

# PEOPLE MATTER SURVEY

CORE SURVEY (HEALTH SERVICES ONLY)

This survey is an opportunity for you to provide honest and open feedback about your working environment.

Your feedback counts, as the survey helps shape important decisions in your organisation and the Victorian public sector.

The survey should take 10 to 20 minutes to complete.

#### How we use your survey responses

The Victorian Public Sector Commission (VPSC) will provide your organisation with a suite of reports that contain aggregated and summarised results. These results will be benchmarked against other organisations and previous years to help your organisation identify trends and issues.

The survey data is also used by the VPSC and research partners, including public service agencies and contracted service providers, to undertake research to benefit the public sector. When working with research partners, the VPSC will only release data where the identity of individuals is protected and cannot be reasonably ascertained.

### Your anonymity

Your anonymity is a priority for the VPSC. Responses from individual employees are kept confidential and strict rules are in place to safeguard this.

### How we protect your anonymity

There are several ways your anonymity is protected:

- The VPSC only receives de-identified data from ORIMA Research (an independent research organisation engaged to collect and process responses).
- Individual survey responses are not provided to your organisation.
- Our reports only show summarised results for groups with 10 or more survey responses. For example, if your organisation has fewer than 10 responses from females, the reports will not show the summarised views and opinions of this small group to avoid the potential of identification.

The VPSC is committed to responsible privacy practices and is subject to the *Privacy and Data Protection Act 2014* and the *Health Records Act 2001*.

Please also be aware that all written comments are provided to your organisation (separate from any other survey responses), therefore, if you decide to provide written comments, do not include any words that may identify you.

### **Survey definitions**

Please use the following definitions when completing the survey.

**Senior managers:** the most senior group of managers in your organisation i.e. the CEO and the people who report directly to them.

**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.

**Workgroup:** the immediate workgroup, work unit, project or team where you spend the largest proportion of your time at work.

**Organisation:** the organisation in which you are employed.

**Client(s):** the person(s) you provide advice or service to (internal or external to your organisation).

### **Questions?**

If you have any questions, please contact our hotline 1800 654 585 peoplematter@orima.com



# Part 1 – Workplace behaviours

Please read each statement and indicate the extent to which you agree or disagree, based upon what you have experienced or observed in your organisation in the last 12 months.

1.	You and your job	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a.	I enjoy the work in my current job	<b></b> 1	<b></b> 2	3	4	5
b.	I get a sense of accomplishment from my work	<b>1</b>	2	□3	4	5
C.	My job allows me to utilise my skills, knowledge and abilities	<b></b> 1	<b></b> 2	□3	4	5
d.	I receive adequate recognition for my contributions and accomplishments	<b>1</b>	2	□3	4	5
e.	I have the authority to do my job effectively (e.g. the necessary delegation(s), autonomy, level of responsibility)	<b></b> 1	<b>_</b> 2	□3	4	□5
f.	I have a clear understanding of how my own job contributes to my workgroup's role		<b></b> 2	□3	4	
g.	My work performance is assessed against clear criteria	<b>1</b>	2	□3	4	5
h.	I understand how the Charter of Human Rights and Responsibilities applies to my work	<b>1</b>	<b></b> 2	□3	4	□5

2.	Your workgroup	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a.	My workgroup strives to achieve client satisfaction		2	□3	4	5	6
b.	People in my workgroup are honest, open and transparent in their dealings		<b></b> 2	□3	4		<b>—</b> 6
C.	People in my workgroup demonstrate objectivity in decision-making	<b></b> 1	2	]3	4	5	6
d.	My workgroup always tries to improve its performance		2	□3	4	□5	6
e.	People in my workgroup use their time and resources efficiently		<b></b> 2	□3	4		6
f.	People in my workgroup treat each other with respect	<b></b> 1	2	]3	4	5	6
g.	In my workgroup, human rights are valued		<b></b> 2	3	4		6

3.	Your manager	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a.	My manager is committed to ensuring clients receive a high standard of service	<b></b> 1	<b></b> 2	□3	4	5	6
b.	My manager listens to what I have to say	<b></b> 1		□3	4	5	
C.	My manager involves me in decisions about my work	<b>1</b>	<b></b> 2	□3	4	5	
d.	My manager keeps me informed about what's going on	<b></b> 1	<b>_</b> 2	3	4	5	
e.	My manager demonstrates objectivity in decision-making	<b></b> 1	<b></b> 2	□3	4	5	6
f.	My manager sees avoiding conflicts of interest as being important	<b></b> 1	<b></b> 2	□3	4	5	6
g.	I would be confident in approaching my manager to discuss concerns and grievances	<b>1</b>	<b>_</b> 2	□3	4	5	
h.	My manager encourages behaviours that are consistent with my organisations values	<b></b> 1	<b></b> 2	□3	4	5	
i.	My manager treats employees with dignity and respect	<b></b> 1	2	3	4	5	

4.	Senior managers	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a.	Senior managers provide clear strategy and direction	<b></b> 1	<b></b> 2	□3	4	5	6
b.	Senior managers model my organisations values	<b></b> 1	<b>_</b> 2	□3	4	5	

5.	Your organisation	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a.	In my organisation, earning and sustaining a high level of public trust is seen as important	<b>1</b>	<b>_</b> 2	□3	4	5	6
b.	My organisation encourages employees to act in ways that are consistent with human rights	□1		□3	4	5	6
C.	People recruited to my organisation seem to have the right skills for the job	<b></b> 1	<b>_</b> 2	□3	4	5	6
d.	In my organisation, engaging in improper conduct is not tolerated	<b>1</b>	2	□3	4	5	6

5. Your organisation	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know	
e. Bullying* is not tolerated in my organisation	<b>1</b>	<b>_</b> 2	3	4	5	6	
*Workplace bullying is repeated, unreasonable behaviour directed to an employee or a group of employees that creates a risk to health and safety. Types of behaviour that could be considered bullying include: verbal abuse, excluding or isolating employees, psychological harassment, intimidation, assigning meaningless tasks unrelated to the job, giving employees impossible assignments, deliberately changing work rosters to inconvenience particular employees, deliberately withholding information that is vital to effective work performance. 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.							
<ul> <li>f. Gender identity is not a barrier to success in my organisation</li> </ul>	<b>1</b>	<b>_</b> 2	3	4	5	6	
g. Disability is not a barrier to success in my organisation	<b>1</b>	<b>_</b> 2	3	4	5	6	
h. Age is not a barrier to success in my organisation	<b></b> 1		□3	4	5	6	
<ul> <li>Cultural background is not a barrier to success in my organisation</li> </ul>			□3	4	□5	6	
j. Sexual orientation is not a barrier to success in my organisation	<b>1</b>	<b>_</b> 2	3	4	5	6	
<ul> <li>k. I am confident that if I lodge a grievance in my organisation, it would be investigated in a thorough and objective manner</li> </ul>			□3	4	5		
I. I am confident that I would be protected from reprisal for reporting improper conduct		<b></b> 2	□3	4	5		
			Noithor				

6.	Patient Safety	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Don't Know
a.	Patient care errors are handled appropriately in my work area	<b></b> 1	<b></b> 2	□3	4	5	6
b.	This health service does a good job of training new and existing staff	□1		□3	4	5	6
C.	I am encouraged by my colleagues to report any patient safety concerns I may have	<b>1</b>		□3	4	5	
d.	The culture in my work area makes it easy to learn from the errors of others	<b>1</b>	<b>_</b> 2	]3	4	5	
e.	Trainees in my discipline are adequately supervised	□1		□3	4	□5	
f.	My suggestions about patient safety would be acted upon if I expressed them to my manager			□3	4	□₅	
g.	Management is driving us to be a safety- centred organisation	<b></b> 1	<b></b> 2	□3	4	5	
h.	I would recommend a friend or relative to be treated as a patient here	<b></b> 1		□3	4		

## Part 2 – Engagement and Job Satisfaction

Please read each statement and indicate the extent of your agreement based upon what you have experienced or observed in your organisation in the last 12 months.

1.	Engagement	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a.	I would recommend my organisation as a good place to work		<b></b> 2	□3	4	
b.	I am proud to tell others I work for my organisation	<b></b> 1	<b>_</b> 2	3	4	5
C.	I feel a strong personal attachment to my organisation		<b></b> 2	□3	4	<b></b> 5
d.	My organisation motivates me to help achieve its objectives		<b></b> 2	□3	4	
e.	My organisation inspires me to do the best in my job	<b></b> 1	<b>_</b> 2	□3	4	5

2. Satisfaction	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
a. Considering everything, how satisfied are you with your current job?	1	2	□3	4	

# Part 3 – Your experiences

Please indicate which of the following you have experienced within your organisation in the last 12 months.

1.	Code of conduct	Yes	No
a.	In the last 12 months, have you seen or heard any communication/information from your organisation about the Code of Conduct for Victorian public sector employees?	<b></b> 1	

2.	Feedback	Yes	Νο
a.	I have received formal feedback* on individual performance	_	_
	* Formal feedback generally refers to documented feedback such as an annual performance review or a formal coaching session.		
b.	I have received informal feedback** on individual performance		
	** Informal feedback refers to conversations about your day to day work performance.		∟2

3.	Discrimination		
a.	During the last 12 months have you personally experienced discrimination* in your workplace? *Discrimination is when a person treats, or proposes to treat, a person unfavourably because of the attributes listed in 'Yes' below.		] <sub>2</sub> No ☐ <sub>3</sub> Not sure to Q.4) (Go to Q.4)
b.	If Yes, please select which attributes you were discriminated for: [Note that this list is based on the whole list of attributes listed in the Victorian Equal Opportunity Act 2010] (Select all that apply)	<ul> <li>□1 Age</li> <li>□2 Breastfeeding</li> <li>□3 Employment activity</li> <li>(treated unfavourably because you made a reasonable request for information about your employment entitlements, or for communicating concerns about the provision of these entitlements)</li> <li>□4 Expunged homosexual conviction</li> <li>□5 Gender identity</li> <li>□6 Disability</li> <li>□7 Industrial activity</li> <li>■8 Lawful sexual activity</li> </ul>	<ul> <li>Marital status</li> <li>Parental status or status as a carer</li> <li>Physical features</li> <li>Political belief or activity</li> <li>Pregnancy</li> <li>Religious belief or activity</li> <li>Religious belief or activity</li> <li>Sex</li> <li>Sex</li> <li>Personal association</li> <li>(whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.</li> </ul>
C.	What type of discrimination did you experience? (Select all that apply)	$\square_1$ Pay or conditions offered by $\square_2$ Opportunities for promotion $\square_3$ Opportunities for transfer/ set $\square_4$ Opportunities for training $\square_5$ Employment security – threat $\square_6$ Access to leave $\square_7$ Other detriment	econdment

4.	Bullying	
а.	Please indicate if in your current organisation you have personally experienced bullying* at work in the last 12 months? *Workplace bullying is repeated, unreasonable behaviour directed to an employee or a group of employees that creates a risk to health and safety. Types of behaviour that could be considered bullying include: verbal abuse, excluding or isolating employees, psychological harassment, intimidation, assigning meaningless tasks unrelated to the job, giving employees impossible assignments, deliberately changing work rosters to inconvenience particular employees, deliberately withholding information that is vital to effective work performance. 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.	<ul> <li>☐1 Yes – but I am not currently experiencing this behaviour</li> <li>2 Yes – and I am currently experiencing this behaviour</li> <li>3 No (Go to Part 4)</li> <li>4 Not sure (Go to Part 4)</li> </ul>
b.	Have you submitted a formal complaint regarding the bullying incident you personally experienced?	□ <sub>1</sub> Yes □ <sub>2</sub> No <sub>(Go to Part 4)</sub>
C.	Were you satisfied with the way your formal complaint was handled?	□ <sub>1</sub> Yes □ <sub>2</sub> No □ <sub>3</sub> Don't know

## Part 4 – Comments

Have you any comments or feedback to add?

1.	Comments	
d.	Is there something else you would like to share with your organisation?	
	These comments will be shared with your organisation in their original form and with no indication as to who has submitted the comment. Please be polite, considered and constructive in your comments. Don't disclose personal information or identify individuals in your comments.	[ FREE TEXT FIELD ]
e.	Is there some feedback about the survey content, structure or questions that you wish to share with the Victorian Public Sector Commission?	[FREE TEXT FIELD]
	These comments, with no indication as to who has submitted the comment, will be provided to the Victorian Public Sector Commission.	

### Part 5 – Information about you

This section asks a number of questions about you to:

- understand and improve workplace experiences of diverse groups of people
- assess how well the survey sample matches the profile of the workforce.

Your anonymity will be protected. We do not provide individual responses to employers. Reports that provide aggregated responses are not provided if the number of responses is too low to protect your anonymity.

1. About you	
a. Gender	$\square_1$ Woman $\square_2$ Man
	$\square_3$ Self-described
	(please specify [description is optional])
	□₄ Prefer not to say
b. Age	□ <sub>1</sub> 15-24 years
	$\square_2$ 25-34 years
	□ <sub>3</sub> 35-44 years
	□₄ 45-54 years
	$\Box_5$ 55-64 years
	$\square_6$ 65+ years

1.	About you	
C.	In which country were you born?	<ul> <li>I Born in Australia (Go to Q.1e)</li> <li>Born overseas in a main English speaking country (these countries are: New Zealand, United Kingdom, Ireland, Canada, United States of America and South Africa) (Go to Q.1e)</li> <li>Born overseas in other country</li> </ul>
d.	In which country were you born?	$\square_1$ India $\square_2$ China $\square_3$ Italy $\square_4$ Vietnam $\square_5$ Greece $\square_6$ Sri Lanka $\square_7$ Malaysia $\square_8$ Philippines $\square_9$ Other (please specify)
e.	Do you speak a language other than English at home?	□₁ Yes □₂ No
f.	Are you of Aboriginal and/or Torres Strait Islander origin? (A person of Aboriginal and/or Torres Strait Islander descent identifies as such and is accepted as such by the community with which he or she is associated.)	<ul> <li>□<sub>1</sub> Yes</li> <li>□<sub>2</sub> No</li> <li>□<sub>3</sub> Prefer not to say</li> </ul>
g.	Are you a person with disability? Disability includes long-term (lasting 6 months or more) physical, mental health, intellectual, neurological or sensory impairments which, in interaction with various attitudinal and environmental barriers, may hinder full and effective participation in society on an equal basis with others	□ <sub>1</sub> Yes □ <sub>2</sub> No <sub>(Go to Q.1m)</sub> □ <sub>3</sub> Prefer not to say <sub>(Go to Q.1m)</sub>
h.	Have you identified as a person with disability within your organisation e.g. to your manager or to human resources staff	$\Box_1 \text{ Yes }_{(Go \text{ to } Q.1j)}$ $\Box_2 \text{ No}$ $\Box_3 \text{ Prefer not to say }_{(Go \text{ to } Q.1j)}$
i.	Which statement most accurately reflects your decision not to identify as a person with disability within your organisation?	□ <sub>1</sub> I do not require any adjustments to be made to perform my role □ <sub>2</sub> My disability does not impact on my ability to perform my role □ <sub>3</sub> I feel that if I identify as a person with disability this will reflect negatively on me □ <sub>4</sub> Other (please specify)

1.	About you	
j.	Do you require reasonable adjustment(s) to your workplace? Adjustments allow employees to work safely and effectively. They can include adjustments to working hours, regular breaks or non-standard equipment (e.g. standing desk, screen reader, vertical mouse, Auslan interpreter, accessible lift, lighting, ramps).	□ <sub>1</sub> Yes □ <sub>2</sub> No <sub>(Go to Q.1m)</sub> □ <sub>3</sub> Prefer not to say <sub>(Go to Q.1m)</sub>
k.	Have you requested adjustments to your workplace?	□ 1 Yes □ 2 No (Go to Q.1m)
1.	What was your experience with adjustment(s)?	$\Box_1$ The adjustments I needed were made and the process was satisfactory $\Box_2$ The adjustments I needed were made but the process was unsatisfactory $\Box_3$ The adjustments I needed were not made
m.	Do you work full-time or part-time?	□_1 Full-time
	(Full time refers to employees usually working 38 hours or more per week)	$\square_2$ Part-time
n.	Please select the term that best describes your sexual orientation	□ 1 Opposite sex attracted □ 2 Same sex attracted □ 3 Bisexual or pansexual □ 4 Asexual □ 5 Unsure □ 6 Prefer not to say
0.	What is the highest level of formal education you have completed? (Please select one option only)	<ul> <li>Doctoral Degree level</li> <li>Master Degree level</li> <li>Graduate Diploma or Graduate Certificate level</li> <li>Graduate Diploma or Graduate Certificate level</li> <li>Bachelor Degree level including honours degrees</li> <li>Advanced Diploma or Diploma level</li> <li>Certificate level, including trade</li> <li>Year 12 or equivalent (VCE/ Leaving Certificate)</li> <li>Less than Year 12 or equivalent</li> </ul>
p.	Have you ever served in the Australian Defence Force (permanent or reservist)?	□ <sub>1</sub> Yes □ <sub>2</sub> No □ <sub>3</sub> Prefer not to say

2.	About your work		
a.	Where is your workplace located? (If you work in more than one location, select the primary or 'base' location)	$\Box_1 \text{ Melbourne CBD}$ $\Box_2 \text{ Melbourne: Suburbs}$ $\Box_3 \text{ Large regional city (population)}$ $\Box_4 \text{ Other city or town (population)}$ $\Box_5 \text{ Outside Victoria}$	
b.	Where is your workplace located? (If you work in more than one location, select the primary or 'base' location)	$\square_1$ Ballarat $\square_2$ Bendigo $\square_3$ Geelong $\square_4$ Horsham $\square_5$ Latrobe (incorporates Traralgon, Morwell, Churchill, Moe)	$\Box_{6} \text{ Mildura}$ $\Box_{7} \text{ Shepparton}$ $\Box_{8} \text{ Wangaratta}$ $\Box_{9} \text{ Warrnambool}$ $\Box_{10} \text{ Wodonga}$
С.	What is your current employment status?	$\Box_1$ Ongoing $\Box_2$ Fixed Term $\Box_3$ Casual (Go to Q.2e) $\Box_4$ Sessional (Go to Q.2e) $\Box_5$ Executive contract $\Box_6$ Don't know	
d.	What is your gross annual salary (non- executive) or total annual remuneration package (executive)? (Convert to full time equivalent if part time or on a 48/52 type arrangement)	$\Box_{1} \text{ Less than } \$45,000$ $\Box_{2} \$45,000 - \$54,999$ $\Box_{3} \$55,000 - \$64,999$ $\Box_{4} \$65,000 - \$74,999$ $\Box_{5} \$75,000 - \$84,999$ $\Box_{6} \$85,000 - \$94,999$ $\Box_{7} \$95,000 - \$104,999$	$ \Box_8 \$105,000- \$114,999  \Box_9 \$115,000- \$124,999  \Box_{10} \$125,000- \$134,999  \Box_{11} \$135,000- \$144,999  \Box_{12} \$145,000- \$154,999  \Box_{13} \$155,000- \$164,999  \Box_{14} \$165,000+ $
e.	Are you the manager of one or more employees?	□ <sub>1</sub> Yes □ <sub>2</sub> No <sub>(Go to Q.2g)</sub> □ <sub>1</sub> Yes	
f. g.	Do you manage other managers? How many years have you been employed in your current organisation? (including under different organisation names or administrative arrangements)	Image:	

2.	About your work	
h.	Which of the following categories best describes your current position? (Please select one option only)	<ul> <li>☐ 1 Nursing employees (e.g. nurse educator, midwifery &amp; nursing professionals, enrolled and mothercraft nurses)</li> <li>☐ 2 Medical employees (e.g. medical practitioners, VMOs, interns)</li> <li>☐ 3 Allied health professionals (e.g. physiotherapists, occupational therapists)</li> <li>☐ 4 Other health professionals (e.g. psychologists, pharmacists, radiographers, medical scientists, medical technicians, radiation therapists, medical scientists)</li> <li>☐ 5 Personal service workers (e.g. dental hygienists, Aboriginal &amp; Torres Strait Islander health workers, massage therapists, nursing support, personal care workers)</li> <li>☐ 6 Management, Administration and Corporate support (e.g. executive, managerial, clerical, reception, finance/ accounting, HR/ payroll, engineer, IT, legal, public relations, health information)</li> <li>☐ 7 Support services (e.g. environmental services, food services, cleaning, laundry, gardens/ grounds, building/ equipment</li> </ul>
i.	Which of the following best describes the primary operational area in which you work?	maintenance, vehicles/ transport, security, workshop)

# THANK YOU FOR YOUR ASSISTANCE