PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

2024 Staff Survey
13 May to 28 June 2024

HIGHLIGHTS REPORT
Overall

ORIMA

| Contents	
	Page
Background and methodology	**2**
How to read this report	**3**
Respondent profile	**4**
Summary	**5-8**
Action planning	**9-12**
Detailed results	**13-22**
Key outcome measures	*14*
People metrics	*15*
Other workplace factors	*16-19*
Inappropriate behaviours	*20-22*
Response rates	**23**

The Department of Parliamentary Services (DPS) conducts an annual staff survey to collect insights to assist in evaluation, planning, and targeting of action strategies to improve the workplace and staff wellbeing. This survey was administered as an online census of all DPS staff, and was conducted from 13 May to 28 June. The key objectives of this research were to:

- measure staff perceptions across a range of workplace factors, and

- compare results against previous findings.

In total, 56 questions were included in the 2024 questionnaire. Around 70% of these questions were comparable with previous DPS surveys.
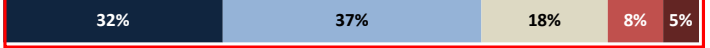
Survey responses (2020-2024)

Year	Responses
2020	716
2021	733
2022	723
2024	778
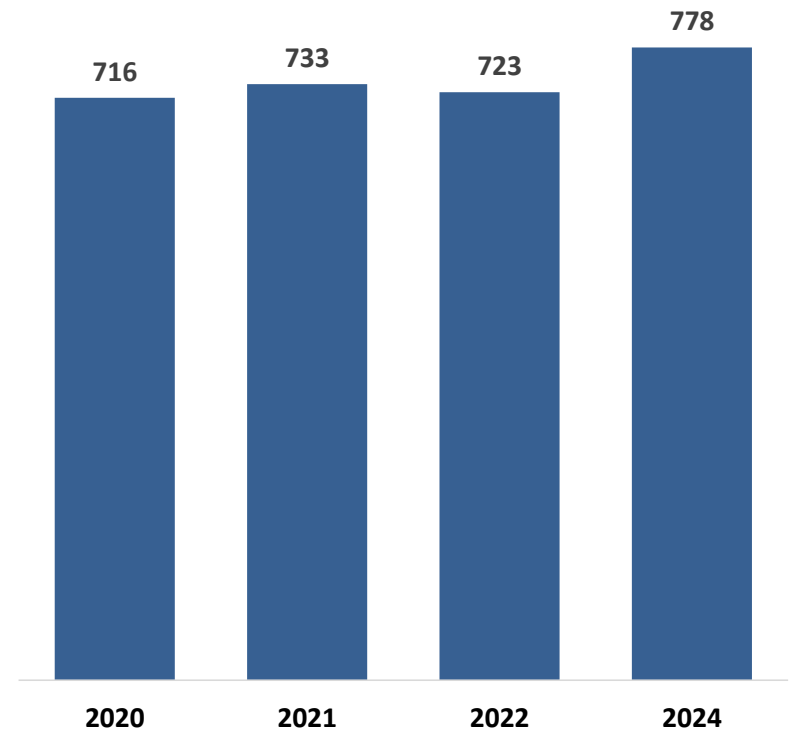
How to read this report

This report contains a series of tables that illustrate the high-level results for the DPS staff survey. Information on how to read these tables is provided on this page.
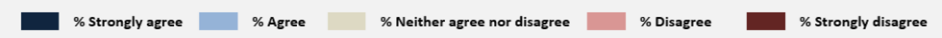
Factor scores for 2020-2024 - average percentage of positive sentiment across the component questions shown below.

Factor name

Engagement	- Factor scores (tracking) -						Overall (tracking results)			
	2024	2022	2021	2020			2024	2022	2021	2020
	80%	78%	78%	73%						

I am determined to give my best effort at work each day (n=778)	49%	40%	7%		89% 90% 90% 89%
I feel completely engaged in my work (n=777)	33%	49%	10% 6%		82% 80% 78% 75%
I am inspired to meet my goals at work (n=778)	36%	45%	11%		81% 77% 77% 69%
I am enthusiastic about my role at DPS in the next twelve months (n=777)	32%	37%	18%	8% 5%	69% 67% 67% 59%

Workplace factors are determined by factor analysis, which groups questions on how closely correlated they are with one another.

Question text, followed by number of valid responses (n=) to the specific question

Percentage positive scores for questions.
(Note this excludes neutral responses—for instance, for the questions shown here, numbers represent agree and strongly agree combined).

Colour formatting:

Current (2024) result is at least 5 percentage points more positive than comparison year

Current (2024) result is at least 5 percentage points less positive than comparison year

Five-point scales for questions:

■ % Strongly agree	■ % Agree	■ % Neither agree nor disagree	■ % Disagree	■ % Strongly disagree

Respondent profile

Gender (n=778)

Male	400
Female	324
X	4
Prefer not to say	50
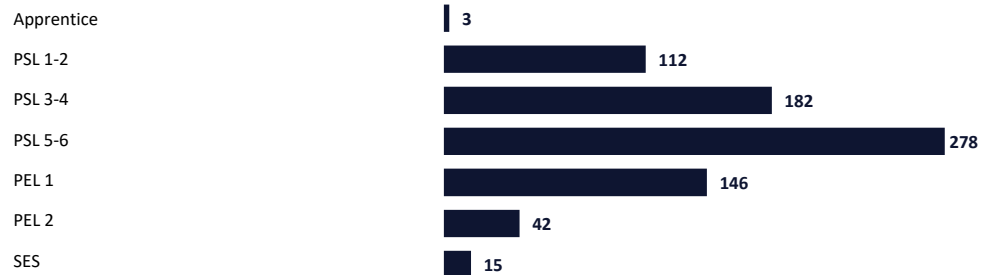
Diversity cohorts (n=769-773)

Carer responsibilities	242
Speak a language other than English	164
LGBTQIA+	64
Disability	53
Aboriginal and / or Torres Strait Islander	13

Age cohorts (n=778)

Under 25 years	76
25 to 34 years	179
35 to 44 years	205
45 to 54 years	188
55 to 64 years	108
65 years or older	22
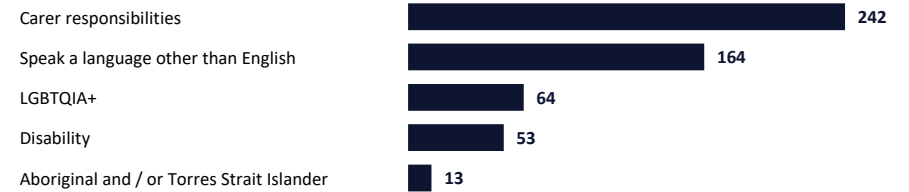
Total length of service at DPS and its predecessors (n=777)

Less than 1 year	158
1 to less than 5 years	326
5 to less than 10 years	148
10 to less than 15 years	39
15 to less than 20 years	49
20 years or more	57

Classification (n=778)

Apprentice	3
PSL 1-2	112
PSL 3-4	182
PSL 5-6	278
PEL 1	146
PEL 2	42
SES	15
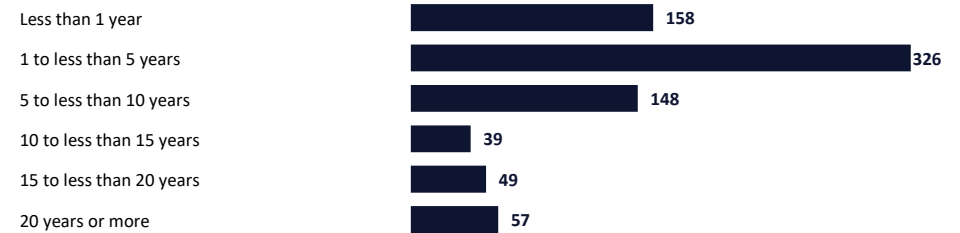
Factor scores

Key outcome measures

Engagement	**80%**
Commitment and loyalty	**62%**

Key outcome measures

Team relationships	**88%**
Supervisor performance	**88%**
SES manager performance	**70%**

Key outcome measures

Recognition	**84%**
Autonomy	**80%**
Inclusivity	**76%**
Goal clarity	**76%**
Support for health and wellbeing	**74%**
Job-skills match	**73%**
Innovation	**68%**
Adaptability	**62%**
Remuneration	**62%**
Learning and development	**60%**

Factor score chart

Legend: ■ Key outcome measures ■ Main drivers of KOMs* ■ Other workplace factors ◎ 2022 results
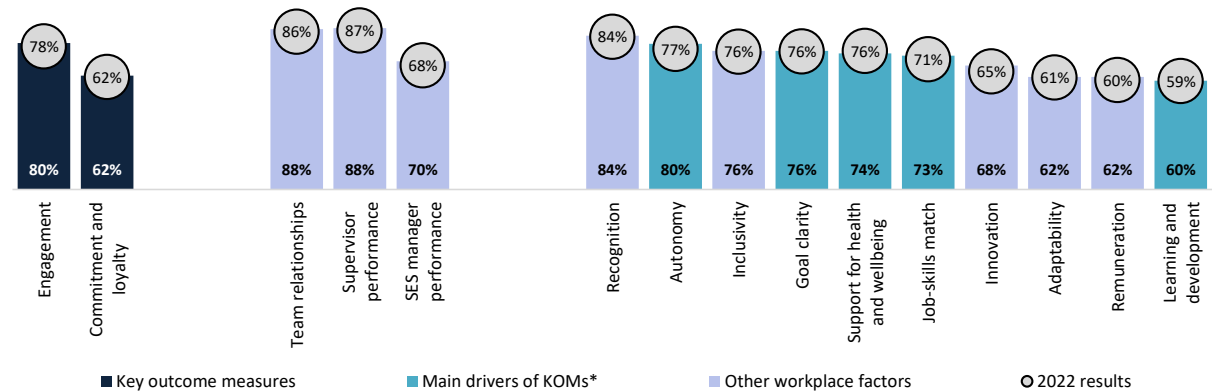
Main drivers identified based on regression analysis conducted for all DPS staff.
The explanatory strength for the Engagement model was 57%; for the Commitment and loyalty model, 69%.

The Key Outcome Measures referred to in this report are **engagement (E)** and **commitment and loyalty (CL)**. Staff engagement has been shown to have positive correlations to staff performance/productivity, organisational commitment/loyalty and a reciprocal relationship with job and organisational satisfaction. Staff performance has been shown to have a positive relationship with organisational performance. In addition, organisational commitment/loyalty has been shown to reduce absenteeism and staff turnover while also having a positive impact on organisational performance.

This report uses **workplace factors** to summarise the findings related to particular themes, as illustrated in the chart above. **Workplace factors** are determined by **factor analysis**, which groups qu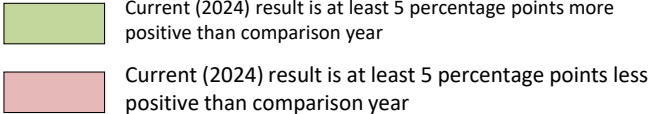estions on how closely correlated they are with one another. The components of each workplace factor are detailed in the following pages, as well as in the Red-Green Table. Factor scores are calculated by averaging the level of positive sentiment recorded across all component questions.

Regression modelling has been used to identify which workplace factors have the most impact on the **key outcome measures**. The numbers above defining the explantory strength of each model are derived from the **coefficient of determination (or R²)** score for model. The explanatory power can range from 0% to 100% (where the independent variables explain all of the movement in the dependent variable).

Key outcome measures
and people metrics

The charts below provide tracking results for the key outcome measures (Engagement, Commitment and loyalty) and people metrics (SES manager performance, Supervisor performance, Team relationships) from 2020 to 2024.

Key Outcome Measures

Engagement — Commitment and loyalty

People metrics

SES manager performance
Supervisor performance
Team relationships
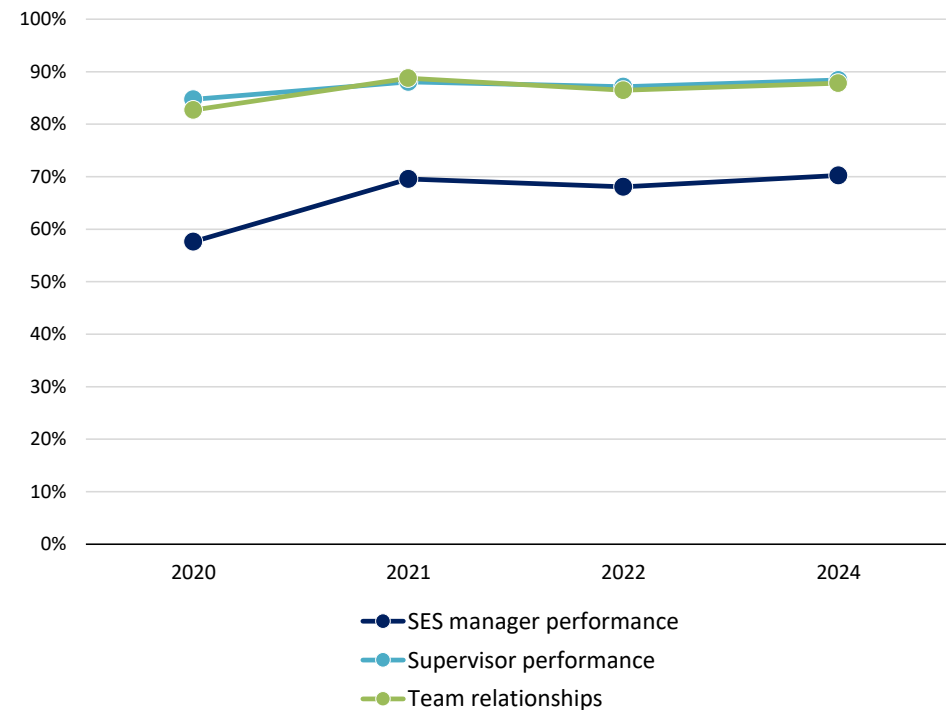
Summary:
Other workplace factors

The chart below provides tracking results for the other workplace factors measured in the survey from 2020 to 2024.

Legend:
- Recognition
- Autonomy
- Inclusivity
- Goal clarity
- Support for health and wellbeing
- Job-skills match
- Innovation
- Adaptability
- Remuneration
- Learning and development
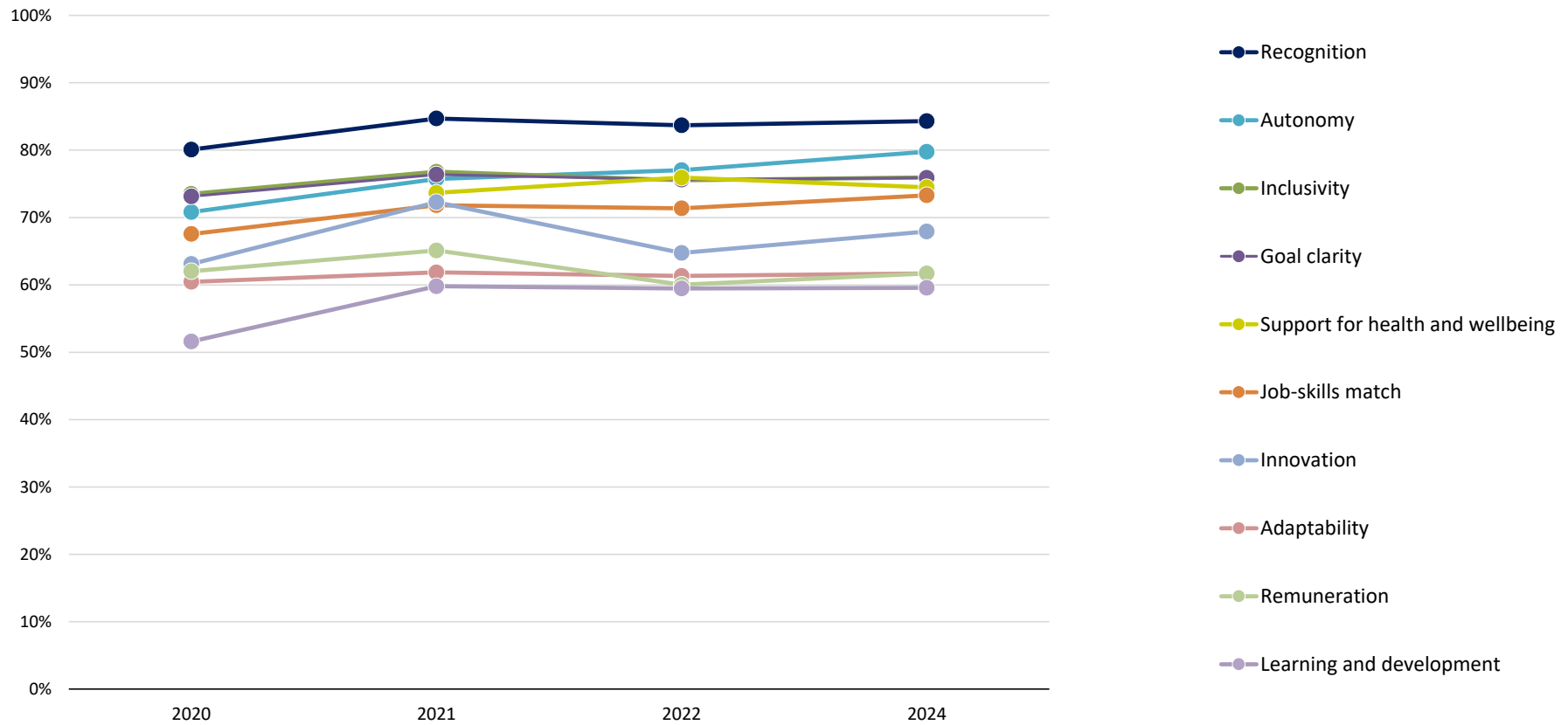
q27. What are some things you like about working at DPS?
(Multiple response allowed)

Collegial and supportive teams	59%
Building and facilities	52%
Interesting and varied work	35%
Positive workplace culture	23%
Flexibility and work-life balance	18%
Contribution to democracy and public service	17%
Career development and opportunities	12%
Immediate management and leadership	10%
Remuneration and benefits	8%
Convenience and location	4%
Other	3%
Little or nothing	0%

q28. What suggestions do you have to improve the DPS work environment?
(Multiple response allowed)

Workplace culture and morale	16%
Leadership visibility and engagement	12%
Interdepartmental communication and collaboration	12%
Accountability and transparency	12%
Training and development	11%
Equipment and resources	11%
Workload and efficiency	11%
Job security and recruitment	10%
Workplace flexibility	9%
Parking and facilities	8%
Recognition and respect	8%
Pay and benefits	7%
Health and safety	6%
Social events and team building	6%
Technology and systems	5%
Other	7%
Not sure	2%
Positive comment only	4%

The following is an evidence-based approach to identifying area of focus based on the survey results. The diagnostic approach described below triangulates the survey results against:

- **External/internal benchmarks** - as this helps to 'right-size' our understanding of the results (i.e. low score does not necessarily mean poor score).
- The **'drivers' of the Key Outcome Measures** (KOM: i.e. engagement, commitment and loyalty) – that is, the inputs that correlate most with the KOMs, therefore potentially providing the best ROI.
- **Situational context** – the findings need to be considered in light of the environmental factors surrounding teams. This will help to triage the areas for improvement.

Performance benchmarking
Enables a more sensible interpretation of the results (i.e. recognising that each workplace factor may have different "hurdle heights", rather than simplistically assuming 80% or greater is the right answer)

Internal benchmarks
Against past performance and levels of consistency across business units and demographic cohorts

External benchmarks

Focus areas

Key drivers (importance)
Regression analysis to identify the drivers of the Key Outcome Measures to ensure that we focus on the more potent workplace factors

Situational and operating context
To determine the urgency to which action is required (i.e. determining whether an issue needs to be put on the "watch list" or "act list")

When developing priority areas, consider the following:
- How do we support our **people** (e.g. mental health and wellbeing, capability development, goal and role clarity)
- How can we refine our **processes** (both our own processes and how we implement business/corporate processes)
- How can we improve on our **deliverables/product/outcomes**

	Reasons for priority	How to operationalise priority	Responsibility
Continue (What shall we continue doing?)			
Start (What could we start doing?)			
Stop (What should we stop doing?)			

Focus Area 2: _____

	Reasons for priority	How to operationalise priority	Responsibility
Continue (What shall we continue doing?)			
Start (What could we start doing?)			
Stop (What should we stop doing?)			

Focus Area 3:

_____

	Reasons for priority	How to operationalise priority	Responsibility
Continue (What shall we continue doing?)			
Start (What could we start doing?)			
Stop (What should we stop doing?)			

Detailed results

Key outcome measures

Commitment and loyalty	- Factor scores (tracking) -					Overall (tracking results)			
	2024	**2022**	**2021**	**2020**		*2024*	*2022*	*2021*	*2020*
	62%	**62%**	**67%**	**60%**					

						2024	**2022**	**2021**	**2020**
I would recommend DPS as a great place to work (n=777)	23%	40%	25%	7%	6%	**62%**	**62%**	**67%**	**60%**

Engagement	- Factor scores (tracking) -					Overall (tracking results)			
	2024	**2022**	**2021**	**2020**		*2024*	*2022*	*2021*	*2020*
	80%	**78%**	**78%**	**73%**					

						2024	**2022**	**2021**	**2020**
I am determined to give my best effort at work each day (n=778)	49%	40%	7%			**89%**	**90%**	**90%**	**89%**
I feel completely engaged in my work (n=777)	33%	49%	10%	6%		**82%**	**80%**	**78%**	**75%**
I am inspired to meet my goals at work (n=778)	36%	45%	11%			**81%**	**77%**	**77%**	**69%**
I am enthusiastic about my role at DPS in the next twelve months (n=777)	32%	37%	18%	8%	5%	**69%**	**67%**	**67%**	**59%**

Key: ■ % Strongly agree   ■ % Agree   ■ % Neither agree nor disagree   ■ % Disagree   ■ % Strongly disagree   ▬ Results are lower than 2024 results by at least 5pp   ▬ Results are higher than 2024 results by at least 5pp

People metrics

SES manager performance

	- Factor scores (tracking) -					*Overall (tracking results)*			
	2024	**2022**	**2021**	**2020**		**2024**	**2022**	**2021**	**2020**
SES manager performance	**70%**	**68%**	**70%**	**58%**					

						2024	2022	2021	2020
My branch head is interested in the work done by my team (n=774)	39%	36%	16%	6%		75%	71%	73%	65%
The SES manager for my branch communicates effectively (n=775)	33%	33%	20%	10%		66%	65%	66%	50%

Supervisor performance

	- Factor scores (tracking) -					*Overall (tracking results)*			
	2024	**2022**	**2021**	**2020**		**2024**	**2022**	**2021**	**2020**
Supervisor performance	**88%**	**87%**	**88%**	**85%**					

						2024	2022	2021	2020
I have a positive working relationship with my supervisor (n=777)	53%	35%	6%			88%	87%	88%	85%

Team relationships

	- Factor scores (tracking) -					*Overall (tracking results)*			
	2024	**2022**	**2021**	**2020**		**2024**	**2022**	**2021**	**2020**
Team relationships	**88%**	**86%**	**89%**	**83%**					

						2024	2022	2021	2020
My colleagues would assist if I needed help (n=777)	57%	35%	6%			92%	94%	93%	90%
I have a positive working relationship with my co-workers (n=777)	50%	41%	6%			91%	91%	92%	90%
My colleagues treat each other respectfully (n=777)	49%	39%	8%			87%	84%	89%	80%
I am satisfied with the culture of my workgroup / team (n=777)	44%	37%	10%	6%		81%	77%	81%	70%

Key:
- ■ % Strongly agree
- ■ % Agree
- ■ % Neither agree nor disagree
- ■ % Disagree
- ■ % Strongly disagree
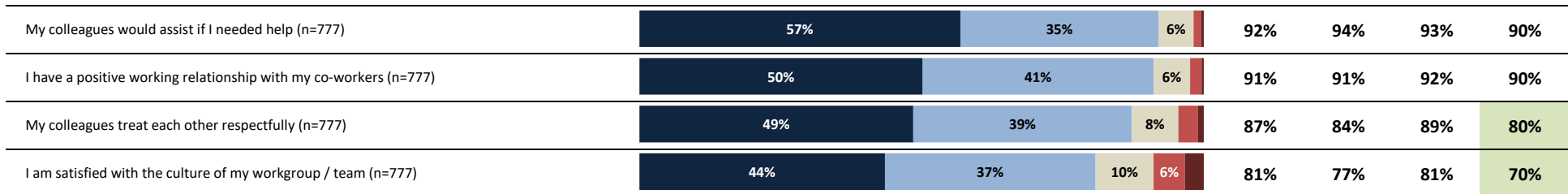
■ Results are lower than 2024 results by at least 5pp
■ Results are higher than 2024 results by at least 5pp

Other workplace factors

Adaptability

	- Factor scores (tracking) -					Overall (tracking results)			
	2024	2022	2021	2020		2024	2022	2021	2020
	62%	**61%**	**62%**	**60%**					

		2024	2022	2021	2020
DPS employees are willing to take on new tasks as needed (n=775)	18% / 52% / 22% / 5%	70%	69%	69%	68%
DPS employees adapt quickly to challenging situations (n=776)	15% / 51% / 24% / 8%	66%	64%	67%	66%
DPS employees proactively identify future challenges and opportunities (n=775)	13% / 45% / 29% / 10%	58%	59%	60%	58%
DPS employees willingly accept change (n=776)	10% / 42% / 34% / 10%	52%	53%	52%	50%

Autonomy

	- Factor scores (tracking) -					Overall (tracking results)			
	2024	2022	2021	2020		2024	2022	2021	2020
	80%	**77%**	**76%**	**71%**					

		2024	2022	2021	2020
I am able to make decisions affecting my work (n=776)	32% / 48% / 11% / 7%	80%	77%	76%	71%

Goal clarity

	- Factor scores (tracking) -					Overall (tracking results)			
	2024	2022	2021	2020		2024	2022	2021	2020
	76%	**76%**	**76%**	**73%**					

		2024	2022	2021	2020
I understand how my work enables DPS to achieve its purpose to support the work of Parliament and Parliamentarians (n=776)	49% / 42% / 7%	90%	90%	89%	91%
I understand my priorities for my work in the next six to twelve months (n=778)	35% / 47% / 10% / 6%	82%	80%	80%	75%
DPS is moving in the right direction (n=777)	19% / 36% / 32% / 7% / 5%	55%	56%	60%	53%

Key:
- **% Strongly agree**
- **% Agree**
- **% Neither agree nor disagree**
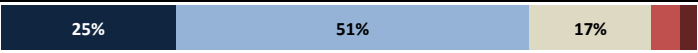- **% Disagree**
- **% Strongly disagree**

Results are lower than 2024 results by at least 5pp
Results are higher than 2024 results by at least 5pp

Other workplace factors

Inclusivity

	- Factor scores (tracking) -						Overall (tracking results)			
	2024	2022	2021	2020			2024	2022	2021	2020
	76%	76%	77%	74%						

							2024	2022	2021	2020
DPS supports diversity and inclusiveness (n=778)	25%	51%	17%				76%	76%	77%	74%

Innovation

	- Factor scores (tracking) -						Overall (tracking results)			
	2024	2022	2021	2020			2024	2022	2021	2020
	68%	65%	72%	63%						

							2024	2022	2021	2020
I feel there are adequate avenues to raise new ideas or innovations to improve my workplace (n=776)	25%	43%	17%	10%			68%	65%	72%	63%
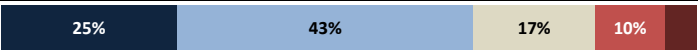
Job-skills match

	- Factor scores (tracking) -						Overall (tracking results)			
	2024	2022	2021	2020			2024	2022	2021	2020
	73%	71%	72%	68%						

							2024	2022	2021	2020
I am satisfied that I have opportunities to apply my skills and experience (n=775)	27%	47%	13%	9%			73%	71%	72%	68%
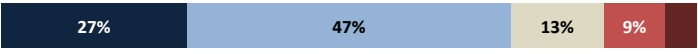
Key:
- ■ % Strongly agree
- ■ % Agree
- ■ % Neither agree nor disagree
- ■ % Disagree
- ■ % Strongly disagree

- ■ Results are lower than 2024 results by at least 5pp
- ■ Results are higher than 2024 results by at least 5pp

Other workplace factors

Learning and development	- Factor scores (tracking) -										Overall (tracking results)			
	2024	2022	2021	2020							2024	2022	2021	2020
	60%	59%	60%	52%										

										2024	2022	2021	2020
I am satisfied with the investment in my training and development (n=777)	20%		43%		21%		10%	6%		63%	62%	62%	56%
I am satisfied with opportunities for my professional growth and development (n=775)	21%		41%		21%		11%	6%		62%	62%	62%	54%
I am satisfied with the career advancement opportunities available to me (n=778)	18%		35%		27%		13%	7%		53%	54%	55%	45%

Recognition	- Factor scores (tracking) -										Overall (tracking results)			
	2024	2022	2021	2020							2024	2022	2021	2020
	84%	84%	85%	80%										

								2024	2022	2021	2020
My supervisor recognises my job performance (n=777)	50%		34%		10%			84%	84%	85%	80%

Remuneration	- Factor scores (tracking) -										Overall (tracking results)			
	2024	2022	2021	2020							2024	2022	2021	2020
	62%	60%	65%	62%										

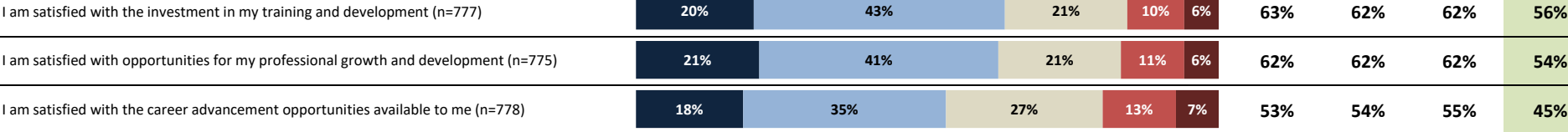|									2024	2022	2021	2020
I am satisfied with my overall remuneration (n=778)	17%		45%		19%		14%	6%	62%	60%	65%	62%

Key:
- % Strongly agree
- % Agree
- % Neither agree nor disagree
- % Disagree
- % Strongly disagree

- Results are lower than 2024 results by at least 5pp
- Results are higher than 2024 results by at least 5pp

Other workplace factors

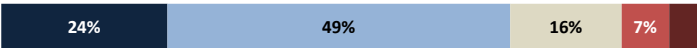| Support for health and wellbeing			_- Factor scores (tracking) -_				Overall (tracking results)			
		2024	2022	2021	2020		_2024_	_2022_	_2021_	_2020_
		74%	**76%**	**74%**	**-**					

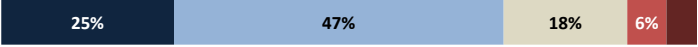|	Chart	2024	2022	2021	2020
I know there is information and regular training available to me about workplace bullying, harassment and discrimination (n=776)	33% / 55% / 10%	**87%**	**90%**	**84%**	**-**
DPS is committed to providing a safe and respectful workplace (n=775)	24% / 49% / 16% / 7%	**73%**	**74%**	**75%**	**-**
DPS provides adequate avenues to raise concerns about workplace bullying, harassment (including sexual harassment) or discrimination (n=777)	25% / 47% / 18% / 6%	**72%**	**76%**	**71%**	**59%**
I am confident that if I raised a concern it would be reviewed, and appropriate action would be taken (n=778)	23% / 42% / 18% / 9% / 8%	**65%**	**64%**	**65%**	**-**

Career intentions				Overall (tracking results)			
(Not treated as a factor for the purposes of modelling)				_2024_	_2022_	_2021_	_2020_

	Chart	2024	2022	2021	2020
I see myself still working at DPS in two years' time (n=778)	27% / 34% / 22% / 10% / 7%	**61%**	**60%**	**62%**	**60%**

Key: ■ % Strongly agree ■ % Agree ■ % Neither agree nor disagree ■ % Disagree ■ % Strongly disagree

■ Results are lower than 2024 results by at least 5pp
■ Results are higher than 2024 results by at least 5pp

Inappropriate behaviours:
Bullying and harassment

Subjected to workplace bullying or harassment in the last 12 months
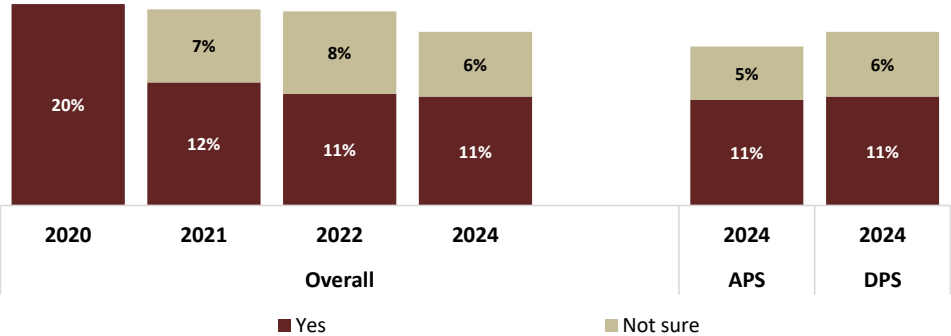
Period	Yes	Not sure
2020 (Overall)	20%	
2021 (Overall)	12%	7%
2022 (Overall)	11%	8%
2024 (Overall)	11%	6%
2024 APS	11%	5%
2024 DPS	11%	6%

■ Yes   ■ Not sure

What did you do in response? (n=83)

Response	%
Talked to supervisor	63%
Talked to family/friends	48%
Talked to co-workers	37%
Reported it to HR	23%
Reported it to the Parliamentary Workplace Support Service (PWSS)	16%
Discussed with a Harassment Contact Officer	11%
Nothing	12%
Other	18%

Who was the behaviour you experienced from? (n=84)

Source	%
Another DPS staff member	67%
My supervisor	32%
An SES officer	20%
A non-DPS person	5%

If you made a report, was it followed-up or reviewed? (n=70)

Response	%
Yes	24%
No	30%
Don't know	46%

Subjected to workplace discrimination in the last 12 months

		Overall		APS*	DPS
2020	2021	2022	2024	2024	2024

- 2022 Overall: Not sure 8%, Yes 5%
- 2024 Overall: Not sure 7%, Yes 4%
- 2024 APS*: Yes 10%
- 2024 DPS: Not sure 7%, Yes 4%
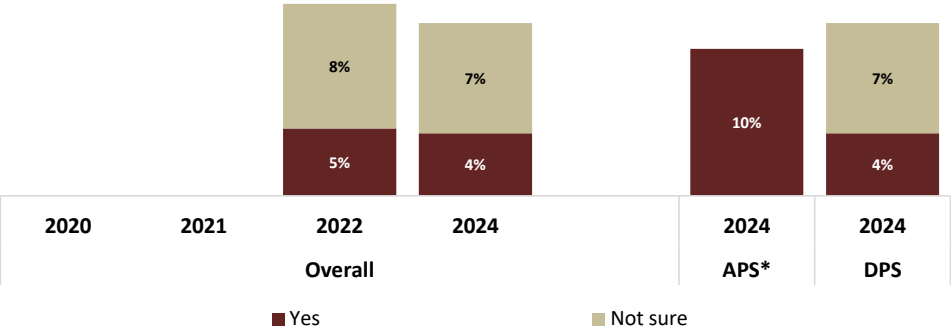
■ Yes   ■ Not sure

'Not sure' was not an option for the APS census

What was the basis of the discrimination you experienced? (n=30)
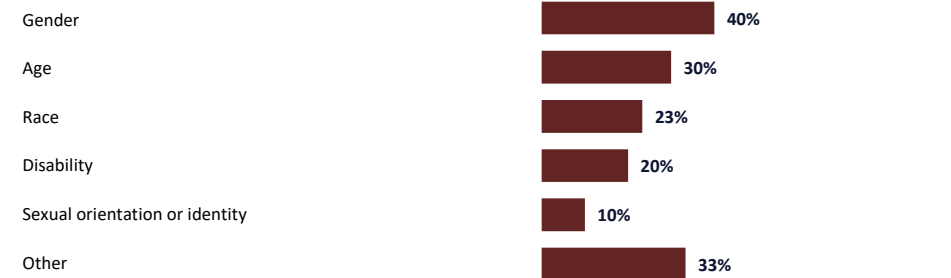
Gender	40%
Age	30%
Race	23%
Disability	20%
Sexual orientation or identity	10%
Other	33%

Who was the behaviour you experienced from? (n=33)

Another DPS staff member	61%
My supervisor	48%
An SES officer	27%
A non-DPS person	6%

What did you do in response? (n=33)

Talked to family/friends	52%
Talked to supervisor	39%
Talked to co-workers	39%
Reported it to the parliamentary Workplace Support Service (PWSS)	24%
Discussed with a Harassment Contact Officer	12%
Reported it to HR	12%
Nothing	36%
Other	6%

If you made a report, was it followed-up or reviewed? (n=25)

Yes	12%
No	44%
Don't know	44%

q26. How can we improve reporting avenues for bullying and harassment?
(Coded from free-text comments; multiple categories allowed per response)

Category	
Follow-up and action	18%
Supervisor and management accountability	15%
Visibility and accessibility	13%
Improved communication	11%
Training and awareness	10%
Support and resources	8%
Culture change	7%
Anonymous reporting	6%
External review and support	5%
Other	1%
Not sure	12%
Current reporting lines are adequate	13%
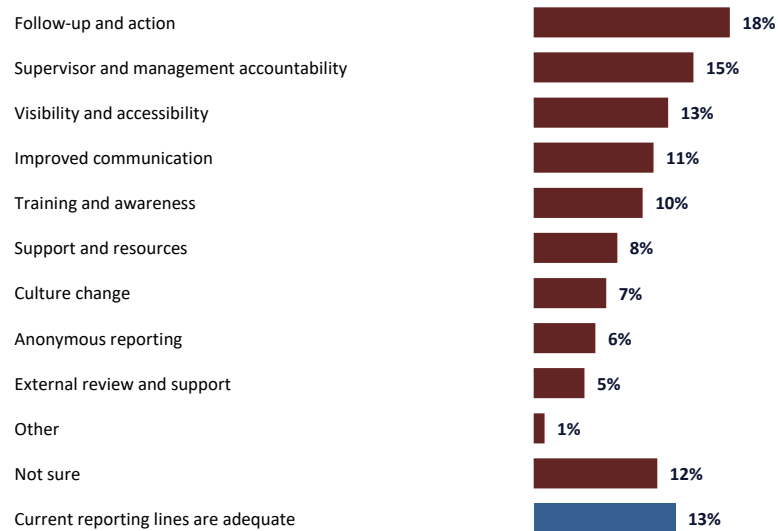
Response rates

Divisions (reportable only shown)

	Population	Responses	Response rate
Corporate Services	200	143	72%
Design Integrity and Collections	42	32	76%
Finance and Property Services	212	139	66%
Information Services	271	200	74%
Parliamentary Library	170	133	78%
Security Division	261	122	47%
Not included in a reportable division	8	9	-
DPS overall	**1,164**	**778**	**67%**

Branches (reportable only shown)

	Population	Responses	Response rate
Commercial Operations	52	45	87%
Corporate Operations	52	43	83%
Parliamentary Engagement	77	49	64%
Art Collections	28	22	79%
Finance	40	25	63%
Planning and Quality	33	30	91%
Property Services	125	81	65%
Chief Information Security Officer Cyber Security	32	20	63%
Digital Capability and Portfolio Governance	20	19	95%
Digital Customer Services	77	67	87%
Digital Recording services	134	86	64%
Library Collections and Databases	48	45	94%
Research	108	74	69%
Security Enabling Services	45	45	100%
Security Operations	203	65	32%