



Te Kawa Mataaho

Public Service Commission

24 April 2025

9(2)(a) privacy

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Official Information Request

Our Ref: PSCR 2025-0300

I refer to your official information request received on 14 March 2025:

"I'm requesting a copy of the following under the OIA, regarding the latest public service census:

- 1. The first draft of the public service census*
- 2. The draft of the public service census that was sent to Minister Willis' office*
- 3. The feedback received from Minister Willis' office*
- 4. The draft of the public service census after feedback from Minister Willis' office*
- 5. The draft of the public service census that was sent to Minister Collins' office*
- 6. The feedback received from Minister Collins' office*
- 7. The draft of the public service census after feedback from Minister Collins' office*
- 8. The public service census that was sent out"*

Information being released

Please find listed in the table below and enclosed the documents you have requested related to Te Taunaki Public Service Census (the census). Each document numbered below corresponds to the documents requested and numbered above.

Item	Date	Document Description	Pages #	Decision
1	July 2023	First draft of the census	1 – 23	Released in full
2	February 2024	Draft of the census sent to Minister Willis' office	24 - 38	Released in full
3	August 2024	Feedback received from Minister Willis' office EMAILS – Josh Masson and Christina Connolly – FW: Public Service Census 2024	39 – 55	Released in part
4	August 2024	Draft of the census after feedback from Minister Willis' office	56 - 70	Released in full

5	February 2025	Draft of the census sent to Minister Collins' office	71 - 84	Released in full
6	February 2025	Feedback received from Minister Collins' office 1. Misty Mossman, Private Secretary 2. Minister Collins	85 - 106	Released in full
7	February 2025	Draft of the census after feedback from Minister Collins' office	107 - 121	Released in full

I have decided to release the relevant parts of the documents listed above, subject to information being withheld under one or more of the following sections of the Official Information Act 1982 (OIA), as applicable:

- section 9(2)(a) – to protect the privacy of natural persons, including deceased people
- section 9(2)(g) – to maintain the effective conduct of public affairs through the free and frank expression of opinions

In addition, some information has been deleted where it is not within the scope of your request.

Information publicly available

The following information is also covered by your request and is publicly available on the Te Kawa Mataaho Public Service Commission website at the link provided for in the table below.

Item	Date	Document Description	Website Address
8	March 2025	The census that was sent out	Public-Service-Census-2025-FINAL-for-web.pdf

Accordingly, I have refused your request for the documents listed in the above table under section 18(d) of the Official Information Act 1982 (OIA) on the grounds the information requested is or will soon be publicly available.

If you wish to discuss this decision with us, please feel free to contact Enquiries@publicservice.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that we intend to publish this letter (with your personal details removed) and enclosed documents on the Te Kawa Mataaho Public Service Commission's website.

Yours sincerely



Nicky Dirks

Manager – Ministerial and Executive Services

Te Kawa Mataaho Public Service Commission

Te Taunaki | Public Service Census is limited to employees of Public Service departments, departmental agencies, and Crown agents.

Are you employed directly by a Public Service department, departmental agency, or Crown agent?

- ☐ Yes, whether permanent or temporary/fixed term
☐ No, I am a contractor (either self-employed or working for a private sector business) or work in the wider Public sector

if answer 'no' to this Q

Thank you for your time. You do not need to complete this survey.

Otherwise...

Q1. What Public Service department or departmental agencies do you currently work for (if on a secondment, please include both 'home' and 'secondment' agencies)?

Agency list - multiple responses

Where questions in Te Taunaki relate to an agency, we ask that you provide responses with one agency in mind. Preferably this will be the agency you currently work for and/or work most hours for, but we understand you may feel more knowledgeable about your recent experience with a different agency.

Agency list - single response

Q1a. Which agency will you be considering in your answers?

Part A: About you | Mōu ake

We want to understand more about you, your experiences and how these may vary across Public Service groups. This will inform a wide range of Public Service work in areas like diversity and inclusion, gender and ethnic pay gaps, pay equity, disability support, talent development and our capability to support Māori Crown relationships.

Q2. How old are you?

- ☐ Under 20 years
☐ 20 to 24 years
☐ 25 to 29 years
☐ 30 to 34 years
☐ 35 to 39 years
☐ 40 to 44 years
☐ 45 to 49 years
☐ 50 to 54 years
☐ 55 to 59 years
☐ 60 to 64 years
☐ 65 to 69 years
☐ 70 years or over
☐ Prefer not to answer
-

Q3a. Were you born in NZ?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q3b. How long ago did you first arrive to live in NZ?	<input type="checkbox"/> 20 years or more <input type="checkbox"/> 15 years to less than 20 years <input type="checkbox"/> 10 years to less than 15 years <input type="checkbox"/> 5 years to less than 10 years <input type="checkbox"/> 3 years to less than 5 years <input type="checkbox"/> 1 year to less than 3 years <input type="checkbox"/> Less than 1 year <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q4. What ethnic group(s) do you belong to?	Select all that apply to you. <input type="checkbox"/> New Zealand European <input type="checkbox"/> Māori <input type="checkbox"/> Samoan <input type="checkbox"/> Cook Islands Māori <input type="checkbox"/> Tongan <input type="checkbox"/> Niuean <input type="checkbox"/> Chinese <input type="checkbox"/> Indian <input type="checkbox"/> Other, e.g. Dutch, Japanese, Tokelauan. Please specify: _____ <input type="checkbox"/> Prefer not to answer
Q5. Are you descended from Māori (that is, did you have a Māori birth parent, grandparent or great-grandparent, etc)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q6. Please give the name(s) and region(s) of your iwi (tribe or tribes):	Iwi: ____AUTO-SUGGEST____ Region: _OPEN TEXT_____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q7. In which language(s) could you have a conversation about a lot of everyday things?	Please select all that apply. <input type="checkbox"/> English <input type="checkbox"/> Te Reo Māori <input type="checkbox"/> New Zealand Sign Language <input type="checkbox"/> Samoan <input type="checkbox"/> Other language(s) – please specify (eg Gujarati, Cantonese, Greek) ____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Q8. How well are you able to speak Te Reo Māori in day-to-day conversation?

- ☐ Very well – I can talk about almost anything in Te Reo Māori
- ☐ Well – I can talk about many things in Te Reo Māori
- ☐ Fairly well – I can talk about some things in Te Reo Māori
- ☐ Not very well – I can only talk about simple/basic things in Te Reo Māori
- ☐ No more than a few words or phrases (including none-at all)
- ☐ Don't know
- ☐ Prefer not to answer

Q9. What is your highest qualification?

- ☐ No Qualifications
- ☐ High School/Secondary School Qualification
- ☐ Level 1 to 4 Certificate
- ☐ Level 5 or 6 Diploma
- ☐ Bachelor's Degree or Level 7 Qualification
- ☐ Bachelor Honours Degree or Postgraduate Certificate/Diploma
- ☐ Master's Degree
- ☐ PhD/Doctoral Degree
- ☐ Other – please specify _____
- ☐ Don't know
- ☐ Prefer not to answer

Your identity is important. We want to understand our workforce, how aspects of your identity might affect your experiences and how included you feel in the Public Service.

It is a priority for us to understand how experiences and outcomes might vary for people of different religions, so that any issues can be quickly addressed. This is particularly in light of the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques.

This information will be used in ongoing work to improve Public Service workforce environments so that all public servants feel included and comfortable at work.

As with all questions in Te Taunaki, if you feel uncomfortable about answering these questions, you can select the 'prefer not to answer' option.

Q10. What is your religion?

What is your religion? ____AUTO SUGGEST____

[to include 'none', 'no religion', 'agnostic', 'atheist', 'prefer not to answer', etc]

If you have no religion, type "none" or "no religion". You can also type "prefer not to answer" or "object to answering" depending on how you wish to respond

Q11a. What is your gender?

Please select all that apply.

- ☐ Male
 - ☐ Female
 - ☐ Another Gender, please specify: _____
 - ☐ Don't know
 - ☐ Prefer not to answer
-

Q11b. Do your colleagues gender you correctly at work, that is, use the correct name, pronouns and nouns for you?

☐ No-one does
☐ Few people do
☐ Some people do, some people don't
☐ Most people do
☐ Everyone does
☐ Don't know
☐ Prefer not to answer

Q11c. Are you transgender?

☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

Transgender is an umbrella term that refers to people whose gender is different to the sex recorded at their birth. Identities that may fall under this include trans, non-binary genders, transsexual, takatāpui, fa'afafine, gender, queer, and many more. Some people who come under this umbrella term as it is defined may not use the term transgender to describe themselves.

Q11d. Do you have an intersex variation?

☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

Intersex is used as an umbrella term to denote a number of different variations in a person's bodily characteristics that do not match strict medical definitions of male or female.

Q12. Which of the following do you identify as?

☐ Heterosexual or straight
☐ Gay
☐ Lesbian
☐ Bisexual
☐ Other – please specify _____
☐ Don't know
☐ Prefer not to answer

We want to better understand our workforce and the experiences of public servants who have a wide range of abilities. The following questions are internationally recognised as the best way to gather disability information. These will be used to inform improvements in the working environment for public servants.

As with all questions in Te Taunaki, if you feel uncomfortable about answering these questions, you can select the 'prefer not to answer' option.

Q13. The next questions ask about difficulties you may have doing certain activities because of a health condition, disability or impairment.

Work under 4 point plans with Whaikaha and StatsNZ on best way to measure disability and supports needed, including mental health and neurodiversity

a. Do you have difficulty seeing, even if wearing glasses?

b. Do you have difficulty hearing, even if using a hearing aid?

c. Do you have difficulty walking or climbing steps?

No difficulty	Some difficulty	A lot of difficulty	Cannot do at all	Prefer not to answer

d. Using your usual language, do you have difficulty communicating, for example understanding or being understood?

e. Do you have difficulty remembering or concentrating?

f. Do you have difficulty with self-care, such as washing all over or dressing?

Q14. Do you experience any mental health conditions that have lasted for six months or more?

- ☐ Yes
☐ No
☐ Prefer not to answer

Part B: Balancing life and work | Te manaaki ora i te kāinga, i te mahi

We want to understand more about your demands outside of work, and how much you are able to use flexible working options. Flexible working will help the Public Service build more diverse and inclusive workplaces by making sure that career and pay progression is equally available regardless of gender, ethnicity, disability and other dimensions of diversity. Your answers will help us to support agencies to fully implement a flexible by default approach, so that it is normalised in the workplace.

Q15. In your role at [the][agency], do you currently use any of the following flexible working arrangements?

- Please select all that apply.
☐ Flexible start and finish times or flexible break times [\[Go to Q17\]](#)
☐ Job-sharing [\[Go to Q17\]](#)
☐ Working reduced hours [\[Go to Q17\]](#)
☐ Working from home
☐ Working from a different site, other than from home [\[Go to Q17\]](#)
☐ Flexi-leave, e.g. study leave, trading salary for additional leave [\[Go to Q17\]](#)
☐ Compressed hours (i.e. working standard hours over fewer days e.g. 40 hours over 4 days) [\[Go to Q17\]](#)
☐ Other – please specify _____ [\[Go to Q17\]](#)
☐ No, I don't use any of these flexible working arrangements [\[Go to Q17\]](#)
☐ Don't know [\[Go to Q17\]](#)
☐ Prefer not to answer [\[Go to Q17\]](#)

Q16a. In a typical week, how many days a week do you work in the office/hub/on site for your agency?

[free text numeric up to 7]

Q16b. In a typical week, how many days a week do you work from home?

[free text numeric up to 7]

Q16c. When you work at home, do you have access to the tools you need to be effective in your role?

- ☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

Q17. Would you like to have access to additional flexible working arrangements?

- ☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

Q18. Would you like to have access to flexible working arrangements?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q19. Which of the following flexible working arrangements would you like to access, or access more of, if you use them already?	Please select all that apply. <input type="checkbox"/> Flexible start and finish times or flexible break times <input type="checkbox"/> Job sharing <input type="checkbox"/> Working reduced hours <input type="checkbox"/> Working from home <input type="checkbox"/> Working from a different site, other than from home <input type="checkbox"/> Flexi leave, e.g. study leave, trading salary for additional leave <input type="checkbox"/> Compressed hours (i.e. working standard hours over fewer days e.g. 40 hours over 4 days) <input type="checkbox"/> Other — please specify _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q20. If you had the opportunity, would you want to work out of a regional public service hub? [needs an explanation of what those are/would be]	Yes No Don't Know Prefer not to answer
Q21. What are your reasons for currently using or wanting to use flexible working arrangements?	Please select all that apply. <input type="checkbox"/> It's required in my job e.g. due to COVID, other events <input type="checkbox"/> To help manage my parenting or caring responsibilities for children (including grandchildren) <input type="checkbox"/> To help manage my other caring responsibilities <input type="checkbox"/> To help manage my voluntary work for a community, cultural or religious group, e.g. for whanau, marae, Pasifika community, church etc <input type="checkbox"/> To allow more time for study, training, further education or learning <input type="checkbox"/> To allow more time for another regular paid job or self-employment (e.g. secondary job/employment) <input type="checkbox"/> To allow more time for other activities <input type="checkbox"/> To reduce the time, cost or other impacts of commuting <input type="checkbox"/> To help me manage a disability or health issue <input type="checkbox"/> Other — please specify _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q22. In the last 12 months have you taken parental leave or partner's parental leave while working in the Public Service?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Q23. How many weeks of parental leave did you take?	<input type="checkbox"/> less than 2 weeks <input type="checkbox"/> 2 weeks to less than 6 weeks <input type="checkbox"/> 6 weeks to less than 12 weeks <input type="checkbox"/> 12 weeks to less than 26 weeks <input type="checkbox"/> 26 weeks to less than 52 weeks <input type="checkbox"/> 52 weeks or more <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q24. Do you have parenting and/or caring responsibilities? <i>This could include caring for children (yours or others'), older relatives, friends, etc.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to answer
Q25. For whom do you have parenting or caring responsibilities?	Please select all that apply. <input type="checkbox"/> Tamariki/children under the age of 5 years, including mokopuna/grandchildren <input type="checkbox"/> Tamariki/children aged 5 to 13 years, including mokopuna/grandchildren <input type="checkbox"/> Tamariki/children/young people aged 14 years or over <input type="checkbox"/> Older whanau/family or friends <input type="checkbox"/> Whanau/family or friends with a disability or long term illness <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to answer
Q26. How difficult or easy is it for you to balance your parenting and/or caring responsibilities with your work responsibilities?	<input type="checkbox"/> Very difficult <input type="checkbox"/> Difficult <input type="checkbox"/> Neutral <input type="checkbox"/> Easy <input type="checkbox"/> Very easy <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q27. Thinking now about the days and times you spend working in your role at [the][agency], in general, how do you feel about the balance between your working life and your life outside of work?	<input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very satisfied <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Part C: Your work | Ō mahi

We want to understand how things such as job type, employment conditions and career progression in the public sector might be different for people of different genders, ethnicities, age groups or for people with responsibilities outside work. This will inform Public Service work areas that include pay equity, talent and leadership development, and workforce planning.

Q28. How long, have you been employed in your current role at [the][agency]?

Please include time spent working in this current role that may have been with a legacy agency (for example, the Department of Labour is a legacy agency of MBIE), if this applies to you.

- ☐ Less than 6 months
- ☐ 6 months to less than 12 months
- ☐ 1 year to less than 2 years
- ☐ 2 years to less than 3 years
- ☐ 3 years to less than 5 years [\[Go to Q30\]](#)
- ☐ 5 years to less than 10 years [\[Go to Q30\]](#)
- ☐ 10 years to less than 15 years [\[Go to Q30\]](#)
- ☐ 15 years to less than 20 years [\[Go to Q30\]](#)
- ☐ 20 years to less than 30 years [\[Go to Q30\]](#)
- ☐ 30 years or more [\[Go to Q30\]](#)
- ☐ Don't know
- ☐ Prefer not to answer

Q29. What initially attracted you to work in the New Zealand Public Service?

For those who have started in the past 3 years only

- Please select all that apply.
- ☐ Career progression opportunities
 - ☐ Professional development / training opportunities
 - ☐ Job security
 - ☐ Good remuneration
 - ☐ Flexible work arrangements
 - ☐ Work location
 - ☐ Belief in the purpose and principles of the New Zealand Public Service
 - ☐ Work that contributes positively to society
 - ☐ Work that helps people in my community
 - ☐ Interesting work
 - ☐ A job that enables me to work independently
 - ☐ Work aligned with my job skills, experience or training
 - ☐ Quality of workplace relationships/ social environment at work
 - ☐ An inclusive work environment
 - ☐ Quality of leadership/management (e.g. supportive, clear communication)
 - ☐ Lack of suitable alternative job prospects
 - ☐ I was not satisfied with my previous work
 - ☐ Other (please specify) _____
 - ☐ Don't know
 - ☐ Prefer not to answer

Q30. How long, in total, have you been employed by [the][agency]?

If applicable, please include:

- *any time spent working for this agency where you may have been employed in a different role*
- *any previous periods of employment with this agency or any of its legacy agencies.*

WORKFORCE DATA REQUESTED FROM AGENCIES WITH EMAIL ADDRESS

-
- ☐ Less than 6 months
 - ☐ 6 months to less than 12 months
 - ☐ 1 year to less than 2 years
 - ☐ 2 years to less than 3 years
 - ☐ 3 years to less than 5 years
 - ☐ 5 years to less than 10 years
 - ☐ 10 years to less than 15 years
 - ☐ 15 years to less than 20 years
 - ☐ 20 years to less than 30 years
 - ☐ 30 years or more
 - ☐ Don't know
 - ☐ Prefer not to answer
-

Q31. How long, in total, have you been employed by any New Zealand Public Service departments or departmental agencies, including any legacy agency (e.g. the Department of Labour is a legacy agency of MBIE)?

Please count the total time you have spent working for these agencies, including time on parental leave. Don't count time away from these departments when you were working elsewhere or were not employed.

- ☐ Less than 6 months
- ☐ 6 months to less than 12 months
- ☐ 1 year to less than 2 years
- ☐ 2 years to less than 3 years
- ☐ 3 years to less than 5 years
- ☐ 5 years to less than 10 years
- ☐ 10 years to less than 15 years
- ☐ 15 years to less than 20 years
- ☐ 20 years to less than 30 years
- ☐ 30 years or more
- ☐ Don't know
- ☐ Prefer not to answer

Q32. And if you also include any time you have spent working in other central or local government agencies—for example Crown entities, Crown owned companies, schools or tertiary education institutions—how long have you been employed in the New Zealand Public sector, overall?

How long, in total, have you been employed by the New Zealand public sector?

Please count the total time you have spent working for government agencies, including Crown entities, Crown owned companies, schools or tertiary education institutions. Don't count time away from the Public sector when you were working elsewhere or were not employed.

- ☐ Less than 6 months
- ☐ 6 months to less than 12 months
- ☐ 1 year to less than 2 years
- ☐ 2 years to less than 3 years
- ☐ 3 years to less than 5 years
- ☐ 5 years to less than 10 years
- ☐ 10 years to less than 15 years
- ☐ 15 years to less than 20 years
- ☐ 20 years to less than 30 years
- ☐ 30 years or more
- ☐ Don't know
- ☐ Prefer not to answer

Q33. How many Public sector agencies have you worked for during this time?

The Public sector includes Public Service departments, Crown agents, crown entities, other central and local government agencies, Crown owned companies, schools and tertiary education institutes.

*Please count each agency that you have worked for only once, even if you had previous periods of employment with an agency or any of its legacy agencies.
Please note that the box will accept numeric input only, e.g. '1' and not 'One'.*

- Number field
- ☐ Don't know
 - ☐ Prefer not to answer

Q34. Did you enter the New Zealand Public Service **public sector** through a formal Early in Career programme (such as a cadetship, an internship, or a graduate programme)?

- ☐ Yes
 - ☐ No
 - ☐ Don't know
 - ☐ Prefer not to answer
-

Q35. What region do you mainly work in (i.e. where are you physically based)?

WORKFORCE DATA REQUESTED FROM AGENCIES WITH EMAIL ADDRESS

- ☐ Auckland region
- ☐ Bay of Plenty region
- ☐ Canterbury region
- ☐ Gisborne region
- ☐ Hawke's Bay region
- ☐ Manawatu-Wanganui region
- ☐ Marlborough region
- ☐ Nelson region
- ☐ Northland region
- ☐ Otago region
- ☐ Southland region
- ☐ Taranaki region
- ☐ Tasman region
- ☐ Waikato region
- ☐ Wellington region
- ☐ West Coast region
- ☐ New Zealand Areas Outside of Regional Boundaries (e.g. Chatham Islands, Kermadecs)
- ☐ Overseas
- ☐ Time split equally across multiple regions
- ☐ Don't know
- ☐ Prefer not to answer

Q36. Which of the following occupational categories best describes your current role at [the] [agency]?

WORKFORCE DATA REQUESTED FROM AGENCIES WITH EMAIL ADDRESS

- ☐ Leaders and managers (all those with people or thought leadership roles)
- ☐ Inspectors and Regulatory Officers (e.g. customs and immigration officers, tax inspectors)
- ☐ Social, Health and Education Workers (e.g. nurses, social workers, psychologists)
- ☐ Contact or Call Centre Workers
- ☐ Clerical and Administrative Workers (e.g. receptionists, general clerical workers, programme administrators)
- ☐ Policy Analysts
- ☐ Information Professionals
- ☐ ICT Professionals and Technicians
- ☐ Legal, HR and Finance Professionals
- ☐ Other Occupations
- ☐ Don't know
- ☐ Prefer not to answer

Q37. And what was your occupation / job title (e.g. policy analyst, corrections officer, contact centre team leader)

WORKFORCE DATA REQUESTED FROM AGENCIES WITH EMAIL ADDRESS

- ANZSCO list auto-complete
- ☐ Don't know
- ☐ Prefer not to answer

Q38. What management responsibilities do you have? Do you have any management responsibilities?

- ☐ No, managing staff is not part of my role [\[Go to Q39\]](#)
 - ☐ Yes, I have (or am expected to have) direct reports in my role none of whom have their own direct reports [\[Go to Q 40a\]](#)
 - ☐ I have direct reports—some or all of whom have their own direct reports
 - ☐ Don't know [\[Go to Q39\]](#)
 - ☐ Prefer not to answer [\[Go to Q39\]](#)
-

Q39. Are you interested in moving into a management role in the future?	<input type="checkbox"/> Yes [Go to Q42] <input type="checkbox"/> No [Go to Q43] <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q40a. Does the team you manage have the ability to use flexible work (e.g. working from home, flexible start/finish times)? (Workforce Team request)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q40b. What impact does flexible work have on team's productivity/ ability to get their work done in a timely way? (Workforce Team request)	<input type="checkbox"/> Increases productivity <input type="checkbox"/> No impact <input type="checkbox"/> Decreases productivity <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q40c. Do feel you can effectively manage poor performance in your team?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q41. Are you a member of the Public Service Leaders Group?	<input type="checkbox"/> Yes [Go to Q43] <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q42. Are you interested in moving into a senior leadership role in the future?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q43. In your role at [the][agency] are you... WORKFORCE DATA REQUESTED FROM AGENCIES WITH EMAIL ADDRESS	<input type="checkbox"/> A tier 1 leader (e.g. a Director General, Chief Executive etc.) <input type="checkbox"/> A tier 2 leader <input type="checkbox"/> A tier 3 leader <input type="checkbox"/> A tier 4 leader <input type="checkbox"/> A tier 5 leader or another type of manager or team leader <input type="checkbox"/> In a non-managerial position <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q44. In your role at [the][agency], do you spend more than half of your working time dealing directly with the public, external customers and clients, or people in your care – either face to face, online or over the phone? (Please don't include time with internal customers and clients)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q45. In your role at [the][agency], what are your weekly paid hours of work as stated in your employment agreement? WORKFORCE DATA REQUESTED FROM AGENCIES WITH EMAIL ADDRESS	<input type="checkbox"/> number field [hours/minutes] <input type="checkbox"/> I don't have 'set' or 'contracted' hours <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Q46. In your role at [the][agency], how many hours do you usually work per week, on average?	<input type="checkbox"/> same as above/contracted hours <input type="checkbox"/> number field [hours/minutes] <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q47. Do you regularly need to work beyond your normal contracted work hours? (Workforce Team request)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q48 Why do you work beyond your normal contracted hours? Select all that apply (Workforce Team request)	<input type="checkbox"/> Required to do so by my supervisor <input type="checkbox"/> Need to earn more money/want the overtime pay <input type="checkbox"/> Too much work to complete in the normal hours <input type="checkbox"/> Not enough people in my team to get the work done, so I need to work extra hours for us to keep up <input type="checkbox"/> Contacted out of work hours by colleagues/manager for urgent tasks <input type="checkbox"/> I'd rather be at work than at home <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q49. In your role at [the][agency], which of the following best describes your employment? WORKFORCE DATA REQUESTED FROM AGENCIES WITH EMAIL ADDRESS	<input type="checkbox"/> A permanent employee <input type="checkbox"/> A temporary employee—casual (no guarantee of regular work) <input type="checkbox"/> A temporary employee—fixed term <input type="checkbox"/> A temporary employee—other (e.g. a seasonal job) <input type="checkbox"/> Other <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
<i>An employment agreement lists the terms and conditions of employment.</i> Q50. In your role at [the][agency], are you on an individual employment agreement or a collective employment agreement?	<input type="checkbox"/> Individual agreement <input type="checkbox"/> Collective agreement <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q51. Are you a member of a union? <i>A union is a membership organisation that promotes its members collective employment interests</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Q52. In your role at [the][agency], which of the following ranges does your gross full-time equivalent annual salary fall into?

Gross full-time equivalent annual salary is what you would earn pre-tax if you worked full time, and for one year, in your current role, excluding any overtime or allowances.

less than \$40,000
 \$40,000 - \$44,999
 \$45,000 - \$49,999
 \$50,000 - \$54,999
 \$55,000 - \$59,999
 \$60,000 - \$64,999
 \$65,000 - \$69,999
 \$70,000 - \$74,999
 \$75,000 - \$79,999
 \$80,000 - \$84,999
 \$85,000 - \$89,999
 \$90,000 - \$94,999
 \$95,000 - \$99,999
 \$100,000 - \$109,999
 \$110,000 - \$119,999
 \$120,000 - \$129,999
 \$130,000 - \$139,999
 \$140,999 - \$149,999
 \$150,000 - \$199,999
 \$200,000 - \$209,999
 \$210,000 - \$219,999
 \$220,000 - \$229,999
 \$230,000 - \$239,999
 \$240,999 - \$249,999
 \$250,000 +

☐ Don't know
☐ Prefer not to answer

Q53. Please rate your level of agreement with the following statements about your role.
 (FROM APS CENSUS)
 (Workforce Team request)

a. I am fairly remunerated (e.g. salary, superannuation, Kiwi Saver) for the work that I do.

b. I am satisfied with my non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits).

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know / Not applicable	Prefer not to answer

Part C: Your Team

Q54. In the last month, please rate your team's success in meeting its goals and objectives

Excellent	Very good	Average	Below average	Well below average	Don't know / Not applicable	Prefer not to answer

Q55. Please rate your level of agreement with the following statement about your team.

FROM APS CENSUS

(Productivity- Workforce Team request)

a. The people in my team use time and resources efficiently

b. The people in my team cooperate to get the job done

c. I feel accepted as a valued member of the team

d. The people in my workgroup behave in an accepting manner towards people from diverse backgrounds

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer

Q56. How would you describe your working relationship with your supervisor/direct manager?

Q57. What best describes your workload?

(APS Census)

	Very good	Good	Neither good nor bad	Bad	Very bad	Don't know	Prefer not to answer
	Well above capacity – too much work	Slightly above capacity – lots of work to do	At capacity – about the right amount of work to do	Slightly below capacity – available for more work	Well below capacity – not	Don't know	Prefer not to answer

Part D: Inclusion | Te Whai wāhitanga

We want to understand your experiences and what you think would make our Public Service workplaces fair and inclusive. This will inform a wide range of work to help us build a Public Service where we are all valued and respected for our uniqueness, feel we belong and can be ourselves at work.

Q58. Please rate your level of agreement with the following statements about diversity and inclusion at [the][agency].

a. The agency I work for supports and actively promotes an inclusive workplace

b. I have access to employee led networks relevant to me.

Employee led networks can be for example a women's network, a rainbow network, a network for an ethnic group or one that is centred around a professional group or discipline.

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know / Not applicable	Prefer not to answer

e. I am valued for the range of cultural expertise I bring to the job

f. I feel comfortable working with people from backgrounds other than my own [HOVER OVER: For people you 'work with', you may wish to consider customers, clients, colleagues, or any other work relationship]

g. I feel comfortable being myself at work /with my colleagues

Q59. What could [the][agency] do to make you feel more comfortable about being yourself at work?

- ☐ (open text) _____
- ☐ Nothing
- ☐ Don't know
- ☐ Prefer not to answer

Part E: Wellbeing

Explanation of survey as monitoring, not reporting mechanism. To report negative workplace behaviour contact the Human Resources team in your organisation.

Q60. Work stress is when being at work, or the work itself, makes you feel tense, anxious, or less able to cope.

In the last 12 months, how often would you say you have experienced work stress?

(Survey of Working Life StatsNZ)

Always

Often

Sometimes

Hardly ever

Never

Don't know

Prefer not to answer

Q61. In the last 12 months, have you experienced any discrimination, harassment or bullying while working in your job?

(Survey of Working Life StatsNZ)

Yes

No [Go to Section F]

Q62. What type of discrimination, harassment or bullying did you experience? [Please select all that apply]

[Adapted from APS Census, HRC, NAQ]

Select all that apply

Don't know / Not applicable

Prefer not to answer

a. Sexual harassment (e.g. unwanted sexual remarks/jokes, unwanted sexually explicit material shared online, pressure for sex)

b. Cyber bullying (abuse carried out online, e.g. social media, text, email, or Teams)

c. Verbal abuse (e.g. offensive language directed toward you, derogatory remarks, shouting)

d. 'Initiations' or pranks carried out by people you don't get on with

e. Interference with your personal property or work equipment

f. Interference with work tasks (e.g. withholding needed information, undermining or sabotage)

g. Inappropriate and unfair application of work policies or rules (e.g. access to leave, access to learning and development)			
h. Deliberate exclusion from work-related activities			
i. Being given tasks with unreasonable or impossible targets or deadlines			
j. Negative comments/behaviour toward you because of your disability			
k. Negative comments/behaviour toward you because of your ethnicity or race			
l. Negative comments/behaviour toward you because of your religion			
m. Negative comments/behaviour toward you because of your sexual identity or orientation			
n. Negative comments/behaviour toward you because of your gender			
o. Threats of violence/physical abuse or actual abuse			
p. Other, please specify (please do not list names, addresses, phone numbers or other identifying details about yourself or any other person)			

[For each yes in Q62, show Q62a with piped text showing item.]

Q62a. How often did [INSERT] happen?	One time	A few times over the last 12 months	Monthly	Weekly	Daily	Don't know	Prefer not to answer
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[For each yes in Q62, show Q63 with piped text showing item.]

Q63. Who was responsible for the most recent incident of [INSERT]?	Select one
Your current or previous supervisor	
Someone more senior (other than your supervisor)	
Co-worker in your current agency	
Contractor/consultant/service provider	
Client or customer	
A member of the public	
Colleague from another government agency	
Minister or ministerial advisor	
Don't know	
Prefer not to answer	

[Show all]

<p>If you are experiencing distress at work or at home, you are encouraged to contact your agency's Employee Assistance Program (EAP), or access support from services such as:</p> <ul style="list-style-type: none"> Free call or text 1737 to reach a trained counsellor. Anyone feeling stressed, worried, down, or needing tautoko (support) or someone to talk to can call or text. The Depression Helpline – 0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions). Alcohol Drug Helpline (0800 787 797)

Part F: Skills and development | Te whakapiki pūkenga

We want to understand how you feel about your career progression opportunities, skills and development. These answers will inform work on training opportunities and development in agencies and across the Public Service.

- Q64.** Thinking about your role at [the][agency], which of the following best describes how you feel about your skills?
'Skills' include your qualifications, experience and personal strengths.
- ☐ I need further training to do the job well
☐ My skills match well with the work I do
☐ I have the skills to cope with more demanding work
☐ Don't know
☐ Prefer not to answer

Q65a. In the last 12 months, have you done any training related to your job such as courses, study, or on-the-job training?

- ☐ Yes
☐ No [\[Go to Q\]](#)
☐ Don't know [\[Go to Q\]](#)
☐ Prefer not to answer [\[Go to Q\]](#)

On-the-job training is training at work, undertaken while also doing the actual job, to gain skills needed for that job. ~~Don't~~ count health and safety training.

Q65b. What topics have you completed training on? Select all that apply
 (Ministry for Ethnic Communities request for intercultural training)

- ☐ Leadership
☐ Māori Crown capability
☐ The Treaty of Waitangi
☐ Te Reo Māori
☐ Health and safety topics
☐ Intercultural awareness
☐ Diversity and inclusion
☐ Another topic related to my career field
☐ Other, please specify
☐ Don't know
☐ Prefer not to answer

Q66. Please rate your level of agreement with the following statements about working in the Public Service.

- a.** I received learning and development to support my transition into my current role
- b.** I have access to the learning and development I need to do my job well
- c.** I am encouraged and supported to apply for developmental opportunities (e.g. other roles, secondments, senior positions)
- d.** All things considered, I am satisfied with my career development opportunities

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know / Not applicable	Prefer not to answer

Part G: Māori Crown relationship | Te hononga i waenga i te Māori me te Karauna

The Public Service Act 2020 explicitly recognises that the Public Service has an important role to support the Crown in its relationships with Māori under Te Tiriti o Waitangi/the Treaty of Waitangi. We want to understand how confident and supported you feel at work to do this. These answers will inform work to build cultural capability across the Public Service system and within agencies.

Q67. Please rate your level of agreement with the following statements regarding Te Reo Māori. In [the][agency]....

a. ...the Te Reo Māori goals of the agency are clear

b. ...I hear leaders regularly using Te Reo Māori words and phrases

c. ...staff are encouraged to use Te Reo Māori

d. ...staff are supported to improve our Te Reo Māori (e.g. through on-the-job learning, in-house courses, etc.)

e. I value my knowledge of Te Reo Māori and/or wish to grow it

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know / Not applicable	Prefer not to answer

Q68. When you are at work, how much Te Reo Māori do you speak to others?

(Te Taura Whiri proposed changes)

☐ All Te Reo Māori

☐ Mostly Te Reo Māori

☐ Te Reo Māori equally with English (or another language)

☐ Conversational te reo Māori (I sometimes hold 1-5 minute long conversations in Māori or attend meetings in te reo Māori)

☐ Some te reo Māori phrases at work (such as “kei te pēhea koe?” and “nau mai, e te whānau,” or I can say a very basic mihi, introduction, or welcome in Māori).

☐ Basic Māori words (such as kia ora or tēnā koe to greet people, or words like whānau, kai, or whare in English sentences)

☐ Very little te reo Māori or never use it at all (never or very seldom use Māori words, except for names and places like Matariki or Taupō).

☐ No Te Reo Māori

☐ Don't know

☐ Prefer not to answer

Q69. In your last working week, how often did you hear...

a. Te reo Māori greetings

b. Single words in te reo Māori

c. Karakia

d. Waitata

e. Te reo Māori phrases

f. Conversations in te reo Māori

Daily	A few times a week	Once a week	Not at all	Don't know / Not applicable	Prefer not to answer

Q70. Please rate your level of agreement with the following statements:

a. I understand how my agency's Te Tiriti o Waitangi / Treaty of Waitangi responsibilities apply to its work

b. I am encouraged and supported to engage with Māori to ensure Māori views and perspectives are taken into account

Please select 'don't know / not applicable' if you feel this doesn't apply to your role.

c. I feel that leaders in my agency show a commitment to strengthening the relationships between Māori and the Crown

d. I understand how my work contributes to delivering better outcomes for Māori

e. I feel confident in my ability to identify aspects of my agency's work that may disadvantage Māori

f. I am comfortable supporting tikanga Māori - Māori cultural values and practice - in my agency (e.g. by using Te Reo Māori, participating in powhiri, karakia or hui)

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know / Not applicable	Prefer not to answer

Q71. How often is tikanga Māori used/visible in your work environment?

- ☐ Never
- ☐ Hardly ever
- ☐ Sometimes
- ☐ Often
- ☐ Always
- ☐ Don't know
- ☐ Prefer not to answer

Part G: Working in the Public Service | Te take mahi ai tātou i te Ratonga Tūmatanui

As with all questions in Te Taunaki, if you feel uncomfortable about answering any of these questions you may select the 'prefer not to answer' option.

Q72. Please rate your level of agreement with the following statements about working for the Public Service.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know / Not applicable	Prefer not to answer
a. I understand how my work leads to improved outcomes for communities							
b. It is important to me that my work contribute to the common good (OECD question)							
c. I feel a strong personal attachment to the New Zealand Public Service							
d. I feel a strong personal attachment to the agency I work for							
e. I would recommend my organisation as a good place to work (OECD question)							
f. I identify with the mission of my organisation (OECD question)							
g. My job inspires me (OECD question)							
h. The work I do gives me a sense of accomplishment (OECD question)							
i. I have a good understanding of what it means to be a politically neutral public servant (Public Service Act)							
j. I am confident that in my organisation people get jobs based on merit (Public Service Act)							
k. It's important to me that my organisation is open and transparent with the public (Public Service Act)							
l. In my work, I think about the long term good of New Zealand (Public Service Act)							
m. I find it easy to work with colleagues in other agencies to achieve good outcomes							

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ Don't know
- ☐ Prefer not to answer

More effective tools to manage poor performing staff

More recognition for the hard work I do

Stronger connection between front-line workers and senior leadership

Streamlined administrative processes within my agency

Improved technology and a more digital environment

Improved internal communication

Improved inclusiveness in my workgroup

Increased support for wellbeing

Reduced workload

Increased experimentation with new ideas

Increased flexibility in work practices

Increased ability to work collaboratively with other parts of government

Increased focus on growing capability to support the Māori Crown relationship

More accessible workplace environment

Other, please specify

☐ Don't know

☐ Prefer not to answer

Q75. Please indicate the importance of the following as reasons for you to stay in the New Zealand Public Service:

Q75. Please indicate the importance of the following as reasons for you to stay in the New Zealand Public Service:	Not important at all	low importance	some importance	high importance	very high importance	Don't know	Prefer not to answer
a. Career progression opportunities							
b. Professional development / training opportunities							
c. Job security							
d. Good remuneration							
e. Flexible work arrangements							
f. Work location							
g. Belief in the purpose and principles of the New Zealand Public Service							

- h. Work that contributes positively to society
- i. Work that helps people in my community
- j. Interesting work
- k. A job that enables me to work independently
- l. Work aligned with my job skills, experience or training
- m. Quality of workplace relationships/ social environment at work
- n. An inclusive work environment
- o. Quality of leadership/management (e.g. supportive, clear communication)
- p. Lack of suitable alternative job prospects

Part F: Mobility

As with all questions in Te Taunaki, if you feel uncomfortable about answering any of these questions you may select the 'prefer not to answer' option.

Q76. Which of the following statements best describes your current situation?

Please select one category only

- ☐ I have no immediate plans to leave my current position ~~[HOVER-OVER: Also select this option if you plan to go on long term leave, including parental leave, and return to your current position]~~ [\[Go to Q76\]](#)
- ☐ I am actively applying for another role/other roles now ~~[HOVER-OVER: Also select this option if you are currently applying for a secondment]~~ [\[Go to Q73\]](#)
- ☐ In the next 12 months I want to apply for a different role ~~[HOVER-OVER: Also select this option if you want to apply for a secondment]~~ [\[Go to Q74\]](#)
- ☐ In the next 12 months I want to do a secondment or other temporary move within my agency
- ☐ I expect to leave the NZ workforce within the next 12 months (e.g. due to retirement or moving overseas) [\[Go to Q76\]](#)
- ☐ I would like to change jobs but do not believe I can [\[Go to Q75\]](#)
- ☐ None of these / uncertain [\[Go to Q76\]](#)
- ☐ Don't know [\[Go to Q76\]](#)
- ☐ Prefer not to answer [\[Go to Q76\]](#)

Q77a. Where are you applying to?
or

Q77b. Where do you want to apply to?

Please select all that apply:

- ☐ The same agency I currently work for
- ☐ Another Public Service department or departmental agency
- ☐ Elsewhere in the NZ Public sector
- ☐ Outside the NZ Public sector
- ☐ Don't know
- ☐ Prefer not to answer

Q78. Why are you considering leaving your role? (Could be asked as what is the most important reason you are considering leaving your role, with a single selection response.)	Not important at all	low importance	some importance	high importance	very high importance	Don't know	Prefer not to answer
Fixed term job ending							
Job impacted by change process/restructuring							
Unable to balance caring responsibilities							
Lack of career progression opportunities							
Lack of professional development / training opportunities							
Lack of job security							
Unsatisfied with pay/remuneration							
Unsatisfied with flexible work arrangements							
Work location							
More interesting work							
Work not aligned with my job skills, experience or training							
Quality of workplace relationships/ social environment at work							
Quality of leadership/management							
Bullying or other negative workplace behaviour							
Other, please specify:_____							

Q79. Is there anything else about your experience of working for the New Zealand Public Service you would like to comment on?

Open text

If yes, please provide your comments below. Please don't put in any identifying information such as names or job titles.

The information you type in this box will be shared with your agency to help them understand how to improve employee experiences.

Te Taunaki Public Service Census 2024 DRAFT questionnaire

Q1. Are you employed directly by a Public Service department, departmental agency, or Crown agent?

- ☐ Yes, whether permanent or temporary/fixed term
☐ No, I am a contractor (either self-employed or working for a private sector business)

if answer 'no' to Q1

Thank you for your time. You do not need to complete this survey.

Otherwise...

Part A: About you | Mōu ake

All questions in the survey are voluntary, if you feel uncomfortable about answering any question, you can select the 'prefer not to answer' option.

Q2. How old are you?

- ☐ Under 20 years
☐ 20 to 24 years
☐ 25 to 29 years
☐ 30 to 34 years
☐ 35 to 39 years
☐ 40 to 44 years
☐ 45 to 49 years
☐ 50 to 54 years
☐ 55 to 59 years
☐ 60 to 64 years
☐ 65 to 69 years
☐ 70 years or over
☐ Prefer not to answer

Q3. What ethnic group(s) do you belong to?

- Select all that apply to you.
☐ New Zealand European
☐ Māori
☐ Samoan
☐ Cook Islands Maori
☐ Tongan
☐ Niuean
☐ Chinese
☐ Indian
☐ Other, e.g. Dutch, Japanese, Tokelauan. Please specify:

☐ Prefer not to answer

Q4. Are you descended from Māori (that is, did you have a Māori birth parent, grandparent or great-grandparent, etc)?

- ☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

Q5. Please give the name(s) and region(s) / rohe of your iwi:

- Iwi: AUTO-SUGGEST_____
Region: _OPEN TEXT_____
☐ Don't know
☐ Prefer not to answer

[Use iwi list based on StatsNZ aria tool]

Q6. What is your highest qualification?	<input type="checkbox"/> No Qualifications <input type="checkbox"/> High School/Secondary School Qualification <input type="checkbox"/> Level 1 to 4 Certificate <input type="checkbox"/> Level 5 or 6 Diploma <input type="checkbox"/> Bachelor's Degree or Level 7 Qualification <input type="checkbox"/> Bachelor Honours Degree or Postgraduate Certificate/Diploma <input type="checkbox"/> Master's Degree <input type="checkbox"/> PhD/Doctoral Degree <input type="checkbox"/> Other – please specify _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q7. What is your religion? <small>Note if you have no religion, type "none" or "no religion". You can also type "prefer not to answer" or "object to answering" depending on how you wish to respond.</small>	AUTO-SUGGEST__ [to include 'none', 'no religion', 'agnostic', 'atheist', 'prefer not to answer', etc]
Q8. What is your gender?	Please select all that apply. <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Another Gender, please specify: _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q9. Are you transgender? <small>Transgender is an umbrella term that refers to people whose gender is different to the sex recorded at their birth. Identities that may fall under this include trans, non-binary genders, transsexual, takatāpui, fa'afafine, genderqueer, and many more. Some people who come under this umbrella term as it is defined may not use the term transgender to describe themselves.</small>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q10. Were you born with a variation of sex characteristics (otherwise known as an intersex variation)? <small>Variations of sex characteristics (or intersex) refers to genetic, hormonal, or physical sex characteristics that do not conform to medical norms for female or male bodies. People may be born with these characteristics or they may develop in puberty.</small>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q11. Do your colleagues gender you correctly at work, that is, use the correct name, pronouns and nouns for you? <small>[only show if yes to transgender, OR intersex, OR multiple or another gender selected]</small>	<input type="checkbox"/> No-one does <input type="checkbox"/> Few people do <input type="checkbox"/> Some people do, some people don't <input type="checkbox"/> Most people do <input type="checkbox"/> Everyone does <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q12. Which of the following best describes how you think of yourself?	<input type="checkbox"/> Heterosexual or straight <input type="checkbox"/> Gay or lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Another identity – please specify _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

We want to better understand the diversity of our workforce and the experiences of public servants with long-term physical or sensory impairment, and mental health and neurodivergent conditions (**long-term means lasting six months or more**). Responses will inform improvements to the working environment for public servants.

As with all questions in Te Taunaki, if you feel uncomfortable about answering these questions, you can select the 'prefer not to answer' option.

Q13.	No difficulty	Some difficulty	A lot of difficulty	Cannot do at all	Prefer not to answer
a. Do you have difficulty seeing, even if wearing glasses?					
b. Do you have difficulty hearing, even if using a hearing aid?					
c. Do you have difficulty walking or climbing steps?					
d. Using your usual language, do you have difficulty communicating, for example understanding or being understood?					
e. Do you have difficulty remembering or concentrating?					
f. Do you have difficulty with self-care, such as washing all over or dressing?					
Q14. Do you consider yourself to be neurodivergent, and/or have you been diagnosed with a neurodivergent condition? Neurodivergent conditions can include Autism/ASD, Attention Deficit Hyperactivity Disorder (ADHD), dyslexia, dyspraxia, Tourette Syndrome, and other conditions not listed here.	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>[Go to Q15]</i> <input type="checkbox"/> Don't know <i>[Go to Q15]</i> <input type="checkbox"/> Prefer not to answer <i>[Go to Q15]</i>				
Q14a. Being neurodivergent, how much difficulty do you experience with work activities?	<input type="checkbox"/> No difficulty <input type="checkbox"/> Some difficulty <input type="checkbox"/> A lot of difficulty <input type="checkbox"/> Cannot complete certain activities at all <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer				
Q15. Do you consider yourself to have, and/or have you been diagnosed as having a mental health condition? Mental health conditions include things like anxiety, depression, bipolar disorder, psychosis, addiction, and trauma disorders (e.g., PTSD).	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>[Go to Q 16]</i> <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer <i>[Go to Q 16]</i>				
Q15a. Having a mental health condition, how much difficulty do you experience with work activities?	<input type="checkbox"/> No difficulty <input type="checkbox"/> Some difficulty <input type="checkbox"/> A lot of difficulty <input type="checkbox"/> Cannot complete certain activities at all <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer				
Q16. Do you identify as a disabled person or tangata whaikaha Māori? This includes Māori and non-Māori who identify as disabled.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer				
The following questions ask about workplace supports or accommodations for example, adaptive changes that can be made to work arrangements, workstations, shared facilities, building entry and exit points, quiet zones, and specialist software.					
If you need personal support from your organisation, please talk to your manager. Results from the survey are shared in a way that does not identify individuals.					
Q17. Do you use or require any workplace supports or accommodation(s) for your health condition, disability, or impairment?	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>[Go to Q 18]</i> <input type="checkbox"/> Don't know <i>[Go to Q 18]</i> <input type="checkbox"/> Prefer not to answer <i>[Go to Q 18]</i>				
<i>[Only show to those who respond with some/a lot/ cannot do at all to Q13a b c d e f, Q14a, Q15a or yes to Q16]</i>					

Q17a. Have you talked to your employer about your workplace supports or accommodation needs?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q17b. Please rate your satisfaction with how your organisation has responded to your needs or supports you to carry out work activities. If you would like to comment about this, there is space at the end of the survey for comments.	<input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very satisfied <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q18. Do you have parenting and/or caring responsibilities? This could include caring for children, relatives, friends, etc.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to answer
Q19. In which language(s) could you have a conversation about a lot of everyday things?	Please select all that apply. <input type="checkbox"/> English <input type="checkbox"/> Te reo Māori <input type="checkbox"/> New Zealand Sign Language <input type="checkbox"/> Samoan <input type="checkbox"/> Other language(s) – please specify (eg Gujarati, Cantonese, Greek) _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q20. How well are you able to speak te reo Māori in day-to-day conversation?	<input type="checkbox"/> Very well – I can talk about almost anything in te reo Māori <input type="checkbox"/> Well – I can talk about many things in te reo Māori <input type="checkbox"/> Fairly well – I can talk about some things in te reo Māori <input type="checkbox"/> Not very well – I can only talk about simple/basic things in te reo Māori <input type="checkbox"/> No more than a few words or phrases (including none-at all) [Go to Q22] <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q21. When you are at work, how often do you have conversations in te reo Māori? Please include both spoken and written te reo Māori in your answer.	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> A few times a year <input type="checkbox"/> Never <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Part B: Your role | <translation here >

Based on your experience in your current job, please respond to the following questions.

Q22. How long, have you been employed in your current role at [the][agency]?

Note include time spent working in this current role that may have been with a legacy agency (for example, the Department of Labour is a legacy agency of MBIE), if this applies to you.

- ☐ Less than 6 months
- ☐ 6 months to less than 12 months
- ☐ 1 year to less than 2 years
- ☐ 2 years to less than 3 years
- ☐ 3 years to less than 5 years
- ☐ 5 years to less than 10 years
- ☐ 10 years to less than 15 years
- ☐ 15 years to less than 20 years
- ☐ 20 years to less than 30 years
- ☐ 30 years or more
- ☐ Don't know
- ☐ Prefer not to answer

Q23. In your role at [the][agency], do you spend more than half of your working time dealing directly with the public, communities, external customers and clients, or people in your care – either face to face, online or over the phone?

Please don't include time with internal customers and clients within your own organisation.

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to answer

Q24. Do you have any people management responsibilities?

[Stem question for managers/non-managers branch, consider don't know and prefer not to answer as 'no']

- ☐ No, managing people is not part of my role
- ☐ Yes, managing people is part of my role
- ☐ Don't know
- ☐ Prefer not to answer

	Well above capacity – too much work	Slightly above capacity – lots of work to do	At capacity – about the right amount of work to do	Slightly below capacity – available for more work	Well below capacity – not	Don't know	Prefer not to answer
Q25. What best describes your workload?							
Q26. In your role at [the][agency], do you currently use any of the following flexible working arrangements? Please select all that apply. Note include any flexible work that you use regularly.	<input type="checkbox"/> Flexible start and finish times or flexible break times <input type="checkbox"/> Job-sharing <input type="checkbox"/> Working reduced hours <input type="checkbox"/> Working from home (your home or home of a family member) <input type="checkbox"/> Working from an office that is more convenient for me (an agency office in a different city, a regional hub) <input type="checkbox"/> Flexi-leave, e.g. study leave, trading salary for additional leave <input type="checkbox"/> Compressed hours (i.e. working standard hours over fewer days e.g. 40 hours over 4 days) <input type="checkbox"/> No, I don't use any of these flexible working arrangements <i>[Go to Q27]</i> <input type="checkbox"/> Don't know <i>[Go to Q27]</i> <input type="checkbox"/> Prefer not to answer <i>[Go to Q27]</i>						

Q26a. What are your reasons for using-flexible working arrangements? Please select all that apply.	<input type="checkbox"/> It's required in my job <input type="checkbox"/> I am more productive on some work tasks away from the distractions of the office <input type="checkbox"/> To help manage my parenting or caring responsibilities <input type="checkbox"/> To help manage my voluntary work for a community, cultural or religious group, e.g. for whanau, marae, Pasifika community, church etc <input type="checkbox"/> To allow more time for study, training, further education or learning <input type="checkbox"/> To reduce the time, cost or other impacts of commuting <input type="checkbox"/> To help me manage a disability or health issue <input type="checkbox"/> Other <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q27. Does the team you manage have the ability to use flexible work (e.g. working from home, flexible start/finish times)? <i>[MANAGERS ONLY, yes to Q24]</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>[Go to Q28]</i> <input type="checkbox"/> Don't know <i>[Go to Q28]</i> <input type="checkbox"/> Prefer not to answer
Q27a. What impact does flexible work have on your team's productivity/ ability to get their work done in a timely way? <i>[MANAGERS ONLY, yes to Q24]</i>	<input type="checkbox"/> Increases productivity <input type="checkbox"/> No impact <input type="checkbox"/> Decreases productivity <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Q28. Thinking now about the days and times you spend working in your role at [the][agency], in general, how do you feel about the balance between your working life and your life outside of work?	<input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Very satisfied <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
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How satisfied are you with...	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Don't know / Not applicable	Prefer not to answer
Q29. your remuneration (e.g. salary, Kiwisaver, superannuation)							
Q30. your other employment conditions (e.g. leave, flexible work arrangements, other benefits).							

Q31. Thinking about your role at [the][agency], which of the following best describes how you feel about your skills? 'Skills' include your qualifications, experience and personal strengths	<input type="checkbox"/> I need further training to do the job well <input type="checkbox"/> My skills match well with the work I do <input type="checkbox"/> I have the skills to cope with more demanding work <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q32. In the last 12 months, have you done any training related to your job such as courses, study, or on-the-job training? On-the-job training is training at work, undertaken while also doing the actual job, to gain skills needed for that job.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Q33. Please rate your level of agreement with the following statements.

- a.** I have access to the learning and development I need to do my job well.
- b.** It is important to me that my work contributes to the common good.
- c.** I understand how my work leads to improved outcomes for communities.
- d.** I am encouraged and supported to engage with Māori to ensure Māori views and perspectives are taken into account.

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know / Not applicable	Prefer not to answer

Q34. Thinking now about all aspects of your job, overall, how do you feel about your work?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ Don't know
- ☐ Prefer not to answer

Part C: Your Team | <translation here >

Q35. Please rate your level of agreement with the following statement about your team.

- a.** I feel accepted as a valued member of the team.
- b.** I feel comfortable being myself at work /with my colleagues.
- c.** The people in my team behave in an accepting manner towards people from diverse backgrounds.
- d.** My work colleagues can be trusted to do what is right.
- e.** The people in my team are encouraged to come up with new and better ways of doing things.
- f.** My team discusses mistakes so we can learn from them.
- g.** The people in my team collaborate to get the job done.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer

Q36. Please rate your level of agreement with the following statement about your manager.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
a. My manager cares about my health and wellbeing.							
b. My manager provides me with helpful feedback to improve my performance.							
c. My manager supports my team to deliver on what we are responsible for.							

Q37. My team has clear work objectives.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q37a. Over the last year, how successful has your team been at achieving its objectives?	Extremely	Very	Moderately	Slightly	Not at all	Don't know	Prefer not to answer
Q37b. What made it hard to achieve the objectives? Select all that apply. For those who were moderately, slightly, or not at all in Q37a.	<input type="checkbox"/> Changing priorities <input type="checkbox"/> Overly optimistic/unrealistic timelines <input type="checkbox"/> No enough resources or people <input type="checkbox"/> complicated or unnecessary business processes <input type="checkbox"/> Lack of motivation <input type="checkbox"/> Lack of appropriate tools or technology <input type="checkbox"/> Skills of team not a good match for work expected of us <input type="checkbox"/> Other, please specify: _____						

Part D: Your organisation | <translation here >

Q38. Please rate your level of agreement with the following statement about your organisation/agency.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
a. Senior leaders clearly articulate the direction and priorities for our agency.							
b. I feel that change is managed well in my organisation.							
c. The agency I work for supports and actively promotes an inclusive workplace.							
d. I would recommend my organisation as a good place to work.							
e. I feel a strong personal attachment to the agency I work for.							
f. I am confident that in my organisation people get jobs based on merit.							
g. It's important to me that my organisation is open and transparent with the public.							

h. My organisation is working for the long-term good of New Zealand.							
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Q39. Are you involved in preparing advice for a Minister?

Q39a. I am confident that my organisation is free and frank in our advice to Ministers.

Yes				No [Go to Q40]		
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know / Not applicable	Prefer not to answer

Q40. Please rate your level of agreement with the following statements about your organisation's role to support the Crown in its relationships with Māori under Te Tiriti o Waitangi/the Treaty of Waitangi.

a. I understand how my agency's Te Tiriti o Waitangi / Treaty of Waitangi responsibilities apply to its work.

b. I feel that leaders in my agency show a commitment to strengthening the relationships between Māori and the Crown.

c. I feel confident in my ability to identify aspects of my agency's work that may disadvantage Māori.

d. Staff are encouraged to use te reo Māori.

e. Staff are supported to improve our te reo Māori (e.g. through on-the-job learning, in-house courses, etc).

f. I am comfortable supporting tikanga Māori - Māori cultural values and practice - in my agency (e.g. by using te reo Māori, participating in karakia, hui, mihi whakatau).

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know / Not applicable	Prefer not to answer

Q41. I have the support I need from my agency to manage or improve staff performance that is not meeting expectations.

[MANAGERS ONLY, yes to Q24]

- ☐ Strongly agree
☐ Agree
☐ Neither agree nor disagree
☐ Disagree
☐ Strongly disagree
☐ Don't know
☐ Prefer not to answer

Q42. Over the last 12 months, have you experienced any unfair treatment in your workplace that you think was due to a personal characteristic(s) such as your gender, age, ethnicity, country of origin, disability, sexual orientation, religious beliefs, etc?

Some examples of unfair treatment:

- not being selected for an interview or not being hired for a new role due to a personal characteristic such as gender and/or ethnicity

- ☐ Yes
☐ No [Skip to Q44]
☐ Don't know [Skip to Q44]
☐ Prefer not to answer [Skip to Q44]

<ul style="list-style-type: none"> denied a career development opportunity, including training, secondment, or promotion due to a personal characteristic such as gender and/or ethnicity denied reasonable accommodation for an impairment/disability denied the opportunity to carry out a religious or cultural practice at work (e.g. speaking a language other than English, prayer break) 	
Q43. I believe I have been treated unfairly because of my: Select all that apply	<input type="checkbox"/> Gender or sex <input type="checkbox"/> Age <input type="checkbox"/> Ethnicity, national origin, race or colour <input type="checkbox"/> Disability <input type="checkbox"/> Religious belief <input type="checkbox"/> Sexual orientation <input type="checkbox"/> Marital or family status <input type="checkbox"/> Political opinion <input type="checkbox"/> Employment status <input type="checkbox"/> Ethical belief <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Part E: Your health and safety <translation here >							
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to
Q44. Leaders in my organisation demonstrate a commitment to continuously improving health and safety.							
Q45. Leaders in my organisation demonstrate a commitment to addressing work factors that impact mental health (e.g. workload, workplace relationships, traumatic or distressing work events).							

	Always	Often	Sometimes	Hardly ever	Never	Don't know	Prefer not to
Q46. In the last 12 months, how often would you say you have experienced work stress? Note work stress is when being at work, or the work itself, makes you feel tense, anxious, or less able to cope.							

<p>Please read the following definitions before answering the next question.</p> <p>Workplace bullying is repeated and unreasonable behaviour directed towards you that can lead to physical or psychological harm. Bullying can be physical, verbal, psychological or social. It can include victimising, humiliating, intimidating or threatening. Workplace bullying <u>is not</u>: one-off or occasional instances of rudeness/tactlessness, constructive peer review, a manager requiring reasonable verbal or written work instructions to be carried out, warning or disciplining workers in line with the organisation's code of conduct.</p>

Racial harassment is when someone expresses hostility/ridicules you on the basis of your race, colour, or ethnic or national origin, is hurtful or offensive to you, and it is serious or frequent enough to have a negative effect on your job performance or job satisfaction.

Sexual harassment any unwelcome or offensive sexual behaviour that is repeated, or is serious enough to have a harmful effect, or includes a promise of preferential treatment or a threat of detrimental treatment.

Note this survey is not a reporting tool, and no investigation will occur based on comments or responses in this survey. To report inappropriate workplace behaviour, contact your manager or Human Resources team for information.

Q47. During the last 12 months, have you been subjected to harassment or bullying in your current workplace?	Yes	No [Go to Q49]
Note bullying and harassment might occur anywhere that you go as part of your work, including online interactions and from people inside or outside your own organisation.		

Q48. What type of harassment or bullying did you experience?	Select all that apply
a. Verbal abuse (e.g. offensive language directed toward you, derogatory remarks, shouting)	
b. Deliberate exclusion from work-related activities	
c. Interference with work tasks (e.g. withholding needed information, undermining or sabotage)	
d. Inappropriate and unfair application of work policies or rules (e.g. access to leave, access to learning and development)	
e. Given tasks with unreasonable or impossible targets or deadlines	
f. Interference with your personal property or work equipment	
g. Physical assault, or threats of violence/physical abuse	
h. Hostility/ridicule because of your race, colour, ethnic group, or national origin	
i. Sexual harassment (e.g. unwanted sexual remarks/jokes, unwanted sexually explicit material shared online, pressure for sex)	
j. Other, please specify (please do not list names, locations, phone numbers or other identifying details about yourself or any other person)	

[For each yes in Q48, show Q48a with piped text showing item.]

Q48a. How often did the bullying or harassment happen?	One time	A few times over the last 12 months	Monthly	Weekly	Daily	Don't know	Prefer not to answer
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Q48b. Who was responsible for the bullying or harassment?	Select all that apply
Your current or previous manager	
Someone more senior (other than your manager)	
One or more of your direct reports	
Co-worker in your current agency	
Client, customer, or person in your care	
A member of the public	
Colleague from another government agency	
Minister or ministerial office staff	
Contractor/consultant/service provider	
Don't know	
Prefer not to answer	

Q48c. Did you report the bullying or harassment?	<input type="checkbox"/> I reported the behaviour [skip to Q48e] <input type="checkbox"/> I'm considering whether or not to report the behaviour
---	---

	<input type="checkbox"/> I decided not to report the behaviour <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q48d. Why didn't you report the bullying or harassment? Select all that apply	<input type="checkbox"/> I didn't want to upset relationships in the workplace <input type="checkbox"/> I did not have any evidence <input type="checkbox"/> It could affect my career <input type="checkbox"/> I did not think action would be taken <input type="checkbox"/> The issue was resolved informally <input type="checkbox"/> I didn't think the behaviour was serious enough to report it <input type="checkbox"/> Managers accepted the behaviour <input type="checkbox"/> It was not worth the hassle of going through the reporting process <input type="checkbox"/> I was worried about possible retaliation or reprisals <input type="checkbox"/> I didn't know how to report <input type="checkbox"/> Someone else reported the behaviour so I didn't have to <input type="checkbox"/> Other <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q49. I feel safe to speak up about inappropriate behaviour in the workplace.							
Q50. If I did speak up, I think my organisation would take it seriously.							

If you are experiencing distress at work or at home, you are encouraged to contact your agency's Employee Assistance Program (EAP), or access support from services such as:

- Free call or text 1737 to reach a trained counsellor. Anyone feeling stressed, worried, down, or needing tautoko (support) or someone to talk to can call or text.
- The Depression Helpline – [0800 111 757](tel:0800111757) or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions).
- Alcohol Drug Helpline ([0800 787 797](tel:0800787797))

Part F: Your career | <translation here >

Q51. Please rate your level of agreement with the following statements.	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	Prefer not to answer
a. I am encouraged and supported to apply for developmental opportunities (e.g. other roles, secondments, senior positions)							
b. I am satisfied with my career development opportunities							

Q52. Are you interested in moving into a management role in the future?	<input type="checkbox"/> Yes <i>[Go to Q 54]</i> <input type="checkbox"/> No <i>[Go to Q 54]</i> <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
<i>[NON-MANAGERS ONLY- no, don't know, prefer not to answer on Q24]</i>	
Q53. Are you a member of the Public Service Leaders Group?	<input type="checkbox"/> Yes <i>[Go to Q54]</i> <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
<i>[MANAGERS ONLY – yes on Q24]</i>	
Q53a. Are you interested in moving into a senior leadership (e.g. chief executive, deputy chief executive or similar) role in the future?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
<i>[MANAGERS ONLY- yes on Q24]</i>	
Q54. Which of the following statements best describes your current situation?	Please select one category only <input type="checkbox"/> I have no immediate plans to leave my current position <i>[Go to Q56]</i> <input type="checkbox"/> I am actively applying for another role/other roles now- <i>[Go to Q54a]</i> <input type="checkbox"/> In the next 12 months I expect to apply for a different role- <i>[Go to Q54b]</i> <input type="checkbox"/> In the next 12 months I want to do a secondment or temporary move within my agency or in another agency <i>[Go to Q54a]</i> <input type="checkbox"/> I expect to leave the NZ workforce within the next 12 months (e.g. due to retirement or moving overseas) <i>[Go to Q56]</i> <input type="checkbox"/> I would like to change jobs but do not believe I can <i>[Go to Q54c]</i> <input type="checkbox"/> Don't know <i>[Go to Q56]</i> <input type="checkbox"/> Prefer not to answer <i>[Go to Q56]</i>
Q54a. Where are you applying to? or Q54b. Where will you apply to?	Please select all that apply: <input type="checkbox"/> The same agency I currently work for <input type="checkbox"/> Elsewhere in the NZ public sector <input type="checkbox"/> Outside the NZ public sector <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q54c. Why are you considering leaving your role? Select all that apply Rotate order (except other) GO TO Q56 after this question	<input type="checkbox"/> Fixed term job ending <input type="checkbox"/> Job impacted by change process/restructuring <input type="checkbox"/> Unable to balance caring responsibilities <input type="checkbox"/> Lack of career progression opportunities <input type="checkbox"/> Lack of professional development / training opportunities <input type="checkbox"/> Lack of job security <input type="checkbox"/> Unsatisfied with pay/remuneration <input type="checkbox"/> Unsatisfied with flexible work arrangements <input type="checkbox"/> Work location <input type="checkbox"/> More interesting work <input type="checkbox"/> Workload too high <input type="checkbox"/> Work not aligned with my job skills, experience or training <input type="checkbox"/> Quality of workplace relationships/ social environment at work <input type="checkbox"/> Quality of leadership/management <input type="checkbox"/> Bullying or other negative workplace behaviour <input type="checkbox"/> Organisation is not accommodating of my disability <input type="checkbox"/> Other, please specify:_____
Q55. Why are you interested in making a temporary move or secondment? Select all that apply	<input type="checkbox"/> Develop or strengthen my existing skills <input type="checkbox"/> Learn new skills <input type="checkbox"/> More challenge <input type="checkbox"/> Want to experience working in a different agency or team <input type="checkbox"/> Establish new working relationships <input type="checkbox"/> I have limited career development within my current team

- ☐ To get more flexible work options
- ☐ Share my skills with another team or specific project
- ☐ Support knowledge transfer between teams and agencies
- ☐ Other, please specify: _____

Q55a. Are there barriers to you seeking a temporary move?

- ☐ Yes
- ☐ No [Go to Q56]
- ☐ Don't know
- ☐ Prefer not to answer

Q55b. What are the potential barriers to you making a temporary move?

Select all that apply

- ☐ I don't know how to find out about opportunities
- ☐ My manager won't support it
- ☐ My current team can't replace my skills
- ☐ Concerns about how I'd be treated when I return
- ☐ Concerns about maintaining my current flexible work arrangements
- ☐ Concerns about job security if I was temporarily away from my role
- ☐ Limited opportunities in my preferred geographic location
- ☐ Other, please specify

Part G: Working in the public sector | <translation here >

Q56. How long, in total, have you been employed by the New Zealand public sector?

Please count the total time you have spent working for government agencies, including Crown entities, Crown owned companies, schools or tertiary education institutions. Don't count time away from the public sector when you were working elsewhere or were not employed.

- ☐ Less than 6 months
- ☐ 6 months to less than 12 months
- ☐ 1 year to less than 2 years
- ☐ 2 years to less than 3 years
- ☐ 3 years to less than 5 years [Go to Q59]
- ☐ 5 years to less than 10 years [Go to Q59]
- ☐ 10 years to less than 15 years [Go to Q59]
- ☐ 15 years to less than 20 years [Go to Q59]
- ☐ 20 years to less than 30 years [Go to Q59]
- ☐ 30 years or more [Go to Q59]
- ☐ Don't know [Go to Q59]
- ☐ Prefer not to answer [Go to Q59]

Q57. What initially attracted you to work in the New Zealand public sector?

[Rotate order]

[For those who have joined the public sector in the past 3 years only]

- Please select all that apply.
- ☐ Career progression opportunities
 - ☐ Professional development / training opportunities
 - ☐ Job security
 - ☐ Good remuneration
 - ☐ Flexible work arrangements
 - ☐ Work/life balance
 - ☐ Work location
 - ☐ Belief in the purpose and principles of the New Zealand Public Service
 - ☐ Work that contributes positively to society
 - ☐ Work that helps people in my community
 - ☐ Interesting work
 - ☐ Work aligned with my job skills, experience or training
 - ☐ An inclusive work environment
 - ☐ Lack of suitable alternative job prospects
 - ☐ Don't know
 - ☐ Prefer not to answer

Q58. Did you enter the public sector through a formal Early in Career programme (such as a cadetship, an internship, or a graduate programme)?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to answer

[For those who have joined the public sector
in the past 3 years only]

Q59. Please rate your level of agreement with the following statements.

a. I find it easy to work with colleagues in other agencies to achieve good outcomes.

b. I have access to employee led networks relevant to me.

Note examples of employee-led networks include disability networks, rainbow networks, or networks for ethnic groups. These might be within your agency or cross-agency.

c. I have a good understanding of what it means to be a politically neutral public servant.

d. I feel a strong personal attachment to the New Zealand Public Service.

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know / Not applicable	Prefer not to answer

Part H Your comments | <translation here >

This survey has covered a wide range of topics, and you might have more to say about something we covered, or you might want to talk about something we didn't ask about.

Q60. Is there anything you would like to comment on?

Note do not provide names, addresses, phone numbers or other identifying details about yourself or any other person.

This section has a character limit of X. Remember the page will time out after 30 minutes, so save your progress.

The comments will be reported verbatim (word for word, as written) and made available to your agency Te Taunaki Census team. However, free-text comments will only be attributable to groups where there are 30 or more comments from members of that group. For example, if a particular demographic group (ethnic group, gender, etc) has less than 30 respondents the agency will not be able to see comments attributed to that group.

Your comments will also be used for research about the whole Public Service but will not be reported in such a way that any individual can be identified. For example, a quote could be attributed to a "female public servant" but not reference an agency.

From: [Josh Masson](#)
To: [Christina Connolly](#)
Cc: [Aidan Smith](#); [Gabrielle Wilson](#); [Nicky Dirks](#); [Rodney Scott](#)
Subject: Re: Public Service Census 2025
Date: Thursday, 29 August 2024 4:30:39 pm
Attachments: [Census topics and timeline as at August 2024.docx](#)

Thanks Christina

I have not provided you the full question set as it is extensive and has a bunch of complicated routing and other things which would be tedious for the Minister to engage with. So have resent the topic list that was attached to the paper. The offer is that if the Minister has any interest in any of the topics we can send over the proposed question set. I am cognisant Hugo is on leave and offered to take the Minister through any of the logic when he got back. So if you get any concerns from the Minister I would recommend that we slow things down till Hugo gets back. But if its just for interest and clarity, we can help with that.

Timeline is draft, but the engagement with agencies in early October is useful to prevent agencies duplicate effort running internal engagement surveys and helps us have enough time to engage with agencies prior to the survey being locked down in December.

Of course let us know if the Minister has any further thoughts, particularly if she has any topics she would be interested in.

Appreciate the assist.

Josh

From: Christina Connolly 9(2)(a) privacy
Sent: Thursday, August 29, 2024 12:00 PM
To: Josh Masson 9(2)(a) privacy
Cc: Aidan Smith 9(2)(a) privacy; Gabrielle Wilson 9(2)(a) privacy; Nicky Dirks 9(2)(a) privacy
Subject: Re: Public Service Census 2025

This email was sent from someone outside of Te Kawa Mataaho. Please take extra care.

Thanks Josh. 9(2)(g)(i) free and frank I wonder if a way through might be for you to email me a list of the questions and a timeline, and I can provide that to her on an fyi basis 9(2)(g)(i) free and frank then if she does have any further thoughts that would be an opportunity for her to provide feedback? Then I think we revert to providing low key updates through the weekly report, to keep her updated.

Christina Connolly
Private Secretary (Public Service)

Office of Hon Nicola Willis, Minister of Finance, Minister for the Public Service, Minister for Social Investment, Associate Minister of Climate Change

From: Josh Masson 9(2)(a) privacy
Sent: Thursday, August 29, 2024 11:47 AM
To: Christina Connolly 9(2)(a) privacy
Cc: Aidan Smith 9(2)(a) privacy; Gabrielle Wilson
9(2)(a) privacy
Subject: Fw: Public Service Census 2025

Hi Christina

Many thanks for getting this through and signed by the Minister. 9(2)(g)(i) free and frank
I just want to clarify whether you think the Minister has any further feedback on the census?

Thanks

Josh

From: Enquiries <enquiries@publicservice.govt.nz>
Sent: Thursday, August 29, 2024 10:51 AM
To: Josh Masson 9(2)(a) privacy
Cc: Enquiries <enquiries@publicservice.govt.nz>
Subject: Public Service Census 2025

Hi Josh

Please find attached signed report (2024-0211) for your records.

Donna Fowler

Ngā Ratonga ki Ngā Minita me Te Tari Tumu | Ministerial and Executive Services

Te Tari a Te Tumu Whakarae mō Te Kawa Mataaho, Upoko Ratonga | Office of the Public Service

Commissioner, Head of Service

waea pūkoro: 9(2)(a) privacy **īmēra:** 9(2)(a) privacy

TIMELINE

1 October Questionnaire shared with participating agencies

1 December Agencies confirm any bespoke questions for their staff

3- 24 March Survey live

May Initial reporting available to the Minister

June Commission website updated with agency and system results

PROPOSED TOPICS

PRINCIPLES & INTEGRITY

- **Stewardship**
- **Political neutrality**
- **Openness**
- **Merit-based appointment**
- **Free and frank advice**
- Spirit of Service
- **Speaking up**
- Trust in colleagues

DIVERSITY

- Gender/transgender/intersex
- Ethnicity
- Caring responsibilities
- Sexual orientation
- Disability/mental health/**neurodiversity**
- Religion
- Iwi
- Qualifications

BETTER PUBLIC SERVICES

- **Management of poor performance**
- **Clarity of work objectives**
- **Barriers to completing objectives**
- **Innovation**
- **Clarity of agency priorities**
- **Team collaboration**
- Interagency collaboration
- **Workload**
- **Perceived team productivity**
- **Engagement**
- Skills matched to job
- Customer facing roles
- Languages spoken

MĀORI CROWN

- Supported to engage with Māori
- Understand Treaty responsibilities
- Agency leaders commitment to Māori Crown relationship
- Ability to identify aspects of agency work that may disadvantage Māori
- Comfort supporting tikanga Māori
- Te reo capability
- Agency encouragement to use te reo
- Agency support for building te reo in staff
- Te reo use at work

CAPABLE WORKFORCE

- Access to learning and development
- Mobility intentions
- Interest in/barriers to secondments
- **Reasons for leaving**
- Reasons for joining (new starters)
- Tenure in role/agency/public sector
- Use of/reasons for flexible/hybrid work
- **Impact of flex work on productivity**
- **Satisfaction with pay and benefits**

GOOD EMPLOYER

- **Leadership support for health & safety**
- **Work stress**
- Work/life balance
- **Bullying/harassment**
- **Discrimination**
- **Manager support**
- Inclusion
- **Career aspirations**
- Satisfaction with career development
- Access to employee-led networks
- Accommodation for disability
- Job satisfaction

Topic	Examples of how they inform our work	Examples of outcomes they contribute to
BETTER PUBLIC SERVICES		
<ul style="list-style-type: none"> • Management of poor performance • Clarity of work objectives • Barriers to completing objectives • Innovation • Clarity of agency priorities • Team collaboration • Interagency collaboration • Workload • Perceived team productivity • Change management • Engagement • Skills matched to job • Customer facing roles • Languages spoken 	<p>These topics help us to gauge people's understanding of their agency's priorities and how well they feel they are placed to contribute to them. These are indicators for an agency's ability to deliver on its priorities.</p> <p>While the survey cannot directly measure productivity, there are indicators for the factors that enable people to be productive (e.g. having clear work objectives and manager support to achieve them).</p> <p>These questions help us identify barriers to productivity and effectiveness within agencies and across the Public Service. Data is also intended to support chief executive performance assessments and Performance Improvement Reviews to directly drive agency improvement.</p>	<p>Focusing on priorities, working smarter, with the right tools and leadership, will help us to deliver more for less on the government's priorities and improve outcomes for New Zealanders.</p> <p>Focusing our performance management interventions in these areas will help to ensure that the public service makes efficient use of resources.</p> <p>More effectively collaborating within and across agencies to reduce duplication of effort and drive improved performance and innovation are important contributors.</p>
WORKFORCE CAPABILITY & MOBILITY		
<ul style="list-style-type: none"> • Access to learning and development • Mobility intentions • Interest in/barriers to secondments • Reasons for leaving • Reasons for joining (new starters) • Tenure in role/agency/public sector • Use of/reasons for flexible/hybrid work • Impact of flexible work on productivity • Satisfaction with pay and benefits 	<p>These topics gather information on flexible and hybrid work by public servants to better understand its impact on productivity and job satisfaction, as many of the arrangements are informal and are not captured in administrative information.</p> <p>We would use this to inform refreshing the Flexible by Default Guidance and hybrid working guidance.</p> <p>Understanding people's mobility intentions and reasons for leaving help us to better understand and anticipate workforce attrition. This data is used for workforce planning and supports the development of mobility (secondment) guidance, for example.</p>	<p>Shaping our workforce policies and interventions helps to ensure the public service is attracting, retaining and developing the talent it needs and this can be effectively deployed to the priorities of the government.</p> <p>Meeting our requirements to act as a good employer helps to ensure that we can keep and grow the talent we need to deliver.</p> <p>We continue to look for opportunities to adapt the way the public service works to best deliver for the government. This includes optimal use of flexible</p>

Topic	Examples of how they inform our work	Examples of outcomes they contribute to
<p>GOOD EMPLOYER</p> <ul style="list-style-type: none"> • Leadership support for health & safety • Work stress • Work/life balance • Bullying/harassment • Safe to speak up • Discrimination • Manager support • Inclusion • Career aspirations • Satisfaction with career development • Access to employee-led networks • Accommodation for disability • Job satisfaction 	<p>Questions about employment start date, time in public sector, permanent/fixed term contract are required for cohort analysis on other topics (e.g. career development and leadership). Administrative data at agency level does not follow people's careers if they move between departments. This means we have no way of knowing how long people have spent in the Public Service overall.</p> <p>Heads of profession (e.g. legal, policy, finance) and System Leads use occupation reporting to understand the experiences of their groups, and to understand whether their occupation is representative of overall New Zealand demographic groups.</p> <p>Occupation is also used in exploring pay gaps and differences in pay satisfaction. And information about pay and benefits contributes to exploring pay gaps under Kia Toipoto Public Service Pay Gaps Action Plan, and informs system pay strategies and pay guidance. While understanding seniority supports the Leadership Strategy for New Zealand's Public Service by allowing analysis of other topics for the cohort of leaders.</p> <p>Questions around work/life balance, job satisfaction, stress, inappropriate workplace behaviour (perceived bullying, sexual, and racial harassment and discrimination) contributes to agency performance assessment and improvement. The survey will collect and share data and insights to help measure change to agency culture and behaviours over time.</p> <p>There is public interest in this data and attempts utilising third parties to collect similar information through surveys with significantly less survey respondent sizes, and/or unbalanced populations (therefore less conclusive or accurate results). The Government Health & Safety Lead leads the Mentally Health Work Programme, measurement of these particular workforce issues supports decision making on any future design and delivery of this, or similar, programmes of work.</p>	<p>and hybrid working arrangements, and exploring new mechanisms for workforce mobility to meet Government priorities.</p>

Topic	Examples of how they inform our work	Examples of outcomes they contribute to
	<p>Satisfaction measures for career development, training completed, career aspirations and skill match to job helps assess agency performance in their duty to act as 'good employer' as required by the Public Service Act 2020 (Section 73).</p> <p>Data gathered through the survey also helps measure agency performance in their duty to have employment policies and practices that foster a workplace that is inclusive of all groups under the Public Service Act 2020 (Section 75), and their support for disabled staff.</p>	
DIVERSITY		
<ul style="list-style-type: none"> • Gender/transgender/intersex • Ethnicity • Caring responsibilities • Sexual orientation • Disability/mental health/neurodiversity • Religion • Iwi • Qualifications 	<p>The survey gathers information on diversity not held or reliably collectable by agencies (including, religion, sexual identity, disability, neurodiversity).</p> <p>It helps measure Public Service performance in developing a highly capable workforce that reflects the diversity of the society it serves, as required by the Public Service Act 2020 (Section 44(c)). Data is also used to explore pay gaps under Kia Toipoto Public Service Pay Gaps Action Plan.</p> <p>Data collected through the survey also helps assess agency performance in their duty to promote diversity and inclusiveness, Public Service Act 2020 (Section 75).</p> <p>These questions also incorporate international obligations around disability measurement into our business as usual, e.g. reporting to support the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques.</p>	<p>Understanding the shape of the public service relative to the communities we serve helps to ensure we are well-placed to serve these communities and develop policies that account for different perspectives.</p> <p>This makes us more effective at improving outcomes, particularly where people have complex needs and may need bespoke, culturally specific or more integrated services. It also helps the public service to strengthen and maintain the trust and confidence of different communities.</p>
MĀORI CROWN		

Topic	Examples of how they inform our work	Examples of outcomes they contribute to
<ul style="list-style-type: none"> Supported to engage with Māori Understand Treaty responsibilities Agency leaders commitment to Māori Crown relationship Ability to identify aspects of agency work that may disadvantage Māori Comfort supporting tikanga Māori Te reo capability Agency encouragement to use te reo Agency support for building te reo in staff Te reo use at work 	<p>The survey gathers information that helps assess the performance of chief executives in their duty to maintain the capability of the Public Service to engage with Māori under Public Service Act 2020 (Section 14).</p> <p>Questions around understanding Treaty responsibilities, support to engage with Māori, and te reo capabilities used in the workplace helps support Performance Improvement Reviews around Māori Crown relationship building. They also support the Maihi Karauna strategy, an obligation of the Māori Language Act 2016.</p>	<p>Building these capabilities helps to ensure the public service is well-placed to support the Government of the day in its relationships with Māori under the Treaty Waitangi.</p>
INTEGRITY		
<ul style="list-style-type: none"> Politically neutral Free and frank advice Merit-based appointments Open government Stewardship Speaking up Trust in colleagues Spirit of Service 	<p>For the first time, the survey will ask public servants about the principles that are central to the way they deliver services and outcomes for New Zealanders. The five principles are: politically neutral, free and frank advice, merit-based appointments, open government and stewardship. It will also ask about the spirit of service, the fundamental characteristic of the public service.</p> <p>These principles have been part of the public service by convention or law for some time but have not been consistently measured, making it more challenging to focus activities and interventions to enable performance improvement. Data will provide a baseline to measure implementation of the relevant parts of the Public Service Act 2020 over time.</p> <p>There has been public criticism of the public service in terms of its ability to measure adherence to these principles. There have also been previous attempts at gathering the same information by third parties with smaller surveys and therefore less reliable results.</p>	<p>This helps to ensure public servants understand and comply with their integrity obligations, and that the public service is able to demonstrate how it is upholding core public service principles.</p> <p>Consistent adoption of the principles and spirit of service by the public service help to maintain public trust and confidence, and support effective delivery of the priorities of the Government of the day.</p>

Topic	Examples of how they inform our work	Examples of outcomes they contribute to
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Note: The survey also contains a free text section (any other comments). This provides a channel for employees to communicate to their agency and the Commission issues/ideas for improvement on topics covered in the survey, or those the survey did not include. Several topics raised in comments in 2021 are now included as questions in the 2025 survey.



Report Title:	Public Service Census 2025		
Report No:	2024-0211		
Date:	19 August 2024		
To:	Hon Nicola Willis, Minister for the Public Service		
Action Sought:	Note planning for the March 2025 Census and provide feedback on proposed topics	Due Date	26 August
Contact Person:	Josh Masson, Chief Data Officer, Data Team		
Contact No:	021 682 087		
Encl:	Yes	Priority:	Low
Security Level:	IN CONFIDENCE		

Executive Summary

1. Past academic commentary and external reports have been critical of the Commission's monitoring of agency compliance with the Public Service Act (and preceding State Services Act). More recently, you have signalled your expectation that the Commission improve the quality of its monitoring, evaluation and assurance work.
2. Te Taunaki | Public Service Census (the Census) was introduced in 2021, to begin to address information gaps and strengthen the Commission's oversight role, by surveying all staff of departments and departmental agencies. The Census provided information about Public Service employee experiences, motivations, and demographic information. It is the only avenue for collecting information directly from public servants and is a key source of insight about capability and culture across public service organisations.
3. The Census is modelled on the approach taken by Australia, Canada and the UK who run similar surveys on a yearly basis. Such surveys can demonstrably improve performance. By way of example, the equivalent Australian survey has shown a significant downward trend in workplace bullying and harassment, from 17.2% in 2015 to 10.4% in 2023.
4. We are in the planning stages to run the next Census in March 2025. The proposed topics have been widened and aligned with the Government's priorities and Public Service Act obligations. The topics are organised into six domains: Better Public Services, Workforce Capability and Mobility, Good Employer, Diversity, Māori Crown, and Integrity and Conduct.
5. Under each domain are individual topics focused on assessing performance. For example, the Better Public Services domain includes the factors that improve productivity (e.g. having clear work objectives, the management of poor performance, and the impact of flexible work). Other topics focus on delivery of better public services (e.g., innovation, interagency collaboration).
6. More detail on the six domains and how the topics align with the government's priorities is set out in the **Appendix**. We would welcome your views on these topics and their level of alignment with the Government's priorities.

IN CONFIDENCE

Public Service Census 2025 – Proposed Topics

14. We have aligned and strengthened the survey to support the Governments priorities. Topics are grouped under six domains: Better Public Services, Workforce Capability and Mobility, Good Employer, Diversity, Māori Crown and Integrity and Conduct
15. Under each domain are individual topics focused on assessing performance. The topics for the survey are shown in the appendix, including use cases for the information and how these support our ability deliver on the Government's priorities.
16. These topics reflect the Commission's ambition to drive performance through robust data collected across the public service, particularly the factors that enable public servants to be productive (e.g. having clear work objectives and manager support to achieve them, barriers to completing objectives, team productivity, impact of flexible work on productivity, clarity of agency priorities, management of poor performance, team collaboration, workload, engagement). Questions also focus on delivery of better public services (e.g. innovation, interagency collaboration), good employer requirements (job stress, bullying, racial and sexual harassment, discrimination), and integrity and conduct (e.g. transparency, political neutrality, free and frank advice).
17. Questions have been developed through consultation with stakeholders including agencies and system leads to ensure they provide information to support whole of system work programmes. The Commission has also liaised with international jurisdictions, academic experts, and employee-led networks. New questions were user tested to ensure they made sense in a New Zealand context.
18. To enable benchmarking of public service performance with other jurisdictions, where possible we have utilised questions from other jurisdictions (e.g. bullying/harassment, recommending agency as a good place to work, how change is managed in organisation, engagement). Demographic questions were sourced from StatsNZ to enable comparability with NZ population wherever possible.

Benefits

Census provides robust, comparable information on key drivers of performance and delivery

19. The Public Service Census is the only avenue to collect information directly from public servants. This makes it a key source of insight about capability and culture from people in all parts of public service organisations.
20. We use the Census to inform work across the system and to measure the impact of the Commission's work. The Census supports the Commission's core work such as:
 - a. chief executive, agency and system performance management (e.g., assessing whether an agency has the capability and culture it needs to be an effective system leader and steward, providing comparable data to inform Performance Improvement Reviews)
 - b. workforce policies and interventions, and
 - c. the guidance and support we provide on integrity matters (for example developing specific agency plans for Integrity Champions)
21. Regular surveys create a public accountability mechanism and a strong incentive for improvement. Through publishing Census results, we ensure that Ministers, system leads, and heads of profession, have access to this key source of information about system level and individual agency performance. By asking the same questions of all agencies, we can

identify areas of risk and underperformance and intervene. The Commission's role in collecting and publishing information ensures that the public has information readily accessible about the performance of agencies.

Agencies benefit from comparable and cost-effective workforce capability information.

22. Some agencies use regular staff surveys, either full engagement surveys or shorter pulse surveys. These can be used to measure changes if the same questions are used across multiple years, but the questions and frequency are not consistent between agencies so comparing performance to other agencies is not possible. Some agencies do not run staff surveys due to costs, capacity, and capability of their HR teams. Because the Commission ran the Census in 2021, agencies were able to avoid running some other surveys that year. In this round of the Census we will allow agencies to add bespoke questions to eliminate the need for them to conduct other staff surveys, reducing cost and staff time spent on surveying.
23. By undertaking a survey centrally, with many agencies are covered under a single contract, the price is substantially lower cost than individual agencies procuring similar surveys separately. Due to economies of scale, our costs to run a Public Service Census survey are \$160,000 to cover all employees of all departments and departmental agencies. This reduces the cost per person from \$35pp when procured by individual agencies to approximately \$3pp. The survey costs the Commission approximately \$4,000 per agency to run, compared to an average of \$65,000 when agencies procure on their own.

9(2)(g)(i) free and frank



Timeline for the Public Service Census 2025

29. We are now in the planning stages to run the next Public Service Census in March 2025, to align with agency annual report timelines. This enables agencies to use the results and publicly report on the state of their organisation, particularly as they can compare results against their 2021 performance and against the Public Service overall. We anticipate initial results would be available to share with you in May, with public reporting following in early June.

Financial Implications

30. We have invested in preparation for the survey (\$50,000), and the outstanding cost remaining is \$110,000 (not including GST or the 1% AOG fee) to run the survey in early 2025. This cost is accounted for in the Commission's FY24/25 planning.
31. This expenditure is low compared to agencies procuring their own surveys, but there are also costs in staff time to complete it. We have ensured the 2025 survey takes the same length of time to complete that the 2021 survey did, 20 minutes.

Next Steps

32. We would like to confirm the topics for the Census by 30 August. This would enable us to keep our timeline of a March 2025 survey.
33. This is on the agenda for our next meeting with you.

Recommended Action

We recommend that you:

- a **note** that the Public Service Census helps to strengthen our performance role
- b **note** the proposed topics set out in the Appendix have been widened and aligned with the Government's priorities and Public Service Act obligations.
- c **discuss** your feedback on the topics outlined in the Appendix with officials.
- d Subject to your feedback, **note** the Commission's plan to run the next Public Service Census in March 2025.
- e **agree** that Te Kawa Mataaho release this briefing once it has been considered by you, with the Risks section withheld due to it being free and frank advice.

Agree/disagree.



Hon Nicola Willis

Minister for the Public Service

APPENDIX – Public Service Census topics and link to wider outcomes for public service performance and delivery

Note: topics in **bold** are new in the 2025 survey.

Topic	Examples of how they inform our work	Examples of outcomes they contribute to
BETTER PUBLIC SERVICES		
<ul style="list-style-type: none"> • Management of poor performance • Clarity of work objectives • Barriers to completing objectives • Innovation • Clarity of agency priorities • Team collaboration • Interagency collaboration • Workload • Perceived team productivity • Change management • Engagement • Skills matched to job • Customer facing roles • Languages spoken 	<p>These topics help us to gauge people's understanding of their agency's priorities and how well they feel they are placed to contribute to them. These are indicators for an agency's ability to deliver on its priorities.</p> <p>While the survey cannot directly measure productivity, there are indicators for the factors that enable people to be productive (e.g. having clear work objectives and manager support to achieve them).</p> <p>These questions help us identify barriers to productivity and effectiveness within agencies and across the Public Service. Data is also intended to support chief executive performance assessments and Performance Improvement Reviews to directly drive agency improvement.</p>	<p>Focusing on priorities, working smarter, with the right tools and leadership, will help us to deliver more for less on the government's priorities and improve outcomes for New Zealanders.</p> <p>Focusing our performance management interventions in these areas will help to ensure that the public service makes efficient use of resources.</p> <p>More effectively collaborating within and across agencies to reduce duplication of effort and drive improved performance and innovation are important contributors.</p>
WORKFORCE CAPABILITY & MOBILITY		
<ul style="list-style-type: none"> • Access to learning and development • Mobility intentions • Interest in/barriers to secondments • Reasons for leaving • Reasons for joining (new starters) • Tenure in role/agency/public sector • Use of/reasons for flexible/hybrid work 	<p>These topics gather information on flexible and hybrid work by public servants to better understand its impact on productivity and job satisfaction, as many of the arrangements are informal and are not captured in administrative information.</p> <p>We would use this to inform refreshing the Flexible by Default Guidance and hybrid working guidance.</p>	<p>Shaping our workforce policies and interventions helps to ensure the public service is attracting, retaining and developing the talent it needs and this can be effectively deployed to the priorities of the government.</p>

IN CONFIDENCE

Topic	Examples of how they inform our work	Examples of outcomes they contribute to
<ul style="list-style-type: none"> • Impact of flexible work on productivity • Satisfaction with pay and benefits 	<p>Understanding people's mobility intentions and reasons for leaving help us to better understand and anticipate workforce attrition. This data is used for workforce planning and supports the development of mobility (secondment) guidance, for example.</p> <p>Questions about employment start date, time in public sector, permanent/fixed term contract are required for cohort analysis on other topics (e.g. career development and leadership). Administrative data at agency level does not follow people's careers if they move between departments. This means we have no way of knowing how long people have spent in the Public Service overall.</p> <p>Heads of profession (e.g. legal, policy, finance) and System Leads use occupation reporting to understand the experiences of their groups, and to understand whether their occupation is representative of overall New Zealand demographic groups.</p> <p>Occupation is also used in exploring pay gaps and differences in pay satisfaction. And information about pay and benefits contributes to exploring pay gaps under Kia Toipoto Public Service Pay Gaps Action Plan, and informs system pay strategies and pay guidance. While understanding seniority supports the Leadership Strategy for New Zealand's Public Service by allowing analysis of other topics for the cohort of leaders.</p> <p>Questions around work/life balance, job satisfaction, stress, inappropriate workplace behaviour (perceived bullying, sexual, and racial harassment and discrimination) contributes to agency performance assessment and improvement. The survey will collect and share data and insights to help measure change to agency culture and behaviours over time.</p> <p>There is public interest in this data and attempts utilising third parties to collect similar information through surveys with significantly less survey respondent sizes, and/or unbalanced populations (therefore</p>	<p>Meeting our requirements to act as a good employer helps to ensure that we can keep and grow the talent we need to deliver.</p> <p>We continue to look for opportunities to adapt the way the public service works to best deliver for the government. This includes optimal use of flexible and hybrid working arrangements, and exploring new mechanisms for workforce mobility to meet Government priorities.</p>
GOOD EMPLOYER		
<ul style="list-style-type: none"> • Leadership support for health & safety • Work stress • Work/life balance • Bullying/harassment • Safe to speak up • Discrimination • Manager support • Inclusion • Career aspirations • Satisfaction with career development • Access to employee-led networks • Accommodation for disability • Job satisfaction 		

IN CONFIDENCE

Topic	Examples of how they inform our work	Examples of outcomes they contribute to
	<p>less conclusive or accurate results). The Government Health & Safety Lead leads the Mentally Health Work Programme, measurement of these particular workforce issues supports decision making on any future design and delivery of this, or similar, programmes of work.</p> <p>Satisfaction measures for career development, training completed, career aspirations and skill match to job helps assess agency performance in their duty to act as 'good employer' as required by the Public Service Act 2020 (Section 73).</p> <p>Data gathered through the survey also helps measure agency performance in their duty to have employment policies and practices that foster a workplace that is inclusive or all groups under the Public Service Act 2020 (Section 75), and their support for disabled staff.</p>	
DIVERSITY <ul style="list-style-type: none"> • Gender/transgender/intersex • Ethnicity • Caring responsibilities • Sexual orientation • Disability/mental health/neurodiversity • Religion • Iwi • Qualifications 	<p>The survey gathers information on diversity not held or reliably collectable by agencies (including, religion, sexual identity, disability, neurodiversity).</p> <p>It helps measure Public Service performance in developing a highly capable workforce that reflects the diversity of the society it serves, as required by the Public Service Act 2020 (Section 44(c)). Data is also used to explore pay gaps under Kia Toipoto Public Service Pay Gaps Action Plan.</p> <p>Data collected through the survey also helps assess agency performance in their duty to promote diversity and inclusiveness, Public Service Act 2020 (Section 75).</p> <p>These questions also incorporate international obligations around disability measurement into our business as usual, e.g. reporting to</p>	<p>Understanding the shape of the public service relative to the communities we serve helps to ensure we are well-placed to serve these communities and develop policies that account for different perspectives.</p> <p>This makes us more effective at improving outcomes, particularly where people have complex needs and may need bespoke, culturally specific or more integrated services. It also helps the public service to strengthen and maintain the trust and confidence of different communities.</p>

IN CONFIDENCE

Topic	Examples of how they inform our work	Examples of outcomes they contribute to
	support the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques.	
MĀORI CROWN		
<ul style="list-style-type: none"> Supported to engage with Māori Understand Treaty responsibilities Agency leaders commitment to Māori Crown relationship Ability to identify aspects of agency work that may disadvantage Māori Comfort supporting tikanga Māori Te reo capability Agency encouragement to use te reo Agency support for building te reo in staff Te reo use at work 	<p>The survey gathers information that helps assess the performance of chief executives in their duty to maintain the capability of the Public Service to engage with Māori under Public Service Act 2020 (Section 14).</p> <p>Questions around understanding Treaty responsibilities, support to engage with Māori, and te reo capabilities used in the workplace helps support Performance Improvement Reviews around Māori Crown relationship building. They also support the Maihi Karauna strategy, an obligation of the Māori Language Act 2016.</p>	Building these capabilities helps to ensure the public service is well-placed to support the Government of the day in its relationships with Māori under the Treaty Waitangi.
INTEGRITY		
<ul style="list-style-type: none"> Politically neutral Free and frank advice Merit-based appointments Open government Stewardship <p>Trust in colleagues Spirit of Service</p>	<p>For the first time, the survey will ask public servants about the principles that are central to the way they deliver services and outcomes for New Zealanders. The five principles are: politically neutral, free and frank advice, merit-based appointments, open government and stewardship. It will also ask about the spirit of service, the fundamental characteristic of the public service.</p> <p>These principles have been part of the public service by convention or law for some time but have not been consistently measured, making it more challenging to focus activities and interventions to enable performance improvement. Data will provide a baseline to measure</p>	<p>This helps to ensure public servants understand and comply with their integrity obligations, and that the public service is able to demonstrate how it is upholding core public service principles.</p> <p>Consistent adoption of the principles and spirit of service by the public service help to maintain public trust and confidence, and support effective delivery of the priorities of the Government of the day.</p>

IN CONFIDENCE

Topic	Examples of how they inform our work	Examples of outcomes they contribute to
	<p>implementation of the relevant parts of the Public Service Act 2020 over time.</p> <p>There has been public criticism of the public service in terms of its ability to measure adherence to these principles. There have also been previous attempts at gathering the same information by third parties with smaller surveys and therefore less reliable results.</p>	

Note: The survey also contains a free text section (any other comments). This provides a channel for employees to communicate to their agency and the Commission issues/ideas for improvement on topics covered in the survey, or those the survey did not include. Several topics raised in comments in 2021 are now included as questions in the 2025 survey.

2025 Te Taunaki Questionnaire

Questions in **yellow** are new/changed for 2025.

Q1. Are you employed directly by a Public Service department, departmental agency, or Crown agent?	<input type="checkbox"/> Yes, I have a permanent or temporary/fixed term job <input type="checkbox"/> No, I am a contractor (either self-employed or working for a private sector business)
---	--

[if answer 'no' to Q1]

Thank you for your time. You do not need to complete this survey.

[otherwise...]

Part A: About your role

Based on your experience in your current job, please respond to the following questions.

Q2. Do you spend more than half of your working time dealing directly with the public, communities, external customers and clients, or people in your care?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
--	---

This includes time spent face to face, online or over the phone. Please don't include time with internal customers and clients within your own organisation.

Q3. Do you have any people management responsibilities?	<input type="checkbox"/> Yes, managing people is part of my role <input type="checkbox"/> No, managing people is <u>not</u> part of my role <i>[Go to Q5]</i> <input type="checkbox"/> Don't know <i>[Go to Q5]</i> <input type="checkbox"/> Prefer not to answer <i>[Go to Q5]</i>
--	--

[Stem question for managers, consider don't know, prefer not to answer as no]

Q4. Are you a member of the Public Service Leaders Group?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
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[MANAGERS ONLY – yes on Q3]

	Well above capacity – too much work	Slightly above capacity – lots of work to do	At capacity – about the right amount of work to do	Slightly below capacity – available for more work	Well below capacity – not enough work	Don't know	Prefer not to answer
Q5. What best describes your current workload?							

Q6. How do you feel about the balance between your working life and your life outside of work?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
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<p>Q7. Do you regularly use any flexible working arrangements?</p> <p>Please select all that apply to you</p> <p>Regularly work from home means working at least one day in a typical week. Don't count working extra hours outside of your normal work day, such as answering a work call at home.</p> <p>Home could include your own home, the home of a family member, or a holiday home.</p>	<p><input type="checkbox"/> Work from home [Go to Q7a]</p> <p><input type="checkbox"/> Another type of flex work (e.g. flexible start and finish, job-sharing, flexi-leave, compressed hours) [Go to Q8]</p> <p><input type="checkbox"/> No I don't use any flexible work arrangements [Go to Q8]</p> <p><input type="checkbox"/> Don't know [Go to Q8]</p> <p><input type="checkbox"/> Prefer not to answer [Go to Q8]</p>
<p>Q7a. What days of the week are you working from home in a typical week?</p> <p>Select all that apply</p> <p>Only include days where you spend the majority of your working day at home. For example, if you work a full day in the office but also respond to texts after hours <u>don't</u> count that as a day you work at home.</p>	<p><input type="checkbox"/> Monday</p> <p><input type="checkbox"/> Tuesday</p> <p><input type="checkbox"/> Wednesday</p> <p><input type="checkbox"/> Thursday</p> <p><input type="checkbox"/> Friday</p> <p><input type="checkbox"/> Saturday/Sunday</p> <p><input type="checkbox"/> I don't have set days that I work from home</p>

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / Not applicable	Prefer not to answer
How satisfied are you with...							
Q8. your pay							
Q9. your other employment conditions (e.g. leave, flexible work arrangements, other benefits).							

Part B: Supporting productivity

Please indicate how much you agree or disagree with the following statements.

Q10. The people in my team are encouraged to come up with new and better ways of doing things.

Q11. My team discusses mistakes so we can learn from them.

Q12. The people in my team collaborate to get the job done.

Q13. My manager provides me with helpful feedback to improve my performance.

Q14. My manager supports my team to deliver on what we are responsible for.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q15. My team has clear work objectives.							

	Extremely	Very	Moderately	Slightly	Not at all	Don't know	Prefer not to answer
Q15a. Over the last 12 months, how successful has your team been at achieving its objectives?							
Q15b. What made it hard to achieve the objectives? Select all that apply. <i>[For those who were moderately, slightly, or not at all in Q15a.]</i>	<input type="checkbox"/> Changing priorities <input type="checkbox"/> Overly optimistic/unrealistic timelines <input type="checkbox"/> No enough resources or people <input type="checkbox"/> Complicated or unnecessary business processes <input type="checkbox"/> Lack of motivation <input type="checkbox"/> Lack of appropriate tools or technology <input type="checkbox"/> Physical work environment (e.g. distractions, not enough meeting rooms) <input type="checkbox"/> Skills of team not a good match for work expected of us <input type="checkbox"/> Other, please specify: _____						
Q16. Does the team you manage have the ability to work from home? <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>[Go to Q17]</i> <input type="checkbox"/> Don't know <i>[Go to Q17]</i> <input type="checkbox"/> Prefer not to answer <i>[Go to Q17]</i>						
Q16a. What impact does work from home have on your team's productivity/ ability to get their work done in a timely way? <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Increases productivity <input type="checkbox"/> No impact <input type="checkbox"/> Decreases productivity <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						
Q17. I have the support I need from my organisation to manage or improve staff performance that is not meeting expectations. <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						

Please indicate how much you agree or disagree with the following statements. <i>[Q18-21 part of public service motivation and engagement set from OECD, Q20 added to OECD after publication of the latest Government at a Glance. We also consider job satisfaction Q65 an element of engagement. So engagement is measured with: Q19-21 and Q65]</i>	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q18. It is important to me that my work contributes to the common good.							
Q19. The work I do gives me a sense of accomplishment.							
Q20. I am enthusiastic about my job.							
Q21. I would recommend my organisation as a good place to work.							
Q22. Senior leaders clearly articulate the direction and priorities for our organisation.							
Q23. I find it easy to work with colleagues in other agencies to achieve good outcomes.							

Part C: Public Service values							
Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q24. I have a good understanding of what it means to be a politically neutral public servant.							
Q25. I am confident that in my organisation people get jobs based on merit.							
Q26. It's important to me that my organisation is open and transparent with the public.							
Q27. My organisation is working for the long-term good of New Zealand.							

Q28. Are you involved in preparing advice for a Minister?

Yes				No [Go to Q29]		
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer

Q28a. I am confident that my organisation is free and frank in our advice to Ministers.

Part D: Integrity and conduct							
Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q29. My work colleagues can be trusted to do what is right.							
Q30. My manager leads by example in ethical behaviour.							
Q31. The culture in my organisation supports people to act with integrity.							
Q32. I know what to do if I experience or witness wrongdoing or inappropriate behaviour in the workplace.							
Q33. I feel safe to speak up about wrongdoing or inappropriate behaviour in the workplace.							

<p>Q34. Over the last 12 months, have you experienced any unfair treatment in your workplace that you think was due to a/some personal characteristic(s) such as your gender, age, ethnicity, country of origin, disability, sexual orientation, religious beliefs, etc?</p> <p>Some examples of unfair treatment:</p> <ul style="list-style-type: none"> not being selected for an interview or not being hired for a new role due to a personal characteristic such as gender and/or ethnicity denied a career development opportunity, including training, secondment, or promotion due to a personal characteristic such as gender and/or ethnicity denied reasonable accommodation for an impairment/disability denied the opportunity to carry out a religious or cultural practice at work (e.g. speaking a language other than English in social interactions, prayer break) 	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No [Go to Q36]</p> <p><input type="checkbox"/> Don't know [Go to Q36]</p> <p><input type="checkbox"/> Prefer not to answer [Go to Q36]</p>
<p>Q35. I believe I have been treated unfairly because of my:</p> <p>Select all that apply</p>	<p><input type="checkbox"/> Gender or sex</p> <p><input type="checkbox"/> Age</p> <p><input type="checkbox"/> Ethnicity, national origin, race or colour</p> <p><input type="checkbox"/> Disability</p> <p><input type="checkbox"/> Religious belief</p> <p><input type="checkbox"/> Sexual orientation</p> <p><input type="checkbox"/> Marital or family status</p> <p><input type="checkbox"/> Political opinion</p> <p><input type="checkbox"/> Employment status</p> <p><input type="checkbox"/> Ethical belief</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>

Part E: Health, safety, and wellbeing

Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q36. Leaders in my organisation demonstrate a commitment to continuously improving health and safety.							
Q37. Leaders in my organisation demonstrate a commitment to addressing work factors that impact mental health (e.g. workload, workplace relationships, traumatic or distressing work events).							
Q38. My manager cares about my health and wellbeing.							

Please read the following definitions before answering the next question about your own experiences.

Workplace bullying is repeated and unreasonable behaviour directed towards you that can lead to physical or psychological harm. Bullying can be physical, verbal, psychological or social. It can include victimising, humiliating, intimidating or threatening. Workplace bullying is not: one-off or occasional instances of rudeness/tactlessness, constructive peer review, a manager requiring reasonable verbal or written work instructions to be carried out, warning or disciplining workers in line with the organisation's code of conduct.

Racial harassment is when someone expresses hostility/ridicules you on the basis of your race, colour, or ethnic or national origin, is hurtful or offensive to you, and it is serious or frequent enough to have a negative effect on your job performance or job satisfaction.

Sexual harassment any unwelcome or offensive sexual behaviour that is repeated, or is serious enough to have a harmful effect, or includes a promise of preferential treatment or a threat of detrimental treatment.

Note this survey is not a reporting tool, and no investigation will occur based on comments or responses in this survey. To report inappropriate workplace behaviour, contact your manager or Human Resources/People team for information.

Q39. During the last 12 months, have you been subjected to harassment or bullying in your current workplace?

Yes

No
[Go to Q47]

Note bullying and harassment might occur anywhere that you go as part of your work, including online interactions and from people inside or outside your own organisation.

Q40. What type of harassment or bullying did you experience?

Select all that apply

a. Verbal abuse (e.g. offensive language directed toward you, derogatory remarks, shouting)

b. Deliberate exclusion from work-related activities

c. Interference with work tasks (e.g. withholding needed information, undermining or sabotage)

d. Inappropriate and unfair application of work policies or rules (e.g. access to leave, access to learning and development)

e. Given tasks with unreasonable or impossible targets or deadlines

f. Interference with your personal property or work equipment

g. Physical assault, or threats of violence/physical abuse

h. Hostility/ridicule because of your race, colour, ethnic group, or national origin

i. Sexual harassment (e.g. unwanted sexual remarks/jokes, unwanted sexually explicit material shared online, pressure for sex)

j. Other, please specify (please **do not** list names, locations, phone numbers or other identifying details about yourself or any other person)

[For each yes in Q40, show Q41 with piped text showing item.]

Q41. How often did the bullying or harassment happen?

One time

A few times over the last 12 months

Monthly

Weekly

Daily

Don't know

Prefer not to answer

Q42. Who was responsible for the bullying or harassment?

Select all that apply

Your current or previous manager

Someone more senior (other than your manager)

One or more of your direct reports

Another co-worker in your current agency not listed above

Client, customer, or person in your care

A member of the public

Colleague from another government agency

Minister or ministerial office staff

Contractor/consultant/service provider

Don't know

Prefer not to answer

Q43. Did you report the bullying or harassment?

[] I reported the behaviour [skip to Q45]

	<input type="checkbox"/> I'm considering whether or not to report the behaviour <input type="checkbox"/> I decided not to report the behaviour <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						
Q44. Why didn't you report the bullying or harassment? Select all that apply	<input type="checkbox"/> I didn't want to upset relationships in the workplace <input type="checkbox"/> I did not have any evidence <input type="checkbox"/> It could affect my career <input type="checkbox"/> I did not think action would be taken <input type="checkbox"/> The issue was resolved informally <input type="checkbox"/> I didn't think the behaviour was serious enough to report it <input type="checkbox"/> Managers accepted the behaviour <input type="checkbox"/> It was not worth the hassle of going through the reporting process <input type="checkbox"/> I was worried about possible retaliation or reprisals <input type="checkbox"/> I didn't know how to report <input type="checkbox"/> Someone else reported the behaviour so I didn't have to <input type="checkbox"/> Other <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q45. I am satisfied with how matters related to bullying/harassment are resolved in my organisation.							

	Always	Often	Sometimes	Hardly ever	Never	Don't know	Prefer not to
Q46. In the last 12 months, how often would you say you have experienced work stress? Work stress is when being at work, or the work itself, makes you feel tense, anxious, or less able to cope.							

If you are experiencing distress at work or at home, you are encouraged to contact your agency's Employee Assistance Program (EAP), or access support from services such as:

- Free call or text 1737 to reach a trained counsellor. Anyone feeling stressed, worried, down, or needing tautoko (support) or someone to talk to can call or text.
- The Depression Helpline – [0800 111 757](tel:0800111757) or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions).

Part F: Inclusion | <translation here >

Please rate your level of agreement with the following statement about your team.

Q47. I feel accepted as a valued member of the team.

Q48. I feel comfortable being myself at work /with my colleagues.

Q49. The agency I work for supports and actively promotes an inclusive workplace.

Q50. I have access to employee led networks relevant to me.

Examples of employee-led networks include disability networks, rainbow networks, or networks for ethnic groups. These might be within your agency or cross-agency.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer

Part G. Skills and development

Q51. Thinking about your role at [the][agency], which of the following best describes how you feel about your skills?

- ☐ I need further training to do the job well
☐ My skills match well with the work I do
☐ I have the skills to cope with more demanding work
☐ Don't know
☐ Prefer not to answer

Q52. In the last 12 months, have you done any training related to your job such as courses, study, or on-the-job training?

On-the-job training is training at work, undertaken while also doing the actual job, to gain skills needed for that job.

- ☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

Please rate your level of agreement with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q53. I have access to the learning and development I need to do my job well.							
Q54. I am encouraged and supported to apply for developmental opportunities (e.g. other roles, secondments, senior positions)							
Q55. I am satisfied with my career development opportunities							

Part H: Māori Crown Capability

Q56. How well are you able to speak te reo Māori in day-to-day conversation?

- ☐ Very well – I can talk about almost anything in te reo Māori
☐ Well – I can talk about many things in te reo Māori
☐ Fairly well – I can talk about some things in te reo Māori
☐ Not very well – I can only talk about simple/basic things in te reo Māori
☐ No more than a few words or phrases (including none-at all) [Go to Q58]

- ☐ Don't know
☐ Prefer not to answer

Q57. When you are at work, how often do you have conversations in te reo Māori?

Please include both spoken and written te reo Māori (e.g. emails or Microsoft Teams chats) in your answer.

- ☐ Daily
☐ Weekly
☐ Monthly
☐ A few times a year
☐ Never
☐ Don't know
☐ Prefer not to answer

Please rate your level of agreement with the following statements about your organisation's role to support the Crown in its relationships with Māori under Te Tiriti o Waitangi/the Treaty of Waitangi.

Q58. I understand how my agency's Te Tiriti o Waitangi / Treaty of Waitangi responsibilities apply to its work.

Q59. I am encouraged and supported to engage with Māori to ensure Māori views and perspectives are taken into account.

Q60. I feel that leaders in my agency show a commitment to strengthening the relationships between Māori and the Crown.

Q61. I feel confident in my ability to identify aspects of my agency's work that may disadvantage Māori.

Q62. Staff are encouraged to use te reo Māori.

Q63. Staff are supported to improve our te reo Māori (e.g. through on-the-job learning, in-house courses, etc).

Q64. I am comfortable supporting tikanga Māori - Māori cultural values and practice - in my agency (e.g. by using te reo Māori, participating in karakia, hui, mihi whakatau).

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer

Part I. Job satisfaction and future plans

Q65. Thinking now about all aspects of your job, overall, how do you feel about your work?

☐ Very dissatisfied
☐ Dissatisfied
☐ Neither satisfied nor dissatisfied
☐ Satisfied
☐ Very satisfied
☐ Don't know
☐ Prefer not to answer

Q66. Which of the following statements best describes your current situation?

Please select one category only

☐ I have no immediate plans to leave my current position [Go to Q67]
☐ I am actively applying for another role/other roles now-[Go to Q66a]
☐ In the next 12 months I expect to apply for a different role-[Go to Q66a]
☐ In the next 12 months I want to do a secondment or temporary move within my agency or in another agency[Go to Q66a]
☐ I expect to leave the NZ workforce within the next 12 months (e.g. due to retirement or moving overseas) [Go to Q67]
☐ I would like to change jobs but do not believe I can [Go to Q66a]
☐ Don't know [Go to Q67]
☐ Prefer not to answer [Go to Q67]

Q66a. Why are you considering leaving your role?

Select all that apply

Rotate order (except other)

- ☐ Fixed term job ending
- ☐ Job impacted by change process/restructuring
- ☐ Unable to balance caring responsibilities
- ☐ Lack of career progression opportunities
- ☐ Lack of professional development / training opportunities
- ☐ Lack of job security
- ☐ Unsatisfied with pay/remuneration
- ☐ Unsatisfied with flexible work arrangements
- ☐ Work location
- ☐ More interesting work
- ☐ Workload too high
- ☐ Work not aligned with my job skills, experience or training
- ☐ Quality of workplace relationships/ social environment at work
- ☐ Quality of leadership/management
- ☐ Bullying or other negative workplace behaviour
- ☐ Organisation is not accommodating of my disability
- ☐ Other, please specify: _____

Part J: About you | Mōu ake

We want to understand more about you, your experiences and how these may vary across Public Service groups. This will inform a wide range of Public Service work in areas like diversity and inclusion, gender and ethnic pay gaps, pay equity, disability support, talent development.

Some of the questions in this section are quite personal (religion, sexual orientation, physical health, neurodiversity, and mental health), but without asking everyone these questions we wouldn't understand how much the Public Service is representative of the diversity of New Zealand and how experiences are different (or the same) for different groups.

All questions in the survey are voluntary, if you feel uncomfortable about answering, you can select the 'prefer not to answer' option.

Q67. How old are you?

- ☐ Under 20 years
- ☐ 20 to 24 years
- ☐ 25 to 29 years
- ☐ 30 to 34 years
- ☐ 35 to 39 years
- ☐ 40 to 44 years
- ☐ 45 to 49 years
- ☐ 50 to 54 years
- ☐ 55 to 59 years
- ☐ 60 to 64 years
- ☐ 65 to 69 years
- ☐ 70 years or over
- ☐ Prefer not to answer

Q68. What is your gender?

Please select all that apply.

- ☐ Female
- ☐ Male
- ☐ Another Gender, please specify: _____
- ☐ Don't know
- ☐ Prefer not to answer

Q69. What ethnic group(s) do you belong to? Select all that apply to you.

☐ New Zealand European

☐ Māori

☐ Samoan

☐ Cook Islands Maori

☐ Tongan

☐ Niuean

☐ Chinese

☐ Indian

☐ Other, e.g. Dutch, Japanese, Tokelauan. Please specify:

☐ Prefer not to answer

Q70. Are you descended from Māori (that is, did you have a Māori birth parent, grandparent or great-grandparent, etc)?

☐ Yes

☐ No *[Go to Q71]*

☐ Don't know *[Go to Q71]*

☐ Prefer not to answer *[Go to Q71]*

Q70a. Please give the name(s) and region(s) / rohe of your iwi:

Iwi: AUTO-SUGGEST ____

Region: OPEN TEXT _____

☐ Don't know

☐ Prefer not to answer

[Use iwi list based on StatsNZ aria tool]

We want to better understand the diversity of our workforce and the experiences of public servants with long-term physical or sensory impairment, and mental health and neurodivergent conditions (**long-term means lasting six months or more**). Responses will inform improvements to the working environment for public servants. As with all questions in Te Taunaki, if you feel uncomfortable about answering these questions, you can select the 'prefer not to answer' option.

Q72.

- a.** Do you have difficulty seeing, even if wearing glasses?
- b.** Do you have difficulty hearing, even if using a hearing aid?
- c.** Do you have difficulty walking or climbing steps?
- d.** Using your usual language, do you have difficulty communicating, for example understanding or being understood?
- e.** Do you have difficulty remembering or concentrating?
- f.** Do you have difficulty with self-care, such as washing all over or dressing?

No difficulty	Some difficulty	A lot of difficulty	Cannot do at all	Prefer not to answer

Q73. Do you consider yourself to be neurodivergent, and/or have you been diagnosed with a neurodivergent condition?

☐ Yes

☐ No *[Go to Q74]*

☐ Don't know *[Go to Q74]*

☐ Prefer not to answer *[Go to Q74]*

Neurodivergent conditions can include Autism/ASD, Attention Deficit Hyperactivity Disorder (ADHD), dyslexia, dyspraxia, Tourette Syndrome, and other conditions not listed here.

Q73a. Being neurodivergent, how much difficulty do you experience with work activities?

☐ No difficulty

☐ Some difficulty

☐ A lot of difficulty

☐ Cannot complete certain activities at all

☐ Don't know

☐ Prefer not to answer

<p>Q74. Do you consider yourself to have, and/or have you been diagnosed as having a mental health condition?</p> <p>Mental health conditions include things like anxiety, depression, bipolar disorder, psychosis, addiction, and trauma disorders (e.g., PTSD).</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No <i>[Go to Q75]</i></p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer <i>[Go to Q 75]</i></p>
<p>Q74a. Having a mental health condition, how much difficulty do you experience with work activities?</p>	<p><input type="checkbox"/> No difficulty</p> <p><input type="checkbox"/> Some difficulty</p> <p><input type="checkbox"/> A lot of difficulty</p> <p><input type="checkbox"/> Cannot complete certain activities at all</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q75. Do you identify as a disabled person or tangata whaikaha Māori?</p> <p>This includes Māori and non-Māori who identify as disabled.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>The following questions ask about workplace supports or accommodations for example, adaptive changes that can be made to work arrangements, workstations, shared facilities, building entry and exit points, quiet zones, and specialist software.</p> <p>If you need personal support from your organisation, please talk to your manager. Results from the survey are shared in a way that does not identify individuals.</p>	
<p>Q76. Do you use or require any workplace supports or accommodation(s) for your health condition, disability, or impairment?</p> <p><i>[Only show to those who respond with some/a lot/ cannot do at all to Q72a b c d e f, Q73a, 74a or yes to Q75]</i></p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No <i>[Go to Q77]</i></p> <p><input type="checkbox"/> Don't know <i>[Go to Q 77]</i></p> <p><input type="checkbox"/> Prefer not to answer <i>[Go to Q77]</i></p>
<p>Q76. Have you talked to your employer about your workplace supports or accommodation needs?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q77. Please rate your satisfaction with how your organisation has responded to your needs or supports you to carry out work activities.</p> <p>If you would like to comment about this, there is space at the end of the survey for comments.</p>	<p><input type="checkbox"/> Very dissatisfied</p> <p><input type="checkbox"/> Dissatisfied</p> <p><input type="checkbox"/> Neither satisfied nor dissatisfied</p> <p><input type="checkbox"/> Satisfied</p> <p><input type="checkbox"/> Very satisfied</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q78. Which of the following best describes how you think of yourself?</p>	<p><input type="checkbox"/> Heterosexual or straight</p> <p><input type="checkbox"/> Gay or lesbian</p> <p><input type="checkbox"/> Bisexual</p> <p><input type="checkbox"/> Another identity – please specify</p> <hr/> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q79. Are you transgender?</p> <p>Transgender is an umbrella term that refers to people whose gender is different to the sex recorded at their birth. Identities that may fall under this include trans, non-binary genders, transsexual, takatāpui, fa'afafine, genderqueer, and many more. Some people who come under this umbrella term as it is defined may not use the term transgender to describe themselves.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>

<p>Q80. Were you born with a variation of sex characteristics (otherwise known as an intersex variation)?</p> <p>Variations of sex characteristics (or intersex) refers to genetic, hormonal, or physical sex characteristics that do not conform to medical norms for female or male bodies. People may be born with these characteristics or they may develop in puberty.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
<p>Q81. Do your colleagues gender you correctly at work, that is, use the correct name, pronouns and nouns for you?</p> <p><i>[only show if yes to transgender, OR intersex, OR multiple or another gender selected]</i></p>	<input type="checkbox"/> No-one does <input type="checkbox"/> Few people do <input type="checkbox"/> Some people do, some people don't <input type="checkbox"/> Most people do <input type="checkbox"/> Everyone does <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
<p>Q82. Do you have parenting and/or caring responsibilities?</p> <p>This could include caring for children, relatives, friends, etc.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to answer
<p>Q83. What is your religion?</p> <p>Note if you have no religion, type "none" or "no religion". You can also type "prefer not to answer" or "object to answering" depending on how you wish to respond.</p>	<p>AUTO-SUGGEST__ <i>[to include 'none', 'no religion', 'agnostic', 'atheist', 'prefer not to answer', etc]</i></p>
<p>Q84. In which language(s) could you have a conversation about a lot of everyday things?</p>	<p>Please select all that apply.</p> <input type="checkbox"/> English <input type="checkbox"/> Te reo Māori <input type="checkbox"/> New Zealand Sign Language <input type="checkbox"/> Samoan <input type="checkbox"/> Other language(s) – please specify (eg Gujarati, Cantonese, Greek) _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
<p>Q85. What is your highest qualification?</p>	<input type="checkbox"/> No Qualifications <input type="checkbox"/> High School/Secondary School Qualification <input type="checkbox"/> Level 1 to 4 Certificate <input type="checkbox"/> Level 5 or 6 Diploma <input type="checkbox"/> Bachelor's Degree or Level 7 Qualification <input type="checkbox"/> Bachelor Honours Degree or Postgraduate Certificate/Diploma <input type="checkbox"/> Master's Degree <input type="checkbox"/> PhD/Doctoral Degree <input type="checkbox"/> Other – please specify _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Part K Your comments

This survey has covered a wide range of topics, and you might have more to say about something we covered, or you might want to talk about something we didn't ask about.

Q86. Is there anything you would like to comment on?

Please don't include any personal details about yourself or others in your answer.

The comments will be reported verbatim (word for word, as written) and made available to your agency Te Taunaki Census team.

Comments will only be reported for groups with 30 members. For example, if a particular demographic group (ethnic group, gender, etc) has less than 30 respondents the agency will not be able to see comments attributed to that group.

Your comments will also be used for research about the whole Public Service but will not be reported in such a way that any individual can be identified. For example, a quote could be attributed to a “female public servant” but not reference an agency.

This section has a character limit of **5000**. Remember the page will time out after 30 minutes, so save your progress.

Te Taunaki Public Service Census 2025 Questionnaire

Text in red italics are routing instructions, not visible to participants.

Part A: Ō mahi | About your role

Based on your experience in your current job, please respond to the following questions.

- Q2.** Do you spend more than half of your working time dealing directly with the public, communities, external customers and clients, or people in your care?
- ☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

This includes time spent face to face, online or over the phone. Please don't include time with internal customers and clients within your own organisation.

- Q3.** Do you have any people management responsibilities?
- ☐ Yes, managing people is part of my role
☐ No, managing people is not part of my role *[Go to Q5]*
[Stem question for managers, consider don't know, prefer not to answer as no] ☐ Don't know *[Go to Q5]*
☐ Prefer not to answer *[Go to Q5]*

- Q4.** Are you a member of the Public Service Leaders Group?
- ☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer
- [MANAGERS ONLY – yes on Q3]*

	Well above capacity – too much work	Slightly above capacity – lots of work to do	At capacity – about the right amount of work to do	Slightly below capacity – available for more work	Well below capacity – not enough work	Don't know	Prefer not to answer
Q5. What best describes your current workload?							

- Q6.** How do you feel about the balance between your working life and your life outside of work?
- ☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied
☐ Don't know
☐ Prefer not to answer

- Q7.** Do you regularly use any flexible working arrangements?
- Please select all that apply to you
- Regularly work from home means working at least one day at home in a typical week. Don't count working extra hours outside of your normal work day, such as answering a work call at home.
- Home could include your own home, the home of a family member, or a holiday home.
- ☐ Work from home *[Go to Q7a]*
☐ Another type of flex work (e.g. flexible start and finish, job-sharing, flexi-leave, compressed hours) *[Go to Q8]*
☐ No I don't use any flexible work arrangements *[Go to Q8]*
☐ Don't know *[Go to Q8]*
☐ Prefer not to answer *[Go to Q8]*

<p>Q7a. What days of the week are you working from home in a typical week?</p> <p>Select all that apply to you</p> <p>Only include days where you spend the majority of your working day at home. For example, if you work a full day in the office but also respond to texts after hours <u>don't</u> count that as a day you work at home.</p>	<p><input type="checkbox"/> Monday</p> <p><input type="checkbox"/> Tuesday</p> <p><input type="checkbox"/> Wednesday</p> <p><input type="checkbox"/> Thursday</p> <p><input type="checkbox"/> Friday</p> <p><input type="checkbox"/> Saturday/Sunday</p> <p><input type="checkbox"/> I don't have set days that I work from home</p>
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How satisfied are you with...	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / Not applicable	Prefer not to answer
Q8. your pay							
Q9. your other employment conditions (e.g. leave, flexible work arrangements, other benefits).							

Part B: Te hāpai whakaputaranga Supporting productivity							
Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q10. In my agency, people are encouraged to speak up when they identify a serious risk.							
Q11. I have access to the evidence I need to make good decisions. Evidence refers to data, analytics, research and evaluation.							
Q12. My manager provides me with helpful feedback to improve my performance.							
Q12a. My manager supports my team to deliver on what we are responsible for.							

Please indicate how much you agree or disagree with the following statements.

Q13. The people in my team are encouraged to come up with new and better ways of doing things.

Q13a. My team acts on customer feedback to improve our work.

Customers can include people outside your organisation such as members of the public, people in the care of your

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer

organisation, or Ministers. It can also include people inside your organisation who you provide services to, e.g. other teams.

Q13b. My team discusses mistakes so we can learn from them.

Q14. The people in my team collaborate to get the job done.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q15. My team has clear work objectives.							
	Extremely	Very	Moderately	Slightly	Not at all	Don't know	Prefer not to answer
Q15a. Over the last 12 months, how successful has your team been at achieving its objectives?							
Q15b. What made it hard to achieve the objectives? Select all that apply. <i>[For those who were moderately, slightly, or not at all in Q15a.]</i>	<input type="checkbox"/> Changing priorities <input type="checkbox"/> Overly optimistic/unrealistic timelines <input type="checkbox"/> Not enough resources or people <input type="checkbox"/> Complicated or unnecessary business processes <input type="checkbox"/> Lack of motivation <input type="checkbox"/> Lack of appropriate tools or technology <input type="checkbox"/> Physical work environment (e.g. distractions, not enough meeting rooms) <input type="checkbox"/> Skills of team not a good match for work expected of us <input type="checkbox"/> Other, please specify: _____						
Q16. Does the team you manage have the ability to work from home? <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>[Go to Q17]</i> <input type="checkbox"/> Don't know <i>[Go to Q17]</i> <input type="checkbox"/> Prefer not to answer <i>[Go to Q17]</i>						
Q16a. What impact does work from home have on your team's productivity/ ability to get their work done in a timely way? <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Increases productivity <input type="checkbox"/> No impact <input type="checkbox"/> Decreases productivity <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						
Q17. Please indicate how much you agree or disagree with the following statement: I have the support I need from my organisation to manage or improve staff performance that is not meeting expectations. <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						

Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don' t know	Prefer not to answer
Q18. The work I do gives me a sense of accomplishment							
Q19. I am enthusiastic about my job.							
Q20. I would recommend my organisation as a good place to work.							
Q21. Senior leaders clearly articulate the direction and priorities for our organisation.							
Q22. I feel that change is managed well within my organisation.							
Q23. I find it easy to work with colleagues in other agencies to achieve good outcomes.							

Part C: Ngā mātaōpono ratonga tūmatanui | Public Service principles

Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don' t know	Prefer not to answer
Q24. I have a good understanding of what it means to be a politically neutral public servant.							
Q25. I am confident that in my organisation people get jobs based on merit.							
Q26. It's important to me that my organisation is open and transparent with the public.							
Q27. My organisation is working for the long-term good of New Zealand.							
Q27a. It is important to me that my work contributes to the common good.							

Q28. Are you involved in preparing advice for a Minister?

Q28a. Please indicate how much you agree or disagree with the following statement:

I am confident that my organisation is free and frank in our advice to Ministers.

Yes				No <i>[Go to Q29]</i>		
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don' t know	Prefer not to answer

Part D: Te pono me te mahi tika | Integrity and conduct

Please indicate how much you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q29. My work colleagues can be trusted to do what is right.							
Q30. My manager leads by example in ethical behaviour.							
Q31. The culture in my organisation supports people to act with integrity.							
Q32. I know what to do if I experience or witness wrongdoing or inappropriate behaviour in the workplace.							
Q33. I feel safe to speak up about wrongdoing or inappropriate behaviour in the workplace.							

Q34. Over the last 12 months, have you experienced any unfair treatment in your workplace that you think was due to some personal characteristic(s) such as your gender, age, ethnicity, country of origin, disability, sexual orientation, religious beliefs, etc?

Some examples of unfair treatment:

- not being selected for an interview or not being hired for a new role due to a personal characteristic such as gender and/or ethnicity
- denied a career development opportunity, including training, secondment, or promotion due to a personal characteristic such as gender and/or ethnicity
- denied reasonable accommodation for an impairment/disability
- denied the opportunity to carry out a religious or cultural practice at work (e.g. speaking a language other than English in social interactions, prayer break)

- ☐ Yes
☐ No [\[Go to Q36\]](#)
☐ Don't know [\[Go to Q36\]](#)
☐ Prefer not to answer [\[Go to Q36\]](#)

Q35. I believe I have been treated unfairly because of my:

Select all that apply

- ☐ Gender or sex
☐ Age
☐ Ethnicity, national origin, race or colour
☐ Disability
☐ Religious belief
☐ Sexual orientation
☐ Marital or family status
☐ Political opinion
☐ Employment status
☐ Ethical belief
☐ Don't know
☐ Prefer not to answer

Part E: Te hauora, te haumarutanga, me te toiora | Health, safety, and wellbeing

Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q36. Leaders in my organisation demonstrate a commitment to continuously improving health and safety.							
Q37. Leaders in my organisation demonstrate a commitment to addressing work factors that impact mental health (e.g. workload, workplace relationships, traumatic or distressing work events).							
Q38. My manager cares about my health and wellbeing.							

Please read the following definitions before answering the next question about your own experiences.

Workplace bullying is repeated and unreasonable behaviour directed towards you that can lead to physical or psychological harm. Bullying can be physical, verbal, psychological or social. It can include victimising, humiliating, intimidating or threatening. Workplace bullying **is not**: one-off or occasional instances of rudeness/tactlessness, constructive peer review, a manager requiring reasonable verbal or written work instructions to be carried out, warning or disciplining workers in line with the organisation's code of conduct.

Racial harassment is when someone expresses hostility/ridicules you on the basis of your race, colour, or ethnic or national origin, is hurtful or offensive to you, and it is serious or frequent enough to have a negative effect on your job performance or job satisfaction.

Sexual harassment any unwelcome or offensive sexual behaviour that is repeated, or is serious enough to have a harmful effect, or includes a promise of preferential treatment or a threat of detrimental treatment.

Note this survey is not a reporting tool, and no investigation will occur based on comments or responses in this survey. To report inappropriate workplace behaviour, contact your manager or Human Resources/People team for information.

Q39. During the last 12 months, have you been subjected to harassment or bullying in your current workplace?	Yes	No <i>[Go to Q45]</i>
Note bullying and harassment might occur anywhere that you go as part of your work, including online interactions and from people inside or outside your own organisation.		

Q40. What type of harassment or bullying did you experience?	Select all that apply
a. Verbal abuse (e.g. offensive language directed toward me, derogatory remarks, shouting)	
b. Deliberate exclusion from work-related activities	
c. Interference with work tasks (e.g. withholding needed information, undermining or sabotage)	
d. Inappropriate and unfair application of work policies or rules (e.g. access to leave, access to learning and development)	
e. Given tasks with unreasonable or impossible targets or deadlines	
f. Interference with my personal property or work equipment	

g. Physical assault, or threats of violence/physical abuse	
h. Hostility/ridicule because of my race, colour, ethnic group, or national origin	
i. Sexual harassment (e.g. unwanted sexual remarks/jokes, unwanted sexually explicit material shared online, pressure for sex)	
j. Other	
k. Prefer not to answer	

[For each yes in Q40, show Q41 with piped text showing item.]

Q41. How often did the bullying or harassment happen?	One time	A few times over the last 12 months	Monthly	Weekly	Daily	Don't know	Prefer not to answer
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Q42. Who was responsible for the bullying or harassment?	Select all that apply
a. My current or previous manager	
b. Someone more senior (other than my manager)	
c. One or more of my direct reports	
d. Another co-worker in my current agency not listed above	
e. Client, customer, or person in our care	
f. A member of the public	
g. Colleague from another government agency	
h. Minister or ministerial office staff that I have direct contact with	
i. Contractor/consultant/service provider	
j. Don't know	
k. Prefer not to answer	

Q43. Did you report the bullying or harassment?	<input type="checkbox"/> I reported the behaviour <i>[skip to Q45]</i> <input type="checkbox"/> I'm considering whether or not to report the behaviour <input type="checkbox"/> I decided not to report the behaviour <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						
Q44. Why didn't you report the bullying or harassment? Select all that apply	<input type="checkbox"/> I didn't want to upset relationships in the workplace <input type="checkbox"/> I did not have any evidence <input type="checkbox"/> It could affect my career <input type="checkbox"/> I did not think action would be taken <input type="checkbox"/> The issue was resolved informally <input type="checkbox"/> I didn't think the behaviour was serious enough to report it <input type="checkbox"/> Managers accepted the behaviour <input type="checkbox"/> It was not worth the hassle of going through the reporting process <input type="checkbox"/> I was worried about possible retaliation or reprisals <input type="checkbox"/> I didn't know how to report <input type="checkbox"/> Someone else reported the behaviour so I didn't have to <input type="checkbox"/> Other <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q45. I am satisfied with how matters related to bullying/harassment are resolved in my organisation.							

	Always	Often	Sometimes	Hardly ever	Never	Don' t know	Prefer not to
Q46. In the last 12 months, how often would you say you have experienced work stress? Work stress is when being at work, or the work itself, makes you feel tense, anxious, or less able to cope.							

Show box below to all respondents:

If you are experiencing distress at work or at home, you are encouraged to contact your agency's Employee Assistance Program (EAP), or access support from services such as:

- Free call or text 1737 to reach a trained counsellor. Anyone feeling stressed, worried, down, or needing tautoko (support) or someone to talk to can call or text.
- The Depression Helpline – [0800 111 757](tel:0800111757) or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions).
- Safe to talk, a sexual harm helpline. 0800 044 334 or text 4334.

Part F: Te whai wāhitanga | Inclusion

Please rate your level of agreement with the following statements.

Q47. I feel accepted as a valued member of the team.

Q48. I feel comfortable being myself at work /with my colleagues.

Q49. The agency I work for supports and actively promotes an inclusive workplace.

Q50. I have access to employee led networks relevant to me.

Examples of employee-led networks include disability networks, rainbow networks, or networks for ethnic groups. These might be within your agency or cross-agency.

Strongly agree	Agree	Neither agree nor disagree		Disagree	Strongly disagree	Don' t know	Prefer not to answer

Part G. Te whakapiki pūkenga | Skills and development

Q51. Thinking about your current role, which of the following best describes how you feel about your skills?

☐ I need further training to do the job well
☐ My skills match well with the work I do
☐ I have the skills to cope with more demanding work
☐ Don't know
☐ Prefer not to answer

Q52. In the last 12 months, have you done any training related to your job such as courses, study, or on-the-job training?

☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

On-the-job training is training at work, undertaken while also doing the actual job, to gain skills needed for that job.

Please rate your level of agreement with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q53. I have access to the learning and development I need to do my job well.							
Q54. I am encouraged and supported to apply for developmental opportunities (e.g. other roles, secondments, senior positions)							
Q55. I am satisfied with my career development opportunities							

Part H: Ngā āheinga o ngāi Māori me te Karauna | Māori Crown capability

Q56. How well are you able to speak te reo Māori in day-to-day conversation?

☐ Very well – I can talk about almost anything in te reo Māori
☐ Well – I can talk about many things in te reo Māori
☐ Fairly well – I can talk about some things in te reo Māori
☐ Not very well – I can only talk about simple/basic things in te reo Māori
☐ No more than a few words or phrases (including none at all) *[Go to Q58]*
☐ Don't know
☐ Prefer not to answer

Q57. When you are at work, how often do you have conversations in te reo Māori?

☐ Daily
☐ Weekly
☐ Monthly
☐ A few times a year
☐ Never
☐ Don't know
☐ Prefer not to answer

Please include both spoken and written te reo Māori (e.g. emails or Microsoft Teams chats) in your answer.

Please rate your level of agreement with the following statements about your organisation's role to support the Crown in its relationships with Māori under Te Tiriti o Waitangi/the Treaty of Waitangi.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q58. I understand how my agency's Te Tiriti o Waitangi / Treaty of Waitangi responsibilities apply to its work.							

Q59. I am encouraged and supported to engage with Māori to ensure Māori views and perspectives are taken into account.							
Q60. I feel that leaders in my agency show a commitment to strengthening the relationships between Māori and the Crown.							
Q61. I feel confident in my ability to identify aspects of my agency's work that may disadvantage Māori.							
Q62. Staff are encouraged to use te reo Māori.							
Q63. Staff are supported to improve our te reo Māori (e.g. through on-the-job learning, in-house courses, etc).							
Q64. I am comfortable supporting tikanga Māori - Māori cultural values and practice - in my agency (e.g. by using te reo Māori, participating in karakia, hui, mihi whakatau).							

Part I. Te āhuareka o te mahi me ngā mahere mō anamata | Job satisfaction and future plans

Q65. Thinking now about all aspects of your job, overall, how do you feel about your work?

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied
☐ Don't know
☐ Prefer not to answer

Q66. Which of the following statements best describes your current situation?

☐ I have no immediate plans to leave my current position [\[Go to Q67\]](#)
☐ I am actively applying for another role/other roles now [\[Go to Q66a\]](#)
☐ In the next 12 months I expect to apply for a different role [\[Go to Q66a\]](#)
☐ In the next 12 months I want to do a secondment or temporary move within my agency or in another agency [\[Go to Q66a\]](#)

Please select one category only

☐ I expect to leave the NZ workforce within the next 12 months (e.g. due to retirement or moving overseas) [\[Go to Q67\]](#)
☐ I would like to change jobs but do not believe I can [\[Go to Q66a\]](#)
☐ Don't know [\[Go to Q67\]](#)
☐ Prefer not to answer [\[Go to Q67\]](#)

Q66a. Why are you considering leaving your role?

Select all that apply

☐ Job impacted by change process/restructuring
☐ Fixed term job ending
☐ Unable to balance caring responsibilities
☐ Lack of career progression opportunities
☐ Lack of professional development / training opportunities
☐ Lack of job security
☐ Unsatisfied with pay/remuneration
☐ Unsatisfied with flexible work arrangements
☐ Work location
☐ More interesting work
☐ Workload too high
☐ Work not aligned with my job skills, experience or training
☐ Quality of workplace relationships/ social environment at work
☐ Quality of leadership/management
☐ Bullying or other negative workplace behaviour
☐ Organisation is not accommodating of my disability
☐ Other, please specify: _____

Part J: Mōu ake | About you

We want to understand more about you, your experiences and how these may vary across Public Service groups. This will inform a wide range of Public Service work in areas like diversity and inclusion, gender and ethnic pay gaps, pay equity, disability support, talent development.

Some of the questions in this section are quite personal (religion, sexual orientation, physical health, neurodiversity, and mental health), we ask everyone these questions because they enable us to understand how much the Public Service is representative of the diversity of New Zealand and how experiences are different (or the same) for different groups.

All questions in the survey are voluntary, if you feel uncomfortable about answering, you can select the 'prefer not to answer' option for that question.

Q67. How old are you?	<input type="checkbox"/> Under 20 years <input type="checkbox"/> 20 to 24 years <input type="checkbox"/> 25 to 29 years <input type="checkbox"/> 30 to 34 years <input type="checkbox"/> 35 to 39 years <input type="checkbox"/> 40 to 44 years <input type="checkbox"/> 45 to 49 years <input type="checkbox"/> 50 to 54 years <input type="checkbox"/> 55 to 59 years <input type="checkbox"/> 60 to 64 years <input type="checkbox"/> 65 to 69 years <input type="checkbox"/> 70 years or over <input type="checkbox"/> Prefer not to answer
Q68. What is your gender?	Please select all that apply. <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Another Gender, please state: _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q69. What ethnic group(s) do you belong to?	Select all that apply to you. <input type="checkbox"/> New Zealand European <input type="checkbox"/> Māori <input type="checkbox"/> Samoan <input type="checkbox"/> Cook Islands Maori <input type="checkbox"/> Tongan <input type="checkbox"/> Niuean <input type="checkbox"/> Chinese <input type="checkbox"/> Indian <input type="checkbox"/> Other, e.g. Dutch, Japanese, Tokelauan. Please specify: _____ <input type="checkbox"/> Prefer not to answer
Q70. Are you descended from Māori (that is, did you have a Māori birth parent, grandparent or great-grandparent, etc)?	<input type="checkbox"/> Yes <input type="checkbox"/> No [Go to Q71] <input type="checkbox"/> Don't know [Go to Q71] <input type="checkbox"/> Prefer not to answer [Go to Q71]
Q70a. Please give the name(s) of your iwi (tribe or tribes). If you do not identify with any iwi, write "none" or "no iwi". If you would prefer not to answer, or you do not know which iwi you descend from, you can also enter "prefer not to answer" or "don't know".	Iwi: AUTO-SUGGEST_____ Region: OPEN TEXT_____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

And do you identify with any other iwi? If not, leave the box below blank.

[Use iwi list based on StatsNZ aria tool]

And which region / rohe do your [insert] iwi come from? Region: OPEN TEXT _____
☐ Don't know
☐ Prefer not to answer

We want to better understand the diversity of our workforce and the experiences of public servants with long-term physical or sensory impairment, and mental health and neurodivergent conditions (**long-term means lasting six months or more**). Responses will inform improvements to the working environment for public servants. As with all questions in Te Taunaki, if you feel uncomfortable about answering these questions, you can select the 'prefer not to answer' option.

Q71.

- a. Do you have difficulty seeing, even if wearing glasses?
- b. Do you have difficulty hearing, even if using a hearing aid?
- c. Do you have difficulty walking or climbing steps?
- d. Using your usual language, do you have difficulty communicating, for example understanding or being understood?
- e. Do you have difficulty remembering or concentrating?
- f. Do you have difficulty with self-care, such as washing all over or dressing?

No difficulty	Some difficulty	A lot of difficulty	Cannot do at all	Prefer not to answer

Q72. Do you consider yourself to be neurodivergent, and/or have you been diagnosed with a neurodivergent condition?

- ☐ Yes
☐ No *[Go to Q73]*
☐ Don't know *[Go to Q73]*
☐ Prefer not to answer *[Go to Q73]*

Neurodivergent conditions can include Autism/ASD, Attention Deficit Hyperactivity Disorder (ADHD), dyslexia, dyspraxia, Tourette Syndrome, and other conditions not listed here.

Q72a. Being neurodivergent, how much difficulty do you experience with work activities?

- ☐ No difficulty
☐ Some difficulty
☐ A lot of difficulty
☐ Cannot complete certain activities at all
☐ Don't know
☐ Prefer not to answer

Q73. Do you consider yourself to have, and/or are you currently diagnosed as having a mental health condition?

- ☐ Yes
☐ No *[Go to Q74]*
☐ Don't know *[Go to Q74]*
☐ Prefer not to answer *[Go to Q 74]*

Mental health conditions include things like anxiety, depression, bipolar disorder, psychosis, addiction, trauma disorders (e.g., PTSD) and other conditions not listed here.

Q73a. Having a mental health condition, how much difficulty do you experience with work activities?

- ☐ No difficulty
☐ Some difficulty
☐ A lot of difficulty
☐ Cannot complete certain activities at all
☐ Don't know
☐ Prefer not to answer
-

Q74. Do you identify as a disabled person?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q74a. Do you identify as tangata whaikaha Māori?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
<p>The following questions ask about workplace supports or accommodations for example, adaptive changes that can be made to work arrangements, workstations, shared facilities, building entry and exit points, quiet zones, and specialist software.</p> <p>If you need personal support from your organisation, please talk to your manager. Results from the survey are shared in a way that does not identify individuals.</p>	
Q75. Do you use or require any workplace supports or accommodation(s) for your health condition, disability, or impairment?	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>[Go to Q78]</i> <input type="checkbox"/> Don't know <i>[Go to Q 78]</i> <input type="checkbox"/> Prefer not to answer <i>[Go to Q78]</i>
<p><i>[Only show to those who respond with some/a lot/ cannot do at all to Q71a b c d e f, Q72a, 73a or yes to Q74 or Q74a]</i></p>	
Q76. Have you talked to your employer about your workplace supports or accommodation needs?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q77. Please rate your satisfaction with how your organisation has responded to your needs or supports you to carry out work activities. If you would like to comment about this, there is space at the end of the survey for comments.	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q78. Which of the following best describes how you think of yourself?	<input type="checkbox"/> Heterosexual or straight <input type="checkbox"/> Gay or lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Another identity – please specify <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q79. Are you transgender? Transgender is an umbrella term that refers to people whose gender is different to the sex recorded at their birth. Identities that may fall under this include trans, non-binary genders, transsexual, takatāpui, fa'afafine, genderqueer, and many more. Some people who come under this umbrella term as it is defined may not use the term transgender to describe themselves.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q80. Were you born with a variation of sex characteristics (otherwise known as an intersex variation)? Variations of sex characteristics (or intersex) refers to genetic, hormonal, or physical sex characteristics that do not conform to medical norms for female or male bodies. People may be born with these characteristics or they may develop in puberty.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

<p>Q81. Do your colleagues gender you correctly at work, that is, use the correct name, pronouns and nouns for you?</p> <p><i>[only show if yes to transgender, OR intersex, OR multiple or another gender selected]</i></p>	<p><input type="checkbox"/> No-one does</p> <p><input type="checkbox"/> Few people do</p> <p><input type="checkbox"/> Some people do, some people don't</p> <p><input type="checkbox"/> Most people do</p> <p><input type="checkbox"/> Everyone does</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q82. Do you have parenting and/or caring responsibilities?</p> <p>This could include caring for children, relatives, friends, etc.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q83. What is your religion?</p> <p>Note if you have no religion, type "none" or "no religion". You can also type "prefer not to answer" or "object to answering" depending on how you wish to respond.</p>	<p>AUTO-SUGGEST__ <i>[to include 'none', 'no religion', 'agnostic', 'atheist', 'prefer not to answer', etc]</i></p>
<p>Q84. In which language(s) could you have a conversation about a lot of everyday things?</p>	<p>Please select all that apply.</p> <p><input type="checkbox"/> English</p> <p><input type="checkbox"/> Te reo Māori</p> <p><input type="checkbox"/> New Zealand Sign Language</p> <p><input type="checkbox"/> Samoan</p> <p><input type="checkbox"/> Other language(s) – please specify (eg Gujarati, Cantonese, Greek) _____</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q85. What is your highest qualification?</p>	<p><input type="checkbox"/> No Qualifications</p> <p><input type="checkbox"/> High School/Secondary School Qualification</p> <p><input type="checkbox"/> Level 1 to 4 Certificate</p> <p><input type="checkbox"/> Level 5 or 6 Diploma</p> <p><input type="checkbox"/> Bachelor's Degree or Level 7 Qualification</p> <p><input type="checkbox"/> Bachelor Honours Degree or Postgraduate Certificate/Diploma</p> <p><input type="checkbox"/> Master's Degree</p> <p><input type="checkbox"/> PhD/Doctoral Degree</p> <p><input type="checkbox"/> Other – please specify _____</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>

Part K Ō tākupu | Your comments

This section provides you with the opportunity to share more of your thoughts on one of the topics we have already asked about, or you may choose to write about something else that is important to you.

Q86. Is there anything you would like to comment on?

All comments will be made available to your agency's Te Taunaki Census contact, verbatim (word for word, as written). So to help ensure confidentiality, please don't include any personal details about yourself or others in your answer.

To further protect your anonymity, any reporting of comments will be done on a grouped basis. For example, if a particular demographic group (ethnic group, gender, etc) has less than 30 respondents the agency will not be able to see comments attributed to that group.

Your comments will also be used for research about the whole Public Service but will not be reported in such a way that any individual can be identified. For example, a quote could be attributed to a "female public servant" but not reference an agency.

Please note, if you indicate you are a threat to yourself or others, safeguarding measures will be triggered. Your privacy will be over-ridden so someone from Research NZ or your agency can contact you to perform a wellness check.

Remember the page will time out after 30 minutes, so save your progress.

Te Taunaki Public Service Census 2025 Questionnaire

Text in red italics are routing instructions, not visible to participants.

Part A: Ō mahi | About your role

Based on your experience in your current job, please respond to the following questions.

- Q2.** Do you spend more than half of your working time dealing directly with the public, communities, external customers and clients, or people in your care?
- ☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

This includes time spent face to face, online or over the phone. Please don't include time with internal customers and clients within your own organisation.

- Q3.** Do you have any people management responsibilities?
- ☐ Yes, managing people is part of my role
☐ No, managing people is not part of my role *[Go to Q5]*
☐ Don't know *[Go to Q5]*
☐ Prefer not to answer *[Go to Q5]*

[Stem question for managers, consider don't know, prefer not to answer as no]

- Q4.** Are you a member of the Public Service Leaders Group?
- ☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

[MANAGERS ONLY – yes on Q3]

	Well above capacity – too much work	Slightly above capacity – lots of work to do	At capacity – about the right amount of work to do	Slightly below capacity – available for more work	Well below capacity – not enough work	Don't know	Prefer not to answer
Q5. What best describes your current workload?							

- Q6.** How do you feel about the balance between your working life and your life outside of work?
- ☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied
☐ Don't know
☐ Prefer not to answer

- Q7.** Do you regularly use any flexible working arrangements?
- Please select all that apply to you
- Regularly work from home means working at least one day at home in a typical week. Don't count working extra hours outside of your normal work day, such as answering a work call at home.
- ☐ Work from home *[Go to Q7a]*
☐ Another type of flex work (e.g. flexible start and finish, job-sharing, flexi-leave, compressed hours) *[Go to Q8]*
☐ No I don't use any flexible work arrangements *[Go to Q8]*
☐ Don't know *[Go to Q8]*
☐ Prefer not to answer *[Go to Q8]*

Home could include your own home, the home of a family member, or a holiday home.

Q7a. What days of the week are you working from home in a typical week?

Select all that apply to you

Only include days where you spend the majority of your working day at home. For example, if you work a full day in the office but also respond to texts after hours don't count that as a day you work at home.

- ☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday/Sunday
☐ I don't have set days that I work from home

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / Not applicable	Prefer not to answer
How satisfied are you with...							
Q8. your pay							
Q9. your other employment conditions (e.g. leave, flexible work arrangements, other benefits).							

Part B: Te hāpai whakaputaranga | Supporting productivity

Please indicate how much you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q10. In my agency, people are encouraged to speak up when they identify a serious risk.							
Q11. I have access to the evidence I need to make good decisions. Evidence refers to data, analytics, research and evaluation.							
Q12. My manager provides me with helpful feedback to improve my performance.							
Q12a. My manager supports my team to deliver on what we are responsible for.							

Please indicate how much you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q13. The people in my team are encouraged to come up with new and better ways of doing things.							
Q13a. My team acts on customer feedback to improve our work. Customers can include people outside your organisation such as members of the public, people in the care of your							

organisation, or Ministers. It can also include people inside your organisation who you provide services to, e.g. other teams.

Q13b. My team discusses mistakes so we can learn from them.

Q14. The people in my team collaborate to get the job done.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q15. My team has clear work objectives.							
	Extremely	Very	Moderately	Slightly	Not at all	Don't know	Prefer not to answer
Q15a. Over the last 12 months, how successful has your team been at achieving its objectives?							
Q15b. What made it hard to achieve the objectives? Select all that apply. <i>[For those who were moderately, slightly, or not at all in Q15a.]</i>	<input type="checkbox"/> Changing priorities <input type="checkbox"/> Overly optimistic/unrealistic timelines <input type="checkbox"/> Not enough resources or people <input type="checkbox"/> Complicated or unnecessary business processes <input type="checkbox"/> Lack of motivation <input type="checkbox"/> Lack of appropriate tools or technology <input type="checkbox"/> Physical work environment (e.g. distractions, not enough meeting rooms) <input type="checkbox"/> Skills of team not a good match for work expected of us <input type="checkbox"/> Other, please specify: _____						
Q16. Does the team you manage have the ability to work from home? <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>[Go to Q17]</i> <input type="checkbox"/> Don't know <i>[Go to Q17]</i> <input type="checkbox"/> Prefer not to answer <i>[Go to Q17]</i>						
Q16a. What impact does work from home have on your team's productivity/ ability to get their work done in a timely way? <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Increases productivity <input type="checkbox"/> No impact <input type="checkbox"/> Decreases productivity <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						
Q17. Please indicate how much you agree or disagree with the following statement: I have the support I need from my organisation to manage or improve staff performance that is not meeting expectations. <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						

Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q18. The work I do gives me a sense of accomplishment							
Q19. I am enthusiastic about my job.							
Q20. I would recommend my organisation as a good place to work.							
Q21. Senior leaders clearly articulate the direction and priorities for our organisation.							
Q22. I feel that change is managed well within my organisation.							
Q23. I find it easy to work with colleagues in other agencies to achieve good outcomes.							

Part C: Ngā mātāpono ratonga tūmatanui Public Service principles							
Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q24. I have a good understanding of what it means to be a politically neutral public servant.							
Q25. I am confident that in my organisation people get jobs based on merit.							
Q26. It's important to me that my organisation is open and transparent with the public.							
Q27. My organisation is working for the long-term good of New Zealand.							
Q27a. It is important to me that my work contributes to the common good.							

Q28. Are you involved in preparing advice for a Minister?

Yes				No [Go to Q29]			
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer	

Q28a. Please indicate how much you agree or disagree with the following statement:

I am confident that my organisation is free and frank in our advice to Ministers.

Part D: Te pono me te mahi tika | Integrity and conduct

Please indicate how much you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q29. My work colleagues can be trusted to do what is right.							
Q30. My manager leads by example in ethical behaviour.							
Q31. The culture in my organisation supports people to act with integrity.							
Q32. I know what to do if I experience or witness wrongdoing or inappropriate behaviour in the workplace.							
Q33. I feel safe to speak up about wrongdoing or inappropriate behaviour in the workplace.							

Q34. Over the last 12 months, have you experienced any unfair treatment in your workplace that you think was due to some personal characteristic(s) such as your gender, age, ethnicity, country of origin, disability, sexual orientation, religious beliefs, etc?

Some examples of unfair treatment:

- not being selected for an interview or not being hired for a new role due to a personal characteristic such as gender and/or ethnicity
- denied a career development opportunity, including training, secondment, or promotion due to a personal characteristic such as gender and/or ethnicity
- denied reasonable accommodation for an impairment/disability
- denied the opportunity to carry out a religious or cultural practice at work (e.g. speaking a language other than English in social interactions, prayer break)

- ☐ Yes
☐ No [Go to Q36]
☐ Don't know [Go to Q36]
☐ Prefer not to answer [Go to Q36]

Q35. I believe I have been treated unfairly because of my:

Select all that apply

- ☐ Gender or sex
☐ Age
☐ Ethnicity, national origin, race or colour
☐ Disability
☐ Religious belief
☐ Sexual orientation
☐ Marital or family status
☐ Political opinion
☐ Employment status
☐ Ethical belief
☐ Don't know
☐ Prefer not to answer

Part E: Te hauora, te haumarutanga, me te toiora | Health, safety, and wellbeing

Please indicate how much you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q36. Leaders in my organisation demonstrate a commitment to continuously improving health and safety.							
Q37. Leaders in my organisation demonstrate a commitment to addressing work factors that impact mental health (e.g. workload, workplace relationships, traumatic or distressing work events).							
Q38. My manager cares about my health and wellbeing.							

Please read the following definitions before answering the next question about your own experiences.

Workplace bullying is repeated and unreasonable behaviour directed towards you that can lead to physical or psychological harm. Bullying can be physical, verbal, psychological or social. It can include victimising, humiliating, intimidating or threatening. Workplace bullying **is not**: one-off or occasional instances of rudeness/tactlessness, constructive peer review, a manager requiring reasonable verbal or written work instructions to be carried out, warning or disciplining workers in line with the organisation's code of conduct.

Racial harassment is when someone expresses hostility/ridicules you on the basis of your race, colour, or ethnic or national origin, is hurtful or offensive to you, and it is serious or frequent enough to have a negative effect on your job performance or job satisfaction.

Sexual harassment any unwelcome or offensive sexual behaviour that is repeated, or is serious enough to have a harmful effect, or includes a promise of preferential treatment or a threat of detrimental treatment.

Note this survey is not a reporting tool, and no investigation will occur based on comments or responses in this survey. To report inappropriate workplace behaviour, contact your manager or Human Resources/People team for information.

Q39. During the last 12 months, have you been subjected to harassment or bullying in your current workplace?	Yes	No [Go to Q45]
Note bullying and harassment might occur anywhere that you go as part of your work, including online interactions and from people inside or outside your own organisation.		

Q40. What type of harassment or bullying did you experience?	Select all that apply
a. Verbal abuse (e.g. offensive language directed toward me, derogatory remarks, shouting)	
b. Deliberate exclusion from work-related activities	
c. Interference with work tasks (e.g. withholding needed information, undermining or sabotage)	
d. Inappropriate and unfair application of work policies or rules (e.g. access to leave, access to learning and development)	
e. Given tasks with unreasonable or impossible targets or deadlines	
f. Interference with my personal property or work equipment	

g. Physical assault, or threats of violence/physical abuse	
h. Hostility/ridicule because of my race, colour, ethnic group, or national origin	
i. Sexual harassment (e.g. unwanted sexual remarks/jokes, unwanted sexually explicit material shared online, pressure for sex)	
j. Other	
k. Prefer not to answer	

[For each yes in Q40, show Q41 with piped text showing item.]

Q41. How often did the bullying or harassment happen?	One time	A few times over the last 12 months	Monthly	Weekly	Daily	Don't know	Prefer not to answer
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Q42. Who was responsible for the bullying or harassment?	Select all that apply
a. My current or previous manager	
b. Someone more senior (other than my manager)	
c. One or more of my direct reports	
d. Another co-worker in my current agency not listed above	
e. Client, customer, or person in our care	
f. A member of the public	
g. Colleague from another government agency	
h. Minister or ministerial office staff that I have direct contact with	
i. Contractor/consultant/service provider	
j. Don't know	
k. Prefer not to answer	

Q43. Did you report the bullying or harassment?	<input type="checkbox"/> I reported the behaviour [skip to Q45] <input type="checkbox"/> I'm considering whether or not to report the behaviour <input type="checkbox"/> I decided not to report the behaviour <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						
Q44. Why didn't you report the bullying or harassment? Select all that apply	<input type="checkbox"/> I didn't want to upset relationships in the workplace <input type="checkbox"/> I did not have any evidence <input type="checkbox"/> It could affect my career <input type="checkbox"/> I did not think action would be taken <input type="checkbox"/> The issue was resolved informally <input type="checkbox"/> I didn't think the behaviour was serious enough to report it <input type="checkbox"/> Managers accepted the behaviour <input type="checkbox"/> It was not worth the hassle of going through the reporting process <input type="checkbox"/> I was worried about possible retaliation or reprisals <input type="checkbox"/> I didn't know how to report <input type="checkbox"/> Someone else reported the behaviour so I didn't have to <input type="checkbox"/> Other <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q45. I am satisfied with how matters related to bullying/harassment are resolved in my organisation.							

	Always	Often	Sometimes	Hardly ever	Never	Don't know	Prefer not to
Q46. In the last 12 months, how often would you say you have experienced work stress? Work stress is when being at work, or the work itself, makes you feel tense, anxious, or less able to cope.							

Show box below to all respondents:

If you are experiencing distress at work or at home, you are encouraged to contact your agency's Employee Assistance Program (EAP), or access support from services such as:

- Free call or text 1737 to reach a trained counsellor. Anyone feeling stressed, worried, down, or needing tautoko (support) or someone to talk to can call or text.
- The Depression Helpline – [0800 111 757](tel:0800111757) or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions).
- Safe to talk, a sexual harm helpline. 0800 044 334 or text 4334.

Part F: Te whai wāhitanga | Inclusion

Commented [MM1]: Could combine this section with integrity and conduct

Please rate your level of agreement with the following statements.

Q47. I feel accepted as a valued member of the team.

Q48. I feel comfortable being myself at work /with my colleagues.

Q49. The agency I work for supports and actively promotes an ~~inclusive~~ workplace where people are respectful towards one another.

Q50. ~~I have access to employee led networks relevant to me.~~

~~Examples of employee-led networks include disability networks, rainbow networks, or networks for ethnic groups. These might be within your agency or cross-agency.~~

Strongly agree	Agree	Neither agree nor disagree		Disagree	Strongly disagree	Don't know	Prefer not to answer

Part G: Te whakapiki pūkenga | Skills and development

Q51. Thinking about your current role, which of the following best describes how you feel about your skills?

- ☐ I need further training to do the job well
- ☐ My skills match well with the work I do
- ☐ I have the skills to cope with more demanding work
- ☐ Don't know
- ☐ Prefer not to answer

Q52. In the last 12 months, have you done any training related to your job such as courses, study, or on-the-job training?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to answer

On-the-job training is training at work, undertaken while also doing the actual job, to gain skills needed for that job.

Please rate your level of agreement with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q53. I have access to the learning and development I need to do my job well.							
Q54. I am encouraged and supported to apply for developmental opportunities (e.g. other roles, secondments, senior positions)							
Q55. I am satisfied with my career development opportunities							

Commented [MM2]: Delete as Q53 duplicates Q52?

Commented [MM3]: Delete one of Q54 and 55 to reduce overlap?

Part H: Ngā āheinga o ngāi Māori me te Karauna | Māori Crown capability

Q56. How well are you able to speak te reo Māori in day-to-day conversation?

- ☐ Very well – I can talk about almost anything in te reo Māori
- ☐ Well – I can talk about many things in te reo Māori
- ☐ Fairly well – I can talk about some things in te reo Māori
- ☐ Not very well – I can only talk about simple/basic things in te reo Māori
- ☐ No more than a few words or phrases (including none at all) (Go to Q58)
- ☐ Don't know
- ☐ Prefer not to answer

Q57. When you are at work, how often do you have conversations in te reo Māori?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ A few times a year
- ☐ Never
- ☐ Don't know
- ☐ Prefer not to answer

Please include both spoken and written te reo Māori (e.g. emails or Microsoft Teams chats) in your answer.

Please rate your level of agreement with the following statements about your organisation's role to support the Crown in its relationships with Māori under Te Tiriti o Waitangi/the Treaty of Waitangi.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q58. I understand how my agency's Te Tiriti o Waitangi / Treaty of Waitangi responsibilities apply to its work.							

Q59. I am encouraged and supported to engage with Māori to and to understand ensure Māori views and perspectives, are taken into account.							
Q60. I feel that leaders in my agency show a commitment to strengthening the relationships between Māori and the Crown.							
Q61. I feel confident in my ability to identify aspects of my agency's work that may disadvantage Māori.							
Q62. Staff are encouraged to use te reo Māori.							
Q63. Staff are supported to improve our te reo Māori (e.g. through on-the-job learning, in-house courses, etc).							
Q64. I am comfortable supporting tikanga Māori—Māori cultural values and practice—in my agency (e.g. by using te reo Māori, participating in karakia, hui, mihi whakatau).							

Part I. Te āhuareka o te mahi me ngā mahere mō anamata | Job satisfaction and future plans

Q65. Thinking now about all aspects of your job, overall, how do you feel about your work?

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied
☐ Don't know
☐ Prefer not to answer

Q66. Which of the following statements best describes your current situation?

☐ I have no immediate plans to leave my current position *[Go to Q67]*
☐ I am actively applying for another role/other roles now *[Go to Q66a]*
☐ In the next 12 months I expect to apply for a different role *[Go to Q66a]*
☒ In the next 12 months I want to do a secondment or temporary move within my agency or in another agency *[Go to Q66a]*

Please select one category only

☐ I expect to leave the NZ workforce within the next 12 months (e.g. due to retirement or moving overseas) *[Go to Q67]*
☐ I would like to change jobs but do not believe I can *[Go to Q66a]*
☐ Don't know *[Go to Q67]*
☐ Prefer not to answer *[Go to Q67]*

Q66a. Why are you considering leaving your role?

Select all that apply

☐ Job impacted by change process/restructuring
☐ Fixed term job ending
☐ Unable to balance caring responsibilities
☐ Lack of career progression opportunities
☐ Lack of professional development / training opportunities
☐ Lack of job security
☐ Unsatisfied with pay/remuneration
☐ Unsatisfied with flexible work arrangements
☐ Work location
☐ More interesting work
☐ Workload too high
☐ Work not aligned with my job skills, experience or training
☐ Quality of workplace relationships/ social environment at work
☐ Quality of leadership/management
☐ Bullying or other negative workplace behaviour
☐ Organisation is not accommodating of my disability
☐ Other, please specify:

Part J: Mōu ake | About you

We want to understand more about you, your experiences and how these may vary across Public Service groups. This will inform a wide range of Public Service work in areas like diversity and inclusion, gender and ethnic pay gaps, pay equity, disability support, talent development.

Some of the questions in this section are quite personal (religion, sexual orientation, physical health, neurodiversity, and mental health), we ask everyone these questions because they enable us to understand how much the Public Service is representative of the diversity of New Zealand and how experiences are different (or the same) for different groups.

All questions in the survey are voluntary, if you feel uncomfortable about answering, you can select the 'prefer not to answer' option for that question.

Q67. How old are you?	<input type="checkbox"/> Under 20 years <input type="checkbox"/> 20 to 24 years <input type="checkbox"/> 25 to 29 years <input type="checkbox"/> 30 to 34 years <input type="checkbox"/> 35 to 39 years <input type="checkbox"/> 40 to 44 years <input type="checkbox"/> 45 to 49 years <input type="checkbox"/> 50 to 54 years <input type="checkbox"/> 55 to 59 years <input type="checkbox"/> 60 to 64 years <input type="checkbox"/> 65 to 69 years <input type="checkbox"/> 70 years or over <input type="checkbox"/> Prefer not to answer
Q68. What is your gender?	Please select all that apply. <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Another Gender, please state: _____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q69. What ethnic group(s) do you belong to?	Select all that apply to you. <input type="checkbox"/> New Zealand European <input type="checkbox"/> Māori <input type="checkbox"/> Samoan <input type="checkbox"/> Cook Islands Maori <input type="checkbox"/> Tongan <input type="checkbox"/> Niuean <input type="checkbox"/> Chinese <input type="checkbox"/> Indian <input type="checkbox"/> Other, e.g. Dutch, Japanese, Tokelauan. Please specify: _____ <input type="checkbox"/> Prefer not to answer
Q70. Are you descended from Māori (that is, did you have a Māori birth parent, grandparent or great-grandparent, etc)?	<input type="checkbox"/> Yes <input type="checkbox"/> No Go to Q71 <input type="checkbox"/> Don't know Go to Q71 <input type="checkbox"/> Prefer not to answer Go to Q71
Q70a. Please give the name(s) of your iwi (tribe or tribes). If you do not identify with any iwi, write "none" or "no iwi". If you would prefer not to answer, or you do not know which iwi you descend from, you can also enter "prefer not to answer" or "don't know".	Iwi: AUTO-SUGGEST____ Region: OPEN TEXT____ <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Formatted Table

Commented [MM4]: Query whether this is necessary given Maori is an option in Q69

And do you identify with any other iwi? If not, leave the box below blank.

[Use iwi list based on StatsNZ aria tool]

And which region / rohe do your {insert} iwi come from? Region: OPEN TEXT
☐ Don't know
☐ Prefer not to answer

Commented [MM5]: This info is publicly available - query need for a question on this

We want to better understand the diversity of our workforce and the experiences of public servants with long-term physical or sensory impairment, and mental health and neurodivergent conditions (**long-term means lasting six months or more**). Responses will inform improvements to the working environment for public servants. As with all questions in Te Taunaki, if you feel uncomfortable about answering these questions, you can select the 'prefer not to answer' option.

Q71.

- a. Do you have difficulty seeing, even if wearing glasses?
- b. Do you have difficulty hearing, even if using a hearing aid?
- c. Do you have difficulty walking or climbing steps?
- d. Using your usual language, do you have difficulty communicating, for example understanding or being understood?
- e. Do you have difficulty remembering or concentrating?

f. Do you have difficulty with self-care, such as washing all over or dressing?

No difficulty	Some difficulty	A lot of difficulty	Cannot do at all	Prefer not to answer

Commented [MM6]: Query whether this is required

Q72. Do you consider yourself to be neurodivergent, and/or have you been diagnosed with a neurodivergent condition?

- ☐ Yes
- ☐ No [Go to Q73]
- ☐ Don't know [Go to Q73]
- ☐ Prefer not to answer [Go to Q73]

Neurodivergent conditions can include Autism/ASD, Attention Deficit Hyperactivity Disorder (ADHD), dyslexia, dyspraxia, Tourette Syndrome, and other conditions not listed here.

Q72a. Being neurodivergent, how much difficulty do you experience with work activities?

- ☐ No difficulty
- ☐ Some difficulty
- ☐ A lot of difficulty
- ☐ Cannot complete certain activities at all
- ☐ Don't know
- ☐ Prefer not to answer

Q73. Do you consider yourself to have, and/or are you currently diagnosed as having a mental health condition?

- ☐ Yes
- ☐ No [Go to Q74]
- ☐ Don't know [Go to Q74]
- ☐ Prefer not to answer [Go to Q74]

Mental health conditions include things like anxiety, depression, bipolar disorder, psychosis, addiction, trauma disorders (e.g., PTSD) and other conditions not listed here.

Q73a. Having a mental health condition, how much difficulty do you experience with work activities?

- ☐ No difficulty
- ☐ Some difficulty
- ☐ A lot of difficulty
- ☐ Cannot complete certain activities at all
- ☐ Don't know
- ☐ Prefer not to answer

Q74. Do you identify as a disabled person?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to answer

Q74a. Do you identify as tangata-whaikaha Māori?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to answer

Commented [MM7]: Query whether this is necessary if ethnicity and whether disabled are already asked

The following questions ask about workplace supports or accommodations for example, adaptive changes that can be made to work arrangements, workstations, shared facilities, building entry and exit points, quiet zones, and specialist software.

If you need personal support from your organisation, please talk to your manager. Results from the survey are shared in a way that does not identify individuals.

Q75. Do you use or require any workplace supports or accommodation(s) for your health condition, disability, or impairment?

- ☐ Yes
- ☐ No *[Go to Q78]*
- ☐ Don't know *[Go to Q78]*
- ☐ Prefer not to answer *[Go to Q78]*

[Only show to those who respond with some/a lot/ cannot do at all to Q71a b c d e f, Q72a, 73a or yes to Q74 or Q74a]

Q76. Have you talked to your employer about your workplace supports or accommodation needs?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to answer

Q77. Please rate your satisfaction with how your organisation has responded to your needs or supports you to carry out work activities.

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know
- ☐ Prefer not to answer

If you would like to comment about this, there is space at the end of the survey for comments.

Q78. Which of the following best describes how you think of yourself?

- ☐ Heterosexual or straight
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Another identity—please specify
- ☐ Don't know
- ☐ Prefer not to answer

Q79. Are you transgender?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to answer

Transgender is an umbrella term that refers to people whose gender is different to the sex recorded at their birth. Identities that may fall under this include trans, non-binary genders, transsexual, takatāpui, fa'afafine, genderqueer, and many more. Some people who come under this umbrella term as it is defined may not use the term transgender to describe themselves.

Q80. Were you born with a variation of sex characteristics (otherwise known as an intersex variation)?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to answer

Variations of sex characteristics (or intersex) refers to genetic, hormonal, or physical sex characteristics that do not conform to medical norms for female or male bodies. People may be born with these characteristics or they may develop in puberty.

Commented [MM8]: Q78-80 seem deeply personal and duplicate the gender question above

Q81. Do your colleagues gender you correctly at work, that is, use the correct name, pronouns and nouns for you?

(only show if yes to transgender, OR intersex, OR multiple or another gender selected - previously asked to all participants)

- ☐ No-one does
- ☐ Few people do
- ☐ Some people do, some people don't
- ☐ Most people do
- ☐ Everyone does
- ☐ Don't know
- ☐ Prefer not to answer

Q82. Do you have parenting and/or caring responsibilities?

This could include caring for children, relatives, friends, etc.

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

Q83. What is your religion?

Note if you have no religion, type "none" or "no religion". You can also type "prefer not to answer" or "object to answering" depending on how you wish to respond.

AUTO-SUGGEST: [to include 'none', 'no religion', 'agnostic', 'atheist', 'prefer not to answer', etc]

Q84. In which language(s) could you have a conversation about a lot of everyday things?

- Please select all that apply.
- ☐ English
 - ☐ Te reo Māori
 - ☐ New Zealand Sign Language
 - ☐ Samoan
 - ☐ Other language(s) - please specify (eg Gujarati, Cantonese, Greek) _____
 - ☐ Don't know
 - ☐ Prefer not to answer

Q85. What is your highest qualification?

- ☐ No Qualifications
- ☐ High School/Secondary School Qualification
- ☐ Level 1 to 4 Certificate
- ☐ Level 5 or 6 Diploma
- ☐ Bachelor's Degree or Level 7 Qualification
- ☐ Bachelor Honours Degree or Postgraduate Certificate/Diploma
- ☐ Master's Degree
- ☐ PhD/Doctoral Degree
- ☐ Other - please specify _____
- ☐ Don't know
- ☐ Prefer not to answer

Commented [MM9]: Query whether this is needed as Q above covers whether treated respectfully

Commented [MM10]: Query relevance to performance

Potential new section

Value for money

Additional questions along the lines of:

- I give excellent value for my salary
- As a taxpayer, I know that my work and the work of my colleagues is good value for New Zealand.
- There are instances when I consider my work wastes taxpayers' money.
- I would rate my manager as someone who cares about the effect of my work.

Part K Ō tākupu | Your comments

This section provides you with the opportunity to share more of your thoughts on one of the topics we have already asked about, or you may choose to write about something else that is important to you.

Q86. Is there anything you would like to comment on?


All comments will be made available to your agency's Te Taunaki Census contact, verbatim (word for word, as written). So to help ensure confidentiality, please don't include any personal details about yourself or others in your answer.

To further protect your anonymity, any reporting of comments will be done on a grouped basis. For example, if a particular demographic group (ethnic group, gender, etc) has less than 30 respondents the agency will not be able to see comments attributed to that group.

Your comments will also be used for research about the whole Public Service but will not be reported in such a way that any individual can be identified. For example, a quote could be attributed to a "female public servant" but not reference an agency.

Please note, if you indicate you are a threat to yourself or others, safeguarding measures will be triggered. Your privacy will be over-ridden so someone from Research NZ or your agency can contact you to perform a wellness check.

Remember the page will time out after 30 minutes, so save your progress.



Public Service Census Questionnaire feedback

General note: The questionnaire has been provided to all agencies for their information, and public communications about the topics in the survey (including the Commission webpage) have been in place for a few months. A variety of stakeholders have been engaged in the development of a number of questions.

Question	Ministerial query	Commission response	Ministerial decision
Part F Inclusion heading	Could combine this section with integrity and conduct	Propose shifting remaining three (Q47, Q48, Q49 with amendment) questions into an earlier section where team questions are located (productivity).	Noted
Q49. The agency I work for supports and actively promotes an inclusive workplace.	Change to: The agency I work for supports and actively promotes a workplace where people are respectful towards one another.	Agree to change. Note question will not be comparable to 2021 results.	
Q50. I have access to employee led networks relevant to me.	Remove	Agree to removing.	
Q53. I have access to the learning and development I need to do my job well.	Delete as duplicates Q52 (In the last 12 months, have you done any training related to your job such as courses, study, or on-the-job training?)	Skills and development section is used by agencies and head of profession to target interventions (e.g. do finance professionals have the development they need to do their job well?) <u>Propose retaining Q53</u> , as access to learning and development that enables people to do their job well doing is a more effective measure than doing some form of training (e.g. could just be some compliance training).	<u>Retain</u> /Remove
Q52. In the last 12 months, have you done any training related to		Propose removing to address need to shorten this section.	Retain/ <u>Remove</u>

your job such as courses, study, or on-the-job training?			
Q54. I am encouraged and supported to apply for developmental opportunities (e.g. other roles, secondments, senior positions)	Delete of Q54 and 55 to reduce overlap	Propose retaining this question rather than Q55 as it has more actionable information for agencies.	Retain/Remove
Q55. I am satisfied with my career development opportunities	Delete of Q54 and 55 to reduce overlap	Propose removing.	Retain/Remove
Q56. How well are you able to speak te reo Māori in day-to-day conversation?	Delete	<p>For questions Q56, 57/59, 64, 62, 63. Note risks to removal:</p> <ul style="list-style-type: none"> • Supports upholding Crown obligations under Te Ture mō Te Reo Māori 2016 Māori Language Act 2016 • The Government has asked agencies to demonstrate that payments to staff, such as allowance for Te Reo competency, are an effective way for the Crown to uphold its obligations. These questions help hold agencies to account to ensure that the allowances and other approaches are making a measurable difference. • Māori Language Commission were involved in the design of all te reo questions, and used the results from the 2021 survey to further develop te reo capability in accordance with the Maihi Karauna strategy. • Our recommendation is to retain this question. 	Retain/Remove

Q57. When you are at work, how often do you have conversations in te reo Māori?	Delete	For the reasons outlined above, our recommendation is to retain this question.	Retain /Remove
Q62. Staff are encouraged to use te reo Māori.	Delete	For the reasons outlined above, our recommendation is to retain this question.	Retain /remove
Q63. Staff are supported to improve our te reo Māori (e.g. through on-the-job learning, in-house courses, etc).	Delete	For the reasons outlined above, our recommendation is to retain this question.	Retain /remove
Q59. I am encouraged and supported to engage with Māori to ensure Māori views and perspectives are taken into account.	Amend to align to Public Service Act language Q59. I am encouraged and supported to engage with Māori and to understand Māori perspectives.	Agree with proposed change. Note question is not directly comparable to 2021 survey with this change.	
Q60. I feel that leaders in my agency show a commitment to strengthening the relationships between Māori and the Crown.	Delete	Question is designed to measure the implementation of the Public Service Act 2020. Note risks of removal - stakeholders were engaged in the development of the 2021 and 2025 questionnaire/use of 2021 data, including Te Puni Kokiri, Te Arawhiti, the Māori Language Commission, and cross-agency Māori employee led network. Our recommendation is to retain this question.	Retain /Remove
Q61. I feel confident in my ability to identify aspects of my agency's work that may disadvantage Māori.	Delete	For the reasons outlined above, our recommendation is to retain this question.	Retain /remove

<p>Q64. I am comfortable supporting tikanga Māori - Māori cultural values and practice - in my agency (e.g. by using te reo Māori, participating in karakia, hui, mihi whakatau).</p>	Delete	For the reasons outlined above, our recommendation is to retain this question.	Retain/remove
<p>Q70. Are you descended from Māori (that is, did you have a Māori birth parent, grandparent or great-grandparent, etc)?</p>	Delete - Duplicative	<p>This is used to filter responses for the question below it on iwi, because not all people who have iwi affiliation will identify as Māori in the ethnicity question. The same question is used in the NZ Census. Our recommendation is to retain this question to ensure we follow the methodology StatsNZ developed.</p>	Retain/Remove
<p>Q70a. Please give the name(s) of your iwi (tribe or tribes). If you do not identify with any iwi, write "none" or "no iwi". If you would prefer not to answer, or you do not know which iwi you descend from, you can also enter "prefer not to answer" or "don't know".</p> <p>And do you identify with any other iwi? If not, leave the box below blank.</p> <p><i>[Use iwi list based on StatsNZ aria tool]</i></p>	<p>Delete part – personal, known information</p> <p>And which region / rohe do your [insert] iwi come from?</p>	<p>This question comes from the NZ Census. This is the only source of iwi affiliation for the public service (answering the question, what iwi are represented in the public service). Our recommendation is to retain this question.</p>	Retain/Remove

And which region / rohe do your [insert] iwi come from?			
Q71.f. Do you have difficulty with self-care, such as washing all over or dressing?	Delete - personal	This is one question from the international measure 'Washington Six Short Set'. It is an agreed measure with Whaikaha and StatsNZ and ensures comparability with StatsNZ disability survey measurement. Removing one of the six items would also remove the ability to compare to the 2021 survey. Our recommendation is to retain this question.	Retain/ <u>remove</u>
Q74a. Do you identify as tangata whaikaha Māori?	Delete - repetitive	Agree, note risks to removal – stakeholders were engaged in the development of this question such as Whaikaha, Stats NZ, and the cross-agency disabled public servant network.	Retain/ <u>remove</u>
Q78. Which of the following best describes how you think of yourself? (Heterosexual/Straight, Gay, Lesbian...)	Delete	Propose retaining or replace with alternative Australian question as below. Note risks to removal- stakeholders were engaged in the development of these questions such as employee led networks across the system including the cross-agency rainbow network. There is already publicity that we are measuring sexual identity/trans/intersex in the survey. It is the only source of information for agencies to understand this community in their workforce. An alternative is simplifying and aligning to the Australian Public Service question: <i>Do you identify as Lesbian, Gay, Bisexual, Transgender and/or gender diverse, Intersex,</i>	Retain/ <u>Replace with alternative Australian question/ Remove</u>
Q79. Are you transgender?	Delete		Retain/ <u>Replace with alternative Australian question/ Remove</u>
Q80. Were you born with a variation of sex characteristics (otherwise known as an intersex variation)?	Delete		Retain/ <u>Replace with alternative Australian question/ Remove</u>

		<i>Queer, Questioning and/or Asexual (LGBTIQ+)? Yes/No</i>	
Q81. Do your colleagues gender you correctly at work, that is, use the correct name, pronouns and nouns for you?	Delete	Agree. Note risks of removal, stakeholders from the cross-agency rainbow network were involved in the development of the survey and use of the 2021 survey data.	<u>Retain/remove</u>
Q83. What is your religion?	Delete	This assists the public service to respond to the RCOI Christchurch Terror Attack recommendations. March-15-Royal-Commission-of-Inquiry-Recommendations-Implementation-Status.pdf This is the only venue to identify the proportion of Muslim public servants, as well as all other religions, e.g. Christian, Jewish. Our recommendation is to retain this question.	<u>Retain/remove</u>
Value for Money	Proposed new section	Interest in the topic noted, we intend to add relevant questions to existing sections due to the short timeline before the survey launch.	Noted
Proposed new question: I give excellent value for my salary		Propose adding a question used in the equivalent UK survey, to enable benchmarking: <i>I feel that my pay adequately reflects my performance.</i>	<u>Add to survey/ don't add</u>
Proposed new question: As a taxpayer, I know that my work and the work of my colleagues is good value for New Zealand.		We propose that you choose one of the following options: <u>Proposed: The work I do contributes to better outcomes for New Zealand.</u>	<u>Add to survey/ don't add</u>
		Or from the 2021 survey: <i>I understand how my work leads to improved outcomes for communities.</i>	Add to survey/ don't add
		Or: <i>I understand how my work provides value to New Zealand.</i>	Add to survey/ don't add

Proposed new question: There are instances when I consider my work wastes taxpayers' money		Proposed: <i>It's important to me that my agency is careful in how it uses taxpayer money.</i>	Add to survey/ don't add
Proposed new question: I would rate my manager as someone who cares about the effect of my work.		Or: <i>My manager cares about delivering good value for taxpayers.</i>	Add to survey/ don't add
		Or: <i>My manager ensures that our team delivers value for money.</i>	Add to survey/ don't add

Te Taunaki Public Service Census 2025 Questionnaire

Text in red italics are routing instructions, not visible to participants.

Part A: Ō mahi | About your role

Based on your experience in your current job, please respond to the following questions.

- Q2.** Do you spend more than half of your working time dealing directly with the public, communities, external customers and clients, or people in your care?
- ☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

This includes time spent face to face, online or over the phone. Please don't include time with internal customers and clients within your own organisation.

- Q3.** Do you have any people management responsibilities?
- ☐ Yes, managing people is part of my role
☐ No, managing people is not part of my role *[Go to Q5]*
[Stem question for managers, consider don't know, prefer not to answer as no] ☐ Don't know *[Go to Q5]*
☐ Prefer not to answer *[Go to Q5]*

- Q4.** Are you a member of the Public Service Leaders Group?
- ☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer
- [MANAGERS ONLY – yes on Q3]*

	Well above capacity – too much work	Slightly above capacity – lots of work to do	At capacity – about the right amount of work to do	Slightly below capacity – available for more work	Well below capacity – not enough work	Don't know	Prefer not to answer
Q5. What best describes your current workload?							

- Q6.** How do you feel about the balance between your working life and your life outside of work?
- ☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied
☐ Don't know
☐ Prefer not to answer

- Q7.** Do you regularly use any flexible working arrangements?
- Please select all that apply to you
- Regularly work from home means working at least one day at home in a typical week. Don't count working extra hours outside of your normal work day, such as answering a work call at home.
- Home could include your own home, the home of a family member, or a holiday home.
- ☐ Work from home *[Go to Q7a]*
☐ Another type of flex work (e.g. flexible start and finish, job-sharing, flexi-leave, compressed hours) *[Go to Q8]*
☐ No I don't use any flexible work arrangements *[Go to Q8]*
☐ Don't know *[Go to Q8]*
☐ Prefer not to answer *[Go to Q8]*

<p>Q7a. What days of the week are you working from home in a typical week?</p> <p>Select all that apply to you</p> <p>Only include days where you spend the majority of your working day at home. For example, if you work a full day in the office but also respond to texts after hours <u>don't</u> count that as a day you work at home.</p>	<p><input type="checkbox"/> Monday</p> <p><input type="checkbox"/> Tuesday</p> <p><input type="checkbox"/> Wednesday</p> <p><input type="checkbox"/> Thursday</p> <p><input type="checkbox"/> Friday</p> <p><input type="checkbox"/> Saturday/Sunday</p> <p><input type="checkbox"/> I don't have set days that I work from home</p>
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How satisfied are you with...	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / Not applicable	Prefer not to answer
Q8. your pay							
Q9. your other employment conditions (e.g. leave, flexible work arrangements, other benefits).							

Please indicate how much you agree or disagree with the following statement.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q9a. I feel that my pay adequately reflects my performance.							

Part B: Te hāpai whakaputaranga | Supporting productivity

Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q10. In my agency, people are encouraged to speak up when they identify a serious risk.							
<p>Q11. I have access to the evidence I need to make good decisions.</p> <p>Evidence refers to data, analytics, research and evaluation.</p>							
Q12. My manager provides me with helpful feedback to improve my performance.							
Q12a. My manager supports my team to deliver on what we are responsible for.							
Q12b. My manager cares about delivering good value for taxpayers.							

Please indicate how much you agree or disagree with the following statements.

Q13. The people in my team are encouraged to come up with new and better ways of doing things.

Q13a. My team acts on customer feedback to improve our work.

Customers can include people outside your organisation such as members of the public, people in the care of your organisation, or Ministers. It can also include people inside your organisation who you provide services to, e.g. other teams.

Q13b. My team discusses mistakes so we can learn from them.

Q14. The people in my team collaborate to get the job done.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q15. My team has clear work objectives.							
	Extremely	Very	Moderately	Slightly	Not at all	Don't know	Prefer not to answer
Q15a. Over the last 12 months, how successful has your team been at achieving its objectives?							
Q15b. What made it hard to achieve the objectives? Select all that apply. <i>[For those who were moderately, slightly, or not at all in Q15a.]</i>	<input type="checkbox"/> Changing priorities <input type="checkbox"/> Overly optimistic/unrealistic timelines <input type="checkbox"/> Not enough resources or people <input type="checkbox"/> Complicated or unnecessary business processes <input type="checkbox"/> Lack of motivation <input type="checkbox"/> Lack of appropriate tools or technology <input type="checkbox"/> Physical work environment (e.g. distractions, not enough meeting rooms) <input type="checkbox"/> Skills of team not a good match for work expected of us <input type="checkbox"/> Other, please specify: _____						
Q16. Does the team you manage have the ability to work from home? <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>[Go to Q17]</i> <input type="checkbox"/> Don't know <i>[Go to Q17]</i> <input type="checkbox"/> Prefer not to answer <i>[Go to Q17]</i>						
Q16a. What impact does work from home have on your team's productivity/ ability to get their work done in a timely way? <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Increases productivity <input type="checkbox"/> No impact <input type="checkbox"/> Decreases productivity <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						
Q17. Please indicate how much you agree or disagree with the following statement:	<input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Neither agree nor disagree <input type="checkbox"/> Disagree						

I have the support I need from my organisation to manage or improve staff performance that is not meeting expectations. <i>[MANAGERS ONLY, yes to Q3]</i>	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
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Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q18. The work I do gives me a sense of accomplishment							
Q19. I am enthusiastic about my job.							
Q20. I would recommend my organisation as a good place to work.							
Q21. Senior leaders clearly articulate the direction and priorities for our organisation.							
Q22. I feel that change is managed well within my organisation.							
Q23. I find it easy to work with colleagues in other agencies to achieve good outcomes.							

Part C: Ngā mātapono ratonga tūmatanui Public Service principles							
Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q24. I have a good understanding of what it means to be a politically neutral public servant.							
Q25. I am confident that in my organisation people get jobs based on merit.							
Q26. It is important to me that my organisation is open and transparent with the public.							
Q27. My organisation is working for the long-term good of New Zealand.							
Q27a. It is important to me that my work contributes to the common good.							
Q27b. The work I do contributes to better outcomes for New Zealand.							
Q27c. It is important to me that my agency is careful in how it uses taxpayer money.							

Q28. Are you involved in preparing advice for a Minister?

Q28a. Please indicate how much you agree or disagree with the following statement:

I am confident that my organisation is free and frank in our advice to Ministers.

Yes				No <i>[Go to Q29]</i>		
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer

Part D: Te pono me te mahi tika | Integrity and conduct

Please indicate how much you agree or disagree with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q29. My work colleagues can be trusted to do what is right.							
Q30. My manager leads by example in ethical behaviour.							
Q31. The culture in my organisation supports people to act with integrity.							
Q32. I know what to do if I experience or witness wrongdoing or inappropriate behaviour in the workplace.							
Q33. I feel safe to speak up about wrongdoing or inappropriate behaviour in the workplace.							
Q33a. The agency I work for supports and actively promotes a workplace where people are respectful towards one another.							
Q33b. I feel accepted as a valued member of the team.							
Q33c. I feel comfortable being myself at work /with my colleagues.							

Q34. Over the last 12 months, have you experienced any unfair treatment in your workplace that you think was due to some personal characteristic(s) such as your gender, age, ethnicity, country of origin, disability, sexual orientation, religious beliefs, etc?

Some examples of unfair treatment:

- not being selected for an interview or not being hired for a new role due to a personal characteristic such as gender and/or ethnicity
- denied a career development opportunity, including training, secondment, or promotion due to a personal characteristic such as gender and/or ethnicity
- denied reasonable accommodation for an impairment/disability

☐ Yes
☐ No *[Go to Q36]*
☐ Don't know *[Go to Q36]*
☐ Prefer not to answer *[Go to Q36]*

<ul style="list-style-type: none"> denied the opportunity to carry out a religious or cultural practice at work (e.g. speaking a language other than English in social interactions, prayer break) 	
Q35. I believe I have been treated unfairly because of my: Select all that apply	<input type="checkbox"/> Gender or sex <input type="checkbox"/> Age <input type="checkbox"/> Ethnicity, national origin, race or colour <input type="checkbox"/> Disability <input type="checkbox"/> Religious belief <input type="checkbox"/> Sexual orientation <input type="checkbox"/> Marital or family status <input type="checkbox"/> Political opinion <input type="checkbox"/> Employment status <input type="checkbox"/> Ethical belief <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

Part E: Te hauora, te haumarutanga, me te toiora | Health, safety, and wellbeing

Please indicate how much you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q36. Leaders in my organisation demonstrate a commitment to continuously improving health and safety.							
Q37. Leaders in my organisation demonstrate a commitment to addressing work factors that impact mental health (e.g. workload, workplace relationships, traumatic or distressing work events).							
Q38. My manager cares about my health and wellbeing.							

Please read the following definitions before answering the next question about your own experiences.

Workplace bullying is repeated and unreasonable behaviour directed towards you that can lead to physical or psychological harm. Bullying can be physical, verbal, psychological or social. It can include victimising, humiliating, intimidating or threatening. Workplace bullying **is not**: one-off or occasional instances of rudeness/tactlessness, constructive peer review, a manager requiring reasonable verbal or written work instructions to be carried out, warning or disciplining workers in line with the organisation's code of conduct.

Racial harassment is when someone expresses hostility/ridicules you on the basis of your race, colour, or ethnic or national origin, is hurtful or offensive to you, and it is serious or frequent enough to have a negative effect on your job performance or job satisfaction.

Sexual harassment any unwelcome or offensive sexual behaviour that is repeated, or is serious enough to have a harmful effect, or includes a promise of preferential treatment or a threat of detrimental treatment.

Note this survey is not a reporting tool, and no investigation will occur based on comments or responses in this survey. To report inappropriate workplace behaviour, contact your manager or Human Resources/People team for information.

Q39. During the last 12 months, have you been subjected to harassment or bullying in your current workplace?	Yes	No <i>[Go to Q45]</i>
Note bullying and harassment might occur anywhere that you go as part of your work, including online interactions and from people inside or outside your own organisation.		

Q40. What type of harassment or bullying did you experience?	Select all that apply
a. Verbal abuse (e.g. offensive language directed toward me, derogatory remarks, shouting)	
b. Deliberate exclusion from work-related activities	
c. Interference with work tasks (e.g. withholding needed information, undermining or sabotage)	
d. Inappropriate and unfair application of work policies or rules (e.g. access to leave, access to learning and development)	
e. Given tasks with unreasonable or impossible targets or deadlines	
f. Interference with my personal property or work equipment	
g. Physical assault, or threats of violence/physical abuse	
h. Hostility/ridicule because of my race, colour, ethnic group, or national origin	
i. Sexual harassment (e.g. unwanted sexual remarks/jokes, unwanted sexually explicit material shared online, pressure for sex)	
j. Other	
k. Prefer not to answer	

[For each yes in Q40, show Q41 with piped text showing item.]

Q41. How often did the bullying or harassment happen?	One time	A few times over the last 12 months	Monthly	Weekly	Daily	Don't know	Prefer not to answer
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Q42. Who was responsible for the bullying or harassment?	Select all that apply
a. My current or previous manager	
b. Someone more senior (other than my manager)	
c. One or more of my direct reports	
d. Another co-worker in my current agency not listed above	
e. Client, customer, or person in our care	
f. A member of the public	
g. Colleague from another government agency	
h. Minister or ministerial office staff that I have direct contact with	
i. Contractor/consultant/service provider	
j. Don't know	
k. Prefer not to answer	

Q43. Did you report the bullying or harassment?	<input type="checkbox"/> I reported the behaviour <i>[skip to Q45]</i> <input type="checkbox"/> I'm considering whether or not to report the behaviour <input type="checkbox"/> I decided not to report the behaviour <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q44. Why didn't you report the bullying or harassment?	<input type="checkbox"/> I didn't want to upset relationships in the workplace <input type="checkbox"/> I did not have any evidence

Select all that apply	<input type="checkbox"/> It could affect my career <input type="checkbox"/> I did not think action would be taken <input type="checkbox"/> The issue was resolved informally <input type="checkbox"/> I didn't think the behaviour was serious enough to report it <input type="checkbox"/> Managers accepted the behaviour <input type="checkbox"/> It was not worth the hassle of going through the reporting process <input type="checkbox"/> I was worried about possible retaliation or reprisals <input type="checkbox"/> I didn't know how to report <input type="checkbox"/> Someone else reported the behaviour so I didn't have to <input type="checkbox"/> Other <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q45. I am satisfied with how matters related to bullying/harassment are resolved in my organisation.							

	Always	Often	Sometimes	Hardly ever	Never	Don't know	Prefer not to
Q46. In the last 12 months, how often would you say you have experienced work stress? Work stress is when being at work, or the work itself, makes you feel tense, anxious, or less able to cope.							

Show box below to all respondents:

If you are experiencing distress at work or at home, you are encouraged to contact your agency's Employee Assistance Program (EAP), or access support from services such as: <ul style="list-style-type: none"> Free call or text 1737 to reach a trained counsellor. Anyone feeling stressed, worried, down, or needing tautoko (support) or someone to talk to can call or text. The Depression Helpline – 0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions). Safe to talk, a sexual harm helpline. 0800 044 334 or text 4334.

Q50. I have access to employee led networks relevant to me:

Strongly agree	Agree	Neither agree nor disagree		Disagree	Strongly disagree	Don't know	Prefer not to answer

Examples of employee-led networks include disability networks, rainbow networks, or networks for ethnic groups. These might be within your agency or cross-agency.

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Part F. Te whakapiki pūkenga | Skills and development

Q51. Thinking about your current role, which of the following best describes how you feel about your skills?

☐ I need further training to do the job well
☐ My skills match well with the work I do
☐ I have the skills to cope with more demanding work
☐ Don't know
☐ Prefer not to answer

Q52. In the last 12 months, have you done any training related to your job such as courses, study, or on the job training?

☐ Yes
☐ No
☐ Don't know
☐ Prefer not to answer

On the job training is training at work, undertaken while also doing the actual job, to gain skills needed for that job.

Please rate your level of agreement with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q53. I have access to the learning and development I need to do my job well.							
Q54. I am encouraged and supported to apply for developmental opportunities (e.g. other roles, secondments, senior positions).							
Q55. I am satisfied with my career development opportunities.							

Part G: Ngā āheinga o ngāi Māori me te Karauna | Māori Crown capability

Q56. How well are you able to speak te reo Māori in day-to-day conversation?

☐ Very well – I can talk about almost anything in te reo Māori
☐ Well – I can talk about many things in te reo Māori
☐ Fairly well – I can talk about some things in te reo Māori
☐ Not very well – I can only talk about simple/basic things in te reo Māori
☐ No more than a few words or phrases (including none at all) *[Go to Q58]*
☐ Don't know
☐ Prefer not to answer

Q57. When you are at work, how often do you have conversations in te reo Māori?

☐ Daily
☐ Weekly
☐ Monthly
☐ A few times a year
☐ Never
☐ Don't know
☐ Prefer not to answer

Please include both spoken and written te reo Māori (e.g. emails or Microsoft Teams chats) in your answer.

Please rate your level of agreement with the following statements about your organisation's role to support the Crown in its relationships with Māori under Te Tiriti o Waitangi/the Treaty of Waitangi.							
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to answer
Q58. I understand how my agency's Te Tiriti o Waitangi / Treaty of Waitangi responsibilities apply to its work.							
Q59. I am encouraged and supported to engage with Māori and to understand Māori perspectives.							
Q60. I feel that leaders in my agency show a commitment to strengthening the relationships between Māori and the Crown.							
Q61. I feel confident in my ability to identify aspects of my agency's work that may disadvantage Māori.							
Q62. Staff are encouraged to use te reo Māori.							
Q63. Staff are supported to improve our te reo Māori (e.g. through on-the-job learning, in-house courses, etc).							
Q64. I am comfortable supporting tikanga Māori - Māori cultural values and practice - in my agency (e.g. by using te reo Māori, participating in karakia, hui, mihi whakatau).							

Part H. Te āhuareka o te mahi me ngā mahere mō anamata | Job satisfaction and future plans

Q65. Thinking now about all aspects of your job, overall, how do you feel about your work?	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q66. Which of the following statements best describes your current situation? Please select one category only	<input type="checkbox"/> I have no immediate plans to leave my current position [Go to Q67] <input type="checkbox"/> I am actively applying for another role/other roles now [Go to Q66a] <input type="checkbox"/> In the next 12 months I expect to apply for a different role [Go to Q66a] <input type="checkbox"/> In the next 12 months I want to do a secondment or temporary move within my agency or in another agency [Go to Q66a] <input type="checkbox"/> I expect to leave the NZ workforce within the next 12 months (e.g. due to retirement or moving overseas) [Go to Q67] <input type="checkbox"/> I would like to change jobs but do not believe I can [Go to Q66a] <input type="checkbox"/> Don't know [Go to Q67] <input type="checkbox"/> Prefer not to answer [Go to Q67]
Q66a. Why are you considering leaving your role? Select all that apply	<input type="checkbox"/> Job impacted by change process/restructuring <input type="checkbox"/> Fixed term job ending <input type="checkbox"/> Unable to balance caring responsibilities <input type="checkbox"/> Lack of career progression opportunities <input type="checkbox"/> Lack of professional development / training opportunities <input type="checkbox"/> Lack of job security <input type="checkbox"/> Unsatisfied with pay/remuneration <input type="checkbox"/> Unsatisfied with flexible work arrangements <input type="checkbox"/> Work location <input type="checkbox"/> More interesting work <input type="checkbox"/> Workload too high <input type="checkbox"/> Work not aligned with my job skills, experience or training

- ☐ Quality of workplace relationships/ social environment at work
- ☐ Quality of leadership/management
- ☐ Bullying or other negative workplace behaviour
- ☐ Organisation is not accommodating of my disability
- ☐ Other, please specify: _____

Part I: Mōu ake | About you

We want to understand more about you, your experiences and how these may vary across Public Service groups. This will inform a wide range of Public Service work in areas like diversity and inclusion, gender and ethnic pay gaps, pay equity, disability support, talent development.

Some of the questions in this section are quite personal (religion, sexual orientation, physical health, neurodiversity, and mental health), we ask everyone these questions because they enable us to understand how much the Public Service is representative of the diversity of New Zealand and how experiences are different (or the same) for different groups.

All questions in the survey are voluntary, if you feel uncomfortable about answering, you can select the 'prefer not to answer' option for that question.

Q67. How old are you?

- ☐ Under 20 years
- ☐ 20 to 24 years
- ☐ 25 to 29 years
- ☐ 30 to 34 years
- ☐ 35 to 39 years
- ☐ 40 to 44 years
- ☐ 45 to 49 years
- ☐ 50 to 54 years
- ☐ 55 to 59 years
- ☐ 60 to 64 years
- ☐ 65 to 69 years
- ☐ 70 years or over
- ☐ Prefer not to answer

Q68. What is your gender?

- Please select all that apply.
- ☐ Female
 - ☐ Male
 - ☐ Another Gender, please state: _____
 - ☐ Don't know
 - ☐ Prefer not to answer

Q69. What ethnic group(s) do you belong to?

- Select all that apply to you.
- ☐ New Zealand European
 - ☐ Māori
 - ☐ Samoan
 - ☐ Cook Islands Maori
 - ☐ Tongan
 - ☐ Niuean
 - ☐ Chinese
 - ☐ Indian
 - ☐ Other, e.g. Dutch, Japanese, Tokelauan. Please specify: _____
 - ☐ Prefer not to answer

Q70. Are you descended from Māori (that is, did you have a Māori birth parent, grandparent or great-grandparent, etc)?

- ☐ Yes
- ☐ No [\[Go to Q71\]](#)
- ☐ Don't know [\[Go to Q71\]](#)
- ☐ Prefer not to answer [\[Go to Q71\]](#)

Q70a. Please give the name(s) of your iwi (tribe or tribes). If you do not identify with any iwi, write "none" or "no iwi". If you would prefer not to answer, or you do not know which iwi you descend from, you can also enter "prefer not to answer" or "don't know".

Iwi: AUTO-SUGGEST____
Region: OPEN TEXT_____
☐ Don't know
☐ Prefer not to answer

And do you identify with any other iwi? If not, leave the box below blank.

[Use iwi list based on StatsNZ aria tool]

And which region / rohe do your [insert] iwi come from?

Region: OPEN TEXT_____
☐ Don't know
☐ Prefer not to answer

We want to better understand the diversity of our workforce and the experiences of public servants with long-term physical or sensory impairment, and mental health and neurodivergent conditions (**long-term means lasting six months or more**). Responses will inform improvements to the working environment for public servants. As with all questions in Te Taunaki, if you feel uncomfortable about answering these questions, you can select the 'prefer not to answer' option.

Q71. These questions below are from the Washington Group Short Set on Functioning. This is an internationally tested measurement tool that is designed to compare outcomes for disabled and non-disabled people and estimate differences in the characteristics of disabled and non-disabled populations.

- a. Do you have difficulty seeing, even if wearing glasses?
- b. Do you have difficulty hearing, even if using a hearing aid?
- c. Do you have difficulty walking or climbing steps?
- d. Using your usual language, do you have difficulty communicating, for example understanding or being understood?
- e. Do you have difficulty remembering or concentrating?
- f. Do you have difficulty with self care, such as washing all over or dressing?

No difficulty	Some difficulty	A lot of difficulty	Cannot do at all	Prefer not to answer

Q72. Do you consider yourself to be neurodivergent, and/or have you been diagnosed with a neurodivergent condition?

- ☐ Yes
☐ No *[Go to Q73]*
☐ Don't know *[Go to Q73]*
☐ Prefer not to answer *[Go to Q73]*

Neurodivergent conditions can include Autism/ASD, Attention Deficit Hyperactivity Disorder (ADHD), dyslexia, dyspraxia, Tourette Syndrome, and other conditions not listed here.

Q72a. Being neurodivergent, how much difficulty do you experience with work activities?

- ☐ No difficulty
☐ Some difficulty
☐ A lot of difficulty
☐ Cannot complete certain activities at all
☐ Don't know
☐ Prefer not to answer

Q73. Do you consider yourself to have, and/or are you currently diagnosed as having a mental health condition?

- ☐ Yes
☐ No *[Go to Q74]*

Mental health conditions include things like anxiety, depression, bipolar disorder, psychosis, addiction, trauma disorders (e.g., PTSD) and other conditions not listed here.	<input type="checkbox"/> Don't know [Go to Q74] <input type="checkbox"/> Prefer not to answer [Go to Q 74]
Q73a. Having a mental health condition, how much difficulty do you experience with work activities?	<input type="checkbox"/> No difficulty <input type="checkbox"/> Some difficulty <input type="checkbox"/> A lot of difficulty <input type="checkbox"/> Cannot complete certain activities at all <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q74. Do you identify as a disabled person?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q74a. Do you identify as tangata whaikaha Māori?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
<p>The following questions ask about workplace supports or accommodations for example, adaptive changes that can be made to work arrangements, workstations, shared facilities, building entry and exit points, quiet zones, and specialist software.</p> <p>If you need personal support from your organisation, please talk to your manager. Results from the survey are shared in a way that does not identify individuals.</p>	
Q75. Do you use or require any workplace supports or accommodation(s) for your health condition, disability, or impairment?	<input type="checkbox"/> Yes <input type="checkbox"/> No [Go to Q78] <input type="checkbox"/> Don't know [Go to Q 78] <input type="checkbox"/> Prefer not to answer [Go to Q78]
<p><i>[Only show to those who respond with some/a lot/ cannot do at all to Q71a b c d e f, Q72a, 73a or yes to Q74 or Q74a]</i></p>	
Q76. Have you talked to your employer about your workplace supports or accommodation needs?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q77. Please rate your satisfaction with how your organisation has responded to your needs or supports you to carry out work activities. If you would like to comment about this, there is space at the end of the survey for comments.	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Neither satisfied nor dissatisfied <input type="checkbox"/> Dissatisfied <input type="checkbox"/> Very dissatisfied <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
Q78. Do you identify as Lesbian, Gay, Bisexual, Transgender and/or gender diverse, Intersex, Queer, Questioning and/or Asexual (LGBTIQA+)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer

<p>Q78. Which of the following best describes how you think of yourself?</p>	<p><input type="checkbox"/> Heterosexual or straight</p> <p><input type="checkbox"/> Gay or lesbian</p> <p><input type="checkbox"/> Bisexual</p> <p><input type="checkbox"/> Another identity – please specify _____</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q79. Are you transgender?</p> <p>Transgender is an umbrella term that refers to people whose gender is different to the sex recorded at their birth. Identities that may fall under this include trans, non-binary genders, transsexual, takatāpui, fa'afafine, genderqueer, and many more. Some people who come under this umbrella term as it is defined may not use the term transgender to describe themselves.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q80. Were you born with a variation of sex characteristics (otherwise known as an intersex variation)?</p> <p>Variations of sex characteristics (or intersex) refers to genetic, hormonal, or physical sex characteristics that do not conform to medical norms for female or male bodies. People may be born with these characteristics or they may develop in puberty.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q81. Do your colleagues gender you correctly at work, that is, use the correct name, pronouns and nouns for you?</p> <p><i>[only show if yes to transgender, OR intersex, OR multiple or another gender selected – previously asked to all participants]</i></p>	<p><input type="checkbox"/> No one does</p> <p><input type="checkbox"/> Few people do</p> <p><input type="checkbox"/> Some people do, some people don't</p> <p><input type="checkbox"/> Most people do</p> <p><input type="checkbox"/> Everyone does</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q82. Do you have parenting and/or caring responsibilities?</p> <p>This could include caring for children, relatives, friends, etc.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q83. What is your religion?</p> <p>Note if you have no religion, type "none" or "no religion". You can also type "prefer not to answer" or "object to answering" depending on how you wish to respond.</p>	<p>AUTO-SUGGEST__ <i>[to include 'none', 'no religion', 'agnostic', 'atheist', 'prefer not to answer', etc]</i></p>
<p>Q84. In which language(s) could you have a conversation about a lot of everyday things?</p>	<p>Please select all that apply.</p> <p><input type="checkbox"/> English</p> <p><input type="checkbox"/> Te reo Māori</p> <p><input type="checkbox"/> New Zealand Sign Language</p> <p><input type="checkbox"/> Samoan</p> <p><input type="checkbox"/> Other language(s) – please specify (eg Gujarati, Cantonese, Greek) _____</p> <p><input type="checkbox"/> Don't know</p> <p><input type="checkbox"/> Prefer not to answer</p>
<p>Q85. What is your highest qualification?</p>	<p><input type="checkbox"/> No Qualifications</p> <p><input type="checkbox"/> High School/Secondary School Qualification</p> <p><input type="checkbox"/> Level 1 to 4 Certificate</p> <p><input type="checkbox"/> Level 5 or 6 Diploma</p> <p><input type="checkbox"/> Bachelor's Degree or Level 7 Qualification</p> <p><input type="checkbox"/> Bachelor Honours Degree or Postgraduate Certificate/Diploma</p> <p><input type="checkbox"/> Master's Degree</p> <p><input type="checkbox"/> PhD/Doctoral Degree</p>

Part J Ō tākupu | Your comments

This section provides you with the opportunity to share more of your thoughts on one of the topics we have already asked about, or you may choose to write about something else that is important to you.

Q86. Is there anything you would like to comment on?

All comments will be made available to your agency's Te Taunaki Census contact, verbatim (word for word, as written). So to help ensure confidentiality, please don't include any personal details about yourself or others in your answer.

To further protect your anonymity, any reporting of comments will be done on a grouped basis. For example, if a particular demographic group (ethnic group, gender, etc) has less than 30 respondents the agency will not be able to see comments attributed to that group.

Your comments will also be used for research about the whole Public Service but will not be reported in such a way that any individual can be identified. For example, a quote could be attributed to a "female public servant" but not reference an agency.

Please note, if you indicate you are a threat to yourself or others, safeguarding measures will be triggered. Your privacy will be over-ridden so someone from Research NZ or your agency can contact you to perform a wellness check.

Remember the page will time out after 30 minutes, so save your progress.