

Schedule 2.2(a)(ii)

[REDACTED]

via email Schedule 2.2(a)(ii)

Dear Schedule 2.2(a)(ii)

FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by Major Projects Canberra (MPC) on 29 August 2022, in which you sought access to:

A copy of the results of the ACT Public Service Employee Survey, which have been provided to the MPC Directorate by the Pilot ACTPS Survey team in 2020.

On 31 August 2022 we contacted you to advise there was no ACTPS Employee Survey conducted in 2020. There was however an ACTPS whole of government survey about work health, safety and wellbeing during COVID-19.

Your office agreed we could revise the scope of your request to “*a copy of the results of the ACTPS whole of government survey about work health, safety and wellbeing during COVID-19, which have been provided to the MPC Directorate by the ACTPS Survey team in 2020*”.

Authority

I am an Information Officer appointed by the Chief Projects Officer under section 18 of the Act to deal with access application made under Part 5 of the Act.

Decision on access

Searches were completed for relevant documents and three (3) documents were identified that fall within the scope of your request.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

My decision in relation to the documents relevant to your request is summarised as follows:

- full release of three (3) documents.

My decision is detailed further in the following statement of reasons.

Statement of Reasons

In making my decision on disclosing government information, I must identify all relevant factors in schedule 2 of the FOI Act and determine, on balance, where the public interest lies. In reaching my access decision, I have taken the following into account:

Factors favouring disclosure in the public interest (Schedule 2, Section 2.1)

- Section 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability.

Online Publishing – Disclosure Log

Under section 28 of the Act, MPC maintains an official online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the MPC disclosure log three (3) to ten (10) working days after the date of the decision. Your personal contact details will not be published. You may view the MPC disclosure log at [FOI disclosure log - Major Projects Canberra \(act.gov.au\)](https://www.act.gov.au/foi-disclosure-log-major-projects-canberra).

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 Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in the MPC 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(1) on an Ombudsman review, you may apply to ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore Street
GPO Box 370
CANBERRA CITY ACT 2601

Telephone: (02) 6207 1740
<http://www.acat.act.gov.au>

Should you have any queries in relation to your request, please contact me by telephone on (02) 6205 5288 or email MPCFOI@act.gov.au.

Yours sincerely,

Schedule 2.2(a)(ii)

Nikki Pulford
Information Officer
Major Project Canberra
5 October 2022

FREEDOM OF INFORMATION REQUEST SCHEDULE

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.act.gov.au/majorprojectscanberra/home>

FOI Reference Number		Request Details				
MPCFOI2022/18		<i>A copy of the results of the ACTPS whole of government survey about work health, safety and wellbeing during COVID-19, which have been provided to the MPC Directorate by the ACTPS Survey team in 2020.</i>				
Ref No.	No. of Folios	Description	Date	Status	Reason for non-release or partial release	Open Access release status
1.	1	Your Voice 2020 results infographic	Undated	Full		Y
2.	2-4	Your Voice 2020 Whole of Government report for Directorates	Undated	Full		Y
3.	5-8	Your Voice 2020 Directorate Report MPC	Undated	Full		Y
Total Number of Documents						
2						

YOUR VOICE 2020

Have your say on work health, safety and wellbeing during COVID-19

30 November to 20 December

The results

The ratings for all questions provide two overall outcome measures:

wellbeing 74%

how we are feeling measured by emotional wellness and sense of stress and safety

progress 79%

how we think the ACTPS is performing measured by responses to COVID-19

We feel

- safe carrying out our role (85%)
- we are coping well with the disruption from COVID-19 (75%)
- less favourable about how changes associated with COVID-19 have been managed (70%)

We are less likely

- to endorse that we are able to keep job stress at an acceptable level (63%)
- to think that the future for the ACTPS is positive (78%)

We are still confident

- that the ACTPS will be able to continue supporting customers and clients

YourVoice2020 was an ACTPS survey about work health, safety and wellbeing during COVID-19. The survey invited all ACTPS employees to provide feedback about their experiences of health and safety at work during the COVID-19 pandemic and what is needed to continue working safely and well.

What we're doing well ✓

Health and safety	I am aware of the processes to follow should I become unwell	91%
Collaboration	I have good communication with my co-workers	88%
Progress	We will be able to continue supporting our customers/clients	88%
Health and safety	I am aware of the processes to follow should someone I have been in contact with becomes unwell	86%
Communication	I am aware of the changes made in how we work and operate	86%

Priorities for improvement ↑

Involvement	I am empowered to make decisions needed to do my job well	68%
Work/life balance	My workload is manageable	62%
Resources	There are clear processes for how work is to be done	69%
Senior management	Senior management are making effective decisions in response to COVID-19	73%
Involvement	I am encouraged to give feedback about things that concern me	67%

2591 responses

13 per cent response rate

1.6 per cent margin of error

if every employee had responded the results would be no more or less than 1.6 per cent different

Results robust and reliable

we can be confident that they provide a realistic measure of views across the ACTPS

YOUR VOICE 2020

Have your say on work health, safety and wellbeing during COVID-19

Whole of government results

[Your Voice 2020](#) was an ACTPS whole of government survey about work health, safety and wellbeing during COVID-19. The survey invited all ACTPS employees to provide feedback about their experiences of health and safety at work during the COVID-19 pandemic and what they need to continue working safely and well.

The results measure the effectiveness of ACTPS work health safety and wellbeing measures in response to COVID-19 and identify where we need to improve. They will be used to inform future whole of government initiatives as the pandemic continues.

Overall results

The survey shows that overall the ACTPS has responded well to the COVID-19 pandemic and employees are feeling safe and well. There are no areas of significant concern or requiring urgent attention, but some priorities for improving wellbeing and performance were identified.

The survey asked participants to rate their agreement with a series of statements about all aspects of health, safety and wellbeing at work during COVID-19. They included statements about physical health and safety, as well as the ways work contributes to, and influences, our sense of safety, health and mental wellbeing – such as interactions with others, executive decision-making, communication and the way work is managed.

The overall response rate to the survey across the ACTPS was 13 per cent (2591). The margin of error was 1.6 per cent, which means that the results are robust and reliable and we can be confident that they provide a realistic measure of views across the ACTPS. If every ACTPS employee had responded to the survey, the results would be no more or less than 1.6 per cent different.

The ratings for all questions were compiled to provide two overall outcome measures:

- > **wellbeing 74%** - how employees are feeling as measured by responses to statements about emotional wellness and sense of stress and safety
- > **progress 79 %** - how employees think the ACTPS is performing, as measured by responses to statements about the response to COVID-19.

The results show that employees:

- > generally feel safe carrying out their role (85%)
- > feel that they are coping well with the disruption from COVID-19 (75%)
- > were less likely to endorse that they are able to keep their stress at an acceptable level (63%)
- > are still confident that ACTPS will be able to continue supporting customers and clients (88%)
- > think that the future for the ACTPS is positive (78%)
- > feel less favourable about how changes associated with COVID-19 have been managed (70%).

YOUR VOICE 2020

Have your say on work health, safety and wellbeing during COVID-19

What we're doing well and should continue

The survey asked participants to rate their agreement with a series of statements about all aspects of health, safety and wellbeing at work during COVID-19. The higher the score, the higher the level of agreement from employees that this WHS or wellbeing approach was in place.

Results key:

high
≥ 80%

moderate
50 < 80%

low
< 50%

The highest scoring items for the survey overall were in areas of WHS, collaboration, progress and communication:

Health & Safety	I am aware of the processes to follow should I become unwell	91%
Collaboration	I have good communication with my co-workers	88%
Progress	We will be able to continue supporting our customers/clients	88%
Health & Safety	I am aware of the processes to follow should someone I have been in contact with becomes unwell	86%
Communication	I am aware of the changes made in how we work and operate	86%

YOUR VOICE 2020

Have your say on work health, safety and wellbeing during COVID-19

Where we need to improve and do things differently

The survey identified five key areas to prioritise to improve employee experiences of, and perceptions about, their health, safety and wellbeing during COVID-19. They include involvement in decision-making and providing feedback, clarity about work processes, manageable workloads and the visibility of decision making by senior management (EBM and above).

Involvement	I am empowered to make decisions needed to do my job well	68%
Work/Life Balance	My workload is manageable	62%
Resources	There are clear processes for how work is to be done	69%
Senior Management	Senior management are making effective decisions in response to COVID-19	73%
Involvement	I am encouraged to give feedback about things that concern me	67%

What we're going to do now

WSIR will lead the whole of government response to addressing areas of priority by:

- > Reinforcing and expanding on existing communication mechanisms.
- > Reviewing ways of promoting and supporting whole of government employee work-life balance, employee involvement in decisions about their work, and feedback mechanisms.
- > Working with the mental health champions to consider ways of promoting visible leadership.
- > Continue to monitor and review WHS risks during COVID-19 and provide resources and guidance to support mental wellbeing and safe work.

If you would like more information, send an email to [Workplace Safety and Industrial Relations](#).

YOUR VOICE 2020

Have your say on work health, safety and wellbeing during COVID-19

Insights for Major Projects Canberra

The response rate for MPC was 37% (65 responses). The margin of error for results was 8.8%, meaning that results were accurate within a +/- 8.8% of those reported.

- > The margin of error tells us how much the results would have varied if everyone in MPC had responded to the survey. A margin of error rate of 8.8% tells us that if every MPC employee had responded to the survey, their responses would have fallen within a +/-8.8% range of those reported.
- > The margin of error for MPC responses is larger than the margin of error obtained for whole of government results (1.6%).
- > It is important that the results are therefore considered in conjunction with whole of government results to ensure that the response is aligned and based on reliable information about employee perspectives on the WHS and wellbeing response to COVID-19.

What you're doing well and should continue doing

The items that were most agreed with by MPC workers indicate that, on average, those who responded felt they were involved in decisions about their work, felt safe at work, collaborated well with other teams, adhere to WHS requirements and are informed by senior management. As MPC is a newer directorate, survey results are often found to be scored more positively than older organisations or work areas. The results obtained reflect scores higher than those obtained at the whole of government level.

		MPC	% diff ACTPS
Involvement	I am empowered to make decisions needed to do my job well	85%	+17%
Health & Safety	My co-workers are taking appropriate precautions to protect themselves and others (physical distancing, hygiene etc.)	87%	+15%
Collaboration	My work unit or team receives help and support from other work units or teams	81%	+15%
Senior Management	Senior management keep staff informed	89%	+14%
Wellbeing	I feel safe carrying out my role	98%	+14%

YOUR VOICE 2020

Have your say on work health, safety and wellbeing during COVID-19

Where you need to improve and do things differently

The survey also identified key areas of priority for MPC in areas of manageable workloads, having the equipment and resources to work effectively from home and work processes. Whilst scores obtained were higher than whole of government results, senior management visibility of decisions and work-life balance are areas identified by workers for MPC to consider that would further improve performance.

		MPC	% diff ACTPS
Work/Life Balance	My workload is manageable	62%	0%
Work/Life Balance	I am able to meet my family responsibilities while still doing what is expected of me at work	83%	+12%
Resources	I have access to the technology and support I need to work from home (please select N/A if you have not been working from home)	78%	-1%
Resources	There are clear processes for how work is to be done	75%	+6%
Senior Management	Senior management are making effective decisions in response to COVID-19	86%	+13%

Ideas to consider

MPC could consider the following to address areas for improvement identified by workers who participated in the survey:

- > **Align your response to WHOG results:** Review [whole of government results](#) and connect agency messaging about the survey and WHS during COVID-19 to whole of government messaging and communications.
- > **Understand and consult:** Hold focus groups with your workers to understand in more detail how the whole of government results apply to your workforce and how directorate-level initiatives are aligned to whole of government initiatives. Review feedback and consultation mechanisms for workers.
- > **Senior leadership:** Implement ways to increase communication from senior management about impending changes and explain their decision making to improve perceptions of senior management decision making and visibility at work.

YOUR VOICE 2020

Have your say on work health, safety and wellbeing during COVID-19

- > **Communication and changed work:** Review current work procedures and how these have been, or are, communicated to workers and review any workload changes associated with COVID-19 to ensure these are being managed to support workers.
- > **Involvement:** Review the current mechanisms of employee feedback and involvement in decisions about their work and consider where further encouragement of employee feedback could be communicated.
- > Contact [WSIR](#) if you have any questions about your results, the survey, or the whole of government approach.

Resources

- > [WHOG survey results SharePoint page](#)
- > [COVID-19 WHS guide](#) (ACTPS)
- > [ACTPS Work Health Safety and Wellbeing Strategy](#)
- > [ACTPS Healthy Minds – Thriving Workplaces mental health strategy](#)
- > [Survey margin of error](#) (theVoice Project)

Results key

high
>= 80%

moderate
50 < 80%

low
< 50%