



ACT
Government

**Canberra Health
Services**

Ref FOI18-73



Dear 

Freedom of Information Request – FOI18-73

I refer to your application received by ACT Health on 22 August 2018 in which you sought access to information under the *Freedom of Information Act 2016* (the FOI Act).

In your application you have requested:

“...results of staff surveys on bullying or containing questions about bullying and related documents from ACT Health or hospitals from between 2015 and 2018.”

Following the separation of ACT Health on 1 October 2018, your access application has been dealt with by Canberra Health Services. I am an Information Officer appointed by the Chief Executive Officer under section 18 of the Act to deal with access applications made under Part 5 of the Act.

ACT Health, and now Canberra Health Services, were required to provide a decision on your access application by 11 October 2018.

Decision on access

One document (Folio 1) identified as relevant to your request contains information that I consider to be information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

I have decided to grant access, under section 50 of the Act, to a copy of this document with deletions applied to information that I consider would be contrary to the public interest to disclose.

I have decided to refuse access to two documents (Folios two and three) as I consider them to be information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

My access decisions are detailed further in the following statement of reasons and the documents release to you are as Attachment A to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act
- The contents of the documents that fall within the scope of your request

My reasons for deciding not to grant access to the identified documents and components of these documents are as follows:

Public Interest Factors Favouring Disclosure

The following factors were considered relevant in favour of the disclosure of the documents:

- Schedule 2.1(a)(i) the release of the document could be expected to promote open discussion of public affairs and enhance the government's accountability;
- Schedule 2.1(a) (ii), the release of the documents could contribute to positive and informed debate on important issues or matters of public interest.

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Schedule 2.2(a)(xi) release could reasonably be expected to prejudice trade secrets, business affairs or research of an agency or person;
- Schedule 2.2(a)(xii) prejudice an agency's ability to obtain confidential information;
- Schedule 2.2(a)(xv) prejudice the management function of an agency or the conduct of industrial relations by an agency;
- Schedule 2.2(b)(v) prejudice the effectiveness of testing or auditing procedures.

Balancing of Public Interest factors

Folio 1 of the identified documents contains information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act. The information, if released, could reasonably be expected to prejudice trade secrets, business affairs or research of Best Practice Australia. Further, some of the deleted information relates to information that falls outside the scope of your request.

I have made a decision to refuse to release the documents in Folios 2 and 3 of the identified documents. On balance, the release of these documents is contrary to the public interest to disclose under the test set out in section 17 of the Act as the public interest would not be advanced by their public disclosure.

The release of these documents would prejudice the agency's ability to obtain confidential information and would also prejudice the management functions of an agency.

Harm to the public interest that can be reasonably expected to occur from disclosure

Participation in staff surveys relies on the ability for staff to provide an honest elevation without the fear of reprisal. The release of Folios two and three could undermine the process of conducting survey's as staff may be inhibited or deterred from participating or providing honest responses. This could affect the agency's ability to gather important and accurate data which would affect the management functions of the agency. Therefore, I have decided the release of the documents identified at Folios two and three would be contrary to the public interest to disclose.

Charges

Processing charges are not applicable to this request.

Online publishing – disclosure log

Under section 28 of the Act, ACT Health maintains an 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 ACT Health and Canberra Health Services disclosure log not less than three days but not more than 10 days after the date of this this decision. Your personal contact details will not be published.

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 ACT Health and Canberra Health Services 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 the 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 St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

If you have any queries concerning Canberra Health Services processing of your request, or would like further information, please contact the FOI Coordinator on 6205 1340 or email HealthFOI@act.gov.au.

Yours sincerely,



Janine Hammat
A/g Executive Director
People & Culture

(1 October 2018

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: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	File No
[REDACTED]	Results of staff surveys on bullying or containing questions about bullying and related documents from ACT Health or hospitals from 2015 and 2018.	FOI18/73

Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1-8	ACT Health 2015 Workplace Culture Survey – Our Dark Side Risk	14 December 2015	Partial release	Schedule 2.2(a)(xi)	Yes
2	9-20	Survey Monkey – 2017 Division of Critical Care Pulse Survey	2017	Refusal	Schedule 2.2(a)(xii), (a)(xv), (b)(v)	No
3	21-38	Survey Monkey - Women, Youth and Children Community Health Programs Workplace Culture Pulse Survey	2017	Refusal	Schedule 2.2(a)(xii), (a)(xv), (b)(v)	No
Total No of Docs						
3						



Respondent Grouping: ***All respondents from this cohort.***

2015 Workplace Culture Survey : Analysis of data collected up until 14-Dec-15 from the surveys of 3,867 respondents drawn from ACT Health (which has a response rate of 54%).



**BEST PRACTICE
AUSTRALIA**
responsibility • courage • truth

BPA Focus of Research:

Our Dark Side Risk

Commissioned by:

ACT Health

Survey Title:

2015 Workplace Culture Survey

All respondents from this cohort.

ACT Health



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Program 4: Dark Side Risk

The "Dark Side Risk" Program is a risk assessment to ensure that the organisation is providing a workplace that is free from dehumanizing, intimidating, bullying, unlawful, unsafe, unethical or corrupt behaviours.



ACT Health

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Best Practice Scorecard

Benchmarking

ACT Health	Your Ratings (*)				
	Current Survey			Last Survey (if available)	
	% Yes or Agrees (rounded)	% Variance from Full Census Rating (*)	% Middle Rated % No or Dis- Agrees	Last Survey Rating (rounded)	% Change since Last Survey + Year + Significance (*)

Does the workplace have any Harassment or Bullying?

Q# 759 No Bullying or Harassment	My workplace is ... Free from harassment.	3,561	52%	28.1%	20.1%
Q# 760 No Bullying or Harassment	My workplace is ... Free from bullying.	3,562	46%	30.5%	23.8%

Q# 835 No Client Bullying	ACT Health provides me with a workplace that is free from Bullying, Harassment or Discrimination from ... Clients.	3,375	55%	34.0%	10.9%
Q# 836 No Client Bullying	ACT Health provides me with a workplace that is free from Bullying, Harassment or Discrimination from ... Friends and relatives of clients.	3,332	56%	33.6%	10.3%



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Best Practice Scorecard

Benchmarking

ACT Health		Your Ratings (*)		
		Current Survey		Last Survey (If available)
		% Yes or Agrees (rounded)	% Variance from Full Census Rating (*)	% Middle Rated
				Last Survey Rating (rounded)
				% Change since Last Survey + Year + Significance (*)
Are workplaces free from harassment or bullying by managers or co-workers?				
Q# 838 No Co-worker Bullying	ACT Health provides me with a workplace that is free from Bullying, Harassment or Discrimination from ... My supervisor/manager.	3,433	64%	23.8% 12.1%
Q# 844 No Co-worker Bullying	ACT Health provides me with a workplace that is free from Bullying, Harassment or Discrimination from ... Senior managers (other than my supervisor/manager).	3,388	57%	28.6% 14.3%
Q# 5782 No Co-worker Bullying	ACT Health provides me with a workplace that is free from Bullying, Harassment or Discrimination from ... Staff under my supervision.	2,927	68%	26.4% 5.7%
Q# 837 No Co-worker Bullying	ACT Health provides me with a workplace that is free from Bullying, Harassment or Discrimination from ... Co-workers in my immediate team.	3,435	62%	27.1% 10.6%
Q# 4445 No Co-worker Bullying	ACT Health provides me with a workplace that is free from Bullying, Harassment or Discrimination from ... Co-workers outside my immediate team.	3,398	55%	34.8% 10.6%
Are cases of harassment or bullying being reported & acted on appropriately?				
Q# 9816 Actioning Bullying Issues	If I observed or experienced bullying, harassment or discrimination ... I would report this behaviour.	3,518	67%	26.0% 6.7%
Q# 9817 Actioning Bullying Issues	If I observed or experienced bullying, harassment or discrimination ... I would know how to go about reporting such behaviour.	3,517	75%	20.4% 4.7%
Q# 9818 Actioning Bullying Issues	If I observed or experienced bullying, harassment or discrimination ... I would trust that, if such behaviour was reported, then it would be appropriately managed.	3,525	43%	32.9% 23.7%
What measures have been put in place to address Harassment & Bullying?				
Q# 5779 Addressing Bullying Issues	Over the past 12 months, there has been a significant improvement in ... Identifying and addressing bullying, harassing and discriminatory behaviour.	3,507	36%	46.8% 17.2%



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ACT Health		Your Ratings (*)		Benchmarking		
ACT Health		Current Survey		Last Survey (If available)		
		% Yes or Agrees (rounded)	% Variance from Full Census Rating (*)	% Middle Rated % No or Dis-Agrees	Last Survey Rating (rounded)	% Change since Last Survey + Year + Significance (*)

What measures have been put in place to address Harassment & Bullying?

Q# 4447 Addressing Bullying Issues	Over the past 12 months, there has been a significant improvement in ... Training activities to address bullying, harassment and discrimination.	3,507	45%	42.0%	12.9%
Q# 4448 Addressing Bullying Issues	Over the past 12 months, there has been a significant improvement in ... Reducing bullying, harassment and discrimination in the workplace.	3,494	35%	47.0%	17.6%
Q# 4449 Addressing Bullying Issues	Over the past 12 months, there has been a significant improvement in ... My manager's preparedness to eliminate bullying, harassment and discrimination.	3,499	50%	34.5%	15.1%
Q# 5780 Addressing Bullying Issues	Over the past 12 months, there has been a significant improvement in ... My team's preparedness to eliminate bullying, harassment and discrimination.	3,497	52%	36.4%	12.0%



ACT Health

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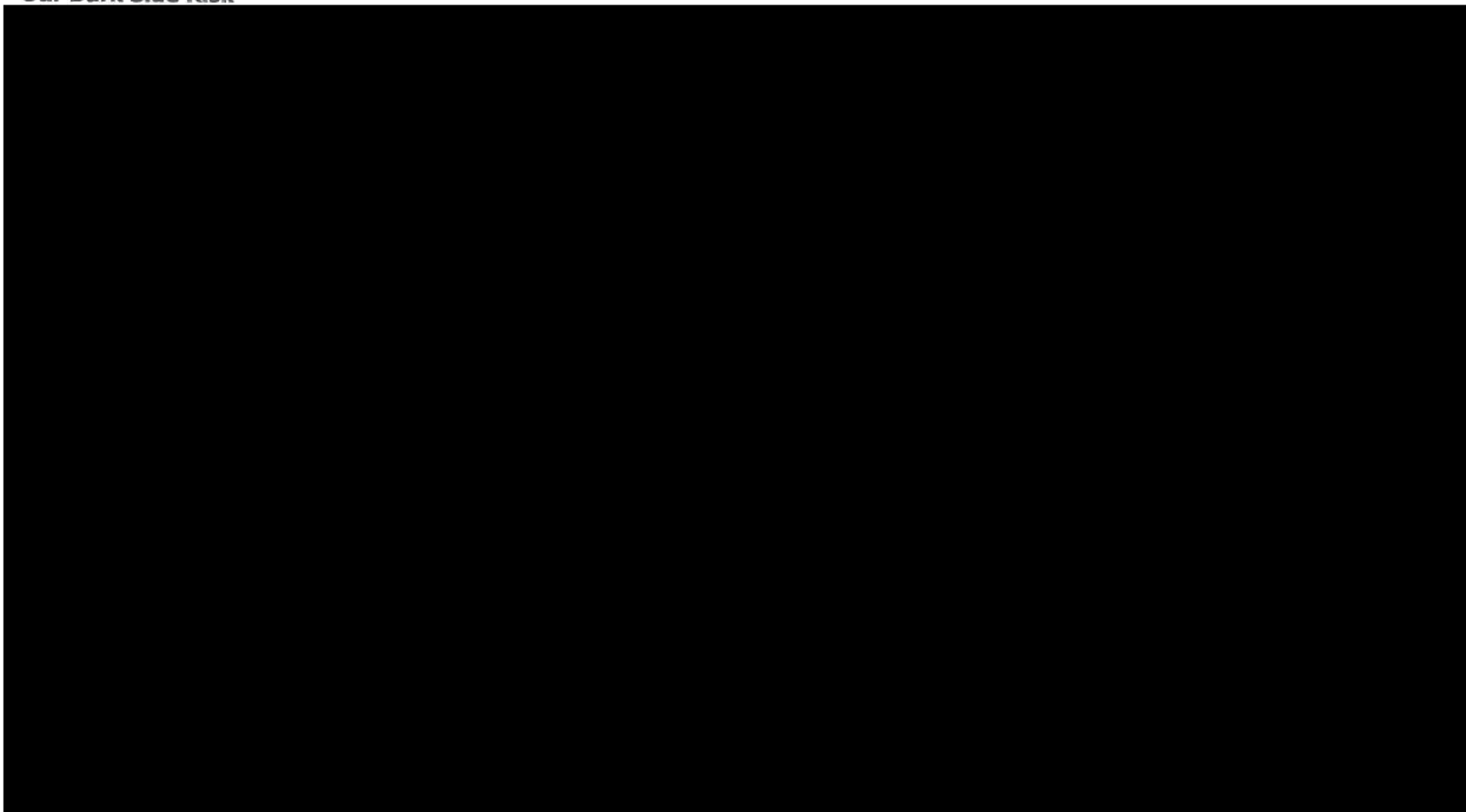
2015 Workplace Culture Survey : Analysis of data collected up until 14-Dec-15 from the surveys of 3,867 respondents drawn from ACT Health (which has a response rate of 54%).

Best Practice SpiderMap

ACT Health

All respondents from this cohort.

Our Dark Side Risk



NS: Total Census means the results for ACT Health Overall.

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Best Practice SpiderMap

ACT Health

All respondents from this cohort.

Our Dark Side Risk

Actioning Bullying Issues

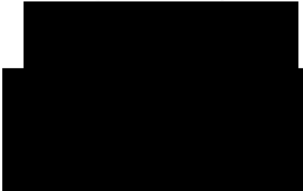
Measures the extent to which respondents are confident that if they report any bullying or harassment, then it will be acted upon.

Oct 2015 61.9% Avg n = 3520

No Co-worker Bullying

Measures the extent to which the organisation provides a workplace that is free from bullying and harassment from managers or co-workers.

Oct 2015 61.0% Avg n = 3316



No Client Bullying

Measures the extent to which the organisation provides a workplace that is free from bullying from clients.

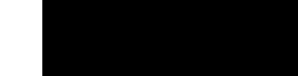
Oct 2015 55.6% Avg n = 3354



No Bullying or Harassment

Measures the extent to which the organisation provides a workplace that is free from bullying and harassment.

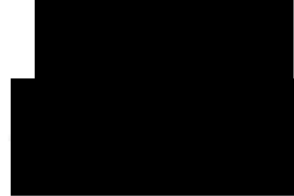
Oct 2015 48.8% Avg n = 3562



Addressing Bullying Issues

Measures the extent to which there has been significant improvement in the last 12 months in how well the organisation identifies and addresses bullying and harassment.

Oct 2015 43.7% Avg n = 3501





ACT Health

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