SAMPLE RESULTS REPORT

PEOPLE MATTER SURVEY
2016

ORGANISATION

VPSC
Victorian Public Sector Commission

VICTORIA
State Government

Introduction

This report provides the results of the 2016 People Matter Survey.

Benchmark reporting will be provided in July after all participating organisations have completed their surveys.

Please note

• Due to survey improvements, such as the new "neither agree nor disagree" response, most results cannot be compared with previous surveys.

• The percentage agreement calculation is:
  Agreement % = Respondents that agree or strongly agree # / All respondents #

• All percentages are of all respondents, unless stated otherwise.

• All percentages have been rounded to whole numbers.

• To protect anonymity, opinion question results will not be disaggregated by demographic group such as gender where there are fewer than 10 survey responses for the

   group.

• In the wellbeing module, some questions ask for the level of agreement with a negative statement e.g. 'I am often unable to take breaks during work hours due to my workload'. For these questions we give the % disagreement as the summary measure

Using this report

1. You can discuss your results with your management team to identify strengths and any areas to investigate further or improve.

2. Prioritise one or two areas to respond to. It is important that employees see that their voice has been heard.

Please contact people.matter@vpsc.vic.gov.au for further information or to provide feedback.

Order of results

Public Sector Values

Responsiveness
Providing high quality services to the community, working toward best practice and providing frank and fearless advice to the Government.

Integrity
Striving to sustain public trust by being open, honest and transparent, using powers responsibly, reporting unethical conduct and avoiding any real or apparent conflicts of interest.

Impartiality
Decisions based on merit without bias or self-interest and acting fairly and objectively.

Accountability
Working to clear objectives, accepting responsibility for decisions and actions, seeking to achieve best use of resources and being open to scrutiny.

Respect
Treating colleagues, other public officials and members of Victorian community fairly and objectively, ensuring freedom from bullying and harassment and using opinions to improve outcomes.

Leadership
Demonstrating leadership by actively implementing, promoting and supporting these values.

Human rights
Making decisions and providing advice consistent with human rights and actively implementing, promoting and supporting human rights.

Effective promotion of policies and processes
Measures employee awareness of organisation's efforts to promote the public sector values and Code of Conduct and other key policies and procedures over the previous year.

Employment principles

Merit
Employment decisions based on proper assessment of work-related qualities, abilities and potential against the requirements of the employment opportunities.

Equal employment opportunity
Decisions and actions affecting employees are not influenced by irrelevant personal characteristics. Organisations support equal employment opportunity and diversity.

Fair and reasonable treatment
Decisions affecting employees are fair, consistent and objective, and are documented so as to be transparent and capable of review.

Avenues of redress
Employees are provided with opportunities and avenues to have grievances addressed in a reasonable, effective and timely manner.

Career public service
How well the development of a career public service is fostered in your organisation.

Supporting measures

Job satisfaction
The extent to which an employee is satisfied with key aspects of their job and organisation.

Employee engagement
An employee's sense of pride, attachment, inspiration, motivation and advocacy as it relates to their employing organisation.

Intention to leave
How often employees think about leaving your organisation.

Supporting measures

Feedback
The level of informal and formal performance feedback.

Effective promotion of policies and processes
Measures employee awareness of organisation's efforts to promote the public sector values and Code of Conduct and other key policies and procedures over the previous year.

Leading change
How well senior managers lead change.

Role clarity
An employee's sense of clarity about the work they are required to do in their role, and how their work fits with the goals of the organisation.

Role enablers
An employee's sense that they have the skills and authority to perform their role effectively.

Intrinsic reward
An employee's personal sense of reward that they get from the work they do.

Discrimination
The incidence of discriminatory behaviours.

Bullying
The incidence of bullying behaviours.

Additional Modules

Respondent profile

This data is to help you consider how representative the survey is of your organisation and where you can improve response rates in future surveys. It can also provide a diversity profile of your workforce.

Number of responses: x
Response rate: x%

Profile of People Matter respondents against workforce profile at 30 June 2015

	People Matter		Workforce Profile	
	Count	%	Count	%
Sex/Gender				
Female	x	x	x	x
Male	x	x	x	x
Transgender	x	x	-	-
Prefer not to say	x	x	-	-
Age				
15-34	x	x	x	x
35-54	x	x	x	x
55+	x	x	x	x
Employment type				
Ongoing + Exec	x	x	x	x
Fixed Term	x	x	x	x
Other*	x	x	x	x
Gross base salary**				
<$45,000	x	x	x	x
$45,000 - $64,999	x	x	x	x
$65,000 - $84,999	x	x	x	x
$85,000 Plus	x	x	x	x
Aboriginal and/or Torres Strait Islander				
Aboriginal or Torres Strait Islander	x	x	x	x
Non ATSI	x	x	x	x
Prefer not to say	x	x	-	-
No response	-	-	x	x

	People Matter		Workforce Profile	
	Count	%	Count	%
Working arrangements				
Full Time (38hrs+)	x	x	x	x
Part Time (<38hrs)	x	x	x	x
Length of service (in organisation)**				
2 years or less	x	x	x	x
3-5 years	x	x	x	x
6-10 years	x	x	x	x
11-20 years	x	x	x	x
21 years or more	x	x	x	x
Sexual orientation				
Heterosexual/Opposite or Other sex attracted	x	x		
Same Sex Attracted	x	x		
Bisexual	x	x		
Prefer not to say	x	x		

Notes:

* Other may include casuals, sessionals and "don't know" responses.

** Reported for employees who are ongoing, executive contract or fixed term only.

*** Do you have any sort of disability that restricts you in performing everyday activities and which is long-term (lasting six months or more)

Other People Matter demographics

	Count	%
Country of birth		
Born in Australia	x	x
Not born in Australia	x	x
Language other than English spoken at home		
Yes	x	x
No	x	x
Highest formal level of education completed		
Post Graduate Level	x	x
Bachelor Degree (inc. honours)	x	x
Advanced Diploma or Diploma	x	x
Certificate or trade	x	x
Year 12 or equivalent	x	x
Less than year 12	x	x
Management responsibilities		
Manager	x	x
Not Manager	x	x
Workplace location		
Melbourne CBD	x	x
Melbourne: Suburbs	x	x
Large regional city	x	x
Other city or town	x	x
Outside Victoria	x	x
Disability***		
Yes	x	x
No	x	x

Your highest scoring results

Question	Value or employment principle	Percentage agreement
In my organisation, earning and sustaining a high level of public trust is seen as important	Integrity	90
My workgroup strives to achieve customer satisfaction	Responsiveness	88
My organisation provides high quality services to the Victorian community	Responsiveness	84
My manager is committed to ensuring customers receive a high standard of service	Responsiveness	84
My manager listens to what I have to say	Respect	80
My manager encourages behaviours that are consistent with the public sector values	Leadership	79
My workgroup always tries to improve its performance	Accountability	79
My manager treats employees with dignity and respect	Fair and reasonable treatment	78
I am proud to work in the Victorian Public Service	Development of a career Public Service is fostered	78
People in my workgroup treat each other with respect	Respect	77

Your lowest scoring results

Question	Value or employment principle	Percentage agreement
I am confident that I would be protected from reprisal for reporting improper conduct	Integrity	42
I am confident that if I lodge a grievance in my organisation, it would be investigated in a thorough and objective manner	Avenues of redress	46
My work performance is assessed against clear criteria	Merit	51
Senior managers provide clear strategy and direction	Accountability	53
In my organisation, employees are recruited on the basis of merit	Merit	53
Senior managers model the public sector values	Leadership	54
In my organisation, there are clear procedures and processes for resolving grievances	Avenues of redress	55
Bullying is not tolerated in my organisation	Respect	55
I understand how the Charter of Human Rights and Responsibilities affects me as an employee	Human rights	57
People recruited to my organisation seem to have the right skills for the job	Merit	57

Summary Measures

Percent agreement/satisfaction/engagement index

	Overall	Gender			Age			Employment type			Management responsibility	
		Female	Male	Prefer not to say	15-34 years	35-54 years	55+ years	Other	Ongoing and executive	Fixed term	Not Manager	Manager
	%	%	%	%	%	%	%	%	%	%	%	%
Public sector values												
Responsiveness	81	83	79	73	82	81	81	79	81	82	80	85
Integrity	72	73	73	60	74	72	71	71	71	75	69	78
Impartiality	73	73	75	62	77	73	71	69	73	78	71	79
Accountability	67	69	65	55	65	67	68	71	66	69	64	74
Respect	71	72	72	56	73	71	70	68	70	75	69	76
Leadership	65	67	65	44	68	64	65	61	64	70	64	68
Human rights	66	69	60	54	62	66	68	54	68	64	62	74
Employment principles												
Merit	54	56	52	34	54	53	54	43	55	54	51	60
Fair and reasonable treatment	71	72	72	51	75	71	68	64	71	74	68	78
Equal employment opportunity	65	65	67	47	68	64	64	63	64	68	63	68
Avenues of redress	59	59	63	36	59	59	59	53	59	61	55	68
Development of a career Public Service is fostered	72	74	70	50	69	72	73	64	74	67	70	76
Supporting measures												
Job satisfaction	60	63	60	38	61	60	61	56	61	63	58	66
Engagement index	64	66	63	51	63	64	66	64	64	64	63	66
Intention to leave	47	50	44	25	47	45	51	39	48	48	45	51
Leading change	46	47	47	29	46	46	46	44	45	50	44	50
Role clarity	80	80	80	66	79	79	81	78	80	77	77	86
Role enablers	68	71	66	51	66	69	69	59	69	69	66	73
Intrinsic reward	77	80	75	61	76	77	79	77	77	77	76	81
Bullying												
Experienced bullying	19	20	15	28	18	20	18	14	20	16	19	19
Discrimination												
Experienced discrimination	9	9	10	14	9	9	11	12	10	6	10	8
Number of respondents		x	x	x	x	x	x	x	x	x	x	x

In this section, only results where 10 or more responses for each particular characteristic were received are included. This is to protect the anonymity of respondents.

People Matter Survey 2016

RESULTS

All percentages have been rounded throughout the report. This may mean that some percentage breakdowns do not add to exactly 100 per cent.

Public sector values

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	% agreement
Responsiveness							
My workgroup strives to achieve customer satisfaction	1	4	6	43	46	1	88
My manager is committed to ensuring customers receive a high standard of service	2	4	8	40	44	2	84
My organisation provides high quality services to the Victorian community	1	3	11	54	30	1	84
In my workgroup, work is undertaken using best practice approaches	3	9	15	43	28	1	72
People in my workgroup believe it is important to provide frank, impartial and timely advice to the Government	3	4	13	44	33	3	77
Integrity							
People in my workgroup are honest, open and transparent in their dealings	3	8	11	44	33	0	77
I am confident that I would be protected from reprisal for reporting improper conduct	10	17	31	29	13	-	42
In my organisation, earning and sustaining a high level of public trust is seen as important	1	2	6	48	42	1	90
In my organisation, avoiding conflict of interest is seen as important	1	5	14	47	30	3	77
In my organisation, engaging in improper conduct is not tolerated	4	10	15	43	26	3	69
My manager sees avoiding conflicts of interest as being important	3	5	12	34	43	4	77
Impartiality							
My manager demonstrates objectivity in decision-making	3	8	14	39	34	2	72
In my organisation, behaving impartially is seen as important	2	7	15	48	26	2	74
People in my workgroup demonstrate objectivity in decision-making	3	9	14	46	27	1	73
Accountability							
My workgroup always tries to improve its performance	2	5	13	45	34	1	79
Senior managers provide clear strategy and direction	7	17	21	38	15	2	53
People in my workgroup use their time and resources efficiently	5	11	15	45	24	1	68
Respect							
People in my workgroup treat each other with respect	4	7	11	41	36	0	77
Bullying is not tolerated in my organisation	8	15	19	34	21	4	55
My manager listens to what I have to say	3	7	10	39	42	-	80
My manager keeps me informed about what's going on	4	11	14	38	34	-	71

Public sector values

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	% agreement
Leadership							
Senior managers model the public sector values	7	14	20	37	17	4	54
In my organisation, behaviour consistent with the public sector values is acknowledged	2	11	22	41	20	3	61
My manager encourages behaviours that are consistent with the public sector values	3	5	13	35	44	-	79
Human rights							
I understand how the Charter of Human Rights and Responsibilities applies to my work	5	14	22	42	17	-	59
I understand how the Charter of Human Rights and Responsibilities affects me as an employee	5	15	23	40	16	-	57
In my workgroup, human rights are valued	3	3	14	43	35	3	77
My organisation encourages employees to act in ways that are consistent with human rights	1	5	20	48	22	5	70

Employment principles

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	% agreement
Merit							
My work performance is assessed against clear criteria	7	16	26	37	14	-	51
In my organisation, employees are recruited on the basis of merit	6	14	21	36	18	6	53
People recruited to my organisation seem to have the right skills for the job	5	12	23	45	12	3	57
Fair and reasonable treatment							
My manager involves me in decisions about my work	4	10	13	37	37	-	74
In my organisation, there are opportunities for me to develop my skills and knowledge	8	13	19	42	18	-	60
My manager treats employees with dignity and respect	4	6	11	34	45	-	78
Equal employment opportunity							
Equal Employment Opportunity is provided in my organisation	3	6	18	45	21	6	67
Gender identity is not a barrier to success in my organisation	2	6	17	42	24	8	66
Disability is not a barrier to success in my organisation	2	5	19	42	20	13	62
Age is not a barrier to success in my organisation	3	10	19	40	19	9	59
Cultural background is not a barrier to success in my organisation	2	5	18	45	23	8	68
Sexual orientation is not a barrier to success in my organisation	1	3	17	46	24	10	69
My organisation is committed to creating a diverse workforce (e.g. age, gender, disability, cultural background)	2	6	23	43	19	7	62
Avenues of redress							
In my organisation, there are clear procedures and processes for resolving grievances	3	13	22	39	15	7	55
I would be confident in approaching my manager to discuss concerns and grievances	6	9	10	33	43	-	75
I am confident that if I lodge a grievance in my organisation, it would be investigated in a thorough and objective manner	8	17	29	33	14	-	46
Development of a career Public Service is fostered							
I am proud to work in the Victorian Public Service	1	4	17	50	28	-	78
I am committed to working in the Victorian Public Service for much of my career	2	7	22	41	28	-	69
I would recommend the Victorian Public Service as a good place to work	2	8	21	47	22	-	68

Supporting measures

Job satisfaction	Very dissatisfied %	Dissatisfied %	Neither satisfied or dissatisfied %	Satisfied %	Very satisfied %	% satisfied	% satisfied 2015
Frequency of feedback provided	6	17	25	42	10	52	-
Level of autonomy in my job	4	11	17	49	19	68	-
Chance to be creative/ innovative	7	16	21	41	14	55	-
Overall job satisfaction	5	12	18	47	18	65	63
Considering everything, how would you rate your overall satisfaction with your organisation as an employer?	5	13	21	49	14	62	-

Engagement	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Engagement score	Engagement score 2015
I would recommend my organisation as a good place to work	4	10	22	46	17	66	61
I am proud to tell others I work for my organisation	2	8	22	46	21	69	61
I feel a strong personal attachment to my organisation	3	13	24	40	20	65	61
My organisation motivates me to help achieve its objectives	5	14	28	39	15	61	56
My organisation inspires me to do the best in my job	5	15	28	36	15	60	56
Engagement index						64	59

The Engagement Index: Each respondent is given a score for each engagement question where strongly agree equates to 100 points, agree equates to 75 points, neither agree nor disagree equates to 50 points, disagree equates to 25 points and strongly disagree equates to 0 points. The engagement index is the average score of the five engagement questions.

Intention to leave	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement
I rarely think about leaving this organisation	12	22	20	31	16	47

Supporting measures

	Yes	No	Not applicable	% yes
	%	%	%	2015

Feedback

I have received formal feedback on individual performance	62	38	-	66
I have received informal feedback on individual performance	82	18	-	83

Effective promotion of policies and process

Have you seen/heard communication about the following in the past 12 months?

The Code of Conduct for Victorian public sector employees	89	11	-	
The Public Sector Values	90	10	-	
My organisation's values (if different from the public sector values)	65	14	21	
My organisation's processes for reporting improper employee conduct	77	21	2	
My organisation's processes in place to support the Protected Disclosures Act(2012)	45	51	4	
My organisation's policy regarding the giving and receiving of gifts or benefits	87	12	1	
My organisation's policies and procedures to assist employees avoid conflicts of interest	77	22	1	
The Charter of Human Rights and Responsibilities	58	42	-	

Supporting measures

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	% agreement
Leading change							
Communications about change from senior managers are timely	9	21	23	32	12	3	44
In times of change, senior managers provide sufficient information about the purpose of the change	9	20	20	35	13	3	48
Role clarity							
I have a clear understanding of how my own job contributes to my workgroup's role	2	6	10	52	30	-	82
I have a clear understanding of how my workgroup's role contributes to my organisation's stated outcomes	2	6	12	48	32	-	80
I clearly understand what I am expected to do in this job	2	8	13	50	27	-	77
Role enablers							
I have the authority to do my job effectively (e.g. the necessary delegation(s), autonomy, level of responsibility)	5	14	17	46	18	-	64
My job allows me to utilise my skills, knowledge and abilities	3	10	12	46	29	-	75
My job gives me the opportunity to work on the tasks I do best	3	13	18	44	22	-	66
Intrinsic reward							
I believe the work that I do is important	1	2	4	43	51	-	94
I enjoy the work in my current job	2	6	11	48	31	-	80
I get a sense of accomplishment from my work	3	7	11	47	32	-	79
I receive adequate recognition for my contributions and accomplishments	8	15	21	39	17	-	56

Discrimination

	Yes %	No %	Not sure %
Experienced discrimination			
In the last 12 months have you experienced discrimination in your workplace	9	84	6

	Yes %
Percent of those that experienced discrimination	
Which attributes was discrimination for	
Age	29
Breastfeeding	1
Employment activity	36
Expunged homosexual conviction	0
Gender identity	3
Disability	4
Industrial activity	3
Lawful sexual activity	0
Marital status	3
Parental status or status as a carer	14
Physical features	3
Political belief or activity	3
Pregnancy	1
Race	11
Religious belief or activity	0
Sex	7
Sexual orientation	2
Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes	20

Discrimination

	Yes %
Percent of those that experienced discrimination	
What type of discrimination did you experience	
Pay or conditions offered by employer	26
Opportunities for promotion	57
Opportunities for transfer/secondment	32
Opportunities for training	34
Employment security - threats of dismissal or termination	26
Access to leave	15
Other detriment	28

Bullying

	Yes still experiencing %	Yes but not currently experiencing %	Total yes %	No %	Not sure %	Don't know %	% yes 2015
						-	
Personally <u>experienced</u> bullying at work in the last 12 months:	5	14	19	77	4	-	21
Percent of those that experienced bullying							
Have you submitted a formal complaint regarding the bullying incident you personally experienced	-	-	14	86	-	-	21
Percent of those that submitted a complaint							
Were you satisfied with the way your formal complaint was handled	-	-	16	66	-	18	-

Additional Modules

Career intentions

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	% agreement
	%	%	%	%	%	
To date, my career progression within my organisation has met my expectations	5	18	23	41	12	**54**
I have the opportunity to progress my career goals within my organisation	6	18	26	38	12	**50**
There are adequate opportunities for me to develop skills and experience in my current job	6	20	21	40	13	**53**
I have the opportunity to develop my skills and experience in the workplace without leaving my organisation	6	17	24	40	13	**53**
There are tools available that support my career development at my organisation	6	18	30	38	9	**46**
The best way for me to develop professionally is to stay at my organisation	10	21	39	22	8	**30**

	Yes
	%
What is your likely career plan for the next 2 years	
Continue to work in my current team within my organisation	44
Work in a different team within my organisation	14
Stay at my organisation — Other	3
Leave my organisation for another Victorian public sector organisation	9
Leave my organisation for another public service organisation	5
Leave my organisation for a private sector organisation	6
Leave my organisation to take up full-time or part-time study	1
Retire	2
Take a career break	1
Leave my organisation — Other	4
Don't know	10

Career intentions

	Yes %
Percent of those that plan to leave your organisation excluding retire	
If you have plans to leave your organisation in the near future, what major factors are influencing your decision to leave	
Opportunity to broaden experience	33
To seek/take a promotion elsewhere	25
Lack of flexible work arrangements for managing (e.g. family/caring commitments)	9
Desire to relocate interstate or overseas	4
Better location / reduce travel time	7
Limited opportunities to gain further experience at my organisation	23
My interests do not match my job role	14
A lack of involvement in decisions affecting my job and career	10
My workload is excessive	13
Lack of future career opportunities at my organisation	25
A lack of recognition for doing a good job	14
For better remuneration	11
Poor relationship with my supervisor	7
Lack of developmental/educational opportunities	8
Lack of confidence in senior leadership	23
Lack of organisational stability	9
End of contract/secondment	11
Other	12

Change management

	Yes %	No %
In the past 12 months, has your current workgroup been directly affected by significant workplace change	74	26

Percent of those affected by significant workplace change

	Yes %
What were the main changes that affected your workgroup in the last 12 months	
Substantial change in your work priorities	37
Substantial change in your type of work	24
Organisational restructure	76
Change in management above your direct line manager	61
Change in direct line manager	52
Increase in employee numbers	32
Decrease in employee numbers	21
Change in physical workplace (e.g. moved to a new building, existing workplace renovated)	36
Machinery of government change	7
Other	8

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement
My workgroup was provided with sufficient information on how the change would impact on the team	8	25	25	36	7	**43**
My workgroup was provided with adequate support during the change process	8	26	28	32	7	**38**
My workgroup was kept well informed throughout the change process	8	23	27	34	8	**42**
People in my workgroup generally coped well with the change	5	17	28	43	7	**50**
The change was managed well in my workgroup	6	18	30	38	8	**45**
My organisation's leadership supports staff to work in an environment of change	8	19	32	34	8	**41**

Diversity and inclusion

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %		% agreement
Working in your organisation							
My organisation fosters an environment where all staff are treated fairly and with respect	5	12	20	47	15		**62**
My organisation fosters an environment of inclusiveness	4	11	23	47	15		**62**

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't Know %	% agreement
There is a positive culture within my organisation in relation to employees from varied cultural backgrounds	1	4	12	55	24	4	**79**
There is a positive culture within my organisation in relation to employees with a disability	1	5	18	45	18	13	**63**
There is a positive culture within my organisation in relation to employees who are Aboriginal and/or Torres Strait Islander	1	4	15	45	20	14	**66**
There is a positive culture within my organisation in relation to employees who identify as LGBTI (lesbian, gay, bisexual, transgender and intersex)	1	1	15	47	22	14	**69**
There is a positive culture within my organisation in relation to employees who have caring responsibilities	1	6	14	48	22	9	**70**
There is a positive culture within my organisation in relation to employees who work part-time	2	7	14	50	23	4	**73**
There is a positive culture within my organisation in relation to employees who use flexible work practices	3	10	15	45	21	6	**66**
There is a positive culture within my organisation in relation to employees of different age groups	2	6	15	50	22	5	**72**

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %		% agreement
How colleagues and managers support diversity							
Senior managers actively support diversity in the workplace	2	6	32	45	15		**60**
My supervisor works effectively with people from diverse backgrounds	2	3	20	52	23		**75**
My supervisor actively supports diversity in the workplace	1	4	24	48	22		**70**
My work colleagues actively support diversity in the workplace	1	3	17	56	23		**79**
The people in my work group and colleagues have a positive attitude towards employees with diverse backgrounds	1	2	14	58	25		**83**

Learning and development

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement
My organisation places a high priority on the learning and development of staff	7	20	28	36	9	**45**
When people start in new jobs in the organisation, they are given enough guidance and training	14	30	25	26	5	**31**
My manager encourages and supports my participation in learning and development opportunities	6	12	22	45	16	**61**
Working in the organisation provides me with the opportunity to maintain or increase my professional knowledge and skills	7	15	22	44	12	**56**

	Yes %	No %	Not sure %
In the past 12 months, have your learning and development needs been identified and agreed with your supervisor	55	36	8

Percent of those whose learning and development needs have been identified and agreed

	Yes, fully %	Yes, partially %	No %
To date, have your learning and development needs been addressed in the agreed timeframe	47	38	15

Percent of those whose learning and development needs have not been addressed

What is the reason(s) why the agreed learning and development did not take place in the agreed timeframe

	Yes %
My supervisor hasn't had the time	22
I haven't had the time	28
There is no money in the budget	35
Appropriate learning and development opportunities have not occurred	32
I've changed work areas or jobs	9
Other things have taken priority	45
Other	20

Learning and development

	Yes	No	Not sure
	%	%	%
In the past 12 months, have you undertaken any skills development activities? Examples could include attending a course, online learning, or mentoring/coaching	64	34	2

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	% agreement
	%	%	%	%	%	
Percent of those who undertook skills development						
The skills development activities you have undertaken in the last 12 months have: Helped you do your job better	1	4	13	60	22	**82**
The skills development activities you have undertaken in the last 12 months have: Help you advance your career development	4	19	34	31	12	**43**

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	% satisfied
	%	%	%	%	%	
Percent of all respondents						
Overall, how satisfied are you with your own access to learning and development opportunities within your organisation	8	20	29	33	10	**43**

Sexual harassment

	Yes %
In the last year, have you experienced any of the following behaviours in this organisation	
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	3
Intrusive questions about your private life or comments about your physical appearance	4
Unwelcome touching, hugging, cornering or kissing	0
Inappropriate physical contact (including momentary or brief physical contact)	0
Repeated or inappropriate invitations to go out on dates	0
Sexual gestures, indecent exposure or inappropriate display of the body	0
Any other unwelcome conduct of a sexual nature	0
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	0
Inappropriate staring or leering that made you feel intimidated	1
No, I have not experienced any of the above behaviours	93

Percent of those who experienced the above behaviours

	Not intimidated at all %	2 %	3 %	4 %	Extremely intimidated %
On a scale of 1 to 5, overall how intimidated did the behaviour/s make you feel	30	26	28	11	5

	Not offended at all %	2 %	3 %	4 %	Extremely offended %
On a scale of 1 to 5, overall how offended did the behaviour/s make you feel	6	25	25	29	15

Sexual harassment

	Yes %
Percent of those who experienced behaviours consistent with sexual harassment	
Which of the following best describes the person who behaved in that way	
Colleague	59
Group of colleagues	11
My immediate manager or supervisor	16
A more senior manager than my manager	17
Someone I supervise or manage	3
Client/customer/patient/stakeholder	9
Member of the public	2
When the harassment happened to you, did you respond in any of the following ways	
Tried to laugh it off or forget about it	37
Pretended it didn't bother you	58
Avoided the person(s) by staying away from them	35
Told the person the behaviour was not OK	23
Avoided locations where the behaviour might occur	10
Took time off work	3
Sought a transfer to another role/location/roster	3
Told someone else about what happened	26
Submitted a formal complaint	2
Other	3

Sexual harassment

	Yes %
Percent of those that did not submit a formal complaint	
Please tell us why you did not submit a formal complaint	
I believed there would be negative consequences for my reputation	27
I believed there would be negative consequences for my career	22
I didn't think it would make a difference	42
I believed there would be negative consequences for the person I was going to complain about	13
I didn't need to because I made the harassment stop	10
I didn't need to because I no longer had contact with the harasser(s)	8
I didn't know who to talk to or how to make a complaint	6
I was advised not to by a colleague or colleagues	2
I was advised not to by family or friend/s	1
Other	31

	Yes %	No %	Not sure %
Percent of those who submitted a formal complaint			
Were you satisfied with the way your formal complaint was handled	50	50	0

Wellbeing

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement
Support from your organisation						
My organisation provides a safe work environment	2	6	12	59	20	**79**
My organisation encourages and supports employees to have a good work/life balance	7	16	23	40	14	**55**
My organisation has effective procedures in place to support employees who may experience stress	7	18	32	33	10	**42**

	Yes %	No %	Not sure %
Your team leader/managerial responsibilities			
Do you currently have direct team leader / managerial responsibility for any employee(s)	30	69	1

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement
Percent of those with team leader / managerial responsibilities						
My organisation provides me with appropriate training and guidance to manage employees	4	23	24	39	10	**49**
My organisation has good procedures in place to support team leader / managers who may experience stress in managing employees	6	25	38	26	4	**31**
My organisation has good procedures in place to support team leader / managers managing staff absences	11	28	36	22	3	**25**

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% disagreement
I often have to manage difficult / problematic employee behaviour	8	33	18	30	11	**41**
Managing employees has a negative effect on my other work responsibilities	12	45	18	18	7	**57**
Managing employees has a negative effect on my personal life (e.g. causing stress)	15	45	17	17	6	**60**

Wellbeing

	Yes %	No %
Dealing with customers		
In the past 6 months, have you been directly involved in engaging with customers	82	18

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement
Percent of those that have had direct engagement with customers						
I have the ability and skills to deal with difficult customers	0	2	6	64	28	**92**
My organisation provides me with appropriate training and guidance to manage customers	4	24	34	30	8	**38**
My organisation has appropriate systems and procedures in place to deal with difficult customers	4	21	35	32	9	**40**
My organisation has good procedures in place to support staff who may experience stress in dealing with customers	6	21	39	26	8	**34**
Percent of all respondents **Your workgroup**						
My workgroup encourages and supports employees to have a good work/life balance	5	13	21	47	15	**62**
Unplanned leave (e.g. sick leave, carer's leave, etc) is very common in my workgroup	7	28	30	26	9	**35**
Your workload						
The workload I have is appropriate for the job that I do	6	22	21	46	5	**51**
In times of high workload, my manager provides the support I need to get the job done	6	14	26	43	11	**53**

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% disagreement
I am often unable to take breaks during work hours due to my workload	7	32	16	30	16	**38**
Dealing with stress						
I often feel my work is mentally and emotionally draining	5	26	21	35	13	**31**
I often think about taking time out from work	10	37	20	25	9	**47**
I often feel anxious and stressed about the prospect of going in to work	18	40	19	16	6	**59**

	Nil %	Low / mild %	Moderate %	High %	Very high %	Severe %	High to severe %
How would you rate your current, overall stress level in relation to personal / non-work-related stress	21	48	22	7	2	1	**10**

Wellbeing

	Nil %	Low / mild %	Moderate %	High %	Very high %	Severe %	High to severe %
How would you rate your current, overall stress level in relation to work-related stress	9	31	35	16	8	2	**25**

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %		% agreement
I have control over the workplace issues that cause me stress	10	37	22	28	4		**32**
I have control over the personal issues that cause me stress	2	11	16	54	18		**72**

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %		% disagreement
Non-work related stress regularly has a negative impact on my ability to do my job	28	49	15	7	1		**77**
Work related stress regularly has a negative impact on my personal life	10	29	21	31	9		**39**

	Never %	Rarely %	Sometimes %	Often %	Always %		Often & always %
How often do you use each of the following approaches when dealing with stressful situations at work							
Debrief informally with other work colleagues	3	9	37	40	11		**51**
Debrief informally with your Manager	12	20	40	22	6		**28**
Discuss with your Manager/ supervisor/ mentor/coach during scheduled activities/meetings	16	22	37	19	6		**24**
Employee Assistance Program (EAP)	79	14	6	1	0		**1**
Seek support from family / friends	8	15	34	31	12		**43**

	Very dissatisfied %	Dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied %	Very satisfied %		% satisfied
Work/Life balance							
Considering your work and life priorities, how satisfied are you with the work/life balance in your current job	7	17	22	42	13		**54**

Organisation Specific

Custom question text	PM response text	% Responses
Please select your division	Not applicable	0
	Not applicable	0
	Not applicable	1
	Not applicable	2
	Not applicable	1
	Not applicable	0
	Division 1	3
	Division 2	4
	Division 3	2
	Division 4	0
	Division 5	5
	Division 6	2
	Division 7	3
	Not applicable	0
	Not applicable	0
	Not applicable	2
	Not applicable	1
	Not applicable	2
	Not applicable	6
	Not applicable	7
	Not applicable	5
	Not applicable	6
	Not applicable	0
	Not applicable	1
	Not applicable	2
	Not applicable	3
	Not applicable	1
	Not applicable	1
	Not applicable	0
	Not applicable	2
	Not applicable	7
	Not applicable	0
	Not applicable	1
	Not applicable	4

Custom question text	PM response text	% Responses
Please select your division	Not applicable	0
	Not applicable	2
	Not applicable	0
	Not applicable	0
	Not applicable	1
	Not applicable	2
	Not applicable	1
	Not applicable	0
	Not applicable	2
	Not applicable	3
	Not applicable	5
	Not applicable	2
	Not applicable	2
	Not applicable	1
	Not applicable	0
	Not applicable	0
	Not applicable	0
	Not applicable	0
	Not applicable	0
	Not applicable	0
	Not applicable	0
	Not applicable	0
Please indicate if you are based in a rural or metropolitan location	Rural location	15
	Metropolitan location	85
Please select your group /authority	Group 1	1
	Authority 1	0
	Group 2	1
	Group 3	23
	Authority 2	29
	Group 4	9
	Authority 3	15
	Group 5	3
	Group 6	4
	Group 7	13
	Group 8	2
Please select your division	Division 1	0

Custom question text	PM response text	% Responses
Please select your division	Division 2	1
	Division 3	4
	Division 4	2
	Division 5	7
	Division 6	0
	Division 7	2
	Division 8	2
	Division 9	2
	Division 10	0
	Division 11	0
	Division 12	0
	Division 13	0
	Division 14	0
	Division 15	0
	Division 16	0
	Division 17	0
	Division 18	0
	Division 19	0
	Division 20	1
	Division 21	2
	Division 22	1
	Division 23	0
	Division 24	10
	Division 25	10
	Division 26	0
	Division 27	2
	Division 28	1
	Division 29	2
	Division 30	6
	Division 31	7
	Division 32	5
	Division 33	6
	Division 34	0
	Division 35	1
	Division 36	2
	Division 37	3

Custom question text	PM response text	% Responses
Please select your portfolio/division	Division 38	1
	Division 39	1
	Division 40	0
	Division 41	0
	Division 42	2
	Division 43	0
	Division 44	0
	Division 45	1
	Division 46	1
	Division 47	0
	Division 48	3
	Division 49	5
	Division 50	2
	Division 51	1
Please select your classification	Class 1	0
	Class 2	6
	Class 3	71
	Class 4	2
	Class 5	3
	Class 6	5
	Class 7	2
	Class 8	0
	Class 9	3
	Class 10	1
	Class 11	6
Please select your grade	Secretary-Not Applicable	0
	EO 1	1
	EO 2	2
	EO 3	2
	VPS 1	0
	VPS 2	2
	VPS 3	9
	VPS 4	14
	VPS 5	29
	VPS 6	17
	Grade 1	2

Custom question text	PM response text	% Responses
Please select your grade	Grade 2	0
	Grade 3	1
	Grade 4	2
	Grade 5	1
	Grade 6	2
	Grade 7	2
	Grade 8	0
	Grade 9	0
	Grade 10	2
	Grade 11	0
	Grade 12	0
	Grade 13	0
	Grade 14	2
	Grade 15	0
	Grade 16	0
	Grade 17	0
	Grade 18	0
	Don't Know -Not applicable	6