

360-degree survey

The PSA advises members they are not required to participate in the 360-degree reviews.

Despite what some managers have advised members, participation in the review is not compulsory.

Background

In early April your union wrote to management following the news Secretary Martin Hoffman had advised staff they will be required to participate in a 360-degree review as part of the *7 Habits of Highly Effective People* program.

The PSA acknowledges that staff participation in the *7 Habits* program as a whole may have many personal and professional benefits, including assisting with and the identification, treatment and future prevention of exposure to psychosocial hazards such as bullying.

However, the PSA raised a number of legitimate questions and expressed our concerns to DFSI Employee Relations. Namely:

- » Participants in the 360-degree review who have experienced bullying may not be willing to complete the survey honestly due to concerns of where information will end up, and without a proper understanding of how it will be used and reported
- » Does the employer have a legal right to require workers to complete an opinion-based review which extends significantly into individuals' personal and private lives?
- » DFSI has a positive duty to take steps to identify and protect those who may be vulnerable

- » Could it in some circumstances be a breach of the WHS Act or privacy laws to collect information from peers and report it to a vulnerable individual?
- » How might some individuals be allowed to opt out without being exposed to psychosocial stress?
- » It could be suggested to Martin Hoffman that DFSI may "encourage" participation in 360-degree surveys.

The DFSI ER Team responded, thanking the PSA for its recognition the *7 Habits* program can work to help identify and prevent poor and unsafe work practices such as bullying, and additionally, it noted that such programs can assist staff develop appropriate communication techniques.

Importantly, DFSI Employee Relations stated:

No employee will be forced or required to participate in the 360-degree review if they choose not to – it will be encouraged of course to get the most out of the program in relation to which the Department has invested heavily for the benefit of staff.

We have taken all of your concerns on board and will keep in mind as part of the roll out. However, we are confident that the way in which the program will be rolled out will not in any way place the Department in breach of any of its statutory obligations to employees and will at all times have regard to the safety and wellbeing of its employees.

The PSA is deeply disappointed to now learn that staff are reporting the *7 Habits* program is



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appearing as mandatory learning in the My Career portal. Also in other units instances of disciplinary meetings with members regarding the *7 Habits* program have been reported.

The advice from DFSI Employee Relations makes it clear that participation in the 360-degree review is not compulsory.

If you have further questions, please contact your local delegate.

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