



**Victorian Equal Opportunity  
& Human Rights Commission**

INDEPENDENT REVIEW INTO

# **Workplace Equality in Ambulance Victoria**

---

WORK PLACE SURVEY

Published by the Victorian Equal Opportunity and Human Rights Commission,  
Level 3, 204 Lygon Street, Carlton, Victoria 3053. November 2021.

**Contact us**

Enquiry Line	1300 292 153
NRS Voice Relay	1300 555 727 then use 1300 292 153
Interpreters	1300 152 494
Email	<a href="mailto:enquiries@veohrc.vic.gov.au">enquiries@veohrc.vic.gov.au</a>
Website	<a href="http://www.humanrights.vic.gov.au">www.humanrights.vic.gov.au</a>

The Victorian Equal Opportunity and Human Rights Commission acknowledges and celebrates the Traditional Owners of the lands throughout Victoria and we pay our respects to their Elders, past and present.



**Victorian Equal Opportunity  
& Human Rights Commission**

INDEPENDENT REVIEW INTO

# **Workplace Equality in Ambulance Victoria**



WORK PLACE SURVEY

# Introduction

Ambulance Victoria has engaged the Victorian Equal Opportunity and Human Rights Commission to conduct an Independent review into workplace equality in Ambulance Victoria.

The review will examine workplace equality at Ambulance Victoria and make recommendations for improvement in a public report, to be published in November 2021.

This survey is for current and former Ambulance Victoria employees and first responders/volunteers.

The survey is entirely voluntary. You can stop at any time or skip any questions that you do not want to answer. You can answer, edit and remove any of your answers at any time. Please refer to the top menu to review information provided in the introduction and definitions.

Some questions in this survey may be sensitive. If you would like support during or after completing this survey, please [click here](#) for information on available support services.

For the purposes of this survey, the term '**unlawful conduct**' refers to discrimination, sexual harassment, victimisation and bullying under the Equal Opportunity Act.

This survey is not a way to make a formal complaint about unlawful conduct. If you want to enquire or make a complaint about this unlawful conduct, please [click here](#).

## Privacy and confidentiality

Your privacy is one of our key concerns.

Your survey answers will remain strictly confidential. You will not be asked to provide your name.

The survey is being administered by ORIMA Research. The survey provider will not use the survey data for any purpose other than to analyse and report its findings to the Commission, without providing any identifying information to the Commission, including your email address.

The Commission will use the information gathered in this survey to inform our public report and recommendations to Ambulance Victoria in November 2021. This report may include de-identified survey responses. The report will not identify anyone who participates in the survey.

If you disclose information relating to another person, including a victim-survivor or alleged perpetrator, that information will be de-identified and will not be disclosed to a third party unless determined necessary and in compliance with the *Equal Opportunity Act 2010* (Vic) and the *Privacy and Data Protection Act 2014* (Vic).

We will collect, store and destroy all personal information in accordance with the information privacy principles contained in the *Privacy and Data Protection Act* and the *Public Records Act 1973* (Vic).

The Equal Opportunity Act prevents the Commission from sharing your personal information with third parties without your consent. However, if we receive information that leads us to form a reasonable belief that a sexual offence has been committed against a child under the age of 16 years in Victoria, we will be required by law to report that information to the police. We are also required by law to report corrupt conduct by public officers (including Ambulance Victoria employees) to the Independent Broad-based Anti-Corruption Commission.

The Commission complies with Victorian privacy laws and the confidentiality provisions in the Equal Opportunity Act. Our privacy policy is available at: <https://www.humanrights.vic.gov.au/about-us/policies/privacy/>

## Consent to participate

**Fieldwork note—ensure sample does not include anyone under 18.**

By completing and submitting this survey, you are providing your consent to participate in the Commission’s research, which will be used to develop a public report and recommendations to Ambulance Victoria. The final report will include aggregated data and de-identified responses from this survey. The report will not identify anyone who participates in the survey.

You are providing your consent on the basis that the information collected will be kept strictly confidential and stored securely.

**If you are not 18 years of age or older**, thank you for your interest in the survey. However, unfortunately you are unable to participate in the survey due to the sensitive nature of the research.

You can contact the Commission about the Review via our dedicated telephone hotline (1300 395 726) and email address (**[AVreview@veohrc.vic.gov.au](mailto:AVreview@veohrc.vic.gov.au)**).

## Other ways to participate

In addition to completing this survey, you may also participate in the review in other ways.

- Participate in a confidential interview over the phone, online or in person (subject to COVID-19 guidelines). The interviews will take around 90 minutes. They will be semi-structured and conducted in a way that is informal and conversational.
- Make a written submission to the review by emailing us at **[AVreview@veohrc.vic.gov.au](mailto:AVreview@veohrc.vic.gov.au)** or by using [our online webform](#). **All submissions must be received by close of business on 31 May 2021.** For more information, see our guide for written submissions.
- The Commission will also be holding focus groups with Ambulance Victoria employees and first responders/volunteers. You can contact the Commission to discuss your eligibility to participate.

For more information on how you can participate, [click here](#).

# Definitions

Term	Definition
<b>Discrimination</b>	<p>Under the Equal Opportunity Act, <b>discrimination</b> occurs when a person is treated unfavourably because of a personal characteristic that is protected by the law – such as age, sex, sexual orientation, race, disability or employment activity (including raising concerns or asking about your rights at work). The Act refers to these characteristics as ‘protected attributes’. Discrimination can be direct or indirect. Both kinds of discrimination are against the law. Direct discrimination is treating or proposing to treat someone unfairly because of a protected attribute. For example, not giving someone a promotion because of their sex/gender. Indirect discrimination is when an unreasonable requirement, condition or practice - which may appear to treat people equally - disadvantages or potentially disadvantages a group of people with a protected attribute. For example, introducing a policy requiring all employees to start at 6am, which disadvantages people who need to care for children in the morning.</p>
<b>Sexual harassment</b>	<p>Under the Equal Opportunity Act, <b>sexual harassment</b> is unwelcome sexual behaviour that could make a person feel offended, humiliated or intimidated.</p> <p>Sexual harassment can be a single incident or repeated behaviour.</p>
<b>Bullying</b>	<p>Workplace <b>bullying</b> is repeated, unreasonable behaviour directed at someone that creates a risk to health and safety - such as verbal, physical and written abuse (including on social media). Under the Equal Opportunity Act, bullying at work can amount to discrimination if it happens because of a personal characteristic protected by the Act. For example, repeated verbal, physical or written abuse of a person because of their sex, race or religion. Bullying can also amount to sexual harassment under the Equal Opportunity Act if it is verbal, written or physical abuse of a sexual nature.</p>

# A. Your experience of flexible work

This section of the survey asks about your personal experiences of flexible work.

Under the Equal Opportunity Act, employees have the right to request flexible working arrangements if they are a parent or carer, have a disability, are 55 years or older or are experiencing family or domestic violence. It is against the law for an employer to refuse flexible work requests unless they provide reasonable business grounds in writing.

Flexible work includes arrangements such as working from home, working different hours, taking leave as needed or starting or finishing work at a different time.

**1 How much do you know about Ambulance Victoria's obligations regarding flexible work arrangements?**

- 1 I know nothing at all
- 2 I know a little bit about this
- 3 I know a moderate amount about this
- 4 I know a lot about this

**2 Which of the following best describes your experiences with flexible work arrangements at Ambulance Victoria?**

- 1 have previously requested a flexible work arrangement
- 2 I have wanted to ask for a flexible arrangement but ultimately didn't
- 3 Flexible arrangements were not available in my work area
- 4 A flexible arrangement was available to me but I didn't need it
- 5 I have never needed flexible work arrangements  
*[Please save this page and go to the next section]*

**3 [Ask if not requested flexible work, q2 = 2]**

**What are the reasons you have not requested flexible work arrangements?**

*[Please select all that apply]*

- 1 Not possible given the nature of the job
- 2 I didn't know I had a right to request flexible work
- 3 I didn't know how to ask
- 4 I thought my manager or supervisor would refuse
- 5 I thought it would have a negative impact on my job security
- 6 No one else has flexible arrangements in my work area
- 7 I was too scared or shy
- 8 I was too busy/didn't get around to it
- 9 Some other reason *[Please specify]* \_\_\_\_\_
- 10 Not sure

If Q2!=1, go to next section.

**4 Did you receive a written response to your request?**

- 1 Yes
- 2 No
- 3 Can't recall

**5 Was your most recent request for flexible work arrangements approved?**

- 1 Yes *[Please save this page and go to the next section]*
- 2 No
- 3 Decision pending *[Please save this page and go to the next section]*

**6 When your request for flexible work was refused, what reasons were provided? *[Please select all that apply]***

- 1 No reason was given
- 2 My manager or supervisor said they'd think about it
- 3 We were too busy
- 4 We were short staffed
- 5 Wouldn't have been fair to other employees
- 6 My manager said there was no flexible work arrangement for my circumstances
- 7 Some other reason *[Please specify]* \_\_\_\_\_
- 8 Not sure

**7 When your request for flexible work was refused, what was the impact of not having access to flexible work on your work and/or personal life?**

---

---

---

## B. Workplace equality

This section of the survey asks about your views on workplace equality at Ambulance Victoria.

### 8 How would you rate your own awareness of the following prior to this survey:

	Fully familiar with and understand the details	Familiar with and understand most details	Familiar with some details	Aware but not familiar with any details	Not aware
a Your rights and responsibilities under the Equal Opportunity Act	1	2	3	4	5
b Ambulance Victoria's policies and procedures related to workplace equality (for example, Ambulance Victoria's Code of Conduct, Professional Conduct Policy, and Complaints Procedure)	1	2	3	4	5

More information on your rights and responsibilities under the Equal Opportunity Act can be found at: <https://www.humanrights.vic.gov.au/legal-and-policy/victorias-human-rights-laws/equal-opportunity-act/>

### 9 How would you rate your manager's awareness of their obligations under the Equal Opportunity Act?

- 1 Fully familiar with and understand the details
- 2 Familiar with and understand most details
- 3 Familiar with some details
- 4 Aware but not familiar with any details
- 5 Not aware
- 6 I'm not sure about my manager's level of awareness

### 10 Have you ever had training on discrimination, sexual harassment, victimisation or bullying at Ambulance Victoria? [Please select all that apply]

- 1 Yes, face-to-face training
- 2 Yes, online training
- 3 No [Please go to question 13]
- 4 Can't remember [Please go to question 13]

**11 How long ago was your most recent training?**

- 1 In the last year
- 2 Between 12 months and three years ago
- 3 More than three years ago

**12 Did your training help you to understand your rights and obligations under the Equal Opportunity Act 2010?**

- 1 Yes
- 2 No

**13 How safe from discrimination, sexual harassment, victimisation and bullying do you feel in your workplace? [See the definitions of these behaviours in the top menu]**

- 1 Not at all safe
- 2 Slightly safe
- 3 Moderately safe
- 4 Very safe
- 5 Completely safe
- 6 Don't know/unsure

**14 How respected do you feel in your workplace?**

- 1 Not at all respected
- 2 Slightly respected
- 3 Moderately respected
- 4 Very respected
- 5 Completely respected
- 6 Don't know/unsure

**15 How much has your manager or supervisor supported you to do the following:**

	Not at all	A little	A moderate amount	A lot	A great deal	Don't know/unsure	Not relevant to me
a Take parental leave	1	2	3	4	5	6	7
b Return to work after illness/injury	1	2	3	4	5	6	7
c Return to work after parental leave	1	2	3	4	5	6	7

**16 How much has your access to professional training been adversely affected by the following:**

	Not at all	A little	A moderate amount	A lot	A great deal	Don't know/unsure	Not relevant to me
a Take parental leave	1	2	3	4	5	6	7
b Return to work after illness/injury	1	2	3	4	5	6	7
c Return to work after parental leave	1	2	3	4	5	6	7

**17 How much has your access to development opportunities been adversely affected by the following:**

	Not at all	A little	A moderate amount	A lot	A great deal	Don't know/unsure	Not relevant to me
a Take parental leave	1	2	3	4	5	6	7
b Return to work after illness/injury	1	2	3	4	5	6	7
c Return to work after parental leave	1	2	3	4	5	6	7

**18 Would you ever decide not to apply for a transfer, promotion or different position because you assume that your application would be unsuccessful for one of the following reasons? [Please select all that apply]**

- 1 Nothing would prevent me from applying for a transfer, promotion or different position
- 2 My carer or parental responsibilities
- 3 My sex/gender
- 4 My trans status or gender diversity
- 5 My sexual orientation
- 6 My disability
- 7 My race
- 8 My location
- 9 My work pattern (for example, flexible or part-time work)
- 10 I've been told that I'm unlikely to be successful
- 11 Other [Please specify] \_\_\_\_\_

**19 Please rate your level of agreement or disagreement with the following statements.**

	Not at all	A little	A moderate amount	A lot	A great deal	Don't know/unsure	Not relevant to me
a The Ambulance Victoria Executive/ Board of Directors proactively promote and prioritise workplace equality	1	2	3	4	5	6	7
b The Ambulance Victoria Executive/ Board of Directors are accountable for unlawful conduct and workplace inequality	1	2	3	4	5	6	7
c My manager proactively promotes and prioritises workplace equality	1	2	3	4	5	6	7
d My manager is accountable for unlawful conduct and workplace inequality	1	2	3	4	5	6	7
e Reforms are necessary to improve equality at Ambulance Victoria	1	2	3	4	5	6	7
f I have access to the professional training I need for my role at Ambulance Victoria	1	2	3	4	5	6	7
g I am given sufficient access to development opportunities at Ambulance Victoria	1	2	3	4	5	6	7

**20 How often does Ambulance Victoria consult employees or first responders/ volunteers about their personal experiences of unlawful conduct or workplace inequality (such as by undertaking cultural surveys)?**

- 1 At least every six months
- 2 Annually
- 3 Every two years
- 4 Every three years or more
- 5 Don't know/unsure

**21 What do you think Ambulance Victoria needs to do to improve workplace equality? [If you have no suggestions, please leave this box blank]**

---

---

---

## C. Your experience of working with a disability

This section of the survey asks about your personal experiences of working with a disability at Ambulance Victoria.

Under the Equal Opportunity Act 2010, Ambulance Victoria must make reasonable adjustments to allow people with a disability to perform the requirements of their role productively and safely. This includes all permanent and temporary physical, psychological and intellectual disabilities.

Adjustments can vary from minor changes such as flexible work hours to larger changes such as providing specific equipment. For example, a reasonable adjustment may include:

- reviewing and adjusting the requirements of a job
- allowing flexible work hours
- providing telephone typewriter (TTY) phone access for people with hearing or speech impairments
- approving more regular breaks for people with chronic pain or fatigue
- buying desks with adjustable heights for people using a wheelchair.

**22 Do you have any of the following conditions? [Please select all that apply]**  
**These include any permanent or temporary physical, intellectual or psychological disability.**

- 1 Physical disability
- 2 Intellectual disability
- 3 Mental illness
- 4 Injury
- 5 Illness
- 6 Other [Please specify] \_\_\_\_\_
- 7 None of the above [Please go to next section]
- 8 Prefer not to say [Please go to next section]

**23 How much do you know about Ambulance Victoria's obligations to make reasonable adjustments to allow people with a disability to perform their role productively and safely?**

- 1 I know a lot about this
- 2 I know a moderate amount about this
- 3 I know a little bit about this
- 4 I know nothing at all

**24 Which of the following best describes your experience with reasonable adjustments at Ambulance Victoria?**

- 1 I have previously requested reasonable adjustments [Please go to question 26]
- 2 I wanted to ask for a reasonable adjustment but ultimately didn't
- 3 A reasonable adjustment was available to me but I didn't need it [Please go to the next section]
- 4 Reasonable adjustments were not available in my work area [Please go to the next section]
- 5 I have not required any reasonable adjustments so far [Please go to the next section]

**25 [Ask if q24=2, haven't requested reasonable adjustments] What are the main reasons you have not requested reasonable adjustments? [Please select all that apply]**

- 1 Not possible given the nature of the job
- 2 I didn't know I had a right to request reasonable adjustments
- 3 I didn't know how to ask
- 4 I thought my manager or supervisor would refuse
- 5 I thought it would have a negative impact on my job security
- 6 No one else has reasonable adjustments at work
- 7 I was too scared or shy
- 8 I was too busy/didn't get around to it
- 9 I was concerned about stigmatisation or lack of support from colleagues
- 10 Some other reason [Please specify] \_\_\_\_\_
- 11 Not sure

*[Include note for people answering q25 to save and go to next section]*

**26 [Ask if q 24=1, have requested reasonable adjustments] Was your most recent request approved?**

- 1 Yes [Please go to the next section]
- 2 No

**27 When your request for reasonable adjustments was refused, what was the reason provided?** *[Please select all that apply]*

- 1 No reason was given
- 2 My manager or supervisor said they'd think about it
- 3 It would cost too much
- 4 It would cause too much disruption in the workplace
- 5 It wasn't a reasonable request
- 6 I couldn't do my job even with the adjustments
- 7 Wouldn't have been fair to other employees
- 8 No policy for reasonable adjustments
- 9 Some other reason *[Please specify]* \_\_\_\_\_
- 10 Not sure

**28 When your request for reasonable adjustments was refused, what was the impact of not having access to reasonable adjustments on your work and/or personal life?**

---

---

---

## D. Your experience of discrimination

This section of the survey asks about your personal experiences of discrimination at Ambulance Victoria.

If you have experienced discrimination more than once or have experienced different types of discrimination, please answer in relation to your most recent experience of discrimination.

Under the Equal Opportunity Act, discrimination occurs when a person is treated unfavourably because of a personal characteristic that is protected by the law – such as age, sex, sexual orientation, race, disability or employment activity (including raising concerns or asking about your rights at work). The Act refers to these characteristics as '[protected attributes](#)'.

Discrimination can be direct or indirect. Both kinds of discrimination are against the law.

Direct discrimination is treating or proposing to treat someone unfairly because of a protected attribute. For example, not giving someone a promotion because of their sex/gender.

Indirect discrimination is when an unreasonable requirement, condition or practice - which may appear to treat people equally - disadvantages or potentially disadvantages a group of people with a protected attribute. For example, introducing a policy requiring all employees to start at 6am, which disadvantages people who need to care for children in the morning.

### 29 How common would you say discrimination is at Ambulance Victoria?

- 1 It never happens
- 2 Very rare
- 3 Rare
- 4 Occurs sometimes
- 5 Common
- 6 Don't know
- 7 Prefer not to say

### 30 Do you believe that you have personally experienced discrimination at Ambulance Victoria? *[Please select all that apply]*

- 1 Yes, directed at myself
- 2 Yes, directed towards someone else
- 3 No *[Please go to the next section]*
- 4 Don't know *[Please go to the next section]*
- 5 Prefer not to say *[Please go to the next section]*

If Q30!=1 (not directed at myself): The following questions are for employees who have personally experienced discrimination directed towards them. Please go to the next section.

**31 Which of the following unfair behaviours have you experienced?**

*[Please select all that apply]*

- 1 Not receiving a promotion
- 2 Not receiving a pay progression
- 3 Not receiving a transfer
- 4 Not being considered for professional training or development opportunities
- 5 Receiving a different rate of pay for performing the same role as someone else
- 6 Receiving a different rate of pay for performing a role with the same job functions (e.g. two employees who have different job titles but do similar work or the same work)
- 7 Receiving different job benefits for performing the same role
- 8 Receiving different job benefits for performing a role with the same job functions
- 9 Being given unreasonably different tasks to other employees who perform the same role
- 10 Being given unreasonably different tasks to other employees who have the same job functions
- 11 Unfair allocation of tasks
- 12 Unfair rostering (including allocation of leave and overtime)
- 13 Exclusion from work communications or activities
- 14 Verbal, written or physical abuse
- 15 Other *[Please specify]* \_\_\_\_\_

**32 How many times have you personally experienced discrimination in the past two years?**

- 1 Not at all in the past two years
- 2 Once
- 3 2-3 times
- 4 4-5 times
- 5 More than 5 times
- 6 Don't know / I haven't been employed by Ambulance Victoria in the past two years

The following questions ask about your most recent experience of discrimination.

**33 In relation to your most recent experience of discrimination, what do you think were the main reasons for the discrimination?**

*[Please select all that apply]*

- 1 My age
- 2 My responsibilities as a carer or parent
- 3 My disability (including physical, intellectual or psychological disability)
- 4 My sex/gender
- 5 My intersex status
- 6 My trans status or gender diversity
- 7 My sexual orientation
- 8 My race
- 9 My religious belief or activity
- 10 My employment activity (including asking a question or raising a concern about my entitlements or rights at work)
- 11 My industrial activity (including being a member of a union or refusing to join a union)
- 12 My marital status
- 13 My pregnancy or breastfeeding
- 14 My lawful sexual activity (including choosing or not choosing to take part in any form of sexual activity)
- 15 My physical features (including my height, weight, size, shape, facial features, hair or birthmarks)
- 16 My political belief or activity
- 17 My historical conviction for homosexuality
- 18 My association with someone else with an attribute listed above
- 19 Other *[Please specify]* \_\_\_\_\_

**34 When did your most recent experience of discrimination happen?**

- 1 Ongoing, at the time of this survey
- 2 In the last 12 months
- 3 More than one year ago but less than five years ago
- 4 Over five years ago
- 5 Prefer not to say

**35 What best describes the composition of the workplace at the time of your most recent experience of discrimination?**

- 1 Mainly men (i.e. two-thirds or more)
- 2 Mainly women (i.e. two-thirds or more)
- 3 Roughly equal numbers of men and women
- 4 Don't know
- 5 Prefer not to say

**36 In relation to your most recent experience of discrimination, who treated you unfairly? [Please select all that apply]**

- 1 An executive
- 2 A senior manager
- 3 My direct manager or supervisor
- 4 Another manager or supervisor
- 5 A co-worker who was more senior than me (in my team)
- 6 A co-worker who was more senior than me (outside my team)
- 7 A co-worker at the same level as me (in my team)
- 8 A co-worker at the same level as me (outside my team)
- 9 A first responder/volunteer
- 10 A clinical instructor
- 11 A client or patient
- 12 Someone else associated with Ambulance Victoria
- 13 Someone else [Please specify] \_\_\_\_\_
- 14 Don't know
- 15 Prefer not to say

**37 What was the sex/gender of the person or persons who treated you unfairly? [Please select all that apply]**

- 1 Female
- 2 Male
- 3 Other
- 4 Don't know
- 5 Prefer not to say

**38 Thinking about the personal consequences of your most recent experience of discrimination on you, would you say: [Please select all that apply]**

- 1 It negatively impacted on your employment, career or work
- 2 It had negative financial consequences for you
- 3 It impacted negatively on your relationships with your partner, children, friends or family
- 4 It impacted negatively on your self-esteem and confidence
- 5 It impacted negatively on your health and general wellbeing
- 6 It impacted negatively on your mental health or caused you stress
- 7 There were some other negative consequences for you or others  
[Please specify] \_\_\_\_\_
- 8 There were no long-term consequences for you or others
- 9 Don't know
- 10 Prefer not to say

**39 Is there anything else you would like to tell us about your most recent experience of discrimination at Ambulance Victoria? [If you have no comments, please leave this box blank]**

---

---

---

## Your response to the discrimination

This section of the survey asks about how you responded to the discrimination, you reported in the previous section. Please note that you will complete this section of the survey multiple times if you report experiencing multiple types of unlawful conduct.

Among other things, this part of the survey asks you about whether you made an informal report or formal complaint about the discrimination you experienced.

- An **informal report** involves discussing the discrimination with someone else at Ambulance Victoria without going through a formal process.
- A **formal complaint** involves reporting the discrimination via one of Ambulance Victoria's formal internal processes (e.g. via the Professional Conduct Unit), or speaking to an external person or body with the ability to act on or investigate the discrimination (e.g. the police, or a Human Rights Commission, or a legal service).
- Some people might respond to discrimination by making both an informal report and a formal complaint; for example, where the conduct is first informally reported to a manager and later a formal complaint is lodged (perhaps on the basis of the manager's advice).

This part of the survey also asks about the consequences of any informal report or formal complaint you might have made, including any negative consequences. The Equal Opportunity Act makes it illegal to treat someone unfairly because they have raised their rights under the Equal Opportunity Act, made a complaint under the Act (or helped someone else to), or refused to do something because it would be discrimination, sexual harassment or victimisation. Treating someone unfairly for one of these reasons is referred to as **victimisation**.

### Overview of the response

#### 40 What of the following action(s) did you take following the discrimination?

*[Please select all that apply]*

- 1 Informal discussion (e.g. with colleagues, friends, family)
- 2 Informal discussion with a relevant Ambulance Victoria representative (e.g. your manager, another manager, People and Culture representative)
- 3 Submitted a formal complaint
- 4 Did not take any of these actions

**41 [Ask if Q40!=2] Why didn't you make an informal report about the discrimination?** *[Please select all that apply]*

- 1 I had already made / was planning to make a formal complaint
- 2 I thought I would not be believed
- 3 I thought that nothing would be done
- 4 I thought I would be blamed
- 5 I thought people would think I was overreacting
- 6 I thought there would be negative consequences for my career (e.g. impacts to progression or being fired)
- 7 I thought there would be negative consequences for the person or people who engaged in the conduct
- 8 I moved to another place of work
- 9 Someone else reported the conduct on my behalf
- 10 The people or person who engaged in the conduct were already being dealt with
- 11 I was fearful for the physical or psychological safety of myself or others
- 12 I took care of the problem myself *[Please specify how]* \_\_\_\_\_
- 13 Other *[Please specify]* \_\_\_\_\_
- 14 Don't know
- 15 Prefer not to say

**42 [Ask if Q40!=3] Why didn't you make a formal complaint about the discrimination?** *[Please select all that apply]*

- 1 The people or person who engaged in the conduct were already being dealt with as a result of an informal report I made
- 2 I wasn't aware of how the complaint process worked
- 3 I wasn't aware of who to make the formal complaint to
- 4 My family, friends or co-workers advised me not to make a complaint
- 5 I thought the complaint process would be embarrassing and/or difficult
- 6 I did not believe that the complaints process would be confidential
- 7 I did not think the conduct was serious enough to justify a formal complaint
- 8 I thought I would not be believed
- 9 I thought it would not change things or that nothing would be done
- 10 I thought I would be blamed
- 11 I thought people would think I was overreacting
- 12 I thought there would be negative consequences for my career (e.g. impacts to progression or being fired)
- 13 I was fearful for the physical or psychological safety of myself or others
- 14 I feared negative consequences for the person or people who engaged in the conduct
- 15 I moved to another place of work
- 16 I took care of the problem myself
- 17 Other *[Please specify]* \_\_\_\_\_
- 18 Don't know
- 19 Prefer not to say

**43 [Ask if Q40=2 or 3] What was the time period between when the discrimination began and when you first reported it or made a complaint?**

- 1 Same day or next working day
- 2 Less than 1 month
- 3 1 to 3 months
- 4 4 to 6 months
- 5 More than 6 months
- 6 Don't know
- 7 Prefer not to say

***Making an informal report***

[Show this section if Q40=2, informally reported]

**44 Who did you informally report the discrimination to in Ambulance Victoria?**

*[Please select all that apply]*

- 1 An executive
- 2 A senior manager
- 3 My direct manager or supervisor
- 4 Another manager or supervisor
- 5 People and Culture (i.e. Human Resources)
- 6 Professional Conduct Unit
- 7 A co-worker
- 8 Other *[Please specify]* \_\_\_\_\_
- 9 Don't remember
- 10 Prefer not to say

**45 Why did you make an informal report about the discrimination?**

*[Please select all that apply]*

- 1 I was advised to by family or friends
- 2 I was advised to by a colleague(s)
- 3 I hoped it would stop the discrimination
- 4 I wanted to help protect others by calling out discrimination
- 5 I felt like it was the right thing to do
- 6 I felt it was important for Ambulance Victoria to be aware of the discrimination
- 7 I felt empowered because of the Victorian Equal Opportunity and Human Rights Commission's independent review
- 8 I trusted Ambulance Victoria to take it seriously
- 9 I wanted advice on whether to make a formal complaint
- 10 Other *[Please specify]* \_\_\_\_\_

**46 Did any of the following things happen to you as a result of your informal report?** *[Please select all that apply]*

- 1 The discrimination stopped
- 2 I received positive feedback for making the report
- 3 I decided to make a formal complaint about the conduct
- 4 My shifts or work area were changed to separate me from the person who engaged in the discrimination
- 5 The shifts or work area of the person who engaged in the discrimination were changed to separate me from them
- 6 I suffered negative career consequences (e.g. I was demoted, lost my job, or was denied workplace opportunities such as training or promotion)
- 7 I was ostracised, victimised, or ignored by colleagues
- 8 There were some other consequences for me *[Please specify]* \_\_\_\_\_
- 9 There were no consequences as a result of the informal report
- 10 Don't know
- 11 Prefer not to say

**47 To the best of your knowledge, did any of the following happen to the person who engaged in the discrimination as a consequence of you informally reporting the conduct?** *[Please select all that apply]*

- 1 They were disciplined
- 2 They were formally warned
- 3 They were informally spoken to
- 4 They were transferred
- 5 They had their shifts changed
- 6 Their employment was terminated
- 7 They were made redundant
- 8 They resigned
- 9 They apologised
- 10 They paid you compensation
- 11 There were some other consequences *[Please specify]* \_\_\_\_\_
- 12 Any consequences were a result of a formal complaint I made in addition to the informal report
- 13 There were no consequences
- 14 The matter is yet to be resolved
- 15 Don't know
- 16 Prefer not to say

## **Making a formal report**

[Show this section if Q40=3, formally reported]

### **48 Who did you make a formal complaint to about the discrimination?**

*[Please select all that apply]*

- 1 An executive
- 2 A senior manager
- 3 My direct manager or supervisor
- 4 Another manager or supervisor
- 5 People and Culture (i.e. Human Resources)
- 6 Professional Conduct Unit
- 7 A union or employee representative
- 8 A lawyer or legal service
- 9 Victorian Equal Opportunity and Human Rights Commission
- 10 Australian Human Rights Commission
- 11 WorkSafe Victoria
- 12 Fair Work Ombudsman
- 13 Victorian Ombudsman
- 14 Independent Broad-based Anti-Corruption Commission
- 15 Victoria Police
- 16 Other *[Please specify]* \_\_\_\_\_
- 17 Don't know
- 18 Prefer not to say

### **49 Why did you make a formal complaint about the discrimination?**

*[Please select all that apply]*

- 1 I was advised to by family or friends
- 2 I was advised to by a colleague(s)
- 3 I was advised to by my supervisor or manager
- 4 I hoped it would stop the discrimination
- 5 I wanted to help protect others by calling out discrimination
- 6 I felt like it was the right thing to do
- 7 I felt it was important for Ambulance Victoria to be aware of the discrimination
- 8 I felt empowered because of the Victorian Equal Opportunity and Human Rights Commission's independent review
- 9 I trusted Ambulance Victoria to take it seriously
- 10 Other *[Please specify]* \_\_\_\_\_

**50 How long did it take to finalise your complaint?**

- 1 Same day or next working day
- 2 Less than 1 month
- 3 1 to 3 months
- 4 4 to 6 months
- 5 7 to 12 months
- 6 More than 12 months
- 7 Complaint has not yet been finalised
- 8 Don't know
- 9 Prefer not to say

**51 Did any of the following things happen to you as a result of your formal complaint? [Please select all that apply]**

- 1 Ambulance Victoria apologised for failing to prevent the discrimination
- 2 Ambulance Victoria paid you compensation because of the discrimination
- 3 The discrimination stopped
- 4 I received positive feedback for making the complaint
- 5 My shifts or work area were changed to separate me from the person who engaged in the discrimination
- 6 The shifts or work area of the person who engaged in the discrimination were changed to separate me from them
- 7 I suffered negative career consequences (e.g. I was demoted, lost my job, or was denied workplace opportunities such as training or promotion)
- 8 I was ostracised, victimised, or ignored by colleagues
- 9 There were some other consequences for me [Please specify] \_\_\_\_\_
- 10 There were no consequences as a result of the formal complaint
- 11 Don't know
- 12 Prefer not to say

**52 To the best of your knowledge, which of the following happened to the person who engaged in the discrimination as a consequence of you making a formal complaint? [Please select all that apply]**

- 1 They were disciplined
- 2 They were formally warned
- 3 They were informally spoken to
- 4 They were transferred
- 5 They had their shifts changed
- 6 Their employment was terminated
- 7 They were made redundant
- 8 They resigned
- 9 They apologised
- 10 They paid you compensation
- 11 There were some other consequences [Please specify] \_\_\_\_\_
- 12 There were no consequences
- 13 The matter is yet to be resolved
- 14 Don't know
- 15 Prefer not to say

**53 To the best of your knowledge, did any of the following happen at Ambulance Victoria as a result of your formal complaint?**

*[Please select all that apply]*

- 1 Ambulance Victoria developed or changed a policy
- 2 Ambulance Victoria changed a practice or procedure (for example, the complaints procedure)
- 3 Ambulance Victoria implemented training or education
- 4 Ambulance Victoria shared the de-identified learnings from my complaint with the organisation
- 5 There were some other changes at Ambulance Victoria  
*[Please specify]* \_\_\_\_\_
- 6 There were no changes at Ambulance Victoria
- 7 There have not been any changes at Ambulance Victoria yet
- 8 Don't know
- 9 Prefer not to say

**54 How satisfied are you with the overall process of dealing with your formal complaint?**

- 1 Not at all satisfied
- 2 A little bit satisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 5 Completely satisfied
- 6 Don't know
- 7 Prefer not to say

**55 Did you feel safe and supported during the formal complaints process?**

- 1 Yes
- 2 No
- 3 Not sure
- 4 Prefer not to say

***Other actions in response to the discrimination***

**56 Did you take any of the following additional actions in response to the discrimination you experienced? *[Please select all that apply]***

- 1 I confronted the person/people involved
- 2 I tried to avoid the person/people involved
- 3 I kept a record of the discrimination
- 4 I accessed a support service within Ambulance Victoria
- 5 I accessed a support service outside of Ambulance Victoria
- 6 I requested a transfer to avoid further contact with the person/people involved
- 7 I left Ambulance Victoria
- 8 Other *[Please specify]* \_\_\_\_\_
- 9 None of the above

**57 Did you seek any other support or advice about your most recent experience of discrimination?**

- 1 Yes
- 2 No [Please go to question 59]
- 3 Prefer not to say [Please go to question 59]

**58 Who did you seek support or advice from? [Please select all that apply]**

- 1 Friends or family
- 2 An executive
- 3 A senior manager
- 4 Your direct manager or supervisor
- 5 Another manager or supervisor
- 6 People and Culture (i.e. Human Resources)
- 7 Safe Space

Pop-up: AV has recently developed a safe space which is a new, independent, safe space phone line for you to call to seek information about complaint pathways and support options in relation to gender discrimination, bullying and harassment. This service is now available and you can call 24 hours a day, seven days a week. It is completely independent to AV and your privacy is protected.

- 8 A co-worker
- 9 A union or employee representative
- 10 A lawyer or legal service
- 11 Australian Human Rights Commission
- 12 Victorian Equal Opportunity and Human Rights Commission
- 13 A counsellor or psychologist
- 14 The internet
- 15 A community-based or religious service
- 16 The Fair Work Ombudsman
- 17 The Victorian Ombudsman
- 18 Victoria Police
- 19 Someone else [Please specify] \_\_\_\_\_
- 20 Don't know
- 21 Prefer not to say

**59 [Ask if Q40=2 or 3] How would you describe Ambulance Victoria's response to your report or complaint of discrimination in your own words?**

---

---

---

## E. Your experience of sexual harassment

This section of the survey asks about your personal experiences of sexual harassment at Ambulance Victoria.

If you have experienced sexual harassment more than once or have experienced different types of sexual harassment, please answer in relation to the **most recent** experience of harassment.

Under the Equal Opportunity Act, sexual harassment is unwelcome sexual behaviour that could make a person feel offended, humiliated or intimidated.

Sexual harassment can be a single incident or repeated behaviour.

### 60 How common would you say sexual harassment is at Ambulance Victoria?

- 1 It never happens
- 2 Very rare
- 3 Rare
- 4 Occurs sometimes
- 5 Common
- 6 Don't know
- 7 Prefer not to say

### 61 Have you ever personally experienced sexual harassment at Ambulance Victoria? *[Please select all that apply]*

- 1 Yes, directed at myself
- 2 Yes, directed towards someone else
- 3 No *[Please go to the next section]*
- 4 Don't know *[Please go to the next section]*
- 5 Prefer not to say *[Please go to the next section]*

If Q61!=1 (not directed at myself): The following questions are for employees who have personally experienced sexual harassment directed towards them. Please go to the next section.

**62 Which of the following unwelcome sexual behaviours have you experienced?** *[Please select all that apply]*

- 1 Unwelcome touching, hugging, cornering or kissing
- 2 Staring or leering
- 3 Sexual gestures, indecent exposure or display of the body
- 4 Sexually suggestive comments or jokes
- 5 Sexually explicit pictures, posters or gifts that made you feel offended
- 6 Repeated or inappropriate invitations to go out on dates
- 7 Intrusive questions about your private life or physical appearance
- 8 Inappropriate physical contact
- 9 Someone following, watching or loitering nearby
- 10 Requests or pressure for sex or other sexual acts
- 11 Actual or attempted rape or sexual assault
- 12 Indecent phone calls or voice messages
- 13 Sexually explicit comments in emails, SMS messages or on social media
- 14 Repeated or inappropriate advances on email, social networking websites or internet chat rooms
- 15 Sharing or threats to share intimate images or film of you
- 16 Any other unwelcome conduct of a sexual nature  
*[Please specify]* \_\_\_\_\_

**63 How many times have you personally experienced sexual harassment in the past 2 years?**

- 1 Once
- 2 2-3 times
- 3 4-5 times
- 4 More than 5 times
- 5 Don't know / I haven't been employed by Ambulance Victoria in the past two years

The following questions ask about your **most recent** experience of sexual harassment.

**64 In relation to your most recent experience of sexual harassment, what do you think were the reasons for the harassment?** *[Please select all that apply]*

- 1 My sex/gender
- 2 My intersex status
- 3 My trans status or gender diversity
- 4 My sexual orientation
- 5 My disability
- 6 My race
- 7 My religious belief or activity
- 8 My marital status
- 9 My pregnancy or breastfeeding
- 10 My physical features (including my height, weight, size, shape, facial features, hair or birthmarks)
- 11 Other *[Please specify]* \_\_\_\_\_
- 12 Don't know

**65 In relation to your most recent experience of sexual harassment, did it happen once or was it repeated?**

- 1 It only happened once
- 2 It happened more than once
- 3 Not sure
- 4 Prefer not to say

**66 When did your most recent experience of sexual harassment happen?**

- 1 Ongoing, at the time of this survey
- 2 In the last 12 months
- 3 More than one year ago but less than five years ago
- 4 Over five years ago
- 5 Prefer not to say

**67 Where did your most recent experience of sexual harassment happen?**

*[Please select all that apply]*

- 1 In a social area for staff – such as a break or lunchroom
- 2 At a work social event – such as after-work drinks or a function
- 3 At a workstation/where I work
- 4 At branch
- 5 In a meeting (e.g. a one-on-one meeting or a meeting with a group of people)
- 6 In a work-provided facility – such as a bedroom, bathroom or change room
- 7 In the field, including in a work vehicle or while providing care to a patient
- 8 At training
- 9 Somewhere else *[Please specify]* \_\_\_\_\_
- 10 Don't know
- 11 Prefer not to say

**68 In what ways did the harassment happen? *[Please select all that apply]***

- 1 In person
- 2 Online
- 3 By phone
- 4 Other *[Please specify]* \_\_\_\_\_
- 5 Prefer not to say

**69 What best describes the composition of the workplace at the time of your most recent experience of sexual harassment?**

- 1 Mainly men (i.e. two-thirds or more)
- 2 Mainly women (i.e. two-thirds or more)
- 3 Roughly equal numbers of men and women
- 4 Don't know
- 5 Prefer not to say

**70 In relation to your most recent experience of sexual harassment, who was/were the harasser(s)?** *[Please select all that apply]*

- 1 An executive
- 2 A senior manager
- 3 My direct manager or supervisor
- 4 Another manager or supervisor at Ambulance Victoria
- 5 A co-worker who was more senior (in my team)
- 6 A co-worker who was more senior (outside my team)
- 7 A co-worker at the same level as me (in my team)
- 8 A co-worker at the same level as me (outside my team)
- 9 A more junior co-worker (in my team)
- 10 A more junior co-worker (outside my team)
- 11 A clinical instructor
- 12 A first responder
- 13 A client or patient
- 14 Someone else associated with Ambulance Victoria
- 15 Other *[Please specify]* \_\_\_\_\_
- 16 Don't know
- 17 Prefer not to say

**71 What was the sex/gender of the person or people who harassed you?** *[Please select all that apply]*

- 1 Female
- 2 Male
- 3 Other
- 4 Don't know
- 5 Prefer not to say

**72 Thinking about the personal consequences of your most recent experience of sexual harassment on you, would you say:** *[Please select all that apply]*

- 1 It impacted negatively on your employment, career or work
- 2 It had negative financial consequences for you
- 3 It impacted negatively on your relationships with your partner, children, friends or family
- 4 It impacted negatively on your self-esteem and confidence
- 5 It impacted negatively on your health and general wellbeing
- 6 It impacted negatively on your mental health or caused you stress
- 7 There were some other negative consequences for you or others  
*[Please specify]* \_\_\_\_\_
- 8 There were no long-term consequences for you
- 9 Don't know
- 10 Prefer not to say

**73 During your time at Ambulance Victoria as an employee or first responder/volunteer, how many times do you believe you have been sexually harassed?**

- 1 Once
- 2 A few times
- 3 Many times

**74 Is there anything else you would like to tell us about your most recent experience of sexual harassment at Ambulance Victoria?**  
*[If you have no comments, please leave this box blank]*

---

---

---

# Your response to the sexual harassment

This section of the survey asks about how you responded to the sexual harassment, you reported in the previous section. Please note that you will complete this section of the survey multiple times if you report experiencing multiple types of unlawful conduct.

Among other things, this part of the survey asks you about whether you made an informal report or formal complaint about the sexual harassment you experienced.

- An **informal report** involves discussing the sexual harassment with someone else at Ambulance Victoria without going through a formal process.
- A **formal complaint** involves reporting the sexual harassment via one of Ambulance Victoria's formal internal processes (e.g. via the Professional Conduct Unit), or speaking to an external person or body with the ability to act on or investigate the sexual harassment (e.g. the police, or a Human Rights Commission, or a legal service).
- Some people might respond to sexual harassment by making both an informal report and a formal complaint; for example, where the conduct is first informally reported to a manager and later a formal complaint is lodged (perhaps on the basis of the manager's advice).

This part of the survey also asks about the consequences of any informal report or formal complaint you might have made, including any negative consequences. The Equal Opportunity Act makes it illegal to treat someone unfairly because they have raised their rights under the Equal Opportunity Act, made a complaint under the Act (or helped someone else to), or refused to do something because it would be sexual harassment, sexual harassment or victimisation. Treating someone unfairly for one of these reasons is referred to as **victimisation**.

## Overview of the response

### 75 What of the following action(s) did you take following the sexual harassment? *[Please select all that apply]*

- 1 Informal discussion (e.g. with colleagues, friends, family)
- 2 Informal discussion with a relevant Ambulance Victoria representative (e.g. your manager, another manager, People and Culture representative)
- 3 Submitted a formal complaint
- 4 Did not take any of these actions

**76 [Ask if Q75!=2] Why didn't you make an informal report about the sexual harassment? [Please select all that apply]**

- 1 I had already made / was planning to make a formal complaint
- 2 I thought I would not be believed
- 3 I thought that nothing would be done
- 4 I thought I would be blamed
- 5 I thought people would think I was overreacting
- 6 I thought there would be negative consequences for my career (e.g. impacts to progression or being fired)
- 7 I thought there would be negative consequences for the person or people who engaged in the conduct
- 8 I moved to another place of work
- 9 Someone else reported the conduct on my behalf
- 10 The people or person who engaged in the conduct were already being dealt with
- 11 I was fearful for the physical or psychological safety of myself or others
- 12 Took care of the problem myself [Please specify how] \_\_\_\_\_
- 13 Other [Please specify] \_\_\_\_\_
- 14 Don't know
- 15 Prefer not to say

**77 [Ask if Q75!=3] Why didn't you make a formal complaint about the sexual harassment? [Please select all that apply]**

- 1 The people or person who engaged in the conduct were already being dealt with as a result of an informal report I made
- 2 I wasn't aware of how the complaint process worked
- 3 I wasn't aware of who to make the formal complaint to
- 4 My family, friends or co-workers advised me not to make a complaint
- 5 I thought the complaint process would be embarrassing and/or difficult
- 6 I did not believe that the complaints process would be confidential
- 7 I did not think the conduct was serious enough to justify a formal complaint
- 8 I thought I would not be believed
- 9 I thought it would not change things or that nothing would be done
- 10 I thought I would be blamed
- 11 I thought people would think I was overreacting
- 12 I thought there would be negative consequences for my career (e.g. impacts to progression or being fired)
- 13 I was fearful for the physical or psychological safety of myself or others
- 14 I feared negative consequences for the person or people who engaged in the conduct
- 15 I moved to another place of work
- 16 I took care of the problem myself
- 17 Other [Please specify] \_\_\_\_\_
- 18 Don't know
- 19 Prefer not to say

**78 [Ask if Q75=2 or 3] What was the time period between when the sexual harassment began and when you first reported it or made a complaint?**

- 1 Same day or next working day
- 2 Less than 1 month
- 3 1 to 3 months
- 4 4 to 6 months
- 5 More than 6 months
- 6 Don't know
- 7 Prefer not to say

***Making an informal report***

[Show this section if Q75=2, informally reported]

**79 Who did you informally report the sexual harassment to in Ambulance Victoria? [Please select all that apply]**

- 1 An executive
- 2 A senior manager
- 3 My direct manager or supervisor
- 4 Another manager or supervisor
- 5 People and Culture (i.e. Human Resources)
- 6 Professional Conduct Unit
- 7 A co-worker
- 8 Other [Please specify] \_\_\_\_\_
- 9 Don't remember
- 10 Prefer not to say

**80 Why did you make an informal report about the sexual harassment?**

[Please select all that apply]

- 1 I was advised to by family or friends
- 2 I was advised to by a colleague(s)
- 3 I hoped it would stop the sexual harassment
- 4 I wanted to help protect others by calling out sexual harassment
- 5 I felt like it was the right thing to do
- 6 I felt it was important for Ambulance Victoria to be aware of the sexual harassment
- 7 I felt empowered because of the Victorian Equal Opportunity and Human Rights Commission's independent review
- 8 I trusted Ambulance Victoria to take it seriously
- 9 I wanted advice on whether to make a formal complaint
- 10 Other [Please specify] \_\_\_\_\_

**81 Did any of the following things happen to you as a result of your informal report?** *[Please select all that apply]*

- 1 The sexual harassment stopped
  - 2 I received positive feedback for making the report
  - 3 I decided to make a formal complaint about the conduct
  - 4 My shifts or work area were changed to separate me from the person who engaged in the sexual harassment
  - 5 The shifts or work area of the person who engaged in the sexual harassment were changed to separate me from them
  - 6 I suffered negative career consequences (e.g. I was demoted, lost my job, or was denied workplace opportunities such as training or promotion)
  - 7 I was ostracised, victimised, or ignored by colleagues
  - 8 There were some other consequences for me *[Please specify]*
- 

- 9 There were no consequences as a result of the informal report
- 10 Don't know
- 11 Prefer not to say

**82 To the best of your knowledge, did any of the following happen to the person who engaged in the sexual harassment as a consequence of you informally reporting the conduct?** *[Please select all that apply]*

- 1 They were disciplined
- 2 They were formally warned
- 3 They were informally spoken to
- 4 They were transferred
- 5 They had their shifts changed
- 6 Their employment was terminated
- 7 They were made redundant
- 8 They resigned
- 9 They apologised
- 10 They paid you compensation
- 11 There were some other consequences *[Please specify]* \_\_\_\_\_
- 12 Any consequences were a result of a formal complaint I made in addition to the informal report
- 13 There were no consequences
- 14 The matter is yet to be resolved
- 15 Don't know
- 16 Prefer not to say

## ***Making a formal report***

[Show this section if Q75=3, formally reported]

### **83 Who did you make a formal complaint to about the sexual harassment?**

*[Please select all that apply]*

- 1 An executive
- 2 A senior manager
- 3 My direct manager or supervisor
- 4 Another manager or supervisor
- 5 People and Culture (i.e. Human Resources)
- 6 Professional Conduct Unit
- 7 A union or employee representative
- 8 A lawyer or legal service
- 9 Victorian Equal Opportunity and Human Rights Commission
- 10 Australian Human Rights Commission
- 11 WorkSafe Victoria
- 12 Fair Work Ombudsman
- 13 Victorian Ombudsman
- 14 Independent Broad-based Anti-Corruption Commission
- 15 Victoria Police
- 16 Other *[Please specify]* \_\_\_\_\_
- 17 Don't know
- 18 Prefer not to say

### **84 Why did you make a formal complaint about the sexual harassment?**

*[Please select all that apply]*

- 1 I was advised to by family or friends
- 2 I was advised to by a colleague(s)
- 3 I was advised to by my supervisor or manager
- 4 I hoped it would stop the sexual harassment
- 5 I wanted to help protect others by calling out sexual harassment
- 6 I felt like it was the right thing to do
- 7 I felt it was important for Ambulance Victoria to be aware of the sexual harassment
- 8 I felt empowered because of the Victorian Equal Opportunity and Human Rights Commission's independent review
- 9 I trusted Ambulance Victoria to take it seriously
- 10 Other *[Please specify]* \_\_\_\_\_

**85 How long did it take to finalise your complaint?**

- 1 Same day or next working day
- 2 Less than 1 month
- 3 1 to 3 months
- 4 4 to 6 months
- 5 7 to 12 months
- 6 More than 12 months
- 7 Complaint has not yet been finalised
- 8 Don't know
- 9 Prefer not to say

**86 Did any of the following things happen to you as a result of your formal complaint? [Please select all that apply]**

- 1 Ambulance Victoria apologised for failing to prevent the sexual harassment
- 2 Ambulance Victoria paid you compensation because of the sexual harassment
- 3 The sexual harassment stopped
- 4 I received positive feedback for making the complaint
- 5 My shifts or work area were changed to separate me from the person who engaged in the sexual harassment
- 6 The shifts or work area of the person who engaged in the sexual harassment were changed to separate me from them
- 7 I suffered negative career consequences (e.g. I was demoted, lost my job, or was denied workplace opportunities such as training or promotion)
- 8 I was ostracised, victimised, or ignored by colleagues
- 9 There were some other consequences for me [Please specify] \_\_\_\_\_
- 10 There were no consequences as a result of the formal complaint
- 11 Don't know
- 12 Prefer not to say

**87 To the best of your knowledge, which of the following happened to the person who engaged in the sexual harassment as a consequence of you making a formal complaint? [Please select all that apply]**

- 1 They were disciplined
- 2 They were formally warned
- 3 They were informally spoken to
- 4 They were transferred
- 5 They had their shifts changed
- 6 Their employment was terminated
- 7 They were made redundant
- 8 They resigned
- 9 They apologised
- 10 They paid you compensation
- 11 There were some other consequences [Please Specify] \_\_\_\_\_
- 12 There were no consequences
- 13 The matter is yet to be resolved
- 14 Don't know
- 15 Prefer not to say

**88 To the best of your knowledge, did any of the following happen at Ambulance Victoria as a result of your formal complaint?** *[Please select all that apply]*

- 1 Ambulance Victoria developed or changed a policy
- 2 Ambulance Victoria changed a practice or procedure (for example, the complaints procedure)
- 3 Ambulance Victoria implemented training or education
- 4 Ambulance Victoria shared the de-identified learnings from my complaint with the organisation
- 5 There were some other changes at Ambulance Victoria  
*[Please specify]* \_\_\_\_\_
- 6 There were no changes at Ambulance Victoria
- 7 There have not been any changes at Ambulance Victoria yet
- 8 Don't know
- 9 Prefer not to say

**89 How satisfied are you with the overall process of dealing with your formal complaint?**

- 1 Not at all satisfied
- 2 A little bit satisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 5 Completely satisfied
- 6 Don't know
- 7 Prefer not to say

**90 Did you feel safe and supported during the formal complaints process?**

- 1 Yes
- 2 No
- 3 Not sure
- 4 Prefer not to say

### ***Other actions in response to the sexual harassment***

**91 Did you take any of the following additional actions in response to the sexual harassment you experienced?** *[Please select all that apply]*

- 1 I confronted the person/people involved
- 2 I tried to avoid the person/people involved
- 3 I kept a record of the sexual harassment
- 4 I accessed a support service within Ambulance Victoria
- 5 I accessed a support service outside of Ambulance Victoria
- 6 I requested a transfer to avoid further contact with the person/people involved
- 7 I left Ambulance Victoria
- 8 Other *[Please specify]* \_\_\_\_\_
- 9 None of the above

**92 Did you seek any other support or advice about your most recent experience of sexual harassment?**

- 1 Yes
- 2 No [Please go to question 94]
- 3 Prefer not to say [Please go to question 94]

**93 Who did you seek support or advice from? [Please select all that apply]**

- 1 Friends or family
- 2 An executive
- 3 A senior manager
- 4 Your direct manager or supervisor
- 5 Another manager or supervisor
- 6 People and Culture (i.e. Human Resources)
- 7 Safe Space

Pop-up: AV has recently developed a safe space which is a new, independent, safe space phone line for you to call to seek information about complaint pathways and support options in relation to gender sexual harassment, bullying and harassment. This service is now available and you can call 24 hours a day, seven days a week. It is completely independent to AV and your privacy is protected.

- 8 A co-worker
- 9 A union or employee representative
- 10 A lawyer or legal service
- 11 Australian Human Rights Commission
- 12 Victorian Equal Opportunity and Human Rights Commission
- 13 A counsellor or psychologist
- 14 The internet
- 15 A community-based or religious service
- 16 The Fair Work Ombudsman
- 17 The Victorian Ombudsman
- 18 Victoria Police
- 19 Someone else [Please specify] \_\_\_\_\_
- 20 Don't know
- 21 Prefer not to say

**94 [Ask if Q75=2 or 3] How would you describe Ambulance Victoria's response to your report or complaint of sexual harassment in your own words?**

---

---

---

## F. Your experience of bullying

This section of the survey asks about your personal experiences of bullying at Ambulance Victoria.

If you have experienced bullying more than once or have experienced different types of bullying, please answer in relation to your most recent experience of bullying.

Workplace bullying is repeated, unreasonable behaviour directed at someone that creates a risk to health and safety - such as verbal, physical and written abuse (including on social media).

Under the Equal Opportunity Act, [bullying at work can amount to discrimination if it happens because of a personal characteristic protected by the Act](#). For example, repeated verbal, physical or written abuse of a person because of their sex, race or religion.

Bullying can also amount to sexual harassment under the Equal Opportunity Act if it is verbal, written or physical abuse of a sexual nature.

Reasonable management action is not bullying - such as genuine and reasonable instructions or setting reasonable performance goals, standards and deadlines.

### 95 How common would you say bullying is at Ambulance Victoria?

- 1 It never happens
- 2 Very rare
- 3 Rare
- 4 Occurs sometimes
- 5 Common
- 6 Don't know
- 7 Prefer not to say

### 96 Have you ever personally experienced bullying at Ambulance Victoria?

*[Please select all that apply]*

- 1 Yes, directed at me
- 2 Yes, directed towards someone else
- 3 No *[Please go to the next section]*
- 4 Don't know *[Please go to the next section]*
- 5 Prefer not to say *[Please go to the next section]*

If Q96!=1 (not directed at myself): The following questions are for employees who have personally experienced bullying directed towards them. Please go to the next section.

**97 Which of the following behaviours have you experienced?**

*[Please select all that apply]*

- 1 Verbal abuse
- 2 Physical abuse
- 3 Written abuse (including in emails or on social media)
- 4 Threatening body language
- 5 Hostile behaviour
- 6 Exclusion from work communications or activities
- 7 Unreasonable demands, pressure or impossible deadlines
- 8 Unfair allocation of tasks and/or working hours
- 9 Deliberately withholding necessary work-related information or resources
- 10 Inappropriate surveillance or monitoring
- 11 Unequal or unreasonable exclusion from or access to training
- 12 Unreasonably isolating you from others
- 13 Setting tasks that are beyond your skills level without training and support
- 14 Other *[Please specify]* \_\_\_\_\_

**98 How many times have you personally experienced bullying in the past 2 years?**

- 1 Once
- 2 2-3 times
- 3 4-5 times
- 4 More than 5 times
- 5 Don't know / I haven't been employed by Ambulance Victoria in the past two years

The following questions ask about your **most recent** experience of bullying.

**99 In relation to your most recent experience of bullying, what do you think were the reasons you were bullied? [Please select all that apply]**

- 1 My age
- 2 My responsibilities as a carer or parent
- 3 My disability (including physical, intellectual or psychological disability)
- 4 My sex/gender
- 5 My intersex status
- 6 My trans status or gender diversity
- 7 My sexual orientation
- 8 My race
- 9 My religious belief or activity
- 10 My employment activity (including asking a question or raising a concern about my entitlements or rights at work)
- 11 My industrial activity (including being a member of a union or refusing to join a union)
- 12 My marital status
- 13 My pregnancy or breastfeeding
- 14 My lawful sexual activity (including choosing or not choosing to take part in any form of sexual activity)
- 15 My physical features (including my height, weight, size, shape, facial features, hair or birthmarks)
- 16 My political belief or activity
- 17 My historical conviction for homosexuality
- 18 My association with someone else with an attribute listed above
- 19 Other [Please specify] \_\_\_\_\_
- 20 Don't know

**100 In relation to your most recent experience of bullying, did it happen once or was it repeated?**

- 1 It only happened once
- 2 It happened more than once
- 3 Not sure
- 4 Prefer not to say

**101 When did your most recent experience of bullying happen?**

- 1 Ongoing, at the time of this survey
- 2 In the last 12 months
- 3 More than one year ago but less than five years ago
- 4 Over five years ago
- 5 Prefer not to say

**102 Where did your most recent experience of bullying happen?**

*[Please select all that apply]*

- 1 In a social area for staff – such as a break or lunchroom
- 2 At a work social event – such as after-work drinks or a function
- 3 At a workstation/where I work
- 4 At branch
- 5 In a meeting (e.g. a one-on-one meeting or a meeting with a group of people)
- 6 In a work-provided facility – such as a bedroom, bathroom or change room
- 7 In the field, including in a work vehicle or while providing care to a patient
- 8 At training
- 9 Somewhere else *[Please specify]* \_\_\_\_\_
- 10 Don't know
- 11 Prefer not to say

**103 In what ways did the bullying happen? [Please select all that apply]**

- 1 In person
- 2 Online
- 3 By phone
- 4 Other *[Please specify]* \_\_\_\_\_
- 5 Prefer not to say

**104 What best describes the composition of the workplace at the time of your most recent experience of bullying?**

- 1 Mainly men (i.e. two-thirds or more)
- 2 Mainly women (i.e. two-thirds or more)
- 3 Roughly equal numbers of men and women
- 4 Don't know
- 5 Prefer not to say

**105 In relation to your most recent experience of bullying, who bullied you?**

*[Please select all that apply]*

- 1 An executive
- 2 A senior manager
- 3 My direct manager or supervisor
- 4 Another manager or supervisor at Ambulance Victoria
- 5 A co-worker who was more senior (in my team)
- 6 A co-worker who was more senior (outside my team)
- 7 A co-worker at the same level as me (in my team)
- 8 A co-worker at the same level as me (outside my team)
- 9 A more junior co-worker (in my team)
- 10 A more junior co-worker (outside my team)
- 11 A clinical instructor
- 12 A first responder/volunteer
- 13 A client or patient
- 14 Someone else associated with Ambulance Victoria
- 15 Other *[Please specify]* \_\_\_\_\_
- 16 Don't know
- 17 Prefer not to say

**106 What was the sex/gender of the person or people who bullied you?**

*[Please select all that apply]*

- 1 Female
- 2 Male
- 3 Other
- 4 Don't know
- 5 Prefer not to say

**107 Thinking about the personal consequences of your most recent experience of bullying on you, would you say: *[Please select all that apply]***

- 1 It negatively impacted on your employment, career or work
- 2 It had negative financial consequences for you
- 3 It impacted negatively on your relationships with your partner, children, friends or family
- 4 It impacted negatively on your self-esteem and confidence
- 5 It impacted negatively on your health and general wellbeing
- 6 It impacted negatively on your mental health or caused you stress
- 7 There were some other negative consequences for you or others

*[Please specify]* \_\_\_\_\_

- 8 There were no long-term consequences for you
- 9 Don't know
- 10 Prefer not to say

**108 Is there anything else you would like to tell us about your most recent experience of bullying at Ambulance Victoria?**

*[If you have no comments, please leave this box blank]*

---

---

---

## Your response to the bullying

This section of the survey asks about how you responded to the bullying, you reported in the previous section. Please note that you will complete this section of the survey multiple times if you report experiencing multiple types of unlawful conduct.

Among other things, this part of the survey asks you about whether you made an informal report or formal complaint about the bullying you experienced.

- An **informal report** involves discussing the bullying with someone else at Ambulance Victoria without going through a formal process.
- A **formal complaint** involves reporting the bullying via one of Ambulance Victoria's formal internal processes (e.g. via the Professional Conduct Unit), or speaking to an external person or body with the ability to act on or investigate the bullying (e.g. the police, or a Human Rights Commission, or a legal service).
- Some people might respond to bullying by making both an informal report and a formal complaint; for example, where the conduct is first informally reported to a manager and later a formal complaint is lodged (perhaps on the basis of the manager's advice).

This part of the survey also asks about the consequences of any informal report or formal complaint you might have made, including any negative consequences. The Equal Opportunity Act makes it illegal to treat someone unfairly because they have raised their rights under the Equal Opportunity Act, made a complaint under the Act (or helped someone else to), or refused to do something because it would be discrimination, sexual harassment or victimisation. Treating someone unfairly for one of these reasons is referred to as victimisation.

## Overview of the response

### 109 What of the following action(s) did you take following the bullying?

*[Please select all that apply]*

- 1 Informal discussion (e.g. with colleagues, friends, family)
- 2 Informal discussion with a relevant Ambulance Victoria representative (e.g. your manager, another manager, People and Culture representative)
- 3 Submitted a formal complaint
- 4 Did not take any of these actions

**110 [Ask if Q109!=2] Why didn't you make an informal report about the bullying?**

*[Please select all that apply]*

- 1 I had already made / was planning to make a formal complaint
- 2 I thought I would not be believed
- 3 I thought that nothing would be done
- 4 I thought I would be blamed
- 5 I thought people would think I was overreacting
- 6 I thought there would be negative consequences for my career (e.g. impacts to progression or being fired)
- 7 I thought there would be negative consequences for the person or people who engaged in the conduct
- 8 I moved to another place of work
- 9 Someone else reported the conduct on my behalf
- 10 The people or person who engaged in the conduct were already being dealt with
- 11 I was fearful for the physical or psychological safety of myself or others
- 12 Took care of the problem myself *[Please specify how]* \_\_\_\_\_
- 13 Other *[Please specify]* \_\_\_\_\_
- 14 Don't know
- 15 Prefer not to say

**111 [Ask if Q109!=3] Why didn't you make a formal complaint about the bullying?** *[Please select all that apply]*

- 1 The people or person who engaged in the conduct were already being dealt with as a result of an informal report I made
- 2 I wasn't aware of how the complaint process worked
- 3 I wasn't aware of who to make the formal complaint to
- 4 My family, friends or co-workers advised me not to make a complaint
- 5 I thought the complaint process would be embarrassing and/or difficult
- 6 I did not believe that the complaints process would be confidential
- 7 I did not think the conduct was serious enough to justify a formal complaint
- 8 I thought I would not be believed
- 9 I thought it would not change things or that nothing would be done
- 10 I thought I would be blamed
- 11 I thought people would think I was overreacting
- 12 I thought there would be negative consequences for my career (e.g. impacts to progression or being fired)
- 13 I was fearful for the physical or psychological safety of myself or others
- 14 I feared negative consequences for the person or people who engaged in the conduct
- 15 I moved to another place of work
- 16 I took care of the problem myself
- 17 Other *[Please specify]* \_\_\_\_\_
- 18 Don't know
- 19 Prefer not to say

**112 [Ask if Q109=2 or 3] What was the time period between when the bullying began and when you first reported it or made a complaint?**

- 1 Same day or next working day
- 2 Less than 1 month
- 3 1 to 3 months
- 4 4 to 6 months
- 5 More than 6 months
- 6 Don't know
- 7 Prefer not to say

***Making an informal report***

[Show this section if Q109=2, informally reported]

**113 Who did you informally report the bullying to in Ambulance Victoria?**

*[Please select all that apply]*

- 1 An executive
- 2 A senior manager
- 3 My direct manager or supervisor
- 4 Another manager or supervisor
- 5 People and Culture (i.e. Human Resources)
- 6 Professional Conduct Unit
- 7 A co-worker
- 8 Other *[Please specify]* \_\_\_\_\_
- 9 Don't remember
- 10 Prefer not to say

**114 Why did you make an informal report about the bullying?**

*[Please select all that apply]*

- 1 I was advised to by family or friends
- 2 I was advised to by a colleague(s)
- 3 I hoped it would stop the bullying
- 4 I wanted to help protect others by calling out bullying
- 5 I felt like it was the right thing to do
- 6 I felt it was important for Ambulance Victoria to be aware of the bullying
- 7 I felt empowered because of the Victorian Equal Opportunity and Human Rights Commission's independent review
- 8 I trusted Ambulance Victoria to take it seriously
- 9 I wanted advice on whether to make a formal complaint
- 10 Other *[Please specify]* \_\_\_\_\_

**115 Did any of the following things happen to you as a result of your informal report?** *[Please select all that apply]*

- 1 The bullying stopped
- 2 I received positive feedback for making the report
- 3 I decided to make a formal complaint about the conduct
- 4 My shifts or work area were changed to separate me from the person who engaged in the bullying
- 5 The shifts or work area of the person who engaged in the bullying were changed to separate me from them
- 6 I suffered negative career consequences (e.g. I was demoted, lost my job, or was denied workplace opportunities such as training or promotion)
- 7 I was ostracised, victimised, or ignored by colleagues
- 8 There were some other consequences for me *[Please specify]* \_\_\_\_\_
- 9 There were no consequences as a result of the informal report
- 10 Don't know
- 11 Prefer not to say

**116 To the best of your knowledge, did any of the following happen to the person who engaged in the bullying as a consequence of you informally reporting the conduct?** *[Please select all that apply]*

- 1 They were disciplined
- 2 They were formally warned
- 3 They were informally spoken to
- 4 They were transferred
- 5 They had their shifts changed
- 6 Their employment was terminated
- 7 They were made redundant
- 8 They resigned
- 9 They apologised
- 10 They paid you compensation
- 11 There were some other consequences *[Please specify]* \_\_\_\_\_
- 12 Any consequences were a result of a formal complaint I made in addition to the informal report
- 13 There were no consequences
- 14 The matter is yet to be resolved
- 15 Don't know
- 16 Prefer not to say

## **Making a formal report**

[Show this section if Q109=3, formally reported]

### **117 Who did you make a formal complaint to about the bullying?**

*[Please select all that apply]*

- 1 An executive
- 2 A senior manager
- 3 My direct manager or supervisor
- 4 Another manager or supervisor
- 5 People and Culture (i.e. Human Resources)
- 6 Professional Conduct Unit
- 7 A union or employee representative
- 8 A lawyer or legal service
- 9 Victorian Equal Opportunity and Human Rights Commission
- 10 Australian Human Rights Commission
- 11 WorkSafe Victoria
- 12 Fair Work Ombudsman
- 13 Victorian Ombudsman
- 14 Independent Broad-based Anti-Corruption Commission
- 15 Victoria Police
- 16 Other *[Please specify]* \_\_\_\_\_
- 17 Don't know
- 18 Prefer not to say

### **118 Why did you make a formal complaint about the bullying? *[Please select all that apply]***

- 1 I was advised to by family or friends
- 2 I was advised to by a colleague(s)
- 3 I was advised to by my supervisor or manager
- 4 I hoped it would stop the bullying
- 5 I wanted to help protect others by calling out bullying
- 6 I felt like it was the right thing to do
- 7 I felt it was important for Ambulance Victoria to be aware of the bullying
- 8 I felt empowered because of the Victorian Equal Opportunity and Human Rights Commission's independent review
- 9 I trusted Ambulance Victoria to take it seriously
- 10 Other *[Please specify]* \_\_\_\_\_

**119 How long did it take to finalise your complaint?**

- 1 Same day or next working day
- 2 Less than 1 month
- 3 1 to 3 months
- 4 4 to 6 months
- 5 7 to 12 months
- 6 More than 12 months
- 7 Complaint has not yet been finalised
- 8 Don't know
- 9 Prefer not to say

**120 Did any of the following things happen to you as a result of your formal complaint? [Please select all that apply]**

- 1 Ambulance Victoria apologised for failing to prevent the bullying
- 2 Ambulance Victoria paid you compensation because of the bullying
- 3 The bullying stopped
- 4 I received positive feedback for making the complaint
- 5 My shifts or work area were changed to separate me from the person who engaged in the bullying
- 6 The shifts or work area of the person who engaged in the bullying were changed to separate me from them
- 7 I suffered negative career consequences (e.g. I was demoted, lost my job, or was denied workplace opportunities such as training or promotion)
- 8 I was ostracised, victimised, or ignored by colleagues
- 9 There were some other consequences for me [Please specify] \_\_\_\_\_
- 10 There were no consequences as a result of the formal complaint
- 11 Don't know
- 12 Prefer not to say

**121 To the best of your knowledge, which of the following happened to the person who engaged in the bullying as a consequence of you making a formal complaint? [Please select all that apply]**

- 1 They were disciplined
- 2 They were formally warned
- 3 They were informally spoken to
- 4 They were transferred
- 5 They had their shifts changed
- 6 Their employment was terminated
- 7 They were made redundant
- 8 They resigned
- 9 They apologised
- 10 They paid you compensation
- 11 There were some other consequences [Please specify] \_\_\_\_\_
- 12 There were no consequences
- 13 The matter is yet to be resolved
- 14 Don't know
- 15 Prefer not to say

**122 To the best of your knowledge, did any of the following happen at Ambulance Victoria as a result of your formal complaint?**

*[Please select all that apply]*

- 1 Ambulance Victoria developed or changed a policy
- 2 Ambulance Victoria changed a practice or procedure (for example, the complaints procedure)
- 3 Ambulance Victoria implemented training or education
- 4 Ambulance Victoria shared the de-identified learnings from my complaint with the organisation
- 5 There were some other changes at Ambulance Victoria  
*[Please specify]* \_\_\_\_\_
- 6 There were no changes at Ambulance Victoria
- 7 There have not been any changes at Ambulance Victoria yet
- 8 Don't know
- 9 Prefer not to say

**123 How satisfied are you with the overall process of dealing with your formal complaint?**

- 1 Not at all satisfied
- 2 A little bit satisfied
- 3 Somewhat satisfied
- 4 Very satisfied
- 5 Completely satisfied
- 6 Don't know
- 7 Prefer not to say

**124 Did you feel safe and supported during the formal complaints process?**

- 1 Yes
- 2 No
- 3 Not sure
- 4 Prefer not to say

***Other actions in response to the bullying***

**125 Did you take any of the following additional actions in response to the bullying you experienced? *[Please select all that apply]***

- 1 I confronted the person/people involved
- 2 I tried to avoid the person/people involved
- 3 I kept a record of the bullying
- 4 I accessed a support service within Ambulance Victoria
- 5 I accessed a support service outside of Ambulance Victoria
- 6 I requested a transfer to avoid further contact with the person/people involved
- 7 I left Ambulance Victoria
- 8 Other *[Please specify]* \_\_\_\_\_
- 9 None of the above

**126 Did you seek any other support or advice about your most recent experience of bullying?**

- 1 Yes
- 2 No [Please go to question 128]
- 3 Prefer not to say [Please go to question 128]

**127 Who did you seek support or advice from? [Please select all that apply]**

- 1 Friends or family
- 2 An executive
- 3 A senior manager
- 4 Your direct manager or supervisor
- 5 Another manager or supervisor
- 6 People and Culture (i.e. Human Resources)
- 7 Safe Space

Pop-up: AV has recently developed a safe space which is a new, independent, safe space phone line for you to call to seek information about complaint pathways and support options in relation to gender discrimination, bullying and harassment. This service is now available and you can call 24 hours a day, seven days a week. It is completely independent to AV and your privacy is protected.

- 8 A co-worker
- 9 A union or employee representative
- 10 A lawyer or legal service
- 11 Australian Human Rights Commission
- 12 Victorian Equal Opportunity and Human Rights Commission
- 13 A counsellor or psychologist
- 14 The internet
- 15 A community-based or religious service
- 16 The Fair Work Ombudsman
- 17 The Victorian Ombudsman
- 18 Victoria Police
- 19 Someone else [Please specify] \_\_\_\_\_
- 20 Don't know
- 21 Prefer not to say

**128 [Ask if Q109=2 or 3] How would you describe Ambulance Victoria's response to your report or complaint of bullying in your own words?**

---

---

## G. Witnessing or hearing about unlawful conduct

This section of the survey asks about your personal experiences of witnessing or hearing about discrimination, sexual harassment, victimisation or bullying in Ambulance Victoria (referred to as unlawful conduct).

### 129 Which of the following unlawful conduct have you witnessed or heard about in Ambulance Victoria? *[Please select all that apply]*

- 1 [Discrimination](#) (being treated unfairly or disadvantaged because of a personal characteristic that is protected by the Equal Opportunity Act such as sex, race or religion)
- 2 [Sexual harassment](#) (unwelcome behaviour of a sexual nature)
- 3 [Victimisation](#) (treating someone unfairly because they raise their rights or make a complaint under the Equal Opportunity Act)
- 4 [Bullying](#) (repeated, unreasonable behaviour directed at someone that creates a risk to health and safety - such as verbal, physical and written abuse)
- 5 None of the above *[Please go to the next section]*

### 130 *[Ask if more than one option selected at q129]* Which of the following best describes the most recent incident of unlawful conduct you witnessed or heard about?

- 1 Discrimination
- 2 Sexual harassment
- 3 Victimisation
- 4 Bullying
- 5 None of the above

### 131 Did you take any of the following actions after witnessing or hearing about the most recent incident of unlawful conduct *[answer from Q130]*? *[Please select all that apply]*

- 1 I spoke to the person/s who engaged in the conduct
- 2 I informally reported the conduct to my manager
- 3 I informally reported the conduct to someone else at Ambulance Victoria
- 4 I formally reported the conduct to the Ambulance Victoria Professional Conduct Unit/HR Unit
- 5 I talked with or listened to the victim-survivor about the incident
- 6 I offered advice to the victim-survivor
- 7 I took some other form of action *[Please specify]* \_\_\_\_\_
- 8 I did not take any action *[Please go to question 133]*
- 9 Prefer not to say *[Please go to the next section]*

**132 Did any of the following things occur as a result of you taking action in relation to the most recent incident of unlawful conduct you heard about or witnessed?** *[Please select all that apply]*

- 1 I received positive feedback for making a complaint
- 2 I was disciplined
- 3 I was transferred or changed shifts
- 4 I resigned
- 5 I suffered negative career consequences (e.g. I was demoted, lost my job, or was denied workplace opportunities such as training or promotion)
- 6 The unlawful conduct stopped
- 7 I was ostracised, victimised, or ignored by colleagues
- 8 There were some other consequences for me *[Please specify]* \_\_\_\_\_
- 9 There were no consequences for me
- 10 Don't know
- 11 Prefer not to say

Include save and go to next section link if q131<8 (some action taken)

**133 [Ask if q131=8, no action] What were your reasons for not taking action after witnessing or hearing about unlawful conduct?** *[Please select all that apply]*

- 1 I didn't want to make things worse for the person who experienced the unlawful conduct
- 2 I was worried about the negative impact that taking action might have on me, such as my career or safety
- 3 I didn't think it was serious enough to intervene
- 4 I didn't think it was my responsibility
- 5 I knew that other people were supporting and assisting the person
- 6 I didn't know what to do
- 7 I didn't want to get involved
- 8 The person who experienced the unlawful conduct asked me not to take any action
- 9 Some other reason *[Please specify]* \_\_\_\_\_
- 10 Don't know
- 11 Prefer not to say

## H. Future plans to report unlawful conduct

134 If you were to experience or witness discrimination, sexual harassment, victimisation or bullying at Ambulance Victoria in the future, please indicate how likely you would be to:

	Not at all	A little	A moderate amount	A lot	A great deal	Don't know/unsure	Not relevant to me
Report it or make a formal complaint to Ambulance Victoria	1	2	3	4	5	6	7
Report it or make a complaint to an external agency, such as the Victorian Equal Opportunity and Human Rights	1	2	3	4	5	6	7

# I. About your work with Ambulance Victoria

This section of the survey collects information on your role with Ambulance Victoria.

Please be assured that the Commission will receive de-identified data only from this survey to inform their report on Ambulance Victoria. This report will not identify anyone who participates in the survey.

## 135 Which of the following best describes your relationship with Ambulance Victoria?

- 1 Current employee
- 2 Current first responder/volunteer *[Please go to question 137]*
- 3 Former employee *[Please go to question 138]*
- 4 Former first responder/volunteer *[Please go to question 138]*

## 136 [Ask if q135=1, current employee] How long have you been employed by Ambulance Victoria? Please answer in total years if you have been employed by Ambulance Victoria at different times.

- 1 Less than 1 year
- 2 1 to less than 2 years
- 3 2 to less than 5 years
- 4 5 to less than 10 years
- 5 10 to less than 20 years
- 6 More than 20 years
- 7 Prefer not to say

## 137 [Ask if q135 = 1 or 2, current] What is your work status at Ambulance Victoria?

- 1 Full-time
- 2 Part-time
- 3 Casual
- 4 Prefer not to say
- 5 Other *[Please specify]* \_\_\_\_\_

**138 Which of the following best describes your [current/former] role at Ambulance Victoria? [If q135=1,2 → "current"; if q135=3,4 → "former"]**

- 1 Corporate Director/Manager
- 2 Corporate/Administrative support staff
- 3 On-road or air ambulance clinical staff
- 4 Other health professional and/or clinical staff
- 5 Operation support and managerial staff (e.g. communications centre staff, roster staff)
- 6 MICA paramedic or trainee
- 7 Community Emergency Response Team volunteer (CERTs)
- 8 First responder
- 9 Ambulance Community Officer
- 10 Community Support Officer
- 11 Student or intern
- 12 Community volunteer
- 13 Other [*Please specify*] \_\_\_\_\_
- 14 Prefer not to say

**139 Do you supervise other Ambulance Victoria staff in your day-to-day role?**

- 1 Yes
- 2 No
- 3 Prefer not to say

**140 Which of the following best describes the nature of your [current/former, based on q135] work at Ambulance Victoria?**

- 1 Corporate
- 2 Operational
- 3 Mixture of both
- 4 Other [*Please specify*] \_\_\_\_\_
- 5 Prefer not to say

**141 Which of the following best describes your [current/former, based on q135] work location (including working from home)? This is where you spend most of your time working or volunteering. If your exact location is not in this list, please choose the closest one.**

**[Display if Q140=1,3,4] Corporate**

- 1 Metro
- 2 Rural

**[Display if Q140=2,3,4] Operational**

- 3 Metro East
- 4 Metro West
- 5 Gippsland
- 6 Barwon South West
- 7 Grampians
- 8 Loddon Mallee
- 9 Hume
- 10 [Display for all] Other *[Please specify]* \_\_\_\_\_
- 11 [Display for all] Prefer not to say

**142 How many people [are/were, based on q135] in your [current/former, based on q135] day-today team?**

- 1 Myself and one or two others (i.e. 2-3 including myself)
- 2 4-7 including myself
- 3 8-12 including myself
- 4 13-20 including myself
- 5 21-30 including myself
- 6 31-50 including myself
- 7 More than 50 including myself
- 8 Prefer not to say

**143 What best describes the composition of your [current/former, based on q135] day-to-day team?**

- 1 Mainly men (i.e. two-thirds or more)
- 2 Mainly women (i.e. two-thirds or more)
- 3 Roughly equal numbers of men and women
- 4 Don't know
- 5 Prefer not to say

## J. About you

This section of the survey collects background demographic information.

Please be assured that the Commission will receive de-identified data only from this survey to inform their report on Ambulance Victoria. This report will not identify anyone who participates in the survey.

### 144 What is your sex/gender?

- 1 Female
- 2 Male
- 3 I was born with natural variations to sex characteristics (sometimes called intersex)
- 4 Trans or gender diverse
- 5 Self-described [*Please specify*] \_\_\_\_\_
- 6 Prefer not to say

### 145 Are you lesbian, gay, bisexual, queer or questioning?

- 1 Yes
- 2 No
- 3 Prefer not to say

### 146 Do you identify as Aboriginal and/or Torres Strait Islander? [*Please select all that apply*]

- 1 Aboriginal
- 2 Torres Strait Islander
- 3 None of the above
- 4 Prefer not to say

### 147 Do you come from a culturally, ethnically or linguistically diverse background?

- 1 Yes
- 2 No [*Please go to question 150*]
- 3 Prefer not to say [*Please go to question 150*]

### 148 Which country were you born in?

---

[Type-ahead feature, using list, saved in project folder]

**149 What is your ethnicity?** *[Please select all that apply]*

- 1 British
- 2 Chinese
- 3 Dutch
- 4 Filipino
- 5 German
- 6 Greek
- 7 Indian 8 Irish
- 9 Italian
- 10 Lebanese
- 11 Vietnamese
- 12 Other *[Please specify]* \_\_\_\_\_
- 13 Prefer not to say

**150 What age group are you currently in?**

- 1 18-29
- 2 30-39
- 3 40-49
- 4 50-64
- 5 65+
- 6 Prefer not to say

**151 Do you have carer responsibilities for any of the following?** *[Please select all that apply]*

- 1 Dependent children (under the age of 18)
- 2 Other relatives or family members
- 3 Anyone requiring care due to long-term illness or disability
- 4 Other *[Please specify]* \_\_\_\_\_
- 5 No carer responsibilities
- 6 Prefer not to say

## K. Thank you

Thank you for participating in our survey. Your contribution is very important to us.

If you want to find out more about the Commission's independent review into workplace equality in Ambulance Victoria, [click here](#).

If you want to enquire about or make a formal complaint about discrimination, sexual harassment or victimisation, [click here](#).

If you would like more information about options for support, click [here https://www.humanrights.vic.gov.au/legal-and-policy/research-reviews-and-investigations/ambulance-victoria-review/support-services/](https://www.humanrights.vic.gov.au/legal-and-policy/research-reviews-and-investigations/ambulance-victoria-review/support-services/)

# Contact us

Enquiry Line	1300 292 153
NRS Voice Relay	1300 555 727 then use 1300 292 153
Interpreters	1300 152 494
Email	<a href="mailto:enquiries@veohrc.vic.gov.au">enquiries@veohrc.vic.gov.au</a>
Website	<a href="http://www.humanrights.vic.gov.au">www.humanrights.vic.gov.au</a>