



DPS ref: 10/2152

30 April 2012

Inquiry: DPS
Date/Time: 2 May 2012 10:30am
Witness Name: Alstair Waters
Organisation: CRU**DPS Staff Survey 2011: Results**

1 DPS commissioned ORIMA Research to conduct a staff survey in 2011. The survey was open between 5 – 23 December and a total of 817 employees were invited to participate. Of these, 460 staff members completed the survey representing a response rate of 56 per cent. The response rate by branch was as follows:

Branch	Number sampled	Number responded	Response rate (%)
Information Access	58	47	81%
Research	74	59	80%
Executive Office	13	10	77%
Projects	61	44	72%
Corporate Services	55	39	71%
Content Management	128	74	58%
Infrastructure Services	213	102	48%
Building Services	215	85	40%
TOTAL	817	460	56%

2 DPS has now received the results of survey and a copy has been attached to this email.

3 The Executive Summary of the report provides a good overview of the results which show that overall DPS's performance has remained stable when compared with the results of the 2009 staff survey.

4 The main areas of improvement between 2009 and 2011 were in relation to staff being more familiar with the Parliamentary Code of Conduct, and also

more likely to hold positive perceptions about the way change has been managed at DPS.

5 The main areas where results were less favourable in 2011 were in areas such as recruitment and selection, work-life balance, satisfaction with information technology, satisfaction with the Employee Assistance Program and diversity.

6 Around one in five staff (23 per cent) indicated that they had experienced bullying and/or harassment in the 12 months prior to the survey (compared to 20 per cent in 2009 and 17 per cent for medium APS agencies). Just under one in three staff (29 per cent) who had experienced or witnessed bullying and/or harassment reported it.

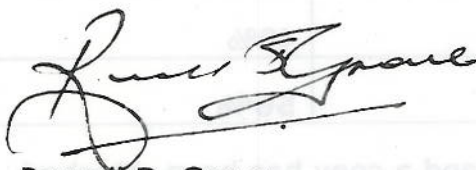
7 DPS is strongly committed to promoting a positive, inclusive and supportive workplace culture which is free from bullying and harassment. In September 2009, the department participated in a Comcare audit on bullying and harassment and as a result an action plan has been implemented. This plan includes reviewing policies, increasing awareness of the reporting mechanisms and education programs and the establishment of the Health on the Hill Program.

8 The report by ORIMA Research has been posted on a dedicated staff survey page on the DPS portal along with Frequently Asked Questions and a calendar of events and activities relating to the staff survey. In addition, staff will be able to attend one of two briefing sessions to be conducted by ORIMA Research on 3 May.

9 Whole-of-DPS and branch-specific action plans will be developed to address issues raised in the survey. These will include focus groups and communication sessions. Progress against the action plans will be reported to all staff via their managers as well as the staff survey intranet page.

10 For further information on the staff survey, please contact Director Strategy and Communication Ms Judy Tahapehi on 6277 5095.

Yours sincerely



Russell D. Grove
Acting Secretary