



**Victorian
Public Sector
Commission**

Survey information kit — 2020 People Matter Survey Wellbeing Check

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Who to contact and when

Victorian Public Sector Commission

Speak to us if you need to:

- make changes in the survey portal
- update your contact details
- get any other survey assistance
- give us feedback

Hours

9am to 5pm, Monday to Friday, except public holidays

Phone

03 7004 7240

Email

people.matter@vpsc.vic.gov.au

ORIMA Research

Speak with ORIMA if you have any technical issues with the survey.

During your survey period, your staff can speak with ORIMA if they have questions about the survey.

Hours

9am to 5pm, Monday to Friday, except public holidays

Phone

1800 654 585

Email





About the survey

Why participate

The survey helps organisations:

- understand how staff perceive they demonstrate the values, codes of conduct, employment principles and standards
- compare results with comparator organisations and the public sector
- determine where to improve
- help make changes to policies, processes and culture to improve workplace wellbeing

About the Survey

The People Matter Survey is the Victorian public sector's annual employee opinion survey for Victorian public sector organisations.

The survey is run by the Victorian Public Sector Commission to support the public sector.

In 2019, the survey captured the views and experiences of 92,215 people from 196 organisations.

The survey helps organisations build positive workplace cultures.

This year's survey will be a shorter survey focusing on employee wellbeing.

The PMS survey will run in October 2020 to enable public sector organisations to track the progress of their own workforce strategies in response to the COVID-19 pandemic.

What the survey tells us

The survey results tell us how employees see their workplaces, including views on wellbeing and change as we adapt through the pandemic.

Organisations use the results to work out how to improve the working environment for their employees.

Key changes in 2020

Organisation level participation

For 2020, all organisations are invited to participate in this year's optional survey. By doing the survey this year, organisations can:

- track progress on key focus areas of health and wellbeing
- assess the progress of their own workforce strategies around COVID-19
- build the evidence they need to continually improve

Improved Reports

We are improving survey result reports to make them easier for you to understand and act on.



How to guides

How to access your survey portal

Step 1

Wait for the head of your organisation or HR director to nominate you as the survey coordinator.

Once they have nominated you, ORIMA will send an email with your username and password.

Step 2

Go to [ORIMA's Portal](#).

Log in with your username and password.

Step 3

In your portal, you can see your organisation's survey:

- participation preferences
- links
- response rates

How to prepare your organisation composition questions

Step 1

Download the template from [People Matter Survey resources](#).

Step 2

Fill it out using the instructions in the template.

Step 3

By 28 August 2020, send your filled-out template to people.matter@vpsc.vic.gov.au.



How to organise your survey invites and reminders

In 2020, you will be provided with a generic link to use in your survey invites and reminders.

A generic link means anyone with the link can do the survey. Support all your staff to fill out the survey, as a higher response rate gives you more accurate results.

For a generic link

Generic link

How the generic link works

ORIMA will send you a generic survey link which you'll need to email your staff on the day your survey opens.

When your staff open the link, the system will generate a password for them to use.

The password lets staff save their progress in the survey if they don't want to do it in one go.

What you need to do

Step 1

Draft your survey invitation and reminder emails before the survey's start date.

If you need some help, use our [template emails](#).

Step 2

Orima will provide you a test link between 7 September to 7 October, test the survey link.

When you test it, check the survey:

- works with your organisation's computers, software and so on
- has the content you expect, such as your organisational structure and composition



questions

Email ORIMA at peoplematter@orima.com and us at people.matter@vpsc.vic.gov.au to tell us if the link is working or if there are any issues.

Before your survey starts, ORIMA will delete all the survey responses from your testing.

Step 3

Wait for ORIMA to email you the generic link.

Schedule your survey invites to send on the first day of your survey period.

The survey invite should also:

- go from the head of your organisation
- go on your intranet and other internal communication channels
- get advertised around your organisation, using one of our survey poster templates (if applicable) or via communication.

Step 4

Schedule survey reminders for your staff:

- 1 week after your survey period opens
- 1 day before your survey period closes
- at other regular intervals if your organisation finds it hard to get a high response rate

How to promote the survey

It's a good idea to come up with a communications plan to maximise your response rate.

Go to the [People Matter Survey resource page](#) to find:

- a campaign guide on how to promote the survey
- email templates for drafting invitations and reminders
- poster templates you can customise for use in your organisation
- frequently asked questions about the survey



How to track your response rate

You can track your response rate in your survey portal.

In the survey portal, you'll see your organisation's:

- total response rate, based on the headcount you gave us on your participation form
- response numbers for employee groups, based on the organisation composition questions template

If you know the total number of staff within each employee group, you can work out each group's response rate. We don't provide this in the survey portal.

Work group response rates

We can't give you response rates by work group, as we don't hold work group headcounts.

Low response rates

We won't give you a report on your organisation's results if you have fewer than 10% and/or fewer than 10 responses.

Try and get a response rate of more than 30% in each employee group, so your results are reliable.

We also won't send you a report for employee groups that have fewer than 10 responses. This is to protect the anonymity of your staff.



How we report your results

How we send them

We'll email you in December 2020 when your reports are ready.

You can download your reports from the People Matter Survey online storage portal.

Report types

This table is a guide only, as the head of your organisation can change who gets what report types.

Organisation Benchmark report

Compares your organisation to the results of similar organisations and previous years. Including responses to elected custom questions (if applicable).

Sent to heads of organisations, HR directors and survey coordinators.

Employee group report*

Gives you results at an employee group level.

We'll send you this if we you use organisation structure or composition questions in your survey.

Sent to heads of organisations, HR directors and survey coordinators.

(*We will only send this report to you if a group has more than 10 survey reponses, to protect employee privacy and anonymity.)

Organisation-level data files

A breakdown of your results at the organisation level.

It includes a demographic profile.

Sent to heads of organisations, HR directors and survey coordinators.

Employee-group-level data files*

A breakdown of your results at the employee group level.

It includes a demographic profile.

Sent to heads of organisations, HR directors and survey coordinators.

(*We will only send this report to you if a group has more than 10 survey responses, to protect employee privacy and anonymity.)

Demographic matrix data file

Your survey results by demographics, you can use the data from this file to create heatmaps and other visual comparisons between demographic groups.

Sent to heads of organisations, HR directors and survey coordinators.

Free text comment report

Unedited, free text comments entered by staff in your survey.

We only send these to the heads of organisation as the content is sensitive.

Sent to heads of organisations only or a person nominated by the head of an organisation.