Australian Government

Australian Public Service Commission

2012 State of the Service Employee Census

May 2012

INTRODUCTION

What is the purpose of this census?
The Australian Public Service Commission (the Commission) conducts an annual survey of Australian Public Service (APS) employees for its State of the Service report. If you would like to see how employee survey results have been used in previous reports please go to **www.apsc.gov.au/stateoftheservice/**

This is the first time the Commission is undertaking a census of all APS employees. The census will provide important data on employee attitudes to working conditions in the APS, including work-life balance, leadership, job satisfaction, recruitment and retention. It gives you the opportunity to comment on various aspects of your experience working in the APS and your agency.

The census data will be vital in helping the Public Service Commissioner evaluate the state of the APS. It will provide more robust data at an agency level for small demographic groups. Census data may be used for research purposes in the future. Any such data is only made available in a collated format so that identification of individuals is not possible.

Who is conducting the census?
The Commission has engaged ORC International (www.orcinternational.com.au) to conduct this census on its behalf.

How long will the census take?
This census should take around 30-40 minutes to complete (depending on the number of comments you make). Please take the time to complete the survey as your contribution is important.

Will my answers be confidential?
Your responses will be completely confidential. All data and information collected from the census will be stored in accordance with the *Privacy Act 1988*.

ORC International, an external firm of consultants, will analyse your completed census. No APS employee will be shown any completed census and no individual's name will be associated with any of the results.

How was I identified to participate?
You were identified from the APS Employment Database (APSED) to participate in the census. Employment data, including details such as sex and date of birth, is supplied to APSED from the human resource systems of APS agencies. Only ORC International will be able to link your census response with other personal information contained in APSED.

What happens after I take part in the census?
ORC International will collate and provide the de-identified results to the Commission for analysis in the State of the Service Report 2011–12. The report will be available on the Commission's website at www.apsc.gov.au from early December 2012.

The Commission intends to give agencies with 100 or more APS employees a copy of their individual agency's results of the census. However, these results will not include data where the identification of individuals may be possible. Agencies with less than 100 employees will receive a modified report. Comment data is not provided to individual agencies.

Who can I ask for further information?
If you have any queries on completing this census, please contact ORC International on 2012survey@stateoftheservice.com

INSTRUCTIONS ON HOW TO COMPLETE THIS CENSUS

1. Please read each question carefully.

2. A number of different scales have been used throughout the census. Where there is a scale in response to the question, please select the option that represents the answer you want to give. For example, if you think that the weather outside today has been good, you would select the circle 'good' as below.

	Very Good	**Good**	**Average**	**Poor**	**Very Poor**
How would you rate the weather outside today?	○1	◉2	○3	○4	○5

3. **Unless stipulated, please answer in relation to <u>your current agency</u> even if you have worked in more than one agency during the last 12 months**.

4. There are some open-ended questions in the census where you can elaborate or comment on specific issues.

When is this census due?
The census should be completed and submitted **by Friday 1 June 2012**.

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A. ABOUT YOU

Please note that your survey responses are confidential. All data and information collected from the survey will be stored in accordance with the *Privacy Act 1988*.

1. Where is your workplace?

   O1 Australian Capital Territory
   O2 New South Wales
   O3 Victoria
   O4 Queensland
   O5 South Australia
   O6 Western Australia
   O7 Tasmania
   O8 Northern Territory
   O9 Outside Australia

2. What is your substantive classification level?
   [This is the classification level you have either been engaged at, or were last promoted to. It does not mean the level you may be acting in, or temporarily performing at.]

   O1 Trainee/Apprentice
   O2 Graduate APS (including Cadets)
   O3 APS 1 – 2 (or equivalent)
   O4 APS 3 – 4 (or equivalent)
   O5 APS 5 – 6 (or equivalent)
   O6 Executive Level 1 (or equivalent)
   O7 Executive Level 2 (or equivalent)
   O8 Senior Executive Service Band 1 (or equivalent)
   O9 Senior Executive Service Band 2 or 3 (or equivalent)

If you are unsure of how your classification translates to the APS standard classifications and you are unable to ask someone in your agency, please call Marie Rowles at the Australian Public Service Commission between 8:30 am and 4:00 pm Eastern Standard Time on (02) 6202 3843 before completing the survey.

3. What is your **total** length of service in **the APS**?
   [Please include all periods of service in the APS]

   O1 Less than 1 year
   O2 1 to less than 5 years
   O3 5 to less than 10 years
   O4 10 to less than 15 years
   O5 15 to less than 20 years
   O6 20 years or more

4. What is your highest completed qualification?

- O1 Less than Year 12 or equivalent
- O2 Year 12 or equivalent (HSC/Leaving certificate)
- O3 Vocational qualification
- O4 Associate diploma
- O5 Undergraduate diploma
- O6 Bachelor degree (including with Honours)
- O7 Postgraduate diploma (includes Graduate certificate)
- O8 Master's degree
- O9 Doctorate

5. What is your employment category?

- O1 Ongoing
- O2 Non-ongoing
- O3 Not sure

6. a. Do you identify yourself as an Indigenous Australian?

- O1 Yes
- O2 No **[Please go to question 7]**

b. Are you identified as an Indigenous Australian in your agency's human resource information system (i.e. have you informed your agency)?

- O1 Yes
- O2 No–I chose not to inform
- O3 No–I have never been asked for this information
- O4 No–For another reason
- O5 Not sure

7. a. Do you have an ongoing disability[1]?

- O1 Yes
- O2 No **[Please go to question 8]**

[1] For the purpose of this survey, a person has a disability if they report that they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least 6 months and restricts everyday activities. This includes:

- loss of sight (not corrected by glasses or contact lenses)
- loss of hearing where communication is restricted, or an aid to assist with, or substitute for, hearing is used
- speech difficulties
- shortness of breath or breathing difficulties causing restriction
- chronic or recurrent pain or discomfort causing restriction
- blackouts, fits, or loss of consciousness
- difficulty learning or understanding
- incomplete use of arms or fingers
- difficulty gripping or holding things
- incomplete use of feet or legs
- nervous or emotional condition causing restriction
- restriction in physical activities or in doing physical work
- disfigurement or deformity
- mental illness or condition requiring help or supervision
- long-term effects of head injury, stroke or other brain damage causing restriction
- receiving treatment or medication for any other long-term conditions or ailments and still restricted
- any other long-term conditions resulting in a restriction.

b. What is your **main** type of ongoing disability?

[Please select <u>one</u> category only. All data collected from this survey will be used to determine any reasonable adjustments that may be made to support employees in the workplace.]

- O1 Sensory (e.g. loss of sight not corrected by glasses or contact lenses, loss of hearing, speech difficulties)
- O2 Intellectual (e.g. difficulty learning or understanding things)
- O3 Physical (e.g. chronic or recurrent pain or discomfort, shortness of breath, fits or loss of consciousness, incomplete use of arms/fingers/feet/legs, disfigurement, deformity)
- O4 Psychological (e.g. mental illness, nervous or emotional condition, head injury, stroke, brain damage)
- O5 Other

c. Is your ongoing disability recorded on your agency's human resource information system (i.e. have you informed your agency that you have a disability)?

- O1 Yes
- O2 No–I chose not to inform
- O3 No–I have never been asked for this information
- O4 No– For another reason
- O5 Not sure

8. Are you of non-English speaking background (NESB)?

[For the purpose of this survey, you should indicate 'yes' to this question only if you were born overseas and your first language was not English.]

- O1 Yes
- O2 No

9. In which languages do you have a **sufficient** degree of competence for work-related tasks? **[Please select all that apply]**

- O1 Arabic
- O2 Cantonese
- O3 Croatian
- O4 Dutch
- O5 English
- O6 French
- O7 German
- O8 Greek
- O9 Hindi
- O10 Indonesian
- O11 Italian
- O12 Japanese
- O13 Korean
- O14 Macedonian
- O15 Maltese
- O16 Mandarin
- O17 Polish
- O18 Russian
- O19 Serbian
- O20 Spanish
- O21 Tagalog (Filipino)
- O22 Turkish
- O23 Vietnamese
- O24 Other

10. a. Do you have carer responsibilities?

O1 Yes
O2 No **[Please go to question 11]**

b. For whom do you have carer responsibilities?
[Please select all that apply]

O1 Child(ren) – under 5 years
O2 Child(ren) – 5 to 16 years
O3 Child(ren) – over 16 years
O4 Parent(s)
O5 Other relative(s) (not including parents or children)
O6 Partner
O7 Other

[The following question is for non-SES respondents only. SES employees, please go to question 12.]

11. Which **one** of the following **best** describes the type of work you currently do?[2]
[Please select <u>one</u> category only]

- O1 Accounting and finance *(e.g. accounting, accounts receivable/payable, budgets, travel, procurement and contracting, grants management)*
- O2 Administration *(e.g. administrative support, executive support, secretariat, facilities and property)*
- O3 Communications and marketing *(e.g. campaign and marketing, graphic design, change management, event organisation, public relations, stakeholder management, editing, writing, speech writing)*
- O4 Compliance and regulation *(e.g. enforcement, quarantine, inspection, investigation, regulation and compliance, detention assessment, visa processing)*
- O5 Engineering and technical *(e.g. engineering, education, training and assessment, draftsperson/technician, patents examiner, land and asset management)*
- O6 Information and communications technology *(e.g. networks and telecommunications, testing, helpdesk/support, databases, development and programming, systems analysis and design, systems administration, systems integration and deployment, web and multimedia content development)*
- O7 Information and knowledge management *(e.g. archivist, curator, librarian, records management)*
- O8 Intelligence *(e.g. collection and analysis, production and dissemination, national security advice, personnel security)*
- O9 Legal and parliamentary *(e.g. lawyer, legal adviser, court officer, freedom of information, ministerial and parliamentary liaison, legislation drafting and advice)*
- O10 Monitoring and audit *(e.g. internal/external auditor, risk management, fraud control)*
- O11 Organisational leadership *(e.g. board member, chief executive or managing director, statutory office holder, corporate and business planning, generalist management)*
- O12 People *(e.g. human resources advice, industrial relations, learning and development, recruitment, payroll, workforce planning, occupational health and safety, organisational design)*
- O13 Science and health *(e.g. agriculture/forestry science, chemist, environmental science, life sciences, health and allied health professionals, health and welfare support)*
- O14 Service delivery *(e.g. customer advice and support, gallery, museum and tour guides, hospitality, program delivery)*
- O15 Strategic policy, research, project and program *(evaluation, numerical analysis, economist, actuary, program management, project management, data analysis, research, strategic policy, policy development, policy advice)*
- O16 Trades and labour *(e.g. vehicles and equipment maintenance/operation, transport and logistics, horticulture, gardening, labourers, trades)*
- O17 Other **[Please specify]**.....

[2] See http://www.apsc.gov.au/publications11/apswrfpjobfamilymodel.pdf for further information.

[The following question is for SES respondents only. All other employees, please go to Section B.]

12. Which **one** of the following **best** describes the main type of work you are currently responsible for? **[Please select <u>one</u> category only]**

- ○$_1$ Delivery
  (The most significant contribution of the delivery role relates to outcome delivery and/or effective resource management. This may include development of delivery responses for policy objectives. Delivery roles are accountable for a measurable impact on the agency or APS as a whole (e.g. achievement of objectives through the management of financial, human and physical resources). This may be directed to an ongoing delivery program, integration of multiple programs for delivery or to a finite government initiative.)

- ○$_2$ Public policy and program design
  (The most significant contribution of the public policy and program design job role relates to the provision of policy advice, reflecting research and analysis of financial and other implications and stakeholder views obtained through consultations, and articulation of policy in policy statements, regulatory or financial measures and legislation. The role also includes program design but <u>not</u> program implementation—the latter would be included in Delivery.)

- ○$_3$ Regulatory
  (The most significant contribution of the regulatory role relates to information gathering and risk assessment, and the design and implementation of compliance and enforcement programs within a governance framework.)

- ○$_4$ Professional/specialist
  (The most significant contribution of the professional/specialist job role is the provision of technical, professional, specialist, or strategic advice. This advice has a primary influence on adopted strategies, plans and targets and outcomes in terms of effectiveness or efficiency.)

- ○$_5$ Other

B. GENERAL IMPRESSIONS

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

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a.	Overall, I am satisfied with my job.	O1	O2	O3	O4	O5
b.	I enjoy the work in my current job.	O1	O2	O3	O4	O5
c.	I have a good manager.	O1	O2	O3	O4	O5
d.	My job gives me opportunities to utilise my skills.	O1	O2	O3	O4	O5
e.	My job gives me a feeling of personal accomplishment.	O1	O2	O3	O4	O5
f.	I am satisfied with the recognition I receive for doing a good job.	O1	O2	O3	O4	O5
g.	I receive adequate feedback on my performance to enable me to deliver required results.	O1	O2	O3	O4	O5
h.	I would be more productive if there was less 'red tape' (e.g. regulatory or administrative processes).	O1	O2	O3	O4	O5
i.	I am fairly remunerated (e.g. salary, superannuation) for the work that I do.	O1	O2	O3	O4	O5
j.	I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits).	O1	O2	O3	O4	O5
k.	When needed, I am willing to put in the extra effort to get a job done.	O1	O2	O3	O4	O5
l.	I make suggestions to improve my work area.	O1	O2	O3	O4	O5
m.	In my current job, I have enough time to think strategically.	O1	O2	O3	O4	O5
n.	I have a clear understanding of how my work group's role contributes to my agency's strategic directions.	O1	O2	O3	O4	O5

14. Please rate your level of agreement with the following statements regarding *your immediate work group:*

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a.	The people in my work group are honest, open and transparent in their dealings.	O1	O2	O3	O4	O5
b.	The people in my work group cooperate to get the job done.	O1	O2	O3	O4	O5
c.	The people in my work group are committed to workplace safety.	O1	O2	O3	O4	O5

15. a. In the last 12 months, has *your immediate work group* been directly affected by any **major** workplace changes (e.g. functional, geographical, staffing changes)?

O1 Yes
O2 No **[Please go to question 16]**

b. Which of the following changes impacted on your work group in the last 12 months? **[Please select all that apply]**

O1 Geographical change (e.g. change in work location)
O2 Structural change (e.g. change in division or branch structure)
O3 Functional change (e.g. change in responsibilities)
O4 Change in work priorities
O5 Change in staffing numbers
O6 Change in SES leadership (e.g. change in branch head)
O7 Change in supervisor
O8 Other

c. Please comment on how these workplace changes affected you.

.....

16. Please rate your level of agreement with the following statements regarding *your **immediate** supervisor:*

		Strongly agree	**Agree**	**Neither agree nor disagree**	**Disagree**	**Strongly disagree**
a.	My supervisor demonstrates honesty and integrity.	O1	O2	O3	O4	O5
b.	My supervisor provides me with regular and constructive feedback.	O1	O2	O3	O4	O5
c.	My supervisor appropriately deals with employees that perform poorly.	O1	O2	O3	O4	O5
d.	My supervisor works effectively with people from diverse backgrounds.	O1	O2	O3	O4	O5
e.	My supervisor is committed to workplace safety.	O1	O2	O3	O4	O5

17. Please rate your level of agreement with the following statements regarding *the senior leadership group* (i.e. the **Senior Executive Service [SES]**) in your agency:

		Strongly agree	**Agree**	**Neither agree nor disagree**	**Disagree**	**Strongly disagree**
a.	In my agency, the leadership is of a high quality.	O1	O2	O3	O4	O5
b.	In my agency, the most senior leaders are sufficiently visible (e.g. can be seen in action).	O1	O2	O3	O4	O5
c.	In my agency, communication between senior leaders and other employees is effective.	O1	O2	O3	O4	O5
d.	In my agency, senior leaders engage with staff on how to respond to future challenges.	O1	O2	O3	O4	O5

18. Please rate your level of agreement with the following statements regarding aspects of *your agency's working environment:*

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a.	Overall, I am satisfied with my agency.	O1	O2	O3	O4	O5
b.	I feel a strong personal attachment to my agency.	O1	O2	O3	O4	O5
c.	When someone praises the accomplishments of my agency, it feels like a personal compliment to me.	O1	O2	O3	O4	O5
d.	I am proud to work in my agency.	O1	O2	O3	O4	O5
e.	Overall, my agency has sound governance[3] processes for effective decision making.	O1	O2	O3	O4	O5
f.	My agency is well managed.	O1	O2	O3	O4	O5
g.	Change is managed well in my agency.	O1	O2	O3	O4	O5
h.	Internal communication within my agency is effective.	O1	O2	O3	O4	O5
i.	I am satisfied with the level of information provided by my agency on the most recent workplace bargaining process.	O1	O2	O3	O4	O5
j.	My agency deals with underperformance effectively.	O1	O2	O3	O4	O5
k.	My agency operates with a high level of integrity.	O1	O2	O3	O4	O5
l.	My agency routinely applies merit[4] in decisions regarding engagement and promotion.	O1	O2	O3	O4	O5
m.	My agency genuinely cares about employees being healthy and safe at work.	O1	O2	O3	O4	O5
n.	My agency supports employees who are injured or become ill due to work.	O1	O2	O3	O4	O5
o.	In general, employees in my agency feel they are valued for their contribution.	O1	O2	O3	O4	O5
p.	In general, employees in my agency effectively manage conflicts of interest.	O1	O2	O3	O4	O5
q.	In general, employees in my agency appropriately assess risk.	O1	O2	O3	O4	O5
r.	My workplace provides access to effective learning and development (e.g. formal training, learning on the job, e-learning, secondments)	O1	O2	O3	O4	O5
s.	My workplace provides opportunities to increase knowledge and/or experience in my job.	O1	O2	O3	O4	O5
t.	My agency motivates me to help it achieve its objectives.	O1	O2	O3	O4	O5
u.	My agency inspires me to do the best in my job.	O1	O2	O3	O4	O5
v.	I am satisfied with the opportunities for career progression in my agency.	O1	O2	O3	O4	O5
w.	I would recommend my agency as a good place to work.	O1	O2	O3	O4	O5

[3] For the purpose of this survey, governance covers the set of responsibilities and practices, policies and procedures, exercised by an agency's executive, to provide strategic direction, ensure objectives are achieved, manage risks and use resources responsibly and with accountability.
[4] For the purpose of this survey, a decision relating to engagement or promotion is based on merit if:
(a) an assessment is made of the relative suitability of the candidates for the duties, using a competitive selection process; and
(b) the assessment is based on the relationship between the candidates' work-related qualities and the work-related qualities genuinely required for the duties; and
(c) the assessment focuses on the relative capacity of the candidates to achieve outcomes related to the duties; and
(d) the assessment is the primary consideration in making the decision.

19. Please rate your level of agreement with the following statements regarding aspects of *the broader* ***Australian Public Service*** *(i.e. not just your agency):*

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a.	When I talk about the APS, I usually say "we" rather than "they".	O1	O2	O3	O4	O5
b.	When someone praises the accomplishments of the APS, it feels like a personal compliment to me.	O1	O2	O3	O4	O5
c.	In the APS, communication between senior leaders and other employees is effective.	O1	O2	O3	O4	O5
d.	The APS provides access to effective learning and development.	O1	O2	O3	O4	O5
e.	I am satisfied with the opportunities for career progression in the APS.	O1	O2	O3	O4	O5
f.	In general, employees in the APS feel they are valued for their contribution.	O1	O2	O3	O4	O5
g.	Working in the APS is important to the way that I think of myself as a person.	O1	O2	O3	O4	O5
h.	I am proud to work in the APS.	O1	O2	O3	O4	O5
i.	I would recommend the APS as a good place to work.	O1	O2	O3	O4	O5

20. If asked to choose, which would you **primarily** consider yourself to be?
[Please select <u>one</u> category only]

O1 An APS employee
O2 An employee of your agency

C. HEALTH AND WELLBEING

Employee wellbeing and work-life balance are important concerns for managers; they are important in terms of overall impact on the individual, but also in terms of impact on ability to work productively. The questions in this section focus on some aspects of your wellbeing with the aim of examining whether your agency could do more to provide support to employees.

21. On what basis are you employed?

- O1 Full-time basis
- O2 Part-time basis **[Please go to question 23]**
- O3 Casual basis **[Please go to question 23]**

22. In the last fortnight,[5] how many hours did you work in your current job?
*[Please **add** any overtime or extra time worked and **subtract** any time off.[6]]*

- O1 75 hours or less
- O2 More than 75 hours to less than 80 hours
- O3 80 to less than 90 hours
- O4 90 to less than 100 hours
- O5 100 to less than 120 hours
- O6 120 to less than 150 hours
- O7 150 hours or more
- O8 Not applicable (e.g. graduated return to work, on leave for whole fortnight)

23. Considering your work and life priorities, how satisfied are you with the work-life balance in your current job?

- O1 Very satisfied
- O2 Satisfied
- O3 Neither satisfied nor dissatisfied
- O4 Dissatisfied
- O5 Very dissatisfied

24. Overall, how satisfied are you with your ability to access and use flexible working arrangements?

- O1 Very satisfied
- O2 Satisfied
- O3 Neither satisfied nor dissatisfied
- O4 Dissatisfied
- O5 Very dissatisfied

[5]To assist in your calculations, a fortnight of full-time work (without any additional hours) is often approximately 75 hours.
[6]For the purpose of this survey, one day is the equivalent of 7.5 hours in calculating time off.

25. In the last fortnight, how many days did you take of the following types of **unplanned** leave:

[Please exclude annual leave, long service leave, adoption leave, purchased leave, parental leave, flex leave, jury duty, emergency services duty.]

Leave type	**NA***	**Number of days**
a. **Sick** *(due to personal illness, injury or to undergo an unplanned or planned medical procedure, whether paid or unpaid, regardless of duration)*	○	.....
b. **Carer's** *(to provide care or support for a member of your immediate family or household, whether paid or unpaid, regardless of duration)*	○	.....
c. **Compensation** *(resulting from work-related personal injury/disease and accepted by Comcare, excludes time spent on rehabilitation programs where they take place at the workplace in paid employment)*	○	.....
d. **Miscellaneous/other** *(taken in the event of an unexpected emergency, whether paid or unpaid, regardless of duration)*	○	.....
e. **Unauthorised** *(not supported or approved by management, whether paid or unpaid, regardless of duration)*	○	.....

*i.e. You did not take any days of this type of unplanned leave in the last fortnight.

26. In the last 12 months, how effective have you found the following health and wellbeing programs **(if offered by your agency)**:

		NA*	**Highly effective**	**Somewhat effective**	**Not effective**
a.	Workplace assessments	O_1	O_2	O_3	O_4
b.	Smoking	O_1	O_2	O_3	O_4
c.	Alcohol use	O_1	O_2	O_3	O_4
d.	Diet	O_1	O_2	O_3	O_4
e.	Exercise	O_1	O_2	O_3	O_4
f.	Mental health	O_1	O_2	O_3	O_4
g.	Employee assistance program	O_1	O_2	O_3	O_4
h.	Other general lifestyle/health/fitness	O_1	O_2	O_3	O_4

* i.e. You do not have access to these health and wellbeing programs, or you did not access them in the last 12 months.

27. Based on your experience in *your current job*, please respond to the following statements:

		Always	Often	Sometimes	Rarely	Never
a.	I have unrealistic time pressures.	O1	O2	O3	O4	O5
b.	I have a choice in deciding how I do my work.	O1	O2	O3	O4	O5
c.	I am supported through emotionally demanding work.	O1	O2	O3	O4	O5
d.	My supervisor encourages me.	O1	O2	O3	O4	O5
e.	I get help and support I need from colleagues.	O1	O2	O3	O4	O5
f.	I am subject to bullying at work.	O1	O2	O3	O4	O5
g.	Relationships at work are strained.	O1	O2	O3	O4	O5
h.	I am clear what my duties and responsibilities are.	O1	O2	O3	O4	O5
i.	Staff are consulted about change at work.	O1	O2	O3	O4	O5
j.	When changes are made, I am clear how they will work out in practice.	O1	O2	O3	O4	O5

D. RECRUITMENT

28. a. In the last 12 months, have you applied for a job in the APS? **[Please select all that apply]**

O1 Yes, in my agency
O2 Yes, in another APS agency
O3 No **[Please go to question 29]**

b. Based on your **most recent** experience in applying for a job in the APS, how did you find out about the availability of the position? **[Please select all that apply]**

O1 My agency's intranet
O2 Another APS agency's website
O3 APSjobs website (www.apsjobs.gov.au)
O4 Australian JobSearch website (www.jobsearch.gov.au)
O5 Family/friends
O6 Another APS employee
O7 Other **[Please specify]**.....

c. Based on your **most recent** experience in applying for a job in the APS, what was the outcome of the process?

O1 I was offered the job
O2 I was not offered the job
O3 I withdrew my application **[Please go to question 29]**
O4 Availability of the job was withdrawn **[Please go to question 29]**
O5 The process is not yet complete **[Please go to question 29]**
O6 Other **[Please go to question 29]**

d. Based on your **most recent** experience in applying for/commencing in a job in the APS, please rate your level of agreement with the following statements:

		Strongly agree	**Agree**	**Neither agree nor disagree**	**Disagree**	**Strongly disagree**	**NA**
i.	I found that the selection criteria helped me understand what was expected from the position.	O1	O2	O3	O4	O5	O6
ii.	I found that the selection criteria helped me identify the most relevant skills and experience for the position.	O1	O2	O3	O4	O5	O6
iii.	I was given enough guidance and training when I started in the position.	O1	O2	O3	O4	O5	O6
iv.	I was given the opportunity for reasonable adjustments to be made to the selection process due to my diversity group needs.	O1	O2	O3	O4	O5	O6
v.	I found it easy to apply for the position.	O1	O2	O3	O4	O5	
vi.	I believe that the assessment process was fair and transparent.	O1	O2	O3	O4	O5	
vii.	I was kept informed of the progress of my application.	O1	O2	O3	O4	O5	
viii.	I believe that the assessment process took too long to complete.	O1	O2	O3	O4	O5	
ix.	I was provided with adequate opportunity to seek feedback.	O1	O2	O3	O4	O5	
x.	I was left with a positive impression of the agency following the selection process.	O1	O2	O3	O4	O5	

29. To what extent do you agree that the following were **important in attracting** you to your current job:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a. Type of work (e.g. interesting, challenging, different)	O1	O2	O3	O4	O5
b. Career progression (e.g. higher level of responsibility)	O1	O2	O3	O4	O5
c. Career development (e.g. learning new skills or developing current skills)	O1	O2	O3	O4	O5
d. Job-skills match (e.g. using current skills)	O1	O2	O3	O4	O5
e. Job security and stability	O1	O2	O3	O4	O5
f. Employment conditions (e.g. work-life balance, remuneration package)	O1	O2	O3	O4	O5
g. Geographical location	O1	O2	O3	O4	O5
h. Working relationships (e.g. team environment, supervisor)	O1	O2	O3	O4	O5
i. Service to the general public (e.g. making a difference to society in general)	O1	O2	O3	O4	O5
j. Service to diversity groups (e.g. working for Indigenous Australians, people with disability, people from a non-English speaking background)	O1	O2	O3	O4	O5

30. Have you been a member of an APS recruitment selection panel in the last 12 months?

O1 Yes
O2 No

E. RETENTION

31. Which of the following statements **best** reflects your current thoughts about working for **your agency**? **[Please select <u>one</u> category only]**

- O1 I want to leave my agency as soon as possible
- O2 I want to leave my agency within the next 12 months
- O3 I want to stay working for my agency for the next one to two years **[Please go to question 34]**
- O4 I want to stay working for my agency for at least the next three years **[Please go to question 34]**

32. Which one of the following **best** describes where you intend to be within the next 12 months? **[Please select <u>one</u> category only]**

- O1 Working for another public sector organisation
- O2 Working for a not-for-profit sector organisation
- O3 Working for a private sector organisation
- O4 Studying full-time
- O5 Retired
- O6 Other

33. What is influencing your decision to leave **your agency** within the next 12 months? **[Please select up to three factors only]**

- O1 My interests do not match the responsibilities of my job
- O2 Lack of developmental/educational opportunities
- O3 Lack of opportunity to work on innovative or 'leading edge' projects
- O4 Desire to gain further experience
- O5 Desire to try a different type of work or seeking a career change
- O6 A lack of involvement in decisions affecting my job or career
- O7 Lack of future career opportunities in my agency
- O8 Inadequate remuneration package
- O9 Lack of stability – either agency or job
- O10 Unable to adequately balance work and life
- O11 Family/caring commitments
- O12 Desire to return to home community
- O13 Desire to relocate (other than to home community)
- O14 Senior leadership is of a poor quality
- O15 My supervisor is ineffective
- O16 A lack of recognition for doing a good job
- O17 Promotions or rewards are not based on achievement
- O18 My work environment is not team oriented or collaborative
- O19 My agency is not recognised as a good employer
- O20 My agency lacks respect for employees
- O21 My agency lacks commitment to diversity
- O22 My agency lacks commitment to ethics and integrity
- O23 There is conflict between my personal views and my professional role or obligations
- O24 I have been subjected to bullying, harassment and/or discrimination
- O25 None of the above

34. Have you been at your current substantive classification level for **at least** five years?

[This is the classification level you have either been engaged at, or were last promoted to. It does not mean the level you may be acting in, or temporarily performing at.]

O1 Yes
O2 No **[Please go to Section F]**

35. **Overall, over the last five years or more**, how has the work at your current classification level changed in relation to *your*:

		Increased greatly	Increased slightly	Neither increased nor decreased	Decreased slightly	Decreased greatly	NA
a.	Responsibility for managing staff	O1	O2	O3	O4	O5	O6
b.	Level of financial delegation	O1	O2	O3	O4	O5	O6
c.	Size of budget	O1	O2	O3	O4	O5	O6
d.	Responsibility for managing sensitive stakeholder relationships	O1	O2	O3	O4	O5	O6
e.	Extent of collaboration with other APS agencies	O1	O2	O3	O4	O5	O6
f.	Level of autonomy or independence	O1	O2	O3	O4	O5	
g.	Job requirements in terms of skills, knowledge or qualifications	O1	O2	O3	O4	O5	
h.	Workload (e.g. the number or size of tasks to be completed within a given timeframe)	O1	O2	O3	O4	O5	
i.	Requirement to deal with a complex working environment	O1	O2	O3	O4	O5	

F. APS VALUES AND CODE OF CONDUCT

The APS Values are set out in section 10 of the Public Service Act 1999. They describe the principles and ethics that guide the behaviour of APS employees and are common to all agencies. For a copy of the APS Values, see Attachment A. The APS Code of Conduct is set out in section 13 of the Public Service Act 1999. The Code outlines standards of personal conduct for APS employees, and is common to all agencies. For a copy of the APS Code of Conduct, see Attachment B.

Please note that your survey responses are confidential. All data and information collected from the survey will be stored in accordance with the *Privacy Act 1988*.

36. Based on your experience in the workplace, how frequently:

		Always	Often	Sometimes	Rarely	Never	Not sure
a.	Do colleagues in your immediate work group act in accordance with the APS Values in their everyday work?	O1	O2	O3	O4	O5	O6
b.	Does your supervisor act in accordance with the APS Values in his or her everyday work?	O1	O2	O3	O4	O5	O6
c.	Do senior leaders (i.e. the SES) in your agency act in accordance with the APS Values?	O1	O2	O3	O4	O5	O6

37. a. In the last 12 months, did you witness another APS employee engaging in behaviour you saw as a **serious** breach of the Code of Conduct? *(e.g. fraud, theft, misusing clients' personal information, sexual harassment, leaking classified documentation, or other behaviour that would be likely to result in termination of employment for that employee.)*

O1 Yes
O2 No **[Please go to question 38]**
O3 Not sure **[Please go to question 38]**

b. Did you report the **serious** misconduct?

O1 Yes **[Please go to question 37d]**
O2 No

c. Why did you **not** report the **serious** misconduct?
[Please select all that apply]

O1 I did not want to upset relationships in the workplace
O2 It is not my responsibility to report the misconduct
O3 It could affect my career
O4 I did not think any action would be taken
O5 The matter(s) were resolved informally
O6 I did not think the misconduct was serious enough
O7 I did not know how to report it
O8 Other

[If you did not report the serious misconduct, please go to question 38.]

d. Who did you report the **serious** misconduct to?
[Please select all that apply]

- O1 Your supervisor
- O2 Your human resources area in your agency
- O3 A Harassment Contact Officer in your agency
- O4 A person authorised in your agency to receive whistleblowing reports (e.g. your agency head or a person nominated by your agency head)
- O5 Other

e. When you reported the **serious** misconduct, how satisfied were you with the outcome?

- O1 Very satisfied **[Please go to question 38]**
- O2 Satisfied **[Please go to question 38]**
- O3 Neither satisfied nor dissatisfied **[Please go to question 38]**
- O4 Dissatisfied
- O5 Very dissatisfied
- O6 Not applicable – outcome pending **[Please go to question 38]**

f. Why were you **dissatisfied** with the outcome of reporting the **serious** misconduct?
[Please select all that apply]

- O1 My agency was slow to take action
- O2 My agency did not take any effective action
- O3 The employee continued to breach the Code
- O4 The employee was transferred or promoted within my agency
- O5 The employee resigned and went to another agency before the misconduct investigation was finalised
- O6 The managers accepted the behaviour
- O7 My career has been negatively affected
- O8 My working relationships have been negatively affected
- O9 I was not informed of the outcome
- O10 Other

38. a. During the last 12 months have you been subjected to harassment or bullying[7] in your workplace?

- O1 Yes
- O2 No **[Please go to Section G]**
- O3 Not sure **[Please go to Section G]**

[7] For the purpose of this survey, workplace harassment entails offensive, belittling or threatening behaviour directed at an individual or group of APS employees. The behaviour is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. While there is no standard definition of workplace bullying, it is generally used to describe repeated workplace behaviour that could reasonably be considered to be humiliating, intimidating, threatening or demeaning to an individual or group of individuals. It can be overt or covert.

b. Who was responsible for the harassment or bullying?
[Please select all that apply]

- O1 Someone more senior (other than your supervisor)
- O2 Your supervisor
- O3 Co-worker
- O4 Someone more junior than you
- O5 Client, customer or stakeholder
- O6 Consultant/service provider
- O7 Representative of another APS agency
- O8 Minister or ministerial adviser
- O9 Other

c. What type of harassment or bullying did you experience?
[Please select all that apply]

- O1 Physical behaviour (e.g. assault or aggressive body language)
- O2 Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)
- O3 'Initiations' or pranks
- O4 Interference with your personal property or work equipment
- O5 Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)
- O6 Other

d. Which of the following factors was the harassment or bullying based on?
[Please select all that apply]

- O1 Personality differences
- O2 Race/ethnicity
- O3 Disability
- O4 Religion
- O5 Sex or gender
- O6 Age
- O7 Sexual orientation
- O8 Political opinion
- O9 Work performance
- O10 Employment status (e.g. non-ongoing or part-time status)
- O11 Other

e. Did you report the harassment or bullying?

- O1 Yes **[Please go to question 38g]**
- O2 No

f. Why did you **not** report the harassment or bullying?
[Please select all that apply]

- O1 I did not want to upset relationships in the workplace
- O2 I did not have enough evidence
- O3 It could affect my career
- O4 I did not think any action would be taken
- O5 The matter was resolved informally
- O6 I did not think the harassment or bullying was serious enough
- O7 Managers accepted the behaviour
- O8 I did not think it was worth the hassle of going through the report process
- O9 I did not know how to report it
- O10 Other **[Please specify]**……..

[If you did not report the harassment or bullying, please go to Section G.]

g. Who did you report the harassment or bullying to?
[Please select all that apply]

- O1 Your supervisor
- O2 Your human resources area in your agency
- O3 A Harassment Contact Officer in your agency
- O4 A person authorised in your agency to receive whistleblowing reports (e.g. your agency head or a person nominated by your agency head)
- O5 Other

h. When you reported the harassment or bullying, how satisfied were you with the outcome?

- O1 Very satisfied **[Please go to Section G]**
- O2 Satisfied **[Please go to Section G]**
- O3 Neither satisfied nor dissatisfied **[Please go to Section G]**
- O4 Dissatisfied
- O5 Very dissatisfied
- O6 Not applicable – outcome pending **[Please go to Section G]**

i. Why were you **dissatisfied** with the outcome of reporting the harassment or bullying? **[Please select all that apply]**

- O1 My agency was slow to take action
- O2 My agency did not take any effective action
- O3 The employee continued to harass or bully me or others
- O4 The employee was transferred or promoted within my agency
- O5 The managers accepted the behaviour
- O6 My career has been negatively affected
- O7 My working relationships have been negatively affected
- O8 I was not informed of the outcome
- O9 Other

G. PERFORMANCE MANAGEMENT

39. a. Have you received **formal** individual performance feedback in your current agency in the last 12 months?

O1 Yes
O2 No **[Please go to question 40]**

b. To what extent do you agree that your most recent performance review will help you improve your performance?

O1 Strongly agree **[Please go to question 40]**
O2 Agree **[Please go to question 40]**
O3 Neither agree nor disagree **[Please go to question 40]**
O4 Disagree
O5 Strongly disagree

c. Why did you **disagree** that your most recent performance review will help you improve your performance? **[Please select all that apply]**

O1 The performance review was too generic and/or not tailored to my work
O2 The performance review needed to draw on additional sources of feedback
O3 The performance review did not give me constructive feedback and/or identify ways to improve
O4 The performance review process did not appropriately recognise my level of performance
O5 Challenges and limitations, due to factors beyond my control, were not reflected in the performance review
O6 A supervisor who was unfamiliar with my work conducted the performance review
O7 The performance review process was not treated seriously by my supervisor
O8 The performance review did not appropriately consider my career development needs
O9 None of the above

40. a. Please provide **three** key behaviours or attributes that represent **good** performance in your workplace.

.....

b. Please provide **three** key behaviours or attributes that represent **poor** performance in your workplace.

.....

41. In the last fortnight, please rate your overall job performance (for the days that you worked) on a scale of **1 to 10**, where 1 means your worst performance ever at your job and 10 means the best you have ever worked in your job:

..... Your overall performance in the last fortnight

O Not applicable (e.g. on leave for whole fortnight, on graduated return to work)

42. In your agency, how many employees do you have **direct performance management responsibility** for?

O1 None **[Please go to Section H]**
O2 1 to 2 employees
O3 3 to 5 employees
O4 6 to 10 employees
O5 11 or more employees

43. Based on your experience in your current *performance management role*, please rate your level of agreement with the following statements:

		Strongly agree	**Agree**	**Neither agree nor disagree**	**Disagree**	**Strongly disagree**
a.	I am provided with adequate resources to undertake my performance management role.	O1	O2	O3	O4	O5
b.	I am clear about my agency's priorities as they relate to my performance management role.	O1	O2	O3	O4	O5
c.	I feel confident in managing the performance of employees.	O1	O2	O3	O4	O5
d.	I do not have sufficient time to manage the performance of employees.	O1	O2	O3	O4	O5

44. If you **did not agree** that you feel confident in managing the performance of employees **(question 43c)**, which of the following would assist you?
[Please select all that apply]

O1 Increased access to training on performance management
O2 Improved guidelines on the performance management process
O3 Improved access to advice within my agency
O4 Other **[Please specify]**…….

45. a. Considering performance management in your agency, please comment on what is done **well**.

.....

b. Considering performance management in your agency, please comment on what is done **poorly**.

.....

H. LEARNING AND DEVELOPMENT

46. a. Based on your experience in the workplace, please rate your level of satisfaction with:

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	NA*
i.	The quality of learning through formal training and education[8]	O1	O2	O3	O4	O5	O6
ii.	The quality of support for learning on the job	O1	O2	O3	O4	O5	O6
iii.	The quality of learning through peers or networks	O1	O2	O3	O4	O5	O6
iv.	The quality of learning through coaching or mentoring	O1	O2	O3	O4	O5	O6
v.	The quality of e-learning	O1	O2	O3	O4	O5	O6
vi.	Access to development through job experiences **within your agency** (e.g. secondments, project work, job placements)	O1	O2	O3	O4	O5	O6
vii.	Access to development through job experiences **across the APS** (e.g. secondments, project work, job placements)	O1	O2	O3	O4	O5	O6
viii.	Access to development through job experiences **outside the APS** (e.g. secondments, project work, job placements)	O1	O2	O3	O4	O5	O6
ix.	Overall access to learning and development opportunities	O1	O2	O3	O4	O5	O6

* i.e. You do not have access to these learning and development activities or you have not used them.

b. If you were **not satisfied** with your overall access to learning and development opportunities **(question 46ix)**, which of the following reasons apply? **[Please select all that apply]**

O1 Work pressures mean there is no time for learning and development
O2 Budget constraints mean access to learning and development is limited
O3 Working in a remote location means travel costs to access learning and development are prohibitive
O4 My supervisor does not support learning and development
O5 Other **[Please specify]**.....

[8]Formal training and education can include seminars, conferences, classroom training, academic study or formal in-house programs.

47. How would you rate the overall effectiveness of the learning and development you have received in the last 12 months in helping you improve your performance?

- O1 Very high
- O2 High
- O3 Moderate
- O4 Low
- O5 Very low
- O6 Not applicable

48. How much time did you spend in formal training and education during the last 12 months? *[Formal training and education can include seminars, conferences, classroom training, academic study, or formal in-house programs.]*

- O1 No time
- O2 1 to 2 days (include part day)
- O3 3 to 5 days
- O4 6 to 10 days
- O5 More than 10 days
- O6 Not sure

49. Which of the following skills do you intend to develop for work purposes over the **next 12 months**? **[Please select up to three skills only]**

- O1 Communication
- O2 Strategic thinking and analysis
- O3 Influencing and negotiation
- O4 Project and program management
- O5 People management
- O6 Leadership
- O7 Financial management
- O8 Contracts and procurement
- O9 Risk management
- O10 Information and communications technology
- O11 Policy development and implementation
- O12 Working with government
- O13 Customer service delivery
- O14 Technical/professional
- O15 APS governance and legislative frameworks
- O16 Governance and legislative frameworks specific to your agency
- O17 Other **[Please specify]**.....
- O18 None of the above

I. LEADERSHIP

Please use the following definitions for the next question.
These are key leadership capabilities, including those from the Leadership Capability Framework.

- **Achieves results** (e.g. builds agency capability and responsiveness, marshals professional expertise, steers and implements change and deals with uncertainty, delivers on intended results).
- **Cultivates productive working relationships** (e.g. nurtures internal and external relationships, facilitates cooperation and partnerships, values individual differences and diversity, guides, mentors and develops people).
- **Exemplifies personal drive and integrity** (e.g. demonstrates public service professionalism and probity, engages with risk and shows personal courage, commits to action, displays resilience, demonstrates self-awareness and a commitment to personal development).
- **Shapes strategic thinking** (e.g. inspires a sense of purpose and direction, focuses strategically, harnesses information and opportunities, shows judgement, intelligence and common sense).
- **Communicates with influence** (e.g. communicates clearly, listens, understands and adapts to audience, negotiates persuasively).
- **Sets direction** (e.g. maintains a focus on the strategic direction of the agency and the APS.
- **Motivates people** (e.g. encourages people to understand how work fits with the strategic direction of the agency and the APS).
- **Encourages innovation** (e.g. encourages people to find new ways of doing work and solving problems).
- **Develops people** (e.g. encourages people to learn from work and develop new skills).
- **Is open to continued self-learning** (e.g. seeks to learn from own work and develop own skills).

50. Please indicate your level of satisfaction with your **immediate supervisor's** actions in the following areas:

Your immediate supervisor:	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
a. Achieves results	O1	O2	O3	O4	O5
b. Cultivates productive working relationships	O1	O2	O3	O4	O5
c. Exemplifies personal drive and integrity	O1	O2	O3	O4	O5
d. Shapes strategic thinking	O1	O2	O3	O4	O5
e. Communicates with influence	O1	O2	O3	O4	O5
f. Sets direction	O1	O2	O3	O4	O5
g. Motivates people	O1	O2	O3	O4	O5
h. Encourages innovation	O1	O2	O3	O4	O5
i. Develops people	O1	O2	O3	O4	O5
j. Is open to continued self-learning	O1	O2	O3	O4	O5

51. What is your **immediate supervisor's** current classification level?
[If they are acting or temporarily performing at that level, please record their acting level.]

- O1 APS 1 – 2 (or equivalent)
- O2 APS 3 – 4 (or equivalent)
- O3 APS 5 – 6 (or equivalent)
- O4 Executive Level 1 (or equivalent)
- O5 Executive Level 2 (or equivalent)
- O6 Senior Executive Service Band 1 (or equivalent)
- O7 Senior Executive Service Band 2 or 3 (or equivalent)

52. Overall, do you view **senior leaders (i.e. the SES)** in your agency as part of a broader APS-wide leadership cadre/group?

- O1 Yes, definitely
- O2 Yes, somewhat
- O3 No
- O4 Not sure

53. To what extent do you agree that **senior leaders (i.e. the SES)** in your agency exhibit the following leadership capabilities:

		Strongly agree	**Agree**	**Neither agree nor disagree**	**Disagree**	**Strongly disagree**
i.	Encourage innovation and creativity.	O1	O2	O3	O4	O5
ii.	Are personally active in efforts to improve diversity in employment.	O1	O2	O3	O4	O5
iii.	Give their time to identify and develop talented people.	O1	O2	O3	O4	O5
iv.	Work collaboratively with people from other agencies.	O1	O2	O3	O4	O5
v.	Maintain a focus on the strategic direction of the agency and the APS.	O1	O2	O3	O4	O5
vi.	Ensure that work effort contributes to the strategic direction of the agency and the APS.	O1	O2	O3	O4	O5
vii.	Encourage learning and development (both on and off the job).	O1	O2	O3	O4	O5
viii.	Effectively lead and manage organisational change.	O1	O2	O3	O4	O5
ix.	Seek to learn from their own work effort and develop their own skills and capabilities.	O1	O2	O3	O4	O5

[The following questions are for SES respondents only. All other employees, please go to Section J.]

54. Overall, in your view, do you see yourself as part of a broader APS-wide leadership cadre/group?

O1 Yes, definitely
O2 Yes, somewhat
O3 No

55. Please rate your level of agreement with the following statements:

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
i.	I am actively engaged in the leadership of my agency.	O1	O2	O3	O4	O5
ii.	I feel confident that I have the leadership skills to do my job effectively.	O1	O2	O3	O4	O5

J. INNOVATION

Innovations comprise new or significant changes to services and goods, operational processes, organisational methods, or the way your work group communicates with users. Innovations may have had a positive, neutral or negative impact on your work.

56. a. In the last 12 months, has your work group implemented any innovations?

O1 Yes
O2 No **[Please go to question 57]**
O3 Not sure **[Please go to question 57]**

b. Thinking of the **most** significant innovation that was implemented by your work group in the last 12 months; which parts of your work did it affect?
[Please select all that apply]

O1 Your policy thinking
O2 Your services
O3 The way you provide services (not including the way you interact with stakeholders)
O4 The way you interact with stakeholders
O5 Your administrative or organisational processes
O6 The way you look at problems or challenge assumptions
O7 Other

57. a. Do you believe there are any **barriers** to implementing innovations in your workplace?

O1 Yes
O2 No **[Please go to question 58]**
O3 Not sure **[Please go to question 58]**

b. Please indicate how frequently the following factors are barriers to implementing innovations in your workplace:

		Always	**Often**	**Sometimes**	**Rarely**	**Never**
i.	Unwillingness of managers to take risks	O1	O2	O3	O4	O5
ii.	Resistance to change by managers	O1	O2	O3	O4	O5
iii.	Resistance to change by other employees	O1	O2	O3	O4	O5
iv.	Employees believe their ideas will not be seriously considered by managers	O1	O2	O3	O4	O5
v.	Budget restrictions	O1	O2	O3	O4	O5
vi.	Political uncertainty (e.g. changes in government or ministers)	O1	O2	O3	O4	O5
vii.	Lack of incentives	O1	O2	O3	O4	O5
viii.	Technological barriers	O1	O2	O3	O4	O5
ix.	Lack of qualified personnel	O1	O2	O3	O4	O5

58. Please rate your level of agreement with the following statements:

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a.	I receive support from my manager when I suggest new ideas.	O1	O2	O3	O4	O5
b.	There are established processes for evaluating my ideas.	O1	O2	O3	O4	O5
c.	Employees in my workplace are provided with enough time and resources to try out new ideas.	O1	O2	O3	O4	O5
d.	My workplace encourages innovation and the development of new ideas.	O1	O2	O3	O4	O5
e.	My workplace shares its ideas and encourages their wider use.	O1	O2	O3	O4	O5

K. E-COMMUNICATION AND COLLABORATION

Previously, communication over the internet was dominated by email. However, modern **social media and networking tools** enable connections and collaborations of all kinds. These online tools present important new challenges and possibilities for government, including opening up decision making to contributions from the community. Some examples of social media and networking tools are **wikis, blogs,** social networking platforms **(e.g. Facebook, MySpace, Twitter, YouTube) and interactive discussion forums**.

59. What level of access do you have to online social media and networking tools in your current agency?

- O1 Access is available to **all** social media and networking tools
- O2 Access is available to **some** social media and networking tools
- O3 Access is **not** available to social media and networking tools **[Please go to question 61]**
- O4 Not sure

60. a. During the last 12 months, did you use any online social media and networking tools for **work purposes**? **[Please select all that apply]**

- O1 Yes – for working with government stakeholders (e.g. within your agency or with other Commonwealth, state or local government agencies)
- O2 Yes – for working with non-government stakeholders (e.g. community groups, industry/business, members of the public)
- O3 No **[Please go to question 61]**
- O4 Not sure **[Please go to question 61]**

b. To what extent do you agree that the use of social media and networking tools **helped** you to more effectively carry out your work:

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	NA
i.	...with government stakeholders? (e.g. within your agency or with other Commonwealth, state or local government agencies)	O1	O2	O3	O4	O5	O6
ii.	...with non-government stakeholders? (e.g. community groups, industry/business, members of the public)	O1	O2	O3	O4	O5	O6

c. If you **agreed** that the use of social media and networking tools helped you to carry out your work **(question 60b)**, which of the following reasons apply? **[Please select all that apply]**

- O1 Improves the ability to engage with stakeholders (e.g. knowledge sharing, receiving feedback)
- O2 Provides ready access to professional or technical information (e.g. industry trends)
- O3 Improves the efficiency of work processes (e.g. timeliness)
- O4 Other **[Please specify]**.....

61. a. Does your agency have a policy on the use of online social media and networking tools **for work use**?

O1 Yes
O2 No
O3 Not sure

b. Does your agency have a policy on the use of online social media and networking tools **for personal or home use**?
[This may be the same policy as in question 61a.]

O1 Yes
O2 No
O3 Not sure

62. a. During the last 12 months, have you been subjected to harassment or bullying through the internet **because of work you have done** as an APS employee?
[Please exclude emails. Please include posts on blogs, chat rooms, social networking sites etc.]

O1 Yes
O2 No **[Please go to question 63]**
O3 Not sure **[Please go to question 63]**

b. Who was responsible for the harassment or bullying?
[Please select all that apply]

O1 Another APS employee
O2 Client, customer or stakeholder
O3 Another member of the general public
O4 Other **[Please specify]**.....

Please use the following definition for the next question.

Teleworking is an arrangement where an employee has a formal agreement with his or her employer to work in a location other than the office, usually a home office. Telework uses information and communications technology to stay connected to other employees and work systems.

63. Which of the following **best** describes your teleworking situation?
[Please select one category only]

O1 I telework on a regular basis (at least two entire work days per week)
O2 I telework on a semi-regular basis (at least one entire work day per week but less than two entire work days per week)
O3 I telework infrequently (less than one entire work day per week)
O4 I do not telework because I have to be physically present at my job
O5 I do not telework because there are technical issues that prevent me from teleworking
O6 I do not telework because I am not allowed to, even though I have the kind of job where I could telework
O7 I do not telework because I choose not to
O8 I do not telework because I have not considered this possibility
O9 Not sure

L. AGENCY CULTURE

The following questions have been included to allow direct comparisons of the results with those from State and Territory public service surveys. Some questions are similar to those you have already answered. Your responses to this final block of questions would be appreciated.

64. Please rate your level of agreement with the following statements:

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure
a.	My workplace culture supports people to achieve a good work/life balance.	O1	O2	O3	O4	O5	O6
b.	My input is adequately sought and considered about decisions that directly affect me.	O1	O2	O3	O4	O5	O6
c.	My agency actively encourages ethical behaviour by all of its employees.	O1	O2	O3	O4	O5	O6
d.	Senior managers in my agency lead by example in ethical behaviour.	O1	O2	O3	O4	O5	O6
e.	Recruitment and promotion decisions in my agency are fair.	O1	O2	O3	O4	O5	O6
f.	I have confidence in the processes that my agency uses to resolve employee grievances.	O1	O2	O3	O4	O5	O6
g.	My agency is committed to creating a diverse workforce (for example gender, age, cultural background, disability status, Indigenous status).	O1	O2	O3	O4	O5	O6
h.	My supervisor is effective in managing people.	O1	O2	O3	O4	O5	O6
i.	My agency acted on concerns identified by last year's State of the Service survey.	O1	O2	O3	O4	O5	O6

65. If you could make **one** realistic, practical and implementable change in your agency, what would it be?

……

Thank you for taking the time to complete this census.
Your contribution is an important input to evaluating and improving the Australian Public Service.

The APS:

- is apolitical, performing its functions in an impartial and professional manner;
- is a public service in which employment decisions are based on merit;
- provides a workplace that is free from discrimination and recognises and utilises the diversity of the Australian community it serves;
- has the highest ethical standards;
- is openly accountable for its actions, within the framework of Ministerial responsibility to the Government, the Parliament and the Australian public;
- is responsive to the Government in providing frank, honest, comprehensive, accurate and timely advice and in implementing the Government's policies and programs;
- delivers services fairly, effectively, impartially and courteously to the Australian public and is sensitive to the diversity of the Australian public;
- has leadership of the highest quality;
- establishes workplace relations that value communication, consultation, co-operation and input from employees on matters that affect their workplace;
- provides a fair, flexible, safe and rewarding workplace;
- focuses on achieving results and managing performance;
- promotes equity in employment;
- provides a reasonable opportunity to all eligible members of the community to apply for APS employment;
- is a career-based service to enhance the effectiveness and cohesion of Australia's democratic system of government;
- provides a fair system of review of decisions taken in respect of employees.

The Code of Conduct requires that an employee must:

- behave honestly and with integrity in the course of APS employment;
- act with care and diligence in the course of APS employment;
- when acting in the course of APS employment, treat everyone with respect and courtesy, and without harassment;
- when acting in the course of APS employment, comply with all applicable Australian laws;
- comply with any lawful and reasonable direction given by someone in the employee's Agency who has authority to give the direction;
- maintain appropriate confidentiality about dealings that the employee has with any Minister or Minister's member of staff;
- disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with APS employment;
- use Commonwealth resources in a proper manner;
- not provide false or misleading information in response to a request for information that is made for official purposes in connection with the employee's APS employment;
- not make improper use of:
  (a) inside information, or
  (b) the employee's duties, status, power or authority, in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person;
- at all times behave in a way that upholds the APS Values and the integrity and good reputation of the APS;
- while on duty overseas, at all times behave in a way that upholds the good reputation of Australia;
- comply with any other conduct requirement that is prescribed by the regulations.