

APPENDIX 4 – 2017 AGENCY SURVEY

2017 Agency Survey

The 2017 Agency Survey reflects the main strategic objectives for ACT Public Service (ACTPS) people planning: an agile, innovative, responsive and engaged workforce. The questions within the survey are grouped into these four headings, and commentary in the 2017 State of the Service report will be organised in the same way.

Included within the survey is space for commentary to support your data. Please use the free text boxes to showcase the action or initiative your entity is undertaking for each topic, or to include any other contextual information you feel is important.

Guidance

- The Agency Survey is due by **COB Friday 21 July 2017**. To ensure that publishing deadlines are met, extensions to this deadline will not be granted.
- Please use the text boxes to complete your responses. Should you find that your response exceeds the amount of space available in the designated text box, please utilise the ‘add page’ buttons available throughout the survey.
- Upon completion of the survey, please print and provide to your delegate for verification and approval.
- Once your delegate has signed the hard copy of your survey it should be scanned and emailed to PSM@act.gov.au along with the original electronic version of your completed PDF.
- Please note: your survey responses will not be considered complete until **both** the signed copy of your responses and the original electronic PDF have been received by PSM Group.
- PSM Group will validate all hard copy and electronic PDF responses.

ACTPS Identification

1. Which entity are you responding from?

An AGILE workforce: meeting the needs of the ACT community and effectively serving the Government of the day

Attraction and Retention Strategies

2. Did your entity experience any critical skills shortages, capability gaps or difficulty recruiting to or retaining employees in certain positions? Comment is specifically sought on any issues associated with the attraction and retention of the following groups: Yes (provide details below) No
- Mature age employees;
 - Aboriginal and Torres Strait Islander employees;
 - People with Disability;

- People recruited as part of a formal graduate program;
- People with specialist skills, including leadership skills at the Executive level; and
- Entry level positions/traineeships.

Please provide details

3. Please describe the nature of the identified problem/s and the strategies implemented to address the issue/s.

Add page: Q3

4. Excluding machinery of government changes, how many employees left your entity in 2016/17
5. Excluding machinery of government changes, how many employees joined your entity in 2016/17

INNOVATIVE: people planning for the future

6. Does your entity have a workforce plan in place? Yes No
7. What are the key workforce strategies in the workforce plan that position your entity to meet future workforce demands?

Note: Please provide commentary on any strategies or 'case studies' during the 2016/17 financial year.

Add page: Q 7

A RESPONSIVE workforce: reflecting the ACT community

The RED Framework

The RED Framework was introduced in 2010 and has been supported since this time by the provision of training and refresher training across directorates. In the 2016 State of the Service report it was reported that approximately 12,497 ACTPS employees had received RED training since the launch of the RED Framework.

8. In the 2016/17 financial year did your entity provide RED specific training to employees?
 Yes No
9. If so, how many employees undertook RED specific training in the 2016/17 financial year?
10. Please provide comment on activities which occurred within your entity during the 2016/17 financial year to continue to reinforce the RED message, including:
- Executive support of NAIDOC week activities
 - Workplace celebrations of Harmony Day
 - International Women's Day events
 - Disability training
 - Aboriginal and Torres Strait Islander cultural Awareness training
 - LGBTI awareness training

Q. 10

Add page: Q 10

11. As at 30 June 2017, what is the total number of staff in your entity that:

- a. Are RED Contact Officers
- b. Are executive sponsors

12. In the 2016/17 financial year, which of the following tools has your entity used to promote the RED framework?

- RED overview sessions (separate from formal RED training)
- Regular discussions regarding RED issues
- A RED network that meets quarterly or more frequently
- None of the above
- Other - please specify

Please provide details

13. In the 2016/17 financial year, how has your entity ensured that all staff have access to the details of RED Contact Officers?

- Intranet
- Website
- Staff Directory
- Common areas/notice boards
- Agency switchboard
- None
- Other – please specify

Q. 13

14. In the 2016/17 financial year did your entity implement any RED initiatives not previously mentioned? If so please provide a case study of the initiative/s and its outcomes. Yes No

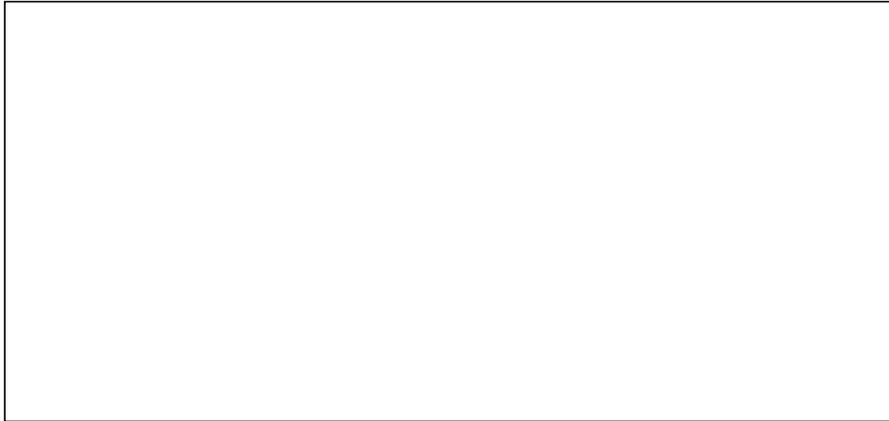
Please provide details

15. In the 2016/17 financial year, did your entity conduct a Diversity Census or "Update your Details" process to encourage the disclosure of diversity?
- Diversity Census "Update your Details" process Both Neither

16. In the 2016/17 financial year, what initiatives did your entity implement to support employees and potential employees from diversity target groups? Please describe the steps taken to support:

- People from a culturally and linguistically diverse background
- Aboriginal and Torres Strait Islander people
- People with Disability

Q. 16



Add page: Q 16

17. In the 2016/17 year did your entity engage any of the following inclusion strategies:

- Job advertisements written in plain English
- Reasonable adjustments made at interview for People with Disability
- Reasonable workplace adjustments made for successful applicants with a disability
- Training for panel members on the inclusion of the needs of diverse applicants
- Roles and responsibilities clearly defined in job descriptions
- Other – please specify



Add page: Q 17

18. In the 2016/17 financial year did your entity introduce any broader activities or initiatives to raise awareness of diversity in the workplace (e.g. cultural and linguistic diversity, LGBTI diversity, international/national days celebrating diversity)? Yes (provide details below) No

Please provide details

Add page: Q 18

ACTPS Employment Strategies

19. In the 2016/17 financial year did your entity have a Reconciliation Action Plan in place? If so, what were the key attributes of the plan and what activities/initiatives were undertaken by your entity to promote or implement the plan? Yes (provide details below) No

Add page: Q 19

20. In the 2016/17 financial year, what strategies did your entity employ to attract Aboriginal and Torres Strait Islander employees?

- Designated positions
- Aboriginal and Torres Strait Islander traineeship
- Work experience
- Positions in the Whole of Government Graduate Program for Aboriginal and Torres Strait Islander people
- Aboriginal and Torres Strait Islander people cadetship
- Mentoring programs
- School based apprenticeships for Aboriginal and Torres Strait Islander people
- Other – please specify

21. In the 2016/17 financial year, what skills or resources were employed to support Aboriginal and Torres Strait Islander employees?

- Aboriginal and Torres Strait Islander employee networks
- Aboriginal and Torres Strait Islander study awards
- Aboriginal and Torres Strait Islander cultural awareness training
- Promote the ACTPS as an employer of choice for Aboriginal and Torres Strait Islander people
- Having a dedicated Indigenous Liaison Officer in place
- Other – please specify

22. In the 2016/17 financial year what did your entity do to ensure that when recruiting to an Aboriginal and Torres Strait Islander identified position there was an Aboriginal and Torres Strait Islander person on the selection panel?

23. In the 2016/17 financial year did your entity have a Disability Action Plan in place? If so, what were the key attributes of the plan and what activities/initiatives were undertaken by your entity to promote or implement the plan (e.g. advertising jobs in both mainstream and disability publications/disability employment services, promoting flexible working conditions and reasonable adjustments, promotion and recognition of International Day of People with Disability, review of policies and procedures to ensure they promote inclusive work practices, building “disability confidence” of co-workers, delivery of mental health awareness training, etc)? Yes (provide details below) No

Add page: Q 23

24. In the 2016/17 financial year did your entity use any of the following strategies to attract People with Disability to the ACT Public Service? (tick all applicable)

If yes, how many People with Disability were engaged into positions as a result of each strategy?

- Designated positions
- Disability traineeship
- Work experience
- Positions in the Whole of Government Graduate Program for People with Disability
- Disability cadetship
- Mentoring programs
- School based apprenticeships for People with Disability
- Other – please specify

25. Does your entity use any of the following strategies to support employees with a disability?

- Disability employee networks
- Entity specific Reasonable Adjustment Policy
- Whole of Government Reasonable Adjustment Policy
- Disability awareness training
- Other – please specify

26. How does your entity make managers/supervisors aware of the requirement to investigate and where practical make reasonable adjustment(s) following disclosure of a disability?

Add page: Q 26

27. Did your entity make any applications for reasonable adjustment and/or financial assistance to the Employee Assistance Fund in the 2016/17 financial year (via Job Access)? If yes, please indicate how many applications were made, how many were approved and what was the total value of approved applications. Yes (provide details below) No

Please provide details

28. What strategies does your entity implement to ensure workplaces are accessible?

29. In the 2016/17 financial year did your entity work with a Disability Employment Service provider to place People with Disability in employment within your entity? If so, which providers did your entity use? Yes (provide details below) No

Please provide details

30. In the 2016/17 financial year what inclusion strategies did your entity employ to maximise participation of Aboriginal and Torres Strait Islander employees and People with Disability on training courses such as the Manager Development Program?
- a) Targeted invitations to apply
 - b) Targeted advertising through networks
 - c) Reserved placed for target group employees

Preventing Bullying and Harassment

Note: information captured in this section is intended to gain insight into the mechanisms of the reporting of bullying and harassment. For the following questions:

- *The number of contacts received by your Agency's RED Contact Officers should tally with your Agency's quarterly reports; and*
 - *It should be noted that the figures captured are not a one for one indicator of bullying and harassment as it is possible for an employee to report through multiple mechanisms, or multiple employees may report the same incident.*
31. Does your entity have a formal reporting system in place for the management of bullying and harassment? Yes No

32. For the 2016/17 financial year, please list the total number of bullying and harassment:
- a) Contacts received by your Agency's RED Contact Officers;
 - b) Contacts Received by HR (not by RED Contact Officer);
 - c) Contacts received through RiskMan; and
 - d) Contacts received through other mechanisms
33. Please list the number of reports of bullying or harassment where a preliminary assessment under Section H of ACTPS Enterprise Agreements was commenced during the 2016/17 financial year.
34. Please list the number of reports of bullying or harassment received during the 2016/17 financial year that resulted in a misconduct process under Section H of ACTPS Enterprise Agreements.
35. Please list the number of bullying or harassment related misconduct processes completed during the 2016/17 financial year where a breach of section 9 of the PSM Act was found to have occurred.
- Note: number completed, regardless of when commenced.*
36. Please list the number of bullying or harassment related misconduct processes that are currently underway/being investigated, as at 30 June 2017.
- Note: total number of investigations commenced, completed and ongoing may not reconcile due to action across financial years.*

Discipline Action

37. In the 2016/17 financial year, how many misconduct matters were:
- a) referred by your entity to the PSU for investigation;
 - b) handled internally by your entity that were not referred to PSU for investigation (such as taking admission statements or summary dismissal); and
 - c) referred to an external investigator.

38. Of the misconduct processes completed in the 2016/17 financial year where misconduct was found to have occurred, please indicate how many times the following sanctions were imposed:

Note: the number of investigations resulting in a breach may not reconcile with the total number of sanctions, as any one employee may receive multiple sanctions. This data will only be reported at a whole of government level (not at entity level) to ensure that employees involved in your entity's investigations are not inadvertently identified

- a) Misconduct found, but no sanction applied
- b) Written warning and admonishment
- c) Deferral of increment
- d) Reduction in incremental point
- e) Removal of monetary benefit derived through an existing ARin/SEA
- f) Other financial penalty
- g) Fully or partially reimburse employer for damage wilfully incurred to property or equipment
- h) Transfer, temporarily or permanently, to other position at level
- i) Transfer, temporarily or permanently, to other position at lower classification
- j) Termination of employment
- k) Employee resigned prior to sanction being imposed

An ENGAGED workforce: getting the best from people at work **Performance and Capability Development**

39. In the 2016/17 financial year, did your entity monitor the utilisation of the ACTPS performance framework? Yes No

40. As at 30 June 2017, what percentage of your entity's employees had a performance agreement in place

41. In the 2016/17 financial year, what strategies did your entity employ to enhance, develop or improve employee capability and performance?

- a) Mentoring programs
- b) Funded training
- c) Secondments
- d) Job swap opportunities
- e) Communities of practice
- f) Other - please specify

Underperformance

Note: In cases where an employee's performance consistently falls below expectations, a manager should communicate this to the employee (a preliminary underperformance discussion). The employee is then given a reasonable period to address the identified deficiencies.

42. During the 2016/17 financial year did your entity monitor the number of preliminary performance discussions held? If so, how many were there that realised the required improvements and did not proceed to formal underperformance processes? Yes No

Please provide details

43. Please provide details of the number of formal underperformance processes that were commenced in the 2016/17 financial year under the procedures set out in the relevant ACTPS Enterprise Agreement.

- | | |
|---|----------------------|
| a) Number commenced in 2015/16 but finalised in 2016/17 | <input type="text"/> |
| b) Number commenced in 2016/17 | <input type="text"/> |
| c) Number commenced and finalised in 2016/17 | <input type="text"/> |
| d) Number commenced in 2016/17 but yet to be finalised as at 30 June 2017 | <input type="text"/> |

44. Of the under-performance processes that were finalised during the 2016/17 financial year, please indicate how many of the following outcomes occurred:

- | | |
|---|----------------------|
| a) Satisfactory performance achieved at the completion of the process | <input type="text"/> |
| b) Development program instituted | <input type="text"/> |
| c) Assignment to other duties | <input type="text"/> |
| d) Deferral of increment | <input type="text"/> |
| e) Reduction in classification | <input type="text"/> |
| f) Termination of employment | <input type="text"/> |
| g) Resignation of employee during process | <input type="text"/> |