# Appendix B: Workforce survey questions

## Leadership development and values

This section asks about your views on Ambulance Victoria’s implementation of recommendations to adopt a new set of organisational values in August 2023, build leadership capability and improve workplace equality.

Please respond to the following statements related to the new Ambulance Victoria values of Care, Accountability, Respect and Excellence.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Always** | **Very often** | **Sometimes** | **Rarely** | **Never** | **Don’t know / Not applicable** |
| Ambulance Victoria operates in line with its new values | 1 | 2 | 3 | 4 | 5 | 6 |
| **Senior leaders** are held accountable for behaviour that is not in line with the new values | 1 | 2 | 3 | 4 | 5 | 6 |
| **My manager** is held accountable for behaviour that is not in line with the new values | 1 | 2 | 3 | 4 | 5 | 6 |

Please rate your level of agreement with the following statements.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **Don’t know / Not applicable** |
| People that are not in management roles are given opportunities to develop leadership and management skills before they apply for promotion | 1 | 2 | 3 | 4 | 5 | 6 |
| Newly appointed managers have the required support to effectively perform their role as people managers | 1 | 2 | 3 | 4 | 5 | 6 |
| Ambulance Victoria supports me to continually develop my leadership capability | 1 | 2 | 3 | 4 | 5 | 6 |

Have you completed the *Anti-Bullying and Anti-Harassment* online training module at any time since June 2022?

Yes

No *[Please go to question 0]*

Not sure *[Please go to question 0]*

Please rate your level of agreement with the following statements relating to the *Anti-Bullying and Anti-Harassment* training.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **Don’t know / Not applicable** |
| My understanding of my role in preventing discrimination, bullying, sexual harassment and victimisation has improved | 1 | 2 | 3 | 4 | 5 | 6 |
| My understanding of Ambulance Victoria’s positive duty to prevent discrimination, bullying, sexual harassment and victimisation has improved | 1 | 2 | 3 | 4 | 5 | 6 |
| I am confident I can apply what I have learnt in my role | 1 | 2 | 3 | 4 | 5 | 6 |

Have you participated in the Leading Together training program at any time since June 2022?

Yes

No *[Please go to the next section]*

Not sure *[Please go to the next section]*

Please rate your level of agreement with the following statements relating to the Leading Together training program.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **Don’t know / Not applicable** |
| I know how to adapt my leadership style to suit different situations | 1 | 2 | 3 | 4 | 5 | 6 |
| What I learnt will help me to be more inclusive in my leadership | 1 | 2 | 3 | 4 | 5 | 6 |
| What I learnt will help me to be more effective at constructively resolving conflict at work | 1 | 2 | 3 | 4 | 5 | 6 |
| My role as a leader in promoting workplace equality is as important as my role in promoting clinical excellence | 1 | 2 | 3 | 4 | 5 | 6 |
| It is important for leaders to have workplace equality Key Performance Indicators in their performance development plans | 1 | 2 | 3 | 4 | 5 | 6 |

## Flexibility, diversity and inclusion

This section asks about your views on Ambulance Victoria’s progress towards implementing recommendations to improve flexibility, diversity and inclusion in the workplace.

Under the *Equal Opportunity Act 2010* (Vic), employees have the right to request flexible working arrangements if they are a parent or carer, have a disability, are 55 years or older or are experiencing family or domestic violence. It is against the law for an employer to refuse flexible work requests unless they provide reasonable business grounds in writing.

Before today were you aware that Ambulance Victoria has removed the requirement for manager endorsement when applying for promotion and/or training opportunities?

Yes

No

Please rate your level of agreement with the following statements.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **Don’t know / Not applicable** |
| I am more likely to apply for career advancement opportunities now that manager endorsement is not required | 1 | 2 | 3 | 4 | 5 | 6 |
| Employees are now able to complete the Mobile Intensive Care Ambulance training program while working flexibly | 1 | 2 | 3 | 4 | 5 | 6 |

Please indicate the extent to which you feel the following act as a barrier to career advancement at Ambulance Victoria.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not at all | Very little | Somewhat | To a great extent | To a very great extent |
| Age | 1 | 2 | 3 | 4 | 5 |
| Gender | 1 | 2 | 3 | 4 | 5 |
| Race | 1 | 2 | 3 | 4 | 5 |
| Religion | 1 | 2 | 3 | 4 | 5 |
| Sexual orientation | 1 | 2 | 3 | 4 | 5 |
| Being a parent or carer | 1 | 2 | 3 | 4 | 5 |
| Disability | 1 | 2 | 3 | 4 | 5 |
| Having a flexible working arrangement | 1 | 2 | 3 | 4 | 5 |
| Having made a complaint | 1 | 2 | 3 | 4 | 5 |
| Expressing opinions | 1 | 2 | 3 | 4 | 5 |

Please rate your level of agreement with the following statements related to flexible work arrangements.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **Don’t know / Not applicable** |
| Ambulance Victoria supports flexible working arrangements for all employees and first responders | 1 | 2 | 3 | 4 | 5 | 6 |
| Ambulance Victoria employees that have a flexible work arrangement are equally valued in the workplace as employees that do not work flexibly | 1 | 2 | 3 | 4 | 5 | 6 |

Since June 2022, have you made a request for a reasonable adjustment?

Yes, my reasonable adjustment request was approved

Yes, but am yet to receive an outcome

Yes, it was not approved

I have not made a request for a reasonable adjustment

Prefer not to say

[Ask if q0 = 3, not approved] If your request was refused, what was the reason(s) given for denying your request? [Please select all that apply]

No reason was given [Mutually exclusive]

My manager or supervisor said they would think about it

It would cost too much

It would cause too much disruption in the workplace

It wasn't a reasonable request

I couldn't do my job even with the adjustments

Wouldn't have been fair to other employees

Staff shortages/operational reasons

No policy for reasonable adjustments

Other reason *[Please specify]*

Not sure [Mutually exclusive]

## Safety and prevention

This section asks about your views on Ambulance Victoria’s progress on implementing recommendations to prevent unlawful and harmful conduct in the workplace.

Please rate your level of agreement with the following statements regarding unlawful and harmful conduct.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **Don’t know / Not applicable** |
| Ambulance Victoria employees and first responders have been consulted on the development of the organisation’s plan for preventing unlawful and harmful conduct | 1 | 2 | 3 | 4 | 5 | 6 |
| Ambulance Victoria sets clear standards that unlawful and harmful conduct is not tolerated in the workplace | 1 | 2 | 3 | 4 | 5 | 6 |
| **Senior leaders** hold themselves accountable for preventing unlawful and harmful conduct | 1 | 2 | 3 | 4 | 5 | 6 |
| **My manager** holds themselves accountable for preventing unlawful and harmful conduct | 1 | 2 | 3 | 4 | 5 | 6 |
| I hold **myself** accountable for my role in keeping the workplace free from unlawful and harmful conduct | 1 | 2 | 3 | 4 | 5 | 6 |

Please rate your feeling of safety in the workplace in relation to the following:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Completely safe | Very safe | Moderately safe | Slightly safe | Not at all safe | Not sure |
| Discrimination | 1 | 2 | 3 | 4 | 5 | 6 |
| Sexual harassment | 1 | 2 | 3 | 4 | 5 | 6 |
| Victimisation | 1 | 2 | 3 | 4 | 5 | 6 |
| Bullying | 1 | 2 | 3 | 4 | 5 | 6 |

Overall, how **physically safe** do you feel at Ambulance Victoria?

Completely safe

Very safe

Moderately safe

Slightly safe

Not at all safe

Not sure

Overall, how **psychologically safe** do you feel at Ambulance Victoria?

Completely safe

Very safe

Moderately safe

Slightly safe

Not at all safe

Not sure

[Ask if Q0=4-5, slightly safe\not safe] Why do you [answer from Q0, 4= feel only slightly safe, 5=not feel safe] at Ambulance Victoria?

Why do you not feel physically safe?:

Why do you not feel psychologically safe?:

## Safety in isolated work environments

This section asks about Ambulance Victoria’s progress on implementing recommendations to improve your safety in isolated work environments.

Are you aware of the safety audit of isolated work environments?

Yes

No

At your main work location, are there working locks on all doors to private areas such as bathroom facilities and sleeping areas? [Please select all that apply]

Yes, in bathroom facilities

Yes, in sleeping areas

No [Mutually exclusive]

Not sure [Mutually exclusive]

How satisfied are you with the steps Ambulance Victoria has taken since the Commission’s review to improve safety in isolated environments?

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

Not sure

How confident are you that Ambulance Victoria will implement the necessary measures to protect you from unlawful and harmful conduct in isolated working environments?

Completely confident

Very confident

Moderately confident

Slightly confident

Not confident at all

Not sure

## Complaints management at Ambulance Victoria

This section asks about your knowledge and views about the new anonymous reporting pathway – Ambulance Victoria SpeakUp.

Before today, were you aware of the anonymous complaint reporting service called Ambulance Victoria SpeakUp?

Fully familiar with and understand the details

Familiar with and understand most details

Familiar with some details

Aware but not familiar with any details

Not aware

Please rate your level of confidence in SpeakUp.

Completely confident

Very confident

Moderately confident

Slightly confident

Not confident at all

Not sure

Please indicate how likely you would be to …

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very likely** | **Likely** | **Possibly** | **Unlikely** | **Very unlikely** | **Don’t know/ Not applicable** |
| Use Ambulance Victoria SpeakUp if you **experience** unlawful or harmful conduct | 1 | 2 | 3 | 4 | 5 | 6 |
| Use Ambulance Victoria SpeakUp if you **witness** unlawful or harmful conduct | 1 | 2 | 3 | 4 | 5 | 6 |

## Complaint handling policies and resources

This section asks about your knowledge about changes to complaint handling policies at Ambulance Victoria and your views about making a complaint to the Professional Standards and Behaviours Department (PSBD) since it commenced in June 2023.

Before today, were you aware that the new Professional Standards and Behaviours Department (PSBD) is operational?

Yes

No

Please rate your level of agreement with the following statements.

|  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **Don’t know / Not applicable** |
| --- | --- | --- | --- | --- | --- | --- |
| I am confident that I would be able to find the Ambulance Victoria complaints handling policies and resources if required | 1 | 2 | 3 | 4 | 5 | 6 |
| Ambulance Victoria complaints policies and procedures provide clear guidance about the steps involved in making a complaint | 1 | 2 | 3 | 4 | 5 | 6 |
| I understand the different options available to me if I want to make a complaint about unlawful conduct (e.g. internal, external, anonymous) | 1 | 2 | 3 | 4 | 5 | 6 |
| I would make a complaint to PSBD if I experienced unlawful or harmful conduct | 1 | 2 | 3 | 4 | 5 | 6 |
| Since the introduction of PSBD in June 2023, I trust that complaints will be managed well | 1 | 2 | 3 | 4 | 5 | 6 |
| The new PSBD complaints management process is better than the pre-June 2023 process | 1 | 2 | 3 | 4 | 5 | 6 |

Since 5 June 2023, have you made a complaint about unlawful conduct to PSBD or somewhere else? [Please select all that apply]

Yes, I have made a complaint to PSBD

Yes, I have made a complaint somewhere else in Ambulance Victoria or externally

No, I have not made a complaint [Mutually exclusive]

Prefer not to say [Mutually exclusive]

[Ask if q0 = 2, somewhere else] Who did you make a complaint to about the unlawful conduct? [Please select all that apply]

An executive

A senior manager

My manager

Another manager

People and Culture (i.e. Human Resources)

Ambulance Victoria SpeakUp

Australian Health Practitioner Regulation Agency (AHPRA)

Victorian Civil and Administrative Tribunal (VCAT)

A union or employee representative

A lawyer or legal service

Victorian Equal Opportunity and Human Rights Commission

Australian Human Rights Commission

WorkSafe Victoria

Fair Work Ombudsman

Victorian Ombudsman

Independent Broad-based Anti-Corruption Commission

Victoria Police

Other *[Please specify]*

Not sure [Mutually exclusive]

Prefer not to say [Mutually exclusive]

## Professional Standards and Behaviours Department complaint handling processes

Ask this section if q0=1, made a complaint to PSBD.

Did you experience any unfavourable treatment (victimisation) at work as a result of your complaint to Professional Standards and Behaviours Department (PSBD)?

Yes

No

Not sure

Prefer not to say

How long did it take to finalise your complaint?

Same day or next working day

Less than 1 month

1 to 3 months

4 to 6 months

7 to 12 months

Complaint not yet finalised

Not sure

Prefer not to say

What pathway was used to support resolution of your complaint? [Please select all that apply]

Local management supported resolution

Investigation

Mediation

Referral to another Ambulance Victoria department

Referral to an external body

Other *[Please specify]*

Not sure [Mutually exclusive]

Please rate your level of agreement with the following statements.

|  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **Don’t know / Not applicable** |
| --- | --- | --- | --- | --- | --- | --- |
| I felt my complaint to PSBD was handled in a **person-centred way** [Tool tip: A person-centred approach is one which prioritises the needs, wellbeing and empowerment of the individual who has experienced harm or victimisation.] | 1 | 2 | 3 | 4 | 5 | 6 |
| I felt my complaint to PSBD was handled in a **trauma-informed way** [Tool tip: A trauma-informed approach recognises the impact of trauma on individuals and ensures that services and interactions are sensitive, supportive and avoid retraumatisation.] | 1 | 2 | 3 | 4 | 5 | 6 |
| I felt the process of addressing my complaint was fair | 1 | 2 | 3 | 4 | 5 | 6 |
| I would be willing to make a complaint to PSBD in the future | 1 | 2 | 3 | 4 | 5 | 6 |

Please rate your level of satisfaction with the following.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very satisfied** | **Satisfied** | **Neither satisfied nor dissatisfied** | **Dissatisfied** | **Very dissatisfied** | **Don’t know / Not applicable** |
| Time taken to resolve your complaint | 1 | 2 | 3 | 4 | 5 | 6 |
| Support provided to you by your Case Manager | 1 | 2 | 3 | 4 | 5 | 6 |
| Communication with you through the complaint process | 1 | 2 | 3 | 4 | 5 | 6 |
| How the complaint was resolved | 1 | 2 | 3 | 4 | 5 | 6 |
| The opportunity to provide your feedback on how your complaint was handled | 1 | 2 | 3 | 4 | 5 | 6 |
| How your complaint was handled overall | 1 | 2 | 3 | 4 | 5 | 6 |

## Respondent to a complaint made against you

This section asks about your experience as a respondent to a complaint of unlawful conduct.

Since 5 June 2023, have you been the respondent to a complaint made about you?

Yes

No *[Please go to the next section]*

Prefer not to say *[Please go to the next section]*

Please rate your level of satisfaction with the following:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very satisfied** | **Satisfied** | **Neither satisfied nor dissatisfied** | **Dissatisfied** | **Very dissatisfied** | **Don’t know / Not applicable** |
| Time taken resolve the complaint | 1 | 2 | 3 | 4 | 5 | 6 |
| Fairness of the complaint handling process | 1 | 2 | 3 | 4 | 5 | 6 |
| Communication with you about the progress of the complaint against you | 1 | 2 | 3 | 4 | 5 | 6 |
| Support provided to you by Ambulance Victoria while the complaint was investigated and finalised | 1 | 2 | 3 | 4 | 5 | 6 |
| Overall outcome of the process | 1 | 2 | 3 | 4 | 5 | 6 |

## Overall progress to date at Ambulance Victoria

This section of the survey asks about your overall views on Ambulance Victoria’s progress on implementing the Commission’s recommendations to reduce and prevent discrimination, sexual harassment, bullying, victimisation (referred to as unlawful conduct) or other harmful workplace behaviours (referring to behaviours such as incivility and disrespect) since July 2022.

Please rate your level of agreement with the following statements regarding Ambulance Victoria’s progress.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **Don’t know / Not applicable** |
| I am kept informed of how implementation of the Commission’s recommendations is progressing | 1 | 2 | 3 | 4 | 5 | 6 |
| I know where to find information and updates on implementation of the Commission’s recommendations | 1 | 2 | 3 | 4 | 5 | 6 |
| Ambulance Victoria listens to the views of employees and first responders about ideas for changes to the workplace to reduce and prevent unlawful and harmful conduct | 1 | 2 | 3 | 4 | 5 | 6 |
| Ambulance Victoria is committed to helping to make the workplace free from harmful and unlawful conduct | 1 | 2 | 3 | 4 | 5 | 6 |

Please rate your level of confidence in the following.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Completely confident** | **Very confident** | **Somewhat confident** | **Slightly confident** | **Not at all confident** | **Not sure** |
| I trust that Ambulance Victoria will implement all the Commission’s recommendations | 1 | 2 | 3 | 4 | 5 | 6 |
| **Senior leaders** are taking action to reduce unlawful and harmful conduct in the workplace | 1 | 2 | 3 | 4 | 5 | 6 |
| **My manager** is taking action to reduce unlawful and harmful conduct in the workplace | 1 | 2 | 3 | 4 | 5 | 6 |
| **My colleagues** are taking action to reduce unlawful and harmful conduct in the workplace | 1 | 2 | 3 | 4 | 5 | 6 |

Since July 2022, have you experienced/seen any changes in the workplace because of steps put in place by Ambulance Victoria to reduce harmful and unlawful conduct?

No, no change

Very positive change

Somewhat positive change

Some change, neither positive nor negative

Somewhat negative change

Very negative change

Not sure

[Ask if Q0=2,3] What are the most significant **positive changes** that have you seen/experienced?

[Ask if Q0=5,6] What are the most significant **negative changes** that have you seen/experienced?

Overall, how satisfied are you with the progress Ambulance Victoria has made July 2022 towards reducing unlawful and harmful conduct and promoting workplace equality?

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

Not sure

## Your thoughts on what can be improved

Our last question is to tell us in your words what your views are about improvements that can be made during the implementation of the Commission’s recommendations.

What are the top 3 things you think still need to happen in the workplace to eliminate unlawful and harmful conduct and/or improve workplace equality?

1.

2.

3.

## About your work with Ambulance Victoria

This section of the survey collects information on your role with Ambulance Victoria.

Which of the following best describes your relationship with Ambulance Victoria?

Current employee

Current first responder/volunteer

[Default] How long have you been at Ambulance Victoria? [If q0 = 1, employee] How long have you been employed by Ambulance Victoria? [If q0 = 2, first responder] How long have you been a first responder/volunteer with Ambulance Victoria? Answer in total years if you have volunteered with Ambulance Victoria at different times.

 years

Prefer not to say

What is your work status?

Full-time

Part-time

Casual

Other *[Please specify]*

Prefer not to say

Which of the following best describes your current role at Ambulance Victoria?

Graduate Ambulance Paramedic (GAP)

Ambulance paramedic (AP12)

Advanced Life Support (ALS)

Mobile Intensive Care Ambulance (MICA) intern

Mobile Intensive Care Ambulance (MICA)/MICA flight paramedic

Flight paramedic (fixed wing)

First responder

Non-emergency patient transport (NEPT)

Operational support and managerial employees (e.g. communications centre employees, roster employees)

Corporate

Other *[Please specify]*

Prefer not to say

Which of the following best describes your current work location?
This is where you spend most of your time working or volunteering. If your exact location is not in this list, please choose the closest one.

Barwon South West

Gippsland

Grampians

Hume

Loddon Mallee

Metropolitan

Prefer not to say

How many people are in your current day-to-day team?

Up to 3 including yourself

4–7 including yourself

8–12 including yourself

13–20 including yourself

21–30 including yourself

31–50 including yourself

More than 50 including yourself

Prefer not to say

What best describes the composition of your current day-to-day team?

Mainly men

Mainly women

Roughly equal numbers of men and women

Not sure

Prefer not to say

## About you

This section of the survey collects background demographic information. We use this information to see if different groups of people experience the workplace in different ways. We will not report on anything that might identify you.

What is your gender?

Female

Male

Self-described *[Please specify]*

Prefer not to say

Do you identify as Aboriginal and/or Torres Strait Islander?

Aboriginal

Torres Strait Islander

Both Aboriginal and Torres Strait Islander

None of the above

Prefer not to say

What age group are you currently in?

18–29

30–39

40–49

50–64

65+

Prefer not to say

Do any of the following apply to you? [Please select all that apply]

I am LGBTIQA+

I am a person with disability (including a permanent or temporary physical, intellectual or psychological disability)

I come from a culturally, ethnically or linguistically diverse background

I am a parent and/or carer

None of the above [Mutually exclusive]

Prefer not to say [Mutually exclusive]