



**Government
of South Australia**

TRS19D2867

Hon Stephen Mullighan MP
Member for Lee
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Treasurer

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Dear Mr Mullighan

APPLICATION UNDER THE *FREEDOM OF INFORMATION ACT 1991*

I refer to your application made under the *Freedom of Information Act 1991* (FOI Act), dated 15 October 2019.

Your application seeks access to:

"All minutes, briefings and correspondence titled 'Motor Accident Commission – I Work for SA – Your Voice Survey: Progress Update and Briefing of Minister' as described on the Objective document management system, between 23 February 2019 and 15 October 2019."

The legislative prescribed timeframe to determine this application has expired and is now deemed to have refused you access to all documents relevant to your application. I refer to my letter dated 3 November 2019 where I sought additional time to make my determination.

The purpose of this letter is to advise you of my determination. An extensive search was conducted within this office. A total of 1 document was identified as answering the terms of your application.

I grant you access in full to 1 document; a copy of which is enclosed.

Please note, in compliance with Premier and Cabinet Circular PC045 - *Disclosure Logs for Non-Personal Information Released through Freedom of Information* (PC045), the Department of Treasury and Finance is now required to publish a log of all non-personal information released under the *Freedom of Information Act 1991*.

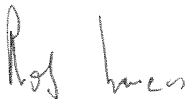
In accordance with this Circular, any non-personal information determined for release as part of this application, may be published on the DTF website. A copy of PC045 can be found at the following address: <https://dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars>. Please visit the website for further information.

As I am determining this application as Principal Officer, Section 29(6) of the Act does not provide for an internal review. If you are dissatisfied with my determination you are entitled to exercise your rights of external review with the Ombudsman.

Alternatively, you can apply to the South Australian Civil and Administrative Tribunal. If you wish to seek a review, Section 39(3) of the Act states you must do so within 30 calendar days of receiving the determination.

If you require any further information, please contact Vicky Cathro on 8226 9769.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Rob Lucas'.

Hon Rob Lucas MLC
Principal Officer

18 January 2020

MINUTES forming ENCLOSURE to

8/3/19.

T19/045

TR519D0536

Dpc Ref: MAC19D0102
File Ref: MAC13/0141

TO: THE TREASURER

**SUBJECT: I WORK FOR SA – YOUR VOICE SURVEY: PROGRESS UPDATE
AND BRIEFING OF MINISTER**

Following the announcement of the Your Voice Survey, the Motor Accident Commission (MAC) engaged with all staff members to encourage them to take part.

27 out of 30 (90%) employees participated compared to a whole of government rate of 22%.

The survey was undertaken prior to the CTP back-book reinsurance announcement to BH and before the announcement to transfer Road Safety responsibilities.

The key results of note were:

- Both Road Safety and CTP Divisions felt they had adequate tools and equipment to conduct their roles safely
- Both Divisions were happy to 'go the extra mile' when called upon
- Road Safety staff were satisfied with wellbeing matters, whilst CTP staff felt committed to the Divisions goals.

However:

- Both Road Safety and CTP Divisions were concerned about job security (94% and 73% respectively)
- Both Divisions felt that the level of stress has a negative impact on their work and that 'red tape' was an issue
- There was also concern from the CTP Division that their workgroup dealings were open, honest and transparent
- 5 people indicated that they had witnessed bullying or harassment and 3 reported that they had been subjected to it.

MAC has now shared these results with staff. We are currently in the process of securing a training provider to conduct bullying and harassment awareness sessions.

We also note that agencies will be asked to report on agency level actions and implementation to address the survey results in the State of the Sector data collection in June 2019. MAC does not intend to create an agency level action plan given the MAC organisation will be wound up on 30 June 2019.

Recommendations/Issues:

- Please note the attached results for the Motor Accident Commission; and
- Given the MAC organisation will be wound up, no agency level action plan will be developed.

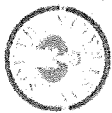
Rob Lucas

Noted/Approved: 15/3/19



Trudy Minett
Chief Executive Officer

08 March 2019



Government of
South Australia

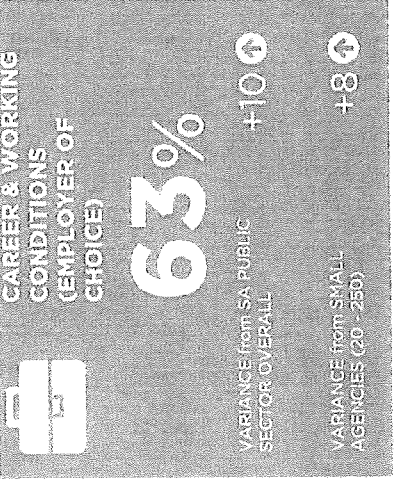
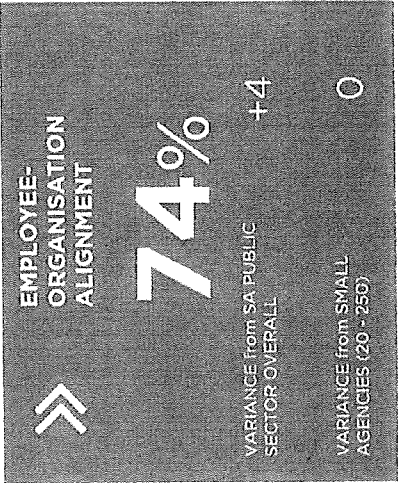
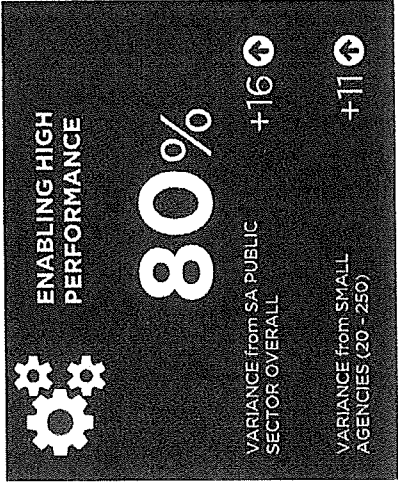
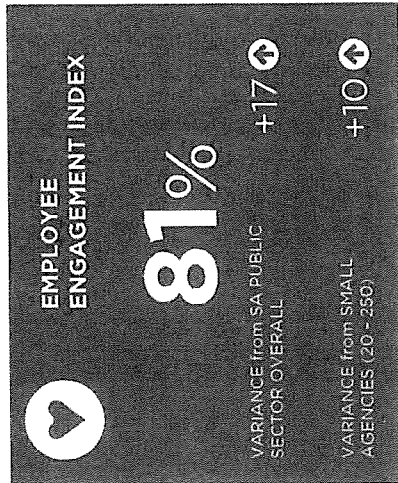
▶ I WORK FOR SA

YOUR VOICE SURVEY

RESPONSE RATE: 90%

RESPONSES: 27 of 30

Motor Accident Commission



1.

WHAT NOW?

TAKE THE TIME TO EXPLORE

AND UNDERSTAND THE RESULTS IN THIS REPORT.

2.

DISCUSS THE RESULTS WITH YOUR TEAM

IDENTIFY THE THINGS TO CELEBRATE (STRENGTHS) OR IMPROVE (ACTION AREAS).

3.

DEVELOP A PLAN OF ACTION

SEE THE SUGGESTED TEMPLATE AT THE BACK OF THIS REPORT.

HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS

%
POSITIVE

HIGHEST NEUTRAL SCORING QUESTIONS

%
NEUTRAL

HIGHEST NEGATIVE SCORING QUESTIONS

%
NEGATIVE

Q11g. I am provided with the tools and equipment to do my job safely



Q17k. My agency provides opportunities for mobility within my agency (e.g. temporary transfers)



Q11l. I feel secure in my job



Q11s. I am happy to go the 'extra mile' at work when required



Q17l. My agency provides opportunities for mobility outside my agency (e.g. secondments and temporary transfers)



Q18c. I feel the level of stress in my job has a negative impact on my work



Q12e. People in my workgroup are committed to workplace safety



Q15h. I am satisfied with the opportunities available for career development in my agency



Q17c. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)



Q17o. I feel committed to my agency's goals



Q17c. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)



Q16a. I believe senior managers provide clear direction for the future of the agency



Q19b. Does your manager act in accordance with the South Australian Public Sector Values in his or her everyday work?



Q17g. My agency is committed to creating a diverse workforce (e.g. gender, age, cultural and linguistic background, disability, indigenous, LGBTI+)



Q31. I believe action will be taken on the results from this survey by the sector



FIND YOUR HIGHEST SCORES

THESE QUESTIONS ARE YOUR HIGHEST SCORING.

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT? (STRENGTHS)

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL). THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES. (AREAS OF POTENTIAL)

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT? (AREAS OF CONCERN)

VALUES AND CONDUCT



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW THE NON STANDARD QUESTIONS ASKED IN THE SURVEY AND HOW THE PROPORTION OF COLLEAGUES RESPONDED.

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

	RESPONSE SCALE		%	VARIANCE FROM SA PUBLIC SECTOR OVERALL	VARIANCE FROM SMALL AGENCIES (20 - 250)
Q20. During the last 12 months, have you witnessed harassment or bullying in your current workplace?		27			
Yes		5	19%	-19⬇️	-10⬇️
No		18	67%	+14⬆️	+9⬆️
Not sure		4	15%	+5⬆️	+1
Q21. During the last 12 months, have you been subjected to harassment or bullying in your current workplace?		27			
Yes		3	11%	-10⬇️	-5⬇️
No		22	81%	+10⬆️	+4
Not sure		2	7%	0	0

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR