



Commonwealth Parliamentary Workplace Culture Survey

Frequently Asked Questions

For the first time ever, people who work in Commonwealth Parliamentary Workplaces (CPW) across Australia are being surveyed so they can share their experiences and thoughts on the culture of their workplace. The survey will open on 10 November and close on 12 December.

About the survey

What is the purpose of the survey?

The Culture Survey aims to gain an in-depth understanding of the culture, behaviours and experiences of people working in and around Parliament.

Who is conducting the survey?

This survey is a responsibility of PWSS under the *Parliamentary Workplace Support Service Act 2023* (PWSS Act).

Who participates in the survey?

CPW participants are invited to participate in the survey. This includes parliamentarians, MOP(S) Act employees and public and parliamentary service department employees working in the parliamentary precinct.

Why is my feedback important?

Your input helps paint an honest picture of how people experience the culture in CPWs. This information will help decision makers identify what is working well and the areas for improvement, for a safer and more respectful workplace culture.

How will the results be used?

The results will inform reporting under the PWSS Act and guide cultural improvement efforts in parliamentary workplaces.

Why is the PWSS surveying parliamentary employees about workplace culture?

The survey will help us to understand how staff experience their work environment, beyond the data that is gathered through other channels such as complaints and feedback forums. This information will allow us to identify risks and issues early, support improvement in workplace culture, and promote integrity and accountability in CPWs by engaging transparently with feedback and responding to employee voices.

Why does the survey focus on certain topics like leadership, communication, power, and trust?

The PWSS has a legislated responsibility to report on the culture of CPWs. International research on measuring workplace culture identifies the following factors as being relevant dimensions of workplace culture: trust, leadership behaviours, communication, power dynamics, inclusion and diversity, and ethics and norms. The survey is designed to measure CPW employees' views of these.

Is this survey being conducted in response to a particular incident or concern?

A range of services including the PWSS's counselling and support service and the IPSC's investigation and complaints function is accessible to employees to seek help in relation to specific behaviours in their workplace. The purpose of this survey is not to pinpoint specific behaviour or culture problems, but to gain a baseline understanding of CPW workplace culture to inform culture improvement strategies and periodically track progress.

Will the results be made public?

Yes. Survey results will be analysed and reported on (in an aggregated form to protect individual privacy) in the PWSS's inaugural report on Commonwealth Parliamentary Workplaces. Reporting will not identify individual results.

Confidentiality and anonymity

Is the survey anonymous?

Yes. Your responses cannot be linked back to you in any way.

Will my responses be confidential?

Yes. Your answers will be securely stored and only reported in summary form.

Can my manager or Parliamentarian see my individual answers?

No. Your individual answers will not be shared.

Who can see my response?

Only the PWSS Data Analytics team will handle the raw data. While some diversity data is collected, responses are anonymised and results are only reported in ways that protect individual identities—even in small teams and unique roles.

Can I be identified?

No. The survey is designed to prevent individuals from being identified, even in small teams or unique roles.

How is my data protected?

Data is stored securely and all results are reported in a way that protects individual privacy. More information can be found in the [PWSS Privacy Policy](#).

Survey content and participation

What kinds of questions will be asked?

The survey asks questions about your perceptions and experiences of the parliamentary workplace. You'll be asked how you see things like leadership, communication, fairness, inclusion, and how people treat each other at work.

How long will the survey take to complete?

Depending on how much detail you provide, the survey should take no more than 10 minutes to complete. You may complete the survey in one or multiple sessions by exiting and returning to it later.

Is participation mandatory?

No, but it is strongly encouraged. The more people who participate, the more accurate and useful the results will be.

Can I skip questions or stop partway through?

Yes. You can skip any question you cannot or may not want to answer. You can also stop and return later if needed.

Given the nature of the questions, it is not anticipated that participants will experience any discomfort while completing the survey. However, should you feel any discomfort, you are free to not answer the relevant question/s or stop the survey by closing the webpage. If you require assistance, please contact your employer's Employee Assistance Program (EAP). Alternatively, you can contact an external support service such as:

- Lifeline: Ph. 13 11 14; <https://www.lifeline.org.au/>
- Beyond Blue: Ph. 1300 224 636; <https://www.beyondblue.org.au/>
- Mensline: Ph. 1300 789 978; <https://mensline.org.au/>
- QLife: Ph. 1800 184 527; <https://qlife.org.au/>
- 1800 RESPECT: Ph. 1800 737 732 <https://1800respect.org.au/>
- Suicide Call Back Service: Ph. 1300 659 467; <https://www.suicidecallbackservice.org.au/>
- Australian Government Health Direct: <https://www.healthdirect.gov.au/mental-health-helplines>
- 13YARN: Ph. 13 92 76; <https://www.13yarn.org.au>

PWSS Counselling and Support is available for CPW employees, parliamentarians and MOP(S) Act staff, if needed. You can contact the team on 1800 747 977 (option 1) or at support@pwss.gov.au.

What happens if I have sight or literacy difficulties?

The survey has been designed to be accessible and compatible with screen readers. However, if you have any issues or require further assistance, please contact CultureSurvey@PWSS.gov.au.

Can I change my responses after submitting the survey?

Once you have submitted the survey, it is not possible to change or withdraw your responses. You will be prompted before finalising the survey to confirm you are ready to submit.

Timing and access

When will the survey be available?

The survey will open on 10 November and close four weeks later, on 12 December.

How do I access the survey?

A survey link will be sent to your APH email address with instructions on how to complete the survey.

Can I complete the survey on my phone or at home?

Yes. Your individual link can be accessed from any device and can be completed in the workplace or at home.

What if I have trouble accessing the survey?

If you have trouble accessing, or any questions about the survey, contact CultureSurvey@PWSS.gov.au for assistance.

What if I have not received a survey invitation email?

If you haven't received an email with the survey link by 11 November, first check your junk or spam folder. If it's not there, contact the PWSS team at CultureSurvey@PWSS.gov.au so they can help you access the survey.

Can I share my link with someone else if they do not have one?

No. Each link is unique, single use and cannot be shared with others.

Results and follow-up

When will the results be shared?

Results from this survey will be included in the PWSS's inaugural report on Commonwealth Parliamentary Workplaces. The report will be presented to each House of Parliament by the Presiding officers in early 2026. All participants will have access to read this report which will also be published by the PWSS and available on our website after it has been presented to both Houses.

Who will see the results?

Summary results will be included in the PWSS report. No individual responses or identifying information will be shared.

Will there be any follow-up actions based on the survey?

Yes. The survey results will inform changes and improvements to workplace culture and the support services available to people working in Commonwealth Parliamentary Workplaces.