PEOPLE MATTER SURVEY 2020

The People Matter Survey is your confidential way to share your views on where you work.

Your organisation uses the results to work out how to make improvements to your workplace.

The survey takes about 15 to 20 minutes to do.

**How we protect your privacy and anonymity**

The survey is run by ORIMA Research on behalf of the Victorian Public Sector Commission.

We use strict rules to protect your privacy and anonymity at every stage of the survey.

We can’t use your responses to work out your identity nor can anyone who works at your organisation.

We:

* de-identify all responses
* don’t release results for groups or teams with fewer than 10 responses
* don’t release results on any personal information, such as age, gender, diversity, cultural identity and so on, for organisations with fewer than 30 responses
* don’t give your individual survey responses to your manager or organisation
* only give free-text comments to the head of your organisation or someone they nominate
* don’t link the free-text comment report to any other survey information

If you use the free-text fields in the survey, try to write in a way so no one can identify you. Also try not to use any data or information that identifies you for example, please don’t use your name.

To protect your identity, we don’t link your comments with any of your other survey responses. This means your organisation won’t know you wrote these comments.

 All information is handled in accordance with the Data and Privacy Protection Act 2014, Health Records Act 2001 and other applicable Victorian and Commonwealth legislation.

Read the [People Matter Survey data collection statement](https://vpsc.vic.gov.au/html-resources/data-collection-statement-people-matter-survey-2/) to find out more.

**Questions about the survey**

If you have any technical questions about this survey, call us on 1800 654 585 or email peoplematter@orima.com

You and your job

Thinking about the **last 12 months** in your current organisation, please indicate the extent to which you agree or disagree with the following statements.

| 1. You and your job
 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Don’t Know |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. I enjoy the work in my current job
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I get a sense of accomplishment from my work
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I receive adequate recognition for my contributions and accomplishments
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I am developing and learning in my role
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. In the last 12 months I have learned skills that have helped me do my job better
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I am satisfied with the way my learning and development needs have been addressed in the last 12 months
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. I have the authority to do my job effectively
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I have a choice in deciding how I do my work
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. My work performance is assessed against clear criteria
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. I clearly understand what I am expected to do in this job
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I understand how my job contributes to my organisation’s purpose
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I understand how the Charter of Human Rights and Responsibilities applies to my work
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. My job allows me to utilise my skills, knowledge and abilities
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I am achieving something important through my work
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I feel that I can make a worthwhile contribution at work
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. The workload I have is appropriate for the job that I do
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I have enough time to do my job effectively
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I am confident that if I requested a flexible work arrangement, it would be given due consideration
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I am confident that I would be protected from reprisal for reporting improper conduct
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I am confident that if I raised a grievance in my organisation, it would be investigated in a thorough and objective manner
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I feel safe to challenge inappropriate behaviour at work
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |

Your workgroup

Key terms used in this section:

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

**Clients** - The people you provide advice or service to (internal or external to your organisation).

Thinking about the last 12 months in your current organisation, please indicate the extent to which you agree or disagree with the following statements.

| 1. My workgroup…
 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Don’t Know |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. …strives to make the best use of its resources
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …has clear lines of responsibility
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …focuses on making decisions informed by all relevant facts
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …places a priority on acting fairly and without bias
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …values human rights
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …strives to provide high quality advice and services
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …strives to deliver services in a timely manner
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …respectfully consults with stakeholders and clients to improve outcomes
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …is quick to respond to opportunities to do things better
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …takes reasonable risks to improve its services
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …encourages employee creativity
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …learns from failures and mistakes
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |

| People in my workgroup… | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Don’t Know |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. …treat each other with respect
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …work together effectively to get the job done
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …actively support diversity and inclusion in the workplace
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …are honest, open and transparent in their dealings
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …are politically impartial in their work
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …appropriately manage conflicts of interest
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …often reject others for being different
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. If I make a mistake in my workgroup, it is often held against me
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. Members of my workgroup are able to bring up problems and tough issues
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |

| 1. Workplace change
 |  |
| --- | --- |
| * 1. In the last 12 months, has your current workgroup been directly affected by any of the following significant changes?[Select all that apply]
 | ⬜1 Substantial change in my type of work, work priorities, or how I am expected to do my work⬜2 Organisational restructure[ ] ⬜3 Change in my direct line manager⬜4 Change in management above my direct line manager⬜5 Substantial change in employee numbers⬜6 Change in physical workplace (e.g. moved to a new building, existing workplace renovated)[ ] ⬜7 Machinery of Government change (Machinery of Government refers to the allocation of functions and responsibilities between departments and ministers) (Victorian Public Service only)[ ] ⬜8 Other[ ] ◯9 My workgroup has not been affected by any significant changes*(Go to Q47)* |
| My workgroup… | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Don’t Know |
| * 1. …was provided with sufficient information on how the change would impact on the team
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …was provided with adequate support during the change process
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …was kept well informed throughout the change process
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |

Your manager

Key terms used in this section:

**Clients** - The person(s) you provide advice or service to (internal or external to your organisation).

**My 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.

Thinking about **the last 12 months** in your current organisation, please indicate the extent to which you agree or disagree with the following statements.

| 1. My manager…
 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Don’t Know |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. …treats employees with dignity and respect
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …works effectively with people from diverse backgrounds
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …ensures clients receive a high standard of service
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …models my organisation’s values
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …demonstrates honesty and integrity
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …is committed to workplace safety
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …involves me in decisions about my work
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …listens to what I have to say
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …keeps me informed about what's going on
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …encourages and supports my participation in learning and development opportunities
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …has regular conversations with me about my learning and development
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …provides me with enough support when I need it
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …provides feedback to me in a way that helps me improve my performance
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. I would be confident in approaching my manager to discuss concerns and grievances
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |

Senior leaders

Key terms used in this section:

**Senior leaders** - The most senior group of managers in your organisation. This may include: the head of your organisation (e.g. CEO, Department Secretary, Commissioner etc.), Executives, Directors, Division Managers, General Managers.

| 1. Senior leaders…
 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Don’t Know |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. …model my organisation's values
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …provide clear strategy and direction
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …support staff to work in an environment of change
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …actively support diversity and inclusion in the workplace
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …demonstrate honesty and integrity
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …show support for stress prevention through involvement and commitment
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …consider the psychological health of employees to be as important as productivity
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |

Your organisation

Thinking about **the last 12 months** in your current organisation, please indicate the extent to which you agree or disagree with the following statements.

| 1. My organisation…
 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Don’t Know |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. …motivates me to help achieve its objectives
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …inspires me to do the best in my job
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …encourages employees to act in ways that are consistent with human rights
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …respects the human rights of employees
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …encourages respectful workplace behaviours
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …takes steps to eliminate bullying, harassment and discrimination
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …is committed to earning a high level of public trust
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …does not tolerate improper conduct
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …makes fair recruitment and promotion decisions, based on merit
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …provides a physically safe work environment
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …consults employees on health and safety matters
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …has effective procedures in place to support employees who may experience stress
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …places a high priority on the learning and development of staff
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I am satisfied with the availability of opportunities to move between roles **within** my organisation (e.g. temporary or permanent transfers)
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I am satisfied with the availability of opportunities to take up roles in **other** organisations (e.g. temporary or permanent transfers or secondments)
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. Workgroups across my organisation willingly share information with each other
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. In my workplace, there is good communication about psychological safety issues that affect me
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. All levels of my organisation are involved in the prevention of stress
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. There are adequate opportunities for me to develop skills and experience in my organisation
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. Age is not a barrier to success in my organisation
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. Gender is not a barrier to success in my organisation
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. Sexual orientation is not a barrier to success in my organisation
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. Disability is not a barrier to success in my organisation
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. Cultural background is not a barrier to success in my organisation
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. Being Aboriginal and/or Torres Strait Islander is not a barrier to success in my organisation
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. Using flexible work arrangements is not a barrier to success in my organisation
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. Having caring responsibilities is not a barrier to success in my organisation
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. I would recommend my organisation as a good place to work
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I am proud to tell others I work for my organisation
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. I feel a strong personal attachment to my organisation
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |

| 1. There is a positive culture within my organisation in relation to…
 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Don’t Know |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. …employees of different age groups
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …employees of different sexes/genders
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …employees who identify as LGBTIQ (lesbian, gay, bisexual, trans and gender diverse, intersex, queer or questioning)
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …employees from varied cultural backgrounds
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …employees who are Aboriginal and/or Torres Strait Islander
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. …employees with disability
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |

Patient safety (Health services and Ambulance Victoria only)

Thinking about **the last 12 months** in your current organisation, please indicate the extent to which you agree or disagree with the following statements.

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

Your experiences

| 1. Thinking about the last 3 months in your current organisation, how often has your work made you feel…
 | Never or Very Rarely | Rarely | Sometimes | Often | Very Often or Always |  |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. …enthusiastic?
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …happy?
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …worried?
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |
| * 1. …miserable?
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |

| 1. Work-life balance
 | Very Dissatisfied | Dissatisfied | Neither Satisfied nor Dissatisfied | Satisfied | Very Satisfied |  |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. How satisfied are you with the work-life balance in your current job?
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |

| 1. Work-related stress
 |  |
| --- | --- |
| * 1. How would you rate your current level of work-related stress?
 | ◯1 Nil – not experiencing any work-related stress *(Go to Q111)*◯2 Low/mild◯3 Moderate◯4 High◯5 Very high◯6 Severe |
| * 1. What are the main causes of your work-related stress?[Select up to 3 options]
 | ⬜1 Workload⬜2 Time pressure⬜3 Content, variety, or difficulty of work⬜4 Work that doesn’t match my skills or experience⬜5 Ability to choose how my work is done⬜6 Dealing with clients, patients or stakeholders⬜7 Unclear job expectations⬜8 Management of work (e.g. supervision, training, information, support)⬜9 Physical environment⬜10 Social environment (e.g. relationships with colleagues, manager and/or senior leaders)⬜11 Incivility, bullying, harassment or discrimination⬜12 Work schedule or hours⬜13 Competing home and work responsibilities⬜14 Organisation or workplace change⬜15 Job security⬜16 Other |

| 1. Your career
 |  |
| --- | --- |
| * 1. How satisfied are you with your career development within your current organisation?
 | ◯1 Very dissatisfied◯2 Dissatisfied◯3 Neither satisfied nor dissatisfied◯4 Satisfied◯5 Very satisfied |
| * 1. What is your likely career plan for the next 2 years?
 | ◯1 Continue to work in my current workgroup within my organisation◯2 Work in a different workgroup within my organisation◯3 Stay at my organisation – Other◯4 Move to another Victorian public sector organisation◯5 Move to another public service organisation◯6 Move to a private sector organisation◯7 Leave my organisation to take up full-time or part-time study◯8 Retire◯9 Take a career break◯10 Leave my organisation – Other◯11 Don’t know*(Options 1, 2, 3, 8, 11 – Go to Q114)* |
| * 1. What major factors are influencing your plan to leave your organisation?[Select all that apply]
 | ⬜1 Opportunity to broaden experience⬜2 Opportunity to seek/take a promotion elsewhere⬜3 Better remuneration⬜4 Better location/reduced travel time⬜5 Desire to relocate interstate or overseas⬜6 My interests do not match my job role⬜7 Limited opportunities to gain further experience at my organisation⬜8 Limited developmental/educational opportunities at my organisation⬜9 Limited future career opportunities at my organisation⬜10 Limited recognition for doing a good job⬜11 Limited involvement in decisions affecting my job and career⬜12 Limited flexible work arrangements to manage (e.g.) family/caring commitments⬜13 Excessive workload⬜14 Poor relationship with my colleagues and/or manager⬜15 Lack of confidence in senior leadership⬜16 Lack of organisational stability⬜17 End of contract/secondment⬜18 Other |

| 1. Satisfaction
 | Very Dissatisfied | Dissatisfied | Neither Satisfied nor Dissatisfied | Satisfied | Very Satisfied | Don’t know |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. Considering everything, how satisfied are you with your current job?
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |

Unacceptable behaviours

Key terms used in this section:

**Bullying** - Repeated unreasonable behaviour directed at an employee that creates a risk to their health and safety.

**Discrimination** - When a person treats, or proposes to treat, a person unfavourably because of a personal characteristic or attribute.

**Sexual harassment** - Non-consensual or unwelcome sexual behaviour that could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment may be physical, spoken or written and can be directed at, and perpetrated by, persons of any sex or gender. A single incident can constitute sexual harassment, as can a broader pattern of behaviour.

**Aggression and violent behaviour -** When a person is abused, threatened or assaulted in a situation related to their work. It can come from anywhere - co-workers, clients, customers, or members of the public.

| 1. Bullying
 |  |
| --- | --- |
| * 1. During the **last 12 months** in your current organisation, have you personally experienced bullying at work?
 | ◯1 Yes – but I am **not** currently experiencing this behaviour◯2 Yes – and I am currently experiencing this behaviour◯3 No *(Go to Q122)*◯4 Not sure *(Go to Q122)* |
| * 1. What type of bullying did you experience?[Select all that apply]
 | ⬜1 Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)⬜2 Verbal abuse⬜3 Intimidation and/or threats⬜4 Exclusion or isolation⬜5 Interference with my personal property and/or work equipment⬜6 Withholding essential information for me to do my job⬜7 Being assigned meaningless tasks unrelated to my job⬜8 Being given impossible assignment(s)⬜9 Other |
| * 1. How often have you experienced bullying?
 | ◯1 At least once a day◯2 Once every few days◯3 Once a week◯4 Once a month◯5 Less than once a month |
| * 1. Which of the following best describes the person(s) who bullied you?[Select all that apply]
 | ⬜1 Colleague⬜2 Group of colleagues⬜3 My immediate manager or supervisor⬜4 A more senior manager than my manager⬜5 Someone I supervise or manage⬜6 Client/customer/patient/stakeholder⬜7 Member of the public |
| * 1. Did you tell anyone about the bullying?[Select all that apply]
 | ⬜1 Submitted a formal complaint *(Go to Q121)* ⬜2 Told a colleague⬜3 Told a manager⬜4 Told Human Resources⬜5 Told a friend or family member⬜6 Told someone else◯7 I did not tell anyone about the bullying |
| * 1. Please tell us why you did not submit a formal complaint [Select all that apply]
 | ⬜1 I didn’t think it was serious enough⬜2 I didn’t think it would make a difference⬜3 I believed there would be negative consequences for my reputation (e.g. that I would be blamed or not believed or thought to be overreacting)⬜4 I believed there would be negative consequences for my career (e.g. opportunities for promotion, risk of being fired)⬜5 I believed there would be negative consequences for the person I was going to complain about⬜6 I didn’t need to because I made the bullying stop⬜7 I didn’t need to because I no longer had contact with the person(s) who bullied me⬜8 I thought the complaint process would be embarrassing or difficult⬜9 I didn’t know who to talk to or how to make a complaint⬜10 I was advised not to⬜11 Other*(All options – Go to Q122)* |
| * 1. Were you satisfied with the way your formal complaint was handled?
 | ◯1 Yes◯2 No◯3 Don’t know |

| 1. Discrimination
 |  |
| --- | --- |
| * 1. During the **last 12 months** in your current organisation, have you personally experienced discrimination at work?
 | ◯1 Yes ◯2 No *(Go to Q129)*◯3 Not sure *(Go to Q129)* |
| * 1. Which of the following attribute(s) was the discrimination based on?[Select all that apply]
 | ⬜1 Age⬜2 Disability⬜3 Employment activity (e.g. making a reasonable request for information about my employment entitlements, or communicating concerns about the provision of these entitlements)⬜4 Gender identity, sexual orientation (including expunged homosexual conviction), or lawful sexual activity⬜5 Industrial and/or political activity⬜6 Marital status⬜7 Parent or carer status (including pregnancy and breastfeeding)⬜8 Physical features⬜9 Race⬜10 Religious belief or activity⬜11 Sex⬜12 Personal association with someone who has any of the above attributes (whether as a relative or otherwise) |
| * 1. What type of discrimination did you experience?

[Select all that apply] | ⬜1 Pay or conditions offered by employer⬜2 Opportunities for promotion⬜3 Opportunities for transfer/secondment⬜4 Opportunities for training⬜5 Employment security – threats of dismissal or termination⬜6 Access to leave⬜7 Other |
| * 1. How often have you experienced discrimination?
 | ◯1 At least once a day◯2 Once every few days◯3 Once a week◯4 Once a month◯5 Less than once a month |
| * 1. Did you tell anyone about the discrimination?

[Select all that apply] | ⬜1 Submitted a formal complaint *(Go to Q128)*⬜2 Told a colleague⬜3 Told a manager⬜4 Told Human Resources⬜5 Told a friend or family member⬜6 Told someone else◯7 I did not tell anyone about the discrimination |
| * 1. Please tell us why you did not submit a formal complaint [Select all that apply]
 | ⬜1 I didn’t think it was serious enough⬜2 I didn’t think it would make a difference⬜3 I believed there would be negative consequences for my reputation (e.g. that I would be blamed or not believed or thought to be overreacting)⬜4 I believed there would be negative consequences for my career (e.g. opportunities for promotion, risk of being fired)⬜5 I believed there would be negative consequences for the person I was going to complain about⬜6 I didn’t need to because I made the discrimination stop⬜7 I didn’t need to because I no longer had contact with the person(s) who discriminated against me⬜8 I thought the complaint process would be embarrassing or difficult⬜9 I didn’t know who to talk to or how to make a complaint⬜10 I was advised not to⬜11 Other*(All options – Go to Q129)* |
| * 1. Were you satisfied with the way your formal complaint was handled?
 | ◯1 Yes◯2 No◯3 Don’t know |

| 1. Sexual harassment
 |  |
| --- | --- |
| * 1. During the **last 12 months** in your current organisation, have you experienced any of the following behaviours at work?[Select all that apply]
 | ⬜1 Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)⬜2 Intrusive questions about my private life or comments about my physical appearance⬜3 Unwelcome touching, hugging, cornering or kissing⬜4 Inappropriate physical contact (including momentary or brief physical contact)⬜5 Repeated or inappropriate invitations to go out on dates⬜6 Sexual gestures, indecent exposure or inappropriate display of the body⬜7 Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague⬜8 Sexually explicit email or SMS message⬜9 Request or pressure for sex or other sexual act⬜10 Sexually explicit pictures, posters or gifts that made me feel offended⬜11 Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc.)⬜12 Inappropriate staring or leering that made me feel intimidated⬜13 Any other unwelcome conduct of a sexual nature◯14 No, I have not experienced any of the above behaviours *(Go to Q129)* |
| * 1. How often have you experienced these behaviours?
 | ◯1 At least once a day◯2 Once every few days◯3 Once a week◯4 Once a month◯5 Less than once a month |
| * 1. Which of the following best describes the person(s) who behaved in that way?[Select all that apply]
 | ⬜1 Colleague⬜2 Group of colleagues⬜3 My immediate manager or supervisor⬜4 A more senior manager than my manager⬜5 Someone I supervise or manage⬜6 Client/customer/patient/stakeholder⬜7 Member of the public |
| * 1. When the harassment happened to you, did you respond in any of the following ways? [Select all that apply]
 | ⬜1 Tried to laugh it off or forget about it⬜2 Pretended it didn’t bother me⬜3 Avoided the person(s) by staying away from them⬜4 Told the person the behaviour was not OK⬜5 Avoided locations where the behaviour might occur⬜6 Took time off work⬜7 Sought a transfer to another role/location/roster⬜8 Told a colleague⬜9 Told a manager⬜10 Told Human Resources⬜11 Told a friend or family member⬜12 Told someone else ⬜13 Submitted a formal complaint *(Go to Q134)*⬜14 Other |
| * 1. Please tell us why you did not submit a formal complaint [Select all that apply]
 | ⬜1 I didn’t think it was serious enough⬜2 I didn’t think it would make a difference⬜3 I believed there would be negative consequences for my reputation (e.g. that I would be blamed or not believed or thought to be overreacting)⬜4 I believed there would be negative consequences for my career (e.g. opportunities for promotion, risk of being fired)⬜5 I believed there would be negative consequences for the person I was going to complain about⬜6 I didn’t need to because I made the harassment stop⬜7 I didn’t need to because I no longer had contact with the person(s) who harassed me⬜8 I thought the complaint process would be embarrassing or difficult⬜9 I didn’t know who to talk to or how to make a complaint⬜10 I was advised not to⬜11 Other*(All options – Go to Q135)* |
| * 1. Were you satisfied with the way your formal complaint was handled?
 | ◯1 Yes◯2 No◯3 Don’t know |

| 1. Violence and aggression
 |  |
| --- | --- |
| * 1. During the **last 12 months** in your current organisation, have you been subject to aggression or violent behaviour at work?
 | ◯1 Yes◯2 No *(Go to Q142)*◯3 Not sure *(Go to Q142)* |
| * 1. What type of aggression or violence did you experience?
 | ⬜1 Abusive language⬜2 Intimidating behaviour⬜3 Threats of violence⬜4 Damage to my property or work equipment⬜5 Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)⬜6 Stalking, including cyber-stalking⬜7 Other |
| * 1. How often have you been subject to aggression or violence at work?
 | ◯1 At least once a day◯2 Once every few days◯3 Once a week◯4 Once a month◯5 Less than once a month |
| * 1. Which of the following best describes the person who behaved in that way? [Select all that apply]
 | ⬜1 Colleague⬜2 Group of colleagues⬜3 My immediate manager or supervisor⬜4 A more senior manager than my manager⬜5 Someone I supervise or manage⬜6 Client/customer/patient/stakeholder⬜7 Member of the public |
| * 1. Did you tell anyone about the incident(s)?

[Select all that apply] | ⬜1 Submitted a formal incident report *(Go to Q141)*⬜2 Told a colleague⬜3 Told a manager⬜4 Told Human Resources⬜5 Told a friend or family member⬜6 Told someone else◯7 I did not tell anyone about the incident(s) |
| * 1. Please tell us why you did not submit a formal incident report[Select all that apply]
 | ⬜1 I didn’t think it was serious enough⬜2 I didn’t think it would make a difference⬜3 I believed there would be negative consequences for my reputation (e.g. that I would be blamed or not believed or thought to be overreacting)⬜4 I believed there would be negative consequences for my career (e.g. opportunities for promotion, risk of being fired)⬜5 I believed there would be negative consequences for the person I was going to complain about⬜6 I thought the reporting process would be embarrassing or difficult⬜7 I didn’t know who to talk to or how to submit an incident report⬜8 I was advised not to⬜9 Other*(All options – Go to Q142)* |
| * 1. Were you satisfied with the way your formal incident report was handled?[Select all that apply]
 | ◯1 Yes◯2 No◯3 Don’t know |

| 1. Witnessed behaviours
 |  |
| --- | --- |
| * 1. During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?[Select all that apply]
 | ⬜1 Bullying of a colleague⬜2 Discrimination against a colleague⬜3 Sexual harassment of a colleague⬜4 Violence or aggression against a colleague◯5 No, I have not witnessed any of the situations above |

**If you or anyone you know needs help**

Your organisation may have a confidential Employee Assistance Program, or similar, that you can access.

Alternatively, you can call:

 Lifeline on 13 11 14

 Beyond Blue on 1300 22 46 36

 Suicide Call Back Service on 1300 659 467

Taking action

| 1. Taking action
 | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Don’t Know or Not Applicable |
| --- | --- | --- | --- | --- | --- | --- |
| * 1. My organisation has taken positive action on the results of last year’s survey[Organisations that participated in PMS 2019 only]
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 | ◯6 |
| * 1. I believe my organisation will take positive action on the results of this year’s survey
 | ◯1 | ◯2 | ◯3 | ◯4 | ◯5 |  |

Have your say

Say in your own words what your organisation is and is not doing well.

Try to write in a way so no one can identify you. Also try not to use any data or information that identifies you for example, please don’t use your name.

We’ll give your comments to the head of your organisation or someone they nominate, word for word.

To protect your identity, we will not link your comments with any of your other survey responses. This means your organisation won’t know you wrote these comments.

We value your feedback.

These questions are optional.

| 1. Have your say
 |  |
| --- | --- |
| * 1. What is one thing your organisation is doing really well?
 | [Free text field] |
| * 1. What is the single most important issue that needs to be addressed in your organisation?
 | [Free text field] |

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.

**How we protect your privacy and anonymity**

We:

* de-identify all responses
* don’t release results for groups or teams with fewer than 10 responses
* don’t release results on any personal information, such as age, gender, diversity, cultural identity and so on, for organisations with fewer than 30 responses
* don’t give your individual survey responses to your manager or organisation

 All information is handled in accordance with the [Data and Privacy Protection Act 2014](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/e84a08860d8fa942ca25761700261a63/a24cd5bb9b530b1fca2584e100103dba%21OpenDocument%26Highlight%3D0%2CAct), [Health Records Act 2001](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/e84a08860d8fa942ca25761700261a63/30f9b89b4e1ebebeca25849c0027b021%21OpenDocument%26Highlight%3D0%2CAct) and other applicable Victorian and Commonwealth legislation.

Read the [People Matter Survey data collection statement](https://vpsc.vic.gov.au/html-resources/data-collection-statement-people-matter-survey-2/) to find out more.

| 1. About you
 |
| --- |
| * 1. What is your gender?
 | ◯1 Woman[ ] ◯2 Man◯3 Self-described◯4 Prefer not to say |
| * 1. What is your age range?
 | ◯1 15-24 years◯2 25-34 years◯3 35-44 years◯4 45-54 years◯5 55-64 years◯6 65+ years |
| * 1. In which country were you born?
 | ◯1 Australia◯2 Canada◯3 China◯4 Greece◯5 India◯6 Ireland◯7 Italy◯8 Malaysia◯9 New Zealand◯10 Philippines◯11 South Africa◯12 Sri Lanka◯13 United Kingdom◯14 United States of America◯15 Vietnam◯16 Other [please specify] ……………◯17 Prefer not to say |
| * 1. Do you speak a language other than English at home?
 | ◯1 Yes◯2 No◯3 Prefer not to say |
| * 1. How would you describe your cultural identity?(Your cultural identity is the group to which you feel you belong. This might be the same as your parents, grandparents or ancestors, or it may be different depending on your individual experiences.)[Select all that apply]
 | ⬜1 Australian⬜2 Aboriginal and/or Torres Strait Islander⬜3 African (including Central, West, Southern and East African)⬜4 British and/or Irish ⬜5 Central and/or South American⬜6 Central Asian⬜7 East and/or South-East Asian⬜8 European (including Western, Eastern and South-Eastern European, and Scandinavian)⬜9 Maori⬜10 Middle Eastern and/or North African⬜11 New Zealander⬜12 North American⬜13 Pacific Islander⬜14 South Asian⬜15 Other (please specify) ……………◯16 Prefer not to say |
| * 1. What is your religion?
 | ◯1 No religion◯2 Christianity◯3 Buddhism◯4 Hinduism◯5 Islam◯6 Judaism◯7 Sikhism◯8 Other (please specify) ……………◯9 Prefer not to say |
| * 1. 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.
 | ◯1 Yes◯2 No *(Go to Q159)*◯3 Prefer not to say *(Go to Q159)* |
| * 1. Have you shared your disability information within your organisation (e.g. to your manager or to Human Resources staff)?
 | ◯1 Yes *(Go to Q156)*◯2 No◯3 Prefer not to say *(Go to Q156)* |
| * 1. Which statement most accurately reflects your decision not to share your disability information within your organisation?
 | ◯1 I do not require any adjustments to be made to perform my role◯2 My disability does not impact on my ability to perform my role◯3 I feel that sharing my disability information will reflect negatively on me◯4 Other [please specify] …………… |
| * 1. 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).
 | ◯1 Yes◯2 No *(Go to Q159)*◯3 Prefer not to say *(Go to Q159)* |
| * 1. Have you requested adjustment(s) to your workplace?
 | ◯1 Yes◯2 No *(Go to Q159)* |
| * 1. What was your experience with adjustment(s)?
 | ◯1 The adjustments I needed were made and the process was satisfactory◯2 The adjustments I needed were made but the process was unsatisfactory◯3 The adjustments I needed were not made |
| * 1. Are you lesbian, gay, bisexual, trans or gender diverse, intersex, queer or questioning?
 | ◯1 Yes◯2 No◯3 Prefer not to say |
| * 1. What is the highest level of formal education you have completed?
 | ◯1 Doctoral Degree level◯2 Master Degree level◯3 Graduate Diploma or Graduate Certificate level◯4 Bachelor Degree level (including honours degrees)◯5 Advanced Diploma or Diploma level◯6 Certificate level, including trade◯7 Year 12 or equivalent (VCE/Leaving Certificate)◯8 Less than Year 12 or equivalent◯6 Prefer not to say |
| * 1. Have you ever served in the Australian Defence Force (permanent or reservist)?
 | ◯1 Yes◯2 No◯3 Prefer not to say |

| 1. About your employment
 |
| --- |
| * 1. Where is your workplace located?If you work in more than one location, select the primary or ‘base’ location.
 | ◯1 Melbourne CBD◯2 Melbourne Suburbs◯3 Ballarat◯4 Bendigo◯5 Geelong◯6 Horsham◯7 Latrobe (incorporates Traralgon, Morwell, Churchill, Moe)◯8 Mildura◯9 Shepparton◯10 Wangaratta◯11 Warrnambool◯12 Wodonga◯13 Other city or town◯14 Outside Victoria |
| * 1. How many years have you been employed in your current organisation (including under different organisation names or administrative arrangements)?
 | ◯1 Less than 1 year◯2 1 to less than 2 years◯3 2 to less than 5 years◯4 5 to less than 10 years◯5 10 to less than 20 years◯6 More than 20 years |
| * 1. Have you moved between roles in the last 12 months?
 | ◯1 I have moved to a different role within my organisation (including acting roles)◯2 I have moved to my role from a different Victorian public sector organisation◯3 I have moved to my role from outside the Victorian public sector◯4 I have not moved between roles |
| * 1. Do you work full-time or part-time?Full-time refers to employees usually working 38 hours or more per week.
 | ◯1 Full-time [ ] ◯2 Part-time |
| * 1. Do you use any of the following flexible work arrangements?[select all that apply]
 | ⬜1 Shift swap⬜2 Working more hours over fewer days⬜3 Flexible start and finish times⬜4 Working remotely⬜5 Part-time⬜6 Job sharing⬜7 Study leave⬜8 Purchased leave⬜9 Using leave (including annual leave, long-service leave, personal leave, leave without pay and/or personal leave) to work flexible hours⬜10 Other◯11 I do not use any flexible work arrangements |
| * 1. What is your current employment status?
 | ◯1 Ongoing[ ] ◯2 Fixed Term◯3 Casual *(Go to Q169)*◯4 Sessional *(Go to Q169)*◯5 Executive contract◯6 Don’t know |
| * 1. What is your gross annual salary (non-executive) or total annual remuneration package (executive)?

Convert to full-time equivalent if you work part-time or are on a 48/52 type arrangement. | ◯1 Less than $45,000[ ] ◯2 $45,000-$54,999[ ] ◯3 $55,000-$64,999[ ] ◯4 $65,000-$74,999◯5 $75,000-$84,999◯6 $85,000-$94,999◯7 $95,000-$104,999◯8 $105,000-$114,999◯9 $115,000-$124,999◯10 $125,000-$134,999◯11 $135,000-$144,999◯12 $145,000-$154,999◯13 $155,000-$164,999◯14 $165,000-$174,999◯15 $175,000-$184,999◯16 $185,000 or more |
| * 1. Are you the manager of one or more employees?
 | ◯1 Yes, and I manage other manager(s)◯2 Yes, but I do not manage other manager(s)[ ] ◯3 No |
| Which of the following best describes the primary operational area in which you work?Health services only | ◯1 Hospital-based services◯2 Community-based services |
| Which of the following categories best describes your current position? Health services only | ◯1 Nursing employees (e.g. nurse educator, midwifery & nursing professionals, enrolled and mothercraft nurses)◯2 Medical employees (e.g. medical practitioners, VMOs, interns)◯3 Allied health professionals (e.g. physiotherapists, occupational therapists)◯4 Other health professionals (e.g. psychologists, pharmacists, radiographers, medical scientists, medical technicians, radiation therapists)◯5 Personal service workers (e.g. dental hygienists, Aboriginal & Torres Strait Islander health workers, massage therapists, nursing support, personal care workers)◯6 Management, Administration and Corporate support (e.g. executive, managerial, clerical, reception, finance/accounting, HR/payroll, engineer, IT, legal, public relations, health information)◯7 Support services (e.g. environmental services, food services, cleaning, laundry, gardens/grounds, building/equipment maintenance, vehicles/transport, security, workshop) |
| Which of the following categories best describes your current position?Community health services only | ◯1 Nursing employees (e.g. nurse educator, midwifery & nursing professionals, enrolled and mothercraft nurses)◯2 Medical employees (e.g. medical practitioners, VMOs, interns)◯3 Allied health professionals (e.g. physiotherapists, occupational therapists)◯4 Other health professionals (e.g. psychologists, pharmacists, radiographers, medical scientists, medical technicians, radiation therapists)◯5 Personal service workers (e.g. dental hygienists, Aboriginal and/or Torres Strait Islander health workers, massage therapists, nursing support, personal care workers)◯6 Management, Administration and Corporate support(e.g. executive, managerial, clerical, reception, finance/accounting, HR/payroll, engineer, IT, legal, public relations, health information)◯7 Support services (e.g. environmental services, food services, cleaning, laundry, gardens/grounds, building/equipment maintenance, vehicles/transport, security, workshop)◯8 Oral health◯9 Counselling◯10 Community development◯11 Social worker◯12 Other |
| Which of the following categories best describes your current position? TAFE only | ◯1 Vocational education teacher◯2 Clerical and administrative worker◯3 ESL teacher◯4 Other |
| Which of the following best describes the business unit in which you work?Water organisations only | ◯1 Assets – typically includes engineers & technical officers working on planning & development, building/construction & life cycle/maintenance programmes of the corporation’s assets◯2 Corporate – typically includes professional, managerial & administrative personnel in executive management, human resources, marketing & communications, finance, strategic purchasing, information technology, records management, risk management & OHS◯3 Operations – typically includes scientists/technicians & operators working on systems maintenance & treatment of water & sewerage, tradesperson such as maintenance fitter & turners & electricians◯4 Sustainability – typically includes engineers/scientists/technicians working on environmental management, recycled water, biodiversity, integrated management systems, energy efficiency, and green office strategy◯5 Customer Service – typically includes administrative personnel working in customer service & call centres |

Feedback on the People Matter Survey

Your responses to the following question will help the Victorian Public Sector Commission improve the People Matter Survey. This question is completely optional.

Please do not include words that may identify you or anyone else. Please be respectful and constructive.

|  |  |
| --- | --- |
| * 1. How could this survey be improved?
 | [Free text field] |

Thank you for completing the survey!