



FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: 24-015

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Published
5. Additional information identified	Not applicable
6. Fees	Not applicable
7. Processing time (in working days)	69 days
8. Decision made by Ombudsman	Not applicable
9. Additional information identified by Ombudsman	Not applicable
10. Decision made by ACAT	Not applicable
11. Additional information identified by ACAT	Not applicable

From: [TCCS_FreedomOfInformation](#)
To: [REDACTED]
Subject: FOI 24-015 | Re phone call, scope clarification
Date: Monday, 26 February 2024 2:15:00 PM

OFFICIAL

Dear [REDACTED]

Thank you for taking the time to speak with me over the phone this afternoon.

As discussed, the intention of my phone call is to clarify the type of information being sought in your application, as we have been made aware of range of reports produced from the relevant surveys.

It is my understanding that you are interested in accessing report created for the TCCS level and group level, but not reports at lower levels such as branch reports.

If this understanding is correct, can you please advise if you are agreeable to amending your application to:

- *I seek copies of the results of TCCS staff satisfaction surveys since 2020 **produced at the directorate and group levels**. The results should include quantified results, qualitative responses and analysis. **I do not seek to access reports produced for groups below these levels, such as individual branches.***

Should you wish to discuss this request further, please call me on (02) 6207 9242.

Kind regards,

Samantha Irons | Assistant Director

Phone: 02 6207 9242 | Email: TCCS.FOI@act.gov.au

**Information Access | Procurement, Legal and Information Access | Transport Canberra and City Services
Directorate | ACT Government**

480 Northbourne Avenue, Dickson 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

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Dear [REDACTED]

Freedom of Information Request - Reference 24-015

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 12 February 2024. It is my understanding that you originally sought access to the following government information:

“Copies of the results of TCCS staff satisfaction surveys since 2020. The results should include quantified results, qualitative responses and analysis. I seek a remission of fees relating to this request.”

On 27 February 2024, you agreed to amend the application to include:

“Copies of the results of TCCS staff satisfaction surveys since 2020 produced at the directorate and group levels. The results should include quantified results, qualitative responses and analysis. I do not seek to access reports produced for groups below these levels, such as individual branches.”

Timeframes

A decision is due on your access application by 23 May 2024.

As you are aware, third-party consultation has been completed in accordance with section 38 of the FOI Act. These processes have been completed and I thank you for agreeing to additional time to extend third party consultation processes.

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the FOI Act.

Decision on access

In accordance with the FOI Act, a search of TCCS records has been completed and thirteen records relating to the following surveys have been identified:

- 2020 TCCS Employee Engagement Survey
- 2022 Pulse Survey
- 2023 ACTPS Survey

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Upon reviewing the information within this record and applying the public interest test under section 17 of the FOI Act, I have found it to be, on balance, in the public interest to:

- provide you with partial access to seven records; and
- refuse access to six records.

The reasons for my decision are detailed below in the statement of reasons.

A schedule of relevant records is at [Attachment A](#).

In accordance with section 38(6)(b) of the FOI Act, I am deferring access to information that I have found to be in the public interest to disclose which are contained within records 1 and 5. Access is deferred until:

- TCCS is notified by the relevant third party that it does not intend to make an application for a review of this decision; or
- Following 20 working days from the date my decision is published on the Disclosure Log, no application for review has been received by the ACT Ombudsman; or
- If an application for review is made to the ACT Ombudsman, when the review has ended.

A copy of records 9 – 13 are enclosed at [Attachment Bb](#) with deletions applied to information I have found contrary to the public interest to disclose.

Statement of Reasons

In reaching my access decisions, I have taken the following into account:

- the FOI Act.
- the content of the documents that fall within the scope of your request.
- the *Human Rights Act 2004*.
- *Leanne Castley MLA v ACT Health Directorate*
- submissions provided by relevant third parties.

The FOI Act has a pro disclosure bias, which requires information to be disclosed unless doing so would be contrary to the public interest. As an Information Officer, I must decide where, on balance, public interest lies in the disclosure of government information. Section 17(1) of the Act sets out the steps for completing the public interest test. As part of this process, I must identify all relevant factors in schedule 1 of the FOI Act. If no factor in schedule 1 is found relevant, I must then consider the factors listed in schedule 2 of the FOI Act and determine, on balance, where the public interest lies.

Schedule 1:

- No relevant sections identified.

Schedule 2:

Factors favouring disclosure (Schedule 2.1)

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability.
- Schedule 2.1(a)(ii) - contribute to positive and informed debate on important issues or matters of public interest.

Factors favouring non-disclosure (Schedule 2.2)

- Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2016.

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- Schedule 2.2(a)(xi) - prejudice trade secrets, business affairs or research of an agency or person.
- Schedule 2.2(a)(xii) - prejudice an agency's ability to obtain confidential information.
- Schedule 2.2(a)(xiii) - prejudice the competitive commercial activities of an agency.
- Schedule 2.2(a)(xv) - prejudice the management function of an agency or the conduct of industrial relations by an agency.

Records 1 – 13

Staff surveys are a voluntary process and provide a valuable tool for measuring organisational performance. For survey reports to provide meaningful insight, employees are asked to provide views on subjects such as relationships, job-related roles, communication, and work environment. Some questions ask employees to disclose sensitive information to measure inclusion and diversity. While this information relates to employees, the collected information does not relate exclusively to the individual's position, functions, or things done in the exercising of functions as an employee. Where the information is personal information of employees, I have found schedule 2.2(a)(ii) applicable.

Due to the nature of the subjects, employees agree to participate and provide personal or sensitive information with the understanding that answers are confidential, collated to provide a level of anonymity, and used for the purpose it is collected. I have considered that the disclosure of employee personal information is likely to harm the employee-employer relationship and prejudice an agency's ability to obtain confidential information. TCCS relies on employee participation to provide valuable insight into its performance as an employer. I have considered that the disclosure of employee personal information is likely to prejudice employee participation in future surveys, decrease availability of information relating to crucial human resource management processes, and in turn impact TCCS' ability to make informed decisions. I have placed significant weight on factors 2.2(a)(ii), 2.2(a)(xii) and 2.2(a)(xv), and find the disclosure of employee personal information to be, on balance, contrary to the public interest.

Records 1 - 8

In reviewing the information contained within the 2020 and 2022, it was identified that some of the information could have been the intellectual property of BPA Analytics, as specified in contract [TC3190268](#) (the contract). In accordance with the FOI Act and the contract, third party consultation was undertaken to identify whether disclosure of the information was likely to be of concern to their business affairs. This process has established that disclosure of information is of concern to the third party.

The staff survey process relies heavily on the participation of a wide range of survey participants to collect authentic data to supply reports to those client agencies measuring the key factors in organisational culture which are recognised as contributing most to organisational performance. I have considered [Leanne Castley MLA v ACT Health Directorate](#) in which the ACT Ombudsman, Ian Anderson, considered the extent of ACT Health employee's right to privacy as limited to an assurance of anonymity and did not suggest a broad guarantee of confidentiality. I have considered that BPA's Intellectual Property Statement says that the contents of reports are highly confidential and cannot be duplicated by any third party, suggesting a broad guarantee of confidentiality. I note that these considerations also differ from the 2023 surveys producing reports at documents 9 – 13 in which a broad guarantee of confidentiality was not provided.

However, during the consultation process, TCCS sought views from BPA Analytics on the disclosure of high-level data captured in directorate level top-drawer reports. While your application relates to the detailed reports, the top-drawer reports contain duplicate information. I have considered that the information is unlikely to impede on the guarantee of confidentiality, as the information is de-identified, including analysis across a larger sample size. The presentation of the information in

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this manner is unlikely to disclose information that would prejudice an employee's right to privacy or reputation under the *Human Rights Act 2004*. I have also considered BPA Analytics' advice on the extent of the concerns related to the directorate level top drawer report. As such, I find that, on balance, disclosure of some information within records 1 and 5 is in the public interest.

I find that the concerns relating to the remaining information in these reports establish a likelihood of harm to third party business affairs and agree with their views that disclosure of information to parties outside of the contract is likely to hinder BPA Analytics ability to obtain confidential information on behalf of agencies, including those external to TCCS, in the future. Consequently, this could result in substantial harm to BPA Analytics' business affairs.

Further, the reports in records 1 – 8 contain verbatim comments including details which may identify participating employees or employees to whom the views relate. While employees who undertake the survey may expect sharing of responses in the form of a high-level summary of the data collected, they would, at a bare minimum, expect narrative text to be kept highly confidential. Further, where verbatim comments are contained in division group level reports, the reports are structured in a way that the sample sizes are quite small, and the identity of the work unit is identifiable. This has a potential to cause psychological harm to participants and individuals about whom the views relate. Further, there are concerns of prejudice to the human right to privacy and reputation caused by the disclosure of unsubstantiated allegations to which they have not had an opportunity to respond. I recognise that the disclosure of the information is of significant concern to BPA Analytics, and their views that disclosure of information in conflict with their confidentiality guarantees is likely to impede their ability to satisfy its obligations under the [Work Health and Safety Regulation 2011](#) (ACT) relating to psychological risks. I find that this could result in substantial harm to BPA Analytics' business affairs.

The reports at records 1 – 8 also contain significant information relating to the questions, signature model of engagement, data collection mechanisms and data analysis tools contained within and utilised to deliver the reports. This includes research and data collected outside of the TCCS staff surveys and is intertwined through the report in a way that is largely unable to be separated without the context of data being detached. I recognise that it is BPA Analytics' position that the entirety of the information contained in the reports, including its layout, manner of depiction, use of statistical graphs, diagrams, tables and data collection process, including its questions comprise its trade secrets and relates to its business affairs. The information contained within the reports is valuable to BPA Analytics' business model and essential to the profitability and viability of its continuing business operations. I agree that there is likely harm to the commercial value of the reports if the information was to be disclosed publicly, as the information within the reports are likely to disclose information that is generally unknown and gives BPA Analytics an advantage over its competitors. I agree that the disclosure of this information is likely to prejudice the trade secrets and business affairs of BPA Analytics.

I have also given consideration to the relationship between TCCS and BPA Analytics, in particular the expectation that TCCS acts within its contractual agreement. Actions contrary to the contract are likely to prejudice the competitive commercial activities of TCCS. The risk of harm to commercial activities of TCCS are also likely to be broad reaching, as vendors considering entering into contract with TCCS require assurance that TCCS will act in good faith.

I have placed significant weight on Schedule 2.2(a)(xi) and 2.2(a)(xiii) and find that the disclosure of some information within the directorate level reports and all of the information within the division level reports are likely to cause significant harm to BPA Analytics' trade secrets and business affairs, and in turn prejudice the competitive commercial activities of TCCS.

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Charges

In accordance with [Freedom of Information \(Fees\) Determination 2018](#), a fee of \$0.35 per page of information disclosed, except for the first 50 pages, may be applied to an access application. No fees are applicable as the total number of pages is within the fee free threshold.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. In accordance with section 28, your application, my decision, and the information disclosed at [Attachment B](#) will be published within 3 – 10 business days. Your personal information will be removed prior to publication. You may view the TCCS' disclosure log [here](#).

Where access to information is deferred section 38(6)(b), information will be published as soon as practicable after the review period has ended, or as decided by the ACT Ombudsman in the event of a review.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek an Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS' disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82 on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal
GPO Box 370
CANBERRA CITY ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the TCCS FOI team on (02) 6207 2987 or email to tccs.foi@act.gov.au.

Yours sincerely



Lisa Johnson
Information Officer
23 May 2024

ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 24-015

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log

Factors favouring non-disclosure:

Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2016.

Schedule 2.2(a)(xi) - prejudice trade secrets, business affairs or research of an agency or person.

Schedule 2.2(a)(xii) - prejudice an agency's ability to obtain confidential information.

Schedule 2.2(a)(xiii) - prejudice the competitive commercial activities of an agency.

Schedule 2.2(a)(xv) - prejudice the management function of an agency or the conduct of industrial relations by an agency.

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
Folio 1, 2020 TCCS Employee Engagement Survey						Decision to be published on the TCCS Disclosure Log .
1	1	43928 - Transport Canberra and City Services - Main Report	October 2020	Partial access	Deferral: Section 38(6)(b) Refusal: Schedule 2.2(a)(ii), Schedule 2.2(a)(xi), Schedule 2.2(a)(xii), Schedule	

					2.2(a)(xiii), Schedule 2.2(a)(xv).	
2	115	43976 - Chief Operating Officer (TCCS) - Main Report	October 2020	Refused	Schedule 2.2(a)(ii), Schedule 2.2(a)(xi), Schedule 2.2(a)(xii), Schedule 2.2(a)(xiii), Schedule 2.2(a)(xv).	
3	206	43977 - City Services (TCCS) - Main Report	October 2020	Refused	Schedule 2.2(a)(ii), Schedule 2.2(a)(xi), Schedule 2.2(a)(xii), Schedule 2.2(a)(xiii), Schedule 2.2(a)(xv).	
4	304	43979 - Transport Canberra & Business Services (TCCS) - Main Report	October 2020	Refused	Schedule 2.2(a)(ii), Schedule 2.2(a)(xi), Schedule 2.2(a)(xii), Schedule 2.2(a)(xiii), Schedule 2.2(a)(xv).	
Folio 1, 2022 Pulse Survey						
5	402	43928 - Transport Canberra and City Services - Main Report	22 June 2022	Partial access	Deferral: Section 38(6)(b) Schedule 2.2(a)(ii), Schedule 2.2(a)(xi), Schedule 2.2(a)(xii), Schedule 2.2(a)(xiii), Schedule 2.2(a)(xv).	
6	548	43976 - Chief Operating Officer (TCCS) - Main Report	22 June 2022	Refused	Schedule 2.2(a)(ii), Schedule 2.2(a)(xi), Schedule 2.2(a)(xii), Schedule 2.2(a)(xiii), Schedule 2.2(a)(xv).	

7	503	43977 - City Services (TCCS) - Main Report	22 June 2022	Refused	Schedule 2.2(a)(ii), Schedule 2.2(a)(xi), Schedule 2.2(a)(xii), Schedule 2.2(a)(xiii), Schedule 2.2(a)(xv).	
8	569	43979 - Transport Canberra & Business Services (TCCS) - Main Report	22 June 2022	Refused	Schedule 2.2(a)(ii), Schedule 2.2(a)(xi), Schedule 2.2(a)(xii), Schedule 2.2(a)(xiii), Schedule 2.2(a)(xv).	
Folio 2, 24-015 - 2023 Staff Survey						
9	1 – 32	2023_Survey_Report_TCCS_Directorate	24 March 2023	Partial access	Schedule 2.2(a)(ii), Schedule 2.2(a)(xii), Schedule 2.2(a)(xv).	
10	33 - 65	2023_Survey_Report_TCCS_Business Services	24 March 2023	Partial access	Schedule 2.2(a)(ii), Schedule 2.2(a)(xii), Schedule 2.2(a)(xv).	
11	66 - 98	2023_Survey_Report_TCCS_City Services	24 March 2023	Partial access	Schedule 2.2(a)(ii), Schedule 2.2(a)(xii), Schedule 2.2(a)(xv).	
12	99 – 131	2023_Survey_Report_TCCS_COO	24 March 2023	Partial access	Schedule 2.2(a)(ii), Schedule 2.2(a)(xii), Schedule 2.2(a)(xv).	
13	132 - 164	2023_Survey_Report_TCCS_Transport Canberra	24 March 2023	Partial access	Schedule 2.2(a)(ii), Schedule 2.2(a)(xii), Schedule 2.2(a)(xv).	
Total number of documents: 13 records						



Transport Canberra and City Services Directorate

2023 ACTPS SURVEY RESULTS

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Transport Canberra and City Services Directorate 2023 ACTPS SURVEY RESULTS

910 staff from the directorate participated in the ACTPS Survey, held 6 to 24 March 2023



RESPONSE RATE

ACTPS: 63%



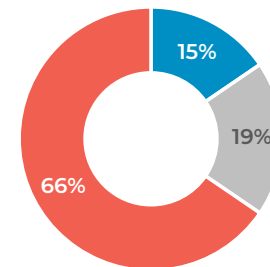
Your Key Outcome Measures Score: 70%

Variance from ACTPS overall: **-1**

See page 4 for more details

VARIANCE FROM ACTPS

- 13 questions above
- 16 questions in line
- 55 questions below



TOP 3 HIGHEST SCORING QUESTIONS

% POSITIVE

I often seek to help other teams and individuals where I have the capability to assist	92%
I feel responsible to continually look for new ways to improve the way we work	91%
My workgroup is committed to providing excellent customer/client service	90%




TOP 3 HIGHEST SCORING QUESTIONS AGAINST ACTPS

VARIANCE FROM ACTPS

In general, the recruitment and promotion in my workgroup is managed well	+5
When my organisation's accomplishments are praised, it feels like a personal compliment	+4
Satisfaction with your current learning and development opportunities	+4

HEADLINE SCORES

 HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE
I often seek to help other teams and individuals where I have the capability to assist	92%
I feel responsible to continually look for new ways to improve the way we work	91%
My workgroup is committed to providing excellent customer/client service	90%
I feel that I can make a worthwhile contribution at work	89%
I clearly understand what I am expected to do in this job	86%
My workgroup successfully adapts to new ways of working when required	85%
My physical work environment is suitable for the type of work I do	85%
My workgroup has good working relationships with our customers/clients	85%

 HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL
I have unrealistic time pressures (% sometimes)	38%
In the last 3 months, how often has work made you feel happy (% sometimes)	34%
In the last 3 months, how often has work made you feel enthusiastic (% sometimes)	33%
Satisfaction with your opportunity to temporarily transfer to other areas within the ACTPS	32%
In the last 3 months, how often has work made you feel burned out (% sometimes)	32%
My organisation really inspires me to do my best work every day	30%
Relationships at work are strained (% sometimes)	30%
In the last 3 months, how often has work made you feel miserable (% sometimes)	29%

 HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
In the last 3 months, how often has work made you feel burned out (% always, often)	28%
I have unrealistic time pressures (% always, often)	28%
I have enough time during my work hours to do my job effectively	27%
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	22%
The workload I have is appropriate for my role	22%
In my organisation, communication between senior leaders and others is effective	21%
In general, the recruitment and promotion in my workgroup is managed well	20%
Satisfaction with your current career development opportunities	20%



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)

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
#N/A

VARIANCE FROM ACTPS
-1

COMMITMENT and LOYALTY

68%

I believe strongly in the purpose and objectives of my organisation



78 %

-

-4

I am proud to work in my organisation



73 %

-

-3

I would recommend my organisation as a good place to work



70 %

-

0

I feel a strong personal attachment to my organisation



61 %

-

-3

When my organisation's accomplishments are praised, it feels like a personal compliment



60 %

-

+4

ENGAGEMENT

72%

I work beyond what is required in my job to help my organisation achieve its objectives



80 %

-

-1

My job inspires me



64 %

-

-2

My organisation really inspires me to do my best work every day*



57 %

-

+1

SATISFACTION

76%

Overall, I am satisfied with my job



76 %

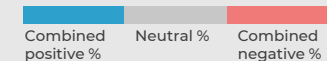
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-2

*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



INNOVATION INDEX



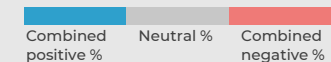
WHAT ARE INDEXES?

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 ACTPS
INNOVATION 72%			-	-3
My organisation promotes innovation and creativity		58 %	-	-4
My supervisor challenges me to consider new ways of doing things		69 %	-	-2
My supervisor recognises people in my workgroup for creating new/better ways of working		74 %	-	-4
My supervisor recognises and supports the notion that failure is a part of innovation		70 %	-	-2
I feel responsible to continually look for new ways to improve the way we work		91 %	-	-2

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

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





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.

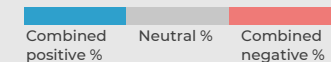
LOOK AT HOW THE POSITIVE SCORES COMPARE TO THE AVAILABLE COMPARISONS. Positive scores are the proportion of staff responding "Strongly Agree" and "Agree".

IS THERE ROOM FOR IMPROVEMENT?

LEADERSHIP	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
In my organisation, communication between senior leaders and others is effective	59	20	21	59 %	-	-1
In my organisation, the senior leaders work as a team	59	25	16	59 %	-	-2
Senior leaders provide clear strategy and purpose	54	26	20	54 %	-	-3
My EGM effectively leads and manages change	59	25	16	59 %	-	-5
My EBM effectively leads and manages change	67	20	14	67 %	-	-2
My EGM clearly articulates the direction and priorities for our area	57	26	18	57 %	-	-7
My EBM clearly articulates the direction and priorities for our area	66	20	14	66 %	-	-3

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

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





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.

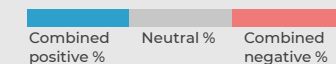
LOOK AT HOW THE POSITIVE SCORES COMPARE TO THE AVAILABLE COMPARISONS. Positive scores are the proportion of staff responding "Strongly Agree" and "Agree".

IS THERE ROOM FOR IMPROVEMENT?

SUPERVISOR PERFORMANCE

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
My supervisor displays resilience when faced with difficulties or failures		81 %	-	-4
My supervisor ensures that my workgroup delivers on what we are responsible for		80 %	-	-4
My supervisor provides me with enough support when I need it		79 %	-	-3
My immediate supervisor encourages me (% always, often)		72 %	-	-5
My supervisor provides feedback in a way that helps me improve my performance		75 %	-	-1
My supervisor manages underperformance well in my workgroup		62 %	-	+2
My supervisor effectively leads and manages change		75 %	-	-1
My supervisor frequently makes time to discuss my professional aspirations/development		66 %	-	-2

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





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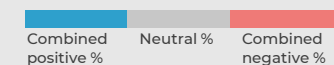
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IS THERE ROOM FOR IMPROVEMENT?

TEAM PERFORMANCE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
My workgroup successfully adapts to new ways of working when required	85 <small>10</small>	85 %	-	-1
My workgroup has the appropriate skills, capabilities, and knowledge to perform well	83 <small>10</small>	83 %	-	-1
The people in my workgroup use time and resources efficiently	79 <small>13 8</small>	79 %	-	-1
My workgroup has the tools and resources we need to perform well	66 <small>15 19</small>	66 %	-	+1
Other workgroups in my organisation work effectively with my workgroup when required	75 <small>14 10</small>	75 %	-	-3
I often seek to help other teams and individuals where I have the capability to assist	92	92 %	-	0

TEAM CULTURE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
My workgroup works effectively together	85 <small>9</small>	85 %	-	-1
Relationships at work are strained (% never, rarely)	53 <small>30 17</small>	53 %	-	-7

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OTHER WORKPLACE FACTORS



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IS THERE ROOM FOR IMPROVEMENT?

FLEXIBLE WORKING

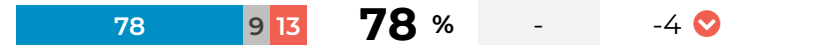
I am confident I can access flexible working arrangements when required

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2021

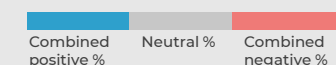
VARIANCE FROM ACTPS



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 ACTPS	Doesn't fit personal needs/circumstances	Doesn't fit work requirements	Management would not support
Variable or non-standard hours of work	45 %	+1	36	50	14
Part-time employment	14 %	-1	65	31	
Job sharing	12 %	+4	54	41	
Home-based work	48 %	-10	21	64	16
Hybrid working arrangements - a combination working from home, office, or other space	58 %	-17	19	64	17
Rostered Day off (RDO), 9-day fortnight or similar arrangement	31 %	+20	37	53	11
Flex time or time-in-lieu	59 %	-9	20	56	24

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IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
I have a choice in deciding how I do my work (% always, often)		73 %	-	-4

BARRIERS to PRODUCTIVITY

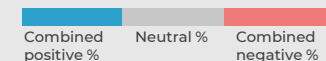
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
My physical work environment is suitable for the type of work I do		85 %	-	0

CHANGE MANAGEMENT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
My EGM effectively leads and manages change		59 %	-	-5
My EBM effectively leads and manages change		67 %	-	-2
My supervisor effectively leads and manages change		75 %	-	-1
Senior leaders support staff to work in an environment of change		59 %	-	-1

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IS THERE ROOM FOR IMPROVEMENT?

CONSULTATION

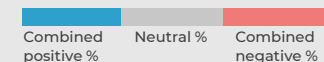
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
My supervisor involves me in decisions about my work		81 %	-	-3

CUSTOMER SERVICE CULTURE

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
My workgroup is committed to providing excellent customer/client service		90 %	-	-2
My workgroup has good working relationships with our customers/clients		85 %	-	-3
My workgroup uses feedback from our customers/clients to improve the services we deliver		75 %	-	-4
I am able to deliver services to customers/clients in a timely manner		85 %	-	-2
I received appropriate training to meet my customer/client service responsibilities		70 %	-	-3

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

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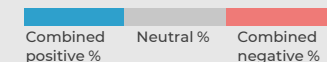
IS THERE ROOM FOR IMPROVEMENT?

GOAL CLARITY	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
I can see a clear connection between my job and my organisation's purpose		85 %	-	-2
I clearly understand what I am expected to do in this job		86 %	-	+1

INCLUSIVITY	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
My organisation supports and actively promotes a safe and inclusive workplace culture		80 %	-	+1
I do not face unfair barriers in accessing opportunities		69 %	-	-3
My organisation fosters an environment where staff are treated fairly and with respect		67 %	-	-3

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

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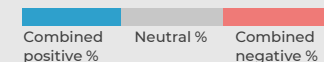
IS THERE ROOM FOR IMPROVEMENT?

INTERNAL COMMUNICATION

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
Regularly kept informed about what is happening in my workgroup		75 %	-	-4
Regularly kept informed about what is happening across my organisation as a whole		61 %	-	-3

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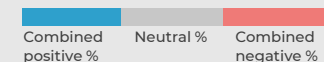
IS THERE ROOM FOR IMPROVEMENT?

INTRINSIC REWARDS	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
My immediate supervisor encourages me (% always, often)	72 18 10	72 %	-	-5
The work I do gives me a sense of accomplishment	84 9 8	84 %	-	+1
My organisation really inspires me to do my best work every day	57 30 12	57 %	-	+1
In the last 3 months, how often has work made you feel enthusiastic (% always, often)	50 33 16	50 %	-	-2
I feel that I can make a worthwhile contribution at work	89	89 %	-	+2

JOB SECURITY	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
I am satisfied with the stability and security of my job	79 10 10	79 %	-	-2

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IS THERE ROOM FOR IMPROVEMENT?

JOB-SKILLS MATCH

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
My job gives me opportunities to utilise my skills		80 %	-	-2

LEARNING & DEVELOPMENT

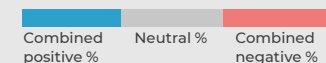
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
Satisfaction with your current learning and development opportunities		67 %	-	+4
Satisfaction with your current career development opportunities		59 %	-	+3

MOBILITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
Your opportunity to temporarily transfer to other work areas within the ACTPS		53 %	-	+4

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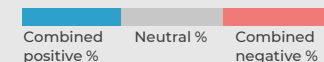
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IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL TRUST	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
My organisation operates with a high level of integrity	70 (17 13)	70 %	-	-2
In my organisation, I feel safe to be able to speak up when I see something wrong	69 (16 15)	69 %	-	+1
My organisation routinely applies merit in recruitment and promotion decisions	62 (20 18)	62 %	-	+1
My organisation involves staff in decisions about their work	63 (20 18)	63 %	-	+2
In general, the recruitment and promotion in my workgroup is managed well	60 (20 20)	60 %	-	+5

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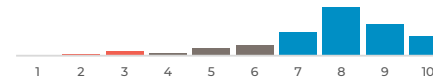
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IS THERE ROOM FOR IMPROVEMENT?

WORKGROUP PERFORMANCE

Workgroup's overall performance



% POSITIVE

82 %

VARIANCE FROM 2021

-

VARIANCE FROM ACTPS

-2

Top capability STRENGTHS for immediate workgroup (multiple response)

Collaborative working	58%
Client service	34%
Leadership	27%
Oral communication	22%
Creativity and innovation	18%
Strategic thinking	18%
Stakeholder engagement	18%

Top OPPORTUNITIES FOR IMPROVEMENT (multiple response)

Change management	26%
Performance management	25%
Creativity and innovation	22%
Strategic thinking	22%
Data	22%
Information and communications technology (ICT)	20%
Leadership	20%

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

Too many competing priorities	33%
No significant barriers	28%
Administrative processes within my organisation	21%
Multiple layers of decision making within my organisation	20%
The technology within my organisation	17%
The internal communication within my organisation	14%
Authority for decision making is at a higher level than required	9%

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

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Combined positive % Neutral % Combined negative %

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IS THERE ROOM FOR IMPROVEMENT?

RECOGNITION

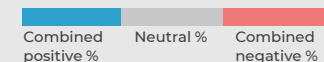
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
I am satisfied with the recognition I receive for doing a good job		69 %	-	-2

REMUNERATION

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
Satisfied with non-monetary employment conditions (leave, flexible work, etc.)		79 %	-	-3
I am fairly remunerated (e.g. salary, superannuation) for the work that I do		59 %	-	-6

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IS THERE ROOM FOR IMPROVEMENT?

HEALTH & WELLBEING

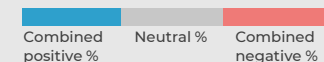
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
I believe my immediate supervisor cares about my health and wellbeing		81 %	-	-4
My workplace takes actions to keep me healthy and safe at work		78 %	-	+3
I am satisfied with the policies/practices in place to help me manage my health and wellbeing		69 %	-	0

SUPERVISOR SUPPORT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
I feel equipped to manage the performance of the people I supervise		76 %	-	-2
I am provided with adequate time to undertake my role		61 %	-	-3
Do you have direct responsibility for managing staff?		38 %	-	0

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

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IS THERE ROOM FOR IMPROVEMENT?

WORK IMPACT on WELLBEING

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
How would you rate your current level of work-related stress? (% nil, low/mild)		40 %	-	0
In the last 3 months, how often has work made you feel happy (% always, often)		55 %	-	-1
In the last 3 months, how often has work made you feel miserable (% never, rarely)		53 %	-	-4

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

Time pressure	49%
Staff shortages	46%
Amount of work (workload)	42%
Competing home and work responsibilities (including caring responsibilities)	22%
Mental demands of the job	22%

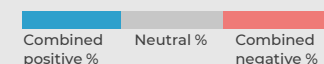


For multiple response questions, staff can select multiple answers. This means the **percentages will not add to 100%**. Instead, the percentage tells you what proportion of staff selected that response.

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



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EXPLORE THE FULL RESULTS

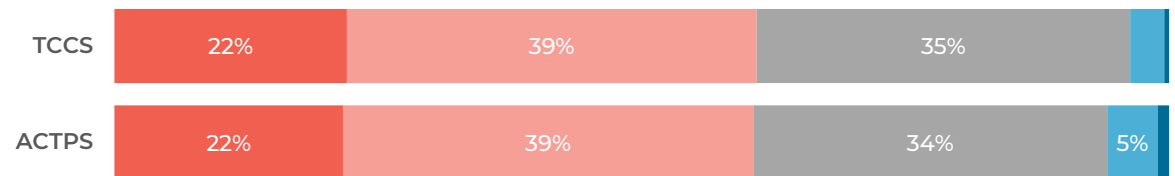
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IS THERE ROOM FOR IMPROVEMENT?

WORKLOAD MANAGEMENT	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM ACTPS
How satisfied are you with the work-life balance in your current job?	69 19 12	69 %	-	-1
The workload I have is appropriate for my role	60 18 22	60 %	-	0
I have enough time during my work hours to do my job effectively	53 20 27	53 %	-	0
In the last 3 months, how often has work made you feel burned out (% never, rarely)	40 32 28	40 %	-	-3
I have unrealistic time pressures (% never, rarely)	34 38 28	34 %	-	-2

What best describes your current workload?



Well above capacity - too much work

Slightly above capacity - lots of work to do

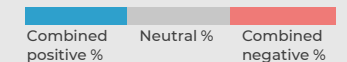
At capacity - about the right amount of work to do

Slightly below capacity - available for more work

Below capacity - not enough work

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?	Top 10 reasons for STAYING in organisation (multiple response)	Top 10 reasons for LEAVING organisation and seeking employment elsewhere (multiple response)
Continue to work in your current workgroup 51%	I can continue to work in a field of interest 50%	Opportunity to broaden experience 38%
Don't know 16%	Good access to flexible working arrangements 29%	Opportunity to work in a field of interest 30%
Work elsewhere in the ACT Public Service 13%	Good relationship with immediate manager 20%	Lack of future career opportunities 30%
Continue to work in your current organisation, but in a different workgroup 8%	Good relationship with other team members 19%	To seek/take a promotion elsewhere 25%
Leave the ACT Public Service to work elsewhere 6%	My work here is recognised and appreciated 18%	For better remuneration 20%
Retire 4%	Good location/travel time 18%	Poor organisational leadership 20%
Leave my organisation-other 1%	Job security 17%	Desire to try a different type of work 19%
Take up full-time study 0%	Broad range of experiences 16%	A lack of recognition for doing a good job 14%
	Good future career opportunities 10%	Better location/reduce travel time 9%
	Good remuneration 10%	My workload is excessive 9%

ETHICS AND MISCONDUCT



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 ACTPS
Personally experienced	17 %	-	+4
Witnessed it happening to someone else	15 %	-	+2

What type of behaviour did you experience?

Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	62%
Intimidation and/or threats	33%
Exclusion or isolation	31%
Verbal abuse	23%
Withholding essential information for me to do my job	22%

Which best describes the person who bullied you?

Colleague	34%
My immediate manager or supervisor	32%
A more senior manager than my manager	18%
Someone I supervise or manage	16%
Group of colleagues	14%

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	52%
Had an informal discussion with other colleagues	30%
Confronted or discussed the matter with the perpetrator	27%
Talked to the person who was bullied about the matter	24%
I chose not to take any action	16%

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

ETHICS AND MISCONDUCT



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 ACTPS
Personally experienced	8 %	-	+2
Witnessed it happening to someone else	9 %	-	+2

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?
Employment activity (e.g. performing reasonable workplace actions, or accessing work entitlements) 24%	Opportunities for promotion 43%	My immediate manager or supervisor 43%	Had an informal discussion with my supervisor or someone else more senior 41%
Age 21%	Opportunities for training 28%	A more senior manager than my manager 29%	Had an informal discussion with other colleagues 28%
Sex 20%	Pay or conditions offered by employer 17%	Colleague 22%	Did not take any action 27%
Employment status (part-time, contractor) 18%	Employment security - threats of dismissal or termination 16%	Group of colleagues 22%	Talked to the person who was discriminated against about the matter 18%
Race 17%	Discrepancies in work treatment 16%	Other 8%	Confronted or discussed the matter with the perpetrator 17%

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

ETHICS AND MISCONDUCT



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 ACTPS
Personally experienced	2 %	-	+1
Witnessed it happening to someone else	2 %	-	0

What type of behaviour did you experience?

Intrusive questions about my private life or comments about my physical appearance	47%
Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one)	41%
Inappropriate physical contact (including momentary or brief physical contact)	24%
Inappropriate staring or leering that made me feel intimidated	12%
Unwelcome touching, hugging, cornering or kissing	6%

Which best describes the person who behaved that way?

Colleague	44%
Member of the public	33%
My immediate manager or supervisor	17%
Someone I supervise or manage	11%
Client/customer/patient/stakeholder	11%

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

Confronted or discussed the matter with the perpetrator	38%
Had an informal discussion with my supervisor or someone else more senior than me	25%
Talked to the person who was sexually harassed against about the matter	25%
Had an informal discussion with other colleagues	22%
Submitted a formal report within my organisation	22%

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

ETHICS AND MISCONDUCT



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 ACTPS
Personally experienced	10 %	-	+1
Witnessed it happening to someone else	8 %	-	0

What type of violence or aggression did you experience?

Abusive language	82%
Intimidating behaviour	71%
Threats of violence	33%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	11%
Damage to my property or work equipment	8%

Which best describes the person who behaved that way?

Member of the public	44%
Client/customer/patient/stakeholder	29%
Colleague	26%
My immediate manager or supervisor	16%
Someone I supervise or manage	13%

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

Had an informal discussion with my supervisor or someone else more senior	51%
Had an informal discussion with other colleagues	41%
Confronted or discussed the matter with the perpetrator	33%
Submitted a report through Riskman	21%
Submitted a formal report within my organisation	19%

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

ETHICS AND MISCONDUCT



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?

Yes

%
RESPONSE

VARIANCE
FROM
2021

VARIANCE
FROM
ACTPS

5 %

-

-1

Which best describes the corrupt behaviours you witnessed?

Cronyism - preferential treatment of friends, e.g. appointing to positions disregarding merit	51%
Nepotism - preferential treatment of family members	34%
Fraud, forgery or embezzlement	27%
Green-lighting (i.e. making decisions that unfairly favour, or disadvantage, a person or company)	20%
Acting (or failing to act) in the presence of an undisclosed conflict of interest	17%

Did you do anything in response to the behaviour witnessed?

I chose not to take any action	41%
Had an informal discussion with my supervisor or someone else more senior than me	29%
Had an informal discussion with other colleagues	29%
Confronted or discussed the matter with the perpetrator	15%
Submitted a formal report within my organisation	10%

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

	TCCS	ACTPS
Less than 1 year	16%	18%
1 to less than 2 years	11%	12%
2 to less than 5 years	22%	21%
5 to less than 10 years	20%	16%
10 years or more	23%	21%
No reponse	8%	11%

LENGTH OF TIME IN CURRENT ROLE

	TCCS	ACTPS
Less than 1 year	26%	31%
1 to less than 2 years	15%	17%
2 to less than 5 years	26%	23%
5 to less than 10 years	16%	11%
10 years or more	10%	8%
No response	8%	11%

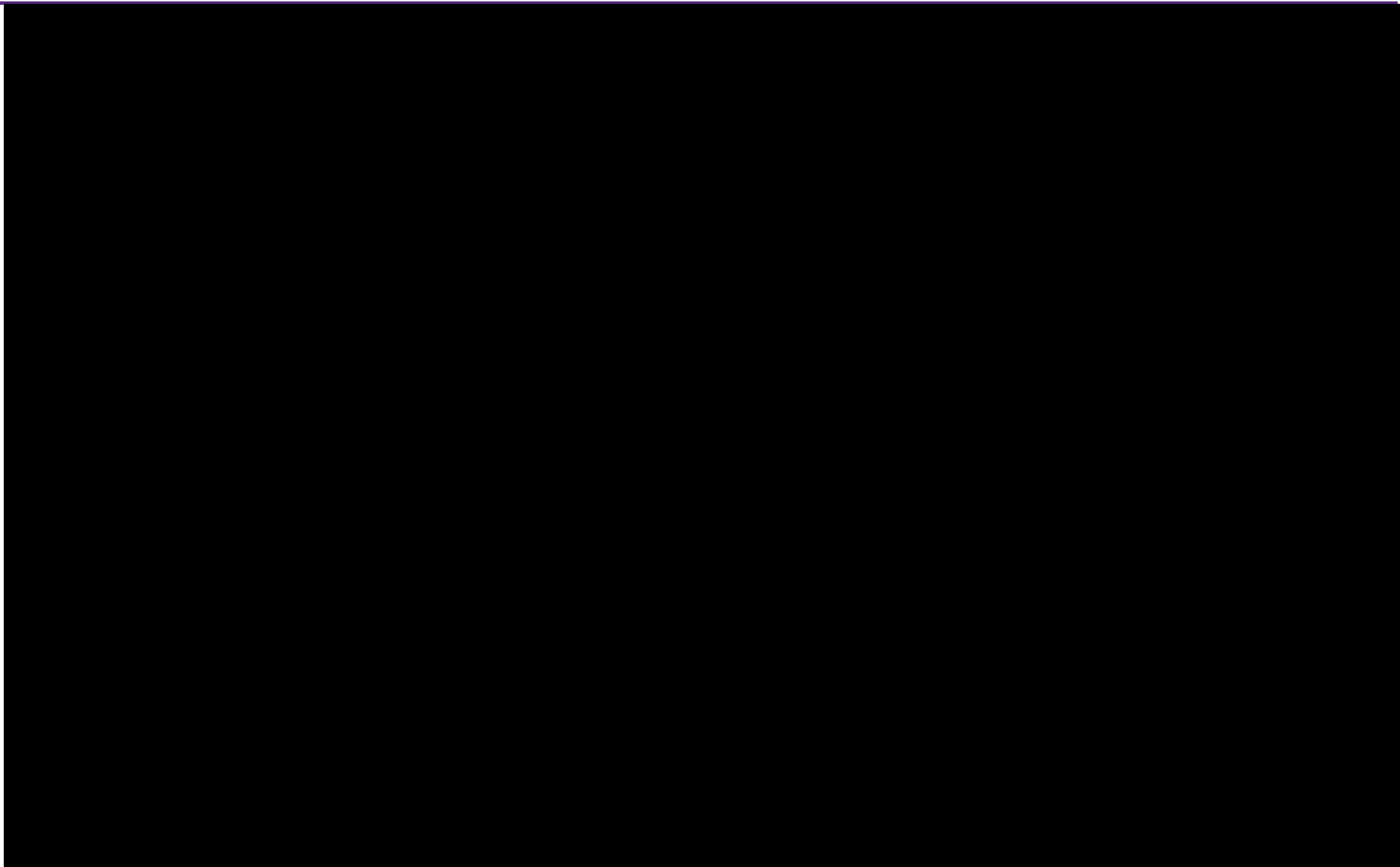
EMPLOYMENT TYPE

	TCCS	ACTPS
Permanent full-time	69%	67%
Temporary full-time	9%	10%
Permanent part-time	5%	7%
Temporary part-time	0%	1%
Casual	5%	1%
Contractor	3%	2%
Other	2%	1%
No response	7%	11%

CLASSIFICATION (GROUPED)

	TCCS
Senior Officer or Manager	20%
No response	19%
General Service Officer or equivalent	14%
Administrative Officer 5-6	13%
Administrative Officer 1-4	9%
Professional Officer	7%
Technical Officer	5%
Other	14%

DEMOGRAPHICS - PERSONAL



TCCS QUESTIONS



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?

VIOLENCE AND AGGRESSION

What could TCCS do to help protect employees from aggression from members of the public?	
De-escalation training or other relevant training	60%
Ensuring employees feel safe and know what to do if it occurs	59%
Communication training	47%
Education on what occupational violence is	36%
Standard operating procedures	32%
Other	9%
There is nothing more that TCCS could do	8%

What has helped you deal with aggression/violence from the public while you are doing your job?	
Life experience	47%
Knowing what to do if it occurs	34%
De-escalation training or other relevant training	26%
I haven't experienced aggression / violence from the public at work	25%
Walking away	21%
Communication training	17%
Reporting through RISKMAN	13%
Standard operating procedures	12%
Education on what occupational violence is	10%
Other	4%

TCCS QUESTIONS



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.

QUESTIONS IN PURPLE TABLES ARE MULTIPLE RESPONSE, MEANING PARTICIPANTS HAD THE OPTION OF SELECTING MORE THAN 1 RESPONSE. FOR THESE QUESTIONS, THE % INDICATES THE PROPORTION OF PEOPLE WHO SELECTED THAT RESPONSE.

SUPERVISOR

RESPONSE SCALE % POSITIVE VARIANCE FROM 2021

As an employee, I feel safe in discussing work problems with my team manager/supervisor



What are your favourite qualities in a supervisor?

Honest and open communication	69%
Leads by example	46%
Good listener and supportive	38%
Fair and trustworthy	30%
Models values and behaviours	24%
Integrity	18%
Collaborative	17%

How could we better support supervisors in TCCS?

Appropriate staffing levels	56%
Clear, honest and respectful communication	49%
Supporting pushing back on unrealistic workloads	45%
Reducing red tape	32%
Eliminating blame culture	31%
Training opportunities	31%
Expectation setting	24%
Supporting managers to receive feedback	23%
Not sure	5%
Other	5%

TCCS QUESTIONS



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.

QUESTIONS IN PURPLE TABLES ARE MULTIPLE RESPONSE, MEANING PARTICIPANTS HAD THE OPTION OF SELECTING MORE THAN 1 RESPONSE. FOR THESE QUESTIONS, THE % INDICATES THE PROPORTION OF PEOPLE WHO SELECTED THAT RESPONSE.

DIVERSITY AND INCLUSION

RESPONSE SCALE

% NO

VARIANCE FROM 2021

In the past 12 months, have you experienced racism?

94

94 %

-

How could we better support employees with English as a second language? (Top 7)

Understanding of cultural diversity	59%
Use of plain English	48%
Training managers / supervisors	38%
Resources for people with low literacy	34%
Support conversations	31%
Use of images and videos	24%
Translation of documents	20%

How could we better support Aboriginal and Torres Strait Islander employees? (Top 7)

Cultural awareness training	55%
Be committed to a meaningful Reconciliation Action Plan (RAP)	34%
Be accountable to developing safe workplaces (free of discrimination)	33%
Empower Aboriginal and Torres Strait Islander employees to have a voice in a safe environment	33%
Ensure our Employee Value Proposition aligns with what we will do when we employ Aboriginal and Torres Strait Islander people (do what we say we'll do)	27%
Continue to build on a successful RAP - always look to grow and be innovative	26%
Foster and attract future leaders (including executives)	25%

OVERALL

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2021

On balance, is TCCS a truly great place to work?

78

22

78 %

-



Business Services

2023 ACTPS SURVEY RESULTS

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Business Services

NOTES ON 2023 ACTPS SURVEY RESULTS

A 2021 survey comparison is not available for TCCS due to the directorate not participating in the 2021 ACTPS Employee Survey. All 2021 comparison fields will be displayed with a '-' symbol.



Business Services

2023 ACTPS SURVEY RESULTS

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



RESPONSE RATE

TCCS: 65%, ACTPS: 63%



Your Key Outcome Measures Score: **64%**

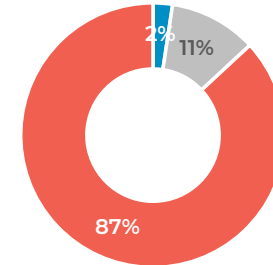
Variance from TCCS overall: **-6**

Variance from ACTPS overall: **-7**

See page 4 for more details

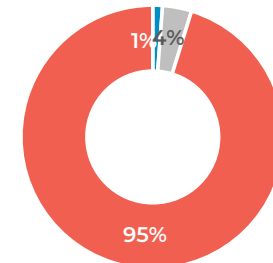
VARIANCE FROM TCCS

- 2 questions above
- 9 questions in line
- 73 questions below



VARIANCE FROM ACTPS

- 1 questions above
- 3 questions in line
- 80 questions below



TOP 3 HIGHEST SCORING QUESTIONS

% POSITIVE

I feel responsible to continually look for new ways to improve the way we work	91%
I often seek to help other teams and individuals where I have the capability to assist	90%
My workgroup is committed to providing excellent customer/client service	89%






TOP 3 HIGHEST SCORING QUESTIONS AGAINST TCCS

VARIANCE FROM TCCS

My EGM clearly articulates the direction and priorities for our area	+3
My organisation operates with a high level of integrity	+3
My EGM effectively leads and manages change	+1

Business Services
2023 ACTPS SURVEY RESULTS

HEADLINE SCORES

 HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	 HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	 HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
I feel responsible to continually look for new ways to improve the way we work	91%	In the last 3 months, how often has work made you feel happy (% sometimes)	39%	In the last 3 months, how often has work made you feel burned out (% always, often)	37%
I often seek to help other teams and individuals where I have the capability to assist	90%	Satisfaction with your opportunity to temporarily transfer to other areas within the ACTPS	38%	I have enough time during my work hours to do my job effectively	36%
My workgroup is committed to providing excellent customer/client service	89%	I have unrealistic time pressures (% sometimes)	34%	I have unrealistic time pressures (% always, often)	33%
I feel that I can make a worthwhile contribution at work	84%	In the last 3 months, how often has work made you feel enthusiastic (% sometimes)	34%	I am fairly remunerated (e.g. salary, superannuation) for the work that I do	31%
I can see a clear connection between my job and my organisation's purpose	84%	In the last 3 months, how often has work made you feel burned out (% sometimes)	32%	The workload I have is appropriate for my role	31%
I am able to deliver services to customers/clients in a timely manner	84%	In the last 3 months, how often has work made you feel miserable (% sometimes)	31%	Satisfaction with your current career development opportunities	30%
My workgroup has good working relationships with our customers/clients	82%	Relationships at work are strained (% sometimes)	30%	I am provided with adequate time to undertake my role	29%
My workgroup successfully adapts to new ways of working when required	82%	My organisation really inspires me to do my best work every day	30%	In general, the recruitment and promotion in my workgroup is managed well	27%



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)

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: 64%

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2021
-

VARIANCE FROM TCCS
-6

VARIANCE FROM ACTPS
-7

COMMITMENT and LOYALTY

62%

I believe strongly in the purpose and objectives of my organisation



74 %

-

-4 ⬇️

-8 ⬇️

I am proud to work in my organisation



66 %

-

-7 ⬇️

-10 ⬇️

I would recommend my organisation as a good place to work



55 %

-

-14 ⬇️

-14 ⬇️

I feel a strong personal attachment to my organisation



56 %

-

-5 ⬇️

-8 ⬇️

When my organisation's accomplishments are praised, it feels like a personal compliment



59 %

-

0

+4 ⬆️

ENGAGEMENT

68%

I work beyond what is required in my job to help my organisation achieve its objectives



76 %

-

-4 ⬇️

-5 ⬇️

My job inspires me



59 %

-

-5 ⬇️

-7 ⬇️

My organisation really inspires me to do my best work every day*



53 %

-

-5 ⬇️

-4 ⬇️

SATISFACTION

67%

Overall, I am satisfied with my job



67 %

-

-9 ⬇️

-11 ⬇️

*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

Combined positive %

Neutral %

Combined negative %

Business Services
2023 ACTPS SURVEY RESULTS

INNOVATION INDEX

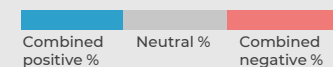


WHAT ARE INDEXES?

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

INNOVATION	69%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My organisation promotes innovation and creativity	56	27 18	56%	-	-3	-7
My supervisor challenges me to consider new ways of doing things	62	23 15	62%	-	-8	-10
My supervisor recognises people in my workgroup for creating new/better ways of working	69	17 14	69%	-	-6	-9
My supervisor recognises and supports the notion that failure is a part of innovation	66	20 15	66%	-	-5	-6
I feel responsible to continually look for new ways to improve the way we work	91	8	91%	-	-1	-2

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





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".

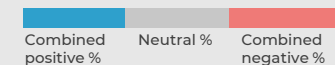
IS THERE ROOM FOR IMPROVEMENT?

LEADERSHIP

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
In my organisation, communication between senior leaders and others is effective	57	19	24	57 %	-	-2	-4
In my organisation, the senior leaders work as a team	58	23	20	58 %	-	-1	-4
Senior leaders provide clear strategy and purpose	55	21	24	55 %	-	0	-2
My EGM effectively leads and manages change	60	27	13	60 %	-	+1	-4
My EBM effectively leads and manages change	61	20	20	61 %	-	-6	-8
My EGM clearly articulates the direction and priorities for our area	60	24	16	60 %	-	+3	-3
My EBM clearly articulates the direction and priorities for our area	58	19	23	58 %	-	-8	-11

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

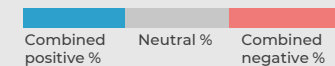
IS THERE ROOM FOR IMPROVEMENT?

SUPERVISOR PERFORMANCE

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My supervisor displays resilience when faced with difficulties or failures		79 %	-	-2	-5
My supervisor ensures that my workgroup delivers on what we are responsible for		78 %	-	-1	-5
My supervisor provides me with enough support when I need it		77 %	-	-3	-6
My immediate supervisor encourages me (% always, often)		65 %	-	-7	-12
My supervisor provides feedback in a way that helps me improve my performance		70 %	-	-5	-6
My supervisor manages underperformance well in my workgroup		57 %	-	-5	-3
My supervisor effectively leads and manages change		73 %	-	-2	-3
My supervisor frequently makes time to discuss my professional aspirations/development		56 %	-	-10	-12

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

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



Business Services
2023 ACTPS SURVEY RESULTS

PEOPLE



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.

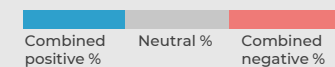
LOOK AT HOW THE POSITIVE SCORES COMPARE TO THE AVAILABLE COMPARISONS. Positive scores are the proportion of staff responding "Strongly Agree" and "Agree".

IS THERE ROOM FOR IMPROVEMENT?

TEAM PERFORMANCE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup successfully adapts to new ways of working when required	82 12	82 %	-	-4 ⬇️	-5 ⬇️
My workgroup has the appropriate skills, capabilities, and knowledge to perform well	82 9 9	82 %	-	-1	-2
The people in my workgroup use time and resources efficiently	73 14 13	73 %	-	-6 ⬇️	-6 ⬇️
My workgroup has the tools and resources we need to perform well	64 16 20	64 %	-	-2	-1
Other workgroups in my organisation work effectively with my workgroup when required	71 16 13	71 %	-	-4 ⬇️	-7 ⬇️
I often seek to help other teams and individuals where I have the capability to assist	90 8	90 %	-	-2	-2

TEAM CULTURE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup works effectively together	80 11 9	80 %	-	-5 ⬇️	-6 ⬇️
Relationships at work are strained (% never, rarely)	47 30 23	47 %	-	-6 ⬇️	-13 ⬇️

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



OTHER WORKPLACE FACTORS



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".

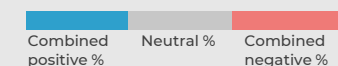
IS THERE ROOM FOR IMPROVEMENT?

FLEXIBLE WORKING

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I am confident I can access flexible working arrangements when required	63 14 23	63 %	-	-15	-19

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 TCCS	Doesn't fit personal needs/circumstances	Doesn't fit work requirements	Management would not support
Variable or non-standard hours of work	36 %	-9	29	52	19
Part-time employment	25 %	+11	64	31	
Job sharing	11 %	-1	47	45	8
Home-based work	23 %	-26	13	75	12
Hybrid working arrangements - a combination working from home, office, or other space	29 %	-29	14	69	17
Rostered Day off (RDO), 9-day fortnight or similar arrangement	43 %	+12	25	57	18
Flex time or time-in-lieu	46 %	-13	18	45	38

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



OTHER WORKPLACE FACTORS



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?

AUTONOMY

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I have a choice in deciding how I do my work (% always, often)	61	26	13	61 %	-	-12 ⬇️	-16 ⬇️

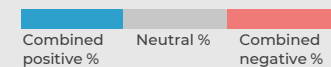
BARRIERS to PRODUCTIVITY

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My physical work environment is suitable for the type of work I do	72	17	11	72 %	-	-13 ⬇️	-14 ⬇️

CHANGE MANAGEMENT

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My EGM effectively leads and manages change	60	27	13	60 %	-	+1	-4 ⬇️
My EBM effectively leads and manages change	61	20	20	61 %	-	-6 ⬇️	-8 ⬇️
My supervisor effectively leads and manages change	73	16	12	73 %	-	-2	-3
Senior leaders support staff to work in an environment of change	58	18	24	58 %	-	-1	-3

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?

CONSULTATION

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My supervisor involves me in decisions about my work		74 %	-	-7	-9

CUSTOMER SERVICE CULTURE

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup is committed to providing excellent customer/client service		89 %	-	-2	-3
My workgroup has good working relationships with our customers/clients		82 %	-	-3	-6
My workgroup uses feedback from our customers/clients to improve the services we deliver		67 %	-	-8	-11
I am able to deliver services to customers/clients in a timely manner		84 %	-	-1	-3
I received appropriate training to meet my customer/client service responsibilities		66 %	-	-4	-7

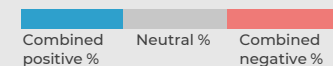
KEY:



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?

GOAL CLARITY

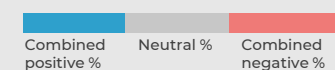
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I can see a clear connection between my job and my organisation's purpose		84 %	-	-1	-3
I clearly understand what I am expected to do in this job		80 %	-	-6	-5

INCLUSIVITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My organisation supports and actively promotes a safe and inclusive workplace culture		74 %	-	-6	-5
I do not face unfair barriers in accessing opportunities		59 %	-	-10	-13
My organisation fosters an environment where staff are treated fairly and with respect		60 %	-	-7	-10

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

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



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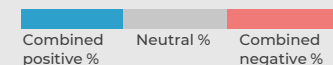
IS THERE ROOM FOR IMPROVEMENT?

INTERNAL COMMUNICATION

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Regularly kept informed about what is happening in my workgroup	71	17	13	71 %	-	-5	-9
Regularly kept informed about what is happening across my organisation as a whole	52	22	26	52 %	-	-9	-12

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

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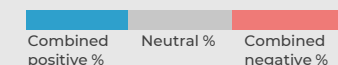
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IS THERE ROOM FOR IMPROVEMENT?

INTRINSIC REWARDS	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My immediate supervisor encourages me (% always, often)	65 22 13	65 %	-	-7	-12
The work I do gives me a sense of accomplishment	81 10 9	81 %	-	-3	-2
My organisation really inspires me to do my best work every day	53 30 18	53 %	-	-5	-4
In the last 3 months, how often has work made you feel enthusiastic (% always, often)	43 34 23	43 %	-	-7	-9
I feel that I can make a worthwhile contribution at work	84 8 8	84 %	-	-5	-3

JOB SECURITY	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I am satisfied with the stability and security of my job	73 14 13	73 %	-	-6	-8

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 TCCS	VARIANCE FROM ACTPS
My job gives me opportunities to utilise my skills	73 16 11	73 %	-	-7 ↓	-10 ↓

LEARNING & DEVELOPMENT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Satisfaction with your current learning and development opportunities	62 15 23	62 %	-	-5 ↓	-1
Satisfaction with your current career development opportunities	50 20 30	50 %	-	-9 ↓	-7 ↓

MOBILITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Your opportunity to temporarily transfer to other work areas within the ACTPS	38 38 24	38 %	-	-15 ↓	-11 ↓

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

Combined positive % Neutral % Combined negative %

OTHER WORKPLACE FACTORS



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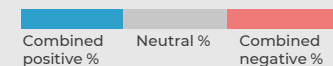
IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL TRUST

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My organisation operates with a high level of integrity		73 %	-	+3	0
In my organisation, I feel safe to be able to speak up when I see something wrong		60 %	-	-9	-8
My organisation routinely applies merit in recruitment and promotion decisions		56 %	-	-5	-4
My organisation involves staff in decisions about their work		52 %	-	-11	-9
In general, the recruitment and promotion in my workgroup is managed well		51 %	-	-9	-5

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

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OTHER WORKPLACE FACTORS



EXPLORE THE FULL RESULTS

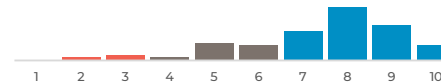
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IS THERE ROOM FOR IMPROVEMENT?

WORKGROUP PERFORMANCE

Workgroup's overall performance



% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
------------	--------------------	--------------------	---------------------

75 % - -7 -9

Top capability STRENGTHS for immediate workgroup (multiple response)

Collaborative working	54%
Client service	43%
Oral communication	27%
Creativity and innovation	27%
Leadership	25%
Risk management	15%
Strategic thinking	14%

Top OPPORTUNITIES FOR IMPROVEMENT (multiple response)

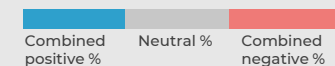
Change management	29%
Performance management	28%
Digital	24%
Information and communications technology (ICT)	22%
Leadership	21%
Collaborative working	19%
Strategic thinking	19%

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

Too many competing priorities	38%
No significant barriers	23%
The internal communication within my organisation	21%
Administrative processes within my organisation	19%
Multiple layers of decision making within my organisation	19%
The technology within my organisation	17%
Lack of clarity around my role and responsibilities	12%

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

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IS THERE ROOM FOR IMPROVEMENT?

RECOGNITION

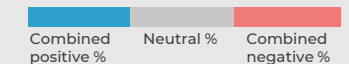
	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I am satisfied with the recognition I receive for doing a good job	60	17	23	60 %	-	-9	-10

REMUNERATION

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Satisfied with non-monetary employment conditions (leave, flexible work, etc.)	64	14	22	64 %	-	-14	-18
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	51	18	31	51 %	-	-8	-15

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

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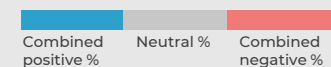
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IS THERE ROOM FOR IMPROVEMENT?

HEALTH & WELLBEING	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I believe my immediate supervisor cares about my health and wellbeing		76 %	-	-6	-9
My workplace takes actions to keep me healthy and safe at work		75 %	-	-3	0
I am satisfied with the policies/practices in place to help me manage my health and wellbeing		59 %	-	-10	-11

SUPERVISOR SUPPORT	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I feel equipped to manage the performance of the people I supervise		70 %	-	-7	-9
I am provided with adequate time to undertake my role		58 %	-	-3	-6
Do you have direct responsibility for managing staff?		36 %	-	-2	-2

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?

WORK IMPACT on WELLBEING

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
How would you rate your current level of work-related stress? (% nil, low/mild)	38	26	35	38 %	-	-2	-2
In the last 3 months, how often has work made you feel happy (% always, often)	46	39	15	46 %	-	-9	-9
In the last 3 months, how often has work made you feel miserable (% never, rarely)	48	31	22	48 %	-	-6	-10

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

Staff shortages	55%
Time pressure	54%
Amount of work (workload)	45%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	26%
Physical demands of the job	23%

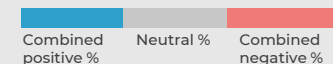


For multiple response questions, staff can select multiple answers. This means the **percentages will not add to 100%**. Instead, the percentage tells you what proportion of staff selected that response.

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

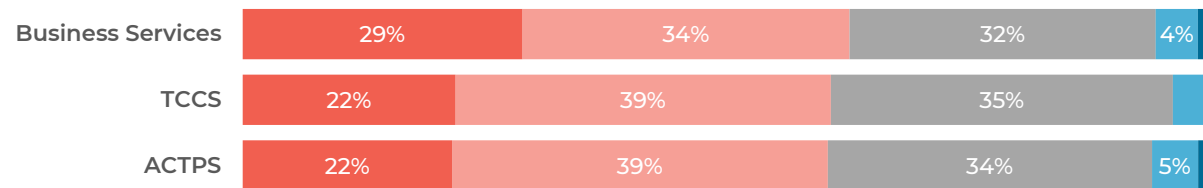
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IS THERE ROOM FOR IMPROVEMENT?

WORKLOAD MANAGEMENT	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
How satisfied are you with the work-life balance in your current job?	61 21 17	61 %	-	-8 ↓	-9 ↓
The workload I have is appropriate for my role	51 18 31	51 %	-	-9 ↓	-9 ↓
I have enough time during my work hours to do my job effectively	45 18 36	45 %	-	-7 ↓	-8 ↓
In the last 3 months, how often has work made you feel burned out (% never, rarely)	31 32 37	31 %	-	-9 ↓	-12 ↓
I have unrealistic time pressures (% never, rarely)	33 34 33	33 %	-	-1	-3

What best describes your current workload?



Well above capacity - too much work

Slightly above capacity - lots of work to do

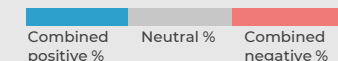
At capacity - about the right amount of work to do

Slightly below capacity - available

Below capacity - not enough work

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?		Top 10 reasons for STAYING in organisation (multiple response)		Top 10 reasons for LEAVING organisation and seeking employment elsewhere (multiple response)	
Continue to work in your current workgroup	44%	I can continue to work in a field of interest	53%	Lack of future career opportunities	40%
Leave my organisation-other	19%	Good location/travel time	30%	Opportunity to broaden experience	32%
Work elsewhere in the ACT Public Service	17%	Good relationship with other team members	24%	Opportunity to work in a field of interest	30%
Leave the ACT Public Service to work elsewhere	8%	Job security	24%	To seek/take a promotion elsewhere	28%
Continue to work in your current organisation, but in a different workgroup	7%	My work here is recognised and appreciated	22%	For better remuneration	26%
Take up full-time study	3%	Good access to flexible working arrangements	19%	Poor organisational leadership	23%
Retire	2%	Good relationship with immediate manager	18%	A lack of recognition for doing a good job	21%
Don't know	0%	Broad range of experiences	11%	For better access to flexible working arrangements	15%
		Good remuneration	11%	Desire to try a different type of work	13%
		No desire to try a different type of work	9%	Better location/reduce travel time	13%

ETHICS AND MISCONDUCT



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 TCCS	VARIANCE FROM ACTPS
-------	--------------------	--------------------	---------------------



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

ETHICS AND MISCONDUCT



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 TCCS

VARIANCE FROM ACTPS

	% YES	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
[Redacted Content]				

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

ETHICS AND MISCONDUCT



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 TCCS	VARIANCE FROM ACTPS
--------------------	--------------------	---------------------

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

ETHICS AND MISCONDUCT



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 TCCS

VARIANCE FROM ACTPS

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

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

ETHICS AND MISCONDUCT



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.

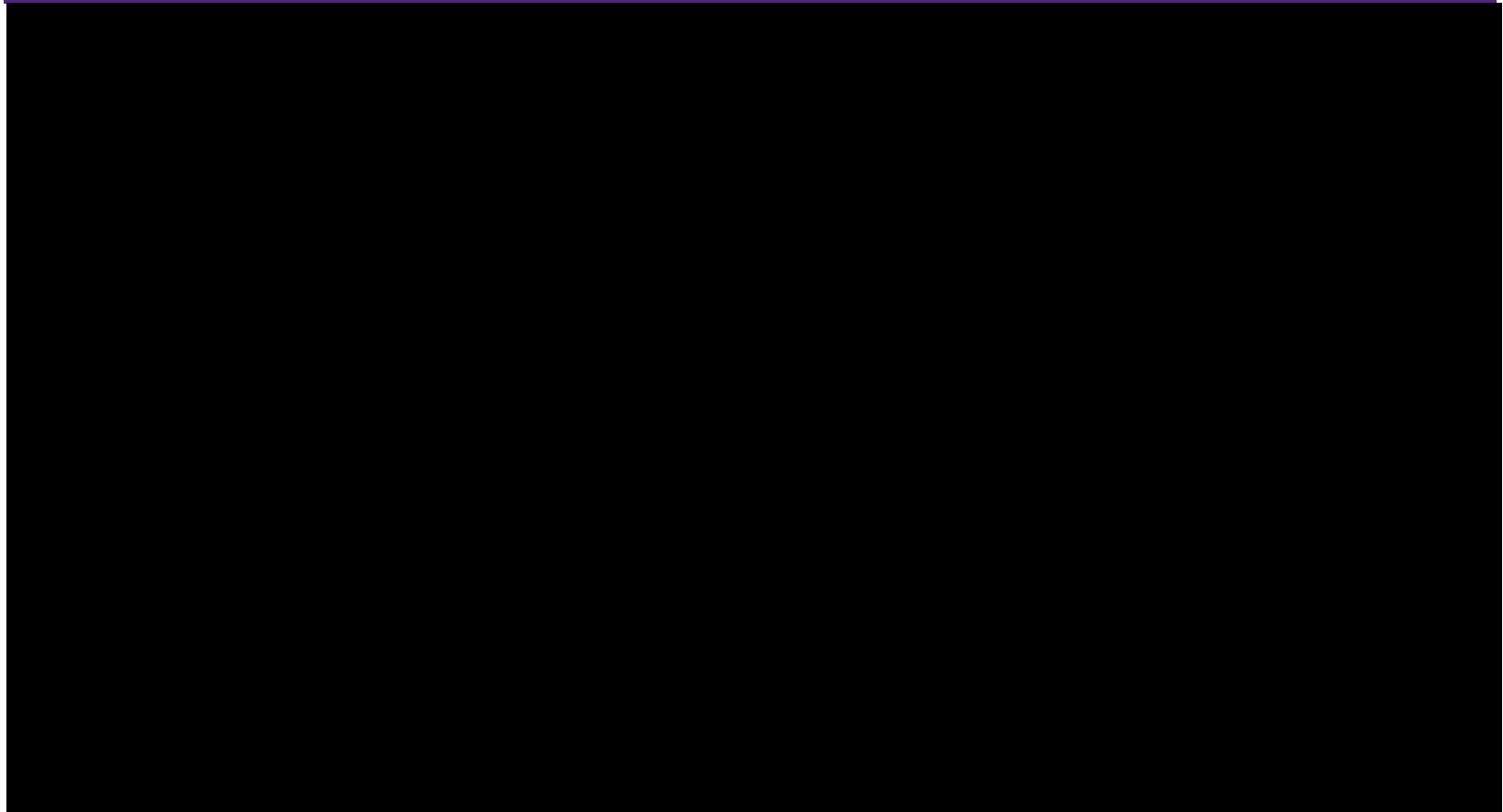
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THE QUESTIONS IN THE TABLES ARE MULTIPLE RESPONSE.

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 TCCS	VARIANCE FROM ACTPS
------------	--------------------	--------------------	---------------------



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

Business Services
2023 ACTPS SURVEY RESULTS

DEMOGRAPHICS - WORK ROLE

LENGTH OF EMPLOYMENT IN CURRENT DIRECTORATE

	Business Services	TCCS	ACTPS
Less than 1 year	23%	16%	18%
1 to less than 2 years	9%	11%	12%
2 to less than 5 years	17%	22%	21%
5 to less than 10 years	20%	20%	16%
10 years or more	26%	23%	21%
No reponse	4%	8%	11%

LENGTH OF TIME IN CURRENT ROLE

	Business Services	TCCS	ACTPS
Less than 1 year	32%	26%	31%
1 to less than 2 years	11%	15%	17%
2 to less than 5 years	18%	26%	23%
5 to less than 10 years	22%	16%	11%
10 years or more	12%	10%	8%
No response	4%	8%	11%

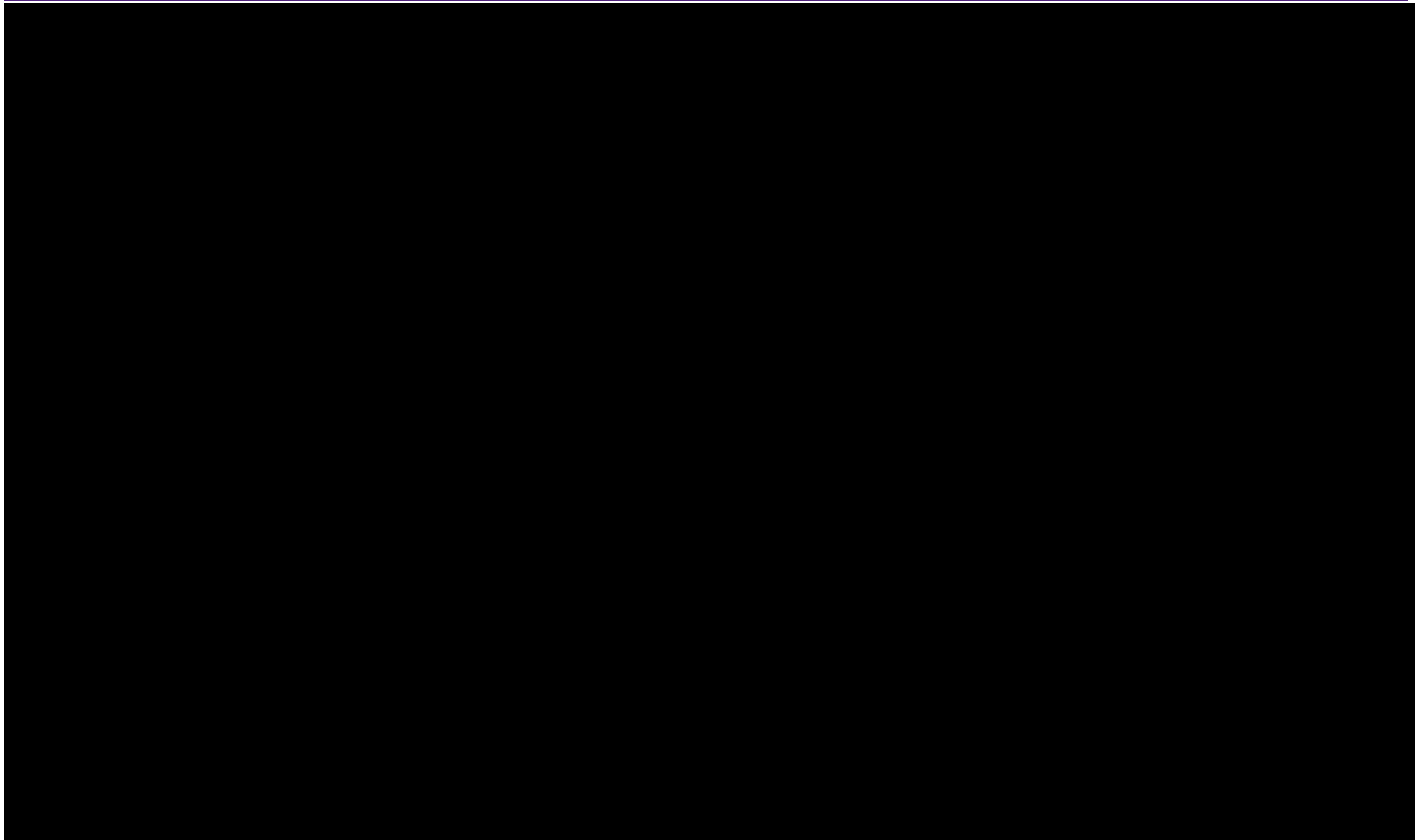
EMPLOYMENT TYPE

	Business Services	TCCS	ACTPS
Permanent full-time	63%	69%	67%
Temporary full-time	6%	9%	10%
Permanent part-time	11%	5%	7%
Temporary part-time	1%	0%	1%
Casual	14%	5%	1%
Contractor	0%	3%	2%
Other	1%	2%	1%
No response	5%	7%	11%

CLASSIFICATION (GROUPED)

	Business Services
Other	30%
Administrative Officer 1-4	21%
No response	15%
Administrative Officer 5-6	12%
General Service Officer or equivalent	11%
Senior Officer or Manager	8%
Technical Officer	3%

DEMOGRAPHICS - PERSONAL



TCCS QUESTIONS



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?

VIOLENCE AND AGGRESSION

What could TCCS do to help protect employees from aggression from members of the public?	
Ensuring employees feel safe and know what to do if it occurs	65%
De-escalation training or other relevant training	63%
Communication training	49%
Education on what occupational violence is	38%
Standard operating procedures	28%
Other	11%
There is nothing more that TCCS could do	6%

What has helped you deal with aggression/violence from the public while you are doing your job?	
Life experience	50%
Knowing what to do if it occurs	36%
De-escalation training or other relevant training	29%
I haven't experienced aggression / violence from the public at work	21%
Communication training	18%
Reporting through RISKMAN	17%
Walking away	16%
Standard operating procedures	12%
Education on what occupational violence is	6%
Other	5%

TCCS QUESTIONS



DIRECTORATE SPECIFIC QUESTIONS

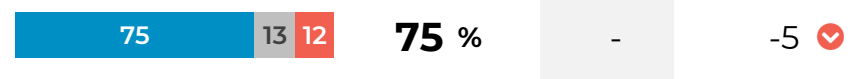
THESE PAGES SHOW THE RESULTS OF THE QUESTIONS THAT WERE ONLY ASKED TO YOUR DIRECTORATE. WHERE POSSIBLE, COMPARISONS TO LAST YEAR HAVE BEEN MADE.

QUESTIONS IN PURPLE TABLES ARE MULTIPLE RESPONSE, MEANING PARTICIPANTS HAD THE OPTION OF SELECTING MORE THAN 1 RESPONSE. FOR THESE QUESTIONS, THE % INDICATES THE PROPORTION OF PEOPLE WHO SELECTED THAT RESPONSE.

SUPERVISOR

As an employee, I feel safe in discussing work problems with my team manager/supervisor

RESPONSE SCALE % POSITIVE VARIANCE FROM 2021 VARIANCE FROM TCCS



What are your favourite qualities in a supervisor?

Honest and open communication	70%
Leads by example	39%
Good listener and supportive	36%
Fair and trustworthy	34%
Models values and behaviours	23%
Integrity	16%
Provides timely feedback	14%

How could we better support supervisors in TCCS?

Appropriate staffing levels	61%
Clear, honest and respectful communication	56%
Supporting pushing back on unrealistic workloads	41%
Training opportunities	34%
Eliminating blame culture	34%
Reducing red tape	25%
Expectation setting	21%
Supporting managers to receive feedback	19%
Not sure	6%
Other	4%

TCCS QUESTIONS



DIRECTORATE SPECIFIC QUESTIONS

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DIVERSITY AND INCLUSION

RESPONSE SCALE

% NO

VARIANCE FROM 2021

VARIANCE FROM TCCS

In the past 12 months, have you experienced racism?

94

94 %

-

-1

How could we better support employees with English as a second language? (Top 7)

Understanding of cultural diversity	57%
Use of plain English	54%
Training managers / supervisors	43%
Resources for people with low literacy	38%
Support conversations	35%
Use of images and videos	31%
Translation of documents	22%

How could we better support Aboriginal and Torres Strait Islander employees? (Top 7)

Cultural awareness training	63%
Empower Aboriginal and Torres Strait Islander employees to have a voice in a safe environment	35%
Be accountable to developing safe workplaces (free of discrimination)	35%
Be committed to a meaningful Reconciliation Action Plan (RAP)	33%
Ensure our Employee Value Proposition aligns with what we will do when we employ Aboriginal and Torres Strait Islander people (do what we say we'll do)	26%
Continue to build on a successful RAP - always look to grow and be innovative	25%
Foster and attract future leaders (including executives)	23%

OVERALL

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2021

VARIANCE FROM TCCS

On balance, is TCCS a truly great place to work?

73

27

73 %

-

-4



City Services

2023 ACTPS SURVEY RESULTS

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City Services

NOTES ON 2023 ACTPS SURVEY RESULTS

A 2021 survey comparison is not available for TCCS due to the directorate not participating in the 2021 ACTPS Employee Survey. All 2021 comparison fields will be displayed with a '-' symbol.



City Services

2023 ACTPS SURVEY RESULTS

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



RESPONSE RATE

TCCS: 65%, ACTPS: 63%



Your Key Outcome Measures Score:

71%

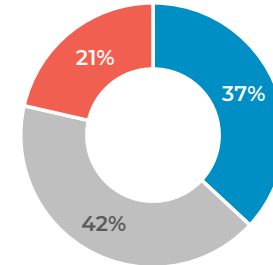
Variance from TCCS overall: +1

Variance from ACTPS overall: 0

See page 4 for more details

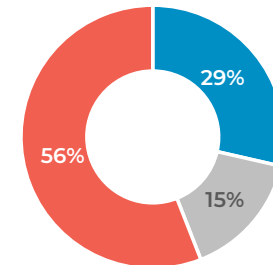
VARIANCE FROM TCCS

- 31 questions above
- 35 questions in line
- 18 questions below



VARIANCE FROM ACTPS

- 24 questions above
- 13 questions in line
- 47 questions below



TOP 3

HIGHEST SCORING QUESTIONS

% POSITIVE

I often seek to help other teams and individuals where I have the capability to assist	93%
My workgroup is committed to providing excellent customer/client service	91%
I feel responsible to continually look for new ways to improve the way we work	90%



TOP 3




HIGHEST SCORING QUESTIONS AGAINST TCCS


VARIANCE FROM TCCS

Satisfied with non-monetary employment conditions (leave, flexible work, etc.)	+7
I have a choice in deciding how I do my work (% always, often)	+6
I feel equipped to manage the performance of the people I supervise	+6

City Services
2023 ACTPS SURVEY RESULTS

HEADLINE SCORES

 HIGHEST POSITIVE SCORING QUESTIONS % POSITIVE	 HIGHEST NEUTRAL SCORING QUESTIONS % NEUTRAL	 HIGHEST NEGATIVE SCORING QUESTIONS % NEGATIVE
I often seek to help other teams and individuals where I have the capability to assist 93%	I have unrealistic time pressures (% sometimes) 42%	I have unrealistic time pressures (% always, often) 24%
My workgroup is committed to providing excellent customer/client service 91%	In the last 3 months, how often has work made you feel enthusiastic (% sometimes) 38%	I have enough time during my work hours to do my job effectively 24%
I feel responsible to continually look for new ways to improve the way we work 90%	In the last 3 months, how often has work made you feel happy (% sometimes) 35%	I am fairly remunerated (e.g. salary, superannuation) for the work that I do 23%
I feel that I can make a worthwhile contribution at work 90%	Satisfaction with your opportunity to temporarily transfer to other areas within the ACTPS 34%	In the last 3 months, how often has work made you feel burned out (% always, often) 23%
My physical work environment is suitable for the type of work I do 88%	In my organisation, the senior leaders work as a team 34%	In general, the recruitment and promotion in my workgroup is managed well 22%
The work I do gives me a sense of accomplishment 86%	My organisation really inspires me to do my best work every day 33%	My workgroup has the tools and resources we need to perform well 22%
My workgroup has good working relationships with our customers/clients 86%	In the last 3 months, how often has work made you feel burned out (% sometimes) 32%	The workload I have is appropriate for my role 21%
My workgroup successfully adapts to new ways of working when required 85%	When my organisation's accomplishments are praised, it feels like a personal compliment 31%	My organisation routinely applies merit in recruitment and promotion decisions 20%

 <p>WHAT ARE EMPLOYEES MOST POSITIVE ABOUT? "% POSITIVE" is the proportion of staff who responded "Strongly agree" and "Agree". (STRENGTHS)</p>	<p>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)</p>	<p>WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT? "% NEGATIVE" is the proportion of staff who responded "Disagree" and "Strongly disagree". (AREAS OF POTENTIAL CONCERN)</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: 71%

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2021
-

VARIANCE FROM TCCS
+1

VARIANCE FROM ACTPS
0

COMMITMENT and LOYALTY

68%

I believe strongly in the purpose and objectives of my organisation



77%

-

-1

-5

I am proud to work in my organisation



74%

-

+1

-1

I would recommend my organisation as a good place to work



71%

-

+2

+2

I feel a strong personal attachment to my organisation



60%

-

-1

-3

When my organisation's accomplishments are praised, it feels like a personal compliment



59%

-

-1

+3

ENGAGEMENT

72%

I work beyond what is required in my job to help my organisation achieve its objectives



81%

-

0

0

My job inspires me



64%

-

-1

-2

My organisation really inspires me to do my best work every day*



58%

-

+1

+2

SATISFACTION

78%

Overall, I am satisfied with my job



78%

-

+3

0

*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

Combined positive %

Neutral %

Combined negative %

INNOVATION INDEX



WHAT ARE INDEXES?

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



INNOVATION 73%

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2021

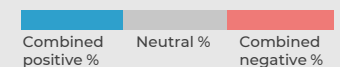
VARIANCE FROM TCCS

VARIANCE FROM ACTPS

	58	25	17	58 %	-	0	-2
My organisation promotes innovation and creativity	58	25	17	58 %	-	-1	-5
My supervisor challenges me to consider new ways of doing things	69	19	12	69 %	-	0	-2
My supervisor recognises people in my workgroup for creating new/better ways of working	74	16	10	74 %	-	0	-3
My supervisor recognises and supports the notion that failure is a part of innovation	72	20	8	72 %	-	+2	+1
I feel responsible to continually look for new ways to improve the way we work	90	8		90 %	-	-1	-2

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

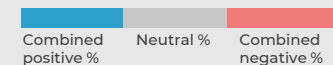
IS THERE ROOM FOR IMPROVEMENT?

LEADERSHIP

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
In my organisation, communication between senior leaders and others is effective	57	24	19	57 %	-	-2	-4
In my organisation, the senior leaders work as a team	55	34	12	55 %	-	-4	-7
Senior leaders provide clear strategy and purpose	52	29	19	52 %	-	-3	-5
My EGM effectively leads and manages change	62	27	11	62 %	-	+3	-2
My EBM effectively leads and manages change	67	24	9	67 %	-	0	-2
My EGM clearly articulates the direction and priorities for our area	55	30	15	55 %	-	-2	-8
My EBM clearly articulates the direction and priorities for our area	67	23	9	67 %	-	+1	-1

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

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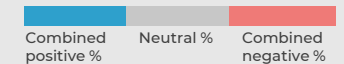
IS THERE ROOM FOR IMPROVEMENT?

SUPERVISOR PERFORMANCE

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My supervisor displays resilience when faced with difficulties or failures		81 %	-	0	-4
My supervisor ensures that my workgroup delivers on what we are responsible for		77 %	-	-2	-6
My supervisor provides me with enough support when I need it		78 %	-	-1	-4
My immediate supervisor encourages me (% always, often)		75 %	-	+2	-3
My supervisor provides feedback in a way that helps me improve my performance		75 %	-	0	-1
My supervisor manages underperformance well in my workgroup		59 %	-	-3	-1
My supervisor effectively leads and manages change		75 %	-	0	-1
My supervisor frequently makes time to discuss my professional aspirations/development		67 %	-	+1	-1

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

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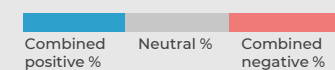
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IS THERE ROOM FOR IMPROVEMENT?

TEAM PERFORMANCE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup successfully adapts to new ways of working when required	85 <small>11</small>	85 %	-	0	-1
My workgroup has the appropriate skills, capabilities, and knowledge to perform well	81 <small>14</small>	81 %	-	-2	-3
The people in my workgroup use time and resources efficiently	79 <small>14</small> <small>7</small>	79 %	-	0	-1
My workgroup has the tools and resources we need to perform well	64 <small>15</small> <small>22</small>	64 %	-	-2	-1
Other workgroups in my organisation work effectively with my workgroup when required	71 <small>19</small> <small>10</small>	71 %	-	-4 ⬇️	-7 ⬇️
I often seek to help other teams and individuals where I have the capability to assist	93 <small></small>	93 %	-	+1	+1

TEAM CULTURE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup works effectively together	85 <small>10</small>	85 %	-	0	-1
Relationships at work are strained (% never, rarely)	53 <small>31</small> <small>16</small>	53 %	-	0	-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?

FLEXIBLE WORKING

I am confident I can access flexible working arrangements when required

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2021

VARIANCE FROM TCCS

VARIANCE FROM ACTPS

84

88

84 %

-

+6

+1

Do you currently access this arrangement?

What is the main reason you **don't** access this type of arrangement?

Of the following flexible working arrangements:

% YES

VARIANCE FROM TCCS

Doesn't fit personal needs/circumstances

Doesn't fit work requirements

Management would not support

Variable or non-standard hours of work

46 %

+1

40

46

14

Part-time employment

9 %

-5

66

30

Job sharing

14 %

+2

57

40

Home-based work

57 %

+9

23

60

17

Hybrid working arrangements - a combination working from home, office, or other space

66 %

+8

23

59

19

Rostered Day off (RDO), 9-day fortnight or similar arrangement

29 %

-2

37

52

10

Flex time or time-in-lieu

66 %

+8

18

59

23

KEY: AT LEAST 4 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 4 PERCENTAGE POINTS LESS THAN COMPARATOR

Combined positive %

Neutral %

Combined negative %

OTHER WORKPLACE FACTORS



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IS THERE ROOM FOR IMPROVEMENT?

AUTONOMY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I have a choice in deciding how I do my work (% always, often)		79 %	-	+6	+2

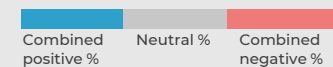
BARRIERS to PRODUCTIVITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My physical work environment is suitable for the type of work I do		88 %	-	+2	+2

CHANGE MANAGEMENT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My EGM effectively leads and manages change		62 %	-	+3	-2
My EBM effectively leads and manages change		67 %	-	0	-2
My supervisor effectively leads and manages change		75 %	-	0	-1
Senior leaders support staff to work in an environment of change		56 %	-	-3	-4

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?

CONSULTATION

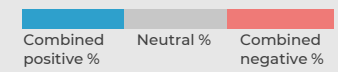
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My supervisor involves me in decisions about my work	82	82 %	-	+1	-1

CUSTOMER SERVICE CULTURE

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup is committed to providing excellent customer/client service	91	91 %	-	+1	-1
My workgroup has good working relationships with our customers/clients	86	86 %	-	+1	-2
My workgroup uses feedback from our customers/clients to improve the services we deliver	76	76 %	-	+1	-3
I am able to deliver services to customers/clients in a timely manner	84	84 %	-	0	-2
I received appropriate training to meet my customer/client service responsibilities	71	71 %	-	0	-2

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?

GOAL CLARITY

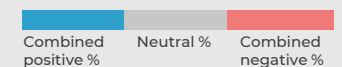
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I can see a clear connection between my job and my organisation's purpose		84 %	-	-1	-3
I clearly understand what I am expected to do in this job		84 %	-	-2	-1

INCLUSIVITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My organisation supports and actively promotes a safe and inclusive workplace culture		81 %	-	+1	+2
I do not face unfair barriers in accessing opportunities		71 %	-	+2	-1
My organisation fosters an environment where staff are treated fairly and with respect		66 %	-	-1	-4

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

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



OTHER WORKPLACE FACTORS



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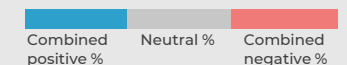
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IS THERE ROOM FOR IMPROVEMENT?

INTERNAL COMMUNICATION	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Regularly kept informed about what is happening in my workgroup		76 %	-	+1	-3
Regularly kept informed about what is happening across my organisation as a whole		59 %	-	-2	-5

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

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



OTHER WORKPLACE FACTORS



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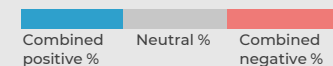
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IS THERE ROOM FOR IMPROVEMENT?

INTRINSIC REWARDS	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My immediate supervisor encourages me (% always, often)	75 17 8	75 %	-	+2	-3
The work I do gives me a sense of accomplishment	86 9 5	86 %	-	+3	+4
My organisation really inspires me to do my best work every day	58 33 8	58 %	-	+1	+2
In the last 3 months, how often has work made you feel enthusiastic (% always, often)	50 38 13	50 %	-	-1	-3
I feel that I can make a worthwhile contribution at work	90 8 2	90 %	-	+2	+3

JOB SECURITY	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I am satisfied with the stability and security of my job	83 8 9	83 %	-	+4	+2

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?

JOB-SKILLS MATCH

My job gives me opportunities to utilise my skills

RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
82	82 %	-	+2	-1

LEARNING & DEVELOPMENT

Satisfaction with your current learning and development opportunities

RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
67	67 %	-	-1	+3

Satisfaction with your current career development opportunities

RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
58	58 %	-	-1	+2

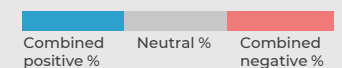
MOBILITY

Your opportunity to temporarily transfer to other work areas within the ACTPS

RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
54	54 %	-	+1	+5

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

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



OTHER WORKPLACE FACTORS



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".

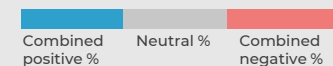
IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL TRUST

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My organisation operates with a high level of integrity	68	20	12	68 %	-	-3	-5
In my organisation, I feel safe to be able to speak up when I see something wrong	72	15	12	72 %	-	+3	+4
My organisation routinely applies merit in recruitment and promotion decisions	59	21	20	59 %	-	-2	-1
My organisation involves staff in decisions about their work	65	21	14	65 %	-	+2	+4
In general, the recruitment and promotion in my workgroup is managed well	57	21	22	57 %	-	-4	+1

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

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



OTHER WORKPLACE FACTORS



EXPLORE THE FULL RESULTS

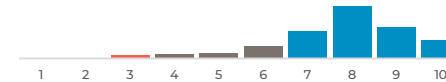
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IS THERE ROOM FOR IMPROVEMENT?

WORKGROUP PERFORMANCE

Workgroup's overall performance



% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
------------	--------------------	--------------------	---------------------

83 % - +1 -1

Top capability STRENGTHS for immediate workgroup (multiple response)

Collaborative working	57%
Client service	32%
Leadership	28%
Project and program management	21%
Oral communication	19%
Technical specialist (e.g. engineering, allied health)	19%
Stakeholder engagement	19%

Top OPPORTUNITIES FOR IMPROVEMENT (multiple response)

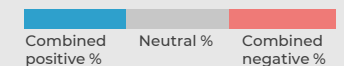
Data	26%
Creativity and innovation	25%
Change management	24%
Performance management	24%
Strategic thinking	22%
Information and communications technology (ICT)	20%
Digital	18%

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

Too many competing priorities	29%
Administrative processes within my organisation	28%
No significant barriers	26%
The technology within my organisation	21%
Multiple layers of decision making within my organisation	21%
The internal communication within my organisation	13%
Other staff do not contribute to the work I do effectively	11%

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?

RECOGNITION

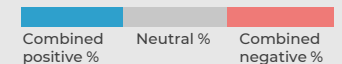
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I am satisfied with the recognition I receive for doing a good job	70 17 13	70 %	-	+1	0

REMUNERATION

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Satisfied with non-monetary employment conditions (leave, flexible work, etc.)	85 9	85 %	-	+7	+3
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	57 20 23	57 %	-	-3	-9

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?

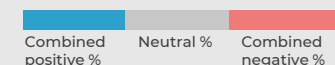
HEALTH & WELLBEING

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I believe my immediate supervisor cares about my health and wellbeing		83 %	-	+2	-2
My workplace takes actions to keep me healthy and safe at work		79 %	-	+1	+4
I am satisfied with the policies/practices in place to help me manage my health and wellbeing		72 %	-	+2	+2

SUPERVISOR SUPPORT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I feel equipped to manage the performance of the people I supervise		82 %	-	+6	+4
I am provided with adequate time to undertake my role		60 %	-	-1	-4
Do you have direct responsibility for managing staff?		37 %	-	-1	-1

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 TCCS	VARIANCE FROM ACTPS
How would you rate your current level of work-related stress? (% nil, low/mild)	40 38 22	40 %	-	0	0
In the last 3 months, how often has work made you feel happy (% always, often)	57 35 8	57 %	-	+2	+1
In the last 3 months, how often has work made you feel miserable (% never, rarely)	56 30 14	56 %	-	+2	-2

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

Staff shortages	45%
Time pressure	43%
Amount of work (workload)	37%
Competing home and work responsibilities (including caring responsibilities)	23%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	22%

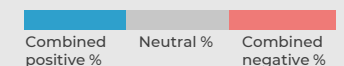


For multiple response questions, staff can select multiple answers. This means the **percentages will not add to 100%**. Instead, the percentage tells you what proportion of staff selected that response.

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

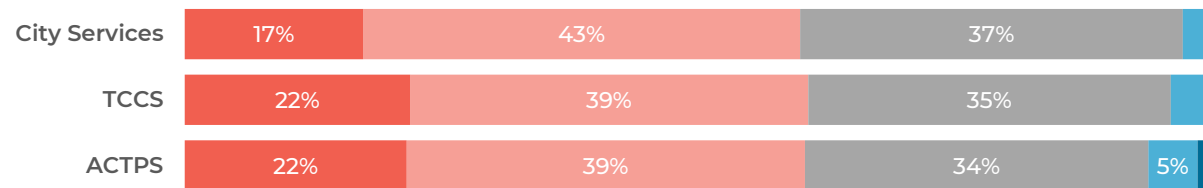
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IS THERE ROOM FOR IMPROVEMENT?

WORKLOAD MANAGEMENT	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
How satisfied are you with the work-life balance in your current job?	71 19 9	71 %	-	+2	+1
The workload I have is appropriate for my role	62 17 21	62 %	-	+2	+2
I have enough time during my work hours to do my job effectively	53 24 24	53 %	-	0	0
In the last 3 months, how often has work made you feel burned out (% never, rarely)	45 32 23	45 %	-	+5	+2
I have unrealistic time pressures (% never, rarely)	34 42 24	34 %	-	0	-2

What best describes your current workload?



Well above capacity - too much work

Slightly above capacity - lots of work to do

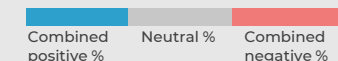
At capacity - about the right amount of work to do

Slightly below capacity - available

Below capacity - not enough work

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?	Top 10 reasons for STAYING in organisation (multiple response)	Top 10 reasons for LEAVING organisation and seeking employment elsewhere (multiple response)
Continue to work in your current workgroup 51%	I can continue to work in a field of interest 53%	Opportunity to broaden experience 40%
Retire 15%	Good access to flexible working arrangements 32%	Opportunity to work in a field of interest 29%
Work elsewhere in the ACT Public Service 13%	Good relationship with immediate manager 19%	Lack of future career opportunities 28%
Continue to work in your current organisation, but in a different workgroup 10%	My work here is recognised and appreciated 19%	To seek/take a promotion elsewhere 26%
Leave the ACT Public Service to work elsewhere 6%	Broad range of experiences 19%	Desire to try a different type of work 26%
Take up full-time study 5%	Good relationship with other team members 16%	For better remuneration 22%
Leave my organisation-other 0%	Job security 13%	Poor organisational leadership 20%
Don't know 0%	Good location/travel time 13%	A lack of recognition for doing a good job 11%
	Collaborative work environment 12%	No opportunity to stay (e.g. end of contract) 8%
	I expect promotion/advancement in my current role 11%	Lack of developmental/educational opportunities 8%

ETHICS AND MISCONDUCT



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.

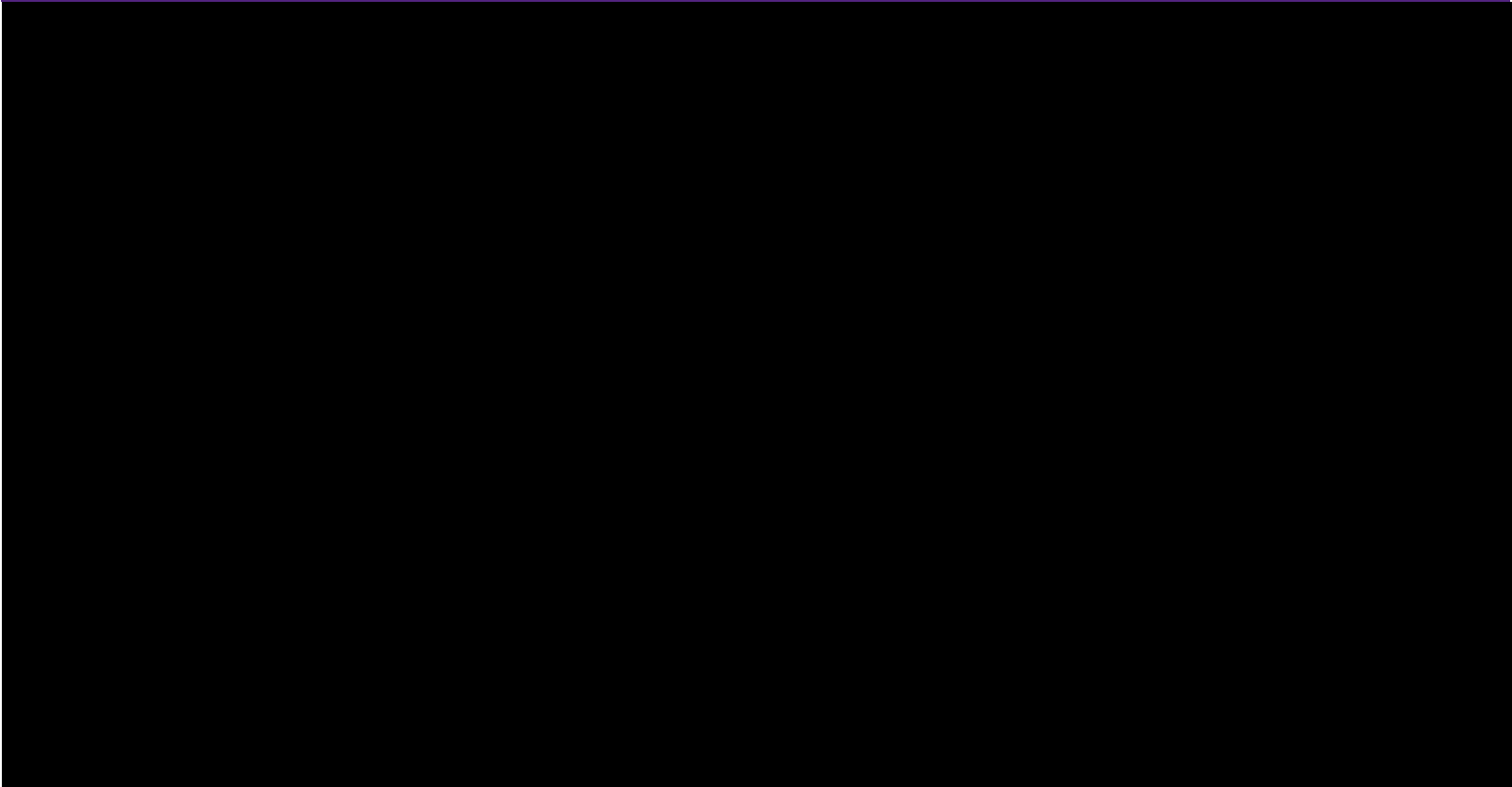
A SINGLE MISCONDUCT INCIDENT REPORTED BY MULTIPLE PEOPLE IS COUNTED AS MULTIPLE INCIDENTS.

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 TCCS	VARIANCE FROM ACTPS
-------	--------------------	--------------------	---------------------



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

ETHICS AND MISCONDUCT



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 TCCS	VARIANCE FROM ACTPS
-------	--------------------	--------------------	---------------------

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

ETHICS AND MISCONDUCT



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 TCCS	VARIANCE FROM ACTPS
--------------------	--------------------	---------------------

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

ETHICS AND MISCONDUCT



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 TCCS

VARIANCE FROM ACTPS

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

ETHICS AND MISCONDUCT



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 TCCS	VARIANCE FROM ACTPS
------------	--------------------	--------------------	---------------------



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

	City Services	TCCS	ACTPS
Less than 1 year	10%	16%	18%
1 to less than 2 years	12%	11%	12%
2 to less than 5 years	27%	22%	21%
5 to less than 10 years	20%	20%	16%
10 years or more	25%	23%	21%
No response	6%	8%	11%

LENGTH OF TIME IN CURRENT ROLE

	City Services	TCCS	ACTPS
Less than 1 year	21%	26%	31%
1 to less than 2 years	19%	15%	17%
2 to less than 5 years	31%	26%	23%
5 to less than 10 years	13%	16%	11%
10 years or more	12%	10%	8%
No response	5%	8%	11%

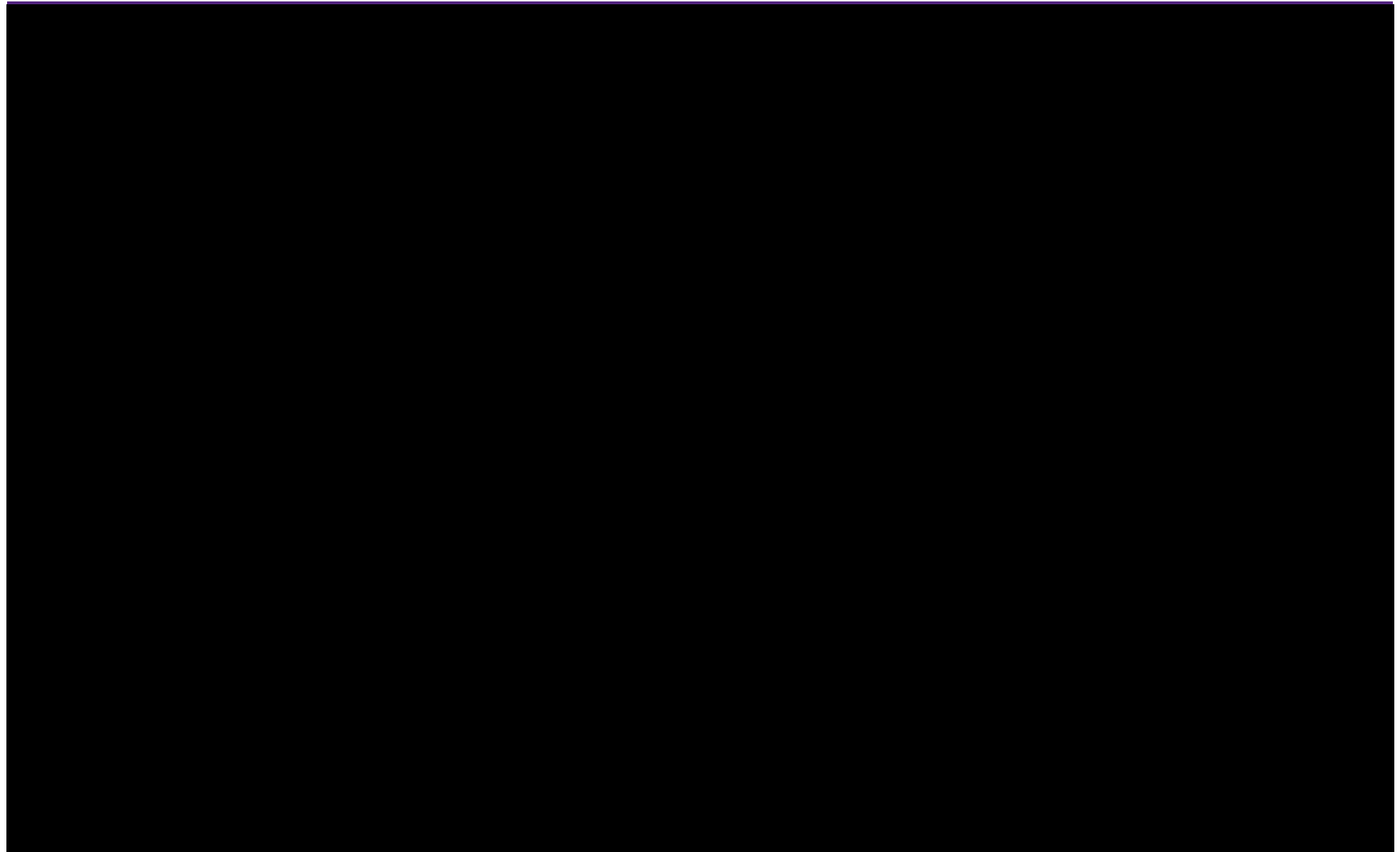
EMPLOYMENT TYPE

	City Services	TCCS	ACTPS
Permanent full-time	78%	69%	67%
Temporary full-time	11%	9%	10%
Permanent part-time	4%	5%	7%
Temporary part-time	0%	0%	1%
Casual	1%	5%	1%
Contractor	0%	3%	2%
Other	1%	2%	1%
No response	5%	7%	11%

CLASSIFICATION (GROUPED)

	City Services
General Service Officer or equivalent	21%
Senior Officer or Manager	18%
Professional Officer	18%
No response	14%
Administrative Officer 5-6	11%
Technical Officer	7%
Administrative Officer 1-4	7%
Other	4%

DEMOGRAPHICS - PERSONAL



TCCS QUESTIONS



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?

VIOLENCE AND AGGRESSION

What could TCCS do to help protect employees from aggression from members of the public?	
De-escalation training or other relevant training	60%
Ensuring employees feel safe and know what to do if it occurs	52%
Communication training	48%
Education on what occupational violence is	35%
Standard operating procedures	34%
There is nothing more that TCCS could do	8%
Other	6%

What has helped you deal with aggression/violence from the public while you are doing your job?	
Life experience	54%
Knowing what to do if it occurs	33%
De-escalation training or other relevant training	30%
Walking away	25%
Communication training	18%
I haven't experienced aggression / violence from the public at work	18%
Standard operating procedures	13%
Reporting through RISKMAN	13%
Education on what occupational violence is	11%
Other	4%

TCCS QUESTIONS



DIRECTORATE SPECIFIC QUESTIONS

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SUPERVISOR

As an employee, I feel safe in discussing work problems with my team manager/supervisor

RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS
----------------	------------	--------------------	--------------------

82

13 7

82 %

-

+2

What are your favourite qualities in a supervisor?

Honest and open communication	70%
Leads by example	48%
Good listener and supportive	39%
Fair and trustworthy	29%
Models values and behaviours	24%
Integrity	19%
Collaborative	18%

How could we better support supervisors in TCCS?

Appropriate staffing levels	56%
Clear, honest and respectful communication	47%
Supporting pushing back on unrealistic workloads	44%
Reducing red tape	37%
Eliminating blame culture	33%
Training opportunities	31%
Supporting managers to receive feedback	26%
Expectation setting	23%
Other	6%
Not sure	5%

TCCS QUESTIONS



DIRECTORATE SPECIFIC QUESTIONS

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DIVERSITY AND INCLUSION

In the past 12 months, have you experienced racism?

RESPONSE SCALE	% NO	VARIANCE FROM 2021	VARIANCE FROM TCCS
95	95 %	-	+1

How could we better support employees with English as a second language? (Top 7)	
Understanding of cultural diversity	57%
Use of plain English	44%
Training managers / supervisors	38%
Resources for people with low literacy	32%
Support conversations	30%
Use of images and videos	22%
Translation of documents	14%

How could we better support Aboriginal and Torres Strait Islander employees? (Top 7)	
Cultural awareness training	53%
Be committed to a meaningful Reconciliation Action Plan (RAP)	34%
Empower Aboriginal and Torres Strait Islander employees to have a voice in a safe environment	31%
Ensure our Employee Value Proposition aligns with what we will do when we employ Aboriginal and Torres Strait Islander people (do what we say we'll do)	29%
Be accountable to developing safe workplaces (free of discrimination)	28%
Foster and attract future leaders (including executives)	26%
Demonstrate we can retain Aboriginal and Torres Strait Islander employees	25%

OVERALL

On balance, is TCCS a truly great place to work?

RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS
78 22	78 %	-	+1



Chief Operating Officer Division

2023 ACTPS SURVEY RESULTS

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Chief Operating Officer Division

NOTES ON 2023 ACTPS SURVEY RESULTS

A 2021 survey comparison is not available for TCCS due to the directorate not participating in the 2021 ACTPS Employee Survey. All 2021 comparison fields will be displayed with a '-' symbol.



Chief Operating Officer Division

2023 ACTPS SURVEY RESULTS

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



RESPONSE RATE

TCCS: 65%, ACTPS: 63%



Your Key Outcome Measures Score: **80%**

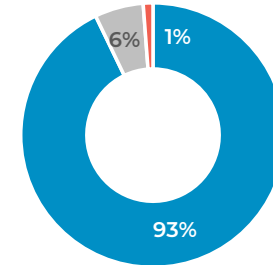
Variance from TCCS overall: **+10**

Variance from ACTPS overall: **+9**

See page 4 for more details

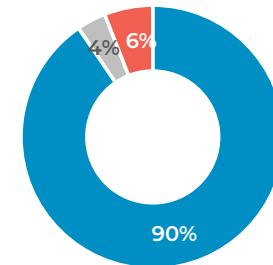
VARIANCE FROM TCCS

- 78 questions above
- 5 questions in line
- 1 questions below



VARIANCE FROM ACTPS

- 76 questions above
- 3 questions in line
- 5 questions below



TOP 3

HIGHEST SCORING QUESTIONS

% POSITIVE

I feel that I can make a worthwhile contribution at work	99%
I often seek to help other teams and individuals where I have the capability to assist	99%
My physical work environment is suitable for the type of work I do	99%



TOP 3

HIGHEST SCORING QUESTIONS AGAINST TCCS

VARIANCE FROM TCCS

In general, the recruitment and promotion in my workgroup is managed well	+21
I would recommend my organisation as a good place to work	+20
My organisation fosters an environment where staff are treated fairly and with respect	+20

Chief Operating Officer Division
2023 ACTPS SURVEY RESULTS

HEADLINE SCORES

 HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE
I feel that I can make a worthwhile contribution at work	99%
I often seek to help other teams and individuals where I have the capability to assist	99%
My physical work environment is suitable for the type of work I do	99%
My workgroup is committed to providing excellent customer/client service	99%
I am confident I can access flexible working arrangements when required	98%
I feel responsible to continually look for new ways to improve the way we work	97%
I clearly understand what I am expected to do in this job	96%
My workgroup works effectively together	95%

 HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL
I have unrealistic time pressures (% sometimes)	41%
In the last 3 months, how often has work made you feel burned out (% sometimes)	32%
In the last 3 months, how often has work made you feel enthusiastic (% sometimes)	30%
When my organisation's accomplishments are praised, it feels like a personal compliment	30%
In the last 3 months, how often has work made you feel miserable (% sometimes)	30%
I feel a strong personal attachment to my organisation	28%
My organisation really inspires me to do my best work every day	28%
Satisfaction with your opportunity to temporarily transfer to other areas within the ACTPS	28%

 HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
I have enough time during my work hours to do my job effectively	28%
I am provided with adequate time to undertake my role	22%
The workload I have is appropriate for my role	22%
I have unrealistic time pressures (% always, often)	21%
My EGM effectively leads and manages change	20%
In the last 3 months, how often has work made you feel burned out (% always, often)	19%
My EGM clearly articulates the direction and priorities for our area	17%
My workgroup has the tools and resources we need to perform well	15%



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)

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: 80%

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2021
-

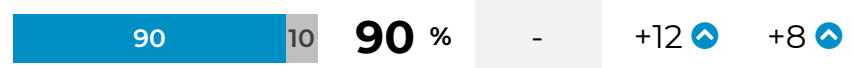
VARIANCE FROM TCCS
+10

VARIANCE FROM ACTPS
+9

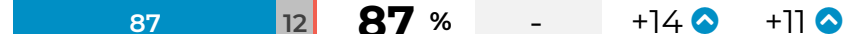
COMMITMENT and LOYALTY

79%

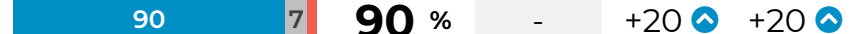
I believe strongly in the purpose and objectives of my organisation



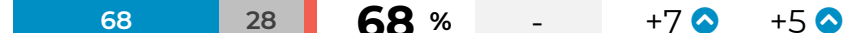
I am proud to work in my organisation



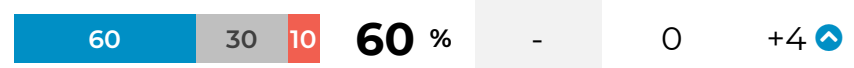
I would recommend my organisation as a good place to work



I feel a strong personal attachment to my organisation



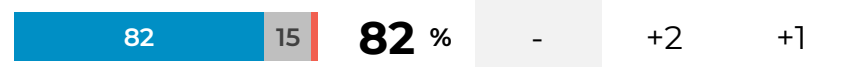
When my organisation's accomplishments are praised, it feels like a personal compliment



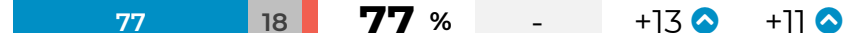
ENGAGEMENT

80%

I work beyond what is required in my job to help my organisation achieve its objectives



My job inspires me



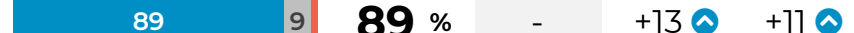
My organisation really inspires me to do my best work every day*



SATISFACTION

89%

Overall, I am satisfied with my job



*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

Combined positive % Neutral % Combined negative %

INNOVATION INDEX



WHAT ARE INDEXES?

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



INNOVATION 85%

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2021

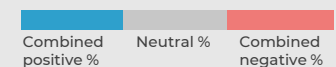
VARIANCE FROM TCCS

VARIANCE FROM ACTPS

	75	20	75 %	-	+12	+10
My organisation promotes innovation and creativity	75	20	75 %	-	+17 ↑	+13 ↑
My supervisor challenges me to consider new ways of doing things	84	11	84 %	-	+15 ↑	+13 ↑
My supervisor recognises people in my workgroup for creating new/better ways of working	86	7	86 %	-	+11 ↑	+8 ↑
My supervisor recognises and supports the notion that failure is a part of innovation	81	13	81 %	-	+11 ↑	+10 ↑
I feel responsible to continually look for new ways to improve the way we work	97		97 %	-	+6 ↑	+5 ↑

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

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





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".

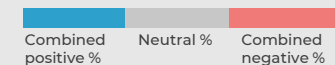
IS THERE ROOM FOR IMPROVEMENT?

LEADERSHIP

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
In my organisation, communication between senior leaders and others is effective		76 %	-	+17	+16
In my organisation, the senior leaders work as a team		72 %	-	+13	+10
Senior leaders provide clear strategy and purpose		67 %	-	+13	+10
My EGM effectively leads and manages change		58 %	-	0	-6
My EBM effectively leads and manages change		79 %	-	+12	+10
My EGM clearly articulates the direction and priorities for our area		60 %	-	+3	-3
My EBM clearly articulates the direction and priorities for our area		79 %	-	+13	+11

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

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



Chief Operating Officer Division
2023 ACTPS SURVEY RESULTS

PEOPLE



EXPLORE THE FULL RESULTS

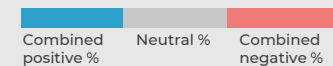
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IS THERE ROOM FOR IMPROVEMENT?

SUPERVISOR PERFORMANCE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My supervisor displays resilience when faced with difficulties or failures	91	91 %	-	+10	+6
My supervisor ensures that my workgroup delivers on what we are responsible for	91	91 %	-	+11	+8
My supervisor provides me with enough support when I need it	90	90 %	-	+11	+8
My immediate supervisor encourages me (% always, often)	89	89 %	-	+17	+12
My supervisor provides feedback in a way that helps me improve my performance	89	89 %	-	+15	+13
My supervisor manages underperformance well in my workgroup	74	74 %	-	+12	+14
My supervisor effectively leads and manages change	87	87 %	-	+12	+11
My supervisor frequently makes time to discuss my professional aspirations/development	83	83 %	-	+17	+15

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



Chief Operating Officer Division
2023 ACTPS SURVEY RESULTS

PEOPLE



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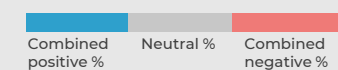
LOOK AT HOW THE POSITIVE SCORES COMPARE TO THE AVAILABLE COMPARISONS. Positive scores are the proportion of staff responding "Strongly Agree" and "Agree".

IS THERE ROOM FOR IMPROVEMENT?

TEAM PERFORMANCE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup successfully adapts to new ways of working when required	95	95 %	-	+10	+9
My workgroup has the appropriate skills, capabilities, and knowledge to perform well	86 9	86 %	-	+3	+2
The people in my workgroup use time and resources efficiently	88 8	88 %	-	+10	+9
My workgroup has the tools and resources we need to perform well	75 10 15	75 %	-	+9	+10
Other workgroups in my organisation work effectively with my workgroup when required	93	93 %	-	+18	+15
I often seek to help other teams and individuals where I have the capability to assist	99	99 %	-	+7	+7

TEAM CULTURE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup works effectively together	95	95 %	-	+10	+9
Relationships at work are strained (% never, rarely)	72 26	72 %	-	+19	+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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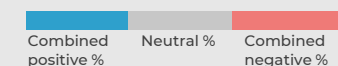
IS THERE ROOM FOR IMPROVEMENT?

FLEXIBLE WORKING

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I am confident I can access flexible working arrangements when required	98	98 %	-	+20 ▲	+16 ▲

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 TCCS	Doesn't fit personal needs/circumstances	Doesn't fit work requirements	Management would not support
Variable or non-standard hours of work	55 %	+10 ▲	57	37	
Part-time employment	7 %	-8 ▼	83	17	
Job sharing	9 %	-3	74	26	
Home-based work	83 %	+35 ▲	50	50	
Hybrid working arrangements - a combination working from home, office, or other space	96 %	+38 ▲	50	50	
Rostered Day off (RDO), 9-day fortnight or similar arrangement	7 %	-24 ▼	52	47	
Flex time or time-in-lieu	73 %	+15 ▲	26	52	22

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 TCCS	VARIANCE FROM ACTPS
I have a choice in deciding how I do my work (% always, often)		90 %	-	+17	+13

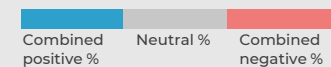
BARRIERS to PRODUCTIVITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My physical work environment is suitable for the type of work I do		99 %	-	+14	+13

CHANGE MANAGEMENT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My EGM effectively leads and manages change		58 %	-	0	-6
My EBM effectively leads and manages change		79 %	-	+12	+10
My supervisor effectively leads and manages change		87 %	-	+12	+11
Senior leaders support staff to work in an environment of change		77 %	-	+18	+17

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?

CONSULTATION

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My supervisor involves me in decisions about my work	93	93 %	-	+12	+10

CUSTOMER SERVICE CULTURE

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup is committed to providing excellent customer/client service	99	99 %	-	+8	+7
My workgroup has good working relationships with our customers/clients	94	94 %	-	+9	+6
My workgroup uses feedback from our customers/clients to improve the services we deliver	93	93 %	-	+18	+14
I am able to deliver services to customers/clients in a timely manner	88	88 %	-	+3	+1
I received appropriate training to meet my customer/client service responsibilities	79	79 %	-	+9	+7

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

Combined positive % Neutral % Combined negative %

OTHER WORKPLACE FACTORS



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IS THERE ROOM FOR IMPROVEMENT?

GOAL CLARITY

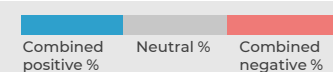
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I can see a clear connection between my job and my organisation's purpose	95	95 %	-	+10	+8
I clearly understand what I am expected to do in this job	96	96 %	-	+10	+11

INCLUSIVITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My organisation supports and actively promotes a safe and inclusive workplace culture	94	94 %	-	+14	+15
I do not face unfair barriers in accessing opportunities	79	79 %	-	+10	+7
My organisation fosters an environment where staff are treated fairly and with respect	87	87 %	-	+20	+17

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

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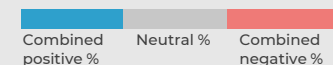
IS THERE ROOM FOR IMPROVEMENT?

INTERNAL COMMUNICATION

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Regularly kept informed about what is happening in my workgroup	91	91 %	-	+16	+12
Regularly kept informed about what is happening across my organisation as a whole	78	78 %	-	+17	+14

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

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IS THERE ROOM FOR IMPROVEMENT?

INTRINSIC REWARDS

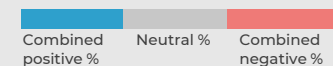
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My immediate supervisor encourages me (% always, often)		89 %	-	+17	+12
The work I do gives me a sense of accomplishment		93 %	-	+9	+11
My organisation really inspires me to do my best work every day		65 %	-	+8	+8
In the last 3 months, how often has work made you feel enthusiastic (% always, often)		64 %	-	+13	+11
I feel that I can make a worthwhile contribution at work		99 %	-	+10	+12

JOB SECURITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I am satisfied with the stability and security of my job		85 %	-	+6	+4

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

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IS THERE ROOM FOR IMPROVEMENT?

JOB-SKILLS MATCH

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My job gives me opportunities to utilise my skills	92	92 %	-	+12 ↑	+9 ↑

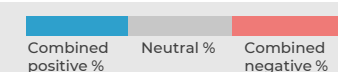
LEARNING & DEVELOPMENT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Satisfaction with your current learning and development opportunities	82	82 %	-	+15 ↑	+18 ↑
Satisfaction with your current career development opportunities	72	72 %	-	+13 ↑	+15 ↑

MOBILITY

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Your opportunity to temporarily transfer to other work areas within the ACTPS	67	67 %	-	+14 ↑	+17 ↑

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



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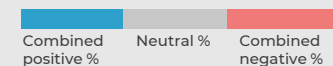
IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL TRUST

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My organisation operates with a high level of integrity		83 %	-	+13	+11
In my organisation, I feel safe to be able to speak up when I see something wrong		83 %	-	+14	+15
My organisation routinely applies merit in recruitment and promotion decisions		81 %	-	+20	+21
My organisation involves staff in decisions about their work		73 %	-	+11	+12
In general, the recruitment and promotion in my workgroup is managed well		81 %	-	+21	+25

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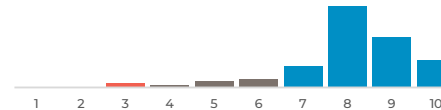
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IS THERE ROOM FOR IMPROVEMENT?

WORKGROUP PERFORMANCE

% POSITIVE VARIANCE FROM 2021 VARIANCE FROM TCCS VARIANCE FROM ACTPS

Workgroup's overall performance



90 %

-

+7

+5

Top capability STRENGTHS for immediate workgroup (multiple response)

Collaborative working	70%
Client service	44%
Stakeholder engagement	30%
Leadership	23%
Strategic thinking	20%
Oral communication	18%
Risk management	13%

Top OPPORTUNITIES FOR IMPROVEMENT (multiple response)

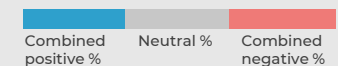
Creativity and innovation	35%
Strategic thinking	32%
Data	29%
Change management	24%
Digital	22%
Information and communications technology (ICT)	22%
Stakeholder engagement	18%

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

Too many competing priorities	43%
No significant barriers	29%
Multiple layers of decision making within my organisation	24%
The technology within my organisation	18%
Administrative processes within my organisation	14%
Lack of clarity around priorities	11%
Other staff do not contribute to the work I do effectively	7%

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IS THERE ROOM FOR IMPROVEMENT?

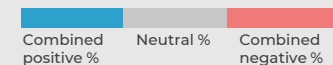
RECOGNITION

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I am satisfied with the recognition I receive for doing a good job		81 %	-	+12	+11

REMUNERATION

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Satisfied with non-monetary employment conditions (leave, flexible work, etc.)		91 %	-	+12	+9
I am fairly remunerated (e.g. salary, superannuation) for the work that I do		76 %	-	+17	+10

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?

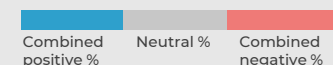
HEALTH & WELLBEING

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I believe my immediate supervisor cares about my health and wellbeing	94	94 %	-	+13	+9
My workplace takes actions to keep me healthy and safe at work	92	92 %	-	+14	+17
I am satisfied with the policies/practices in place to help me manage my health and wellbeing	88	88 %	-	+19	+19

SUPERVISOR SUPPORT

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I feel equipped to manage the performance of the people I supervise	86	86 %	-	+10	+8
I am provided with adequate time to undertake my role	64	64 %	-	+3	0
Do you have direct responsibility for managing staff?	37	37 %	-	-1	-1

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



OTHER WORKPLACE FACTORS



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?

WORK IMPACT on WELLBEING

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
How would you rate your current level of work-related stress? (% nil, low/mild)		47 %	-	+7	+7
In the last 3 months, how often has work made you feel happy (% always, often)		70 %	-	+16	+15
In the last 3 months, how often has work made you feel miserable (% never, rarely)		66 %	-	+12	+8

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

Time pressure	60%
Amount of work (workload)	58%
Staff shortages	36%
Dealing with customers, clients or stakeholders	23%
Unclear priorities	22%

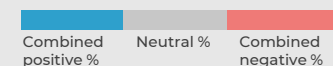


For multiple response questions, staff can select multiple answers. This means the **percentages will not add to 100%**. Instead, the percentage tells you what proportion of staff selected that response.

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

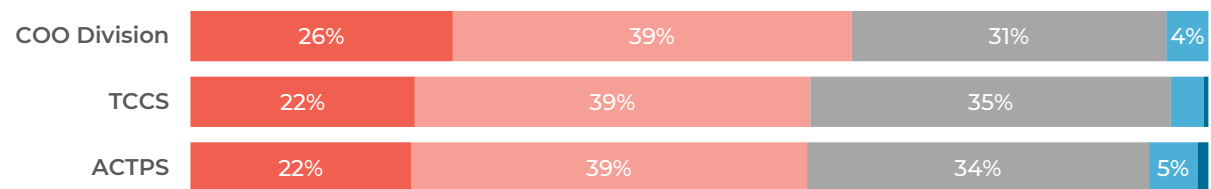
THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY. The questions are grouped into factors. These factors drive the Key Outcome Measures.

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?

WORKLOAD MANAGEMENT	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
How satisfied are you with the work-life balance in your current job?	84 (13)	84 %	-	+15 ↑	+14 ↑
The workload I have is appropriate for my role	57 (22) (22)	57 %	-	-3	-3
I have enough time during my work hours to do my job effectively	53 (20) (28)	53 %	-	0	0
In the last 3 months, how often has work made you feel burned out (% never, rarely)	49 (32) (19)	49 %	-	+9 ↑	+6 ↑
I have unrealistic time pressures (% never, rarely)	38 (41) (21)	38 %	-	+4 ↑	+2

What best describes your current workload?



Well above capacity - too much work

Slightly above capacity - lots of work to do

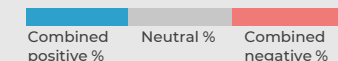
At capacity - about the right amount of work to do

Slightly below capacity - available

Below capacity - not enough work

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?	Top 10 reasons for STAYING in organisation (multiple response)	Top 10 reasons for LEAVING organisation and seeking employment elsewhere (multiple response)
Continue to work in your current workgroup 63%	Good access to flexible working arrangements 51%	Opportunity to broaden experience 64%
Retire 15%	I can continue to work in a field of interest 46%	To seek/take a promotion elsewhere 36%
Continue to work in your current organisation, but in a different workgroup 7%	Good relationship with immediate manager 26%	Lack of future career opportunities 29%
Leave the ACT Public Service to work elsewhere 7%	My work here is recognised and appreciated 21%	A lack of recognition for doing a good job 29%
Work elsewhere in the ACT Public Service 6%	Job security 16%	Desire to try a different type of work 14%
Take up full-time study 1%	Good relationship with other team members 15%	For better remuneration 14%
Leave my organisation-other 0%	Broad range of experiences 15%	Lack of developmental/educational opportunities 14%
Don't know 0%	Good location/travel time 13%	Opportunity to work in a field of interest 14%
	Good future career opportunities 13%	Poor relationship with immediate manager 14%
	Collaborative work environment 10%	My workload is excessive 7%

ETHICS AND MISCONDUCT



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 TCCS	VARIANCE FROM ACTPS
-------	--------------------	--------------------	---------------------

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

ETHICS AND MISCONDUCT



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.

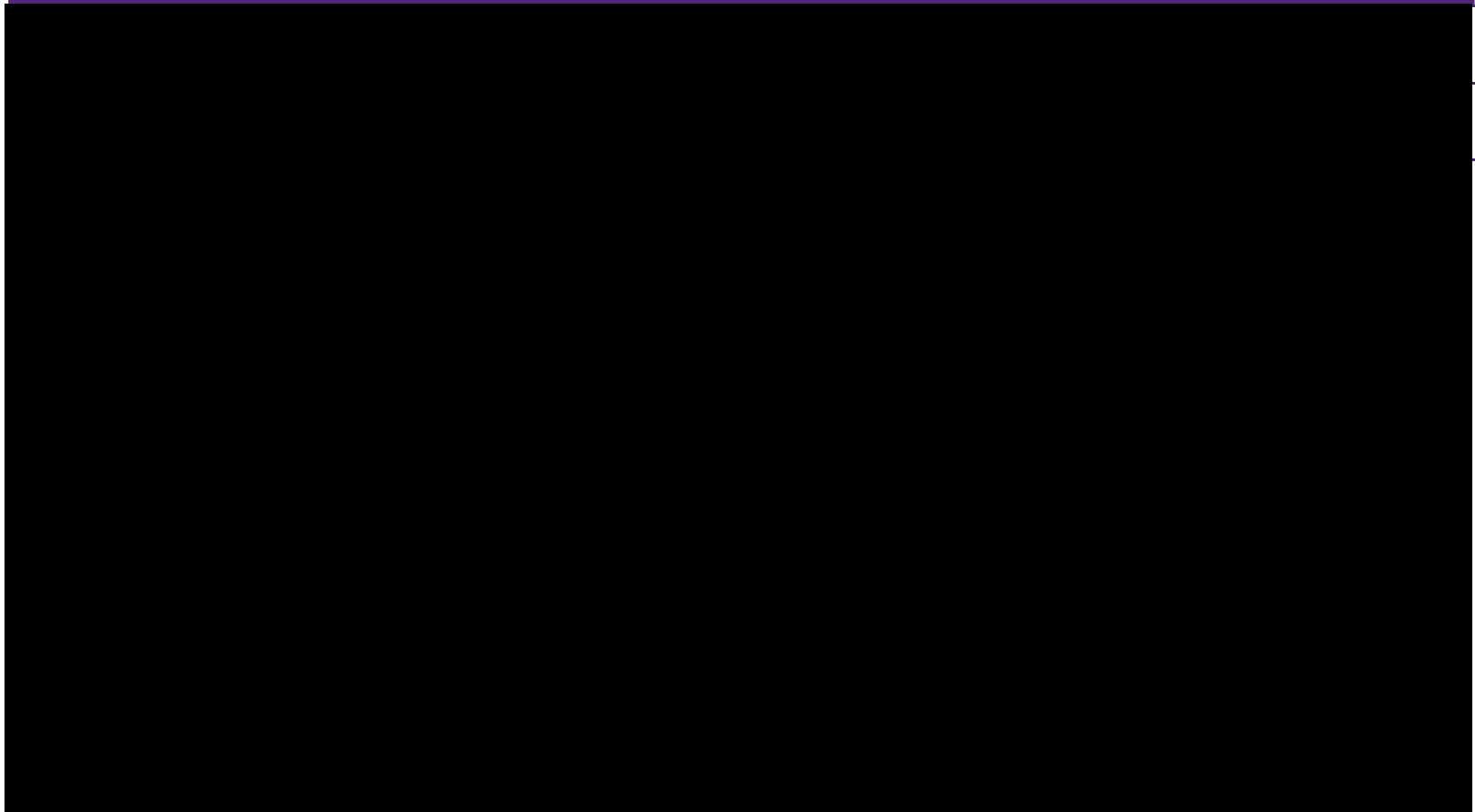
THE QUESTIONS IN THE TABLES ARE MULTIPLE RESPONSE.

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 TCCS	VARIANCE FROM ACTPS
--------------------	--------------------	---------------------



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

ETHICS AND MISCONDUCT



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 TCCS

VARIANCE FROM ACTPS

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

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

ETHICS AND MISCONDUCT



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.

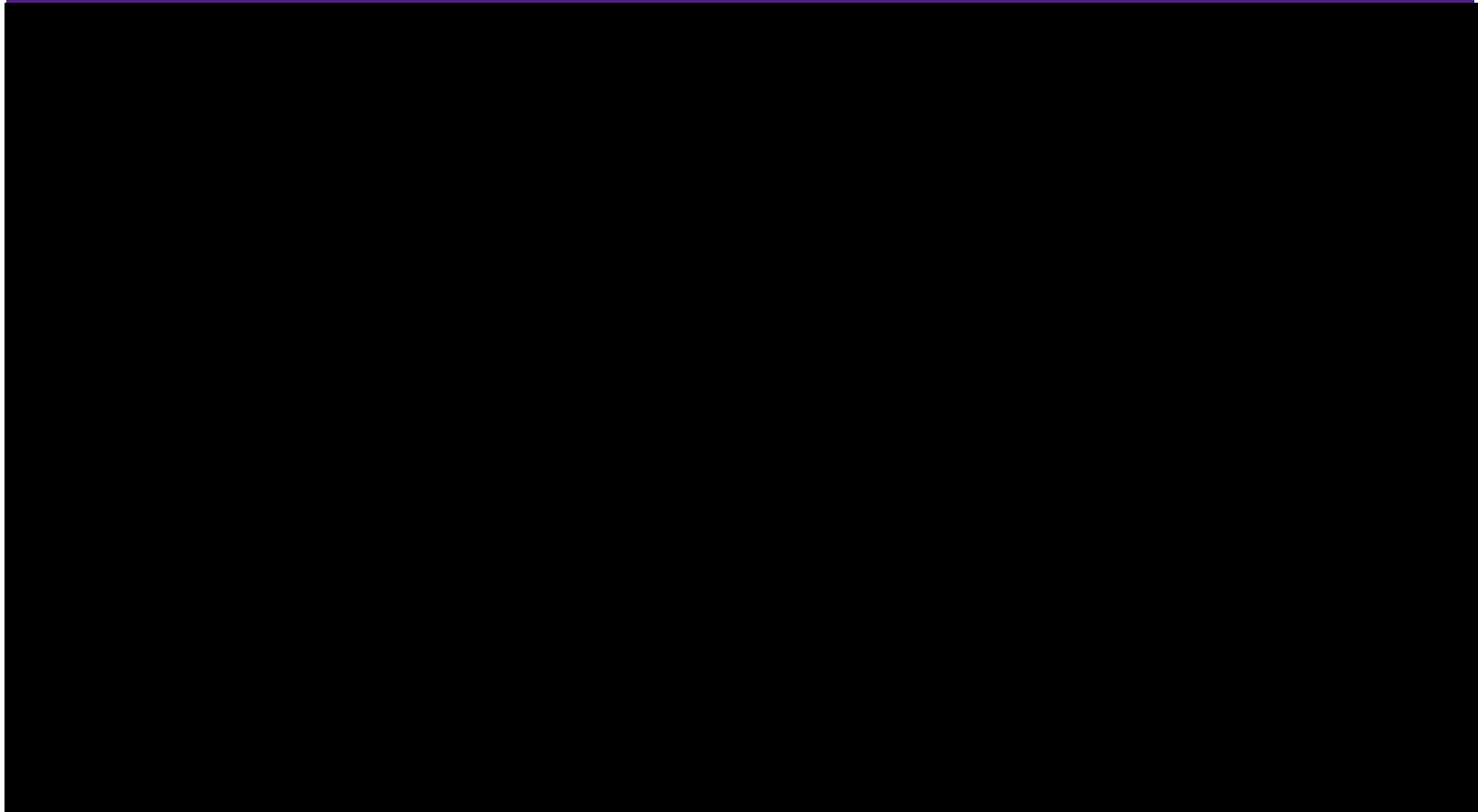
A SINGLE CORRUPTION INCIDENT REPORTED BY MULTIPLE PEOPLE IS COUNTED AS MULTIPLE INCIDENTS.

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 TCCS	VARIANCE FROM ACTPS
------------	--------------------	--------------------	---------------------



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

	COO Division	TCCS	ACTPS
Less than 1 year	22%	16%	18%
1 to less than 2 years	13%	11%	12%
2 to less than 5 years	33%	22%	21%
5 to less than 10 years	16%	20%	16%
10 years or more	13%	23%	21%
No reponse	4%	8%	11%

LENGTH OF TIME IN CURRENT ROLE

	COO Division	TCCS	ACTPS
Less than 1 year	33%	26%	31%
1 to less than 2 years	17%	15%	17%
2 to less than 5 years	32%	26%	23%
5 to less than 10 years	12%	16%	11%
10 years or more	3%	10%	8%
No response	4%	8%	11%

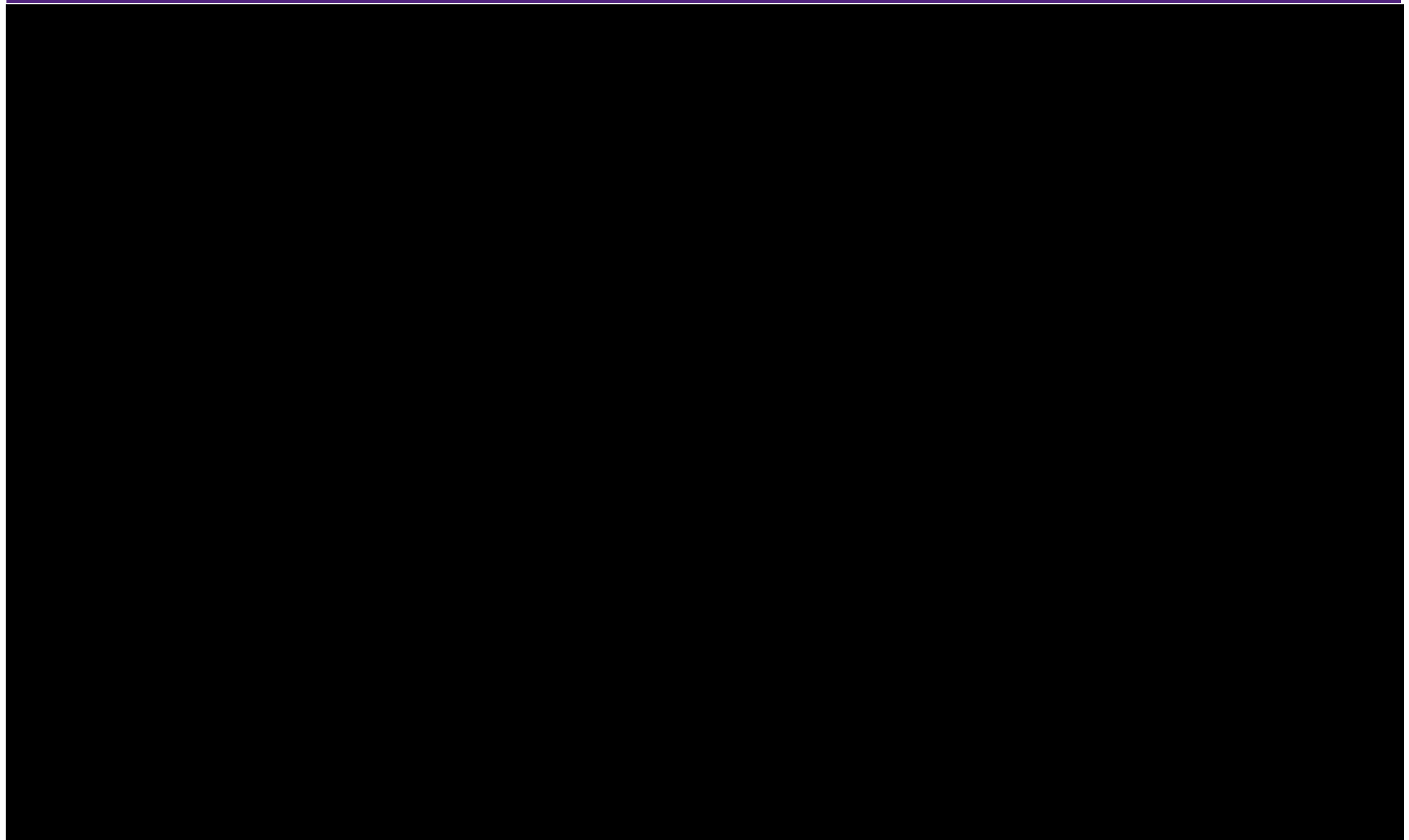
EMPLOYMENT TYPE

	COO Division	TCCS	ACTPS
Permanent full-time	80%	69%	67%
Temporary full-time	11%	9%	10%
Permanent part-time	3%	5%	7%
Temporary part-time	0%	0%	1%
Casual	0%	5%	1%
Contractor	0%	3%	2%
Other	2%	2%	1%
No response	4%	7%	11%

CLASSIFICATION (GROUPED)

	COO Division
Senior Officer or Manager	55%
Administrative Officer 5-6	29%
No response	6%
Executive or Statutory Officer	4%
Technical Officer	3%
Administrative Officer 1-4	3%

DEMOGRAPHICS - PERSONAL



TCCS QUESTIONS



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?

VIOLENCE AND AGGRESSION

What could TCCS do to help protect employees from aggression from members of the public?	
De-escalation training or other relevant training	72%
Ensuring employees feel safe and know what to do if it occurs	72%
Communication training	41%
Education on what occupational violence is	41%
Standard operating procedures	34%
Other	9%
There is nothing more that TCCS could do	6%

What has helped you deal with aggression/violence from the public while you are doing your job?	
I haven't experienced aggression / violence from the public at work	51%
Life experience	30%
Knowing what to do if it occurs	29%
De-escalation training or other relevant training	22%
Reporting through RISKMAN	14%
Communication training	13%
Education on what occupational violence is	12%
Walking away	12%
Standard operating procedures	10%
Other	1%

TCCS QUESTIONS



DIRECTORATE SPECIFIC QUESTIONS

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QUESTIONS IN PURPLE TABLES ARE MULTIPLE RESPONSE, MEANING PARTICIPANTS HAD THE OPTION OF SELECTING MORE THAN 1 RESPONSE. FOR THESE QUESTIONS, THE % INDICATES THE PROPORTION OF PEOPLE WHO SELECTED THAT RESPONSE.

SUPERVISOR

RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS
----------------	------------	--------------------	--------------------

As an employee, I feel safe in discussing work problems with my team manager/supervisor



What are your favourite qualities in a supervisor?

Honest and open communication	70%
Leads by example	47%
Good listener and supportive	46%
Fair and trustworthy	35%
Models values and behaviours	24%
Collaborative	20%
Integrity	19%

How could we better support supervisors in TCCS?

Appropriate staffing levels	62%
Supporting pushing back on unrealistic workloads	58%
Clear, honest and respectful communication	46%
Reducing red tape	36%
Eliminating blame culture	34%
Training opportunities	32%
Expectation setting	29%
Supporting managers to receive feedback	23%
Other	4%
Not sure	3%

TCCS QUESTIONS



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.

QUESTIONS IN PURPLE TABLES ARE MULTIPLE RESPONSE, MEANING PARTICIPANTS HAD THE OPTION OF SELECTING MORE THAN 1 RESPONSE. FOR THESE QUESTIONS, THE % INDICATES THE PROPORTION OF PEOPLE WHO SELECTED THAT RESPONSE.

DIVERSITY AND INCLUSION

In the past 12 months, have you experienced racism?

RESPONSE SCALE

% NO

VARIANCE FROM 2021

VARIANCE FROM TCCS

99

99 %

-

+4

How could we better support employees with English as a second language? (Top 7)

Understanding of cultural diversity	72%
Use of plain English	63%
Resources for people with low literacy	45%
Training managers / supervisors	45%
Support conversations	38%
Use of images and videos	34%
Translation of documents	30%

How could we better support Aboriginal and Torres Strait Islander employees? (Top 7)

Cultural awareness training	55%
Be accountable to developing safe workplaces (free of discrimination)	47%
Be committed to a meaningful Reconciliation Action Plan (RAP)	40%
Empower Aboriginal and Torres Strait Islander employees to have a voice in a safe environment	35%
Grow the Indigenous Peer-to-Peer network	34%
Ensure our Employee Value Proposition aligns with what we will do when we employ Aboriginal and Torres Strait Islander people (do what we say we'll do)	31%
Continue to build on a successful RAP - always look to grow and be innovative	31%

OVERALL

On balance, is TCCS a truly great place to work?

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2021

VARIANCE FROM TCCS

88

12

88 %

-

+11



Transport Canberra

2023 ACTPS SURVEY RESULTS

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Transport Canberra

NOTES ON 2023 ACTPS SURVEY RESULTS

A 2021 survey comparison is not available for TCCS due to the directorate not participating in the 2021 ACTPS Employee Survey. All 2021 comparison fields will be displayed with a '-' symbol.



Transport Canberra

2023 ACTPS SURVEY RESULTS

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



RESPONSE RATE

TCCS: 65%, ACTPS: 63%



Your Key Outcome Measures Score: **64%**

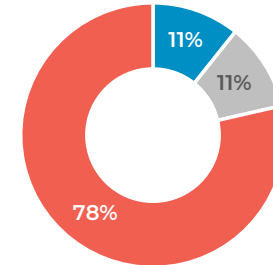
Variance from TCCS overall: **-6**

Variance from ACTPS overall: **-7**

See page 4 for more details

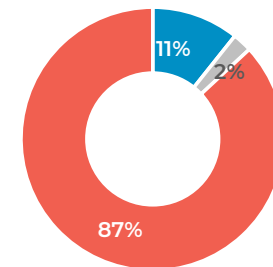
VARIANCE FROM TCCS

- 9 questions above
- 9 questions in line
- 66 questions below



VARIANCE FROM ACTPS

- 9 questions above
- 2 questions in line
- 73 questions below



TOP 3

HIGHEST SCORING QUESTIONS

% POSITIVE

My workgroup has the appropriate skills, capabilities, and knowledge to perform well	89%
I am able to deliver services to customers/clients in a timely manner	88%
I clearly understand what I am expected to do in this job	88%



TOP 3

HIGHEST SCORING QUESTIONS AGAINST TCCS

VARIANCE FROM TCCS

I received appropriate training to meet my customer/client service responsibilities	+10
My workgroup has the appropriate skills, capabilities, and knowledge to perform well	+6
I am able to deliver services to customers/clients in a timely manner	+4

Transport Canberra
2023 ACTPS SURVEY RESULTS

HEADLINE SCORES

 HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE
My workgroup has the appropriate skills, capabilities, and knowledge to perform well	89%
I am able to deliver services to customers/clients in a timely manner	88%
I clearly understand what I am expected to do in this job	88%
My workgroup is committed to providing excellent customer/client service	87%
I often seek to help other teams and individuals where I have the capability to assist	87%
I feel responsible to continually look for new ways to improve the way we work	86%
My workgroup has good working relationships with our customers/clients	84%
My physical work environment is suitable for the type of work I do	83%

 HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL
Satisfaction with your opportunity to temporarily transfer to other areas within the ACTPS	35%
In the last 3 months, how often has work made you feel happy (% sometimes)	34%
My organisation really inspires me to do my best work every day	34%
I feel a strong personal attachment to my organisation	32%
I have unrealistic time pressures (% sometimes)	32%
In the last 3 months, how often has work made you feel burned out (% sometimes)	31%
In the last 3 months, how often has work made you feel enthusiastic (% sometimes)	31%
My organisation promotes innovation and creativity	30%

 HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
In my organisation, communication between senior leaders and others is effective	37%
In the last 3 months, how often has work made you feel burned out (% always, often)	36%
Senior leaders provide clear strategy and purpose	33%
In my organisation, the senior leaders work as a team	31%
I have unrealistic time pressures (% always, often)	31%
Senior leaders support staff to work in an environment of change	29%
My EGM clearly articulates the direction and priorities for our area	29%
My organisation involves staff in decisions about their work	29%



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)

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: 64%

RESPONSE SCALE

% POSITIVE

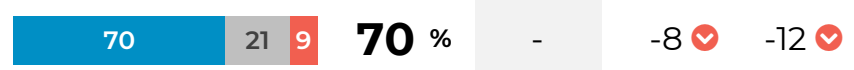
VARIANCE FROM 2021
-

VARIANCE FROM TCCS
-6

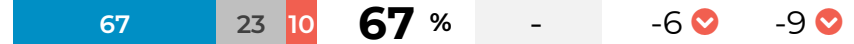
VARIANCE FROM ACTPS
-7

COMMITMENT and LOYALTY 61%

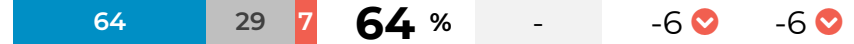
I believe strongly in the purpose and objectives of my organisation



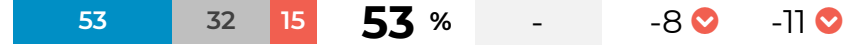
I am proud to work in my organisation



I would recommend my organisation as a good place to work



I feel a strong personal attachment to my organisation



When my organisation's accomplishments are praised, it feels like a personal compliment

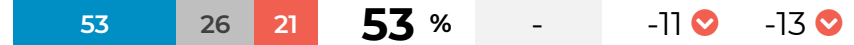


ENGAGEMENT 68%

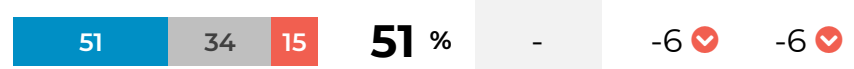
I work beyond what is required in my job to help my organisation achieve its objectives



My job inspires me

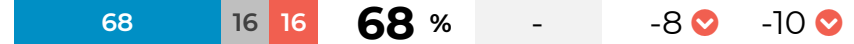


My organisation really inspires me to do my best work every day*



SATISFACTION 68%

Overall, I am satisfied with my job



*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

Combined positive % Neutral % Combined negative %

INNOVATION INDEX

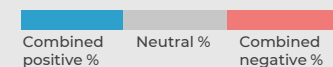


WHAT ARE INDEXES?

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

INNOVATION	66%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My organisation promotes innovation and creativity	47	30 23	47%	-	-12	-16
My supervisor challenges me to consider new ways of doing things	67	17 16	67%	-	-2	-4
My supervisor recognises people in my workgroup for creating new/better ways of working	68	19 13	68%	-	-7	-10
My supervisor recognises and supports the notion that failure is a part of innovation	62	24 14	62%	-	-9	-10
I feel responsible to continually look for new ways to improve the way we work	86	8	86%	-	-5	-6

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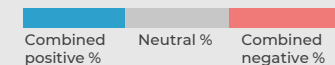
LOOK AT HOW THE POSITIVE SCORES COMPARE TO THE AVAILABLE COMPARISONS. Positive scores are the proportion of staff responding "Strongly Agree" and "Agree".

IS THERE ROOM FOR IMPROVEMENT?

LEADERSHIP

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
In my organisation, communication between senior leaders and others is effective	44	19	37	44 %	-	-15 ↓	-16 ↓
In my organisation, the senior leaders work as a team	44	25	31	44 %	-	-15 ↓	-17 ↓
Senior leaders provide clear strategy and purpose	41	26	33	41 %	-	-13 ↓	-16 ↓
My EGM effectively leads and manages change	46	28	26	46 %	-	-12 ↓	-18 ↓
My EBM effectively leads and manages change	63	21	17	63 %	-	-4 ↓	-6 ↓
My EGM clearly articulates the direction and priorities for our area	47	24	29	47 %	-	-10 ↓	-16 ↓
My EBM clearly articulates the direction and priorities for our area	58	23	19	58 %	-	-8 ↓	-10 ↓

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





EXPLORE THE FULL RESULTS

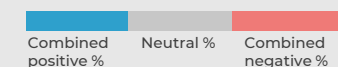
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IS THERE ROOM FOR IMPROVEMENT?

SUPERVISOR PERFORMANCE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My supervisor displays resilience when faced with difficulties or failures		81 %	-	0	-3
My supervisor ensures that my workgroup delivers on what we are responsible for		82 %	-	+2	-1
My supervisor provides me with enough support when I need it		78 %	-	-1	-4
My immediate supervisor encourages me (% always, often)		68 %	-	-4	-9
My supervisor provides feedback in a way that helps me improve my performance		75 %	-	0	-1
My supervisor manages underperformance well in my workgroup		61 %	-	-1	+1
My supervisor effectively leads and manages change		75 %	-	0	-1
My supervisor frequently makes time to discuss my professional aspirations/development		63 %	-	-2	-5

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





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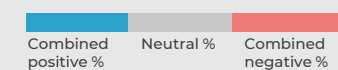
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IS THERE ROOM FOR IMPROVEMENT?

TEAM PERFORMANCE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup successfully adapts to new ways of working when required	81 (8 11)	81 %	-	-4 ↓	-5 ↓
My workgroup has the appropriate skills, capabilities, and knowledge to perform well	89 (8)	89 %	-	+6 ↑	+5 ↑
The people in my workgroup use time and resources efficiently	77 (14 9)	77 %	-	-1	-2
My workgroup has the tools and resources we need to perform well	63 (24 13)	63 %	-	-3	-1
Other workgroups in my organisation work effectively with my workgroup when required	70 (16 14)	70 %	-	-5 ↓	-8 ↓
I often seek to help other teams and individuals where I have the capability to assist	87 (11)	87 %	-	-5 ↓	-5 ↓

TEAM CULTURE	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup works effectively together	81 (10 9)	81 %	-	-4 ↓	-4 ↓
Relationships at work are strained (% never, rarely)	45 (28 27)	45 %	-	-8 ↓	-15 ↓

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



OTHER WORKPLACE FACTORS



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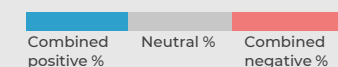
IS THERE ROOM FOR IMPROVEMENT?

FLEXIBLE WORKING

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I am confident I can access flexible working arrangements when required	68 9 23	68 %	-	-10 ▼	-14 ▼

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 TCCS	Doesn't fit personal needs/circumstances	Doesn't fit work requirements	Management would not support
Variable or non-standard hours of work	43 %	-3	24	65	11
Part-time employment	10 %	-4 ▼	53	42	
Job sharing	8 %	-4 ▼	40	55	
Home-based work	34 %	-14 ▼	20	65	15
Hybrid working arrangements - a combination working from home, office, or other space	41 %	-17 ▼	16	71	12
Rostered Day off (RDO), 9-day fortnight or similar arrangement	18 %	-12 ▼	29	63	7
Flex time or time-in-lieu	57 %	-2	11	84	

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 TCCS	VARIANCE FROM ACTPS
I have a choice in deciding how I do my work (% always, often)	65	20	15	65 %	-	-8	-12

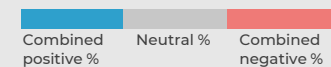
BARRIERS to PRODUCTIVITY

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My physical work environment is suitable for the type of work I do	83	13		83 %	-	-2	-2

CHANGE MANAGEMENT

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My EGM effectively leads and manages change	46	28	26	46 %	-	-12	-18
My EBM effectively leads and manages change	63	21	17	63 %	-	-4	-6
My supervisor effectively leads and manages change	75	13	12	75 %	-	0	-1
Senior leaders support staff to work in an environment of change	43	27	29	43 %	-	-16	-17

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IS THERE ROOM FOR IMPROVEMENT?

CONSULTATION

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My supervisor involves me in decisions about my work	<div style="display: flex; align-items: center;"> <div style="width: 79%; height: 15px; background-color: #0072bc; margin-right: 5px;"></div> <div style="width: 15%; height: 15px; background-color: #c0c0c0; margin-right: 5px;"></div> <div style="width: 6%; height: 15px; background-color: #e55e5e;"></div> </div>	79 %	-	-2	-4 ▼

CUSTOMER SERVICE CULTURE

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My workgroup is committed to providing excellent customer/client service	<div style="display: flex; align-items: center;"> <div style="width: 87%; height: 15px; background-color: #0072bc; margin-right: 5px;"></div> <div style="width: 8%; height: 15px; background-color: #c0c0c0; margin-right: 5px;"></div> <div style="width: 5%; height: 15px; background-color: #e55e5e;"></div> </div>	87 %	-	-3	-5 ▼
My workgroup has good working relationships with our customers/clients	<div style="display: flex; align-items: center;"> <div style="width: 84%; height: 15px; background-color: #0072bc; margin-right: 5px;"></div> <div style="width: 12%; height: 15px; background-color: #c0c0c0; margin-right: 5px;"></div> <div style="width: 4%; height: 15px; background-color: #e55e5e;"></div> </div>	84 %	-	-1	-4 ▼
My workgroup uses feedback from our customers/clients to improve the services we deliver	<div style="display: flex; align-items: center;"> <div style="width: 72%; height: 15px; background-color: #0072bc; margin-right: 5px;"></div> <div style="width: 16%; height: 15px; background-color: #c0c0c0; margin-right: 5px;"></div> <div style="width: 11%; height: 15px; background-color: #e55e5e;"></div> </div>	72 %	-	-3	-6 ▼
I am able to deliver services to customers/clients in a timely manner	<div style="display: flex; align-items: center;"> <div style="width: 88%; height: 15px; background-color: #0072bc; margin-right: 5px;"></div> <div style="width: 8%; height: 15px; background-color: #c0c0c0; margin-right: 5px;"></div> <div style="width: 4%; height: 15px; background-color: #e55e5e;"></div> </div>	88 %	-	+4 ▲	+2
I received appropriate training to meet my customer/client service responsibilities	<div style="display: flex; align-items: center;"> <div style="width: 80%; height: 15px; background-color: #0072bc; margin-right: 5px;"></div> <div style="width: 19%; height: 15px; background-color: #c0c0c0; margin-right: 5px;"></div> <div style="width: 1%; height: 15px; background-color: #e55e5e;"></div> </div>	80 %	-	+10 ▲	+7 ▲

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

Combined positive % Neutral % Combined negative %

OTHER WORKPLACE FACTORS



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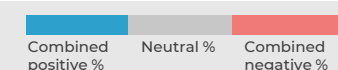
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IS THERE ROOM FOR IMPROVEMENT?

GOAL CLARITY	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I can see a clear connection between my job and my organisation's purpose		83 %	-	-2	-4
I clearly understand what I am expected to do in this job		88 %	-	+2	+3

INCLUSIVITY	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My organisation supports and actively promotes a safe and inclusive workplace culture		71 %	-	-9	-8
I do not face unfair barriers in accessing opportunities		66 %	-	-3	-6
My organisation fosters an environment where staff are treated fairly and with respect		57 %	-	-10	-13

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



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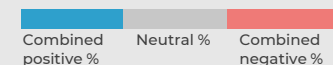
IS THERE ROOM FOR IMPROVEMENT?

INTERNAL COMMUNICATION

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Regularly kept informed about what is happening in my workgroup	67	16	17	67 %	-	-9	-13
Regularly kept informed about what is happening across my organisation as a whole	54	23	23	54 %	-	-8	-10

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

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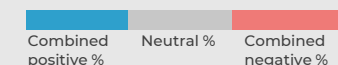
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IS THERE ROOM FOR IMPROVEMENT?

INTRINSIC REWARDS	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My immediate supervisor encourages me (% always, often)	68	21 11	68 %	-	-4	-9
The work I do gives me a sense of accomplishment	74	12 14	74 %	-	-9	-8
My organisation really inspires me to do my best work every day	51	34 15	51 %	-	-6	-6
In the last 3 months, how often has work made you feel enthusiastic (% always, often)	48	31 21	48 %	-	-2	-4
I feel that I can make a worthwhile contribution at work	82	9 9	82 %	-	-7	-5

JOB SECURITY	RESPONSE SCALE		% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I am satisfied with the stability and security of my job	77	13 10	77 %	-	-2	-4

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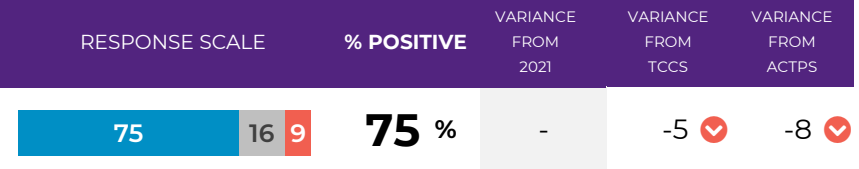
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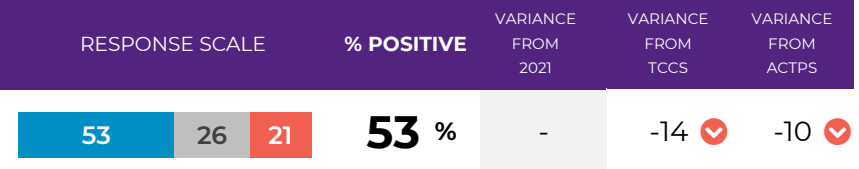
JOB-SKILLS MATCH

My job gives me opportunities to utilise my skills

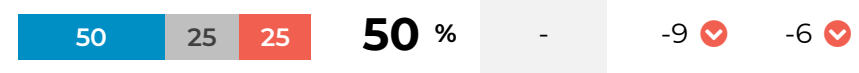


LEARNING & DEVELOPMENT

Satisfaction with your current learning and development opportunities

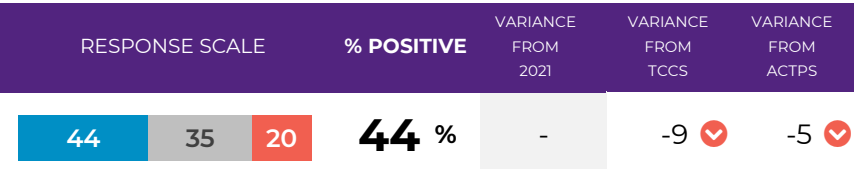


Satisfaction with your current career development opportunities



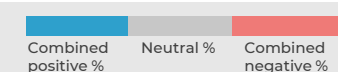
MOBILITY

Your opportunity to temporarily transfer to other work areas within the ACTPS



KEY: AT LEAST 4 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 4 PERCENTAGE POINTS LESS THAN COMPARATOR



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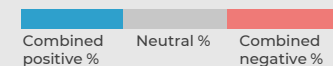
IS THERE ROOM FOR IMPROVEMENT?

ORGANISATIONAL TRUST

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
My organisation operates with a high level of integrity	63	23	14	63 %	-	-7	-9
In my organisation, I feel safe to be able to speak up when I see something wrong	59	19	22	59 %	-	-10	-9
My organisation routinely applies merit in recruitment and promotion decisions	57	22	20	57 %	-	-4	-3
My organisation involves staff in decisions about their work	50	21	29	50 %	-	-12	-11
In general, the recruitment and promotion in my workgroup is managed well	58	26	16	58 %	-	-3	+2

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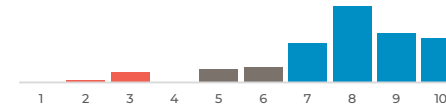
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IS THERE ROOM FOR IMPROVEMENT?

WORKGROUP PERFORMANCE

Workgroup's overall performance



% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
------------	--------------------	--------------------	---------------------

83 %

-

+1

-1

Top capability STRENGTHS for immediate workgroup (multiple response)

Collaborative working	52%
Client service	32%
Oral communication	26%
Leadership	23%
Risk management	20%
Technical specialist (e.g. engineering, allied health)	20%
Strategic thinking	20%

Top OPPORTUNITIES FOR IMPROVEMENT (multiple response)

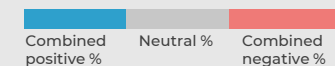
Leadership	34%
Change management	30%
Creativity and innovation	27%
Performance management	23%
Strategic thinking	23%
Information and communications technology (ICT)	17%
Collaborative working	14%

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

No significant barriers	37%
Too many competing priorities	25%
Multiple layers of decision making within my organisation	23%
Administrative processes within my organisation	17%
Authority for decision making is at a higher level than required	15%
The internal communication within my organisation	15%
The technology within my organisation	12%

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IS THERE ROOM FOR IMPROVEMENT?

RECOGNITION

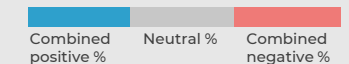
	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I am satisfied with the recognition I receive for doing a good job	<div style="display: flex; align-items: center;"> <div style="width: 63%; background-color: #0070C0; margin-right: 5px;"></div> <div style="width: 18%; background-color: #A9A9A9; margin-right: 5px; margin-left: 5px;">18</div> <div style="width: 19%; background-color: #C00000; margin-left: 5px;">19</div> </div>	63 %	-	-6 ▼	-8 ▼

REMUNERATION

	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
Satisfied with non-monetary employment conditions (leave, flexible work, etc.)	<div style="display: flex; align-items: center;"> <div style="width: 73%; background-color: #0070C0; margin-right: 5px;"></div> <div style="width: 11%; background-color: #A9A9A9; margin-right: 5px; margin-left: 5px;">11</div> <div style="width: 16%; background-color: #C00000; margin-left: 5px;">16</div> </div>	73 %	-	-5 ▼	-9 ▼
I am fairly remunerated (e.g. salary, superannuation) for the work that I do	<div style="display: flex; align-items: center;"> <div style="width: 58%; background-color: #0070C0; margin-right: 5px;"></div> <div style="width: 23%; background-color: #A9A9A9; margin-right: 5px; margin-left: 5px;">23</div> <div style="width: 19%; background-color: #C00000; margin-left: 5px;">19</div> </div>	58 %	-	-1	-7 ▼

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

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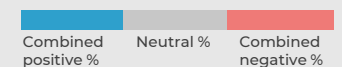
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IS THERE ROOM FOR IMPROVEMENT?

HEALTH & WELLBEING	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I believe my immediate supervisor cares about my health and wellbeing	74 14 12	74 %	-	-7 ⬇️	-11 ⬇️
My workplace takes actions to keep me healthy and safe at work	63 20 17	63 %	-	-15 ⬇️	-12 ⬇️
I am satisfied with the policies/practices in place to help me manage my health and wellbeing	59 24 16	59 %	-	-10 ⬇️	-10 ⬇️

SUPERVISOR SUPPORT	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
I feel equipped to manage the performance of the people I supervise	57 23 20	57 %	-	-19 ⬇️	-22 ⬇️
I am provided with adequate time to undertake my role	56 27 18	56 %	-	-5 ⬇️	-8 ⬇️
Do you have direct responsibility for managing staff?	44 56	44 %	-	+5 ⬆️	+6 ⬆️

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?

WORK IMPACT on WELLBEING

	RESPONSE SCALE			% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
How would you rate your current level of work-related stress? (% nil, low/mild)	36	26	37	36 %	-	-4	-4
In the last 3 months, how often has work made you feel happy (% always, often)	53	34	13	53 %	-	-2	-2
In the last 3 months, how often has work made you feel miserable (% never, rarely)	42	29	28	42 %	-	-11	-15

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

Staff shortages	45%
Time pressure	40%
Amount of work (workload)	39%
Mental demands of the job	34%
Dealing with customers, clients or stakeholders	27%

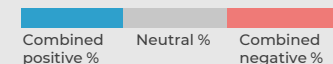


For multiple response questions, staff can select multiple answers. This means the **percentages will not add to 100%**. Instead, the percentage tells you what proportion of staff selected that response.

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

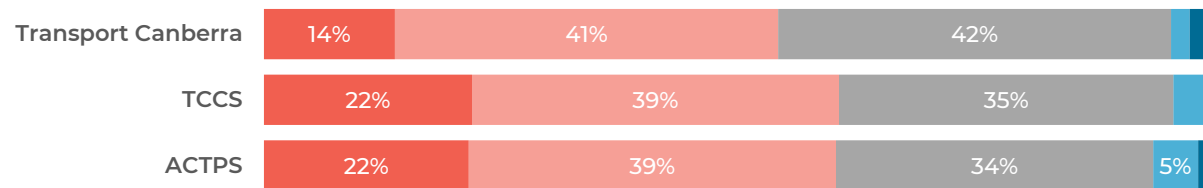
THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY. The questions are grouped into factors. These factors drive the Key Outcome Measures.

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?

WORKLOAD MANAGEMENT	RESPONSE SCALE	% POSITIVE	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
How satisfied are you with the work-life balance in your current job?	65 18 18	65 %	-	-4	-5
The workload I have is appropriate for my role	62 23 16	62 %	-	+2	+2
I have enough time during my work hours to do my job effectively	55 23 22	55 %	-	+3	+3
In the last 3 months, how often has work made you feel burned out (% never, rarely)	32 31 36	32 %	-	-7	-11
I have unrealistic time pressures (% never, rarely)	37 32 31	37 %	-	+3	+2

What best describes your current workload?



Well above capacity - too much work

Slightly above capacity - lots of work to do

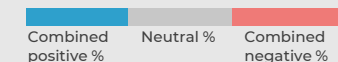
At capacity - about the right amount of work to do

Slightly below capacity - available

Below capacity - not enough work

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?	Top 10 reasons for STAYING in organisation (multiple response)	Top 10 reasons for LEAVING organisation and seeking employment elsewhere (multiple response)
Continue to work in your current workgroup 52%	Job security 30%	To seek/take a promotion elsewhere 29%
Leave my organisation-other 13%	I can continue to work in a field of interest 26%	Opportunity to work in a field of interest 29%
Work elsewhere in the ACT Public Service 10%	Good relationship with immediate manager 23%	Lack of future career opportunities 29%
Continue to work in your current organisation, but in a different workgroup 8%	Good remuneration 20%	My workload is excessive 24%
Take up full-time study 8%	Good access to flexible working arrangements 18%	Poor organisational leadership 18%
Leave the ACT Public Service to work elsewhere 5%	Good location/travel time 18%	Work environment not team oriented nor collaborative 18%
Retire 4%	Good relationship with other team members 15%	For better remuneration 18%
Don't know 0%	My work here is recognised and appreciated 13%	Opportunity to broaden experience 18%
	I expect promotion/advancement in my current role 13%	A lack of recognition for doing a good job 12%
	Broad range of experiences 11%	Relocating elsewhere 6%

ETHICS AND MISCONDUCT



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 TCCS

VARIANCE FROM ACTPS

	% YES	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
[Redacted Content]				

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

ETHICS AND MISCONDUCT



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 TCCS

VARIANCE FROM ACTPS

	% YES	VARIANCE FROM 2021	VARIANCE FROM TCCS	VARIANCE FROM ACTPS
[Redacted Content]				

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

ETHICS AND MISCONDUCT



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 TCCS	VARIANCE FROM ACTPS
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KEY: AT LEAST 4 PERCENTAGE POINTS **LESS** THAN COMPARATOR AT LEAST 4 PERCENTAGE POINTS **GREATER** THAN COMPARATOR

ETHICS AND MISCONDUCT



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 TCCS	VARIANCE FROM ACTPS
--------------------	--------------------	---------------------

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

ETHICS AND MISCONDUCT



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.

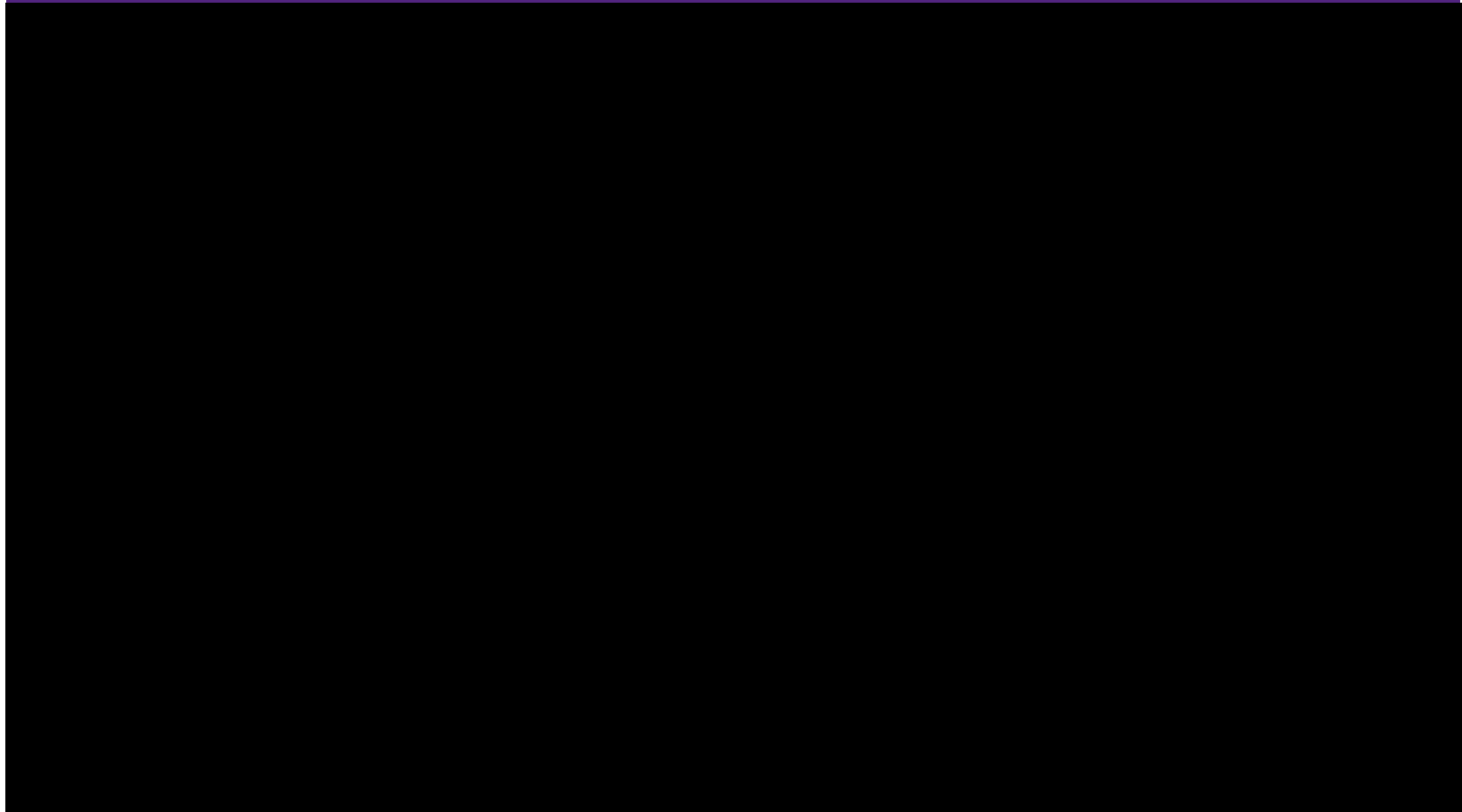
A SINGLE CORRUPTION INCIDENT REPORTED BY MULTIPLE PEOPLE IS COUNTED AS MULTIPLE INCIDENTS.

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 TCCS	VARIANCE FROM ACTPS
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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

	Transport Canberra	TCCS	ACTPS
Less than 1 year	7%	16%	18%
1 to less than 2 years	8%	11%	12%
2 to less than 5 years	16%	22%	21%
5 to less than 10 years	25%	20%	16%
10 years or more	35%	23%	21%
No response	8%	8%	11%

LENGTH OF TIME IN CURRENT ROLE

	Transport Canberra	TCCS	ACTPS
Less than 1 year	16%	26%	31%
1 to less than 2 years	12%	15%	17%
2 to less than 5 years	26%	26%	23%
5 to less than 10 years	25%	16%	11%
10 years or more	12%	10%	8%
No response	8%	8%	11%

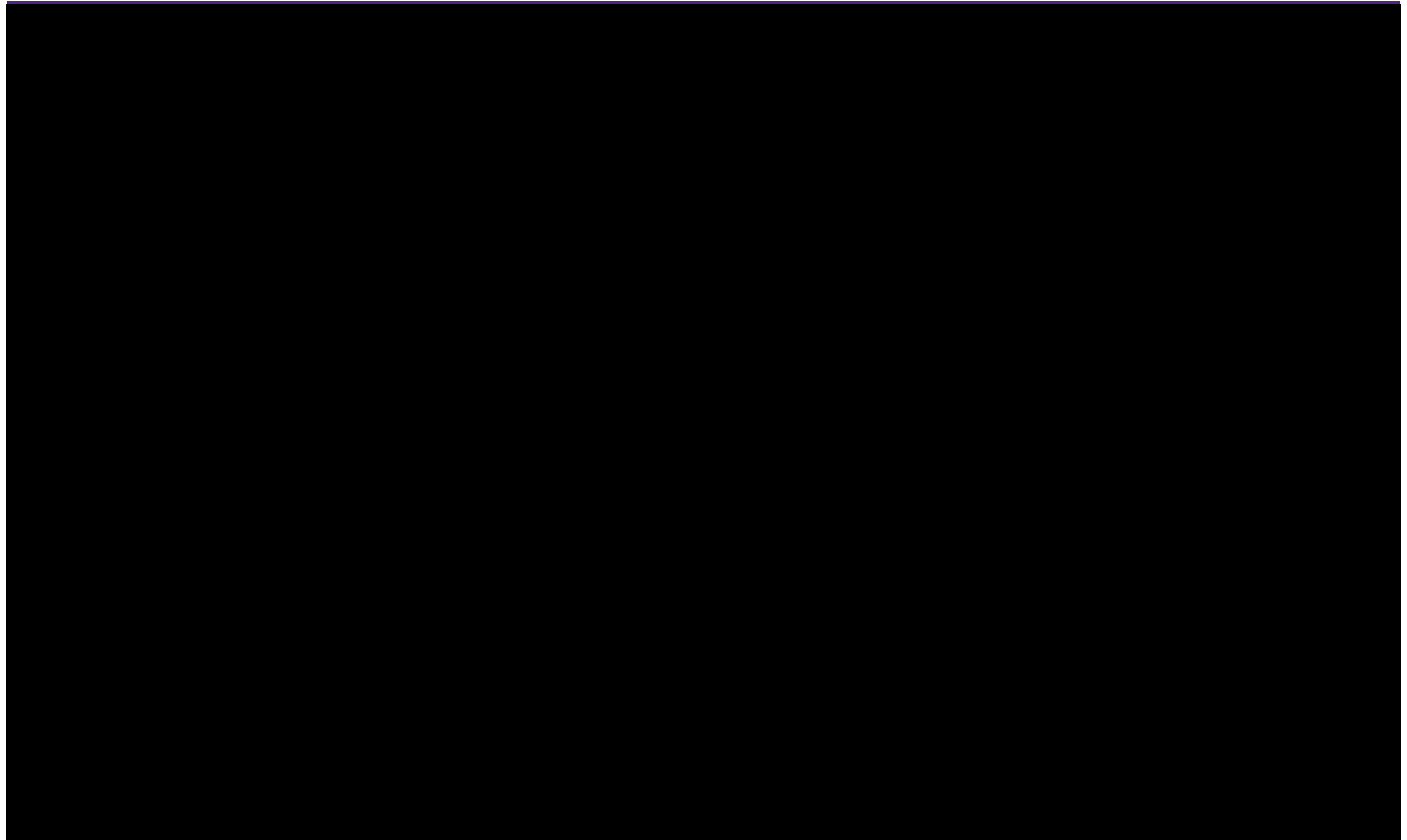
EMPLOYMENT TYPE

	Transport Canberra	TCCS	ACTPS
Permanent full-time	79%	69%	67%
Temporary full-time	4%	9%	10%
Permanent part-time	5%	5%	7%
Temporary part-time	0%	0%	1%
Casual	2%	5%	1%
Contractor	0%	3%	2%
Other	2%	2%	1%
No response	9%	7%	11%

CLASSIFICATION (GROUPED)

	Transport Canberra
Senior Officer or Manager	23%
Other	20%
No response	18%
Administrative Officer 5-6	14%
Transport Officer	10%
Administrative Officer 1-4	7%
General Service Officer or equivalent	7%

DEMOGRAPHICS - PERSONAL



TCCS QUESTIONS



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?

VIOLENCE AND AGGRESSION

What could TCCS do to help protect employees from aggression from members of the public?

Ensuring employees feel safe and know what to do if it occurs	55%
De-escalation training or other relevant training	48%
Communication training	28%
Standard operating procedures	26%
Education on what occupational violence is	22%
Other	20%
There is nothing more that TCCS could do	7%

What has helped you deal with aggression/violence from the public while you are doing your job?

Life experience	43%
Knowing what to do if it occurs	39%
I haven't experienced aggression / violence from the public at work	32%
De-escalation training or other relevant training	23%
Walking away	18%
Communication training	14%
Standard operating procedures	11%
Reporting through RISKMAN	8%
Education on what occupational violence is	5%
Other	3%

TCCS QUESTIONS



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.

QUESTIONS IN PURPLE TABLES ARE MULTIPLE RESPONSE, MEANING PARTICIPANTS HAD THE OPTION OF SELECTING MORE THAN 1 RESPONSE. FOR THESE QUESTIONS, THE % INDICATES THE PROPORTION OF PEOPLE WHO SELECTED THAT RESPONSE.

SUPERVISOR

As an employee, I feel safe in discussing work problems with my team manager/supervisor

RESPONSE SCALE % POSITIVE VARIANCE FROM 2021 VARIANCE FROM TCCS



What are your favourite qualities in a supervisor?

Honest and open communication	62%
Leads by example	49%
Good listener and supportive	40%
Fair and trustworthy	31%
Models values and behaviours	25%
Integrity	23%
Collaborative	15%

How could we better support supervisors in TCCS?

Appropriate staffing levels	45%
Clear, honest and respectful communication	42%
Supporting pushing back on unrealistic workloads	39%
Reducing red tape	28%
Eliminating blame culture	28%
Training opportunities	27%
Expectation setting	22%
Supporting managers to receive feedback	19%
Not sure	7%
Other	5%

TCCS QUESTIONS



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.

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DIVERSITY AND INCLUSION

RESPONSE SCALE

% NO

VARIANCE FROM 2021

VARIANCE FROM TCCS

In the past 12 months, have you experienced racism?



90 %

-

-5

How could we better support employees with English as a second language? (Top 7)

Understanding of cultural diversity	53%
Use of plain English	40%
Training managers / supervisors	35%
Resources for people with low literacy	25%
Support conversations	24%
Translation of documents	20%
No further support is required	18%

How could we better support Aboriginal and Torres Strait Islander employees? (Top 7)

Cultural awareness training	43%
Be accountable to developing safe workplaces (free of discrimination)	30%
Demonstrate we can retain Aboriginal and Torres Strait Islander employees	27%
Empower Aboriginal and Torres Strait Islander employees to have a voice in a safe environment	24%
Ensure our Employee Value Proposition aligns with what we will do when we employ Aboriginal and Torres Strait Islander people (do what we say we'll do)	23%
Be committed to a meaningful Reconciliation Action Plan (RAP)	23%
Continue to build on a successful RAP - always look to grow and be innovative	23%

OVERALL

RESPONSE SCALE

% POSITIVE

VARIANCE FROM 2021

VARIANCE FROM TCCS

On balance, is TCCS a truly great place to work?



68 %

-

-9