

people
matter
employee
survey



What you think
matters.

Frequently asked
questions



Government
of South Australia

Contents

| | |
|---|----------|
| About the survey | 3 |
| What is the survey about? | 3 |
| Is the survey compulsory? | 3 |
| Why survey the public sector | 3 |
| Why should I complete the survey? | 3 |
| Survey timing | 3 |
| When is the survey? | 3 |
| How long will it take to complete? | 3 |
| Can I complete the survey during work time? | 4 |
| Accessing the survey | 4 |
| Who can participate? | 4 |
| How do I access the survey? | 4 |
| I'm going to be on leave during the survey period, can I still participate in the survey? | 4 |
| What do I do if I can't access the survey or if it's not working for me? | 4 |
| Can I save the survey part way through and finish it later? | 5 |
| Survey questions | 5 |
| Why does the survey ask about my gender/age/other demographic information? | 5 |
| What if I don't feel comfortable answering the questions? | 5 |
| I am seconded to another public sector organisation. Do I select my current agency or my 'home' agency? | 5 |
| I work for more than one agency, which one do I select in the survey? | 5 |
| The survey asks about my manager, which manager does it mean? | 6 |
| How does the survey define certain behaviours? | 6 |
| Is there support available if the questions raise concerns for me? | 7 |
| Confidentiality and privacy | 8 |
| How is my privacy protected? | 8 |
| How can I be sure that my responses remain anonymous? | 8 |
| How is the data collected and reported? | 9 |
| Survey results | 9 |
| Who sees the results? | 9 |
| How will the results be used? | 9 |

About the survey

What is the survey about?

The People Matter Employee Survey (PMES) provides insights into the current employee experience across your agency and the whole of the public sector, to inform and support the development of action plans to improve wellbeing, inclusion, engagement, and performance.

The survey asks questions on a range of topics including your role, your workgroup, inclusion and belonging, perceptions of leadership capability and psychosocial risks.

Is the survey compulsory?

The survey is voluntary however we encourage you to have your say and provide open and honest feedback on your workplace experiences. What you think matters and will help shape the future of the SA public sector.

Why survey the public sector

Why should I complete the survey?

Because what you think matters. By sharing your views, you can help make the South Australian public sector a better place to work.

Your responses ensure that working in the public sector is an inclusive and supportive experience, where all employees are empowered to positively serve the South Australian community.

Survey timing

When is the survey?

The survey opens at 9am Wednesday 28 February and closes at midnight, 27 March 2024.

How long will it take to complete?

The survey will take about 20 minutes to complete.

Can I complete the survey during work time?

You should complete the survey during your normal working hours. If you are unable to complete the survey in your normal working hours, speak to your manager or HR team.

Accessing the survey

Who can participate?

All South Australian public sector employees, including statutory agencies and state-owned corporations.

This includes all full-time and part-time employees, casuals, graduates, apprentices, employees on a fixed-term contract, and employees on leave.

Volunteers and temporary contractors employed through a recruitment agency are not eligible to participate because they are not employed by the public sector. Please reach out to your manager or HR team to find out how you can provide feedback.

How do I access the survey?

An email with the survey link will be sent to all South Australian public sector employees by their agency Chief Executive on Wednesday 28 February 2024.

If you don't have computer access, you can complete the survey on a smartphone or tablet by scanning the QR code on the People Matter Employee Survey posters displayed around your workplace.

I'm going to be on leave during the survey period, can I still participate in the survey?

Yes. If you have planned leave during the survey period, please speak with your manager or supervisor and request them to send the survey link to an alternative email address.

What do I do if I can't access the survey or if it's not working for me?

If you have any issues accessing the survey, contact your manager or HR team for support.

Can I save the survey part way through and finish it later?

As the survey is anonymous you will need to complete it in one sitting, which will take about 20 minutes. You will not be able to re-enter where you left off if you exit part way through responding.

Survey questions

Why does the survey ask about my gender/age/other demographic information?

By including demographic questions, we can gain a deeper understanding of how our diverse workforce experiences and perceives the workplace. This allows for tailored initiatives to be developed.

What if I don't feel comfortable answering the questions?

The PMES is a voluntary survey that asks for honest feedback on your workplace experiences and expectations so that we can make the public sector a better place to work for all. Some of the questions are personal, and it can feel uncomfortable sharing this information.

All responses are anonymous and confidential, so you can share as much or as little as you feel comfortable with. The survey provides data so that we can improve the working environment, so the more information we have, the better. All responses are collated together into a group report so your individual responses cannot be identified.

I am seconded to another public sector organisation. Do I select my current agency or my 'home' agency?

You should select your current agency when completing the survey.

I work for more than one agency, which one do I select in the survey?

If you work for multiple agencies, please select the agency that you work for the majority of the time. Make sure you are responding to the survey questions in reference to the agency you selected.

The survey asks about my manager, which manager does it mean?

The survey will ask about two different leaders – your ‘Manager’ and ‘Senior Leaders’.

‘Manager’ means the person in your immediate workgroup, team or project that you report to most frequently. If you work for more than one team, please think of the manager, supervisor, or team leader with whom you work with most frequently.

‘Senior Leaders’ means a group of Executives or senior managers in your agency, not an individual manager. For example:

- Executive Leadership team
- Chief Executive, Deputy Chief Executives and Executive Directors
- Chief Superintendents
- District Managers
- General Managers
- Operational Managers
- Education Directors
- Local Health District/Network Executives
- Hospital Directors and Division Managers
- The Manager above your direct Manager

How does the survey define certain behaviours?

Bullying A worker is bullied at work if an individual or group of individuals repeatedly behaves unreasonably towards the worker, or group of workers of which the worker is a member, and that behaviour creates a risk to health and safety. This does not apply to reasonable management action carried out in a reasonable manner.

Sexual Harassment is an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated, where a reasonable person would anticipate that in the circumstances. Examples of the types of the behaviour that may be considered as sexual harassment include:

- unwelcome touching or kissing

- commenting on a person's appearance
- comments, jokes or name-calling
- leering or staring
- sexual pictures, objects, emails, text messages or literature
- direct or implied propositions, or requests for dates
- asking about a person's sexual history or sexual activities
- intrusive questions about a person's private life or body
- requests for sex
- unnecessary familiarity, such as deliberately brushing up against a person
- insults or taunts based on sex
- sexually explicit physical contact.

Racism is behaviours, practices, beliefs, and prejudices that create avoidable and unfair inequalities for groups in society based on their race, ethnicity, culture or religion.

Discrimination is treating a person unfairly because of particular personal characteristics or because they belong to a certain group. For example, on the grounds of:

- Age
- Sex
- Gender identity
- Sexual orientation
- Intersex status
- Race
- Disability
- Marital or domestic partnership status
- Pregnancy
- Breastfeeding
- Caring responsibilities
- Religious appearance or dress
- Being, or having been, subjected to domestic abuse.

Workplace Violence and Aggression is any incident where a person is abused, threatened or assaulted at work or while they are carrying out work. Please note, for the purpose of this survey sexual harassment is covered separately.

Is there support available if the questions raise concerns for me?

The survey asks questions about experiences of workplace bullying, sexual harassment, racism, discrimination, violence and aggression.

If you are experiencing distress at work or at home, you are encouraged to seek support. For free, confidential support you can find your agency's Employee Assistance Program (EAP) on your agency intranet. Alternatively, you can access crisis support from services such as:

- Lifeline: 13 11 14, <https://www.lifeline.org.au>
- Beyond Blue: 1300 224 636, <https://www.beyondblue.org.au>
- 13YARN: 13 92 76, <https://www.13yarn.org.au>
- 1800RESPECT: 1800 737 732, <https://www.1800respect.org.au>
- Suicide Call Back Service: 1300 659 467, <https://www.suicidecallbackservice.org.au>

Confidentiality and privacy

How is my privacy protected?

The survey is anonymous and confidential.

The PMES is conducted by independent survey provider Qualtrics who are bound by strict privacy guidelines.

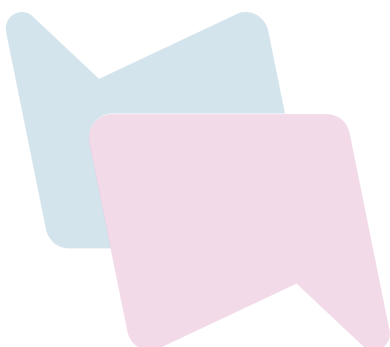
To protect your privacy, Qualtrics is legally obliged to:

- Not give your individual survey responses to anyone.
- Not release results for groups with fewer than 5 responses.

How can I be sure that my responses remain anonymous?

No identifying information is collected, such as your name, email or IP address.

Survey questions have also been grouped according to level of sensitivity, where enhanced anonymity settings have been applied. This protects individuals in small groups of respondents, and prevents identification of individual responses directly, or based on inferences from multiple data points (e.g. demographics and negative behaviours).



How is the data collected and reported?

Your responses will be collated with those of other employees to generate a group report. A group could be the whole sector, your agency, your division, and/or your team as long as it meets the reporting threshold of five responses.

External disclosure of de-identified responses will only occur if the information is required, or authorised, by or under an Australian law or court/tribunal order.

Survey results

Who sees the results?

While individual responses remain anonymous and unidentifiable, agencies will receive a report that groups and summarises their employees' feedback. Your agency is encouraged to share the report's findings and use them to develop action plans with targeted programs and initiatives to improve your workplace.

The whole-of-sector report will be available on the OCPSE website, and the Commissioner for Public Sector Employment will use the results to inform sector-wide reforms.

How will the results be used?

Your feedback lets us know what's working well and what needs to be improved. This information is used to make strategic decisions and informs new initiatives and programs within your agency and across the whole of sector.

Results from the 2021 survey were used to drive agency action plans along with a sector wide plan.

As an example, following the results of the *2021 I Work for SA – Your Voice Survey*, the Office of the Commissioner for Public Sector Employment (OCPSE) has:

- Released new guidelines around Preventing and Addressing Bullying, Harassment and Discrimination in the Workplace.
- Implemented a leadership framework to define what good leadership looks like.
- Launched the Leadership Series of short courses, for quick and lasting impact.

- Regularly reviewed and adapted the South Australian Leadership Academy core programs to reflect the changing needs of the sector.
- Partnered with Wellbeing SA to establish an advisory service so agencies can seek specialised intervention and support to create thriving workplaces.
- Expanded the successful Mentally Healthy Workplaces initiative to incorporate all aspects of wellbeing, including specific support for frontline workers.
- Developed custom wellbeing resources and training programs in targeted areas including bullying and harassment, and mental health awareness.
- Launched Building Integrity, the sector's first integrity framework to define expectations of values and behaviours for all sector employees to serve the SA community.
- Introduced the new Diversity, Equity & Inclusion Strategy 2023-26, to improve the experience, representation and inclusion of all employees.
- Commenced a sector-wide review of recruitment processes, resources, and training to strengthen integrity, enhance the diversity of our workforce and identify opportunities for improvement, to be completed in 2024.

