Glossary of Terms – people matter survey

A list of definitions for commonly used terms in the People Matter Survey 2020

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| **Term** | **Definition** |
| Bullying | Repeated unreasonable behaviour directed at an employee that creates a risk to their health and safety  Note: Bullying should not be confused with legitimate feedback given to staff (including negative comments) on their work performance or work-related behaviour, or other legitimate management decisions and actions undertaken in a reasonable and respectful way. |
| Clients | The people to whom you provide advice or services (internal or external to your organisation) |
| Discrimination | Treating, or proposing to treat, a person unfavourably because of a personal characteristic or attribute |
| Disability | Includes long-term (lasting 6 months or more) physical, mental health, intellectual, neurological or sensory impairments that, in interaction with various attitudinal and environmental barriers, may hinder full and effective participation in society on an equal basis with others |
| Full-time | Working 38 hours or more per week |
| Manager | The person in your workgroup, project or team to whom you report on a daily basis (if you work for more than one team/work unit, please think of the manager with whom you work most frequently) |
| Organisation | The public sector organisation, department, agency etc. in which you are employed |
| Reasonable adjustment(s) | Changes that allow employees to work safely and effectively, including adjustments to working hours, regular breaks or non-standard equipment (e.g. standing desk, screen reader, vertical mouse, Auslan interpreter, accessible lift, lighting, ramp) |
| Senior leaders | The most senior group of managers in your organisation, which may include the head of your organisation (e.g. CEO, Department Secretary, Commissioner), Executives, Directors, Division Managers, General Managers etc. |
| Workgroup | The immediate workgroup, work unit, project or team in which you spend the largest proportion of your time at work |