



2023 ACTPS SURVEY RESULTS

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2023 ACTPS SURVEY RESULTS

176 staff from the division participated in the ACTPS Survey, held 6 to 24 March 2023

74%

RESPONSE RATE

Health: 74%, ACTPS: 63%



Your Key Outcome Measures Score: **70%**

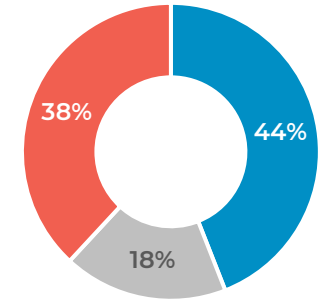
Variance from Health overall: **0**

Variance from ACTPS overall: **-1**

See page 5 for more details

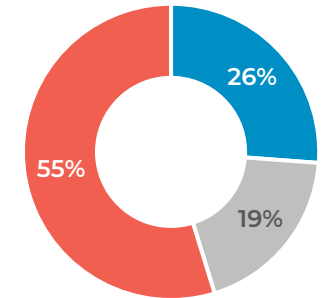
VARIANCE FROM Health

- 37 questions above
- 15 questions in line
- 32 questions below



VARIANCE FROM ACTPS

- 22 questions above
- 16 questions in line
- 46 questions below



TOP 3 HIGHEST SCORING QUESTIONS

% POSITIVE

I feel responsible to continually look for new ways to improve the way we work	95%
My workgroup is committed to providing excellent customer/client service	92%
My workgroup has good working relationships with our customers/clients	91%

TOP 3 HIGHEST SCORING QUESTIONS AGAINST Health

VARIANCE FROM Health

My workplace takes actions to keep me healthy and safe at work	+7
I received appropriate training to meet my customer/client service responsibilities	+7
How satisfied are you with the work-life balance in your current job?	+6

HEADLINE SCORES

 HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE
I feel responsible to continually look for new ways to improve the way we work	95%
My workgroup is committed to providing excellent customer/client service	92%
My workgroup has good working relationships with our customers/clients	91%
I often seek to help other teams and individuals where I have the capability to assist	89%
I believe my immediate supervisor cares about my health and wellbeing	87%
My workgroup successfully adapts to new ways of working when required	87%
My workgroup works effectively together	87%
My supervisor displays resilience when faced with difficulties or failures	86%

 HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL
Satisfaction with your opportunity to temporarily transfer to other areas within the ACTPS	38%
In the last 3 months, how often has work made you feel happy (% sometimes)	38%
In the last 3 months, how often has work made you feel enthusiastic (% sometimes)	37%
In the last 3 months, how often has work made you feel burned out (% sometimes)	36%
I have unrealistic time pressures (% sometimes)	34%
In my organisation, the senior leaders work as a team	34%
When my organisation's accomplishments are praised, it feels like a personal compliment	33%
My organisation really inspires me to do my best work every day	32%

 HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
I have unrealistic time pressures (% always, often)	32%
My workgroup has the tools and resources we need to perform well	30%
I have enough time during my work hours to do my job effectively	30%
In the last 3 months, how often has work made you feel burned out (% always, often)	28%
I am provided with adequate time to undertake my role	28%
In general, the recruitment and promotion in my workgroup is managed well	26%
My organisation involves staff in decisions about their work	26%
The workload I have is appropriate for my role	26%




WHAT ARE EMPLOYEES MOST POSITIVE ABOUT?
"% POSITIVE" is the proportion of staff who responded "Strongly agree" and "Agree".
(STRENGTHS)

WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT?
Where a lot of employees are responding "Neither agree nor disagree" (% neutral), this may indicate mixed views or inconsistent experiences.
(AREAS OF POTENTIAL)


WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT?
"% NEGATIVE" is the proportion of staff who responded "Disagree" and "Strongly disagree".
(AREAS OF POTENTIAL CONCERN)

BIGGEST CHANGES FROM 2021

 LARGEST INCREASE IN POSITIVE SENTIMENT	% POSITIVE	VARIANCE FROM 2021
I feel equipped to manage the performance of the people I supervise	73%	+12%
Satisfaction with your current learning and development opportunities	64%	+9%
I am provided with adequate time to undertake my role	61%	+6%
My workgroup uses feedback from our customers/clients to improve the services we deliver	84%	+5%
In my organisation, I feel safe to be able to speak up when I see something wrong	68%	+5%
In the last 3 months, how often has work made you feel miserable (% never, rarely)	59%	+5%
My physical work environment is suitable for the type of work I do	86%	+4%
Satisfied with non-monetary employment conditions (leave, flexible work, etc.)	85%	+4%

 LARGEST DECREASE IN POSITIVE SENTIMENT	% POSITIVE	VARIANCE FROM 2021
My EGM effectively leads and manages change	58%	-22%
My EGM clearly articulates the direction and priorities for our area	56%	-18%
My EBM clearly articulates the direction and priorities for our area	56%	-18%
My EBM effectively leads and manages change	62%	-18%
My workgroup has the tools and resources we need to perform well	53%	-13%
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	68%	-12%
I believe strongly in the purpose and objectives of my organisation	78%	-10%
My organisation fosters an environment where staff are treated fairly and with respect	62%	-10%

 LARGEST INCREASE IN NEGATIVE SENTIMENT	% NEGATIVE	VARIANCE FROM 2021
My EBM clearly articulates the direction and priorities for our area	25%	+18%
My EBM effectively leads and manages change	23%	+16%
My workgroup has the tools and resources we need to perform well	30%	+12%
I am satisfied with the stability and security of my job	20%	+8%
My EGM effectively leads and manages change	12%	+6%
Relationships at work are strained (% always, often)	13%	+6%
My organisation fosters an environment where staff are treated fairly and with respect	18%	+6%
My EGM clearly articulates the direction and priorities for our area	14%	+6%

<p> LARGEST INCREASE IN POSITIVE SENTIMENT looks at the questions that people responded positively to, and shows the questions that have had the largest INCREASE in positive sentiment since 2021. These reflect areas where we are doing well.</p>	<p>LARGEST DECREASE IN POSITIVE SENTIMENT looks at the questions that people responded positively to, and shows the questions that have had the largest DECREASE in positive sentiment since 2021. We should ask why staff are feeling less positive about these areas.</p>	<p>LARGEST INCREASE IN NEGATIVE SENTIMENT looks at the questions that people responded negatively to, and shows the questions that have had the largest INCREASE in negative sentiment since 2021. We should ask why staff are feeling more negative, in context of the total % negative.</p>
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KEY OUTCOME MEASURES



WHAT ARE KEY OUTCOME MEASURES?

Key Outcome Measures provide an overall view of the employee experience. Research has shown that when organisations are performing well, **ENGAGEMENT**, **COMMITMENT AND LOYALTY**, and **SATISFACTION** are high. Key Outcome Measures are influenced by a range of workplace factors that drive changes in these outcomes. These workplace factors are shown in the following pages.

YOUR KEY OUTCOME MEASURES SCORE: 70%

RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
		-5	0	-1

COMMITMENT and LOYALTY 66%

I believe strongly in the purpose and objectives of my organisation	78	18	78 %	-10 ⬇️	-3	-4 ⬇️
I am proud to work in my organisation	73	20	73 %	-2	-1	-2
I would recommend my organisation as a good place to work	70	20	70 %	-1	0	0
I feel a strong personal attachment to my organisation	63	23	63 %	-3	+2	-1
When my organisation's accomplishments are praised, it feels like a personal compliment	49	33	49 %	-7 ⬇️	-5 ⬇️	-7 ⬇️

ENGAGEMENT 73%

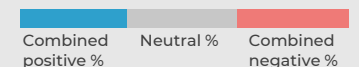
I work beyond what is required in my job to help my organisation achieve its objectives	80	18	80 %	-4 ⬇️	-1	-1
My job inspires me	66	23	66 %	-9 ⬇️	+4 ⬆️	0
My organisation really inspires me to do my best work every day*	53	32	53 %	-	-3	-3

SATISFACTION 79%

Overall, I am satisfied with my job	79	14	79 %	-5 ⬇️	+2	+1
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*related question - not included in factor or outcome scores

KEY: ⬆️ AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR ⬇️ AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR





WHAT ARE INDEXES?

WE CAN USE INDEXES TO TRACK HOW WE CHANGE OVER TIME IN KEY AREAS OF IMPORTANCE TO THE SERVICE.

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
INNOVATION 75%					-	0	-0
My organisation promotes innovation and creativity	59	22	19	59 %	-4	-2	-3
My supervisor challenges me to consider new ways of doing things	70	20	10	70 %	-	+1	-2
My supervisor recognises people in my workgroup for creating new/better ways of working	76	17		76 %	-	0	-1
My supervisor recognises and supports the notion that failure is a part of innovation	73	19	9	73 %	-	0	+1
I feel responsible to continually look for new ways to improve the way we work	95			95 %	-	+2	+2

KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR

AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR

Combined positive % Neutral % Combined negative %



EXPLORE THE FULL RESULTS

THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY. The questions are grouped into factors. These factors drive the Key Outcome Measures.

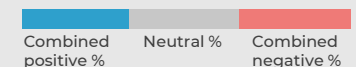
LOOK AT HOW THE POSITIVE SCORES COMPARE TO THE AVAILABLE COMPARISONS. Positive scores are the proportion of staff responding "Strongly Agree" and "Agree".

IS THERE ROOM FOR IMPROVEMENT?

LEADERSHIP

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
In my organisation, communication between senior leaders and others is effective		61 %	0	-2	0
In my organisation, the senior leaders work as a team		52 %	0	-9	-9
Senior leaders provide clear strategy and purpose		51 %	-1	-4	-6
My EGM effectively leads and manages change		58 %	-22	-8	-6
My EBM effectively leads and manages change		62 %	-18	-8	-7

KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR





EXPLORE THE FULL RESULTS

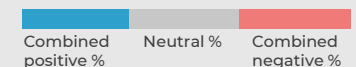
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IS THERE ROOM FOR IMPROVEMENT?

SUPERVISOR PERFORMANCE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
My supervisor displays resilience when faced with difficulties or failures	86 9	86 %	-1	+1	+2
My supervisor ensures that my workgroup delivers on what we are responsible for	84 11	84 %	-3	+1	0
My supervisor provides me with enough support when I need it	81 10 9	81 %	-3	+1	-1
My immediate supervisor encourages me (% always, often)	78 14 8	78 %	-2	+2	+1
My supervisor provides feedback in a way that helps me improve my performance	71 16 13	71 %	-8 ⬇️	-2	-5 ⬇️
My supervisor manages underperformance well in my workgroup	52 30 19	52 %	-7 ⬇️	-2	-8 ⬇️

KEY: AT LEAST 4 PERCENTAGE POINTS GREATER THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS LESS THAN COMPARATOR





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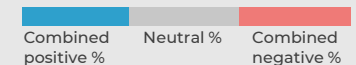
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IS THERE ROOM FOR IMPROVEMENT?

TEAM PERFORMANCE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
My workgroup successfully adapts to new ways of working when required	87	87 %	-4	0	+1
My workgroup has the appropriate skills, capabilities, and knowledge to perform well	82	82 %	-9	+2	-2
The people in my workgroup use time and resources efficiently	81	81 %	+1	+1	+1
My workgroup has the tools and resources we need to perform well	53	53 %	-13	-9	-12

TEAM CULTURE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
My workgroup works effectively together	87	87 %	-	+2	+2
Relationships at work are strained (% never, rarely)	59	59 %	-3	-1	-1

KEY: AT LEAST 4 PERCENTAGE POINTS GREATER THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS LESS THAN COMPARATOR



OTHER WORKPLACE FACTORS



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IS THERE ROOM FOR IMPROVEMENT?

FLEXIBLE WORKING

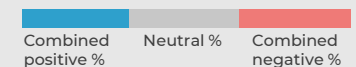
I am confident I can access flexible working arrangements when required

RESPONSE SCALE % POSITIVE VARIANCE FROM 2021 VARIANCE FROM Health VARIANCE FROM ACTPS



Of the following flexible working arrangements:	Do you currently access this arrangement?		What is the main reason you don't access this type of arrangement?		
	% YES	VARIANCE FROM Health	Doesn't fit personal needs/ circumstances	Doesn't fit work requirements	Management would not support
Variable or non-standard hours of work	45 %	-2	49	39	11
Part-time employment	19 %	+4	76	21	
Job sharing	4 %	-1	72	26	
Home-based work	54 %	-6	37	49	14
Hybrid working arrangements - a combination working from home, office, or other space	69 %	-8	43	37	20
Rostered Day off (RDO), 9-day fortnight or similar arrangement	11 %	+2	58	28	14
Flex time or time-in-lieu	77 %	+9	37	49	14

KEY: AT LEAST 4 PERCENTAGE POINTS GREATER THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS LESS THAN COMPARATOR



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IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
I have a choice in deciding how I do my work (% always, often)		79 %	+1	+2	+2

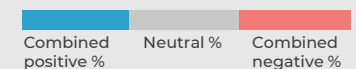
BARRIERS to PRODUCTIVITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
My physical work environment is suitable for the type of work I do		86 %	+4	+1	+1

CHANGE MANAGEMENT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
My EGM effectively leads and manages change		58 %	-22	-8	-6
My EBM effectively leads and manages change		62 %	-18	-8	-7
Senior leaders support staff to work in an environment of change		55 %	-4	-6	-5

KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR



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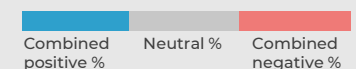
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IS THERE ROOM FOR IMPROVEMENT?

CONSULTATION	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
My supervisor involves me in decisions about my work	84	97 84 %	-1	+2	0

CUSTOMER SERVICE CULTURE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
My workgroup is committed to providing excellent customer/client service	92	92 %	0	0	+1
My workgroup has good working relationships with our customers/clients	91	91 %	+3	+2	+3
My workgroup uses feedback from our customers/clients to improve the services we deliver	84	10 84 %	+5	+4	+5
I am able to deliver services to customers/clients in a timely manner	86	8 86 %	+3	+2	-1
I received appropriate training to meet my customer/client service responsibilities	75	18 75 %	+4	+7	+2

KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR



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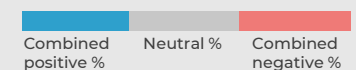
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IS THERE ROOM FOR IMPROVEMENT?

GOAL CLARITY	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
I can see a clear connection between my job and my organisation's purpose		79 %	-6	-6	-8
I clearly understand what I am expected to do in this job		79 %	-7	0	-6

INCLUSIVITY	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
My organisation supports and actively promotes a safe and inclusive workplace culture		80 %	-1	+1	+1
I do not face unfair barriers in accessing opportunities		71 %	0	+1	-1
My organisation fosters an environment where staff are treated fairly and with respect		62 %	-10	-5	-8

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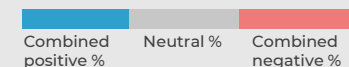
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IS THERE ROOM FOR IMPROVEMENT?

INTERNAL COMMUNICATION	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
Regularly kept informed about what is happening in my workgroup		82 %	-5	+2	+2
Regularly kept informed about what is happening across my organisation as a whole		61 %	+4	-6	-3
Regularly kept informed about what is happening across my Group (or equiv.)		66 %	-5	-3	-6
Regularly kept informed about what is happening across my Branch (or equiv.)		71 %	-5	-3	-5

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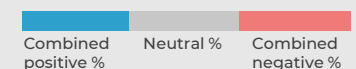
INTRINSIC REWARDS

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
My immediate supervisor encourages me (% always, often)		78 %	-2	+2	+1
The work I do gives me a sense of accomplishment		81 %	-6	+1	-2
My organisation really inspires me to do my best work every day		53 %	-	-3	-3
In the last 3 months, how often has work made you feel enthusiastic (% always, often)		49 %	-8	-1	-4

JOB SECURITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
I am satisfied with the stability and security of my job		68 %	-10	-10	-13

KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR



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IS THERE ROOM FOR IMPROVEMENT?

JOB-SKILLS MATCH

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
My job gives me opportunities to utilise my skills		85 %	+1	+4	+2

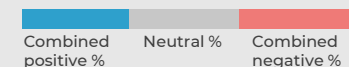
LEARNING & DEVELOPMENT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
Satisfaction with your current learning and development opportunities		64 %	+9	+2	0
Satisfaction with your current career development opportunities		54 %	+1	-2	-3

MOBILITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
Your opportunity to temporarily transfer to other work areas within the ACTPS		42 %	-1	-6	-7

KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR



OTHER WORKPLACE FACTORS



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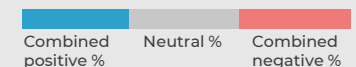
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IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL TRUST	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
My organisation operates with a high level of integrity	66	23	10	66 %	-7 ▼	-3	-6 ▼
In my organisation, I feel safe to be able to speak up when I see something wrong	68	17	16	68 %	+5 ▲	+2	0
My organisation routinely applies merit in recruitment and promotion decisions	64	18	18	64 %	-2	+5 ▲	+4 ▲
My organisation involves staff in decisions about their work	59	15	26	59 %	0	-1	-2
In general, the recruitment and promotion in my workgroup is managed well	49	25	26	49 %	-9 ▼	-3	-7 ▼

KEY: ▲ AT LEAST 4 PERCENTAGE POINTS GREATER THAN COMPARATOR ▼ AT LEAST 4 PERCENTAGE POINTS LESS THAN COMPARATOR



OTHER WORKPLACE FACTORS



EXPLORE THE FULL RESULTS

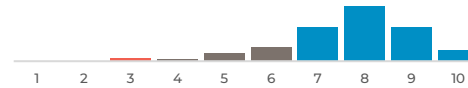
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LOOK AT HOW THE POSITIVE SCORES COMPARE TO THE AVAILABLE COMPARISONS. Positive scores are the proportion of staff responding "Strongly Agree" and "Agree".

IS THERE ROOM FOR IMPROVEMENT?

WORKGROUP PERFORMANCE

Workgroup's overall performance



% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
83 %	+1	-1	-1

83 %

+1

-1

-1

Top capability STRENGTHS for immediate workgroup (multiple response)

Collaborative working	63%
Technical specialist (e.g. engineering, allied health)	35%
Project and program management	22%
Client service	22%
Stakeholder engagement	22%
Strategic thinking	21%
Leadership	21%

Top OPPORTUNITIES FOR IMPROVEMENT (multiple response)

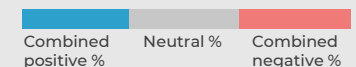
Data	32%
Change management	31%
Strategic thinking	26%
Digital	26%
Information and communications technology (ICT)	26%
Creativity and innovation	21%
Performance management	19%

Most SIGNIFICANT BARRIERS to you performing your best (multiple response)

Too many competing priorities	35%
Administrative processes within my organisation	28%
Multiple layers of decision making within my organisation	26%
The technology within my organisation	22%
Lack of clarity around priorities	15%
No significant barriers	14%
The appetite for risk within my organisation	12%

KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR

AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR



OTHER WORKPLACE FACTORS



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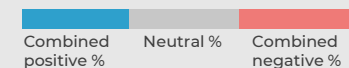
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IS THERE ROOM FOR IMPROVEMENT?

RECOGNITION	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
I am satisfied with the recognition I receive for doing a good job	65 21 14	65 %	-3	-3	-5

REMUNERATION	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
Satisfied with non-monetary employment conditions (leave, flexible work, etc.)	85 9 6	85 %	+4	+3	+3
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	68 17 15	68 %	-12	-3	+2

KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR



OTHER WORKPLACE FACTORS



EXPLORE THE FULL RESULTS

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LOOK AT HOW THE POSITIVE SCORES COMPARE TO THE AVAILABLE COMPARISONS. Positive scores are the proportion of staff responding "Strongly Agree" and "Agree".

IS THERE ROOM FOR IMPROVEMENT?

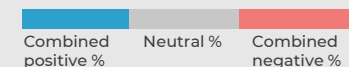
HEALTH & WELLBEING

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
I believe my immediate supervisor cares about my health and wellbeing		87 %	0	+2	+2
My workplace takes actions to keep me healthy and safe at work		79 %	-	+7	+4
I am satisfied with the policies/practices in place to help me manage my health and wellbeing		67 %	-3	+3	-2

SUPERVISOR SUPPORT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
I feel equipped to manage the performance of the people I supervise		73 %	+12	-1	-5
I am provided with adequate time to undertake my role		61 %	+6	+4	-3
Do you have direct responsibility for managing staff?		42 %	+2	+2	+4

KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR



OTHER WORKPLACE FACTORS



EXPLORE THE FULL RESULTS

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IS THERE ROOM FOR IMPROVEMENT?

WORK IMPACT on WELLBEING

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
How would you rate your current level of work-related stress? (% nil, low/mild)	35	37	28	35 %	+3	0	-5
In the last 3 months, how often has work made you feel happy (% always, often)	49	38	13	49 %	-6	-4	-6
In the last 3 months, how often has work made you feel miserable (% never, rarely)	59	29	12	59 %	+5	+3	+1

What are the main causes of your work-related stress? (multiple response)

Amount of work (workload)	46%
Time pressure	45%
Staff shortages	44%
Organisation or workplace change	31%
Unclear priorities	30%

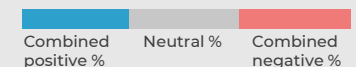


For multiple response questions, staff can select multiple answers. This means the **percentages will not add to 100%**. Instead, the percentage tells you what proportion of staff selected that response.

For example, 50% means that 50% of staff selected that response, and they may have selected another response as well.

KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR

AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR



OTHER WORKPLACE FACTORS



EXPLORE THE FULL RESULTS

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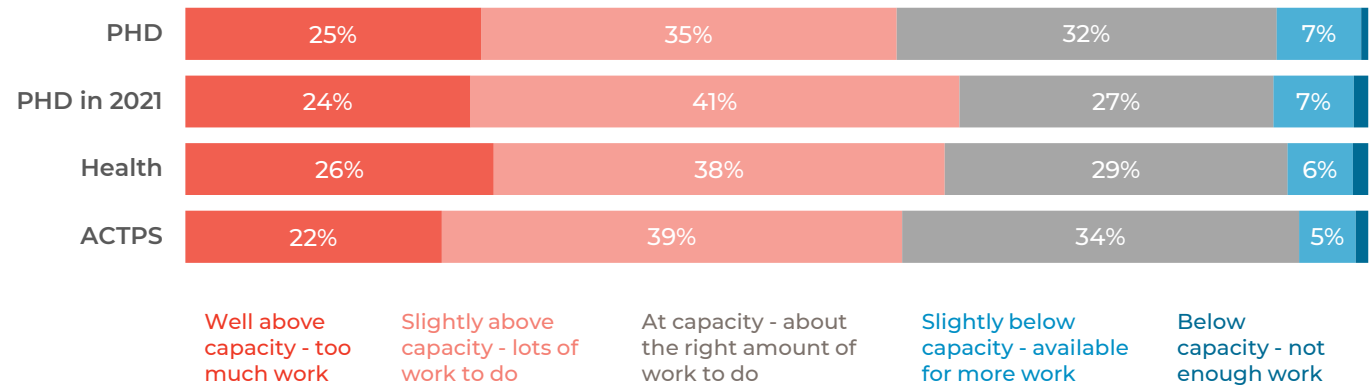
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IS THERE ROOM FOR IMPROVEMENT?

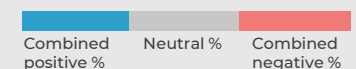
WORKLOAD MANAGEMENT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
How satisfied are you with the work-life balance in your current job?		73 %	+2	+6	+2
The workload I have is appropriate for my role		57 %	0	+2	-3
I have enough time during my work hours to do my job effectively		48 %	-1	0	-5
In the last 3 months, how often has work made you feel burned out (% never, rarely)		36 %	+1	-2	-7
I have unrealistic time pressures (% never, rarely)		34 %	+1	+3	-1

What best describes your current workload?



KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR



CAREER INTENTIONS

Which of the following best describes your most likely CAREER PLAN for the next two years?	
Continue to work in your current workgroup	44%
Work elsewhere in the ACT Public Service	16%
Don't know	15%
Leave the ACT Public Service to work elsewhere	13%
Continue to work in your current organisation, but in a different workgroup	8%
Retire	2%
Leave my organisation-other	1%
Take up full-time study	1%

Top 10 reasons for STAYING in organisation (multiple response)	
I can continue to work in a field of interest	61%
Good access to flexible working arrangements	32%
Good relationship with other team members	27%
Broad range of experiences	22%
Good location/travel time	22%
Good relationship with immediate manager	18%
Job security	16%
My values or goals are aligned with the objectives and purposes of the organisation	15%
Collaborative work environment	13%
Good remuneration	13%

Top 10 reasons for LEAVING organisation and seeking employment elsewhere (multiple response)	
Lack of future career opportunities	31%
No opportunity to stay (e.g. end of contract)	27%
Opportunity to work in a field of interest	25%
Opportunity to broaden experience	23%
Desire to try a different type of work	23%
Lack of job security in my current position	19%
Poor organisational leadership	15%
Lack of developmental/educational opportunities	15%
To seek/take a promotion elsewhere	13%
For better access to flexible working arrangements	10%



QUESTION DEFINITION

A worker is bullied if a person or group of people repeatedly act unreasonably towards them, e.g. victimising, humiliating, intimidating, or threatening.

QUESTIONS WITH FEWER THAN 10 RESPONSES HAVE BEEN MASKED FOR CONFIDENTIALITY.

A SINGLE MISCONDUCT INCIDENT REPORTED BY MULTIPLE PEOPLE IS COUNTED AS MULTIPLE INCIDENTS.

THE QUESTIONS IN THE TABLES ARE MULTIPLE RESPONSE.

BULLYING

During the last 12 months, in your current organisation, have you experienced or witnessed bullying at work?

	% YES	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
Personally experienced	13 %	0	-1	0
Witnessed it happening to someone else	11 %	-2	-4	-3

What type of behaviour did you experience?

Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	52%
Exclusion or isolation	43%
Intimidation and/or threats	29%
Withholding essential information for me to do my job	29%
Verbal abuse	14%

Which best describes the person who bullied you?

My immediate manager or supervisor	33%
Colleague	29%
A more senior manager than my manager	24%
Someone I supervise or manage	19%
Client/customer/patient/stakeholder	19%

Did you do anything in response to the behaviour witnessed or experienced?

Had an informal discussion with my supervisor or someone else more senior than me	46%
Had an informal discussion with other colleagues	31%
Talked to the person who was bullied about the matter	31%
Confronted or discussed the matter with the perpetrator	26%
Submitted a formal report within my organisation	17%

KEY: AT LEAST 4 PERCENTAGE POINTS LESS THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS GREATER THAN COMPARATOR



QUESTION DEFINITION

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

QUESTIONS WITH FEWER THAN 10 RESPONSES HAVE BEEN MASKED FOR CONFIDENTIALITY.

A SINGLE MISCONDUCT INCIDENT REPORTED BY MULTIPLE PEOPLE IS COUNTED AS MULTIPLE INCIDENTS.

THE QUESTIONS IN THE TABLES ARE MULTIPLE RESPONSE.

DISCRIMINATION

During the last 12 months, in your current organisation, have you experienced or witnessed DISCRIMINATION at work?

	% YES	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
Personally experienced	6 %	0	-1	0
Witnessed it happening to someone else	8 %	-1	-1	0

What attribute was the discrimination based on?	What type of behaviour did you experience?	Which best describes the person who discriminated against you?	Did you do anything in response to the behaviour witnessed or experienced?
Other 40%	Pay or conditions offered by employer -	A more senior manager than my manager 60%	Did not take any action 38%
Age 30%	Opportunities for promotion -	My immediate manager or supervisor 40%	Talked to the person who was discriminated against about the matter 29%
Sex 20%	Opportunities for transfer/secondment -	Colleague 20%	Had an informal discussion with other colleagues 24%
State of health 10%	Opportunities for training -	Other 10%	Had an informal discussion with my supervisor or someone else more senior 14%
Employment activity (e.g. performing reasonable workplace actions, or accessing work entitlements) 10%	Employment security - threats of dismissal or termination -		Confronted or discussed the matter with the perpetrator 10%

KEY: AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR



QUESTION DEFINITION

Sexual harassment involves non-consensual or unwelcome sexual behaviour that could make a person feel offended, humiliated, or intimidated.

QUESTIONS WITH FEWER THAN 10 RESPONSES HAVE BEEN MASKED FOR CONFIDENTIALITY.

A SINGLE MISCONDUCT INCIDENT REPORTED BY MULTIPLE PEOPLE IS COUNTED AS MULTIPLE INCIDENTS.

THE QUESTIONS IN THE TABLES ARE MULTIPLE RESPONSE.

SEXUAL HARASSMENT

During the last 12 months, in your current organisation, have you experienced or witnessed sexual harassment at work?

	% YES	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
Personally experienced	1 %	+1	0	-1
Witnessed it happening to someone else	1 %	-1	+1	0

What type of behaviour did you experience?

Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one)	-
Intrusive questions about my private life or comments about my physical appearance	-
Unwelcome touching, hugging, cornering or kissing	-
Inappropriate physical contact (including momentary or brief physical contact)	-
Repeated or inappropriate invitations to go out on dates	-

Which best describes the person who behaved that way?

Colleague	-
Group of colleagues	-
My immediate manager or supervisor	-
A more senior manager than my manager	-
Someone I supervise or manage	-

Did you do anything in response to the behaviour witnessed or experienced?

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

KEY: AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR

AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR



QUESTION DEFINITION

Violence and aggression is when a worker is abused, threatened, or assaulted in a situation related to their work.

QUESTIONS WITH FEWER THAN 10 RESPONSES HAVE BEEN MASKED FOR CONFIDENTIALITY.

A SINGLE MISCONDUCT INCIDENT REPORTED BY MULTIPLE PEOPLE IS COUNTED AS MULTIPLE INCIDENTS.

THE QUESTIONS IN THE TABLES ARE MULTIPLE RESPONSE.

VIOLENCE AND AGGRESSION

During the last 12 months, in your current organisation, have you experienced or witnessed aggression or violent behaviour at work?

	% YES	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
Personally experienced	5 %	-1	-1	-4
Witnessed it happening to someone else	4 %	+1	-1	-3

What type of violence or aggression did you experience?

Abusive language	-
Intimidating behaviour	-
Threats of violence	-
Damage to my property or work equipment	-
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	-

Which best describes the person who behaved that way?

Colleague	-
Group of colleagues	-
My immediate manager or supervisor	-
A more senior manager than my manager	-
Someone I supervise or manage	-

Did you do anything in response to the behaviour witnessed or experienced?

Had an informal discussion with my supervisor or someone else more senior	47%
Had an informal discussion with other colleagues	33%
Submitted a report through Riskman	33%
Talked to the person who was subject to the violence or aggression about the matter	20%
Submitted a formal report within my organisation	13%

KEY: AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR



QUESTION DEFINITION

Corruption is the dishonest or biased exercise of a public official's function that would usually justify serious penalties, such as termination or criminal prosecution.

QUESTIONS WITH FEWER THAN 10 RESPONSES HAVE BEEN MASKED FOR CONFIDENTIALITY.

A SINGLE CORRUPTION INCIDENT REPORTED BY MULTIPLE PEOPLE IS COUNTED AS MULTIPLE INCIDENTS.

THE QUESTIONS IN THE TABLES ARE MULTIPLE RESPONSE.

CORRUPTION

During the last 12 months, in your current organisation, have you witnessed behaviour that could be considered corruption?

	% RESPONSE	VARIANCE FROM 2021	VARIANCE FROM Health	VARIANCE FROM ACTPS
Yes	4 %	-1	-2	-2

Which best describes the corrupt behaviours you witnessed?

Bribery, domestic and foreign - obtaining, offering or soliciting secret commissions, kickbacks or gratuities	-
Fraud, forgery or embezzlement	-
Theft or misappropriation of official assets	-
Nepotism - preferential treatment of family members	-
Cronyism - preferential treatment of friends, e.g. appointing to positions disregarding merit	-

Did you do anything in response to the behaviour witnessed?

Confronted or discussed the matter with the perpetrator	-
Had an informal discussion with my supervisor or someone else more senior than me	-
Had an informal discussion with other colleagues	-
Submitted a formal report within my organisation	-
Submitted a formal report to the ACT Integrity Commission	-

KEY: AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR

AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR

DEMOGRAPHICS - WORK ROLE

LENGTH OF EMPLOYMENT IN CURRENT DIRECTORATE

	PHD	Health	ACTPS
Less than 1 year	13%	17%	18%
1 to less than 2 years	19%	15%	12%
2 to less than 5 years	20%	27%	21%
5 to less than 10 years	13%	12%	16%
10 years or more	27%	19%	21%
No response	8%	10%	11%

EMPLOYMENT TYPE

	PHD	Health	ACTPS
Permanent full-time	53%	64%	67%
Temporary full-time	26%	15%	10%
Permanent part-time	9%	6%	7%
Temporary part-time	3%	3%	1%
Casual	0%	0%	1%
Contractor	0%	1%	2%
Other	1%	0%	1%
No response	9%	10%	11%

LENGTH OF TIME IN CURRENT ROLE

	PHD	Health	ACTPS
Less than 1 year	26%	33%	31%
1 to less than 2 years	20%	17%	17%
2 to less than 5 years	23%	26%	23%
5 to less than 10 years	11%	9%	11%
10 years or more	11%	5%	8%
No response	9%	10%	11%

CLASSIFICATION (GROUPED)

	PHD
Senior Officer or Manager	40%
Health Assistant or Health Professional	24%
Executive or Statutory Officer	16%
Administrative Officer 5-6	5%
Other	5%
No response	3%
Medical Officer	3%

DEMOGRAPHICS - PERSONAL

GENDER			
	PHD	Health	ACTPS
Man or male	28%	28%	33%
Women or female	54%	51%	46%
Non-binary	1%	1.0%	0.5%
I use a different term	0%	0.0%	0.1%
Prefer not to say	7%	8%	9%
No response	10%	12%	12%

AGE GROUP			
	PHD	Health	ACTPS
Under 29 years	13%	11%	11%
30 to 39 years	28%	25%	26%
40 to 49 years	28%	27%	25%
50 to 59 years	16%	19%	19%
60 years or older	2%	4%	5%
No response	12%	15%	15%

DIVERSITY GROUPS			
	PHD	Health	ACTPS
Aboriginal and Torres Strait Islander	0%	2%	2%
LGBTQI+	3%	6%	7%
People with Disability	7%	8%	7%
Carer	9%	7%	5%
Other Carer	26%	27%	24%
Non English-speaking background	10%	16%	16%
ADF (former and current)	3%	1%	2%

CULTURAL BACKGROUND			
	PHD	Health	ACTPS
Australian only	26%	24%	19%
Culturally diverse	35%	31%	29%
No response	39%	45%	52%



Please note that this data reflects the demographics of survey respondents. Depending on your response rate, it may or may not reflect your area's true demographics.

However, some demographic data available here aren't captured in mandatory HR reporting data e.g. some diversity information. **This section may reveal valuable information about your staff, such as groups that are under-reported in other HR data sources.**



DIRECTORATE SPECIFIC QUESTIONS

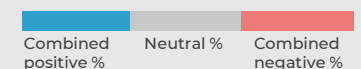
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IS THERE ROOM FOR IMPROVEMENT?

WORKGROUP	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health
Within my workgroup, it's easy to speak up about what's on my mind	81 (9% 10%)	81 %	-5 ↓	+3
People in my workgroup are eager to share information about what does and doesn't work	81 (13%)	81 %	-5 ↓	+1
We regularly discuss whether we are working effectively together	66 (18% 15%)	66 %	+5 ↑	+1
We modify our objectives in light of changing circumstances	85 (11%)	85 %	-4 ↓	0
We often review our approach to getting the job done	77 (17%)	77 %	-4 ↓	-2
People in my workgroup consistently demonstrate the ACT Health values	88 (9%)	88 %	-1	+6 ↑

SUPERVISOR	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health
My manager helps me understand the importance of my work to the overall effectiveness of ACTHD.	65 (25% 11%)	65 %	-	-3
My manager helps me understand how my job fits into the bigger picture	68 (22% 11%)	68 %	-	0

KEY: ↑ AT LEAST 4 PERCENTAGE POINTS GREATER THAN COMPARATOR ↓ AT LEAST 4 PERCENTAGE POINTS LESS THAN COMPARATOR





DIRECTORATE SPECIFIC QUESTIONS

THESE PAGES SHOW THE RESULTS OF THE QUESTIONS THAT WERE ONLY ASKED TO YOUR DIRECTORATE. WHERE POSSIBLE, COMPARISONS TO LAST YEAR HAVE BEEN MADE.

IS THERE ROOM FOR IMPROVEMENT?

SUPPORT FOR SUPERVISORS

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health
I feel supported by my supervisor to manage any issues that arise in my team		81 %	-	-3
I find it easy to manage team resourcing		37 %	-	-5
I can access additional resources for my team when I need to		28 %	-	-5

OVERALL

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM Health
On balance, ACT Health is truly a great place to work		61 %	-8	-3
ACT Health has a strong, clear sense of vision and future direction		50 %	-4	-6



For the OVERALL questions, 0 represents "Strongly disagree" and 10 represents "Strongly agree".

The % **POSITIVE** reported are proportion of staff who selected a response of 7 or higher.

KEY: AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR

AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR

