

We're keen to get your confidential input into the independent review of FENZ workplace policies, procedures and practices to address bullying and harassment.

We're interested in your views of the systems and processes for making and investigating claims of bullying or harassment at FENZ. Regardless of whether you've had any experiences of bullying and harassment, we encourage you to take part in this survey.

The Unions and Associations have been consulted over this survey and have expressed their support for it.

For this survey to be useful and accurate, it is important that you answer each question as honestly as possible.

This survey should take about 10 minutes to complete.

You may decline to answer any particular question.

You may contact the Workplace Review Team with any questions or comments using our confidential email address ReviewTeam@FENZReview.nz

CONFIDENTIALITY

This survey is confidential and your name and details (if provided) will not be linked to either the data analysis or identified in any of the results or publications. All information provided will be treated in the strictest confidence.

Colmar Brunton will collect and analyse the survey responses, and present the anonymised results to the Review Team.

By completing and returning this survey you are consenting to the survey being used only for the purposes described and destroyed at the conclusion of the review.

PLEASE COMPLETE AND RETURN YOUR SURVEY BY 5PM, 20 AUGUST 2018.

Return address (no stamp required):

FREEPOST Authority 4470
Colmar Brunton
PO BOX 33690
Takapuna
North Shore City 0740

WHAT IS BULLYING AND HARASSMENT?

Harassment is unacceptable, verbal or physical behaviour that is unwelcome, offensive, humiliating or intimidating to another person with a detrimental effect on the person, their work performance or their work environment.

Sexual harassment is uninvited, unwelcome or offensive verbal or physical behaviour or conduct of a sexual nature. It can include requests (directly or indirectly) for sexual intercourse, sexual contact, or other form of sexual activity that contains an implied or overt promise of preferential or implied or overt threat of detrimental treatment, or an implied or overt threat about present or future employment status.

Workplace bullying is a form of harassment characterised by repeated and persistent, offensive, abusive, intimidating, malicious or insulting behaviour towards a worker or a group of workers that can lead to physical or psychological harm. It includes victimising, humiliating, intimidating, or threatening a person.

Cyber-bullying is unwanted or aggressive behaviour(s), perpetrated through electronic media, including harassment, cyberstalking, denigration and exclusion.

Examples of what may NOT be bullying or harassment include:

- friendly, mutually acceptable, banter or jokes
- free and frank discussion without personal insult
- occasional appropriate compliments; behaviour based on mutual attraction and consent
- justified performance management or disciplinary process
- firm-but-fair management process.

▼ START SURVEY HERE

Q1

In the past 12 months have you personally experienced or witnessed bullying or harassment within FENZ?
Tick all that apply.

- 1 Yes – I have personally experienced bullying or harassment
 - 2 Yes – I have personally witnessed bullying or harassment
 - 3 No – neither of the above *(please go to Q7)*
 - 4 Don't know *(please go to Q7)*
-

Q2

In the past 12 months, **how often** have you witnessed or personally experienced any of the following forms of bullying or harassment within FENZ?

Tick only one on each line.

		Never	Sometimes	Often	Persistently	Not Sure	Prefer not to answer
1	Verbally abusive or degrading language or gestures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Unwelcome comments, questions or taunts about a person's gender, race, sexuality or sexual activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Excessive teasing, practical jokes, sarcasm or malicious gossip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Hostile yelling or screaming (rage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Offensive or obscene telephone calls, emails, text messages, social media contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Freezing out, exclusion, ignoring or refusing requests for assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Deliberate humiliation in front of colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Opinions and views ignored, belittled or ridiculed, being 'shut-down'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Excessive, unwarranted criticism and monitoring of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Punishment imposed without reasonable justification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Unwarranted removal from responsibilities or re-allocation of tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Deliberate exposure to an unattainable workload or deadline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Hiding documents, belongings or equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Deliberate withholding of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Pressure not to claim entitlements (e.g. sick leave, travel expenses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Threats of physical violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Threats of sexual violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Physical assault	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Stalking or sexual assault	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Property damage or theft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Requests or pressure for sexual favours, sex or other sexual acts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Persistent unwelcome social invitations or contact, at work or outside of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Sexual gestures, indecent exposure, or inappropriate display of the body	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Unwelcome physical contact such as patting, pinching, touching, kissing or hugging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Derogatory, provocative or sexually offensive images, photographs, or screensavers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Was the person(s) carrying out the bullying or harassment any or all of the following?
Tick all that apply.

- 1 A colleague(s) senior to you or the victim
- 2 A colleague(s) junior to you or the victim
- 3 A colleague(s) of similar status to you or the victim
- 4 A group of colleagues
- 5 Member of the public
- 6 Not sure
- 7 Prefer not to say
- 8 Other (please describe)

Q4 Have you personally **reported** any bullying or harassment that you have witnessed or experienced?
Tick one only.

- 1 Yes
- 2 Thought about it, but didn't (please go to **Q6**)
- 3 No (please go to **Q6**)
- 4 Prefer not to say (please go to **Q7**)

Q5 Who have you reported bullying or harassment to within FENZ?
Tick all that apply.

- 1 Your supervisor/immediate manager
- 2 Another manager
- 3 FENZ peer support person
- 4 Employee Assistance Programme (EAP)
- 5 Welfare Liaison Officer
- 6 Māori Liaison Officer
- 7 Vitae services
- 8 A family member
- 9 A trusted person such as a colleague or friend
- 10 A Union / Association representative
- 11 Lawyer
- 12 Prefer not to say
- 13 Other (please specify)

NOW GO TO Q7

Q6

Why did you decide **not** to report a bullying or harassment incident?
Tick all that apply.

- 1 Worried about how I would be perceived
- 2 Afraid of repercussions/retaliation
- 3 Concerned about the impact on working relationships
- 4 Would not have made any difference
- 5 Concern about gossip in the community
- 6 Concerned that it would not be kept confidential
- 7 The behaviour would have seemed bad “on paper” or “you had to be there”
- 8 Did not know how to complain
- 9 Did not have support to do so
- 10 The person I had to report it to was the person the complaint was about
- 11 Prefer not to say
- 12 Other (please describe)

Q7

In the past 12 months, have you personally been **accused** of bullying or harassment within FENZ?
Tick one only.

- 1 Yes
- 2 No (please go to **Q10**)
- 3 Not sure (please go to **Q10**)
- 4 Prefer not to answer (please go to **Q10**)

Q8

Was the person who made the claim against you:
Tick all that apply.

- 1 A colleague(s) senior to you
- 2 A colleague(s) junior to you
- 3 A colleague(s) of similar status to you
- 4 Member of the public
- 5 Prefer not to say
- 6 Other (please describe)

Q9

How did you learn of the claim against you?
Tick all that apply.

- 1 Informally, through the grapevine
- 2 Verbally from the complainant
- 3 In writing from the complainant
- 4 Verbally from another colleague
- 5 In writing from another colleague
- 6 Verbally by a manager or senior person in FENZ
- 7 In writing from a manager or senior person in FENZ
- 8 Prefer not to say
- 9 Other (please describe)

Q10

Have you sought support from anyone in FENZ for yourself, or someone else, about bullying or harassment (including claims against you)? **Tick one only.**

- 1 Yes
- 2 Thought about it, but didn't (please go to **Q12**)
- 3 No (please go to **Q12**)
- 4 I have not needed to (please go to **Q13**)
- 5 Prefer not to say (please go to **Q13**)

Q11

Who did you seek support from within FENZ?
Tick all that apply.

- 1 Your supervisor/immediate manger
- 2 Another manager
- 3 FENZ peer support person
- 4 Employee Assistance Programme (EAP)
- 5 Welfare Liaison Officer
- 6 Māori Liaison Officer
- 7 Vitae services
- 8 A family member
- 9 A trusted person such as a colleague or friend
- 10 A Union / Association representative
- 11 Lawyer
- 12 Prefer not to say
- 13 Other (please specify)

NOW GO TO Q13

Q16

How strongly do you agree or disagree with each of these statements about your experience of the complaints process at FENZ?

Tick only one on each line.

		Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Do not know
1	Information about the complaints process was easy to find and understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	There were adequate and appropriate options available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	The process was transparent and fair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The people I dealt with were unbiased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	The process was private and confidential	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	The complaint was dealt with in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	I was adequately supported throughout the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	I was satisfied with the resolution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17

If you have any other comments you would like to share with respect to the **FENZ complaints process (including suggestions for improvement)**, please do so here. *(Please do not provide details of specific cases or respond in a way that will identify you or anyone else).*

Q18

How strongly you agree or disagree with each of these statements?
Please tick **only one box** for each statement.

		Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Do not know
1	FENZ is free of bullying and harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Problems and complaints are effectively handled within FENZ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	The processes for disclosing bullying or harassment at FENZ are clear and well understood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Allegations of bullying or harassment are treated confidentially at FENZ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	The responses of FENZ management to allegations of bullying or harassment are adequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	The support services available for victims of bullying or harassment at FENZ are appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	People who face an allegation of bullying or harassment at FENZ are treated fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Allegations of bullying or harassment against colleagues at FENZ are dealt with according to FENZ policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Allegations of bullying or harassment at FENZ are dealt with in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	FENZ policies for dealing with allegations of bullying or harassment are adequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	There are some positive aspects to the way bullying or harassment are in handled in FENZ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19

Please describe below any **positive aspects** about the way bullying or harassment claims are handled in FENZ, or any **positive experiences** you've had with a claim of bullying or harassment at FENZ. (Please do not provide details of specific cases or respond in a way that will identify you or anyone else).

Q20

ADDITIONAL COMMENTS

Please use the space below to write additional comments about any other matters relevant to bullying and harassment in FENZ. For example, you may wish to discuss FENZ's organisational culture, or FENZ's procedures and systems for investigating and resolving bullying or harassment claims, and to suggest possible improvements. Please do not respond in a way that will identify you or anyone else.

▼ DEMOGRAPHICS

Responses to the following questions will help us understand how different personnel at FENZ view things. Remember, your responses are anonymous.

Q21

What is your gender:
Please tick only one.

- 1 Male 2 Female 3 Other

Q22

What is your ethnicity?
Tick all that apply.

- 1 NZ European
2 NZ Māori
3 Pasifika
4 Other (please specify if you wish)
5 Prefer not to say

Q23 What region do you work in?
Tick only one.

- 1 Region 1
- 2 Region 2
- 3 Region 3
- 4 Region 4
- 5 Region 5
- 6 Other (please specify)

NOW GO TO Q24, or...

- 7 **I am not currently FENZ personnel (please go to Q23b)**

Q23b How long since you left FENZ (or previous organisation e.g. NZFS, ERFD etc)?
Tick only one.

- 1 Less than 1 year ago
- 2 1-2 years ago
- 3 3-5 years ago
- 4 More than 5 years ago
- 5 Don't know

NOW GO TO "INTERVIEWS" ON FINAL PAGE

Q24 What is your general position or role in FENZ?
Tick only one.

- 1 Operational Executive (e.g. AM, AAM, PRFO, DPRFO)
- OPERATIONAL** (e.g. AM, AAM, PRFO, DPRFO)
- 2 Career firefighter
 - 3 Urban volunteer
 - 4 Rural volunteer
 - 5 Other (please specify)

OPERATIONAL SUPPORT (e.g. FRMO, VSO, Trainer)

- 6 Paid
- 7 Urban volunteer
- 8 Rural volunteer
- 9 Other (please specify)

NON-OPERATIONAL (e.g. Administration, Business Services, Communication Centre, Corporate)

- 10 Paid
- 11 Urban volunteer
- 12 Rural volunteer
- 13 Other (please specify)

Q25

What most closely describes your work location?

Tick only one.

- 1 Urban career station
- 2 Urban volunteer station
- 3 Urban composite station
- 4 Rural volunteer station/depot
- 5 Partner premises/depot
- 6 Area office
- 7 Region office
- 8 National Headquarters
- 9 National Training Centre
- 10 Other (please specify)

INTERVIEWS

The Review Team plans to interview some FENZ personnel to understand the issues in more depth.

Are you willing to be interviewed by a member of the Review Team?

- 1 I do not want to be interviewed.
- 2 Yes, I am willing to be interviewed

If you are willing to be interviewed by a member of the Review Team please provide your email and phone contact details below so that a member of the Review Team can contact you about a possible interview:

Email Address: or

Phone Number:

**This is the end of the survey. Thank you for your input.
It will contribute tremendously to the success of this review.**

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