀
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Please rate the following statement on a scale of 0-10
(select **one** option only)

Not at all confident

Completely confident

1k I am confident that I am contributing my best at work	<input type="checkbox"/> ₀	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆	<input type="checkbox"/> ₇	<input type="checkbox"/> ₈	<input type="checkbox"/> ₉	<input type="checkbox"/> ₁₀
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2. Your Workgroup

By **'workgroup'** we mean your immediate team. By **'customer/client'** we mean the people that you or your organisation provide a service to. This may be the general community if you are in a public facing role, for example students at a school or patients at a hospital. It might be an internal customer in your organisation that you provide information or services to.

How strongly do you agree or disagree with the following statements?
(please select **one** option only for each question)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
2a My workgroup strives to achieve customer/client satisfaction	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2b My workgroup works collaboratively to achieve its objectives	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2c I receive help and support from other members of my workgroup	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2d There is good team spirit in my workgroup	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2e People in my workgroup treat each other with respect	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

3. Your Performance and Development

Select either 'Yes' or 'No' to the following statements
(please select **one** option only for each question)

		Yes	No
3a	I have a current performance and development plan that sets out my individual objectives	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
3b	I have informal feedback conversations with my manager	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
3c	I have scheduled feedback conversations with my manager	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

How strongly do you agree or disagree with the following statements?
(please select **one** option only for each question)

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
3d	In the last 12 months I received useful feedback on my work to enable me to deliver required results	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
3e	My performance is assessed against clear criteria	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
3f	I have received appropriate training and development to do my job well	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
3g	I am satisfied with the opportunities available for career development in my organisation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Select either 'Yes' or 'No' to the following statement
(please select **one** option only)

		Yes	No
3h	Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂

3i Are there barriers preventing you from moving to another role? If so, what are they? (select all that apply):

- | | | | | | |
|---|--|---|--|---|---------------------------------------|
| There are no major barriers to my career progression | <input type="checkbox"/> ₁ | Lack of visible opportunities | <input type="checkbox"/> ₂ | Lack of promotion opportunities | <input type="checkbox"/> ₃ |
| Lack of support from my manager / supervisor | <input type="checkbox"/> ₄ | Geographic location considerations | <input type="checkbox"/> ₅ | Personal / family considerations | <input type="checkbox"/> ₆ |
| Insufficient training and development | <input type="checkbox"/> ₇ | Lack of required capabilities or experience | <input type="checkbox"/> ₈ | Lack of support for temporary assignments/secondments | <input type="checkbox"/> ₉ |
| The application/recruitment process is too cumbersome or time consuming | <input type="checkbox"/> ₁₀ | Other | <input type="checkbox"/> ₁₁ | | |

4. Pay

How strongly do you agree or disagree with the following statement?
(please select **one** option only)

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
4a	I am paid fairly for the work I do	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

5. Your Manager

By '**Manager**' we mean the person in your immediate workgroup, team or project to whom you report on a daily basis. If you work for more than one team, please think of the manager/supervisor/team leader with whom you work most frequently.

5a	My manager encourages people in my workgroup to keep improving the work they do	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5b	My manager listens to what I have to say	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5c	My manager communicates effectively with me	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5d	My manager encourages and values employee input	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5e	My manager involves my workgroup in decisions about our work	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

How strongly do you agree or disagree with the following statements? (please select <u>one</u> option only for each question)		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
5f	I have confidence in the decisions my manager makes	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5g	My manager provides acknowledgement or other recognition for the work I do	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
5h	My manager deals appropriately with employees who perform poorly	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

6. Senior Managers

By **'Senior Managers'** we mean a group of senior managers in your organisation, not an individual manager.

For example, the Executive team, the Secretary and their Deputies, the Chief Executive and their team, Executive Directors, General Managers, Operational Managers, the managers above your manager, Directors Educational Leadership public schools, Local Health District/Network Executives including Directors and hospital Division Managers.

6a	I believe senior managers provide clear direction for the future of the organisation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
6b	I feel that senior managers effectively lead and manage change	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
6c	I feel that senior managers model the values of my organisation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

By **'Innovation'** we mean a person or organisation committed to continuous improvement by creating new and better products, processes, services, technologies or ideas.

6d	Senior managers encourage innovation by employees	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
6e	Senior managers promote collaboration between my organisation and other organisations we work with	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
6f	Senior managers communicate the importance of customers/clients in achieving our business objectives	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
6g	I feel that senior managers keep employees informed about what's going on	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
6h	I feel that senior managers listen to employees	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
6i	Senior managers in my organisation support the career advancement of women	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

7. Your Organisation

7a	My organisation focuses on improving the work we do	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
7b	My organisation is making the necessary improvements to meet our future challenges	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
7c	I feel that change is managed well in my organisation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
7d	There is good co-operation between teams across our organisation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
7e	People in my organisation take responsibility for their own actions	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
7f	My organisation is committed to developing its employees	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
7g	I have confidence in the way recruitment decisions are made	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
7h	My organisation generally selects capable people to do the job	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
7i	I would recommend my organisation as a great place to work	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
7j	I am proud to tell others I work for my organisation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
7k	I feel a strong personal attachment to my organisation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

How strongly do you agree or disagree with the following statements? (please select one option only for each question)		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
7l	My organisation motivates me to help it achieve its objectives	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
7m	My organisation inspires me to do the best in my job	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

8. Diversity and Inclusion

8a	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
8b	Personal background is not a barrier to success in my organisation (e.g. cultural background, age, disability, sexual orientation, gender etc.)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
8c	I am able to speak up and share a different view to my colleagues and manager	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

'Flexible working arrangements' allow employees to change their working arrangements in a way that suits them and the business. This may include flexible hours of work, patterns of work, locations of work, or other arrangements. Q16i has specific examples.

(please select one option only)		Very satisfied	Satisfied	Neither satisfied or unsatisfied	Unsatisfied	Very unsatisfied
8d	How satisfied are you with your ability to access and use flexible working arrangements?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

How strongly do you agree or disagree with the following statement? (please select one option only)		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
8e	My manager supports flexible working in my team	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

9. Open Comments

9 If you could change one thing to improve the effectiveness of your workplace, what would it be?

10. Action about Survey Results

How strongly do you agree or disagree with the following statement? (please select one option only)		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
10a	I believe action will be taken on the results from this survey by my organisation	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

11. Workplace Conduct

By **'grievance'** we mean any type of problem, concern, dispute or complaint related to work or the work environment which cannot be resolved through normal staff/management communication.

11a	I have confidence in the ways my organisation resolves grievances	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
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12. Unacceptable Conduct

Select either 'Yes', 'No' or 'Don't Know' to the following statements
(please select **one** option only for each question)

Yes No Don't Know

'Misconduct/wrongdoing' is behaviour that is unethical or illegal, that breaches your organisation's code of conduct, or that compromises your duties.

12a In the last 12 months I have witnessed misconduct/wrongdoing at work.
(If no, please skip to Q13a) ₁ ₂ ₃

12b If yes to Q12a, have you reported the misconduct/wrongdoing you witnessed in the last 12 months? ₁ ₂ ₃

WORKPLACE BULLYING is **repeated and unreasonable behaviour** directed towards a worker or a group of workers that **creates a risk to health and safety**. Bullying can be: intentional or unintentional; overt or covert; active or passive. Bullying behaviours include actions such as shouting and non-action such as not passing on information necessary for doing a job. Bullying should not be confused with legitimate feedback (including negative comments) given to staff on their work performance or work-related behaviour; or other legitimate management decisions and actions undertaken in a reasonable and respectful way.

13a In the last 12 months I have witnessed bullying at work ₁ ₂ ₃

13b In the last 12 months I have been subjected to bullying at work
(If no, please skip to Q14a Physical harm and sexual harassment or abuse) ₁ ₂ ₃

You may have been the subject of bullying from more than one person. However for the following questions please answer only about one person who was the source of the **most serious** bullying.

13c Please indicate the role of the person who has been the source of the **most serious** bullying you have been subjected to in the last 12 months. (Please select one option only)

A senior manager ₁ Your immediate manager / supervisor ₂ A fellow worker at your level ₃ A subordinate ₄
A client or customer ₅ A member of the public other than a client or customer ₆ Other ₇ Prefer not to say ₈

Please provide the frequency per behaviour **in the last 12 months**
(please select **one** option only for **each** of the following behaviours)

Never Once Twice 3-5 times More than 5 times

13d Over the last 12 months, how frequently did this person engage in the following **repeated and unreasonable** behaviours:

1 Withheld information from you that is vital for effective work performance ₁ ₂ ₃ ₄ ₅

2 Gave you unjustified criticisms or complaints ₁ ₂ ₃ ₄ ₅

3 Deliberately excluded you from workplace activities or opportunities ₁ ₂ ₃ ₄ ₅

4 Spread misinformation or malicious rumours about you ₁ ₂ ₃ ₄ ₅

5 Directed abusive, insulting or offensive language at you ₁ ₂ ₃ ₄ ₅

6 Shouted or expressed anger towards you ₁ ₂ ₃ ₄ ₅

7 Sent offensive phone, text, email, written, online messages to you or to others about you ₁ ₂ ₃ ₄ ₅

8 Threatened you with job loss or restricted job opportunities ₁ ₂ ₃ ₄ ₅

9 Repeatedly hassled you or gave you unwanted attention ₁ ₂ ₃ ₄ ₅

10 Other ₁ ₂ ₃ ₄ ₅

Select either 'Yes' or 'No' to the following statements (please select one option only for each question)		Yes	No	Don't Know	The complaint is still being processed
13e	Have you submitted a formal complaint regarding the bullying you were subjected to in the last 12 months? (If 'yes' please go to Q13f, if 'no' please go to Q13g)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂		
13f	If yes to Q13e, was your complaint resolved to your satisfaction?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂		<input type="checkbox"/> ₃
13g	Did the bullying you experienced cause you to take sick leave?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂		
13h	Did the bullying you experienced cause you to make a workers' compensation claim?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂		

Physical harm and/or sexual harassment or abuse

14a	In the last 12 months I have been subjected to physical harm and/or sexual harassment or abuse at work (If no, please skip to Q15a. Demographics)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
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You may have been the subject of physical harm and/or sexual harassment or abuse from more than one person. However for the following questions please answer only about one person who was the source of the **most serious** physical harm and/or sexual harassment or abuse.

14b	If yes to Q14a, please indicate the role of the person who has been the source of the most serious physical harm and/or sexual harassment or abuse you have been subjected to in the last 12 months. (Please select one option only)				
	A person at work <input type="checkbox"/> ₁	A member of the public <input type="checkbox"/> ₂	Other <input type="checkbox"/> ₃	Prefer not to say <input type="checkbox"/> ₄	

Please provide the frequency per behaviour in the last 12 months (please select one option only for each of the following behaviours)		Never	Once	Twice	3-5 times	More than 5 times
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14c	Over the last 12 months, how frequently did this person engage in the following behaviours:					
1	Threatened you with physical harm	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
2	Physically harmed you	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
3	Sexually harassed or abused you	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

Select either 'Yes' or 'No' to the following statement (please select one option only)		Yes	No
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14d	Have you submitted a formal complaint regarding the incident/s you were subjected to in the last 12 months?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂
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15. Demographics – About You

By you completing the following information we are able to determine how reflective all of the survey responses are of different groups of employees which will assist your organisation to take action on the results.

These results **CANNOT** identify individual respondents because the responses of all employees are merged together, not reported individually, and there are strict limits on the size of groups that can be reported.

15a	Gender	Male <input type="checkbox"/> ₁	Female <input type="checkbox"/> ₂	Other <input type="checkbox"/> ₃								
15b	Age	15 - 19 <input type="checkbox"/> ₁	20 – 24 <input type="checkbox"/> ₂	25 -29 <input type="checkbox"/> ₃	30 – 34 <input type="checkbox"/> ₄	35 - 39 <input type="checkbox"/> ₅	40 - 44 <input type="checkbox"/> ₆	45 - 49 <input type="checkbox"/> ₇	50 - 54 <input type="checkbox"/> ₈	55 - 59 <input type="checkbox"/> ₉	60 - 64 <input type="checkbox"/> ₁₀	65+ <input type="checkbox"/> ₁₁
15c	Do you speak a language other than English at home?	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	Prefer not to say <input type="checkbox"/> ₃								
15d	Are you of Aboriginal and/or Torres Strait Islander origin? (A person of Aboriginal and/or Torres Strait Islander origin identifies as such and is accepted as such by the community with which he or she is associated)	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	Prefer not to say <input type="checkbox"/> ₃								
15e	Do you have a disability? (Disability includes a long-term physical, psychiatric, intellectual or sensory condition that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others.)	Yes <input type="checkbox"/> ₁	No <input type="checkbox"/> ₂	Prefer not to say <input type="checkbox"/> ₃								

15f	Do you have a disability and/or health condition that impacts on your ability to participate fully and independently in the workplace?	Yes	<input type="checkbox"/> ₁	No (Go to Q15j)	<input type="checkbox"/> ₂	Prefer not to say (Go to Q15j)	<input type="checkbox"/> ₃	
15g	If yes to Q15f, are adjustments required to your work situation to enable full and independent participation?	Yes	<input type="checkbox"/> ₁	No (Go to Q15j)	<input type="checkbox"/> ₂	Prefer not to say (Go to Q15j)	<input type="checkbox"/> ₃	
15h	If yes to Q15g, what was your experience of the adjustment?	Satisfactory (Go to 15j)	<input type="checkbox"/> ₁	Unsatisfactory (Go to Q15i)	<input type="checkbox"/> ₂	Incomplete (Go to Q15i)	<input type="checkbox"/> ₃	
15i	Why was your adjustment unsatisfactory or incomplete? (Select all that apply)							
	It took too long	<input type="checkbox"/> ₁	Assessment failed to address all the issues	<input type="checkbox"/> ₂	Adjustment failed over time	<input type="checkbox"/> ₃	There was no process to review the adjustment once in place	<input type="checkbox"/> ₄
	Digital technology could not be made accessible	<input type="checkbox"/> ₅	The physical workplace could not be made accessible	<input type="checkbox"/> ₆	Adjustment did not achieve full and independent access	<input type="checkbox"/> ₇	Adjustment cost too high (deemed unreasonable)	<input type="checkbox"/> ₈
	Currently waiting for adjustment to commence	<input type="checkbox"/> ₉						
15j	In the last 12 months, have you been told by a doctor that you have a mental health problem that has required you to have treatment or support?	Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂	Prefer not to say	<input type="checkbox"/> ₃	
15k	Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?	Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂	Prefer not to say	<input type="checkbox"/> ₃	
15l	Have you ever been a serving full-time member of the Australian Defence Force, or a reservist on fulltime continuous service?	Yes (Go to Q15m)	<input type="checkbox"/> ₁	No (Go to Q15n)	<input type="checkbox"/> ₂	Prefer not to say (Go to Q15n)	<input type="checkbox"/> ₃	
15m	If yes to Q15l, have you been working in the NSW Public Sector for less than 12 months?	Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂	Prefer not to say	<input type="checkbox"/> ₃	
15n	Do you provide care for a child outside of work?	Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂	Prefer not to say	<input type="checkbox"/> ₃	
15o	Do you provide care outside of work for a child or adult who needs support due to disability, chronic illness, mental illness, dementia or frail age?	Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂	Prefer not to say	<input type="checkbox"/> ₃	

15p	What is the highest level of formal education you have completed?							
	Doctorate Degree level	<input type="checkbox"/> ₁	Master Degree level	<input type="checkbox"/> ₂	Graduate Diploma or Graduate Certificate level	<input type="checkbox"/> ₃	Bachelor Degree level	<input type="checkbox"/> ₄
	Advanced Diploma or Diploma level	<input type="checkbox"/> ₅	Certificate level, including trade	<input type="checkbox"/> ₆	HSC or equivalent	<input type="checkbox"/> ₇	Less than year 12 or equivalent	<input type="checkbox"/> ₈

16. Demographics – About Your Job

16a	Which one of the following best describes the type of work you do? (select only one option) (If you supervise or manage employees, please indicate the type of work done by people within the area you manage)						
	Service delivery involving direct contact with the general public (e.g. teaching, nursing, policing, shopfront/counter service) (If selected, go to Q16b)	<input type="checkbox"/> ₁	Other service delivery work (work that does not involve contact with the public, but it is critical to the delivery of a service, e.g. maintenance, technical support, catering, cleaning/laundry) (If selected, go to Q16c)	<input type="checkbox"/> ₂	Administrative support (e.g. executive/personal assistant, receptionist) (If selected, go to Q16c)	<input type="checkbox"/> ₃	
	Corporate services (e.g. HR, finance, IT, ministerial or parliamentary processes) (If selected, go to Q16c)	<input type="checkbox"/> ₄	Policy (If selected, go to Q16c)	<input type="checkbox"/> ₅	Research (If selected, go to Q16c)	<input type="checkbox"/> ₆	
	Program and project management support (If selected, go to Q16c)	<input type="checkbox"/> ₇	Legal (including developing and/or reviewing legislation) (If selected, go to Q16c)	<input type="checkbox"/> ₈	Other (If selected, go to Q16c)	<input type="checkbox"/> ₉	

16b If you answered 'Service delivery' to the previous question, how do you deliver service? (select all that apply)

Service delivery to clients over the counter _1 Service delivery to clients over the telephone _2 Service delivery to clients in non-office workplaces (e.g. hospital, classroom, laboratory, transport, homes, outdoors) _3

16c Do you directly supervise the work of one or more employees? Yes _1 No _2

16d Do you manage other managers? Yes _1 No _2

16e What is the suburb or town of your current workplace?
(If you work in more than one location, or work from home, write your main service or office location. If you work outside NSW or overseas write 'Outside NSW')

16f What is your current employment status? (select only one option)

Senior Executive (ongoing/permanent or term) _1 Ongoing/Permanent (other than senior executive) _2 Temporary (including temporary teachers and graduates) _3 Casual _4
 Contract – Non-Executive (staff employed directly by the organisation on the basis of individual contracts) _5 Labour hire (staff employed by an external supplier- e.g. recruitment agency, generally for a limited term) _6 Other (sessional/ seasonal, trainee, apprentice, retained staff etc.) _7 Don't know _8

16g What is your gross annual salary (non-executive) or total annual remuneration package (executive)?
Convert to full-time equivalent if you work part-time.

Less than \$44,646 _1 \$44,646 - \$52,455 _2 \$52,456- \$63,198 _3 \$63,199 - \$70,651 _4
 \$70,652 - \$83,402 _5 \$83,403 - \$94,781 _6 \$94,782 - \$108,043 _7 \$108,044 - \$124,964 _8
 \$124,965 - \$144,520 _9 \$144,521 - \$161,706 _10 \$161,707 - \$187,899 _11 \$187,900 - \$268,000 _12
 \$268,001 - \$337,100 _13 \$337,101 or more _14 Prefer not to say _15

16h Do you work full-time or part-time?
(Full-time refers to employees usually working 35-38 hours or more per week) Full Time _1 Part Time _2

16i Have you used any of the following flexible work arrangements in the past 12 months (select all that apply):

Flexible start and finish times _1 Working more hours over fewer days _2 Working additional hours to make up for time off _3 Flexible scheduling for rostered workers _4 Part-time work _5
 Job sharing _6 Working from different locations _7 Working from home _8 Purchasing annual leave _9 Leave without pay _10
 Study leave _11 Other _12 None of the above _13

(Please select **one** option only for the following statements)

	Less than 1 year	1 – 2 years	2 – 5 years	5 – 10 years	10 – 20 years	More than 20 years
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16j How many years have you been employed in your current role? _1 _2 _3 _4 _5 _6

16k How many years have you been employed in your current organisation? _1 _2 _3 _4 _5 _6

(Please select one option only for the following statements)		Less than 1 year	1 – 2 years	2 – 5 years	5 – 10 years	10 – 20 years	More than 20 years			
16l	How many years have you been working in the NSW Public Sector?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆			
16m	How long do you think you will continue to work in your current organisation?	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆			
16n	How long do you think you will continue to work in the NSW Public Sector (including other agencies beyond the organisation you currently work for)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆			
16o	Where were you employed prior to working in your current organisation? (Select only one option)									
	Private sector	<input type="checkbox"/> ₁	Not for profit/community sector	<input type="checkbox"/> ₂	Local government	<input type="checkbox"/> ₃	Other NSW Public Sector agency	<input type="checkbox"/> ₄	Other Public Sector employer (State other than NSW, Federal)	<input type="checkbox"/> ₅
	Self employed	<input type="checkbox"/> ₆	NSW Public Sector is the first place of employment	<input type="checkbox"/> ₇	Not employed	<input type="checkbox"/> ₈	Other	<input type="checkbox"/> ₉		