People matter survey 2021

Have your say

Barwon Health
2021 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

Report overview

About your report

The results in this report help your organisation build a positive workplace culture with integrity that live the public sector values.

Report contents

The visual on the right shows you what sections we've included in this report for your organisation's survey results.

Comparing data in this report

Your organisation took part in the survey in 2019 but not 2020.

This means you'll be able to compare about 75% of this year's survey with your previous results.

Rounding of percentages

In this report, we round numbers up or down to their nearest whole percentage.

This means some percentages may not add up to 100%.

Survey questions and definitions

Download Survey questions: People matter survey 2021 (DOCX, 62KB) to see how we asked questions and defined concepts in the 2021 survey

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions

- Questions requested by your organisation

Demographics

- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2021

Have your say

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions

- Questions requested by your organisation

Demographics

- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Report overview

Privacy and anonymity

To protect you, we:

- use an anonymous survey link and everyone in your organisation receives the same survey link
- de-identify all survey response data provided to your organisation
- don't collect your name, date of birth or employee ID
- don't release results when fewer than 10 people in a work group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total
- don't link the free-text comment reporting to any other survey information

Read more in our privacy policy.

Victorian Public Sector Commission

VICTORIA State Government

Report overview

Survey's theoretical framework

What this is

The framework provides an overview of the workplace factors and outcomes that the survey measures.

Why this is important

Based on theory and research, the framework focuses on core themes that help guide organisations in creating better workplaces.

We developed the framework in consultation with stakeholders from the public sector and Deakin University.

Our public sector values

The public sector values inform the professional and ethical conduct of everyone who works in the public sector.

As such, these values underpin the theoretical framework of the survey.

There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

Senior leadership →

- Lead the organisation
- Set the culture
- Lead by example
- Actions influence outcomes

Organisation climate →

- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Diversity and inclusion
- Safety climate
- Patient safety climate

Workgroup climate →

- Quality service delivery
- Innovation
- Workgroup support
- Change management

Job and manager →

- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up

Outcomes

- Engagement
- Satisfaction
- Wellbeing – work-related stress
- Wellbeing – job-related affect
- Intention to stay
- Acting on negative behaviours

The public sector values that underpin the framework and all public sector organisations

Responsiveness   Integrity   Impartiality   Accountability   Respect   Leadership   Human Rights

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

We try to make sure they're in the same industry your organisation is in.

Some organisations may not have taken part in the survey previously. This means your comparator group may be different to previous years.

How we use this in your report

In this report, we compare your organisation's survey results to your comparator group's results.

This is so you can compare how your organisation is doing in your industry or to similar organisations.

We refer to your comparator group in this report as 'comparator'.

Alfred Health

Austin Health

Dental Health Services Victoria

Eastern Health

Melbourne Health

Monash Health

Northern Health

Peninsula Health

Peter MacCallum Cancer Centre

Royal Children's Hospital

Royal Victorian Eye and Ear Hospital

Royal Women's Hospital

The Queen Elizabeth Centre

Tweddle Child and Family Health Service

Victorian Institute of Forensic Mental Health

Western Health

Report overview

Your response rate

What this is

This is how many staff in your organisation did the survey in 2021.

Why this is important

The higher the response rate, the more your results will reflect how staff feel.

If less than 100 completed the survey, consider how much one person could change your results.

For example, if only 25 people did the survey, 1 person would account for 4% of any result.

In this example, if your survey result and comparator group result or previous survey result are within 4% of each other, there is very little difference in the results.

How to read this

The number in the brackets () shows how many staff completed the survey this year.

We've also expressed this as a percentage of all the staff who work in your organisation.

2019	
46%	
(2509)	
Comparator	40%
Public Sector	46%

2021	
27%	
(1831)	
Comparator	29%
Public Sector	39%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2021

Have your say

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions

- Questions requested by your organisation

Demographics

- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

People outcomes

Scorecard: employee engagement index

What this is

This is the psychological satisfaction staff get from their work.

The employee engagement index is a score out of 100. It is a weighting of all engagement question responses.

The weightings for each engagement response are:

- strongly agree is 100 points
- agree is 75 points
- neither agree nor disagree is 50 points
- disagree is 25 points
- strongly disagree is 0 points

Why this is important

High engagement may lead to greater satisfaction and lower absences, turnover and workplace stress.

2019	
68	
Comparator	70
Public Sector	67

2021	
68	
Comparator	71
Public Sector	70

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Engagement question results 1 of 2

What this is

This is the overall sense of pride, attachment, inspiration, motivation and advocacy your employees have for your organisation.

Your organisation's engagement index

Your 2021 index is 68.

Why this is important

High engagement drives greater productivity, employee wellbeing and lower absences, turnover and workplace stress.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
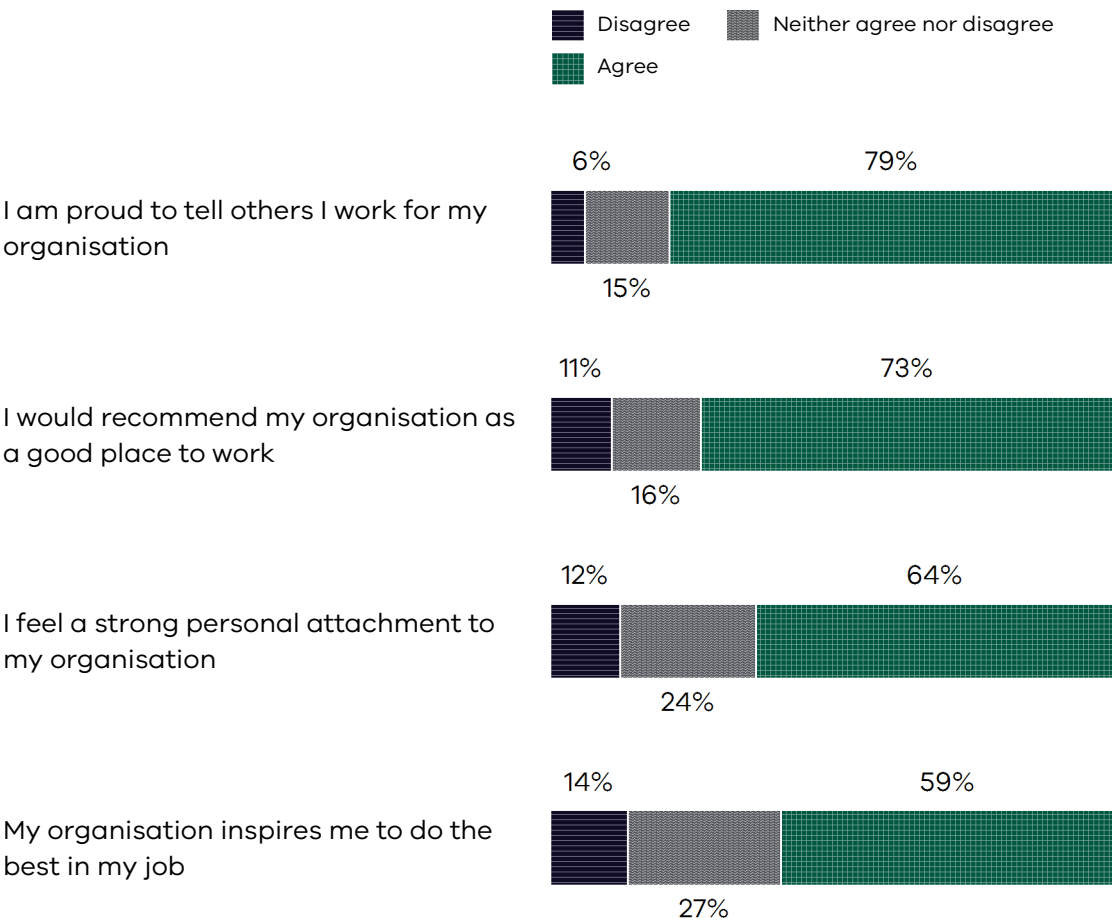
Example

79% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question	Your results					

Your results legend: ■ Disagree   ▨ Neither agree nor disagree   ▦ Agree

Survey question	Your results	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
I am proud to tell others I work for my organisation	6% / 15% / 79%	75 %	79 %	66 %	82 %	93 %
I would recommend my organisation as a good place to work	11% / 16% / 73%	74 %	73 %	58 %	75 %	84 %
I feel a strong personal attachment to my organisation	12% / 24% / 64%	61 %	64 %	55 %	69 %	80 %
My organisation inspires me to do the best in my job	14% / 27% / 59%	61 %	59 %	54 %	65 %	88 %

People outcomes

What this is

This is the overall sense of pride, attachment, inspiration, motivation and advocacy your employees have for your organisation.

Your organisation's engagement index

Your 2021 index is 68.

Why this is important

High engagement drives greater productivity, employee wellbeing and lower absences, turnover and workplace stress.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
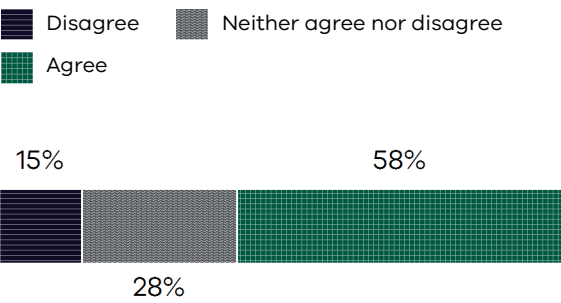
Example

58% of your staff who did the survey agreed or strongly agreed with 'My organisation motivates me to help achieve its objectives'.

Survey question

Your results

Benchmark agree results

Legend:
- Disagree
- Neither agree nor disagree
- Agree

Survey question	Your results	You		Comparator		
		2019	2021	Lowest	Average	Highest
My organisation motivates me to help achieve its objectives	15% / 28% / 58%	59 %	58 %	52 %	64 %	80 %

People outcomes

Scorecard: satisfaction, stress, intention to stay

What this is

This scorecard provides overall results for satisfaction, high to severe work-related stress, and intention to stay.

There are more people outcomes scorecards throughout this report.

Why this is important

This page shows which outcomes are performing well and which outcomes you can look to improve.

How to read this

Each label represents a group of questions in the survey about people outcomes.
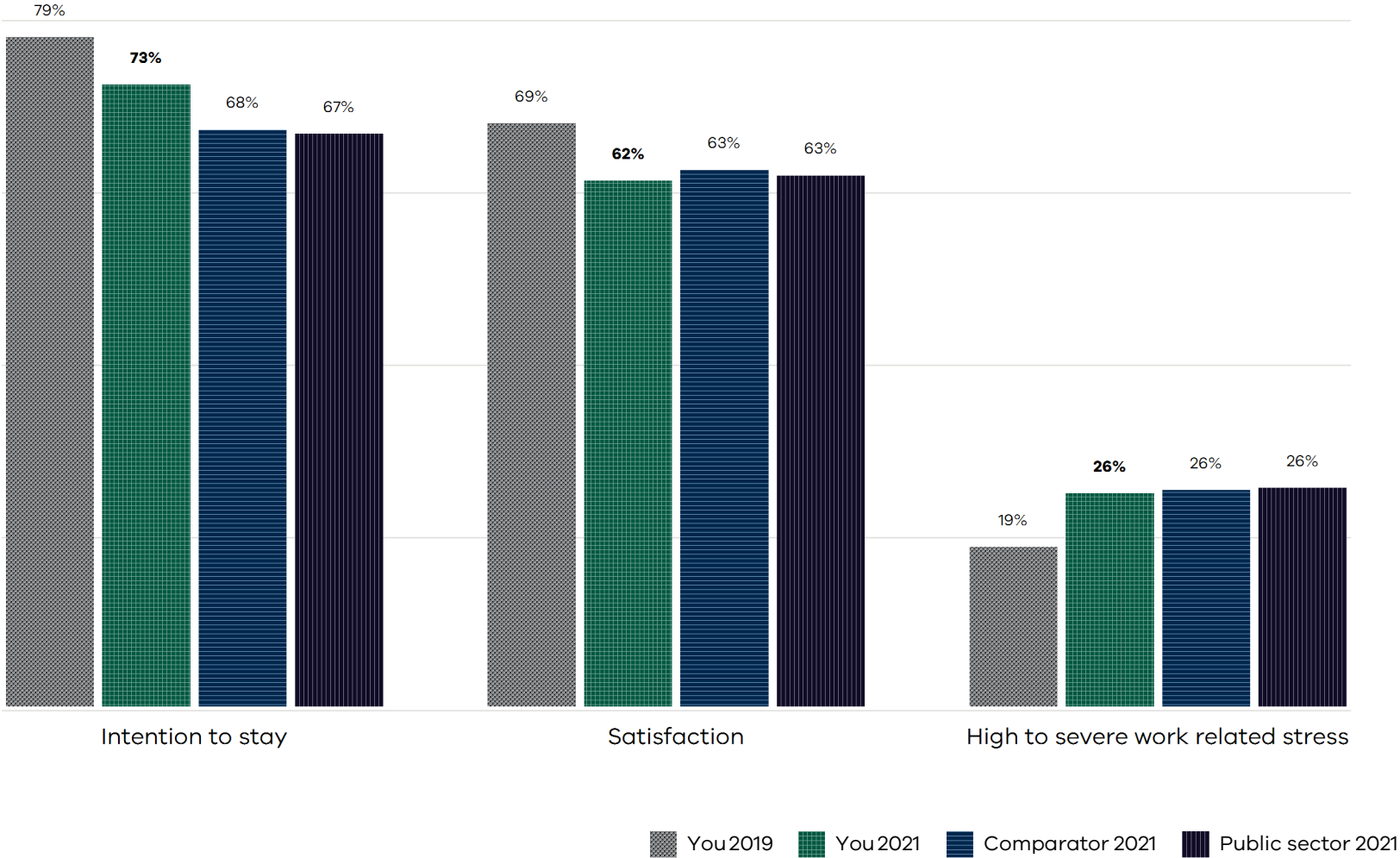
Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2021:

- 73% of your staff who did the survey responded positively to questions about Intention to stay which is down from 79% in 2019.

Compared to:

- 68% of staff at your comparator and 67% of staff across the public sector.

Legend: You 2019 | You 2021 | Comparator 2021 | Public sector 2021

Intention to stay: 79%, 73%, 68%, 67%
Satisfaction: 69%, 62%, 63%, 63%
High to severe work related stress: 19%, 26%, 26%, 26%

People outcomes

Satisfaction question results 1 of 2

What this is

This is how satisfied staff are with their jobs, work-life balance and career development.

Why this is important

High satisfaction may lead to improved engagement, performance and lower absences and turnover.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
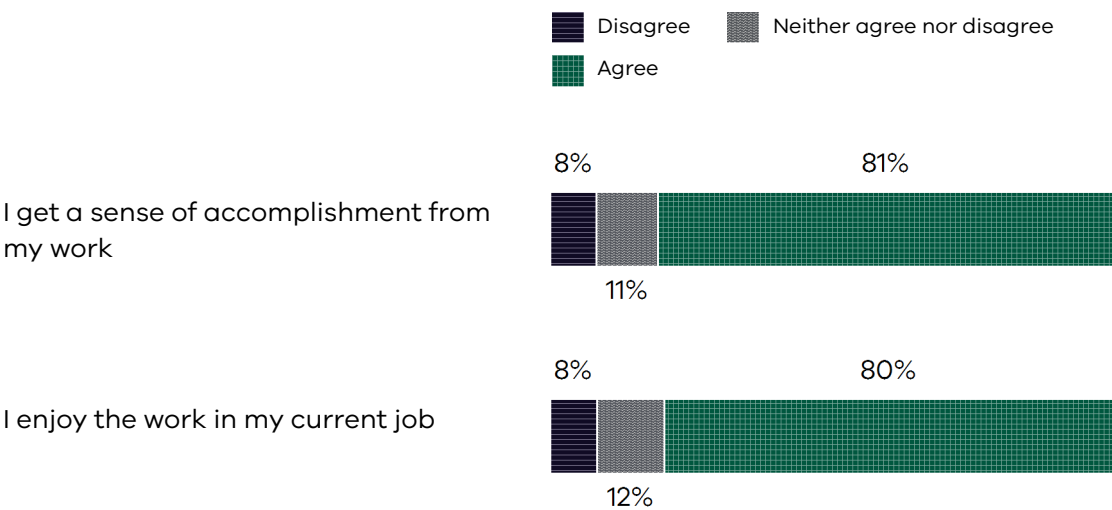
Example

81% of your staff who did the survey agreed or strongly agreed with 'I get a sense of accomplishment from my work'.

Survey question	Your results		Benchmark agree results				
			You		**Comparator**		
	Disagree	Neither agree nor disagree	2019	2021	Lowest	Average	Highest
	Agree						
I get a sense of accomplishment from my work	8% ▓ 11% ▒ 81%		81 %	81 %	72 %	80 %	93 %
I enjoy the work in my current job	8% ▓ 12% ▒ 80%		83 %	80 %	73 %	79 %	90 %

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Satisfaction question results 2 of 2

What this is

This is how satisfied staff are with their jobs, work-life balance and career development.

Why this is important

High satisfaction may lead to improved engagement, performance and lower absences and turnover.

How to read this

Under 'Your results', see results for each question in descending order by most satisfied.

'Satisfied' combines responses for satisfied and very satisfied and 'Dissatisfied' combines responses for dissatisfied and very dissatisfied.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
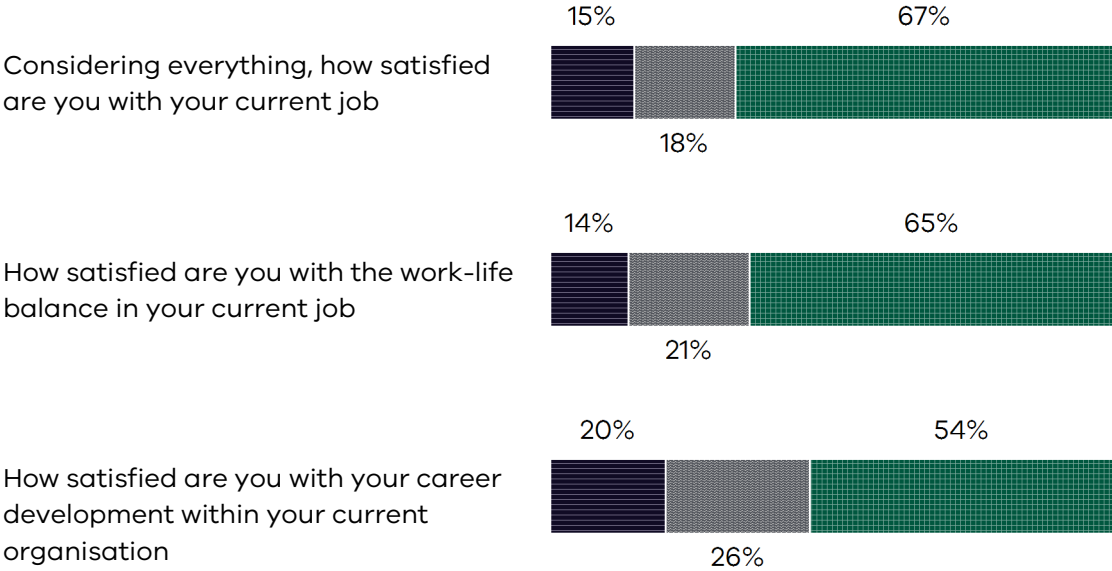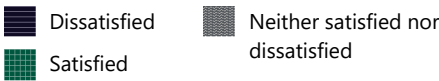
Example

67% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

Survey question	Your results	Benchmark satisfied results

Legend: ■ Dissatisfied ▦ Neither satisfied nor dissatisfied ▦ Satisfied

	You		Comparator		
	2019	2021	Lowest	Average	Highest
Considering everything, how satisfied are you with your current job	73 %	67 %	61 %	69 %	86 %
How satisfied are you with the work-life balance in your current job	70 %	65 %	59 %	64 %	84 %
How satisfied are you with your career development within your current organisation	63 %	54 %	49 %	57 %	67 %

Considering everything, how satisfied are you with your current job: 15% / 18% / 67%

How satisfied are you with the work-life balance in your current job: 14% / 21% / 65%

How satisfied are you with your career development within your current organisation: 20% / 26% / 54%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Work-related stress levels

What this is

This is the level of stress experienced by employees in response to work-related factors.

Why this is important

Stress can negatively affect peoples health and wellbeing as well as their performance and behaviour.

How to read this

In this survey we asked staff to tell us their stress level.

The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

The numbers below show the percentage of staff in your organisation who said they experienced high to severe stress in 2021 compared to 2019 and your comparator.
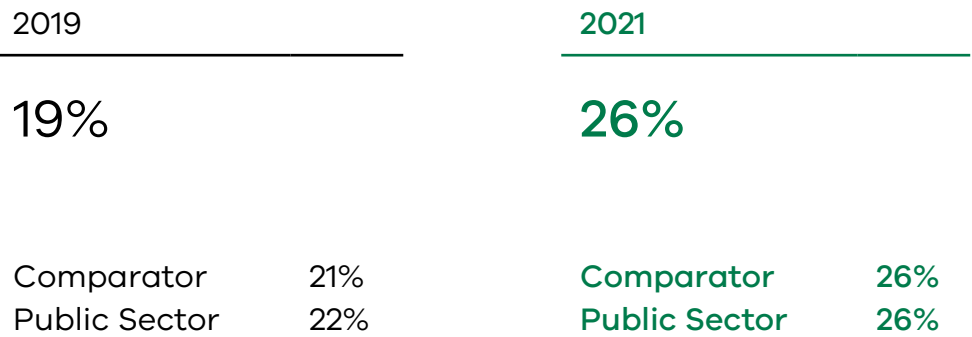
Example

26% of your staff who did the survey said they had high to severe stress in 2021. This is compared to 26% of staff in your comparator group and 26% of staff across the public sector.

How would you rate your current level of work-related stress? (You 2021)

Nil	11%
Low / mild	33%
Moderate	30%
High	14%
Very high	8%
Severe	3%
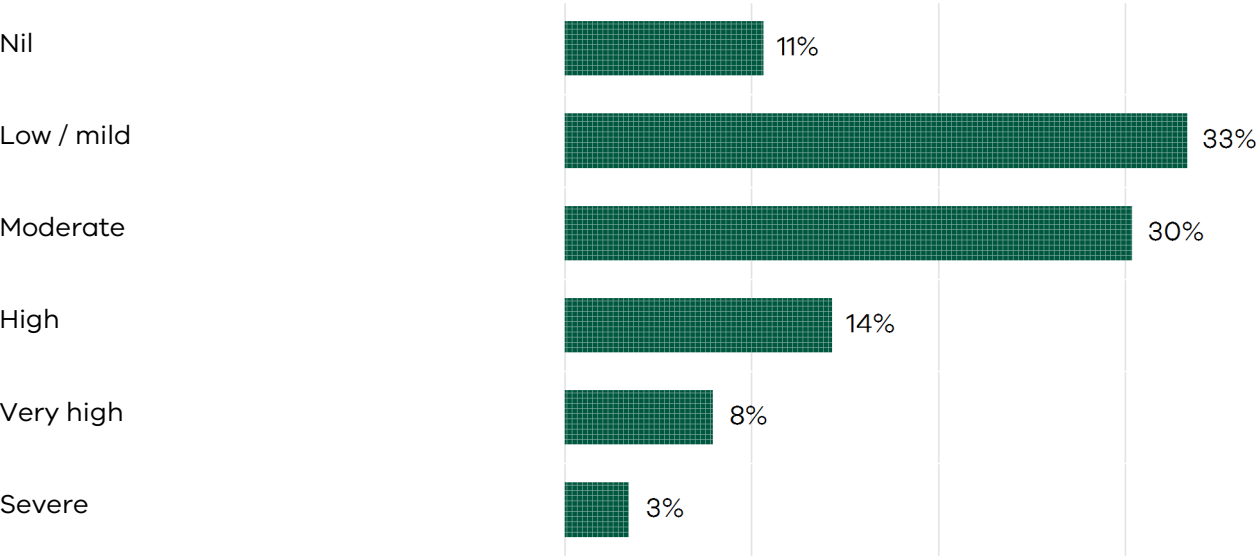
Reported levels of high to severe stress

2019		2021	
19%		**26%**	
Comparator	21%	Comparator	26%
Public Sector	22%	Public Sector	26%

People outcomes

Work-related stress causes

What this is

This is the main work-related causes of stress reported by staff.

Why this is important

Stress can negatively affect peoples health and wellbeing as well as their performance and behaviour.

How to read this

In the survey, we ask staff to tell us if they have experienced mild to severe stress at work, as shown in the visual above the table.

If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

In descending order, the table shows the top 10 causes.

Example

89% of your staff who did the survey said they experienced mild to severe stress.

Of that 89%, 56% said the top reason was 'Workload'.

	1636	195
	89%	11%

■ Experienced some work-related stress   ▦ Did not experience some work-related stress
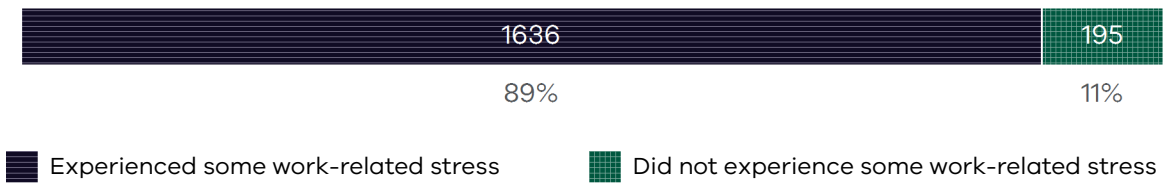
Of those that experienced work related stress it was from ...	You 2021	Comparator 2021	Public sector 2021
Workload	56%	55%	51%
Time pressure	42%	43%	42%
Dealing with clients, patients or stakeholders	16%	16%	14%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	15%	14%	12%
Other changes due to COVID-19	13%	19%	15%
Content, variety, or difficulty of work	12%	12%	12%
Management of work (e.g. supervision, training, information, support)	12%	13%	13%
Competing home and work responsibilities	11%	12%	12%
Incivility, bullying, harassment or discrimination	11%	8%	7%
Unclear job expectations	10%	8%	11%

People outcomes

Intention to stay

What this is

This is what your staff intend to do with their careers in the near future.

Why this is important

In the public sector, we want to attract, keep, motivate and engage staff.

How to read this

In the survey, we ask staff to tell us if they intend to leave their organisation, leave the sector or stay.

If they say they intend to leave, we ask them to tell us why they want to. They can select more than one reason.

In descending order, the table shows the top 10 reasons for leaving.

The bar in the top right may not add up to 100% as it doesn't include people who intend to retire, or those who answered 'don't know'.

Example

12% of your staff who did the survey said they intended to leave.

Of that 12%, 45% said it was from 'Limited recognition for doing a good job'.

What is your likely career plan for the next 2 years?

95	126	1338
5%	7%	73%

■ Leaving your organisation ■ Leaving the sector ■ Staying
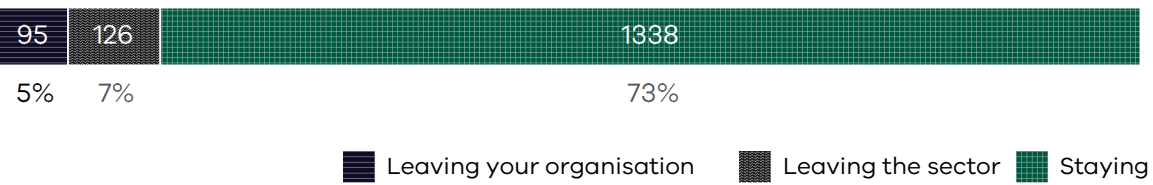
Of those who indicated they're leaving your organisation (including leaving the sector) it was for …	You 2021	Comparator 2021	Public sector 2021
Limited recognition for doing a good job	45%	38%	32%
Lack of confidence in senior leadership	39%	33%	34%
Limited future career opportunities at my organisation	39%	38%	42%
Opportunity to broaden experience	38%	38%	40%
Limited opportunities to gain further experience at my organisation	35%	31%	33%
Excessive workload	31%	28%	25%
Better remuneration	29%	23%	26%
Limited developmental/educational opportunities at my organisation	25%	25%	24%
Limited involvement in decisions affecting my job and career	25%	20%	20%
Opportunity to seek/take a promotion elsewhere	23%	30%	33%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Scorecard: emotional effects of work

What this is

This is the level of positive and negative feelings experienced by staff in the 3 months before the survey.

Why this is important

Positive feelings can lead to higher wellbeing and job satisfaction and a lower chance of burnout.

How to read this

Each label represents a question in the survey about emotional effects of work.

Each result is the percentage of staff who said they often, very often or always felt happy, enthusiastic, worried or miserable in the past 3 months.

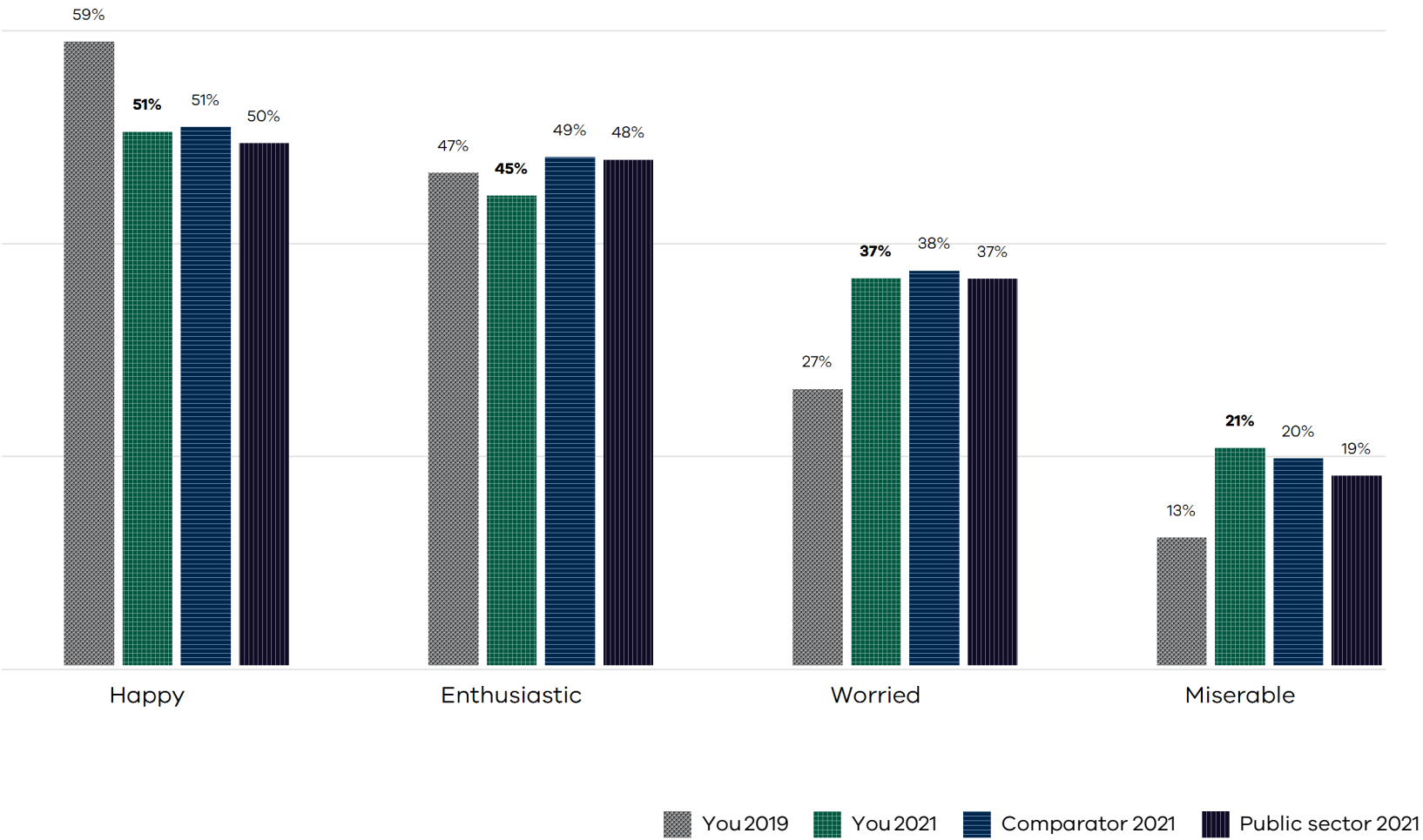You can compare these with your comparator and the public sector.

Example

In 2021:

- 51% of your staff who did the survey said work made them feel happy in 2021, which is down from 59% in 2019

Compared to:

- 51% of staff at your comparator and 50% of staff across the public sector.

Thinking about the last three months, how often has work made you feel ...

Legend: You 2019 | You 2021 | Comparator 2021 | Public sector 2021

	Happy	Enthusiastic	Worried	Miserable
You 2019	59%	47%	27%	13%
You 2021	51%	45%	37%	21%
Comparator 2021	51%	49%	38%	20%
Public sector 2021	50%	48%	37%	19%

People outcomes

Scorecard: negative behaviours

What this is

This is how many staff have experienced negative behaviours at work in the past 12 months.

Why this is important

Negative behaviours can be detrimental to health and wellbeing as well as performance and behaviour.

How to read this

Each label represents a question in the survey about negative behaviour.

Each result is the percentage of staff who said they experienced bullying, sexual harassment, discrimination or violence and aggression in the past 12 months.

You can compare these with your comparator and the public sector.
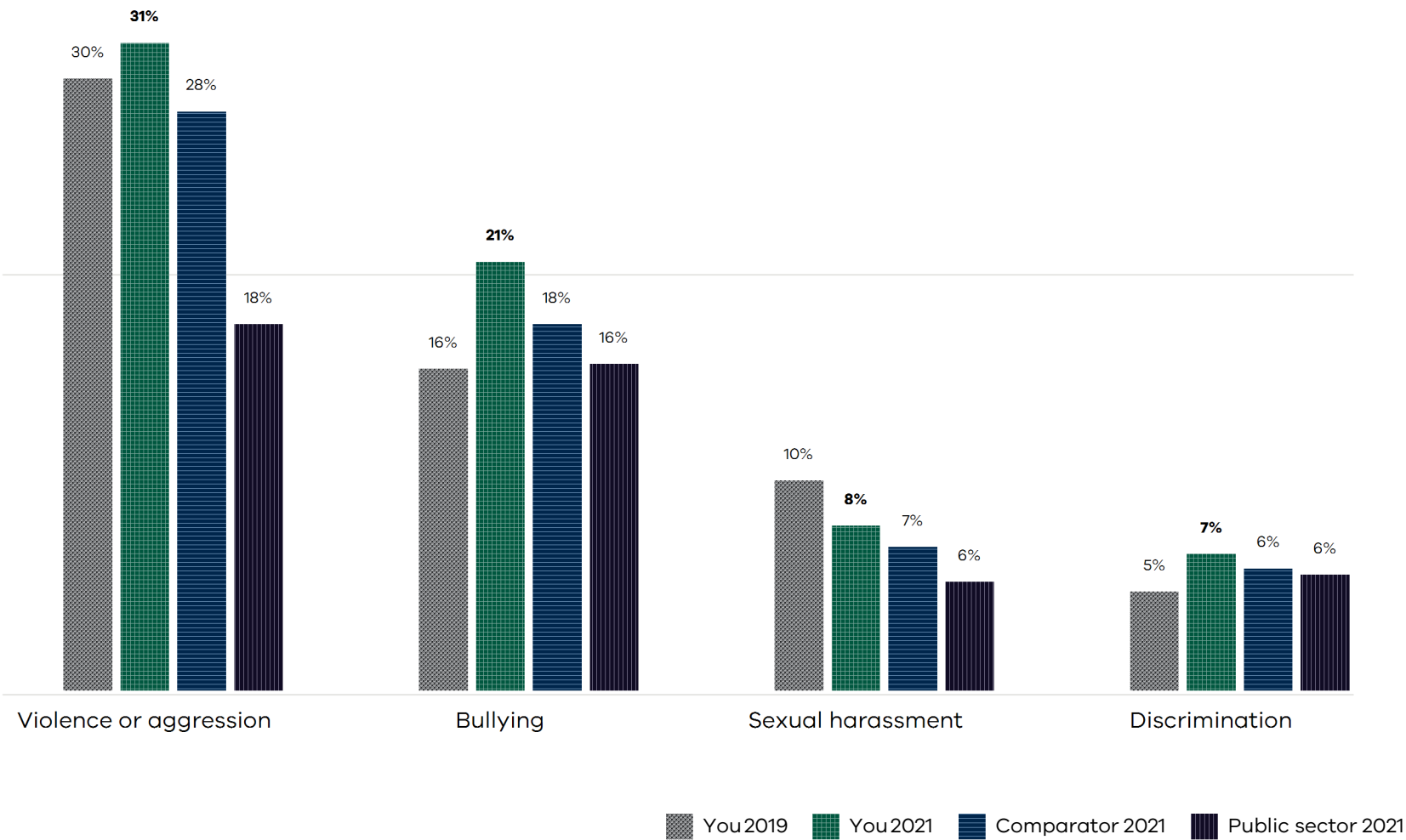
Example

In 2021:

- 31% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months which is up from 30% in 2019.

Compared to:

- 28% of staff at your comparator and 18% of staff across the public sector.

Legend: ▨ You 2019 ▧ You 2021 ▧ Comparator 2021 ▧ Public sector 2021

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Bullying

What this is

This is repeated unreasonable behaviour directed at an employee that creates a risk to their health and safety.

Why this is important

Bullying can have an immediate and long-term negative impact on those involved, including those who witness bullying.

How to read this

In the survey, we asked staff to tell us if they'd experienced bullying at work.

If they did, they could tell us with one or more answers what they experienced.

In descending order, the table shows the answers.

Example

21% of your staff who did the survey said they experienced bullying.

Of that 21%, 70% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

Have you experienced bullying at work in the last 12 months?

381	1332	118
21%	73%	6%

■ Experienced bullying   ■ Did not experience bullying   ■ Not sure
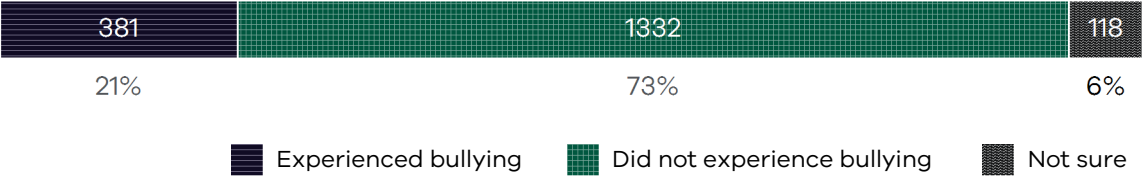
If you experienced bullying, what type of bullying did you experience?	You 2021	Comparator 2021	Public sector 2021
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	70%	70%	69%
Exclusion or isolation	45%	39%	42%
Intimidation and/or threats	32%	33%	32%
Withholding essential information for me to do my job	28%	23%	27%
Verbal abuse	23%	22%	20%
Other	14%	15%	15%
Being assigned meaningless tasks unrelated to the job	12%	13%	13%
Being given impossible assignment(s)	8%	8%	9%
Interference with my personal property and/or work equipment	3%	4%	4%

People outcomes

Telling someone about the bullying

What this is

This is if staff told someone when they experienced bullying.

Why this is important

By understanding how staff report bullying, organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced bullying at work.

If they did, they could tell us with one or more answers who they told about it.

In descending order, the table shows the answers.

Example

21% of your staff who did the survey said they experienced bullying, of which

- 49% said the top way they reported the bullying was 'Told a colleague'.
- 86% said they didn't submit a formal complaint.

Have you experienced bullying at work in the last 12 months?

381	1332	118
21%	73%	6%

■ Experienced bullying   ■ Did not experience bullying   ■ Not sure
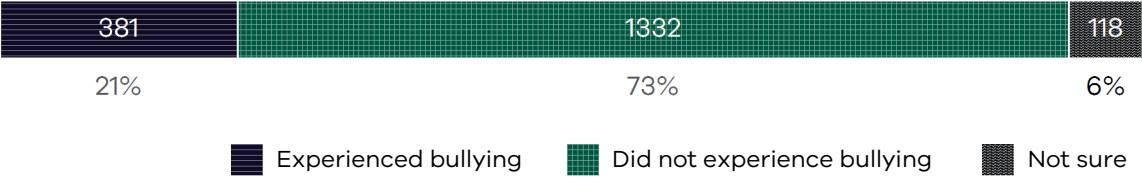
Did you tell anyone about the bullying?	You 2019	You 2021	Comparator 2021	Public sector 2021
Told a colleague	42%	49%	42%	42%
Told a manager	47%	47%	45%	47%
Told a friend or family member	34%	33%	35%	34%
Told the person the behaviour was not OK	0%	18%	16%	17%
Submitted a formal complaint	11%	14%	12%	12%
Told someone else	12%	13%	11%	12%
Told Human Resources	9%	12%	12%	12%
I did not tell anyone about the bullying	11%	8%	13%	12%
Told employee assistance program (EAP) or peer support	0%	3%	8%	9%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Bullying - reasons for not submitting a formal complaint

What this is

This is why staff who experienced bullying chose not to submit a formal complaint.

Why this is important

By understanding this, organisations can plan how to support staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

86% of your staff who experienced bullying did not submit a formal complaint, of which:

- 54% said the top reason was 'I didn't think it would make a difference'.
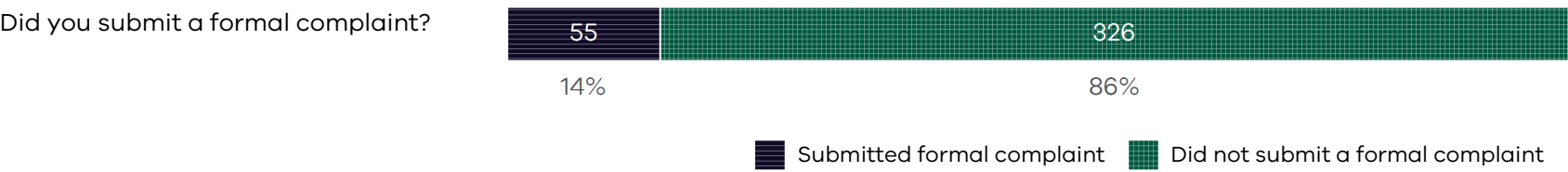
Did you submit a formal complaint?

55	326
14%	86%

■ Submitted formal complaint   ■ Did not submit a formal complaint

Please tell us why you did not submit a formal complaint?	You 2019	You 2021	Comparator 2021	Public sector 2021
I didn't think it would make a difference	56%	54%	51%	50%
I believed there would be negative consequences for my reputation	44%	53%	51%	53%
I believed there would be negative consequences for my career	31%	33%	38%	40%
I didn't feel safe to report the incident	0%	20%	19%	19%
I didn't think it was serious enough	0%	15%	18%	16%
I thought the complaint process would be embarrassing or difficult	0%	11%	15%	14%
I didn't need to because I made the bullying stop	9%	10%	6%	7%
Other	19%	8%	12%	12%
I believed there would be negative consequences for the person I was going to complain about	7%	7%	11%	10%
I didn't know who to talk to	0%	7%	6%	5%

People outcomes

Perpetrators of bullying

What this is

This is who staff have said are responsible for bullying.

Why this is important

Understanding where bullying happens means organisations can work out what action to take.

How to read this

In this year's survey, 21% of your staff said they experienced bullying.

If they did, they could tell us with one or more answers who the perpetrator was.

In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

21% of your staff who did the survey said they experienced bullying.

Of that 21%, 56% said it was by 'Colleague'.

381 people (21% of staff) experienced bullying (You 2021)

Perpetrator	Percentage
Colleague	56%
My immediate manager or supervisor	36%
A more senior manager than my manager	22%
Group of colleagues	19%
Client/ customer/ patient/ stakeholder	9%
Someone I supervise or manage	5%
Member of the public	3%
A volunteer with my organisation	0%
Member of your household	0%
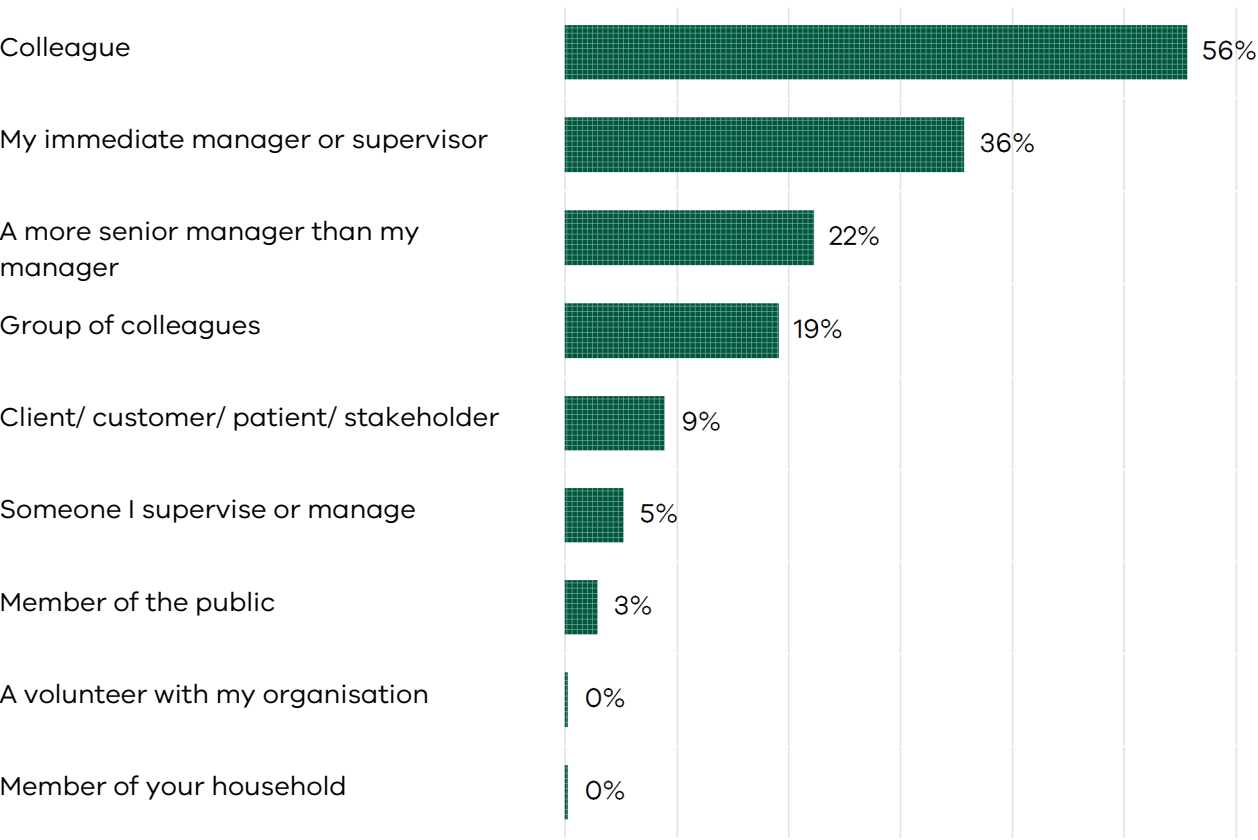
People outcomes

Frequency of bullying

What this is

This is how often staff experienced bullying.

Why this is important

Understanding how often bullying happens means organisations can work out what action to take.

How to read this

In this year's survey, 21% of your staff said they experienced bullying.

If they did, they could tell us how often they experienced this behaviour.

Example

21% of your staff who did the survey said they experienced bullying.

Of that 21%, 8% said it was 'At least once a day'.

How often have you experienced bullying? (You 2021)

Category	Percentage
At least once a day	8%
Once every few days	18%
Once a week	20%
Once a month	19%
Less than once a month	35%
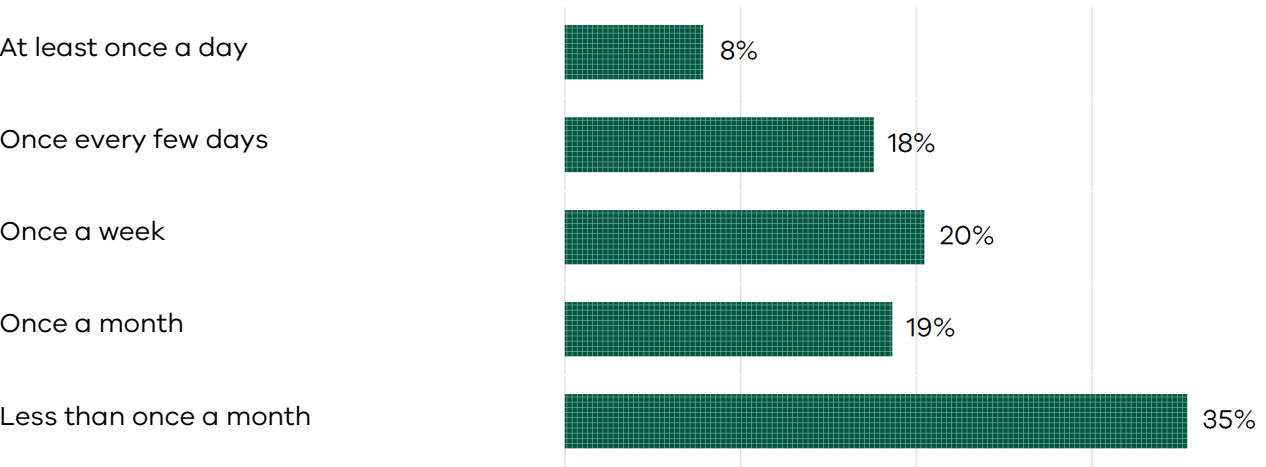
People outcomes

Sexual harassment

What this is

This is non-consensual or unwelcome sexual behaviour that could cause an employee to feel offended, humiliated or intimidated.

Why this is important

Sexual harassment can have an immediate and long-term negative impact on those involved, including those who witness sexual harassment.

How to read this

In the survey, we asked staff to tell us if they'd experienced sexual harassment at work.

If they did, they could tell us with one or more answers what they experienced.

In descending order, the table shows the top 10 answers.

Example

8% of your staff who did the survey said they experienced sexual harassment.

Of those, 58% said the top type was 'Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)'.

Have you experienced sexual harassment at work in the last 12 months?

151	1680
8%	92%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
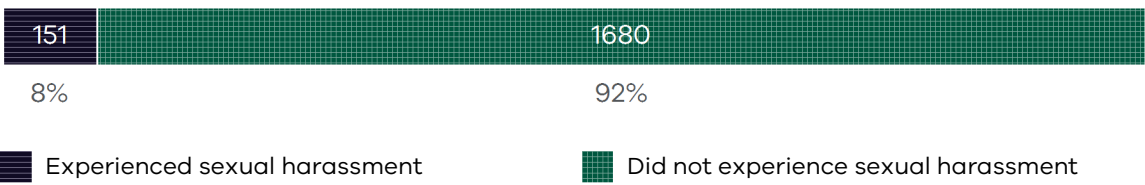
Behaviours reported	You 2019	You 2021	Comparator 2021	Public sector 2021
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	48%	58%	53%	54%
Intrusive questions about your private life or comments about your physical appearance	56%	53%	51%	50%
Inappropriate physical contact (including momentary or brief physical contact)	16%	24%	23%	17%
Inappropriate staring or leering that made you feel intimidated	20%	19%	18%	15%
Unwelcome touching, hugging, cornering or kissing	18%	18%	17%	14%
Any other unwelcome conduct of a sexual nature	6%	7%	6%	7%
Sexual gestures, indecent exposure or inappropriate display of the body	6%	6%	9%	6%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	1%	2%	2%	3%
Repeated or inappropriate invitations to go out on dates	2%	1%	4%	3%
Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc)	1%	1%	1%	1%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Response to sexual harassment

What this is

This is how staff responded when they experienced sexual harassment.

Why this is important

How staff respond when they experience sexual harassment may help organisations work out what action they need to take.

How to read this

In the survey, we asked staff to tell us if they'd experienced sexual harassment at work.

If they did, they could tell us with one or more answers how they responded.

In descending order, the table shows the top 10 responses.

Example

8% of your staff who did the survey said they experienced sexual harassment.

Of those, 45% said their top response was 'Pretended it didn't bother you'.

Have you experienced sexual harassment at work in the last 12 months?

151	1680
8%	92%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
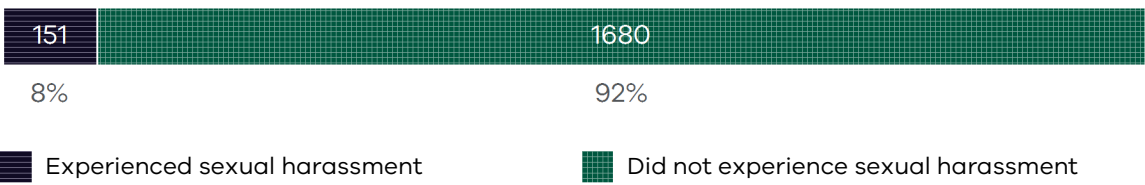
When the harassment happened to you, did you respond in any of the following ways?	You 2019	You 2021	Comparator 2021	Public sector 2021
Pretended it didn't bother you	44%	45%	43%	45%
Tried to laugh it off or forget about it	39%	42%	40%	41%
Avoided the person(s) by staying away from them	40%	36%	39%	36%
Told a colleague	28%	34%	33%	29%
Told the person the behaviour was not OK	34%	34%	38%	31%
Told a friend or family member	17%	25%	22%	21%
Told a manager	20%	21%	22%	20%
Avoided locations where the behaviour might occur	18%	15%	14%	13%
Took time off work	2%	7%	4%	5%
Submitted a formal complaint	7%	5%	5%	5%

People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What this is

This is why staff who experienced sexual harassment chose not to submit a formal complaint.

Why this is important

By understanding this, organisations can work out what action to take.

How to read this

In the survey, we asked staff to tell us if they'd experienced sexual harassment at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

95% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 50% said the top reason was 'I didn't think it was serious enough'.
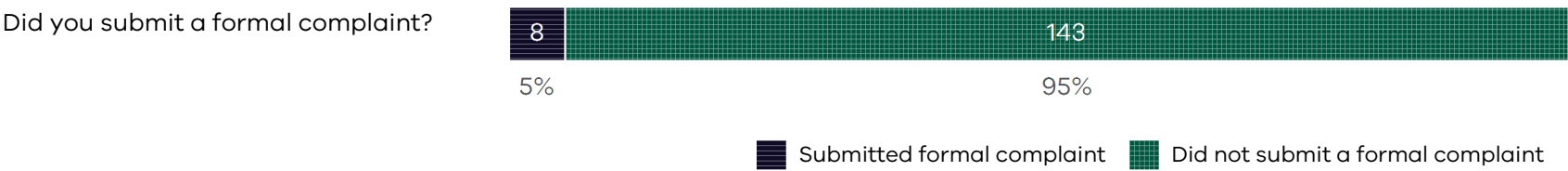
Did you submit a formal complaint?

8	143
5%	95%

■ Submitted formal complaint   ■ Did not submit a formal complaint

Please tell us why you did not submit a formal complaint?	You 2019	You 2021	Comparator 2021	Public sector 2021
I didn't think it was serious enough	0%	50%	49%	45%
I didn't think it would make a difference	54%	45%	38%	39%
I believed there would be negative consequences for my reputation	23%	29%	25%	33%
I believed there would be negative consequences for my career	13%	16%	15%	21%
I believed there would be negative consequences for the person I was going to complain about	11%	13%	11%	13%
Other	16%	12%	12%	7%
I didn't need to because I no longer had contact with the person(s) who harassed me	19%	10%	11%	9%
I thought the complaint process would be embarrassing or difficult	0%	10%	10%	11%
I didn't feel safe to report the incident	0%	9%	6%	8%
I didn't know who to talk to	0%	7%	4%	4%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of sexual harassment

What this is

This is who staff have said are responsible for sexual harassment.

Why this is important

Understanding where harassment happens means organisations can work out what action to take.

How to read this

In this year's survey, 8% of your staff said they experienced sexual harassment.

If they did, they could tell us with one or more answers who the perpetrator was.

In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

8% of your staff who did the survey said they experienced sexual harassment.

Of that 8%, 46% said it was by 'Client/customer/patient/stakeholder'.

151 people (8% of staff) experienced sexual harassment (You2021)

Perpetrator	%
Client/customer/patient/stakeholder	46%
Colleague	45%
Group of colleagues	10%
Member of the public	9%
My immediate manager or supervisor	8%
A more senior manager than my manager	5%
A volunteer with my organisation	1%
Member of your household	0%
Someone I supervise or manage	0%
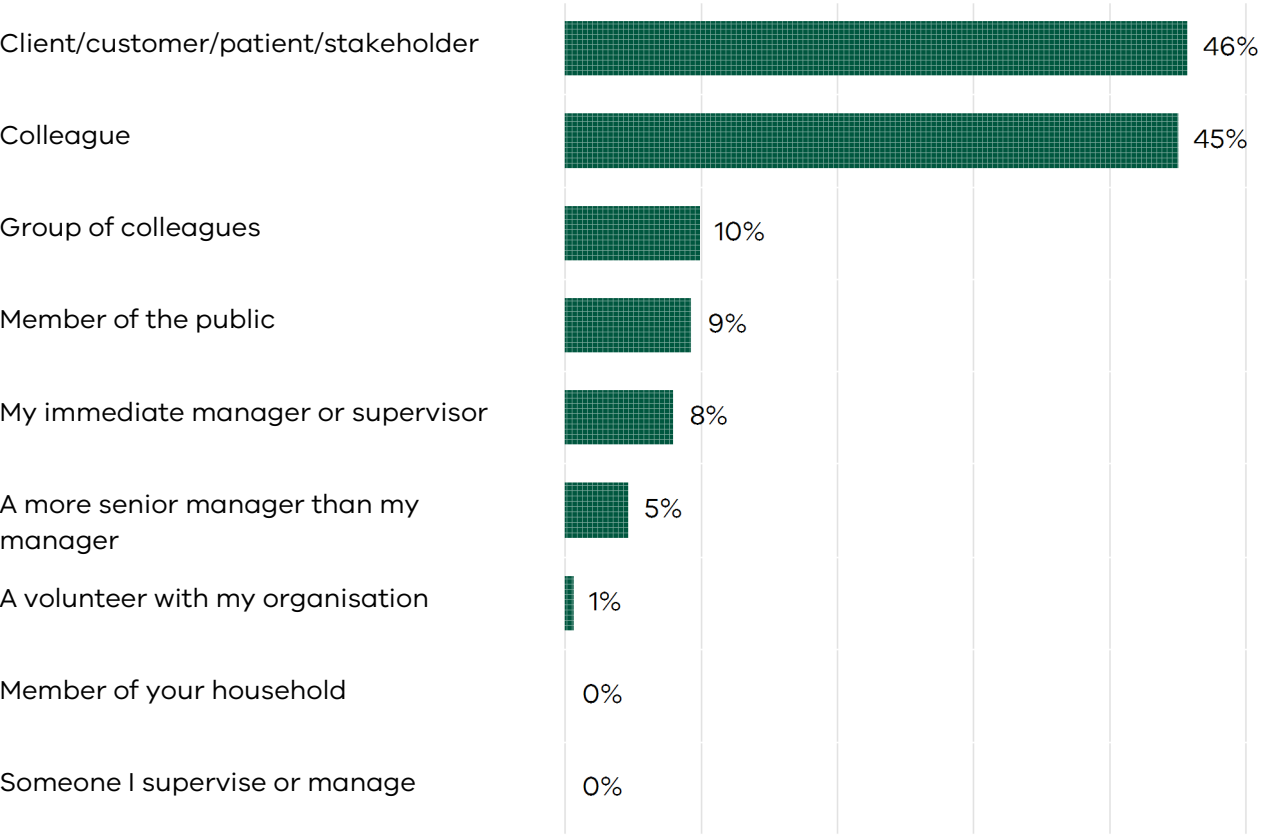
People outcomes

Frequency of sexual harassment

What this is

This is how often staff experienced sexual harassment.

Why this is important

Understanding the frequency staff experienced sexual harassment may help organisations work out what action to take.

How to read this

In this year's survey, 8% of your staff said they experienced sexual harassment.

If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

Example

8% of your staff who did the survey said they experienced sexual harassment.

Of that 8%, 1% said it was 'At least once a day'.

How often have you experienced the behaviour(s)? (You2021)

Frequency	%
At least once a day	1%
Once every few days	7%
Once a week	17%
Once a month	26%
Less than once a month	49%
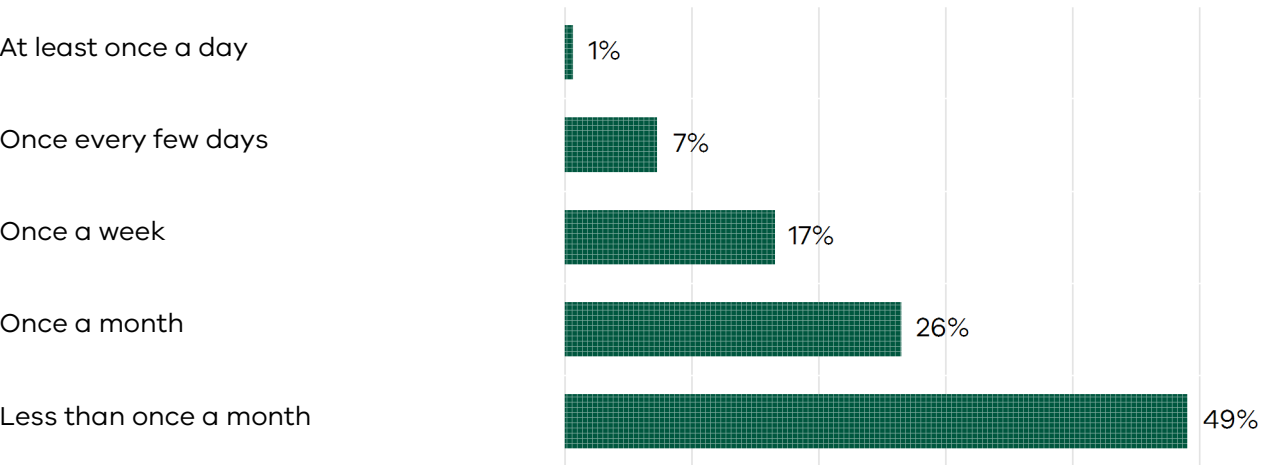
People outcomes

Discrimination

What this is

Discrimination is when a person treats, or proposes to treat, a person unfavourably because of their personal characteristics, such as their age or gender, or other attributes.

Why this is important

Staff expect to have a safe and inclusive working environment to work in that is free of discrimination.

How to read this

In the survey, we asked staff to tell us if they'd experienced discrimination.

If they did, they could tell us with one or more answers what attributes the discrimination was based on.

In descending order, the table shows the top 10 answers.

Example

7% of your staff who did the survey said they experienced discrimination.

Of that 7%, 28% said it was 'Employment activity'.

Have you experienced discrimination at work?

126	1546	159
7%	84%	9%

■ Experienced discrimination ▨ Did not experience discrimination ▨ Not sure

If you experienced discrimination, which attributes was this based on?	You 2019	You 2021	Comparator 2021	Public sector 2021
Employment activity	41%	28%	31%	27%
Age	22%	25%	23%	26%
Race	9%	15%	26%	17%
Parent or carer status (including pregnancy and breastfeeding)	0%	12%	15%	15%
Disability	0%	10%	7%	8%
Sex	8%	10%	10%	17%
Gender identity	0%	8%	6%	9%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Type of discrimination

What this is

This is what types of discrimination staff report experiencing in their organisation.

Why this is important

Understanding what types of discrimination happen means an organisation can work out what action to take.

How to read this

In the survey, we asked staff to tell us if they'd experienced discrimination.

If they did, they could tell us with one or more answers what they experienced.

In descending order, the table shows the top 10 types.

Example

7% of your staff who did the survey said they experienced discrimination.

Of that 7%, 47% said it was 'Other'.

Have you experienced discrimination at work in the last 12 months?

126	1546	159
7%	84%	9%

■ Experienced discrimination　▦ Did not experience discrimination　▩ Not sure

If you experienced discrimination, what type of discrimination did you experience?	You 2019	You 2021	Comparator 2021	Public sector 2021
Other	63%	47%	40%	38%
Denied flexible work arrangements or other adjustments	0%	25%	27%	21%
Opportunities for promotion	23%	23%	34%	37%
Opportunities for training	17%	18%	24%	24%
Employment security - threats of dismissal or termination	10%	15%	12%	11%
Pay or conditions offered by employer	12%	13%	8%	9%
Opportunities for transfer/secondment	6%	11%	11%	19%
Access to leave	14%	9%	9%	8%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Telling someone about the discrimination

What this is

This is who staff told about the discrimination they experienced.

Why this is important

Understanding who staff tell about their discrimination can inform how organisations can support staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced discrimination.

If they did, they could tell us with one or more answers who they told.

In descending order, the table shows the answers.

Example

7% of your staff who did the survey said they experienced discrimination, of which

- 44% said the top way they reported the discrimination was 'Told a colleague'.
- 91% said they didn't submit a formal complaint.

Have you experienced discrimination at work in the last 12 months?

126	1546	159
7%	84%	9%

■ Experienced discrimination ■ Did not experience discrimination ■ Not sure
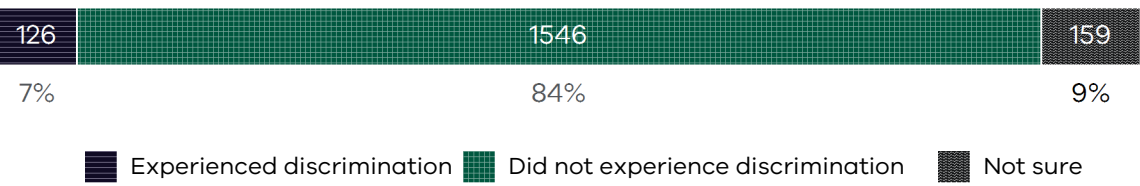
Did you tell anyone about the discrimination?	You 2019	You 2021	Comparator 2021	Public sector 2021
Told a colleague	45%	44%	39%	38%
Told a friend or family member	41%	37%	34%	32%
Told a manager	39%	29%	26%	28%
I did not tell anyone about the discrimination	13%	15%	23%	24%
Told the person the behaviour was not OK	0%	15%	10%	9%
Told someone else	17%	13%	14%	14%
Told Human Resources	10%	10%	10%	10%
Submitted a formal complaint	6%	9%	9%	8%
Told employee assistance program (EAP) or peer support	0%	6%	7%	8%

People outcomes

Discrimination - reasons for not submitting a formal complaint

What this is

This is why staff who experienced discrimination chose not to submit a formal complaint.

Why this is important

By understanding this, organisations can work out what action to take.

How to read this

In the survey, we asked staff to tell us if they'd experienced discrimination at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

91% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 70% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?

11	115
9%	91%

■ Submitted formal complaint ■ Did not submit a formal complaint
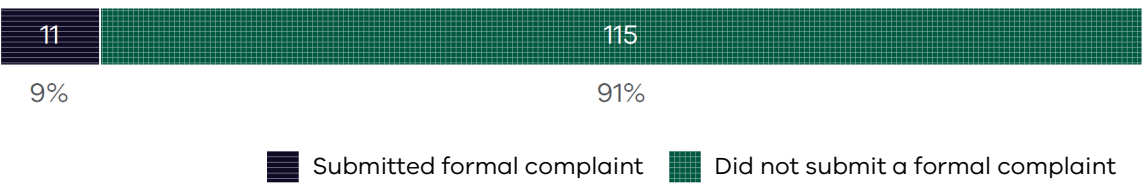
Please tell us why you did not submit a formal complaint?	You 2019	You 2021	Comparator 2021	Public sector 2021
I didn't think it would make a difference	58%	70%	58%	57%
I believed there would be negative consequences for my reputation	53%	50%	54%	56%
I believed there would be negative consequences for my career	47%	46%	50%	54%
I didn't feel safe to report the incident	0%	19%	22%	19%
I didn't think it was serious enough	0%	18%	13%	12%
I believed there would be negative consequences for the person I was going to complain about	9%	14%	11%	9%
Other	16%	11%	9%	10%
I didn't know who to talk to	0%	8%	6%	6%
I thought the complaint process would be embarrassing or difficult	0%	7%	14%	13%
I didn't know how to make a complaint	0%	6%	4%	5%

People outcomes

Frequency of discrimination

What this is

This is how often staff experienced discrimination.

Why this is important

Understanding the frequency staff experienced discrimination may help organisations work out what action to take.

How to read this

In this year's survey, 7% of your staff said they experienced discrimination.

If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing discrimination.

Example

7% of your staff who did the survey said they experienced discrimination.

Of that 7%, 5% said it was 'At least once a day'.

How often have you experienced the behaviour(s)? (You2021)

Frequency	Percentage
At least once a day	5%
Once every few days	13%
Once a week	15%
Once a month	28%
Less than once a month	39%
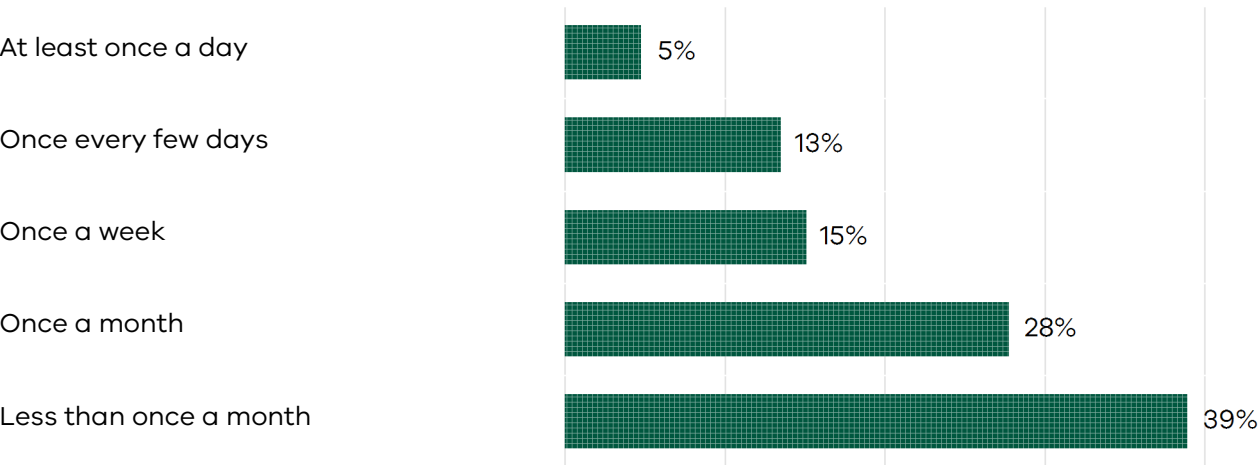
Negative behaviour

Violence and aggression

What this is

This is when staff are abused, threatened or assaulted in a situation related to their work.

Why this is important

Violence and aggression can have an immediate and long-term negative impact of those involved, including those who witness violence and aggression.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression.

If they did, they could tell us with one or more answers what they experienced.

In descending order, the table shows the answers.

Example

31% of your staff who did the survey said they experienced violence or aggression.

Of that 31%, 87% said it was from 'Abusive language'.

Have you experienced violence or aggression at work in the last 12 months?

572	1194	65
31%	65%	4%

■ Experienced violence or aggression   ▧ Did not experience violence or aggression   ▨ Not sure
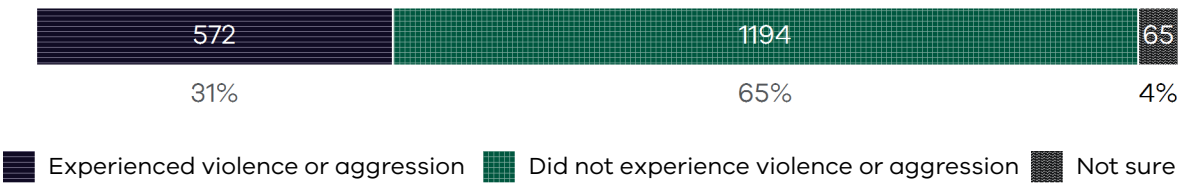
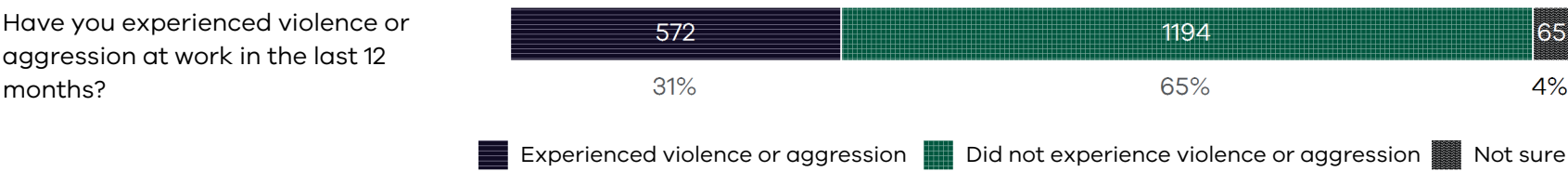| If you experienced violence or aggression, what type did you experience?	You 2021	Comparator 2021	Public sector 2021
Abusive language	87%	85%	81%
Intimidating behaviour	68%	70%	69%
Threats of violence	38%	41%	39%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	29%	34%	28%
Damage to my property or work equipment	8%	11%	7%
Other	5%	3%	12%
Stalking, including cyber-stalking	1%	1%	1%

Negative behaviour

Telling someone about violence and aggression

What this is

This is who staff told about what violence and aggression they experienced.

Why this is important

Understanding this means organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression.

If they did, they could tell us with one or more answers who they told.

In descending order, the table shows the answers.

Example

31% of your staff who did the survey said they experienced violence or aggression, fo which

- 53% said the top way they reported the violence or agression was 'Told a manager'
- 60% said they didn't submit a formal incident report.

Have you experienced violence or aggression at work in the last 12 months?

572	1194	65
31%	65%	4%

■ Experienced violence or aggression ■ Did not experience violence or aggression ■ Not sure

Did you tell anyone about the incident?	You 2021	Comparator 2021	Public sector 2021
Told a manager	53%	53%	52%
Told a colleague	51%	50%	46%
Submitted a formal incident report	40%	35%	32%
Told the person the behaviour was not OK	38%	38%	33%
Told a friend or family member	19%	21%	20%
Told someone else	6%	6%	6%
I did not tell anyone about the incident(s)	5%	7%	8%
Told Human Resources	3%	3%	4%
Told employee assistance program (EAP) or peer support	2%	2%	3%

Negative behaviour

Violence and aggression - reasons for not submitting a formal incident report

What this is

This is why staff who experienced violence or aggression chose not to submit a formal incident report.

Why this is important

By understanding this, organisations can work out what action to take.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression at work. We then asked them if they submitted a formal incident report. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

60% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 41% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal incident report?

228	344
40%	60%

■ Submitted formal incident report   ■ Did not submit a formal incident report

Please tell us why you did not submit a formal incident report?	You 2019	You 2021	Comparator 2021	Public sector 2021
I didn't think it would make a difference	48%	41%	39%	39%
I didn't think it was serious enough	0%	33%	36%	33%
Other	44%	24%	24%	12%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	0%	16%	16%	15%
I didn't need to because I made the violence or aggression stop	0%	14%	16%	16%
I believed there would be negative consequences for my reputation	8%	9%	10%	16%
I thought the complaint process would be embarrassing or difficult	0%	4%	3%	4%
I believed there would be negative consequences for my career	4%	4%	8%	12%
I didn't feel safe to report the incident	0%	3%	4%	5%
I was advised not to	0%	2%	3%	3%

Negative behaviour

Perpetrators of violence and aggression

What this is

This is who staff have said are responsible for violence and aggression.

Why this is important

Understanding this means organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression.

If they did, they could tell us with one or more answers who the perpetrator was.

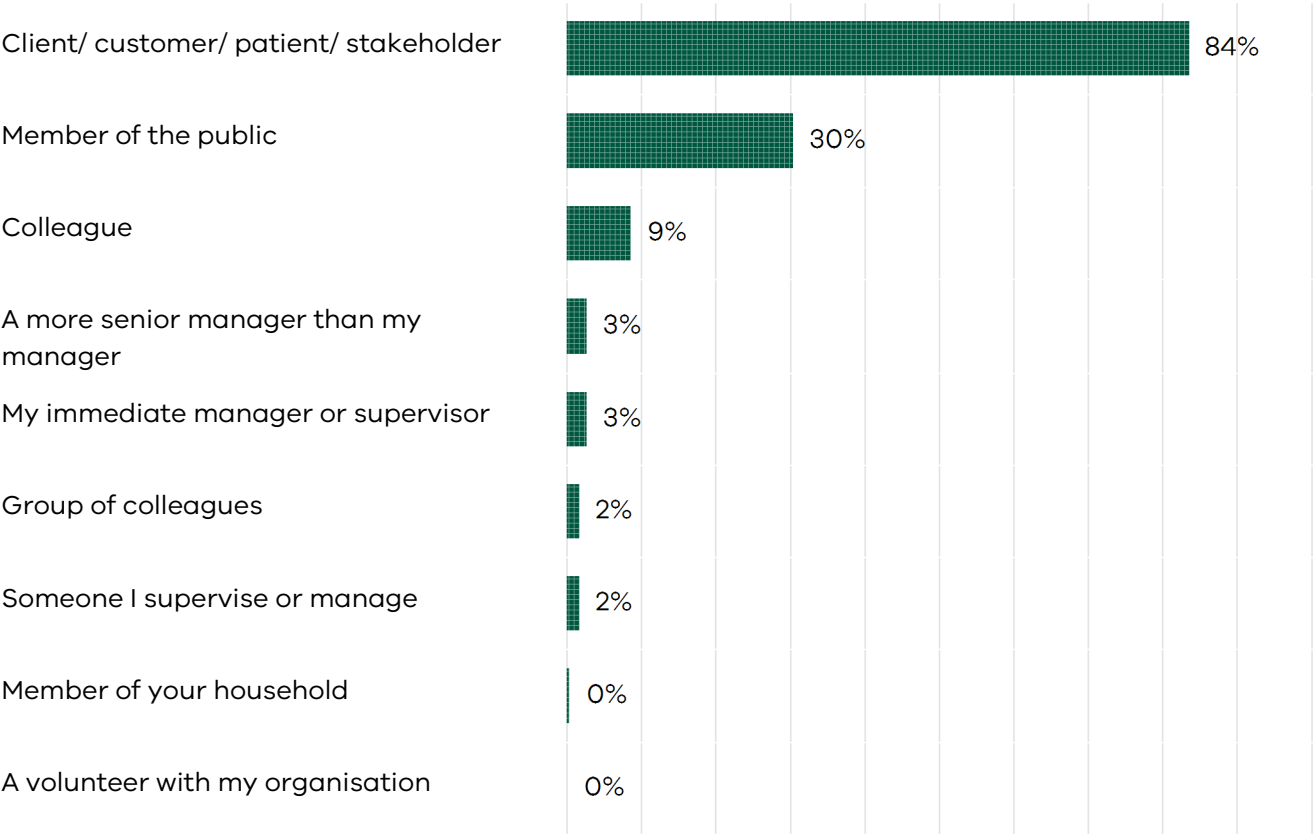In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or a group of perpetrators.

Example

31% of your staff who did the survey said they experienced violence or aggression.

Of that 31%, 84% said it was 'Client/ customer/ patient/ stakeholder'.

572 people (31% of staff) experienced violence or aggression (You2021)

Perpetrator	Percentage
Client/ customer/ patient/ stakeholder	84%
Member of the public	30%
Colleague	9%
A more senior manager than my manager	3%
My immediate manager or supervisor	3%
Group of colleagues	2%
Someone I supervise or manage	2%
Member of your household	0%
A volunteer with my organisation	0%

Negative behaviour

Frequency of violence and aggression

What this is

This is how often staff experienced violence or aggression.

Why this is important

Understanding the frequency staff experienced violence or aggression may help organisations work out what action to take.
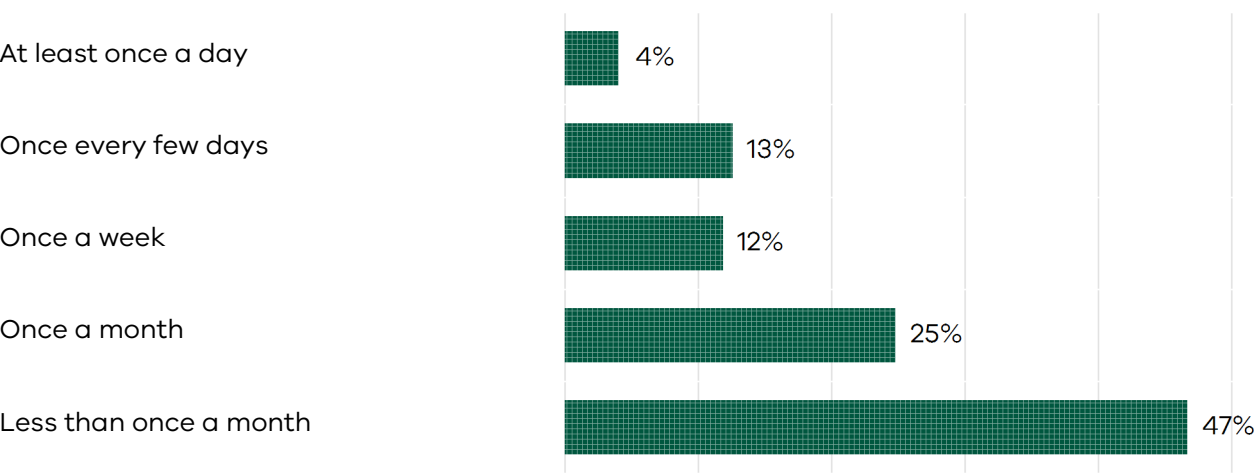
How to read this

In this year's survey, 31% of your staff said they experienced violence or aggression.

If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing violence or aggression.

Example

31% of your staff who did the survey said they experienced violence or aggression.

Of that 31%, 4% said it was by 'At least once a day'.

How often have you experienced the behaviour(s)? (You2021)

Category	Percentage
At least once a day	4%
Once every few days	13%
Once a week	12%
Once a month	25%
Less than once a month	47%

Negative behaviour

Witnessing negative behaviours

What this is

This is where staff witnessed people acting in a negative way against a colleague.

Why this is important

Witnessing negative behaviour can still have a negative impact on the person, as it does on the victim.

How to read this

In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.

They could tell us with one or more answers if they witnessed negative behaviour and what type they witnessed.

In descending order, the table shows the answers.

Example

33% of your staff who did the survey said they witnessed some negative behaviour at work.

67% said they witnessed No, I have not witnessed any of the situations above'.

Have you witnessed any negative behaviour at work in the last 12 months?

599	1232
33%	67%

▨ Witnessed some negative behaviour ▨ Did not witness some negative behaviour

During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2019	You 2021	Comparator 2021	Public sector 2021
No, I have not witnessed any of the situations above	66%	67%	71%	77%
Bullying of a colleague	20%	22%	19%	16%
Discrimination against a colleague	8%	12%	9%	8%
Violence or aggression against a colleague	15%	10%	10%	6%
Sexual harassment of a colleague	1%	1%	2%	1%

Negative behaviour

Taking action when witnessing negative behaviours

What this is

This is what your staff did when they witnessed negative behaviour at work.

Why this is important

What staff do when they witness negative behaviour may help organisations understand what support their staff need.
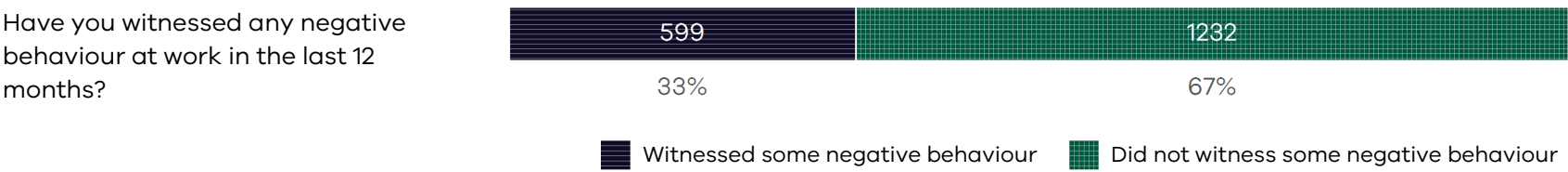
How to read this

In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.

If they did, they could tell us with one or more answers what action they took.

The table shows the answers in descending order.

Example

33% of your staff who did the survey witnessed negative behaviour, of which:

- 75% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 6% took no action.

Have you witnessed any negative behaviour at work in the last 12 months?

599	1232
33%	67%

■ Witnessed some negative behaviour ▦ Did not witness some negative behaviour

When you witnessed the above behaviour(s), did you do any of the following?	You 2021	Comparator 2021	Public sector 2021
Spoke to the person who experienced the behaviour	75%	73%	72%
Told a manager	38%	37%	37%
Told the person the behaviour was not OK	31%	28%	25%
Spoke to the person who behaved in a negative way	25%	25%	22%
Told a colleague	21%	22%	21%
Submitted a formal complaint	8%	7%	6%
Took no action	6%	8%	7%
Other	4%	7%	7%
Told Human Resources	3%	5%	6%

People outcomes

Negative behaviour — satisfaction with making a formal complaint

What this is

This is how satisfied a staff member was with how your organisation managed their complaint.

Why this is important

When staff submit a formal complaint for negative behaviours, they should feel your organisation will manage it effectively and professionally.

How to read this

Under 'Your results', see results for each question in descending order by yes.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
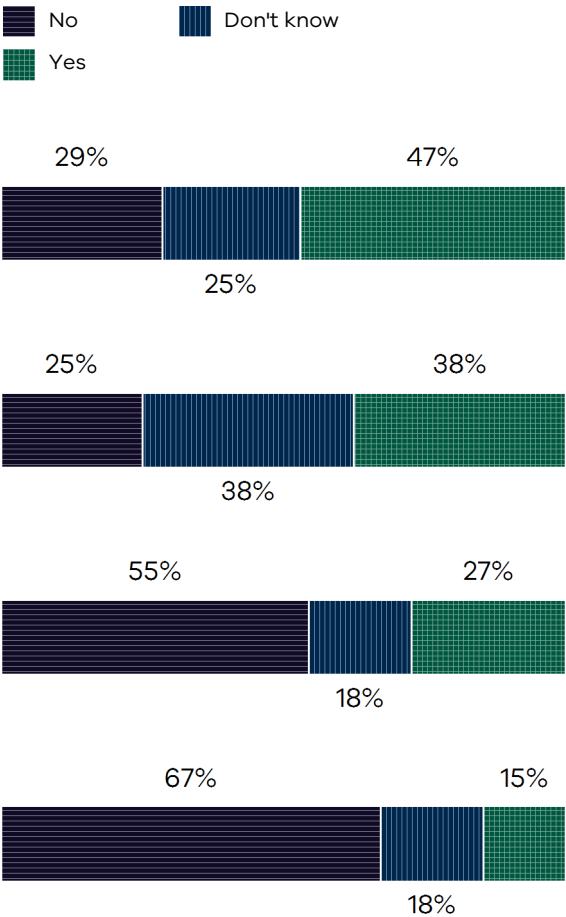
Example

47% of staff who did the survey were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Survey question

Were you satisfied with the way your formal complaint was handled

Legend: No | Don't know | Yes

Your results

Violence or aggression

29% — 47%
25%

Sexual harassment

25% — 38%
38%

Discrimination

55% — 27%
18%

Bullying

67% — 15%
18%

Benchmark satisfied results

Survey question	You		Comparator		
	2019	2021	Lowest	Average	Highest
Violence or aggression	53 %	47 %	27 %	56 %	100 %
Sexual harassment	53 %	38 %	25 %	46 %	86 %
Discrimination	13 %	27 %	0 %	15 %	50 %
Bullying	30 %	15 %	0 %	25 %	100 %

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2021

Have your say

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions

- Questions requested by your organisation

Demographics

- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Key differences

Highest scoring questions

What this is

These are the questions your organisation had the highest agreement or satisfaction with in 2021.

How to read this

Use this data to see where your organisation has the highest agreement or satisfaction with questions from the 2021 survey.

In this table, your score for this year is shown in the 'you 2021 column'.

You can also compare your 2021 scores against your 2019 scores and your 2021 comparator group.

Example

On the first row 'Job enrichment', the 'You 2021' column shows 90% of your staff agreed with 'I understand how my job contributes to my organisation's purpose'. In the 'Change from 2019' column, you have a 3% decrease, which is a negative trend.

Question group	Highest scoring questions	You 2021	Change from 2019	Comparator 2021
Job enrichment	I understand how my job contributes to my organisation's purpose	90%	-3%	91%
Workgroup support	I am able to work effectively with others outside my immediate workgroup	89%	Not asked in 2019	90%
Workgroup support	I am able to work effectively with others in my workgroup	88%	Not asked in 2019	90%
Meaningful work	I feel that I can make a worthwhile contribution at work	88%	Not asked in 2019	88%
Quality service delivery	My workgroup strives to provide high quality advice and services	86%	-6%	88%
Quality service delivery	My workgroup strives to deliver services in a timely manner	85%	-6%	88%
Quality service delivery	My workgroup values human rights	84%	-4%	86%
Meaningful work	I am achieving something important through my work	84%	Not asked in 2019	85%
Job enrichment	I clearly understand what I am expected to do in this job	83%	-7%	85%
Job enrichment	My job allows me to utilise my skills, knowledge and abilities	82%	-4%	84%

Victorian Public Sector Commission

VICTORIA State Government

Key differences

Lowest scoring questions

What this is

These are the questions your organisation had the lowest agreement or satisfaction with in 2021.

How to read this

Use this data to see where your organisation has the lowest agreement or satisfaction with questions from the 2021 survey.

In this table, your score for this year is shown in the 'you 2021 column'.

You can also compare your 2021 scores against your 2019 scores and your 2021 comparator group.

Example

On the first row 'Learning and development', the 'You 2021' column shows 26% of your staff agreed with 'I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments)'. This question was not asked in 2019.

Question subgroup	Lowest scoring questions	You 2021	Change from 2019	Comparator 2021
Learning and development	I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments)	26%	Not asked in 2019	32%
Safety climate	All levels of my organisation are involved in the prevention of stress	31%	-2%	42%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	35%	+0%	50%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	36%	-1%	50%
Learning and development	I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers)	38%	Not asked in 2019	43%
Learning and development	I feel I have an equal chance at promotion in my organisation	39%	Not asked in 2019	44%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	41%	-4%	52%
Manager support	My manager has regular conversations with me about my learning and development	44%	Not asked in 2019	52%
Taking action	I believe my organisation will take positive action on the results of this year's survey	44%	Not asked in 2019	51%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	45%	-11%	58%

Key differences

Most improved

What this is

This is where staff feel their organisation has most improved.

How to read this

Use this data to see if your organisation has a developing or changing trend.

In this table, your trend is shown in the 'Increase from 2019' column.

When you use this data, focus on the increase instead of individual numbers.

This is because the increase from 2019 shows you where the most positive changes are happening in your organisation.

Example

On the first row 'Organisational integrity', the 'You 2021' column shows 78% of your staff agreed with 'My organisation is committed to earning a high level of public trust'.
In the 'Increase from 2019' column, you have a 4% increase, which is a positive trend.

Question group	Most improved from last survey	You 2021	Increase from 2019	Comparator 2021
Organisational integrity	My organisation is committed to earning a high level of public trust	78%	+4%	81%
Engagement	I am proud to tell others I work for my organisation	79%	+3%	82%
Engagement	I feel a strong personal attachment to my organisation	64%	+3%	69%
Safe to speak up	I am confident that I would be protected from reprisal for reporting improper conduct	57%	+2%	63%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	35%	+0%	50%
Satisfaction	I get a sense of accomplishment from my work	81%	+0%	80%

Victorian Public Sector Commission

VICTORIA State Government

Key differences

Most declined

What this is

This is where staff feel their organisation has most declined.

How to read this

Use this data to see if your organisation has a developing or changing trend.

In this table, your trend is shown in the 'Decrease from 2019' column.

When you use this data, focus on the decrease instead of individual numbers.

This is because the decrease from 2019 shows you where the most negative changes are happening in your organisation.

Example

On the first row 'Workplace flexibility', the 'You 2021' column shows 50% of your staff agreed with 'Having caring responsibilities is not a barrier to success in my organisation'.

In the 'Decrease from 2019' column, you have a 17% decrease, which is a negative trend.

Question subgroup	Largest decline from last survey	You 2021	Decrease from 2019	Comparator 2021
Workplace flexibility	Having caring responsibilities is not a barrier to success in my organisation	50%	-17%	54%
Workplace flexibility	There is a positive culture within my organisation in relation to employees who have caring responsibilities	55%	-17%	58%
Workplace flexibility	There is a positive culture within my organisation in relation to employees who use flexible work arrangements	50%	-17%	55%
Learning and development	There are adequate opportunities for me to develop skills and experience in my organisation	53%	-15%	58%
Quality service delivery	My workgroup focuses on making decisions informed by all relevant facts	72%	-13%	75%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	56%	-12%	66%
Diversity and inclusion	There is a positive culture within my organisation in relation to employees who identify as LGBTIQ+	64%	-12%	72%
Quality service delivery	My workgroup strives to make the best use of its resources	75%	-12%	78%
Learning and development	My organisation places a high priority on the learning and development of staff	53%	-12%	62%
Diversity and inclusion	There is a positive culture within my organisation in relation to employees of different age groups	70%	-11%	73%

Victorian Public Sector Commission

VICTORIA State Government

Key differences

Biggest positive difference from comparator

What this is

This is where your staff have agreed more to a question compared to staff at similar organisations.

How to read this

Use this data to see where your organisation has the biggest positive difference with questions from the 2021 survey compared to your comparator group.

In this table, the difference to your comparator is shown in the 'difference' column.

Example

On the first row 'Satisfaction', the 'You 2021' column shows 81% of your staff agreed with 'I get a sense of accomplishment from my work'.

The 'difference' column, shows that agreement for this question was 1 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2021	Difference	Comparator 2021
Satisfaction	I get a sense of accomplishment from my work	81%	+1%	80%
Satisfaction	How satisfied are you with the work-life balance in your current job	65%	+1%	64%
Satisfaction	I enjoy the work in my current job	80%	+1%	79%
Workplace flexibility	I have the flexibility I need to manage my work and non-work activities and responsibilities	65%	+0%	65%
Meaningful work	I feel that I can make a worthwhile contribution at work	88%	+0%	88%

Victorian Public Sector Commission

VICTORIA State Government

Key differences

Biggest negative difference from comparator

What this is

This is where your staff have agreed less to a question compared to staff at similar organisations.

How to read this

Use this data to see where your organisation has the biggest negative difference with questions from the 2021 survey compared to your comparator group.

In this table, the difference to your comparator is shown in the 'difference' column.

Example

On the first row 'Safety climate', the 'You 2021' column shows 35% of your staff agreed with 'Senior leaders show support for stress prevention through involvement and commitment'.

The 'difference' column, shows that agreement for this question was 14 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2021	Difference	Comparator 2021
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	35%	-14%	50%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	36%	-14%	50%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	45%	-14%	58%
Senior leadership	Senior leaders support staff to work in an environment of change	47%	-12%	58%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	41%	-11%	52%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	56%	-11%	66%
Safety climate	All levels of my organisation are involved in the prevention of stress	31%	-11%	42%
Senior leadership	Senior leaders actively support diversity and inclusion in the workplace	62%	-9%	72%
Senior leadership	Senior leaders demonstrate honesty and integrity	53%	-9%	62%
Learning and development	My organisation places a high priority on the learning and development of staff	53%	-9%	62%

People matter survey 2021

Have your say

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions

- Questions requested by your organisation

Demographics

- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Taking action

What this is

This is how well staff feel their organisation takes action and makes improvements from your survey results.

Why this is important

If your organisation takes action as a result of survey results, your staff may feel their feedback is valuable.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

44% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will take positive action on the results of this year's survey'.

Survey question

I believe my organisation will take positive action on the results of this year's survey

Your results

▪ Disagree	▦ Neither agree nor disagree	
▯ Don't know	▦ Agree	

25%   44%

31%

Benchmark agree results

	You		Comparator		
	2019	2021	Lowest	Average	Highest
	Not asked	44 %	43 %	51 %	63 %

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2021

Have your say

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions

- Questions requested by your organisation

Demographics

- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Senior leadership

Senior leadership 1 of 2

What this is

This is how supported staff feel by senior leaders in their organisation and how well they believe senior leaders communicate.

Why this is important

Supportive senior leaders who communicate well mean staff may feel more connected to their work and organisation.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

62% of your staff who did the survey agreed or strongly agreed with 'Senior leaders actively support diversity and inclusion in the workplace'.

Survey question	Your results				

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
Senior leaders actively support diversity and inclusion in the workplace (9% / 5% / 23% / 62%)	65 %	62 %	59 %	72 %	88 %
Senior leaders model my organisation's values (9% / 12% / 22% / 57%)	57 %	57 %	54 %	66 %	89 %
Senior leaders demonstrate honesty and integrity (10% / 12% / 25% / 53%)	57 %	53 %	51 %	62 %	85 %
Senior leaders provide clear strategy and direction (7% / 16% / 23% / 53%)	53 %	53 %	50 %	61 %	82 %

Victorian Public Sector Commission

VICTORIA State Government

Senior leadership

What this is

This is how supported staff feel by senior leaders in their organisation and how well they believe senior leaders communicate.

Why this is important

Supportive senior leaders who communicate well mean staff may feel more connected to their work and organisation.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
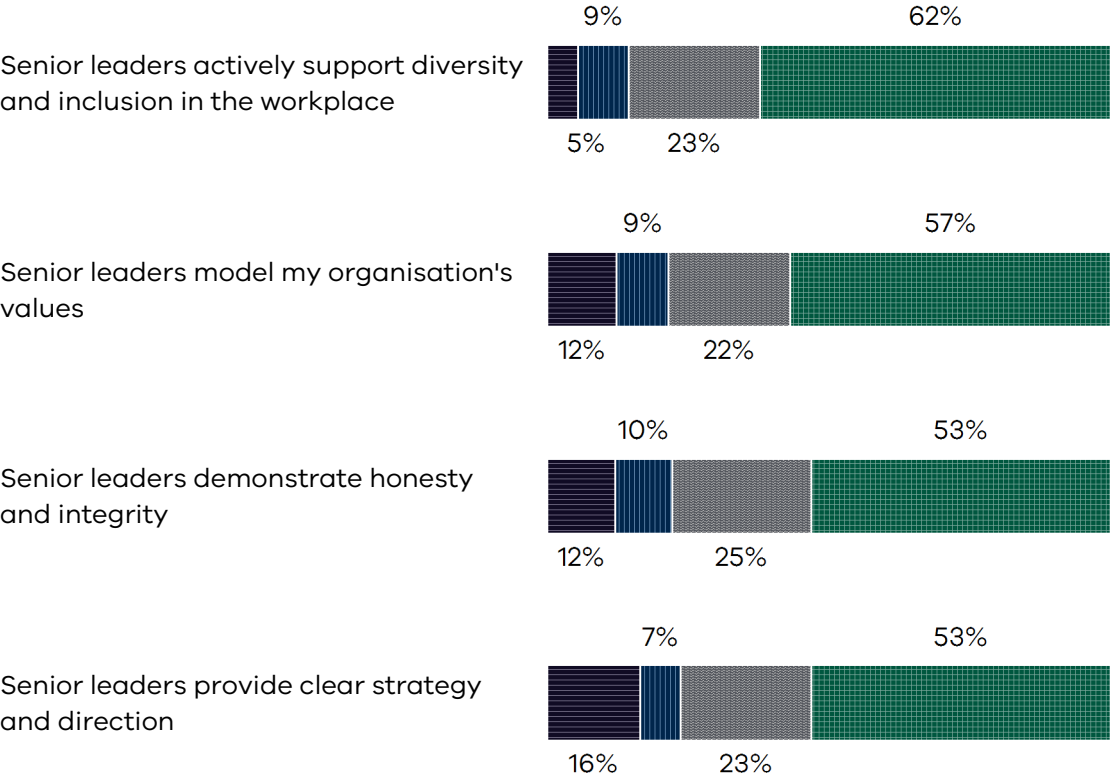
Example

47% of your staff who did the survey agreed or strongly agreed with 'Senior leaders support staff to work in an environment of change'.

| Survey question | Your results | Benchmark agree results |

Your results

- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question		Benchmark agree results				
		You		**Comparator**		
		2019	2021	Lowest	Average	Highest
Senior leaders support staff to work in an environment of change	18% / 7% / 28% / 47%	51 %	47 %	47 %	58 %	77 %

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2021

Have your say

Report overview
- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes
- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences
- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action
- Taking action questions

Senior leadership
- Senior leadership questions

Organisational climate
- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate
- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors
- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values
- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions
- Questions requested by your organisation

Demographics
- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Organisational climate

Scorecard 1 of 2

What this is

This scorecard provides overall results for each factor in the organisation climate part of the survey's theoretical framework.

Why this is important

This page shows which factors are performing well and which factors you can look to improve.

How to read this

Each label represents a group of questions in the survey about organisational climate.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2021:

- 68% of your staff who did the survey responded positively to questions about Equal employment opportunity.

Compared to:

- 70% of staff at your comparator and 69% of staff across the public sector.
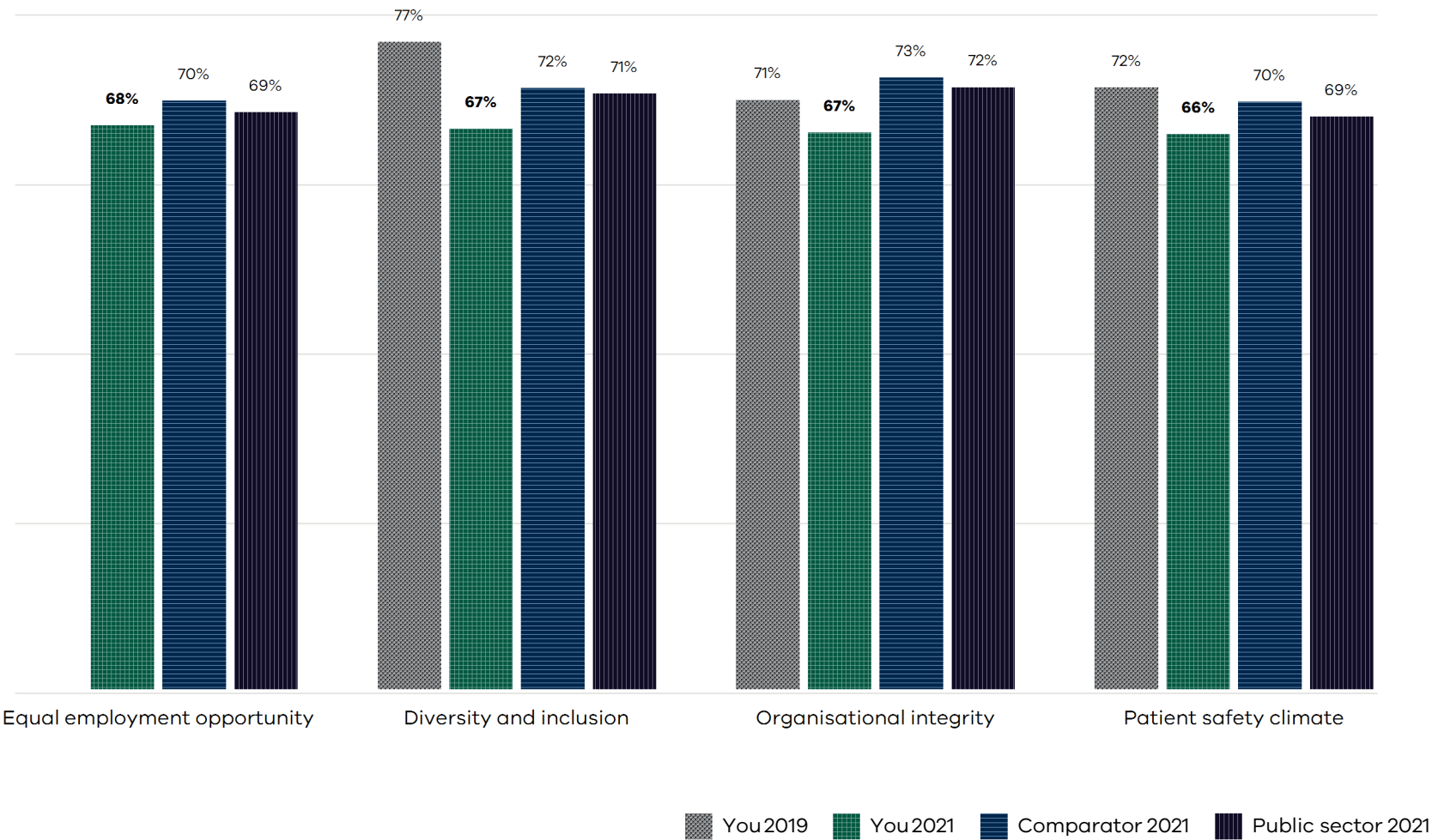
Legend: You 2019 | You 2021 | Comparator 2021 | Public sector 2021

	Equal employment opportunity	Diversity and inclusion	Organisational integrity	Patient safety climate
You 2019		77%	71%	72%
You 2021	68%	67%	67%	66%
Comparator 2021	70%	72%	73%	70%
Public sector 2021	69%	71%	72%	69%

Victorian Public Sector Commission

Victoria State Government

Organisational climate

What this is

This scorecard provides overall results for each factor in the organisation climate part of the survey's theoretical framework.

Why this is important

This page shows which factors are performing well and which factors you can look to improve.

How to read this

Each label represents a group of questions in the survey about organisational climate.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2021:

- 55% of your staff who did the survey responded positively to questions about Workplace flexibility.

Compared to:

- 58% of staff at your comparator and 63% of staff across the public sector.

Chart — Workplace flexibility: You 2021 55%, Comparator 2021 58%, Public sector 2021 63%. Safety climate: You 2021 49%, Comparator 2021 59%, Public sector 2021 60%.

Legend: You 2019 | You 2021 | Comparator 2021 | Public sector 2021

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Organisational integrity 1 of 2

What this is

This is how much trust staff have in your organisation's ability to operate, implement policy and deliver services for Victorians.

Why this is important

We need the community to have high trust in how we work and what we do.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

78% of your staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
My organisation is committed to earning a high level of public trust (3% / 5% / 15% / 78%)	74 %	78 %	66 %	81 %	92 %
My organisation encourages employees to act in ways that are consistent with human rights (3% / 5% / 15% / 77%)	79 %	77 %	73 %	82 %	94 %
My organisation encourages respectful workplace behaviours (10% / 14% / 76%)	79 %	76 %	70 %	82 %	91 %
My organisation respects the human rights of employees (3% / 8% / 15% / 75%)	76 %	75 %	67 %	79 %	86 %

Organisational climate

Organisational integrity 2 of 2

What this is

This is how much trust staff have in your organisation's ability to operate, implement policy and deliver services for Victorians.

Why this is important

We need the community to have high trust in how we work and what we do.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

59% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	Your results	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
My organisation does not tolerate improper conduct	18% / 3% / 20% / 59%	63 %	59 %	51 %	68 %	84 %
My organisation takes steps to eliminate bullying, harassment and discrimination	20% / 4% / 21% / 56%	68 %	56 %	52 %	66 %	76 %
My organisation makes fair recruitment and promotion decisions, based on merit	19% / 8% / 26% / 47%	55 %	47 %	41 %	54 %	63 %

Organisational climate

Workplace flexibility 1 of 4

What this is

This is how well you organisation supports staff to work flexibly.

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
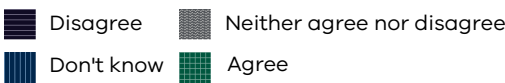
Example

65% of your staff who did the survey agreed or strongly agreed with 'I have the flexibility I need to manage my work and non-work activities and responsibilities'.

Survey question	Your results				

Legend: Disagree | Don't know | Neither agree nor disagree | Agree
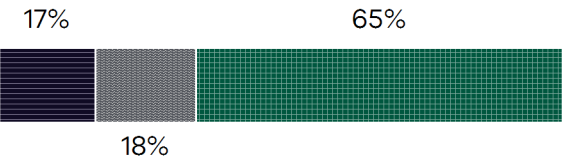
Survey question	Your results	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
I have the flexibility I need to manage my work and non-work activities and responsibilities	17% / 18% / 65%	Not asked	65 %	58 %	65 %	86 %
My organisation supports employees with family or other caring responsibilities, regardless of gender	11% / 25% / 64%	Not asked	64 %	59 %	68 %	88 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	22% / 20% / 58%	62 %	58 %	54 %	60 %	74 %
There is a positive culture within my organisation in relation to employees who have family responsibilities	12% / 9% / 21% / 57%	Not asked	57 %	52 %	60 %	74 %
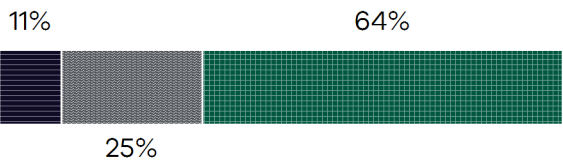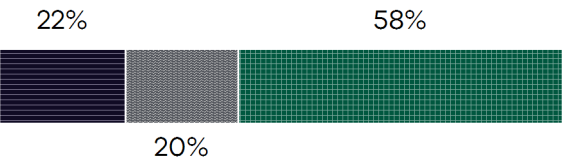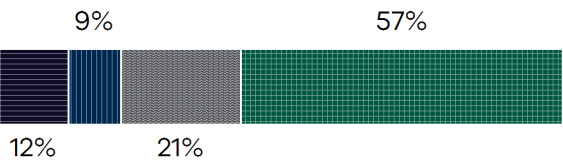
Organisational climate

What this is

This is how well you organisation supports staff to work flexibly.

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
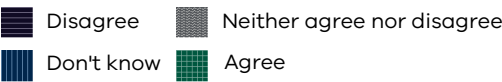
Example

55% of your staff who did the survey agreed or strongly agreed with 'There is a positive culture within my organisation in relation to employees who have caring responsibilities'.

Survey question | Your results | Benchmark agree results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question		You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
There is a positive culture within my organisation in relation to employees who have caring responsibilities	12% / 12% / 22% / 55%	71 %	55 %	50 %	58 %	72 %
Having family responsibilities is not a barrier to success in my organisation	11% / 15% / 21% / 54%	Not asked	54 %	49 %	55 %	72 %
There is a positive culture within my organisation in relation to employees who use flexible work arrangements	11% / 16% / 23% / 50%	67 %	50 %	47 %	55 %	65 %
Having caring responsibilities is not a barrier to success in my organisation	13% / 14% / 23% / 50%	67 %	50 %	47 %	54 %	67 %

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

What this is

This is how well you organisation supports staff to work flexibly.

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

47% of your staff who did the survey agreed or strongly agreed with 'Using flexible work arrangements is not a barrier to success in my organisation'.

Survey question

Using flexible work arrangements is not a barrier to success in my organisation

Your results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

12% | 47%
18% | 23%
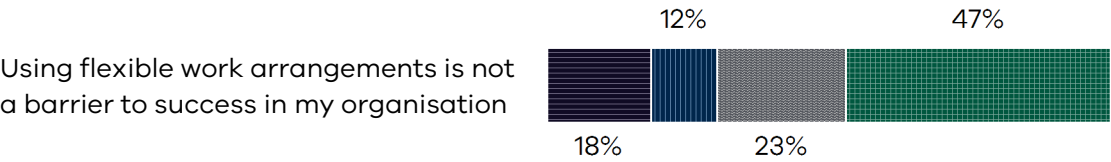
Benchmark agree results

	You		Comparator		
	2019	2021	Lowest	Average	Highest
	Not asked	47 %	45 %	50 %	65 %

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Workplace flexibility 4 of 4

What this is

This is how well you organisation supports staff to work flexibly.

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

The table shows you what flexible work arrangements staff use.

Each row represents one use. Staff can select more than one.

You can compare between your organisation, comparator and the public sector.

Example

40% of staff who did the survey said the flexible work arrangement they used was 'No, I do not use any flexible work arrangements'.

Do you use any of the following flexible work arrangements?	You 2019	You 2021	Comparator 2021	Public sector 2021
No, I do not use any flexible work arrangements	29%	40%	35%	38%
Part-time	44%	32%	28%	19%
Flexible start and finish times	15%	16%	16%	23%
Shift swap	23%	14%	22%	12%
Working from an alternative location (e.g. home, hub/shared work space)	0%	10%	17%	24%
Using leave to work flexible hours	15%	8%	11%	8%
Study leave	12%	8%	7%	4%
Working more hours over fewer days	5%	4%	6%	6%
Other	2%	3%	2%	2%
Job sharing	3%	2%	2%	1%

Organisational climate

Equal employment opportunity 1 of 2

What this is

This is how well staff feel your organisation supports equal opportunity in the workplace.

Why this is important

This is a Victorian employment principle and is set out in the charter of Human Rights and Responsibilities Act 2006.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

74% of your staff who did the survey agreed or strongly agreed with 'Gender is not a barrier to success in my organisation'.

Legend: Disagree · Don't know · Neither agree nor disagree · Agree

Survey question	Your results	You		Comparator		
		2019	2021	Lowest	Average	Highest
Gender is not a barrier to success in my organisation	6% / 5% / 15% / 74%	Not asked	74 %	67 %	77 %	91 %
Sexual orientation is not a barrier to success in my organisation	12% / 2% / 13% / 72%	79 %	72 %	70 %	77 %	88 %
Cultural background is not a barrier to success in my organisation	11% / 4% / 14% / 71%	79 %	71 %	65 %	74 %	88 %
Age is not a barrier to success in my organisation	8% / 10% / 16% / 66%	72 %	66 %	64 %	69 %	86 %

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Equal employment opportunity 2 of 2

What this is

This is how well staff feel your organisation supports equal opportunity in the workplace.

Why this is important

This is a Victorian employment principle and is set out in the charter of Human Rights and Responsibilities Act 2006.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
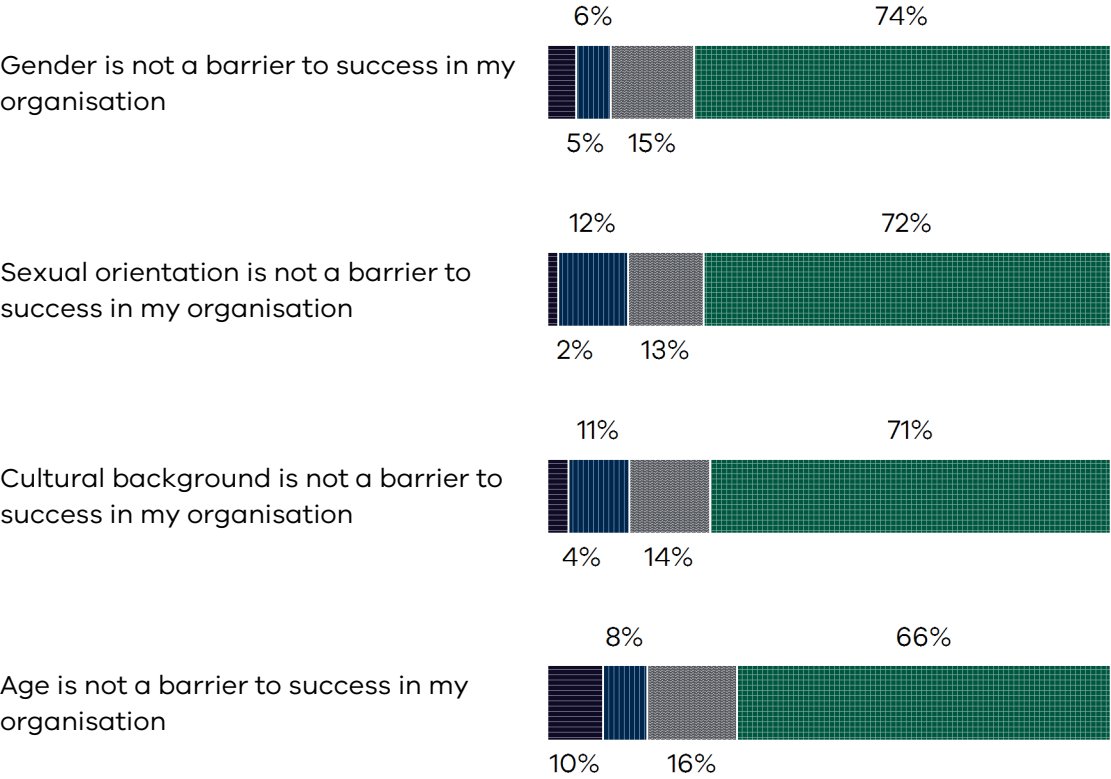
Example

65% of your staff who did the survey agreed or strongly agreed with 'Being Aboriginal and/or Torres Strait Islander is not a barrier to success in my organisation'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question		You		Comparator		
		2019	2021	Lowest	Average	Highest
Being Aboriginal and/or Torres Strait Islander is not a barrier to success in my organisation	2% / 19% / 14% / 65%	Not asked	65 %	58 %	66 %	83 %
Disability is not a barrier to success in my organisation	6% / 18% / 21% / 56%	66 %	56 %	50 %	59 %	74 %

Organisational climate

What this is

This is how well staff feel your organisation supports safety at work.

Why this is important

A safe workplace is a key outcome of Leading the way and the Victorian public sector mental health and wellbeing charter.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.
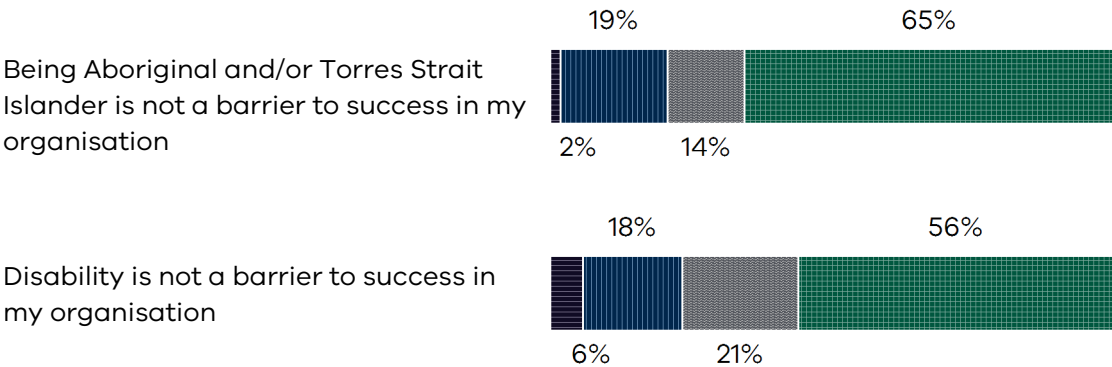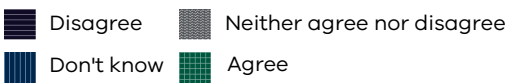
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

75% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question | Your results | Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
I feel culturally safe at work	Disagree 9%, Neither 17%, Agree 75%	Not asked	75 %	64 %	78 %	88 %
My organisation provides a physically safe work environment	Disagree 13%, Neither 13%, Agree 74%	Not asked	74 %	58 %	76 %	95 %
My organisation consults employees on health and safety matters	Disagree 15%, Don't know 5%, Neither 21%, Agree 59%	65 %	59 %	54 %	64 %	88 %
My organisation has effective procedures in place to support employees who may experience stress	Disagree 26%, Don't know 8%, Neither 22%, Agree 45%	55 %	45 %	49 %	58 %	67 %
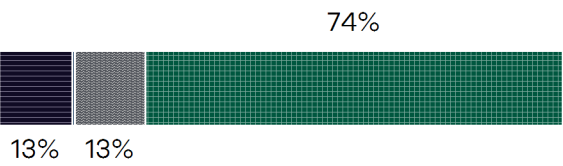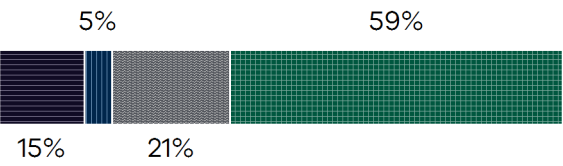
Victorian Public Sector Commission

VICTORIA State Government
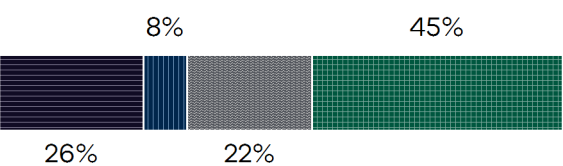
Organisational climate

Psychosocial and physical safety climate question results 2 of 2

What this is

This is how well staff feel your organisation supports safety at work.

Why this is important

A safe workplace is a key outcome of Leading the way and the Victorian public sector mental health and wellbeing charter.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
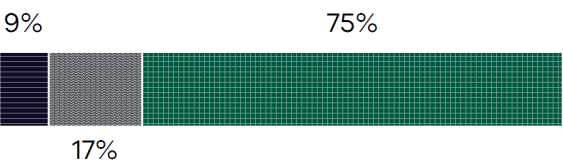
Example

41% of your staff who did the survey agreed or strongly agreed with 'In my workplace, there is good communication about psychological safety issues that affect me'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
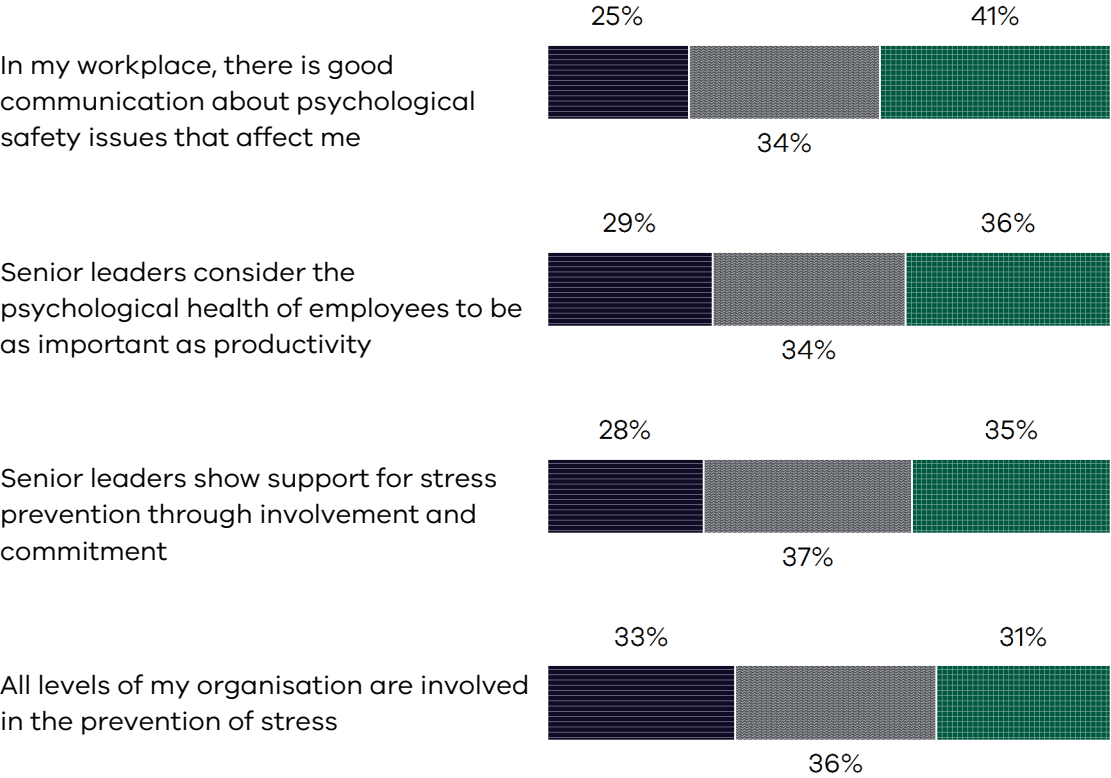
Survey question	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
In my workplace, there is good communication about psychological safety issues that affect me — 25% / 34% / 41%	45 %	41 %	42 %	52 %	70 %
Senior leaders consider the psychological health of employees to be as important as productivity — 29% / 34% / 36%	37 %	36 %	41 %	50 %	74 %
Senior leaders show support for stress prevention through involvement and commitment — 28% / 37% / 35%	35 %	35 %	41 %	50 %	68 %
All levels of my organisation are involved in the prevention of stress — 33% / 36% / 31%	33 %	31 %	32 %	42 %	57 %

Organisational climate

Psychosocial safety climate score

What this is

Psychosocial safety climate score reflects how well your organisation's workplace practices and processes support a climate for good psychological health.

How we work out your score

We work out your score from these 4 questions:

1. In my workplace, there is good communication about psychological safety issues that affect me
2. All levels of my organisation are involved in the prevention of stress
3. Senior leaders consider the psychological health of employees to be as important as productivity
4. Senior leaders show support for stress prevention through involvement and commitment

To work out your score, we rate each response and add them together

- strongly agree is 5
- agree is 4
- neither agree or disagree is 3
- disagree is 2
- strongly disagree is 1

How to interpret your score

Under 'Benchmark results', compare your organisation to your comparator and the highest and lowest score in your comparator group for 2021. We also show the lowest (4) and highest (20) scores possible.

A score of:

- 12 or less indicates a poor climate and a high risk of adverse outcomes
- 13 indicates a moderate climate and medium risk of adverse outcomes
- 14 or more indicates a high climate and low risk of adverse outcomes

Adverse outcomes can include:

- poor work quality
- negative acts such as bullying and harassment
- mental health problems such as depression, distress and emotional exhaustion
- sickness absence
- presenteeism (coming to work when sick)
- worker compensation
- reduced engagement

Benchmark results

Psychosocial safety climate
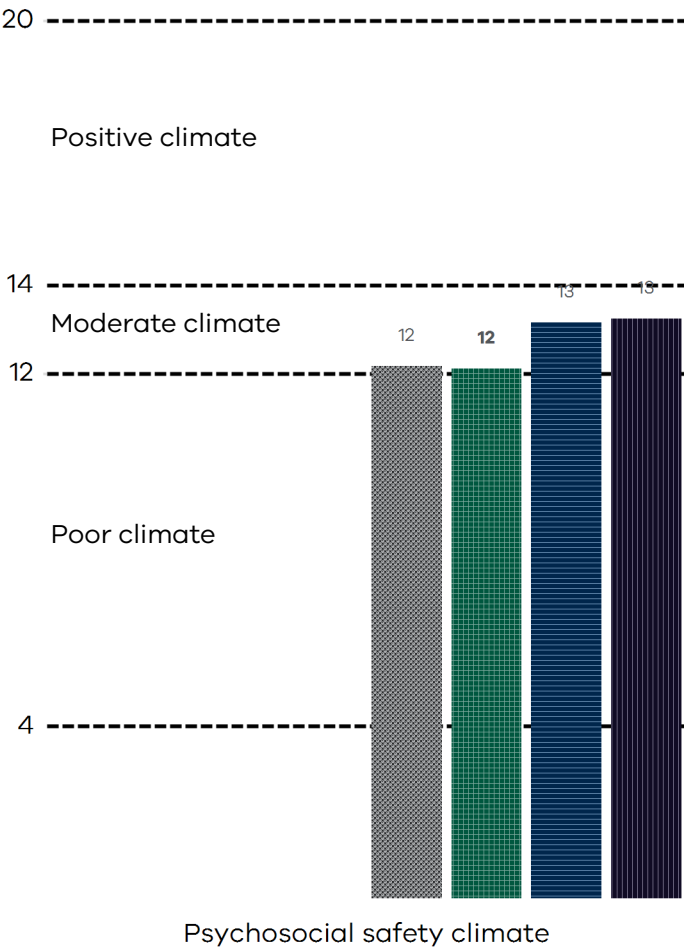
Legend: You 2019 · You 2021 · Comparator 2021 · Public sector 2021

Organisational climate

Patient safety climate 1 of 2

What this is

This is the safety culture in a healthcare workplace.

Why this is important

A good patient safety climate means safe, high-quality care and experiences.

The Victorian Managed Insurance Authority and the Victorian Quality Council developed these tools.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
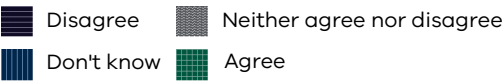
Example

79% of your staff who did the survey agreed or strongly agreed with 'I am encouraged by my colleagues to report any patient safety concerns I may have'.

Survey question / Your results / Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Disagree	Neither agree nor disagree	Don't know	Agree	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
I am encouraged by my colleagues to report any patient safety concerns I may have	5%	16%		79%	81 %	79 %	72 %	80 %	91 %
I would recommend a friend or relative to be treated as a patient here	8%	18%		74%	78 %	74 %	41 %	75 %	92 %
Patient care errors are handled appropriately in my work area	7%	13%	12%	68%	73 %	68 %	59 %	72 %	76 %
My suggestions about patient safety would be acted upon if I expressed them to my manager	8%	25%		67%	72 %	67 %	63 %	72 %	88 %

Organisational climate

Patient safety climate 2 of 2

What this is

This is the safety culture in a healthcare workplace.

Why this is important

A good patient safety climate means safe, high-quality care and experiences.

The Victorian Managed Insurance Authority and the Victorian Quality Council developed these tools.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

66% of your staff who did the survey agreed or strongly agreed with 'The culture in my work area makes it easy to learn from the errors of others'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
The culture in my work area makes it easy to learn from the errors of others	11% / 23% / 66%	71%	66%	57%	68%	74%
Management is driving us to be a safety-centred organisation	10% / 27% / 62%	68%	62%	56%	71%	89%
Trainees in my discipline are adequately supervised	14% / 8% / 17% / 61%	67%	61%	54%	64%	71%
This health service does a good job of training new and existing staff	19% / 4% / 21% / 55%	65%	55%	45%	60%	67%

Organisational climate

Diversity and inclusion 1 of 2

What this is

This is how well your organisation's culture supports diversity in the workplace.

Why this is important

If staff feel valued and included, it can lead to a positive work environment and higher engagement and productivity.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
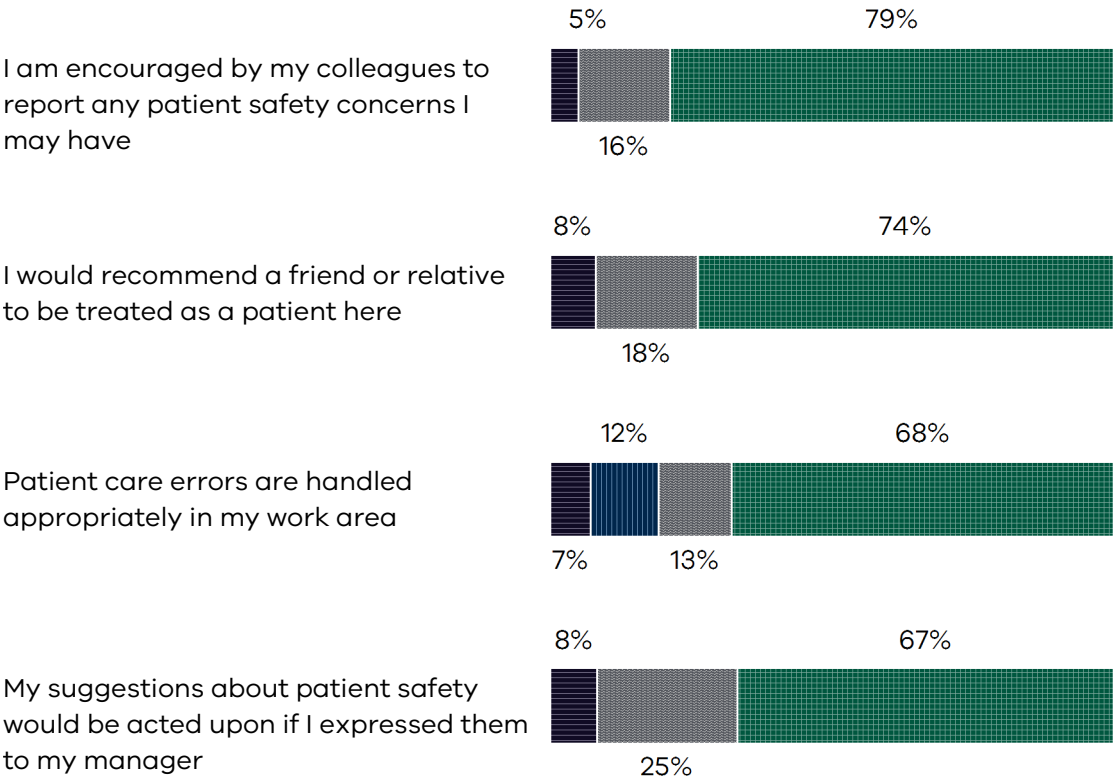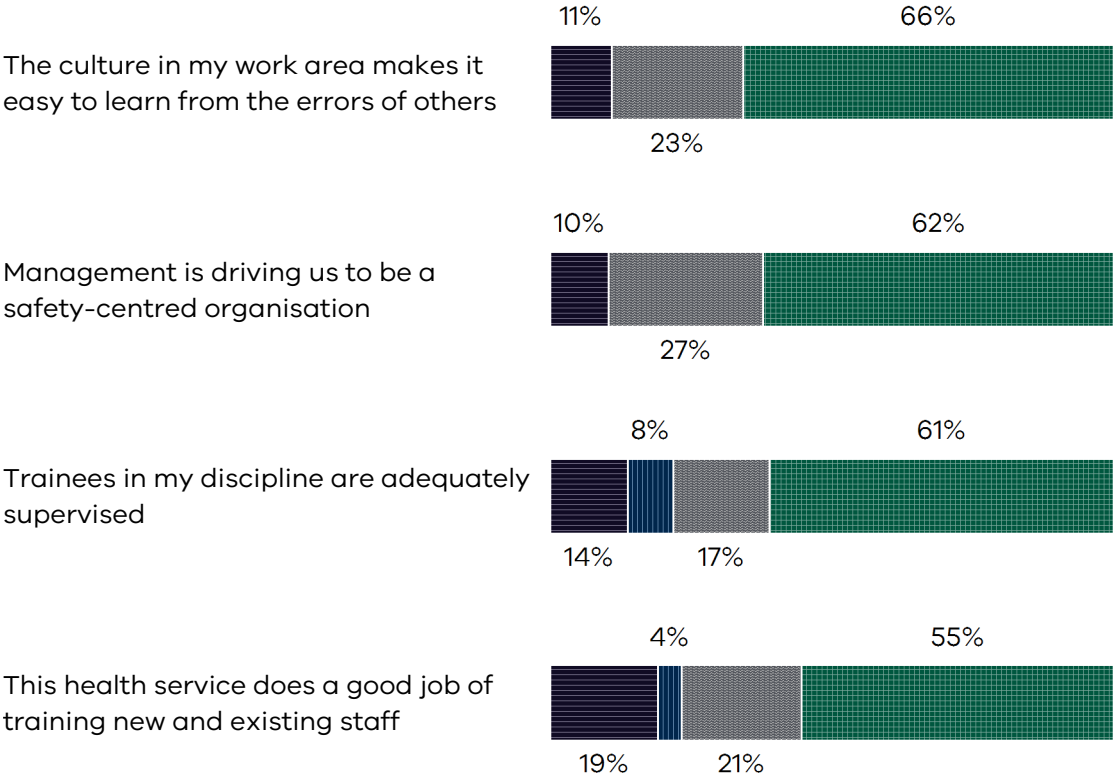
Example

73% of your staff who did the survey agreed or strongly agreed with 'There is a positive culture within my organisation in relation to employees of different sexes/genders'.

Legend: Disagree · Don't know · Neither agree nor disagree · Agree

Survey question	Your results	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
There is a positive culture within my organisation in relation to employees of different sexes/genders	4% / 7% / 16% / 73%	82 %	73 %	70 %	79 %	83 %
There is a positive culture within my organisation in relation to employees from varied cultural backgrounds	4% / 8% / 16% / 72%	82 %	72 %	67 %	79 %	90 %
There is a positive culture within my organisation in relation to employees of different age groups	8% / 5% / 17% / 70%	81 %	70 %	65 %	73 %	89 %
There is a positive culture within my organisation in relation to employees who are Aboriginal and / or Torres Strait Islander	2% / 16% / 15% / 67%	77 %	67 %	57 %	68 %	90 %

Organisational climate

Diversity and inclusion 2 of 2

What this is

This is how well your organisation's culture supports diversity in the workplace.

Why this is important

If staff feel valued and included, it can lead to a positive work environment and higher engagement and productivity.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
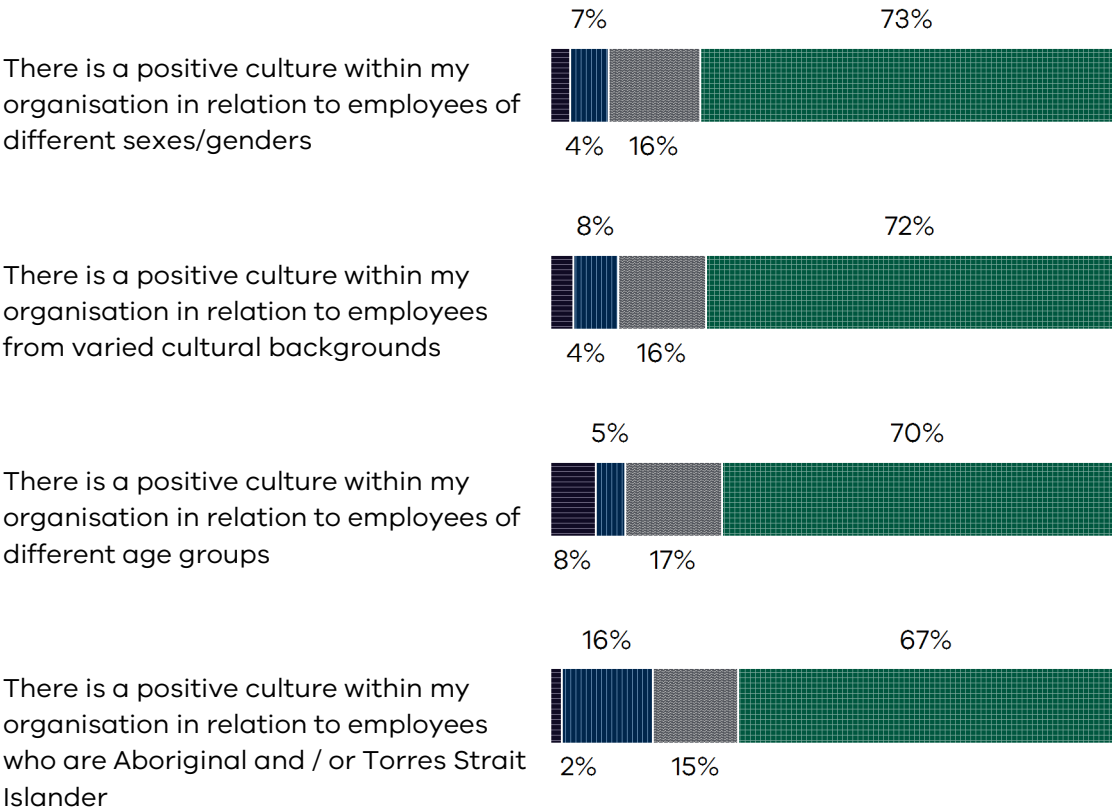
Example

64% of your staff who did the survey agreed or strongly agreed with 'There is a positive culture within my organisation in relation to employees who identify as LGBTIQ+'.

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Don't know ▦ Agree
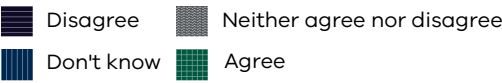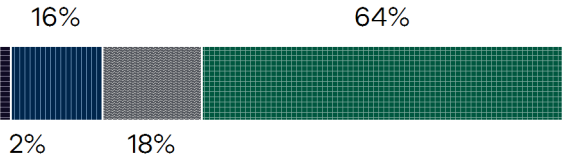
Survey question	Your results	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
There is a positive culture within my organisation in relation to employees who identify as LGBTIQ+	16% / 2% / 18% / 64%	76 %	64 %	62 %	72 %	83 %
There is a positive culture within my organisation in relation to employees with disability	19% / 4% / 20% / 57%	66 %	57 %	49 %	60 %	76 %
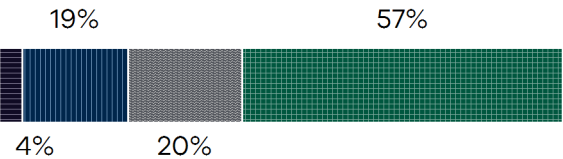
Organisational climate

Gender equality supporting measures

What this is

These are new questions to support Workplace Gender Audits, in addition to existing People matter survey questions on gender equality.

Your excel files show all of the questions you can use in your workplace gender audits.

Why this is important

Under the Gender Equality Act 2020, organisations have obligations to promote gender equality in the workplace.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

81% of your staff who did the survey agreed or strongly agreed with 'My organisation uses inclusive and respectful images and language'.

Survey question / Your results / Benchmark agree results
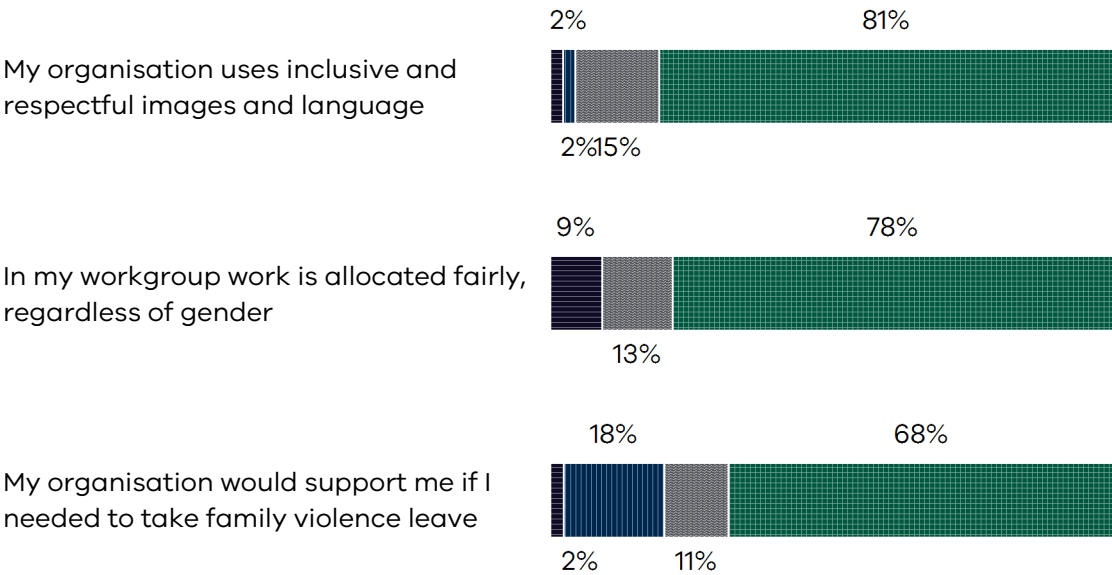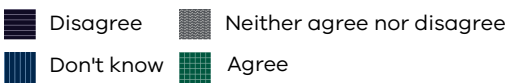
Legend:
- Disagree (dark navy)
- Don't know (blue)
- Neither agree nor disagree (grey)
- Agree (green)

Survey question	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
My organisation uses inclusive and respectful images and language (2%, 2%, 15%, 81%)	Not asked	81 %	76 %	84 %	98 %
In my workgroup work is allocated fairly, regardless of gender (9%, 13%, 78%)	Not asked	78 %	75 %	81 %	88 %
My organisation would support me if I needed to take family violence leave (2%, 18%, 11%, 68%)	Not asked	68 %	61 %	70 %	86 %

People matter survey 2021

Have your say

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions

- Questions requested by your organisation

Demographics

- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Workgroup climate

Scorecard

What this is

This scorecard provides overall results for each factor in the workgroup climate part of the survey's theoretical framework.

Why this is important

This page shows which factors are performing well and which factors you can look to improve.

How to read this

Each label represents a group of questions in the survey about workgroup climate.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2021:

- 78% of your staff who did the survey responded positively to questions about which is down from 86% in 2019.

Compared to:

- 80% of staff at your comparator and 80% of staff across the public sector.

Legend: You 2019 | You 2021 | Comparator 2021 | Public sector 2021

Quality service delivery: 86%, 78%, 80%, 80%
Workgroup support: 71%, 75%, 76%
Innovation: 68%, 63%, 67%, 68%
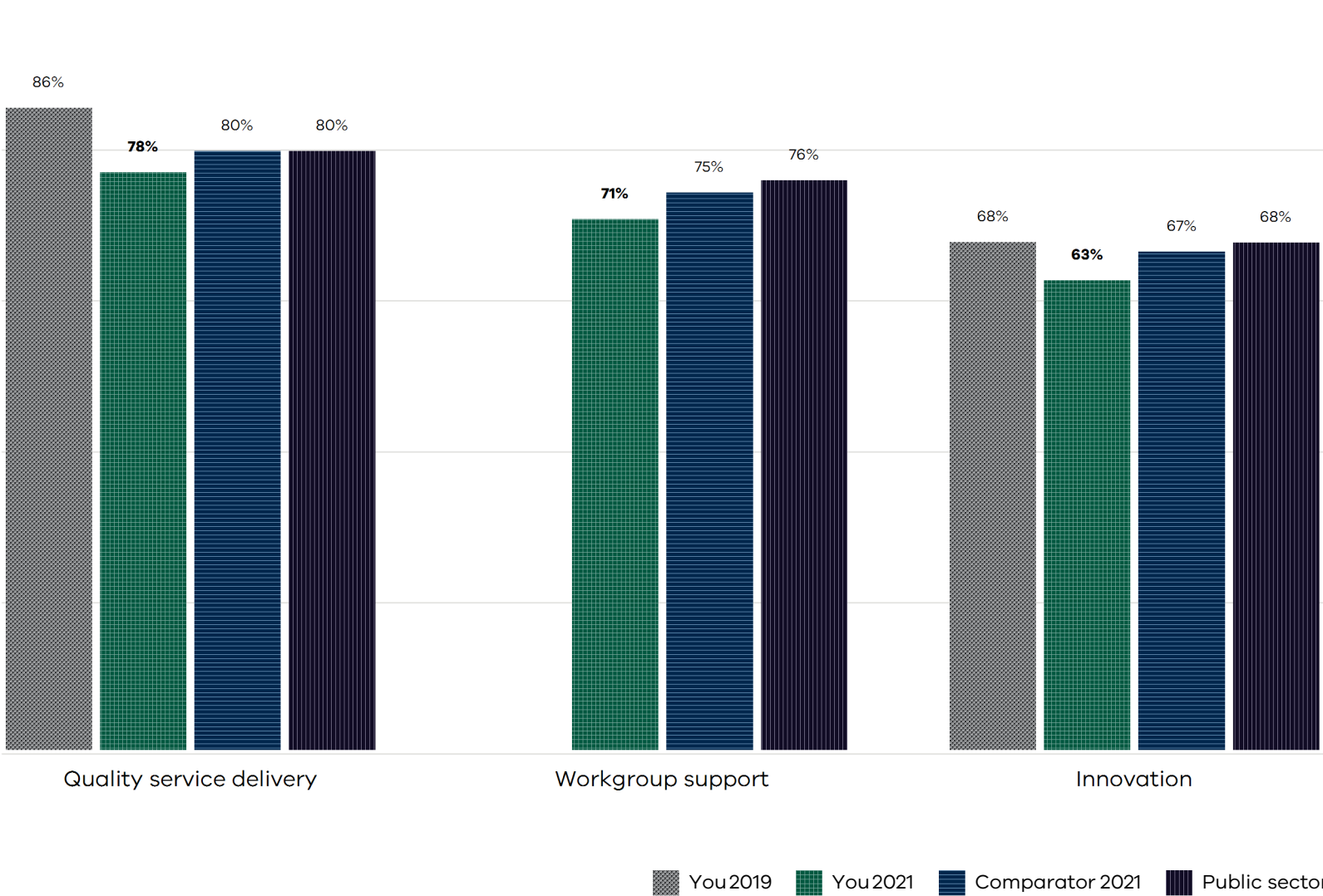
Workgroup climate

Quality service delivery 1 of 2

What this is

This is how well workgroups in your organisation operate to deliver quality services.

Why this is important

The public sector must provide high-quality services in a timely way to meet the needs of Victorians.

Workgroups need to be motivated, make impartial decisions and have clear accountabilities.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

86% of your staff who did the survey agreed or strongly agreed with 'My workgroup strives to provide high quality advice and services'.

Survey question	Your results	Benchmark agree results				
		You		**Comparator**		
		2019	2021	Lowest	Average	Highest
My workgroup strives to provide high quality advice and services	86% / 5% 9%	92 %	86 %	82 %	88 %	98 %
My workgroup strives to deliver services in a timely manner	1% / 85% / 5% 10%	91 %	85 %	82 %	88 %	95 %
My workgroup values human rights	1% / 84% / 4% 10%	88 %	84 %	81 %	86 %	98 %
My workgroup strives to make the best use of its resources	1% / 75% / 12% 12%	87 %	75 %	73 %	78 %	88 %

Legend: ■ Disagree ▨ Neither agree nor disagree ■ Don't know ▨ Agree

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Quality service delivery 2 of 2

What this is

This is how well workgroups in your organisation operate to deliver quality services.

Why this is important

The public sector must provide high-quality services in a timely way to meet the needs of Victorians.

Workgroups need to be motivated, make impartial decisions and have clear accountabilities.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

73% of your staff who did the survey agreed or strongly agreed with 'My workgroup has clear lines of responsibility'.

Survey question	Your results					

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question		You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup has clear lines of responsibility	1% / 73% / 13% / 13%	80 %	73 %	69 %	77 %	87 %
My workgroup focuses on making decisions informed by all relevant facts	2% / 72% / 11% / 16%	84 %	72 %	68 %	75 %	88 %
My workgroup places a priority on acting fairly and without bias	1% / 69% / 15% / 15%	80 %	69 %	66 %	72 %	87 %

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

What this is

This is how well staff feel their workgroup innovates its operations.

Why this is important

Innovation can reduce costs, create public value and lead to higher engagement.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
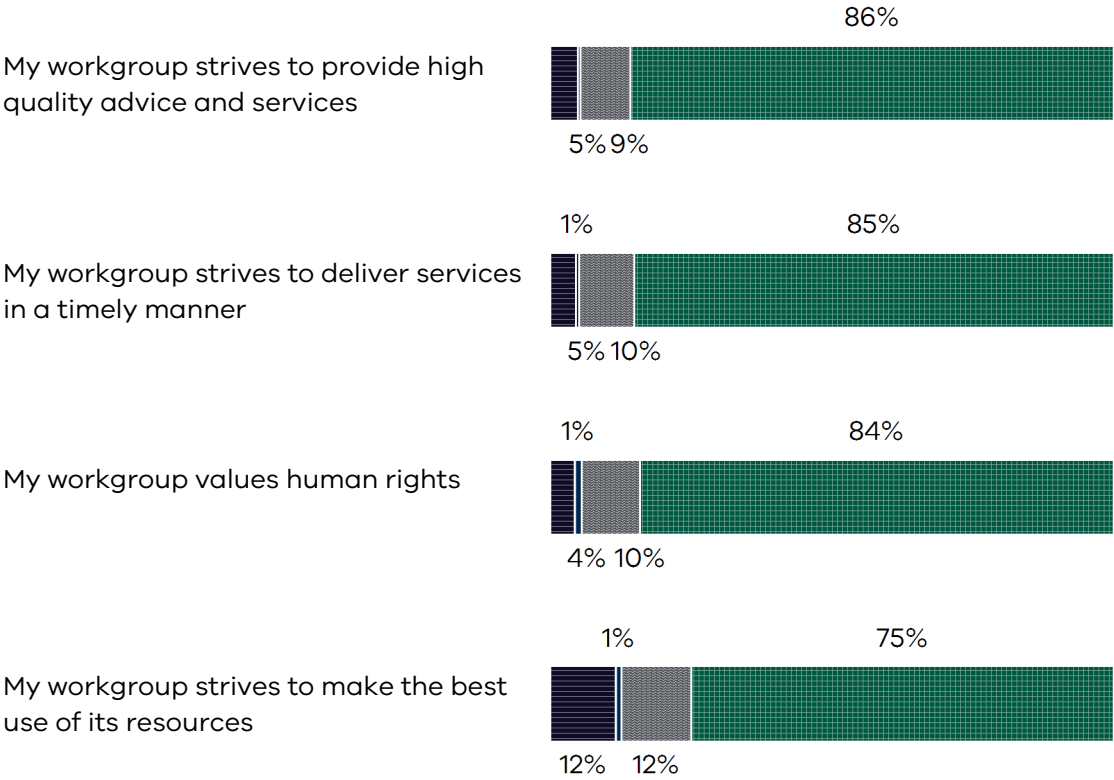
Example

76% of your staff who did the survey agreed or strongly agreed with 'My workgroup respectfully consults with clients and stakeholders to improve outcomes'.

Survey question	Your results	Benchmark agree results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question		You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup respectfully consults with clients and stakeholders to improve outcomes	6% / 14% / 4% / 76%	78 %	76 %	73 %	78 %	91 %
My workgroup learns from failures and mistakes	15% / 19% / 1% / 65%	72 %	65 %	58 %	70 %	77 %
My workgroup is quick to respond to opportunities to do things better	16% / 18% / 1% / 65%	69 %	65 %	62 %	69 %	79 %
My workgroup encourages employee creativity	19% / 24% / 1% / 55%	62 %	55 %	52 %	59 %	77 %

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

What this is

This is how well staff feel their workgroup innovates its operations.

Why this is important

Innovation can reduce costs, create public value and lead to higher engagement.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

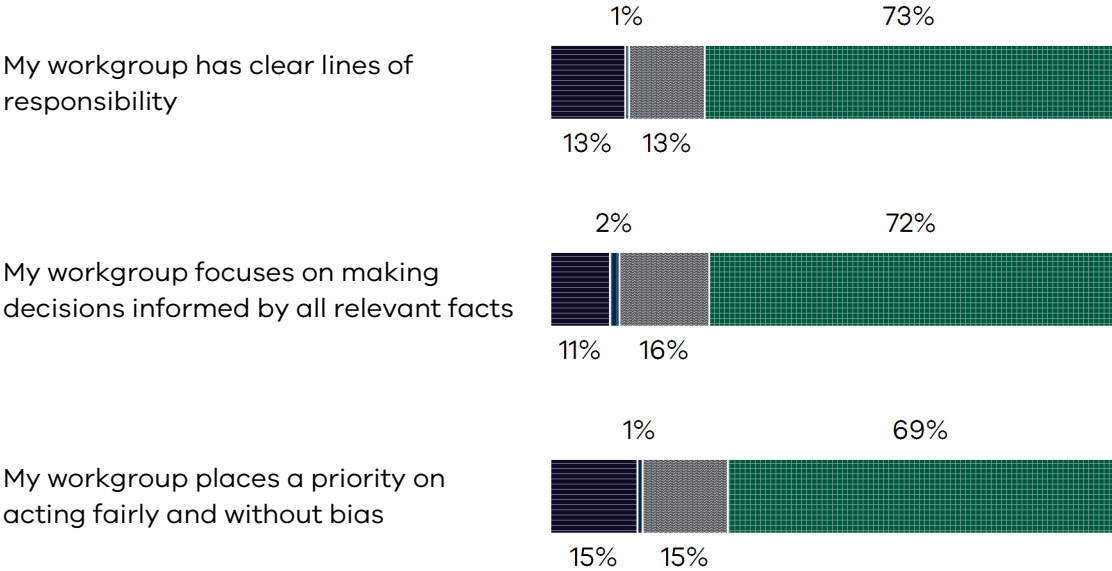Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

55% of your staff who did the survey agreed or strongly agreed with 'My workgroup takes reasonable risks to improve its services'.

Survey question	Your results	Benchmark agree results

Your results legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

	You		Comparator		
	2019	2021	Lowest	Average	Highest
My workgroup takes reasonable risks to improve its services	61 %	55 %	54 %	60 %	71 %

My workgroup takes reasonable risks to improve its services: 4% Don't know, 12% Disagree, 30% Neither agree nor disagree, 55% Agree

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

What this is

This is how well staff feel people work together and support each other in your organisation.

Why this is important

Collaboration can lead to higher team satisfaction, performance and effectiveness.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

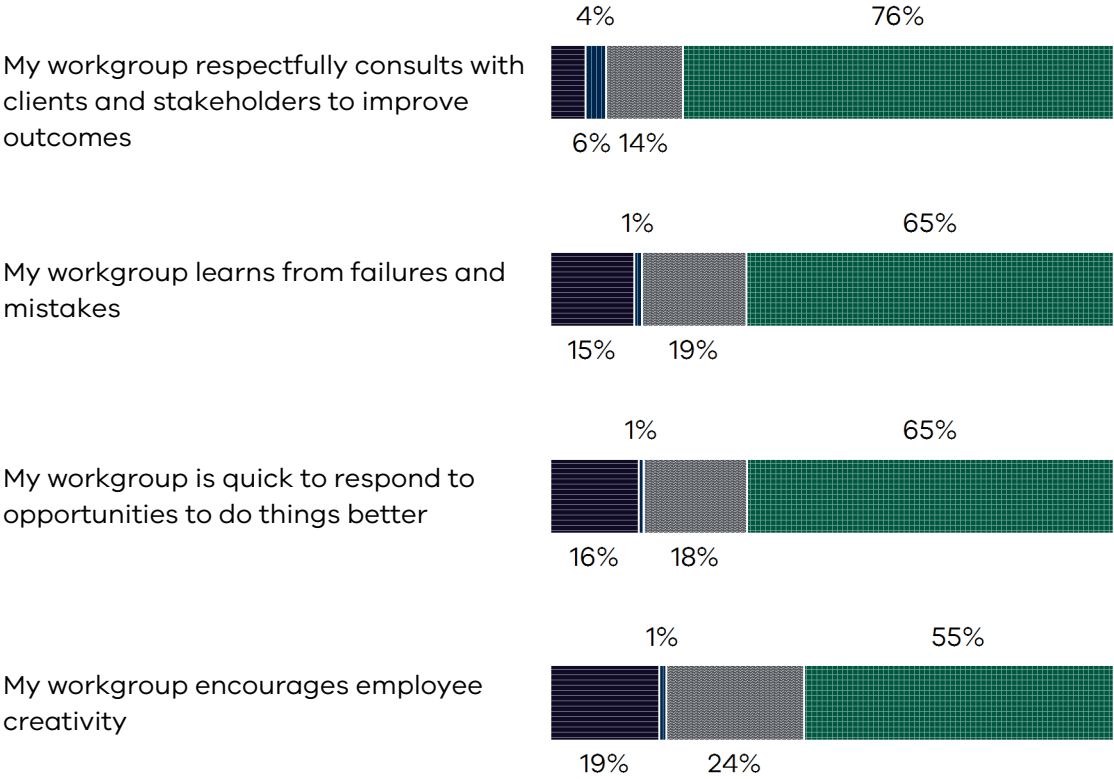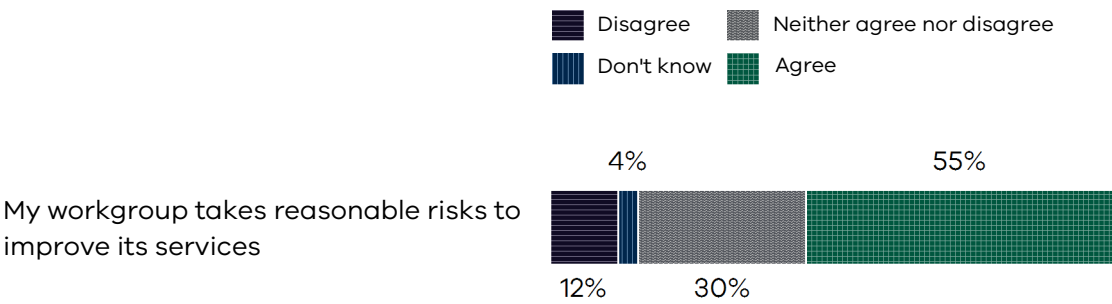Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

89% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

Survey question	Your results		You		Comparator		
			2019	2021	Lowest	Average	Highest

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Disagree	Neither	Don't know	Agree	You 2019	You 2021	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	3%		9%	89%	Not asked	89 %	83 %	90 %	92 %
I am able to work effectively with others in my workgroup	3%		8%	88%	Not asked	88 %	86 %	90 %	95 %
People in my workgroup actively support diversity and inclusion in the workplace	1%	14%	7%	78%	81 %	78 %	75 %	82 %	90 %
People in my workgroup work together effectively to get the job done	10%	13%		78%	84 %	78 %	74 %	81 %	84 %

Workgroup climate

Workgroup support 2 of 3

What this is

This is how well staff feel people work together and support each other in your organisation.

Why this is important

Collaboration can lead to higher team satisfaction, performance and effectiveness.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

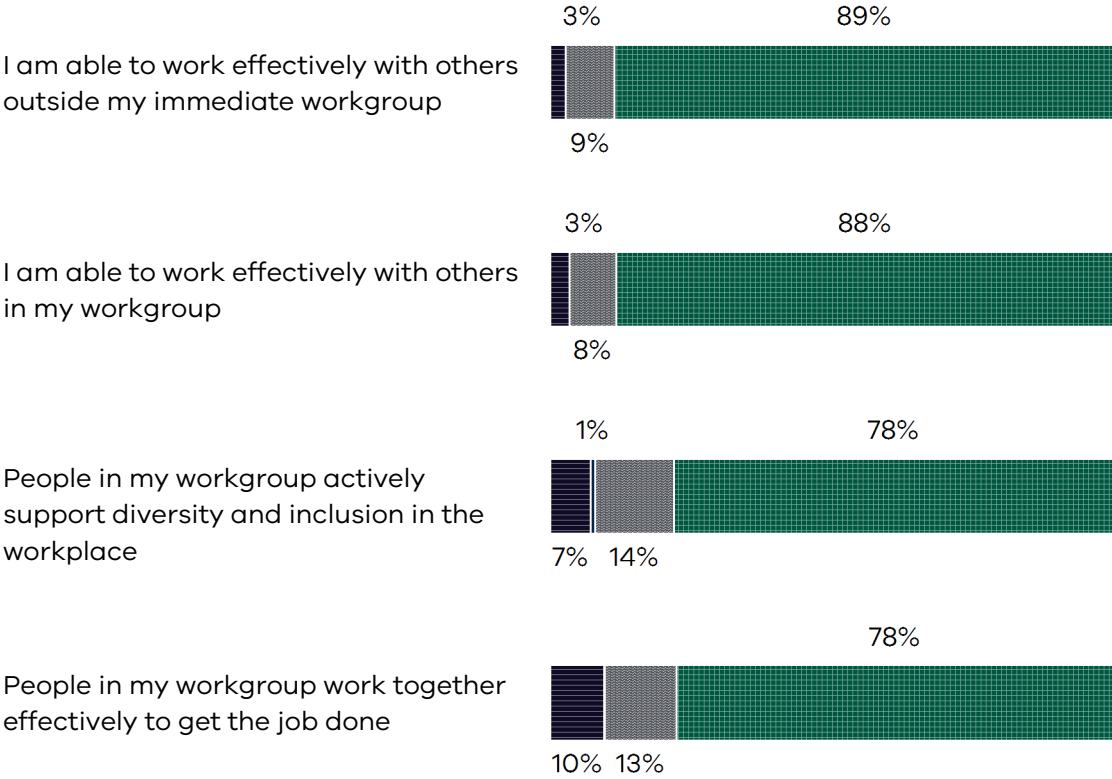Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

75% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup treat each other with respect — 12% Disagree, 12% Neither, 75% Agree	80 %	75 %	73 %	79 %	86 %
People in my workgroup are honest, open and transparent in their dealings — 16% Disagree, 1% Don't know, 17% Neither, 66% Agree	71 %	66 %	62 %	68 %	76 %
People in my workgroup are politically impartial in their work — 8% Disagree, 4% Don't know, 22% Neither, 66% Agree	71 %	66 %	61 %	68 %	77 %
People in my workgroup regularly reach out to support me and my wellbeing — 15% Disagree, 21% Neither, 65% Agree	Not asked	65 %	61 %	68 %	82 %

Workgroup climate

Workgroup support 3 of 3

What this is

This is how well staff feel people work together and support each other in your organisation.

Why this is important

Collaboration can lead to higher team satisfaction, performance and effectiveness.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

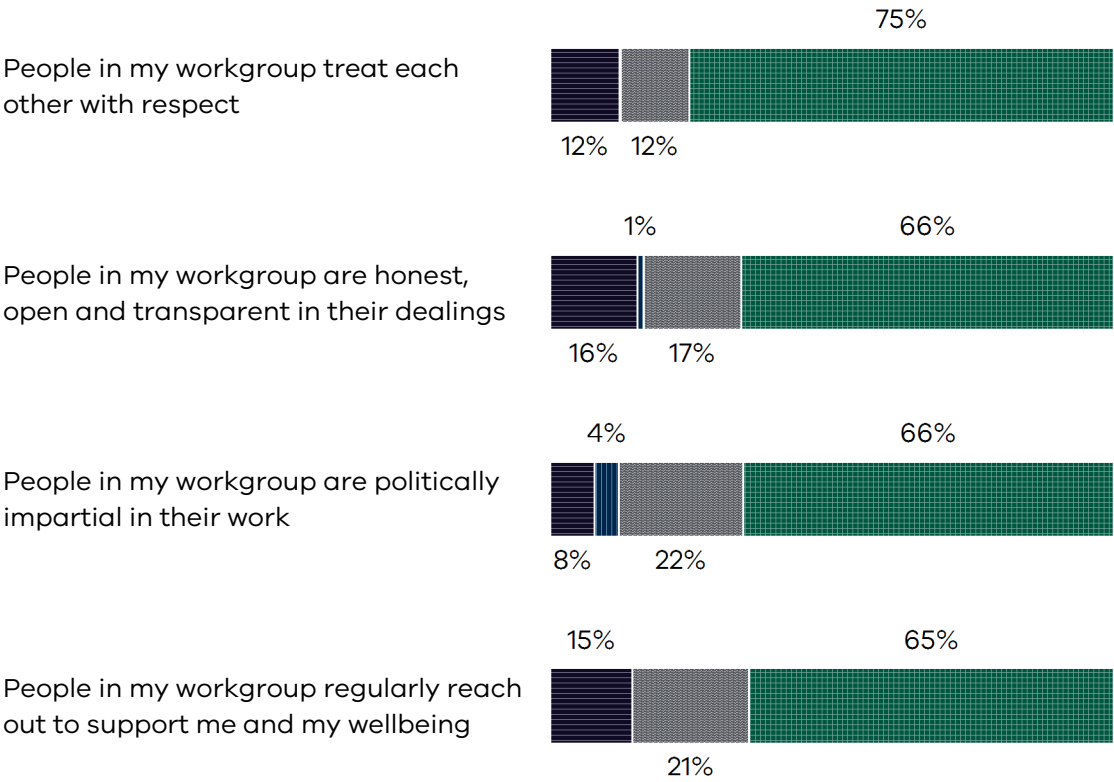Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

57% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup appropriately manage conflicts of interest	15% / 4% / 23% / 57%	65 %	57 %	57 %	64 %	73 %
Workgroups across my organisation willingly share information with each other	16% / 7% / 26% / 52%	57 %	52 %	45 %	60 %	68 %

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2021

Have your say

Report overview
- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes
- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences
- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action
- Taking action questions

Senior leadership
- Senior leadership questions

Organisational climate
- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate
- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors
- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values
- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions
- Questions requested by your organisation

Demographics
- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Job and manager factors

Scorecard 1 of 2

What this is

This scorecard provides overall results for each job and manager factor in the survey's theoretical framework.

Why this is important

This page shows which factors are performing well and which factors you can look to improve.

How to read this

Each label represents a group of questions in the survey about job and manager factors.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2021:

- 86% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 86% of staff at your comparator and 84% of staff across the public sector.
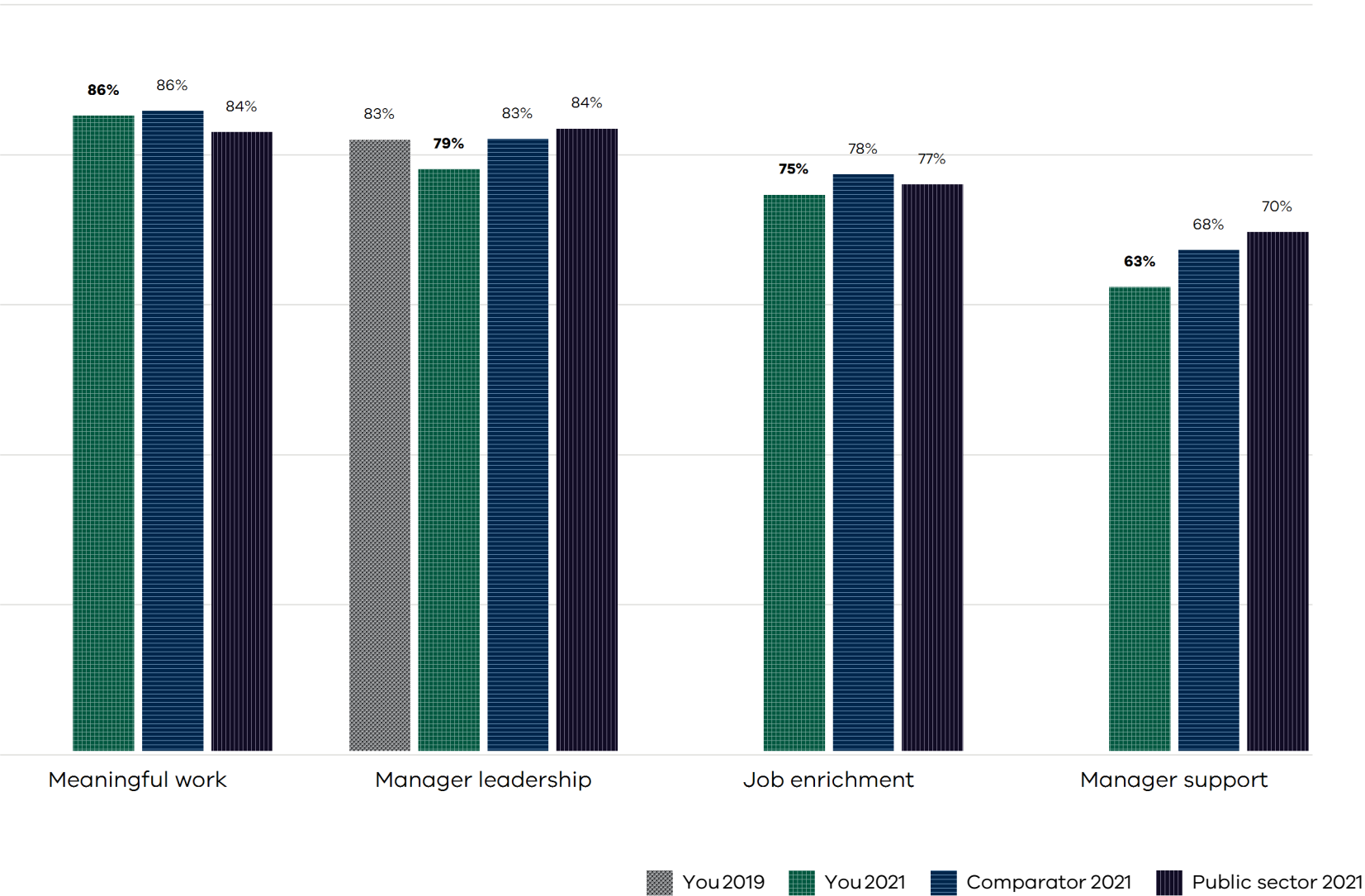
Chart: Job and manager factors. Categories: Meaningful work, Manager leadership, Job enrichment, Manager support.

Factor	You 2019	You 2021	Comparator 2021	Public sector 2021
Meaningful work		86%	86%	84%
Manager leadership	83%	79%	83%	84%
Job enrichment		75%	78%	77%
Manager support		63%	68%	70%

Legend: You 2019, You 2021, Comparator 2021, Public sector 2021

Job and manager factors

What this is

This scorecard provides overall results for each job and manager factor in the survey's theoretical framework.

Why this is important

This page shows which factors are performing well and which factors you can look to improve.

How to read this

Each label represents a group of questions in the survey about job and manager factors.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2021:

- 61% of your staff who did the survey responded positively to questions about Safe to speak up.

Compared to:

- 65% of staff at your comparator and 67% of staff across the public sector.

Bar chart showing: Safe to speak up — You 2021 61%, Comparator 2021 65%, Public sector 2021 67%. Workload — You 2019 55%, You 2021 50%, Comparator 2021 52%, Public sector 2021 53%. Learning and development — You 2021 50%, Comparator 2021 55%, Public sector 2021 53%.

Legend: You 2019 | You 2021 | Comparator 2021 | Public sector 2021
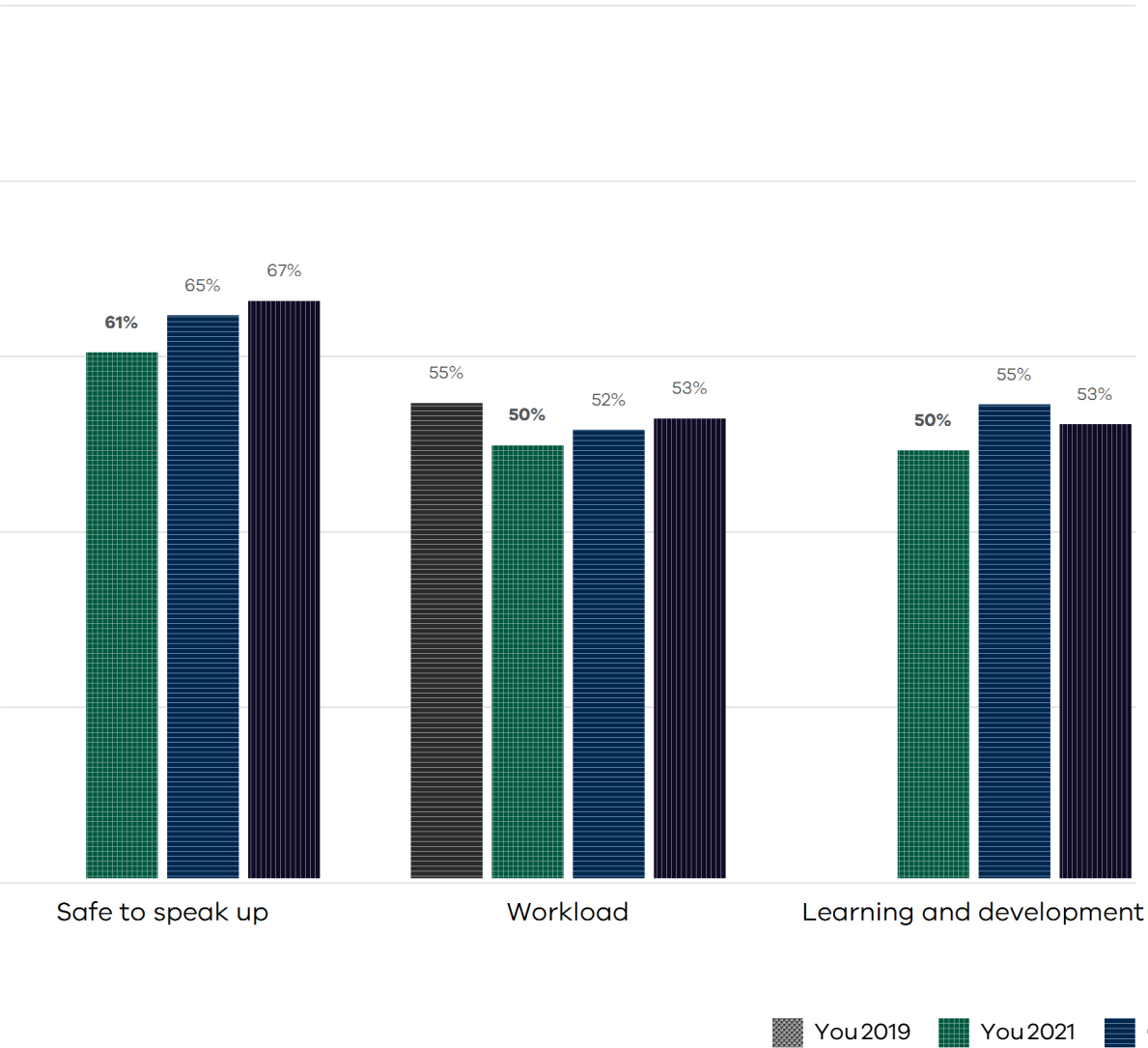
Job and manager factors

Manager leadership 1 of 2

What this is

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

They can act as role models for your organisation's strategy and values.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

82% of your staff who did the survey agreed or strongly agreed with 'My manager ensures clients receive a high standard of service'.

Survey question	Your results			Benchmark agree results				
				You		**Comparator**		
				2019	2021	Lowest	Average	Highest

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Disagree	Neither	Agree	2019	2021	Lowest	Average	Highest
My manager ensures clients receive a high standard of service	6%	12%	82%	86 %	82 %	79 %	85 %	99 %
My manager works effectively with people from diverse backgrounds	5%	14%	80%	84 %	80 %	80 %	85 %	96 %
My manager is committed to workplace safety	2% / 6%	12%	80%	85 %	80 %	78 %	85 %	99 %
My manager treats employees with dignity and respect	11%	11%	78%	81 %	78 %	77 %	82 %	93 %

Job and manager factors

Manager leadership 2 of 2

What this is

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

They can act as role models for your organisation's strategy and values.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
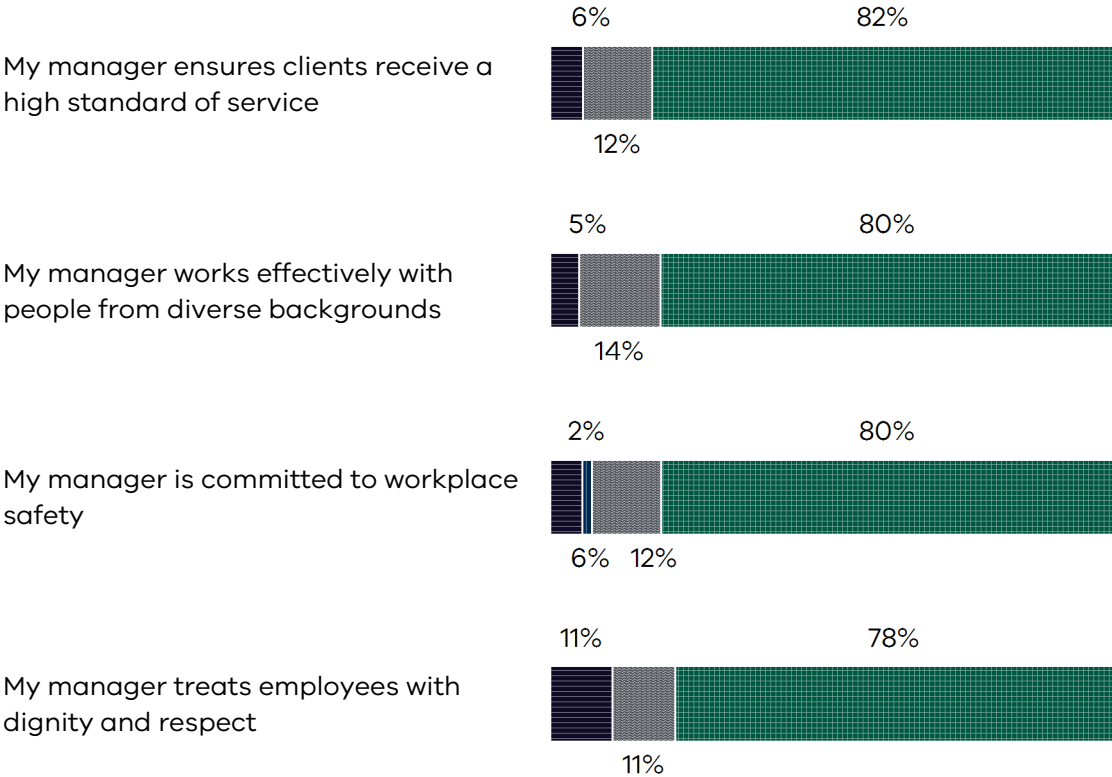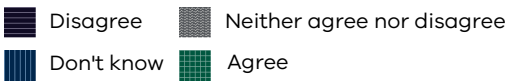
Example

76% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question	Your results		Benchmark agree results				

Legend: Disagree, Don't know, Neither agree nor disagree, Agree

Survey question	Your results	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
My manager demonstrates honesty and integrity	11% / 13% / 76%	81 %	76 %	75 %	80 %	93 %
My manager models my organisation's values	11% / 14% / 75%	79 %	75 %	74 %	79 %	93 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

What this is

This is how supported staff feel by their direct manager.

Why this is important

Supportive managers can give staff clarity, appreciation and positive feedback and coaching.

This can lead to higher satisfaction, performance and capacity to do work.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

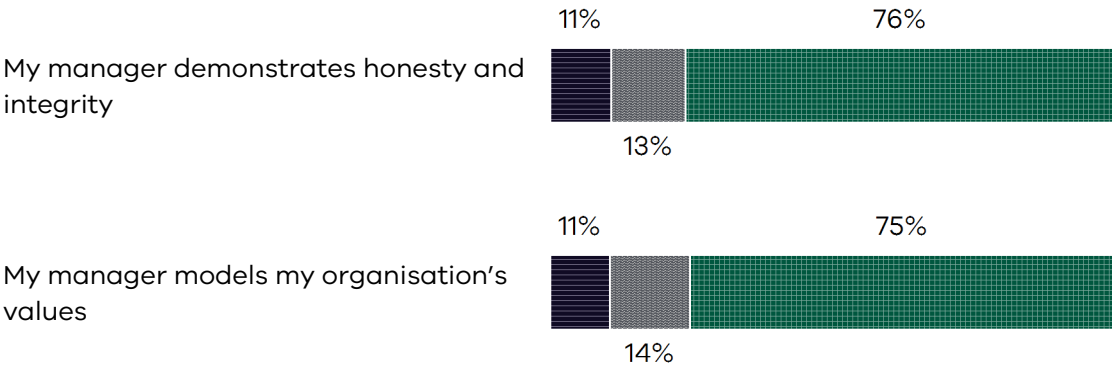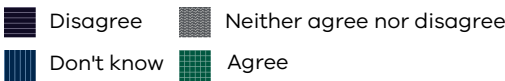Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

74% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

Survey question	Your results			Benchmark agree results				
				You		**Comparator**		
				2019	2021	Lowest	Average	Highest
My manager listens to what I have to say	12% · 14% · 74%			82 %	74 %	73 %	77 %	89 %
I would be confident in approaching my manager to discuss concerns and grievances	17% · 11% · 71%			75 %	71 %	70 %	75 %	87 %
My manager encourages and supports my participation in learning and development opportunities	12% · 19% · 70%			78 %	70 %	66 %	74 %	86 %
My manager involves me in decisions about my work	16% · 17% · 67%			73 %	67 %	66 %	72 %	85 %

Legend: Disagree · Neither agree nor disagree · Don't know · Agree

Job and manager factors

Manager support 2 of 3

What this is

This is how supported staff feel by their direct manager.

Why this is important

Supportive managers can give staff clarity, appreciation and positive feedback and coaching.

This can lead to higher satisfaction, performance and capacity to do work.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
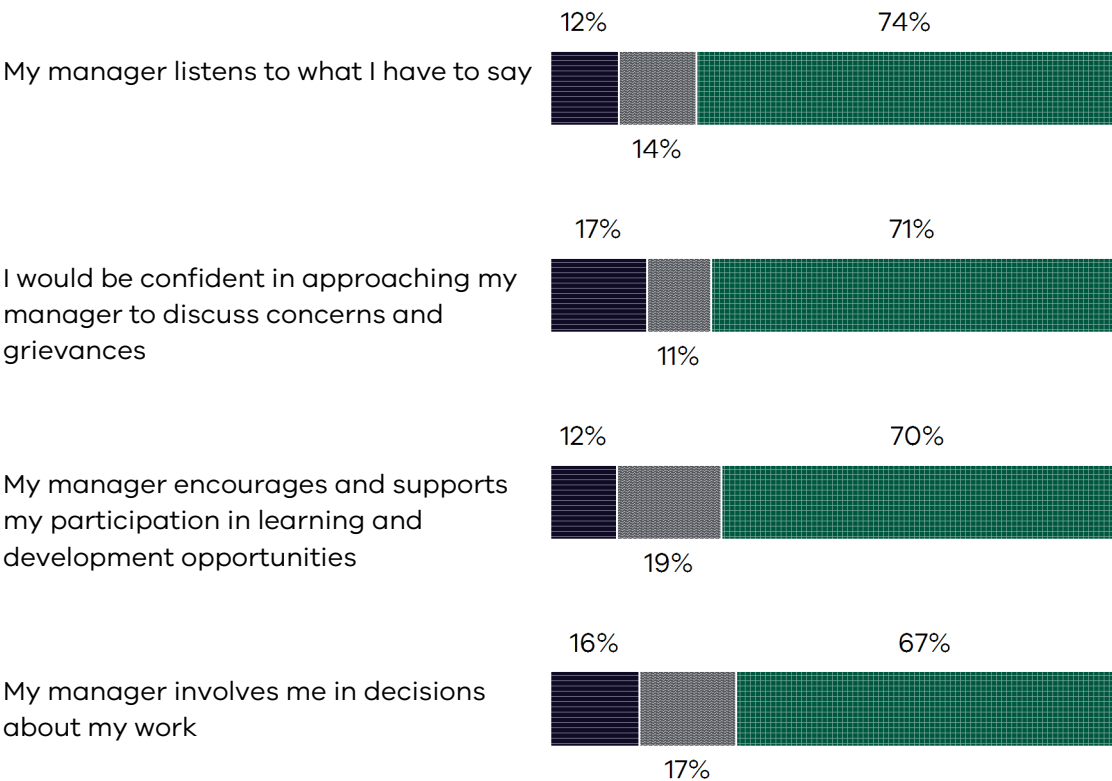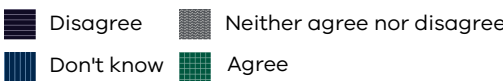
Example

67% of your staff who did the survey agreed or strongly agreed with 'My manager provides me with enough support when I need it'.

Survey question	Your results		You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
	Legend: Disagree / Don't know / Neither agree nor disagree / Agree						
My manager provides me with enough support when I need it	15% Disagree, 1% Don't know, 17% Neither, 67% Agree		Not asked	67 %	66 %	72 %	84 %
My manager keeps me informed about what's going on	17% Disagree, 16% Neither, 67% Agree		73 %	67 %	65 %	73 %	83 %
My manager provides feedback to me in a way that helps me improve my performance	19% Disagree, 1% Don't know, 22% Neither, 58% Agree		67 %	58 %	58 %	64 %	79 %
I receive adequate recognition for my contributions and accomplishments	27% Disagree, 25% Neither, 48% Agree		53 %	48 %	42 %	53 %	70 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

What this is

This is how supported staff feel by their direct manager.

Why this is important

Supportive managers can give staff clarity, appreciation and positive feedback and coaching.

This can lead to higher satisfaction, performance and capacity to do work.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

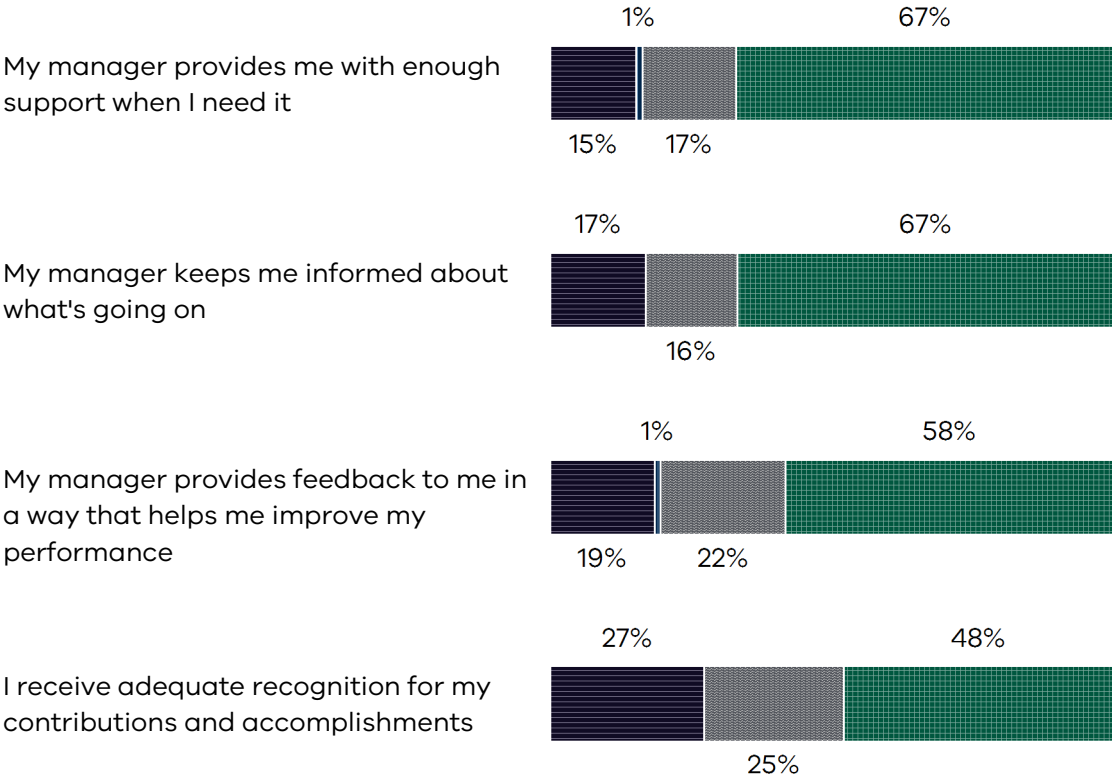Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

44% of your staff who did the survey agreed or strongly agreed with 'My manager has regular conversations with me about my learning and development'.

Survey question

Your results

| ■ Disagree | ▓ Neither agree nor disagree |
| ▐ Don't know | ▦ Agree |

My manager has regular conversations with me about my learning and development

28%   44%

28%
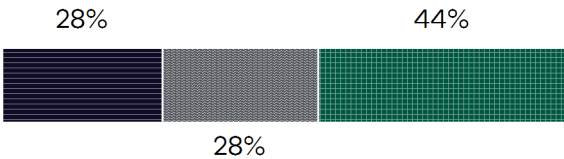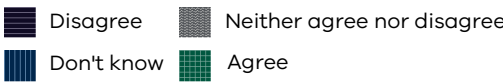
Benchmark agree results

	You		Comparator		
	2019	2021	Lowest	Average	Highest
	Not asked	44 %	44 %	52 %	79 %

Job and manager factors

Workload

What this is

This is how staff feel about workload and time pressure.

Why this is important

Workload and time pressure are the most prominent causes of work-related stress.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

54% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

Survey question	Your results		You		Comparator		
			2019	2021	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	30% / 16% / 54%		57 %	54 %	49 %	55 %	66 %
I have enough time to do my job effectively	35% / 18% / 47%		53 %	47 %	41 %	49 %	61 %

Job and manager factors

Learning and development 1 of 2

What this is

This is how well staff feel they can learn and grow in your organisation.

Why this is important

Good learning and career development can build engagement, efficiency and capability in organisations. It may also help staff retention.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.
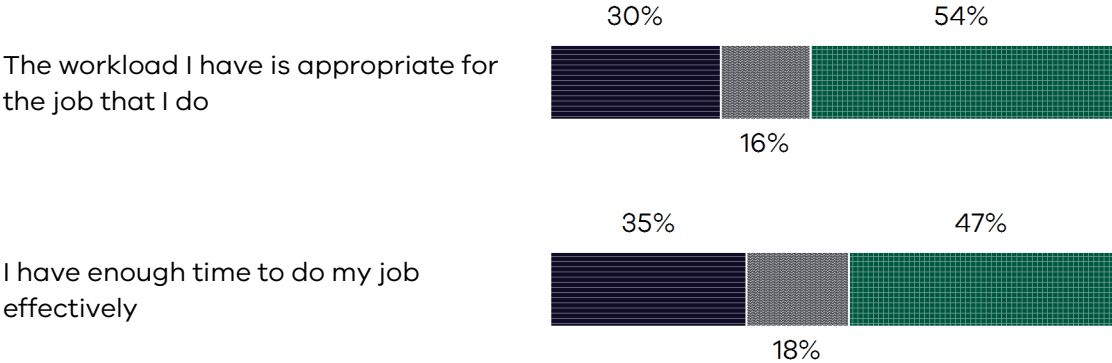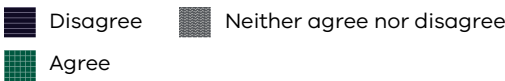
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

70% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question	Your results	Benchmark agree results

Legend: ■ Disagree ▨ Neither agree nor disagree ▩ Agree

	You		Comparator		
	2019	2021	Lowest	Average	Highest
I am developing and learning in my role — 12% / 17% / 70%	Not asked	70 %	64 %	73 %	88 %
In the last 12 months I have learned skills that have helped me do my job better — 13% / 18% / 69%	Not asked	69 %	62 %	72 %	86 %
My organisation places a high priority on the learning and development of staff — 17% / 30% / 53%	65 %	53 %	47 %	62 %	81 %
There are adequate opportunities for me to develop skills and experience in my organisation — 22% / 26% / 53%	68 %	53 %	46 %	58 %	84 %

Job and manager factors

What this is

This is how well staff feel they can learn and grow in your organisation.

Why this is important

Good learning and career development can build engagement, efficiency and capability in organisations. It may also help staff retention.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.
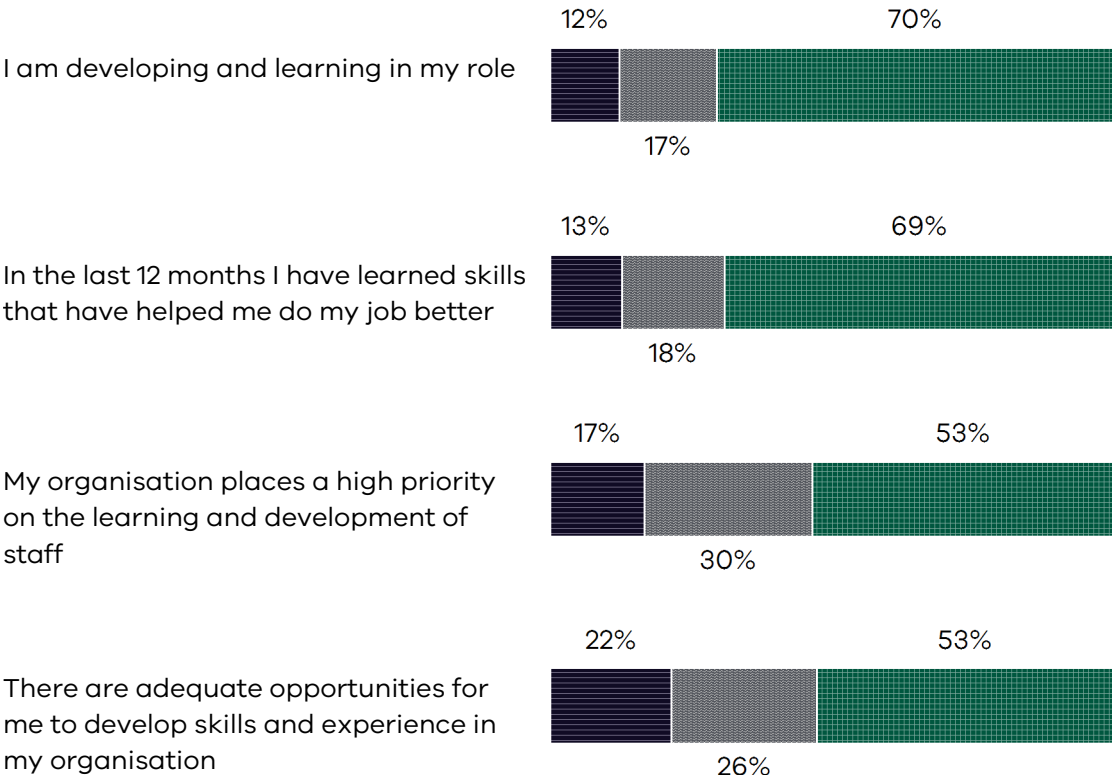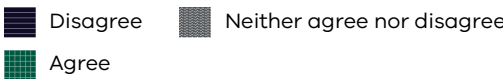
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

50% of your staff who did the survey agreed or strongly agreed with 'I am satisfied with the way my learning and development needs have been addressed in the last 12 months'.

Survey question	Your results	Benchmark agree results

Legend: Disagree · Neither agree nor disagree · Agree

	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
I am satisfied with the way my learning and development needs have been addressed in the last 12 months (23% / 27% / 50%)	Not asked	50 %	44 %	56 %	81 %
I feel I have an equal chance at promotion in my organisation (28% / 32% / 39%)	Not asked	39 %	33 %	44 %	53 %
I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers) (26% / 37% / 38%)	Not asked	38 %	34 %	43 %	53 %
I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments) (25% / 49% / 26%)	Not asked	26 %	28 %	32 %	35 %

Job and manager factors

Job enrichment 1 of 2

What this is

This is how staff feel about their autonomy at work and role clarity.

Why this is important

Job enrichment is one of the main drivers of employee engagement and workplace wellbeing.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
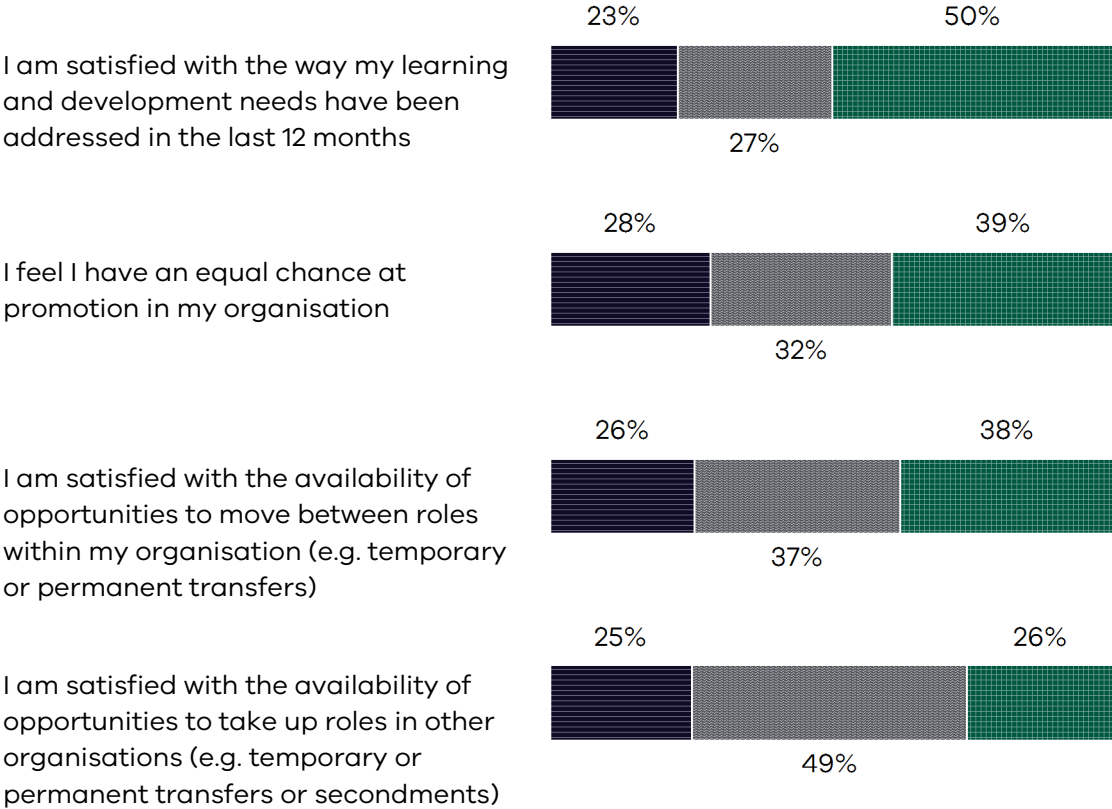
Example

90% of your staff who did the survey agreed or strongly agreed with 'I understand how my job contributes to my organisation's purpose'.

Survey question	Your results		You		Comparator		
			2019	2021	Lowest	Average	Highest
I understand how my job contributes to my organisation's purpose	3% ... 90% ... 7%		93 %	90 %	85 %	91 %	96 %
I clearly understand what I am expected to do in this job	7% ... 83% ... 10%		89 %	83 %	76 %	85 %	93 %
My job allows me to utilise my skills, knowledge and abilities	9% ... 82% ... 9%		86 %	82 %	79 %	84 %	91 %
I have the authority to do my job effectively	11% ... 77% ... 13%		82 %	77 %	72 %	79 %	93 %

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

Job and manager factors

Job enrichment 2 of 2

What this is

This is how staff feel about their autonomy at work and role clarity.

Why this is important

Job enrichment is one of the main drivers of employee engagement and workplace wellbeing.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
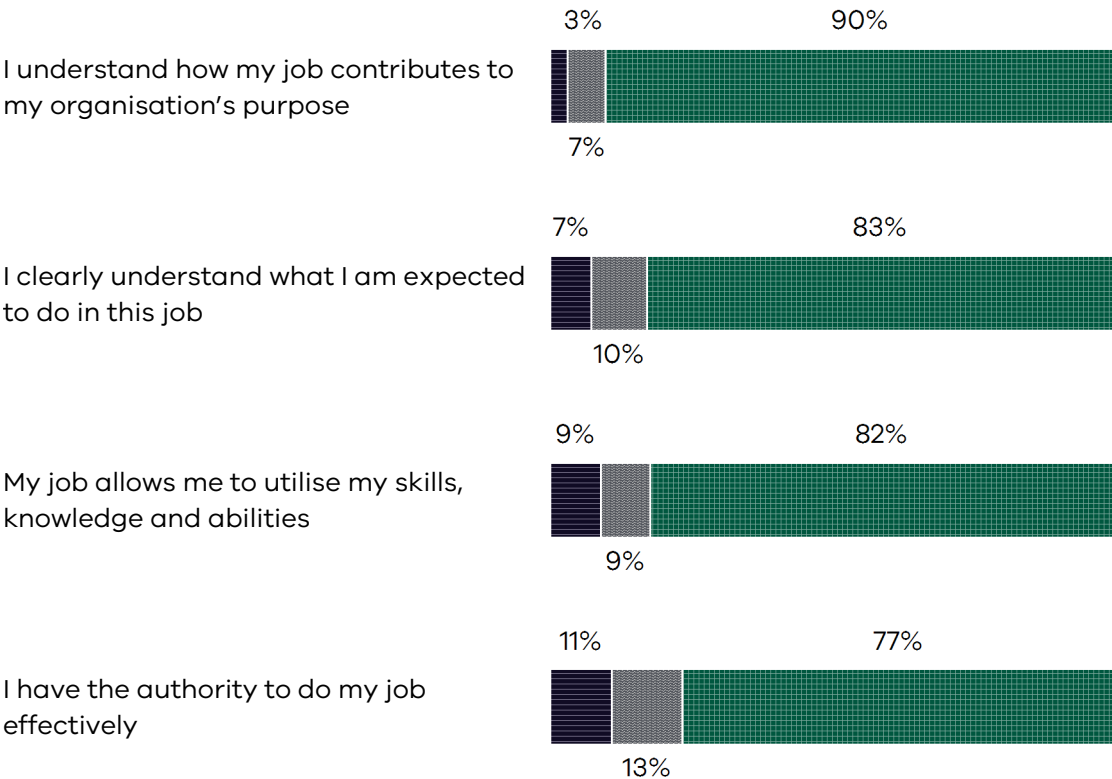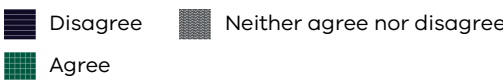
Example

73% of your staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

Survey question	Your results			Benchmark agree results				
				You		**Comparator**		
				2019	2021	Lowest	Average	Highest
I understand how the Charter of Human Rights and Responsibilities applies to my work	9% / 18% / 73%			74 %	73 %	71 %	76 %	91 %
I have a choice in deciding how I do my work	15% / 18% / 67%			72 %	67 %	63 %	69 %	81 %
My work performance is assessed against clear criteria	18% / 27% / 55%			Not asked	55 %	51 %	61 %	91 %

Legend: ■ Disagree ▨ Neither agree nor disagree ▦ Agree

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Meaningful work

What this is

This is how staff feel about their contribution and how worthwhile their work is.

Why this is important

Staff who feel their work is meaningful can help achieve individual, team and organisational outcomes.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
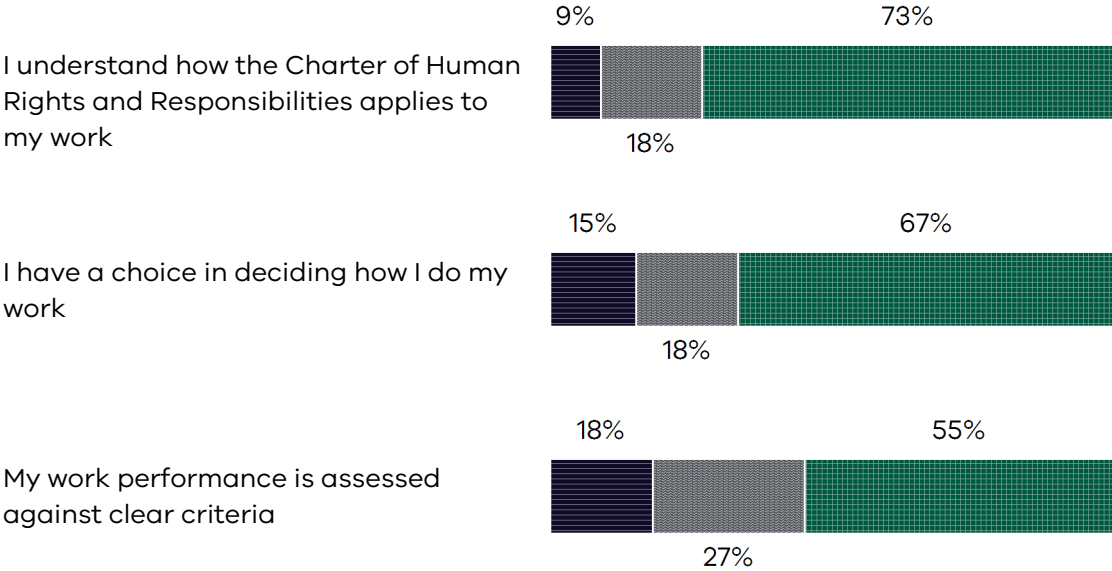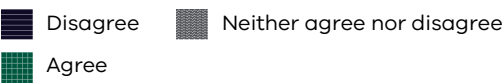
Example

88% of your staff who did the survey agreed or strongly agreed with 'I feel that I can make a worthwhile contribution at work'.

Survey question	Your results	Benchmark agree results

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

Survey question	Disagree	Neither	Agree		You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
I feel that I can make a worthwhile contribution at work	4%	8%	88%		Not asked	88 %	82 %	88 %	95 %
I am achieving something important through my work	4%	12%	84%		Not asked	84 %	76 %	85 %	98 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Safe to speak up 1 of 2

What this is

This is how freely and confidently staff feel they can talk about issues without fear of retribution.

Why this is important

Organisations with psychologically safe cultures empower staff to report negative behaviour and integrity issues.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
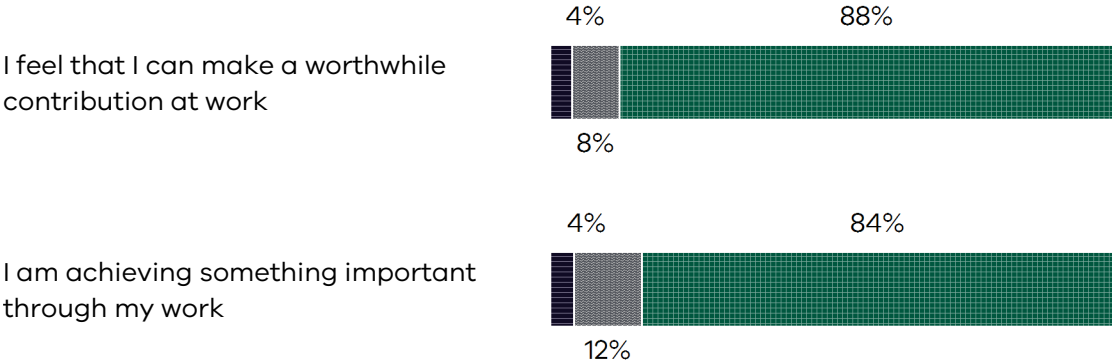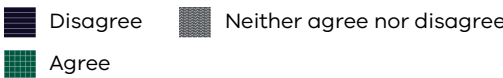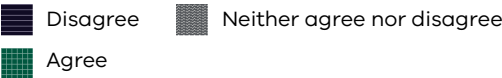
Example

65% of your staff who did the survey agreed or strongly agreed with 'People in your workgroup are able to bring up problems and tough issues'.

Survey question	Your results			

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree
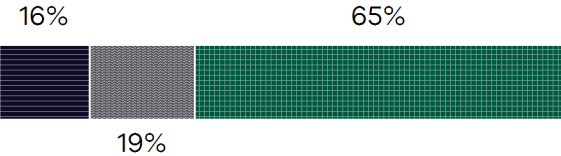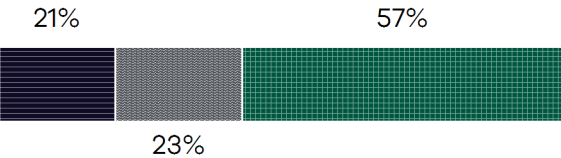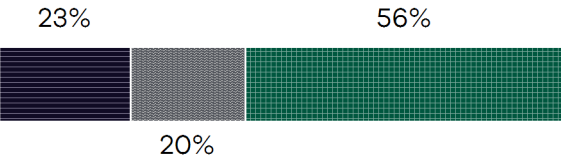
		You		Comparator		
Survey question	Your results	2019	2021	Lowest	Average	Highest
People in your workgroup are able to bring up problems and tough issues	16% / 19% / 65%	Not asked	65 %	63 %	67 %	74 %
I am confident that I would be protected from reprisal for reporting improper conduct	21% / 23% / 57%	55 %	57 %	52 %	63 %	74 %
I feel safe to challenge inappropriate behaviour at work	23% / 20% / 56%	Not asked	56 %	51 %	62 %	72 %
I am confident that if I raised a grievance in my organisation, it would be investigated in a thorough and objective manner	26% / 26% / 48%	51 %	48 %	43 %	56 %	66 %
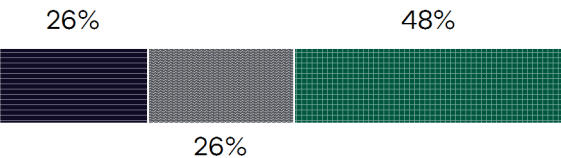
Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Safe to speak up 2 of 2

What this is

This is how freely and confidently staff feel they can talk about issues without fear of retribution.

Why this is important

Organisations with psychologically safe cultures empower staff to report negative behaviour and integrity issues.

How to read this

Under 'Your results', see results for each question in descending order by most disagreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

73% of your staff who did the survey disagreed or strongly disagreed with 'People in my workgroup often reject others for being different'.

Legend: Disagree | Neither agree nor disagree | Agree
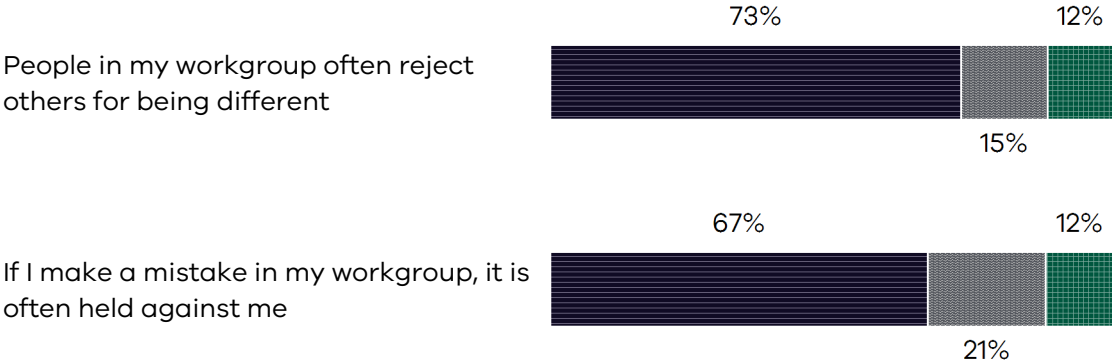
Survey question	Your results	You		Comparator		
		2019	2021	Lowest	Average	Highest
People in my workgroup often reject others for being different	Disagree 73%, Neither 15%, Agree 12%	Not asked	73 %	72 %	76 %	85 %
If I make a mistake in my workgroup, it is often held against me	Disagree 67%, Neither 21%, Agree 12%	Not asked	67 %	60 %	66 %	76 %

Job and manager factors

Barriers to optimal work

What this is

This is what staff feel stops them from working in an optimal way.

Why this is important

Workplace barriers prevent employees from working efficiently and effectively.

How to read this

In the survey, we asked staff to tell us the most significant barriers that prevented them from working optimally. They could select more than one barrier.

Example

34% of staff who did the survey said 'Too many competing priorities' was a significant barrier to performing optimally at work.

Which of the following are currently the most significant barriers (if any) that prevent you performing optimally at work?	You 2021	Comparator 2021	Public sector 2021
Too many competing priorities	34%	35%	36%
Technology limitations	33%	21%	20%
Communication processes	23%	20%	19%
Decision making and authorisation processes	20%	17%	23%
Administrative processes (including leave and HR requirements)	19%	16%	19%
There are no noticeable barriers	18%	18%	18%
Other	14%	15%	13%
Poor mental health or wellbeing	11%	11%	11%
Poor work-life balance	11%	13%	12%
Absence of visibility of team progress and deliverables	9%	9%	9%

People matter survey 2021

Have your say

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions

- Questions requested by your organisation

Demographics

- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Public sector values

What this is

This is a set of 7 values that form the basis for the professional and ethical conduct of everyone who works in the public sector.

Why this is important

There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

How to read this

Each label represents a group of questions in the survey about public sector values.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2021:

- 84% of your staff who did the survey responded positively to questions about Responsiveness , which is down 6% in 2019.

Compared to:

- 87% of staff at your comparator and 87% of staff across the public sector.

Legend: You 2019 | You 2021 | Comparator 2021 | Public sector 2021

Responsiveness: 90%, 84%, 87%, 87%
Human rights: 79%, 77%, 81%, 80%
Accountability: 81%, 75%, 78%, 76%
Respect: 77%, 72%, 77%, 78%
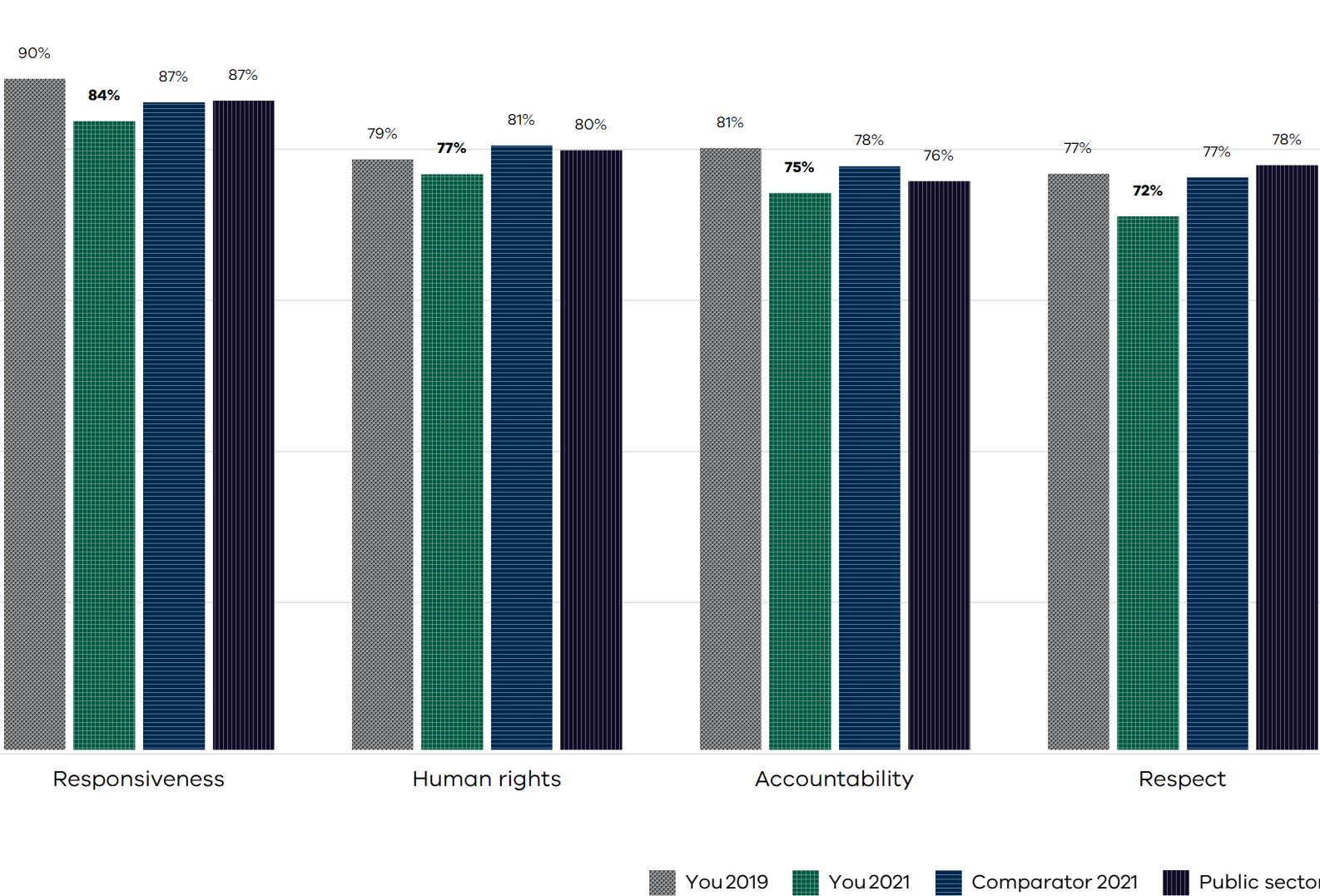
Public sector values

Scorecard 2 of 2

What this is

This is a set of 7 values that form the basis for the professional and ethical conduct of everyone who works in the public sector.

Why this is important

There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

How to read this

Each label represents a group of questions in the survey about public sector values.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2021:

- 66% of your staff who did the survey responded positively to questions about Leadership , which is down 2% in 2019.

Compared to:

- 72% of staff at your comparator and 73% of staff across the public sector.

Legend: You 2019 · You 2021 · Comparator 2021 · Public sector 2021

	Leadership	Impartiality	Integrity
You 2019	68%	72%	66%
You 2021	66%	63%	63%
Comparator 2021	72%	67%	69%
Public sector 2021	73%	68%	70%

Victorian Public Sector Commission

VICTORIA State Government
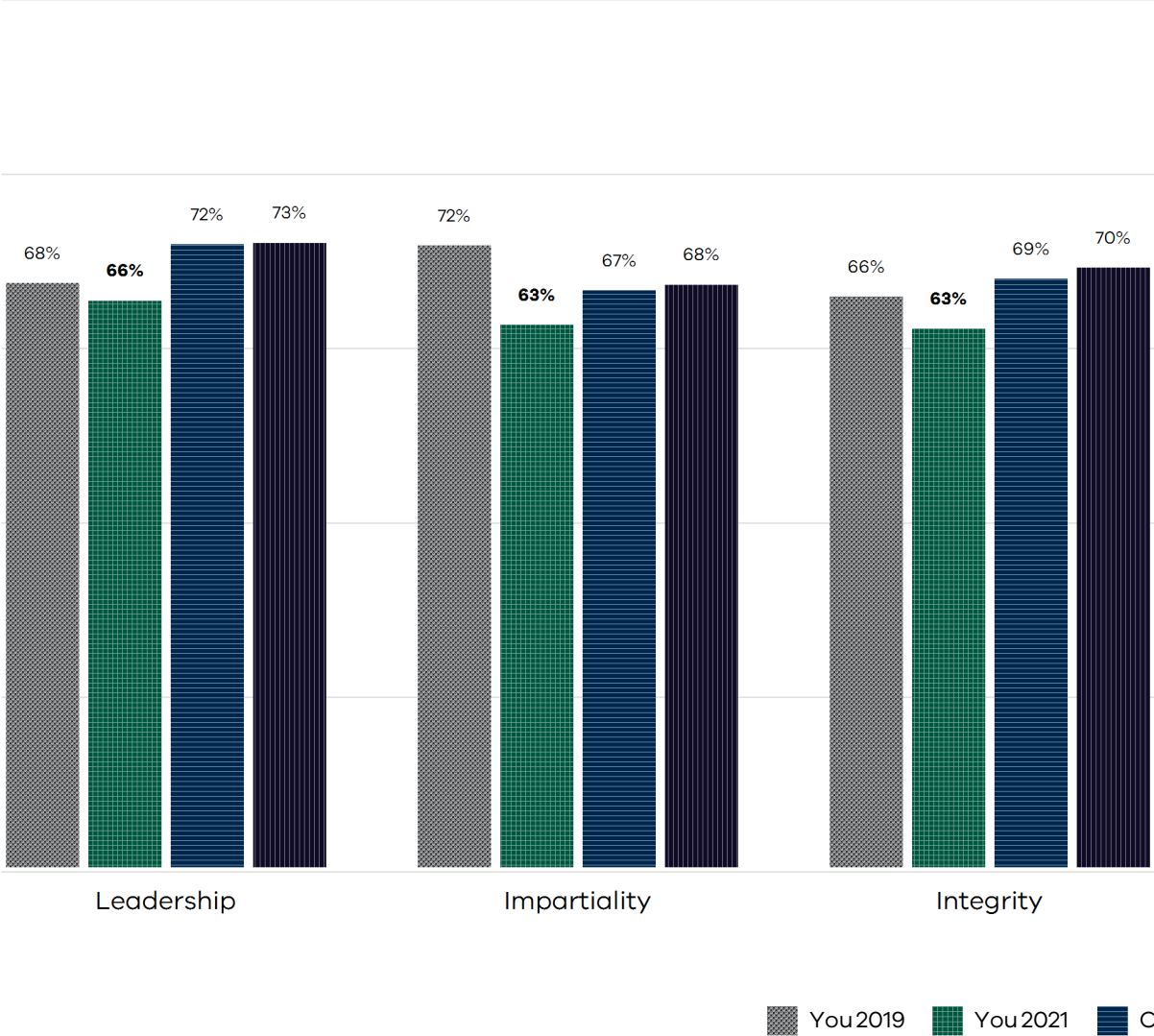
Public sector values

Responsiveness

What this is

This is how responsive your staff feel they are to the community.

Why this is important

Staff need to feel they can adapt to the changing demands and circumstances of our clients and stakeholders.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

86% of staff who did the survey agreed or strongly agreed with 'My workgroup strives to provide high quality advice and services'.

Survey question	Your results					
		You		**Comparator**		
		2019	2021	Lowest	Average	Highest
My workgroup strives to provide high quality advice and services	Disagree 5% · Neither 9% · Agree 86%	92 %	86 %	82 %	88 %	98 %
My workgroup strives to deliver services in a timely manner	Don't know 1% · Disagree 5% · Neither 10% · Agree 85%	91 %	85 %	82 %	88 %	95 %
My manager ensures clients receive a high standard of service	Disagree 6% · Neither 12% · Agree 82%	86 %	82 %	79 %	85 %	99 %

Legend: Disagree · Neither agree nor disagree · Don't know · Agree

Public sector values

Integrity 1 of 2

What this is

Integrity is being honest and transparent, conducting ourselves properly and using our powers responsibly.

Why this is important

The Victorian community need high trust in how everyone in the public sector works and what they do.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

78% of staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

Survey question	Your results	Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
My organisation is committed to earning a high level of public trust	3% / 5% 15% / 78%	74 %	78 %	66 %	81 %	92 %
My manager demonstrates honesty and integrity	11% / 13% / 76%	81 %	76 %	75 %	80 %	93 %
People in my workgroup are honest, open and transparent in their dealings	16% / 1% 17% / 66%	71 %	66 %	62 %	68 %	76 %
My organisation does not tolerate improper conduct	18% / 3% 20% / 59%	63 %	59 %	51 %	68 %	84 %

Public sector values

What this is

Integrity is being honest and transparent, conducting ourselves properly and using our powers responsibly.

Why this is important

The Victorian community need high trust in how everyone in the public sector works and what they do.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
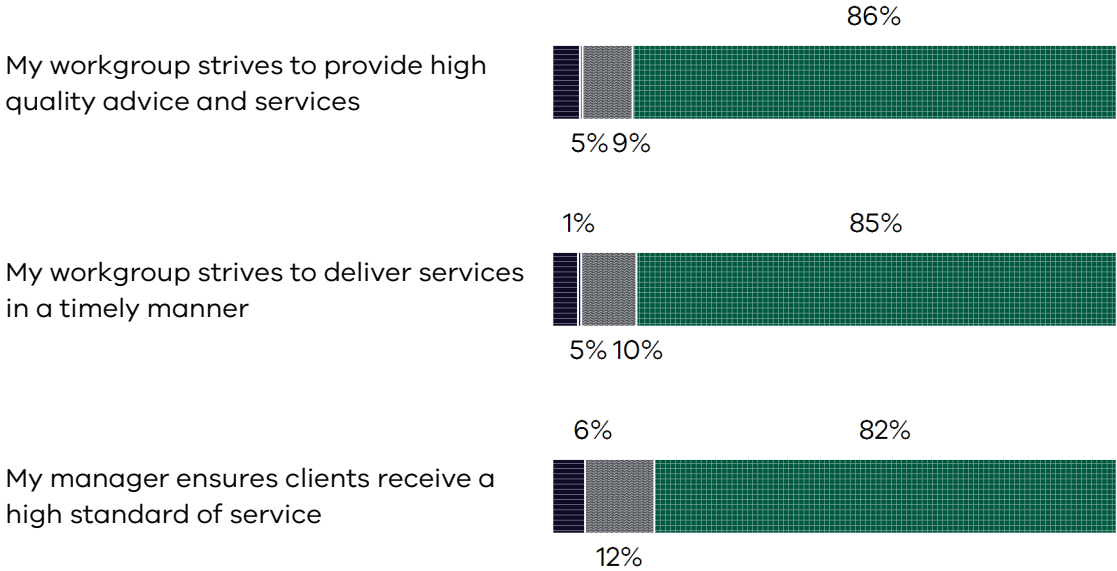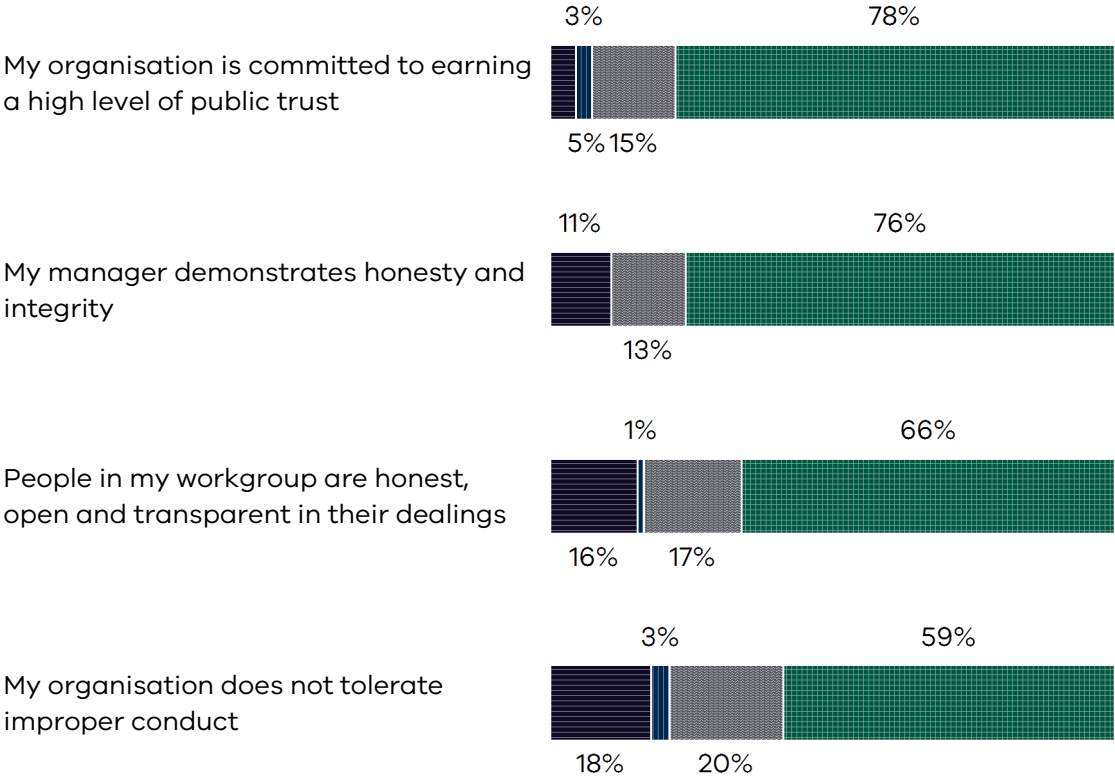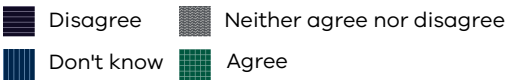
Example

57% of staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

Survey question / Your results / Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question		You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup appropriately manage conflicts of interest	15% / 4% / 23% / 57%	65 %	57 %	57 %	64 %	73 %
I am confident that I would be protected from reprisal for reporting improper conduct	21% / 23% / 57%	55 %	57 %	52 %	63 %	74 %
I feel safe to challenge inappropriate behaviour at work	23% / 20% / 56%	Not asked	56 %	51 %	62 %	72 %
Senior leaders demonstrate honesty and integrity	12% / 10% / 25% / 53%	57 %	53 %	51 %	62 %	85 %

Public sector values

Impartiality

What this is

Impartiality is how your staff feel an organisation makes informed decisions and provides stable advice on merit, without bias, favouritism or self interest.

Why this is important

We all have an obligation to be impartial and make objective and fair decisions that are open to scrutiny.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.
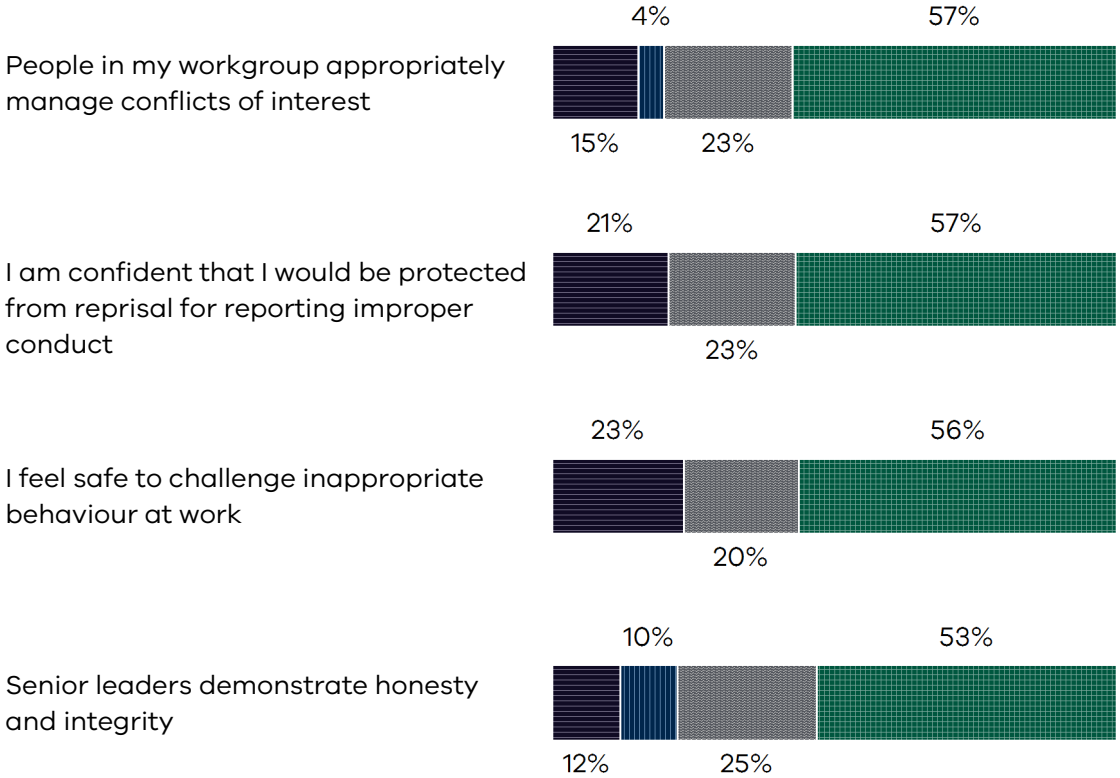
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

72% of staff who did the survey agreed or strongly agreed with 'My workgroup focuses on making decisions informed by all relevant facts'.

Survey question	Your results		You		Comparator		
			2019	2021	Lowest	Average	Highest

Legend: Disagree · Don't know · Neither agree nor disagree · Agree

Survey question		You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup focuses on making decisions informed by all relevant facts	2%, 11%, 16%, 72%	84 %	72 %	68 %	75 %	88 %
My workgroup places a priority on acting fairly and without bias	1%, 15%, 15%, 69%	80 %	69 %	66 %	72 %	87 %
People in my workgroup are politically impartial in their work	4%, 8%, 22%, 66%	71 %	66 %	61 %	68 %	77 %
My organisation makes fair recruitment and promotion decisions, based on merit	19%, 8%, 26%, 47%	55 %	47 %	41 %	54 %	63 %

Public sector values

Accountability 1 of 2

What this is

Accountability is if your staff feel they work to clear objectives in a transparent manner and can accept responsibility for decisions.

Why this is important

As we all make decisions on behalf of Victorians, we must be accountable in the resources we use.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

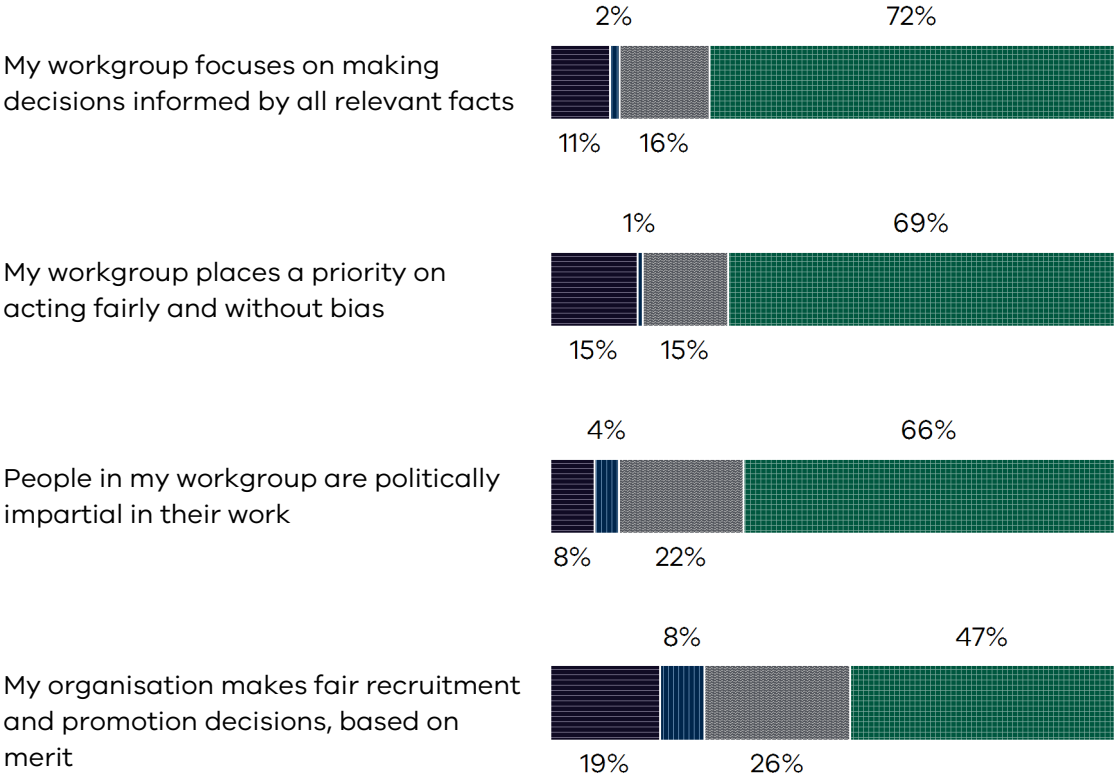Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

90% of staff who did the survey agreed or strongly agreed with 'I understand how my job contributes to my organisation's purpose'.

Survey question	Your results		You		Comparator		
			2019	2021	Lowest	Average	Highest
I understand how my job contributes to my organisation's purpose	3% ... 90% / 7%		93 %	90 %	85 %	91 %	96 %
I clearly understand what I am expected to do in this job	7% ... 83% / 10%		89 %	83 %	76 %	85 %	93 %
My workgroup strives to make the best use of its resources	1% ... 75% / 12% 12%		87 %	75 %	73 %	78 %	88 %
My workgroup has clear lines of responsibility	1% ... 73% / 13% 13%		80 %	73 %	69 %	77 %	87 %

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

What this is

Accountability is if your staff feel they work to clear objectives in a transparent manner and can accept responsibility for decisions.

Why this is important

As we all make decisions on behalf of Victorians, we must be accountable in the resources we use.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

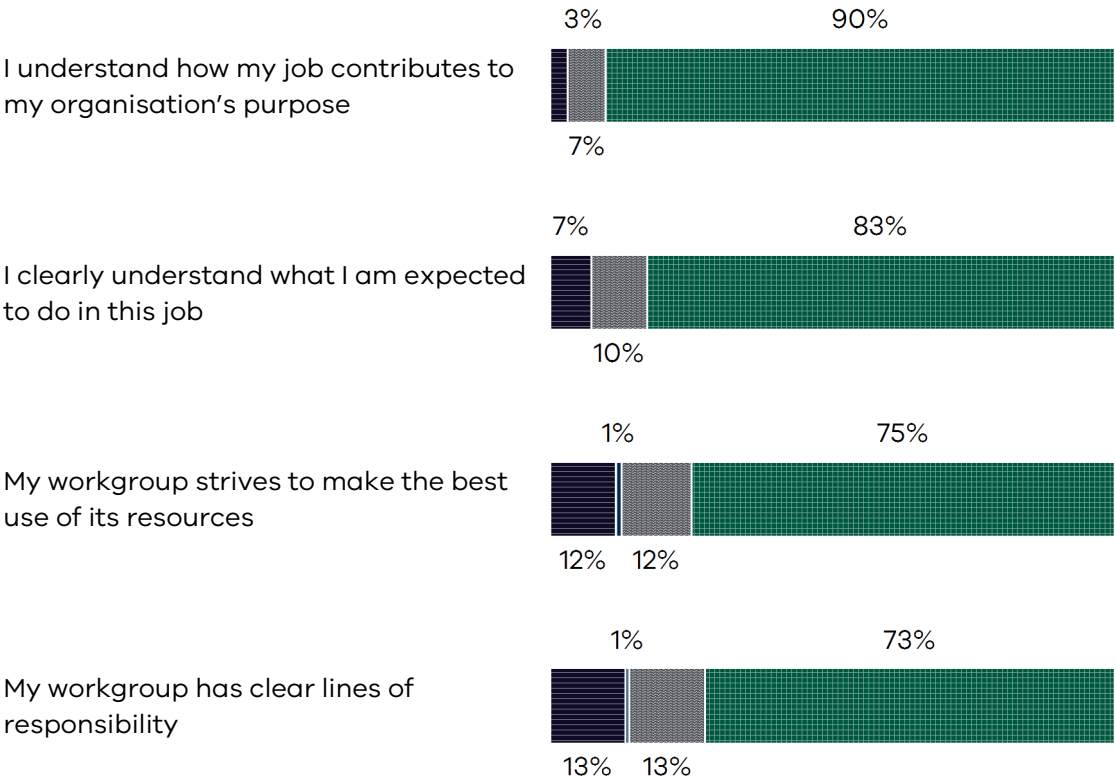Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

53% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Senior leaders provide clear strategy and direction

7%   53%

16%   23%

Benchmark agree results
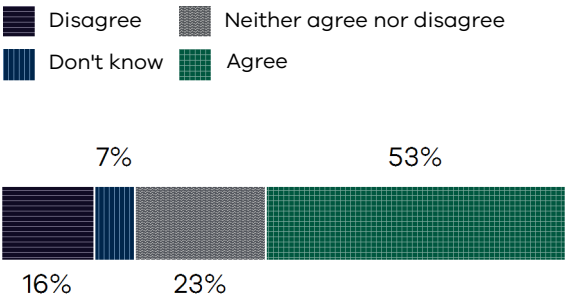
	You		Comparator		
	2019	2021	Lowest	Average	Highest
	53 %	53 %	50 %	61 %	82 %

Public sector values

Respect 1 of 2

What this is

Respect is how your staff feel they're treated in the workplace and community.

Why this is important

All staff need to treat their colleagues and Victorians with respect.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

78% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	You 2019	You 2021	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect (Disagree 11%, Neither 11%, Agree 78%)	81 %	78 %	77 %	82 %	93 %
My workgroup respectfully consults with clients and stakeholders to improve outcomes (Disagree 4%, Don't know 6%, Neither 14%, Agree 76%)	78 %	76 %	73 %	78 %	91 %
My organisation encourages respectful workplace behaviours (Disagree 10%, Neither 14%, Agree 76%)	79 %	76 %	70 %	82 %	91 %
People in my workgroup treat each other with respect (Disagree 12%, Neither 12%, Agree 75%)	80 %	75 %	73 %	79 %	86 %

Public sector values

Respect 2 of 2

What this is

Respect is how your staff feel they're treated in the workplace and community.

Why this is important

All staff need to treat their colleagues and Victorians with respect.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
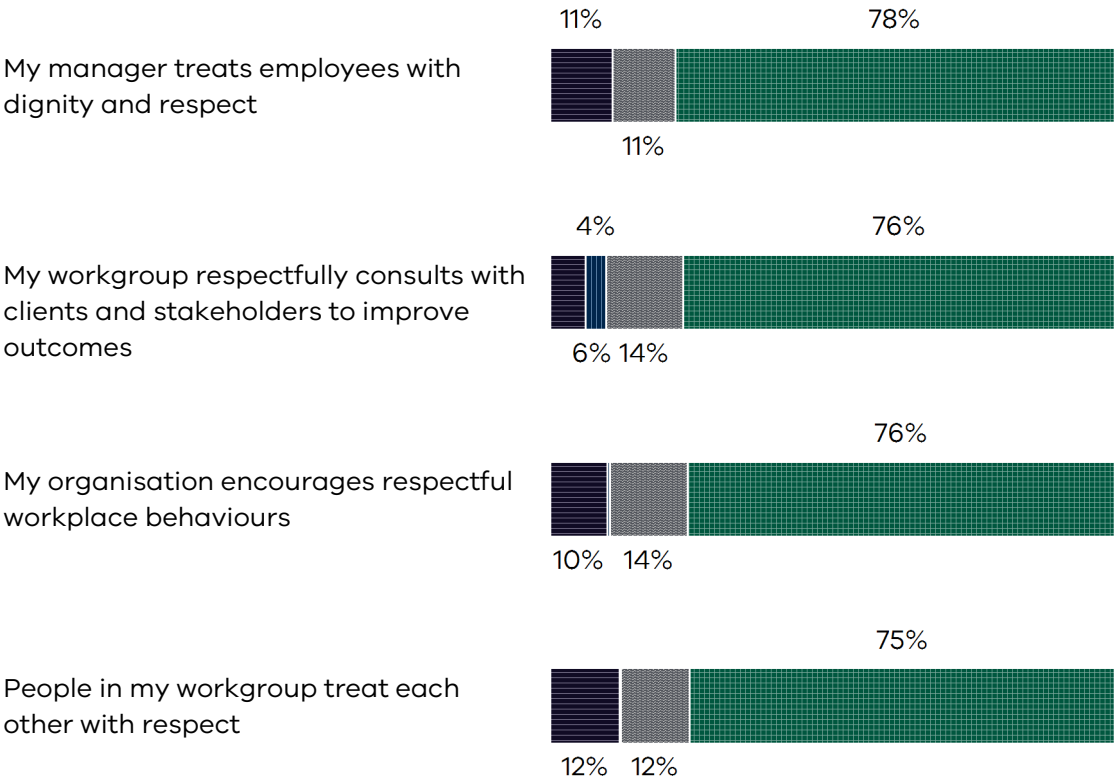
Example

74% of staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

Survey question	Your results	Benchmark agree results

Legend: Disagree, Neither agree nor disagree, Don't know, Agree

	You		Comparator		
	2019	2021	Lowest	Average	Highest
My manager listens to what I have to say	82 %	74 %	73 %	77 %	89 %
My manager keeps me informed about what's going on	73 %	67 %	65 %	73 %	83 %
My organisation takes steps to eliminate bullying, harassment and discrimination	68 %	56 %	52 %	66 %	76 %

My manager listens to what I have to say: 12%, 14%, 74%

My manager keeps me informed about what's going on: 17%, 16%, 67%

My organisation takes steps to eliminate bullying, harassment and discrimination: 20%, 4%, 21%, 56%

Public sector values

Leadership

What this is

Leadership is how your staff feel an organisation implements and promotes the public sector values.

Why this is important

Good leadership plays a role in the development of workplace culture.

It also gives Victorians confidence that staff in the public sector behave to a high standard.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
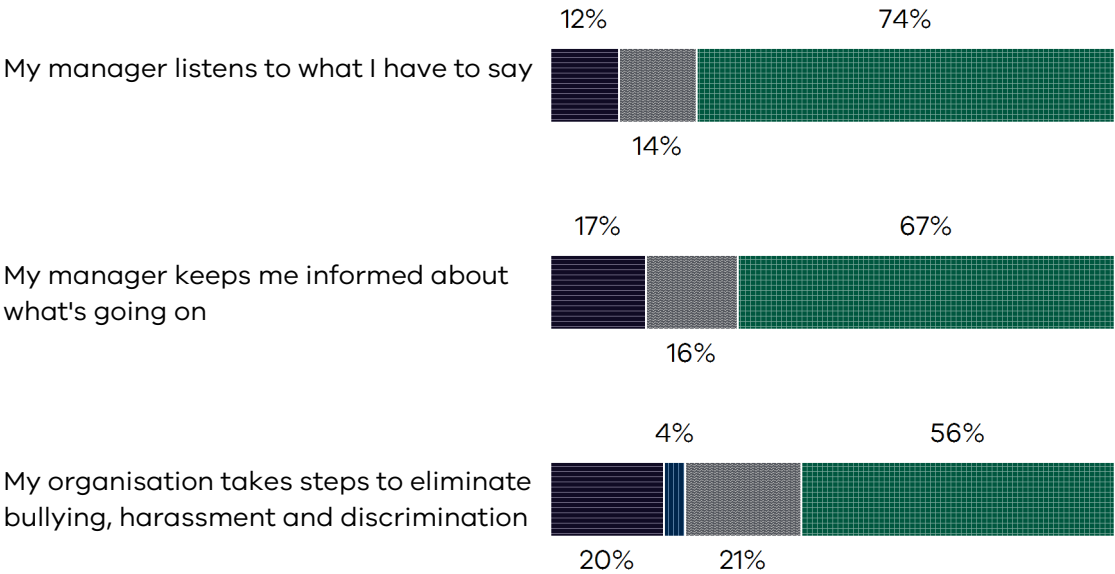
Example

75% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Survey question	Your results				

Legend: Disagree, Don't know, Neither agree nor disagree, Agree

		Benchmark agree results				
		You		**Comparator**		
Survey question	Your results	2019	2021	Lowest	Average	Highest
My manager models my organisation's values	11% / 14% / 75%	79 %	75 %	74 %	79 %	93 %
Senior leaders model my organisation's values	12% / 9% / 22% / 57%	57 %	57 %	54 %	66 %	89 %

Public sector values

Human rights

What this is

Human rights is how your staff feel their organisation upholds basic human rights.

Why this is important

Using the Victorian Charter of Human Rights, organisations must consider human rights in how they work and act.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
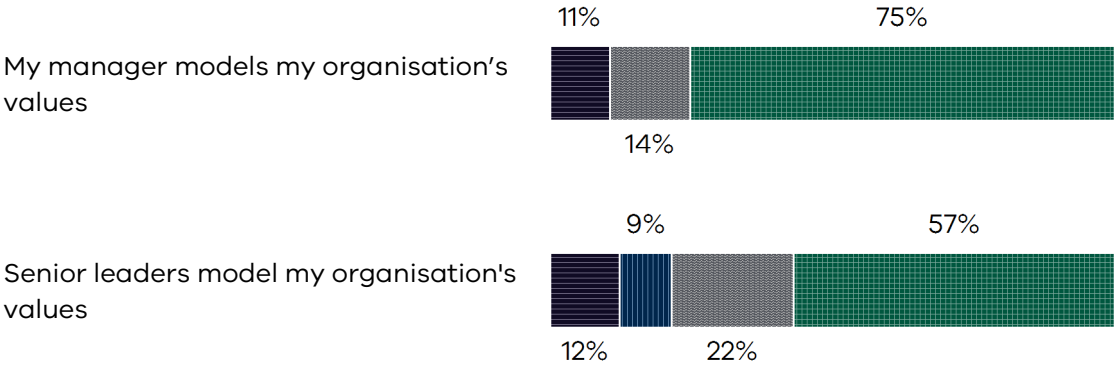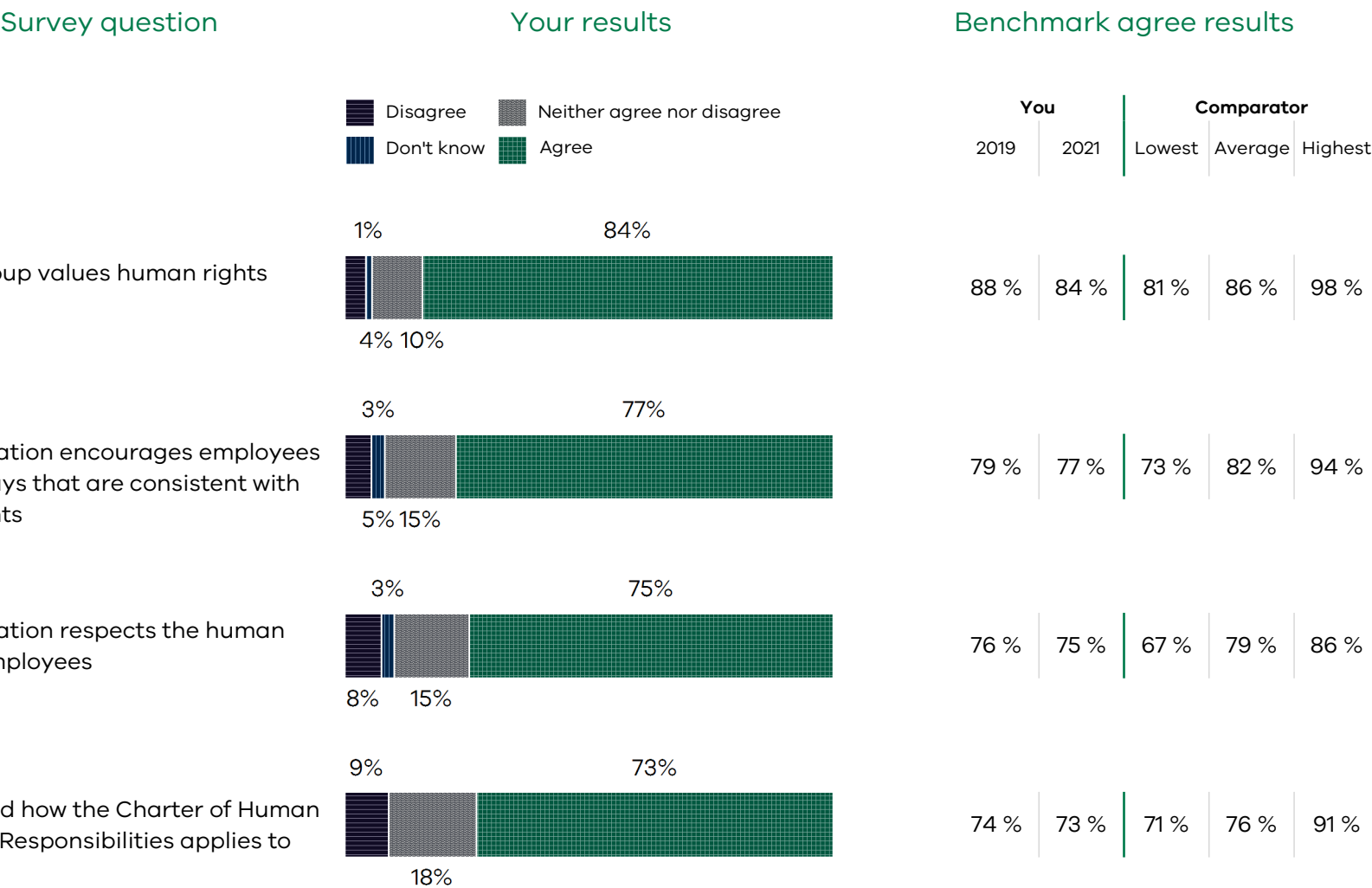
Example

84% of staff who did the survey agreed or strongly agreed with 'My workgroup values human rights'.

Survey question	Your results				

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Benchmark agree results

	You		Comparator		
Survey question	2019	2021	Lowest	Average	Highest
My workgroup values human rights	88 %	84 %	81 %	86 %	98 %
My organisation encourages employees to act in ways that are consistent with human rights	79 %	77 %	73 %	82 %	94 %
My organisation respects the human rights of employees	76 %	75 %	67 %	79 %	86 %
I understand how the Charter of Human Rights and Responsibilities applies to my work	74 %	73 %	71 %	76 %	91 %

Your results (bar chart values):

My workgroup values human rights: 1%, 4%, 10%, 84%

My organisation encourages employees to act in ways that are consistent with human rights: 3%, 5%, 15%, 77%

My organisation respects the human rights of employees: 3%, 8%, 15%, 75%

I understand how the Charter of Human Rights and Responsibilities applies to my work: 9%, 18%, 73%

People matter survey 2021

Have your say

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions

- Questions requested by your organisation

Demographics

- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Custom questions

What this is

Your organisation asked 4 custom questions as part of the 2021 survey.

Why this is important

By asking custom questions, organisations make the survey more meaningful to their needs.

How to read this

Under 'Your results' in descending order, you can see the percentage of staff who agreed or disagreed with each question.

In this report, 'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.
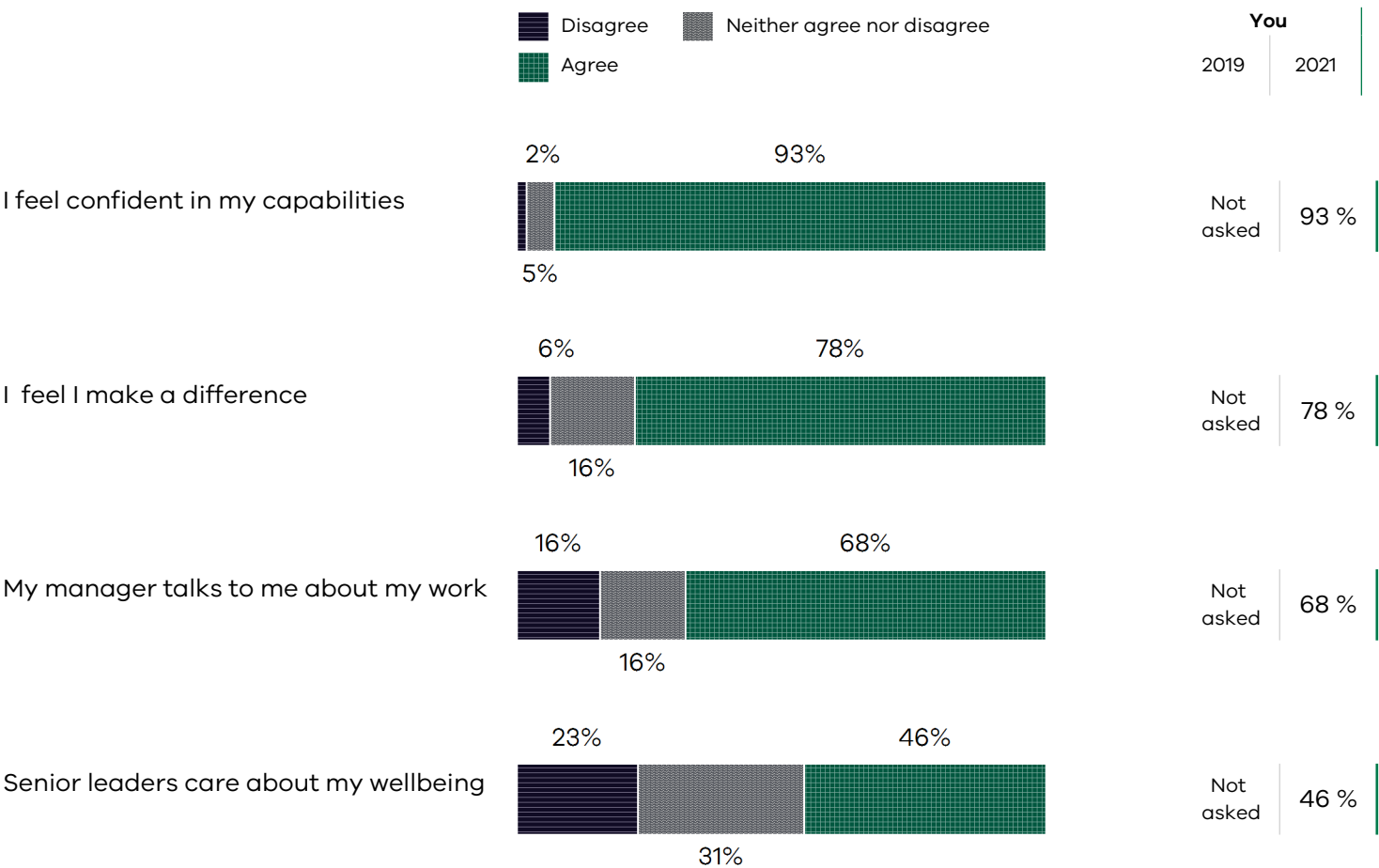
Example

93% of staff who did the survey agreed or strongly agreed with 'I feel confident in my capabilities'.

Survey question	Your results	Benchmark results

Legend: Disagree | Neither agree nor disagree | Agree

Benchmark results — You: 2019 | 2021

Survey question	Your results	2019	2021
I feel confident in my capabilities	2% / 5% / 93%	Not asked	93 %
I feel I make a difference	6% / 16% / 78%	Not asked	78 %
My manager talks to me about my work	16% / 16% / 68%	Not asked	68 %
Senior leaders care about my wellbeing	23% / 31% / 46%	Not asked	46 %

People matter survey 2021

Have your say

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Witnessing negative behaviours

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from comparator
- Biggest negative difference from comparator

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Patient safety climate
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Custom questions

- Questions requested by your organisation

Demographics

- Age, defence force and education
- Aboriginal and/or Torres Strait Islander
- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Demographics

Age, Australian defence force and education

What this is

These are the employment characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Age	(n)	%
15-34 years	**435**	24%
35-54 years	**818**	45%
55+ years	**416**	23%
Prefer not to say	**162**	9%

Have you served in the Australian Defence Force (permanent or reservist)?	(n)	%
Yes	**21**	1%
No	**1691**	92%
Prefer not to say	**119**	6%

Highest level of formal education	(n)	%
Doctoral Degree level	**32**	2%
Master Degree level	**226**	12%
Graduate Diploma or Graduate Certificate level	**375**	20%
Bachelor Degree level incl. honours degrees	**536**	29%
Advanced Diploma or Diploma level	**160**	9%
Certificate III or IV level	**187**	10%
Year 12 or equivalent (VCE/Leaving certificate)	**80**	4%
Certificate I or II level	**15**	1%
Lower than Certificate I or equivalent	**11**	1%
Prefer not to say	**209**	11%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

This is staff who identify as Aboriginal and/or Torres Strait Islander.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.
The (n) column shows the number of respondents in each category.
An asterisk (*) means this is a new question for the 2021 survey.

How we protect anonymity and privacy

To protect you, we:
- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Aboriginal and/or Torres Strait Islander	(n)	%
Yes	16	1%
Non Aboriginal and/or Torres Strait Islander	1704	93%
Prefer not to say	111	6%

Identified as Aboriginal and/or Torres Strait Islander on your organisations HR system?*	(n)	%
Yes	11	69%
No	4	25%
Prefer not to say	1	6%

Demographics

Disability

What this is

This is staff who identify as a person with disability and how they share that information.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.
This is staff who identify as a person with disability and how they share that information
The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

To protect you, we:
- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Do you identify as a person with a disability?

	(n)	%
Yes	**78**	4%
No	**1597**	87%
Prefer not to say	**156**	9%

If so, have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?

	(n)	%
Yes	**51**	65%
No	**25**	32%
Prefer not to say	**2**	3%

If not, which statement most accurately reflects your decision not to share your disability information within your organisation?

	(n)	%
I feel that sharing my disability information will reflect negatively on me	**12**	48%
My disability does not impact on my ability to perform my role	**9**	36%
I do not require any adjustments to be made to perform my role	**4**	16%

Demographics

Gender, variations in sex characteristics and sexual orientation

What this is

This is how staff describe their gender, variations in sex characteristics and sexual orientation.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

An asterisk (*) means this is a new question for the 2021 survey.

How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

How would you describe your gender?	(n)	%
Woman	1357	74%
Man	274	15%
Prefer not to say	187	10%
Non-binary and I use a different term	13	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	6	0%
No	1627	89%
Prefer not to say	198	11%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?*	(n)	%
Yes	2	0%
No	1587	87%
Don't know	61	3%
Prefer not to say	181	10%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	1492	81%
Prefer not to say	252	14%
Bisexual	29	2%
I use a different term	19	1%
Gay or lesbian	17	1%
Don't know	12	1%
Pansexual	6	0%
Asexual	4	0%

Demographics

Cultural diversity 1 of 3

What this is

These are the personal characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

An asterisk (*) means this is a new question for the 2021 survey.

How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Country of birth	(n)	%
Born in Australia	**1484**	81%
Not born in Australia	**231**	13%
Prefer not to say	**116**	6%

When did you first arrive in Australia?*	(n)	%
Less than 1 year ago	**3**	1%
1 to less than 2 years ago	**3**	1%
More than 20 years ago	**113**	49%
2 to less than 5 years ago	**17**	7%
5 to less than 10 years ago	**28**	12%
10 to less than 20 years ago	**67**	29%

Language other than English spoken with family or community	(n)	%
Yes	**192**	10%
No	**1512**	83%
Prefer not to say	**127**	7%

Demographics

What this is

These are the personal characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

An asterisk (*) means this is a new question for the 2021 survey.

How we protect anonymity and privacy

To protect you, we:
- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

If you speak another language with your family or community, what language(s) do you speak?*	(n)	%
Other	73	38%
Italian	23	12%
Filipino	14	7%
Hindi	14	7%
Punjabi	14	7%
Spanish	12	6%
Arabic	9	5%
Cantonese	9	5%
French	9	5%
Mandarin	9	5%
Tagalog	8	4%
German	7	4%
Macedonian	7	4%
Greek	5	3%
Vietnamese	4	2%

If you speak another language with your family or community, what language(s) do you speak?*	(n)	%
Australian Indigenous Language	3	2%
Tamil	3	2%
Urdu	3	2%
Indonesian	2	1%
Korean	2	1%
Sinhalese	2	1%

Demographics

What this is

This is the cultural identity and religion of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

An asterisk (*) means this is a new question for the 2021 survey.

How we protect anonymity and privacy

To protect you, we:
- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Cultural identity	(n)	%
Australian	1445	79%
English, Irish, Scottish and/or Welsh	169	9%
Prefer not to say	141	8%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	114	6%
East and/or South-East Asian	41	2%
Other	22	1%
New Zealander	18	1%
South Asian	16	1%
Aboriginal and/or Torres Strait Islander	15	1%
African (including Central, West, Southern and East African)	8	0%
Middle Eastern and/or North African	7	0%
Central Asian	5	0%
North American	3	0%
Central and/or South American	3	0%
Maori	3	0%
Pacific Islander	2	0%

Religion	(n)	%
No religion	865	47%
Christianity	607	33%
Prefer not to say	245	13%
Other	69	4%
Buddhism	18	1%
Hinduism	10	1%
Sikhism	10	1%
Islam	6	0%
Judaism	1	0%

Demographics

What this is

These are the employment characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

An asterisk (*) means this is a new question for the 2021 survey.

How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Working arrangement	(n)	%
Full-Time	**688**	38%
Part-Time	**1143**	62%

Gross base salary (ongoing/fixed term only)	(n)	%
Below $65k	**457**	28%
$65k to $95k	**497**	30%
$95k to $125k	**275**	17%
$125k or more	**124**	8%
Prefer not to say	**291**	18%

Organisational tenure	(n)	%
<1 year	**218**	12%
1 to less than 2 years	**152**	8%
2 to less than 5 years	**363**	20%
5 to less than 10 years	**383**	21%
10 to less than 20 years	**453**	25%
More than 20 years	**262**	14%

Management responsibility	(n)	%
Non-manager	**1506**	82%
Other manager	**214**	12%
Manager of other manager(s)	**111**	6%

Employment type	(n)	%
Ongoing and executive	**1413**	77%
Fixed term	**231**	13%
Other	**187**	10%

Have you moved between roles in the last 12 months?*	(n)	%
I have not moved between roles	**1313**	72%
I have moved to a different role within my organisation (including acting roles)	**433**	24%
I have moved to my role from a different Victorian public sector organisation	**51**	3%
I have moved to my role from outside the Victorian public sector	**34**	2%

Demographics

Employment characteristics 2 of 2

What this is

These are the employment characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

An asterisk (*) means this is a new question for the 2021 survey

How we protect anonymity and privacy

To protect you, we:
- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Primary workplace location over the last 3 months	(n)	%
Geelong	1779	97%
Other city or town	23	1%
Warrnambool	14	1%
Melbourne: Suburbs	8	0%
Melbourne CBD	3	0%
Outside Victoria	1	0%
Ballarat	1	0%
Bendigo	1	0%
Horsham	1	0%

Primary workplace type over the past 3 months*	(n)	%
A frontline or service delivery location (that is not a main office or home/private location)	862	47%
A main office	590	32%
A hub/shared work space	227	12%
Other (please specify)	85	5%
Home/private location	67	4%

Other workplace type over the past 3 months*	(n)	%
No, I have not worked from any other locations	999	55%
Home/private location	365	20%
A frontline or service delivery location (that is not a main office or home/private location)	277	15%
A main office	219	12%
A hub/shared work space	126	7%
Other	31	2%

Victorian Public Sector Commission

VICTORIA State Government

Demographics

Adjustments

What this is

These are adjustments staff requested to perform in their role.

Why this is important

This shows organisations how flexible they are in adjusting for staff.

How to read this

Each demographic area shows the breakdown of responses from your survey results.

The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

To protect you, we:
- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total

Have you requested any of the following adjustments at work?*	(n)	%
No, I have not requested adjustments	1394	76%
Flexible working arrangements	300	16%
Physical modifications or improvements to the workplace	136	7%
Career development support strategies	44	2%
Other	37	2%
Job redesign or role sharing	29	2%
Accessible communications technologies	18	1%

Why did you make this request?*	(n)	%
Health	156	36%
Work-life balance	155	35%
Family responsibilities	117	27%
Caring responsibilities	100	23%
Other	72	16%
Study commitments	32	7%
Disability	16	4%

What was your experience with making the request?	(n)	%
The adjustments I needed were made and the process was satisfactory	249	57%
The adjustments I needed were not made	131	30%
The adjustments I needed were made but the process was unsatisfactory	57	13%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

Each demographic area shows the breakdown of responses from your survey results.

The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

To protect you, we:
- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Caring responsibility	(n)	%
None of the above	**652**	36%
Primary school aged child(ren)	**338**	18%
Secondary school aged child(ren)	**312**	17%
Frail or aged person(s)	**253**	14%
Child(ren) - younger than preschool age	**208**	11%
Prefer not to say	**204**	11%
Person(s) with a medical condition	**167**	9%
Person(s) with a mental illness	**147**	8%
Preschool aged child(ren)	**136**	7%
Person(s) with disability	**106**	6%
Other	**38**	2%

Demographics

Employment categories

What is this

This shows how many people in each employee category responded to the survey.

Why this is important

This helps you assess how representative of your organisation your survey was.

How to read this

Each demographic area shows the breakdown of responses from your survey results.

The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Which of the following categories best describes your current position?	(n)	%
Nursing Employees	**654**	36%
Medical Employees	**130**	7%
Personal service worker	**24**	1%
Allied health professional	**255**	14%
Other health professional	**130**	7%
Management, Administration and Corporate support	**480**	26%
Support services	**147**	8%
Lived experience specific worker	**10**	1%

Victorian Public Sector Commission

VICTORIA State Government

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

Understanding how many people you have in each role helps you understand if you have the right balance of staff.

How to read this

Each demographic area shows the breakdown of responses from your survey results.
The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

To protect you, we:
- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Which of the following best describes the primary operational area in which you work?	(n)	%
Hospital-based services	**1379**	75%
Community-based services	**451**	25%

Is your primary work role in one of the following areas?	(n)	%
Aged care	**128**	7%
Critical care	**99**	5%
Drug and alcohol	**10**	1%
Emergency	**85**	5%
Maternity care	**50**	3%
Medical	**212**	12%
Mental health	**110**	6%
Mixed medical/surgical	**60**	3%
Neonatal care	**15**	1%
Palliative care	**25**	1%
Paediatrics	**40**	2%
Peri-operative	**55**	3%
Rehabilitation	**140**	8%
Surgical	**123**	7%
Other	**678**	37%

vpsc.vic.gov.au/peoplemattersurvey