

**Tab 1: Prevalence of bullying in emergency services agencies – Frontline and non-frontline employees (2012-2017)**

The following table shows, of the employees who said they witnessed or experienced bullying in the 2012, 2014, 2016 and 2017 People Matter Employee Surveys, the proportions by frontline and non-frontline employees.

Agency	Employee type	2012		2014		2016		2017	
		Witnessed bullying	Experienced bullying	Witnessed bullying	Experienced bullying	Witnessed bullying	Experienced bullying	Witnessed bullying	Experienced bullying
Ambulance Service of NSW	Non-frontline	43.6%	22.7%	41.0%	20.9%	41.8%	25.3%	37.1%	21.0%
	Frontline	63.3%	46.5%	58.3%	35.5%	57.3%	35.5%	49.5%	30.5%
Fire and Rescue NSW	Non-frontline	55.7%	33.9%	36.5%	21.4%	31.8%	20.6%	27.2%	16.4%
	Frontline	35.3%	23.7%	31.8%	18.2%	28.8%	18.5%	27.1%	15.6%
NSW Police Force	Non-frontline	40.7%	23.5%	39.9%	23.8%	32.1%	19.9%	30.3%	18.2%
	Frontline	37.9%	23.1%	39.9%	25.7%	31.4%	20.6%	28.8%	17.7%
Office of the NSW Rural Fire Service	Non-frontline	52.7%	31.7%	44.6%	22.3%	43.4%	28.2%	38.8%	22.3%
	Frontline	58.0%	34.0%	55.7%	36.9%	50.0%	34.3%	60.0%	32.5%
Office of the NSW State Emergency Service	Non-frontline	51.5%	25.4%	56.8%	31.8%	46.0%	20.6%	35.0%	13.8%
	Frontline	49.2%	28.8%	57.9%	31.6%	R	R	41.0%	R
<i>Emergency services agencies (combined)</i>	<i>Non-frontline</i>	<i>43.7%</i>	<i>24.9%</i>	<i>40.8%</i>	<i>23.4%</i>	<i>34.7%</i>	<i>21.1%</i>	<i>31.2%</i>	<i>18.1%</i>
	<i>Frontline</i>	<i>45.1%</i>	<i>29.4%</i>	<i>43.8%</i>	<i>27.2%</i>	<i>36.7%</i>	<i>23.6%</i>	<i>33.8%</i>	<i>20.3%</i>
<i>Public sector</i>	<i>Non-frontline</i>	<i>43.4%</i>	<i>25.9%</i>	<i>35.6%</i>	<i>19.1%</i>	<i>30.2%</i>	<i>16.5%</i>	<i>27.8%</i>	<i>14.5%</i>
	<i>Frontline</i>	<i>53.3%</i>	<i>32.4%</i>	<i>45.8%</i>	<i>26.3%</i>	<i>40.6%</i>	<i>22.9%</i>	<i>38.4%</i>	<i>20.3%</i>

(R) = redacted (results are not available due to the small size of the group)

Source: People Matter Employee Survey 2012, 2014, 2016, 2017

**Notes:**

1. It is important to note that the People Matter Employee Survey cannot measure actual instances or reported cases of bullying and other behaviours, and only records the perceptions of employees that respond to the survey.

2. Bullying in the People Matter Employee Survey is defined as follows:

*Workplace bullying is repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. Bullying can be: intentional or unintentional; overt or covert; active or passive. Bullying behaviours include actions such as shouting and non-action such as not passing on information necessary to doing a job. Bullying should not be confused with legitimate feedback (including negative comments) given to staff on their work performance or work-related behaviour; or other legitimate management decisions and actions undertaken in a reasonable and respectful way.*

3. For the purposes of this dataset, a frontline employee is defined as a person who responded that the type of work they do is in 'Service delivery involving direct contact with the general public' in the People Matter Employee Survey. Where an employee answered any other response to the type of work question they are considered to be a non-frontline employee.