**ACT Public Service Agency Survey 2018**

The 2018 Agency Survey is used to gather information to support the production of the annual State of the Service Report incorporating the Head of Service Annual Report. The information provided in the responses will assist the Head of Service to meet the obligations under the *Annual Reports (Government Agencies) Act 2004*, and the Annual Reports (Government Agencies) Directions 2017.

The survey is broken into five sections as follows:

* Head of Service Annual Report: The 2017-18 Head of Service Report will focus on recognising the significant achievements and highlighting some of the successes of the ACT Public Service and more broadly across the ACT Public Sector. This will be achieved through the inclusion of case studies that highlight:
  + the major activities and programs delivered by directorates to meet the needs of the ACT community;
  + awards, nominations and recognition that have been received by individuals and teams; and
  + significant achievements that have been celebrated throughout the service.
* Objective A: An AGILE workforce: meeting the needs of the ACT community and effectively serving the Government of the day;
* Objective B: INNOVATIVE: people planning for the future;
* Objective C: A RESPONSIVE workforce: reflecting the ACT community; and
* Objective D: An ENGAGED workforce: getting the best from people at work.

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 directorate/agency is undertaking for each topic, or to include any other contextual information you feel is important.

# Guidance

* The Agency Survey is due by **COB Wednesday 18 July 2018**. To ensure that publishing deadlines are met, extensions to this deadline will not be granted.
* 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 open space at the end of the document if required. Please be concise where possible.
* 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.](mailto:PSM@act.gov.au)
* The directorate/agency primary contact who originally received the agency survey is responsible for returning an electronic version once completed. This is done through Adobe Acrobat reader via the 'Submit form' button at the top of the window when viewing the Agency Survey.
* 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 Workforce Capability and Governance, Chief Minister, Treasury and Economic Development Directorate.
* All hard copy and electronic PDF responses will be validated.

# ACTPS Identification

1. Which directorate/agency are you responding from?

# Head of Service Annual Report

The 2017-18 Head of Service Annual Report will be focusing on recognising the significant achievements right across the ACT Public Sector to meet the needs of the ACT community and achieve the ACT Governments priorities. The comments, examples, case studies and stories provided will contribute to this section of the State of the Service report.

This theme will continue into the 2018-19 report where the major focus will be on celebrating the 25th anniversary of the ACT Public Sector, and recognising how it has matured and developed into a modern and contemporary public service.

# Celebrating achievements

For questions 2 - 6: Please consider including some stories or case studies and providing high resolution photos, where available, via [psm@act.gov.au](mailto:psm@act.gov.au)

(note: Email subject should read 'Agency survey images - your directorate' and images should have appropriate titles and a reference to the relevant agency survey question).

1. During the 2017-18 financial year, what are some of the significant achievements that the teams/divisions within your directorate/agency achieved or celebrated?

Q 2: Please provide details

1. During the 2017-18 financial year, what awards, nominations or recognition did teams/ individuals within your directorate/agency receive?

Please provide details of the award, nomination or recognition including the activities and actions that led to this achievement.

This may include any significant speeches, papers and research released by your directorate/agency.

Q 3: Please provide details

1. In the 2017-18 financial year, what are some of the major activities/programs your directorate/agency has undertaken to meet the needs of the ACT community?

Q 4: Please provide details

***This question is for Directorates only. Public sector entities are not required to answer this question.***

1. The priority areas for the Strategic Board are:
   1. Drive the growth and diversification of the ACT economy (including by reforming our regulatory approach)
   2. Lead the Digital Transition in the ACT
   3. Drive Social Inclusion and domestic violence prevention and responses
   4. Position the ACT within the region and nation
   5. 1) Build an agile, streamlined and engaged ACT Public Service

2) Create agile procurement processes and deliver on capital works in a timely manner

* 1. Support the Government to engage the ACT community

#### In the 2017-18 financial year, what are some of the major activities and initiatives your directorate has delivered under the priority areas identified by the Strategic Board?

Q 5 A - Drive the growth and diversification of the ACT economy: Please provide details

Q 5 B - Lead the Digital Transition in the ACT: Please provide details

Q 5 C - Drive social inclusion and domestic violence prevention responses: Please provide details

Q 5 D - Position the ACT within the region and nation: Please provide details

Q 5 E.1 -Build an agile, streamlined and engaged ACTPS: Please provide details

Q 5 E.2 - Create agile procurement processes and deliver on capital works in a timely manner: Please provide details

Q 5 F - Support the government to engage the ACT community: Please provide details

1. In the 2017-18 financial year, what are some of the activities undertaken in your directorate/agency to promote the ACTPS Values of Respect, Integrity, Collaboration and Innovation under the *Public Sector Management Act 1994*?

Q 6 Respect: Please provide details

Q 6 Integrity: Please provide details

Q 6 Collaboration: Please provide details

Q 6 Innovation: Please provide details

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

## Attraction and Retention Strategies

1. Are there any areas in your directorate/agency which would benefit from attraction and retention initiatives?

Decorative Yes (provide details below) Decorative No

Please comment on any areas associated with the attraction and retention of the following groups:

* + - Mature age employees;
    - Aboriginal and Torres Strait Islander employees;
    - People with Disability;
    - Entry level positions/traineeships/graduates;
    - People with specialist skills, including leadership skills at the Executive level;
    - Veterans; and
    - Other.

Q 7 A - Mature age employees: Please provide details

Q 7 C - People with Disability: Please provide details

Q 7 B - Aboriginal and Torres Strait Islander employees: Please provide details

Q 7 D - Entry level positions/traineeships/graduates: Please provide details

Q 7 E - People with specialist skills, including leadership skills at the Executive level: Please provide details

Q 7 F - Veterans: Please provide details

Q 7 G - Other: Please provide details

1. Please comment on any attraction and retention initiatives undertaken during 2017-18 or proposed plans for attraction and retention initiatives for 2017-18.

Q 8 A - Mature age employees: Please provide details

Q 8 B - Aboriginal and Torres Strait Islanders: Please provide details

Q 8 C - People with Disability: Please provide details

Q 8 D - Entry level positions: Please provide details

Q 8 E - People with specialist skills, including leadership skills at the Executive level: Please provide details

Q 8 F - Veterans: Please provide details

Q 8 G - Other: Please provide details

1. Tick box quetion 9 - YesTick box question 9 - NoWere there any machinery of government changes in your directorate/agency during the 2017-18 financial year? Yes (Please provide some details below) No

■

Q 9: Please provide details

# INNOVATIVE: people planning for the future

1. Does your directorate/agency have a strategic workforce plan in place?
2. When was the strategic workforce plan last reviewed?

tick box question 10 - yes Yes Tick box question 10 - no No

1. 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 2017-18 financial year.

Q12. Insert text

# A RESPONSIVE workforce: reflecting the ACT community

#### Respect, Equity and Diversity (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/agencies.

1. In the 2017-18 financial year did your directorate/agency provide RED specific training to employees? Tick box question 13 - yes Yes Tick box question 13 - no  No

If so, how many employees completed RED specific training in the 2017-18 financial year?

1. Please provide comments on activities which occurred within your directorate/agency during the 2017-18 financial year to continue to reinforce the RED message, including, but not limited to the following:

* 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 14 A. Executive support of NAIDOC week: Please provide details

Q 14 B. Workplace celebrations of Harmony Day: Please provide details

Q 14 D. Disability training: Please provide details

Q 14 C. International Women's Day events: Please provide details

Q 14 E. Aboriginal and Torres Strait Islander cultural awareness training: Please provide details

Q 14 F. LGTBIQ awareness training: Please provide details

1. As at 30 June 2018, what is the total number of staff in your directorate/agency that are:
   1. RED Contact Officers
   2. Executive RED sponsors
2. In the 2017-18 financial year, which of the following strategies has your directorate/agency used to promote the RED framework?
   1. RED overview sessions (separate from formal RED training)
   2. Regular discussions regarding RED issues
   3. A RED network that meets quarterly or more frequently
   4. None of the above
   5. Other - please specify

Q 16 E: Please provide details

1. In the 2017-18 financial year, how has your directorate/agency ensured that all staff have access to the details of RED Contact Officers?
   1. Intranet
   2. Website
   3. Staff Directory
   4. Common areas/notice boards
   5. Agency switchboard
   6. None
   7. Other – please specify

Q 17 G: Please provide details

1. In the 2017/18 financial year did your directorate/entity implement any RED initiatives not previously mentioned? Tick box question 18 - yesYes Tick box question 18 - no No

If so please provide a case study of the initiative/s and its outcomes.

Q 18. Please provide details

1. In the 2017/18 financial year, did your directorate/agency conduct a Diversity Census or “Update your details” process to encourage the disclosure of diversity? Tick box question 19 - yes Yes Tick box question 19 - no No

If Yes, please tick all applicable Diversity census "Update your details" process

1. In the 2017-18 financial year, what initiatives did your directorate/agency implement to support employees and potential employees from diversity target groups?

Please describe the steps taken to support these groups:

Q 20 A. People from a culturally and linguistically diverse background: Provide details

Q 20 B. Aboriginal and Torres Strait Islander People: Provide details

Q 20 C. People with Disability: Provide details

Q 20 D. Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) people: Provide details

1. In the 2017-18 financial year, did your directorate/agency engage any of the following inclusion strategies:
   1. Job advertisements written in plain English
   2. Reasonable adjustments made at interview for People with Disability
   3. Reasonable workplace adjustments made for successful applicants with a disability
   4. Training for panel members on the inclusion of the needs of diverse applicants
   5. Roles and responsibilities clearly defined in job descriptions
   6. Other – please specify

Q 21: Please provide details

1. In the 2017/18 financial year did your directorate/agency introduce any broader activities or initiatives to raise awareness of diversity in the workplace (e.g. cultural and linguistic diversity, LGBTIQ diversity, international/ national days celebrating diversity)? Tick box question 22 - yes Yes (provide details below) Tick box question 22 - No No

Q 22: Please provide details

**ACTPS Employment Strategies**

1. In the 2017-18 financial year did your directorate/agency have a Reconciliation Action Plan in place? Tick box question 23 - yes Yes (provide details below) Tick box question 23 - no No

If yes, what were the key attributes of the plan and what activities/initiatives were undertaken by our directorate/agency to promote or implement the plan?

Q 23: Please provide details

1. In the 2017-18 financial year, did your directorate/agency implement any of the following strategies to attract Aboriginal and Torres Strait Islander employees? Tick box question 24 - yes Yes Tick box question 24 - no No

If yes, tick all applicable and identify how many Aboriginal and Torres Strait Islander employees were engaged into positions as a result of each strategy?

* 1. Designated positions
  2. Aboriginal and Torres Strait Islander traineeship
  3. Work experience
  4. Positions in the Whole of Government Graduate Program for Aboriginal and Torres Strait Islander people
  5. Aboriginal and Torres Strait Islander people cadetship
  6. Mentoring programs
  7. School based apprenticeships for Aboriginal and Torres Strait Islander people
  8. Other – please specify

Q 24 H: Please provide details

1. In the 2017-18 financial year, what skills or resources were used to support Aboriginal and Torres Strait Islander employees? (Tick all applicable)
   1. Aboriginal and Torres Strait Islander employee networks
   2. Aboriginal and Torres Strait Islander study awards
   3. Aboriginal and Torres Strait Islander cultural awareness training
   4. Promote the ACTPS as an employer of choice for Aboriginal and Torres Strait Islander people
   5. Having a dedicated Indigenous Liaison Officer in place
   6. Other – please specify

Q 25 F: Please provide details

1. In the 2017-18 financial year, what did your directorate/agency 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?

Q 26: Please provide details

1. In the 2017-18 financial year, did your directorate/agency have a Disability Action Plan in place? Tick box question 27 - yes Yes (provide details below) Tick box question 27 - no No

If so, what were the key attributes of the plan and what activities/initiatives were undertaken by your directorate/agency to promote or implement the plan?

*(Examples may include 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)*

Q 27. Please provide details

1. In the 2017-18 financial year, did your directorate/agency use any of the following strategies to attract People with Disability to the ACT Public Service? Tick box question 28 - yes Yes Tick box question 28 - no No

If yes, tick all applicable and identify how many People with Disability were engaged into positions as a result of each strategy?

* 1. Designated positions
  2. Disability traineeship
  3. Work experience
  4. Positions in the Whole of Government Graduate Program for People with Disability
  5. Disability cadetship
  6. Mentoring programs
  7. School based apprenticeships for People with Disability
  8. Other – please specify

Q 28 H: Please provide details

1. Does your directorate/agency use any of the following strategies to support employees with a disability?
   1. Disability employee networks
   2. Directorate/agency specific Reasonable Adjustment Policy
   3. Whole of Government Reasonable Adjustment Policy
   4. Disability awareness training
   5. Other – please specify

Q 29 E: Please provie details

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

Q 30: Please provide details

1. Did your directorate/agency make any applications for reasonable adjustment and/or financial assistance to the Employee Assistance Fund in the 2017-18 financial year (via Job Access)?

tick box question 31 - yes Yes (provide details below) Tick box question 31 - no No

If yes, please indicate how many applications were made, how many were approved and what was the total value of approved applications.

Q 31: Please provide details

* 1. Amount of applications made?
  2. Amount of applications approved?
  3. Total value of approved applications?

1. What strategies does your directorate/agency implement to ensure workplaces are accessible?

Q 32: Please provide details

1. In the 2017-18 financial year, did your directorate/agency work with a Disability Employment Service provider to place People with Disability in employment within your directorate/agency? tick  box question 33 - yes Yes Tick box question 33 - no No

If yes, which providers did your entity use?

Q 33: Please provide details

1. In the 2017-18 financial year, what inclusion strategies did your directorate/agency employ to maximise participation of Aboriginal and Torres Strait Islander employees and People with Disability on training courses such as the Manager Development Program? (tick all applicable)
   1. Targeted invitations to apply
   2. Targeted advertising through networks
   3. Reserved places for target group employees
   4. None
   5. Other - Please specify

Q 34 E: Please provide details

## 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.*

In the ACTPS, work bullying is defined as unreasonable, undesirable behaviour that:

* + - is repeated;
    - is unwelcome and unsolicited;
    - creates, or could create, a risk to health and safety (including physical or psychological harm);
    - occurs between workers of an organisation; and
    - a reasonable person would consider to be offensive, intimidating, humiliating or threatening.

[For more information visit: https://www.cmtedd.act.gov.au/employment-framework/](https://www.cmtedd.act.gov.au/employment-framework/workplace-behaviours)

* *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.*

1. Does your directorate/agency have a formal reporting system in place for the management of bullying and harassment? Tick box question 35 - yes Yes tick box question 35 - no No
2. For the 2017-18 financial year, please list the total number of bullying and harassment contacts:
   1. Contacts received by your Agency’s RED Contact Officers
   2. Contacts received by HR (not by a RED Contact Officer)
   3. Contacts received through RiskMan
   4. Contacts received through other mechanisms
3. What is the number of reports of bullying or harassment where a preliminary assessment under Section H of ACTPS Enterprise Agreements was commenced during the 2017-18 financial year?
4. What is the number of reports of bullying or harassment received during the 2017-18 financial year that resulted in a misconduct process under Section H of ACTPS Enterprise Agreements?
5. What is the number of bullying or harassment related misconduct processes completed during the 2017-18 financial year where a breach of section 9 of the PSM Act was found to have occurred?

*Note: number completed, regardless of when commenced.*

1. What is the number of bullying or harassment related misconduct processes that are currently underway/being investigated, as at 30 June 2018?

*Note: total number of investigations commenced, completed and ongoing may not reconcile due to action across financial years.*

## Misconduct or Discipline Matters

*On behalf of the Public Sector Standards Commissioner, the Professional Standards Unit maintains centralised data for misconduct investigations across the ACTPS for inclusion into the State of the Service Report.*

1. In the 2017-18 financial year, how many misconduct matters were subject to a preliminary assessment that were not referred for a misconduct investigation?
2. In the 2017-18 financial year, did your directorate/agency undertake misconduct processes that were NOT referred to the Professional Standards Unit?

Tick box question 41 - yes Yes Tick box question 42 - no No

If yes, please provide the following misconduct investigation data for matters relating to the 2017-18 financial year:

* 1. Total Matters
  2. Misconduct investigations
  3. Admission statements
  4. Summary dismissals
  5. Other

1. Please outline the number of allegations that were:
   1. Proven
   2. Not proven
2. Please provide the number of sanctions applied under the

Enterprise Agreement for the 2017-18 financial year, only for matters NOT referred to the Professional Standards Unit:

* 1. Written warning and admonishment
  2. Financial penalty (includes reduction in increment, deferred increment, fine, and/or reimbursement of damages)
  3. Employee transferred to another position either at level or lower lever
  4. Termination of employment
  5. Employee resigned prior to imposition of sanction

1. Please outline any themes to these misconduct processes NOT referred to the Professional Standards Unit.

*For example, fraud and integrity, asset management, procurement and contract management, financial processes etc.*

Q 45: Please provide details

# An ENGAGED workforce: getting the best from people at work

## Performance and Capability Development

1. In the 2017-18 financial year, did your directorate/agency monitor the utilisation of the ACTPS performance framework? Tick box question 46 - yes Yes Tick box question 46 - no No
2. As at 30 June 2018, what percentage of your directorate/agency’s employees had a performance agreement in place?

0.00%

1. In the 2017-18 financial year, what strategies did your directorate/agency employ to enhance, develop or improve employee capability and performance?
   1. Mentoring programs
   2. Funded training
   3. Secondments
   4. Job swap opportunities
   5. Communities of practice
   6. Other - please specify

Q 48 F: Please provide details

1. Please provide some details of any of these strategies implemented in your directorate/agency.

Q 49: Please provide details

## 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.*

1. During the 2017-18 financial year, did your directorate/agency monitor the number of preliminary performance discussions held? Tick box question 50 - yes Yes Tick box question 50 - No No

If so, how many were there that realised the required improvements and did not proceed to formal underperformance processes?

Q 50: Please provide details

1. Please provide details of the number of formal underperformance processes that commenced in the 2017-18 financial year under the procedures set out in the relevant ACTPS Enterprise Agreement
   1. Number commenced in 2016-17 but finalised in 2017-18
   2. Number commenced in 2017-18
   3. Number commenced and finalised in 2017-18
   4. Number commenced in 2017-18 but yet to be finalised as at 30 June 2018
2. Of the underperformance processes that were finalised during the 2017-18 financial year, please indicate how many of the following outcomes occurred:
   1. Satisfactory performance achieved at the completion of the process
   2. Development program instituted
   3. Assignment to other duties
   4. Deferral of increment
   5. Reduction in classification
   6. Termination of employment
   7. Resignation of employee during process

### Validation and Final Approval

Contact officer details

Name/s Position Title Signature Date

Approval by the Delegate Name

Position Title Signature Date

Please clearly indicate to which question additional information refers

Please clearly indicate to which question additional information refers