

## Appendix 3 – PAW Survey Frequently Asked Questions

### What is the People at Work survey?

The People at Work survey is part of a psychosocial risk assessment process. This will help Intelife identify factors that may cause harm to workers' psychological health and safety.

### I have never heard of this before – Is this all new? / Why now?

Psychosocial hazards have always been considered under health and safety, particularly in the context of Lone Workers, FIFO/DIDO staff, small teams in remote areas and workers who may be in particularly stressful roles.

The new legal framework around the Work Health and Safety Act 2020 requires that Psychosocial hazards are specifically identified with measures put in place to prevent hazards causing harm to employees. The People at Work survey is a key part of this risk assessment and hazard mitigation process to ensure that Intelife workers are protected, in accordance with the new legislation, from psychological as well as the more traditional physical hazards which may be present in the workplace.

### How long will the survey take to complete?

The survey should take around 18 minutes to complete.

**Where is my data stored?** The data is stored in Australia on secured servers approved by the Federal Government.

### Are my responses anonymous?

Your data will be deidentified and Intelife will not receive any information that will be able to identify you. Intelife will not have access to individual responses, only an aggregated report. An organisational report will only be provided if there are 20 or more responses to the survey. The aggregated report will also only provide demographic group breakdowns in the report where there are more than 10 responses in that group. It will therefore not be possible for individual workers to be identified from any responses that they may give.

### What will the survey responses be used for?

The survey responses will be used to identify psychosocial hazards that may cause harm to workers' psychological health and safety and assist Intelife to develop strategies to address these concerns.

### What are the demographic questions used for?

These questions allow Intelife to examine differences in psychological health and safety across different areas and groups across the organisation. These breakdowns will only be provided if there is a minimum of 10 responses for each group in order to protect your privacy.

### Are the survey questions mandatory?

Some of the demographic questions collected at the beginning of the survey are mandatory to complete. However, if you feel uncomfortable you can select the 'prefer not to say' answer. All other questions are optional, but we strongly encourage you to answer as many questions as you can to enable us to get an accurate picture of psychological health in the workplace.

**When will we find out the results of the survey?** We are aiming to communicate overall results by the end of March 2024.

**Can I get a copy of my responses?**

No, the system does not provide workers with a personal report. If you would like to access support or learn more about psychological health, please reach out to our Employee Assistance Program (EAP) provider, Lifeskills Australia on 1800 870 080. EAP services provided by Lifeskills are totally confidential.

**I have more questions. Who can I speak to?**

Please talk to Alistair, the Health & Safety Advisor, on 0861 691 1139 or email him on [alistairp@intelife.org](mailto:alistairp@intelife.org)