

# People matter survey 2021

Have your say

Bendigo Community Health Services  
2021 people matter survey results report



**Victorian  
Public Sector  
Commission**



## 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 and 2020.

This means you'll be able to compare about 37% 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

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- 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
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- Adjustments
- Caring
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- Primary role

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## 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](#).

## 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.

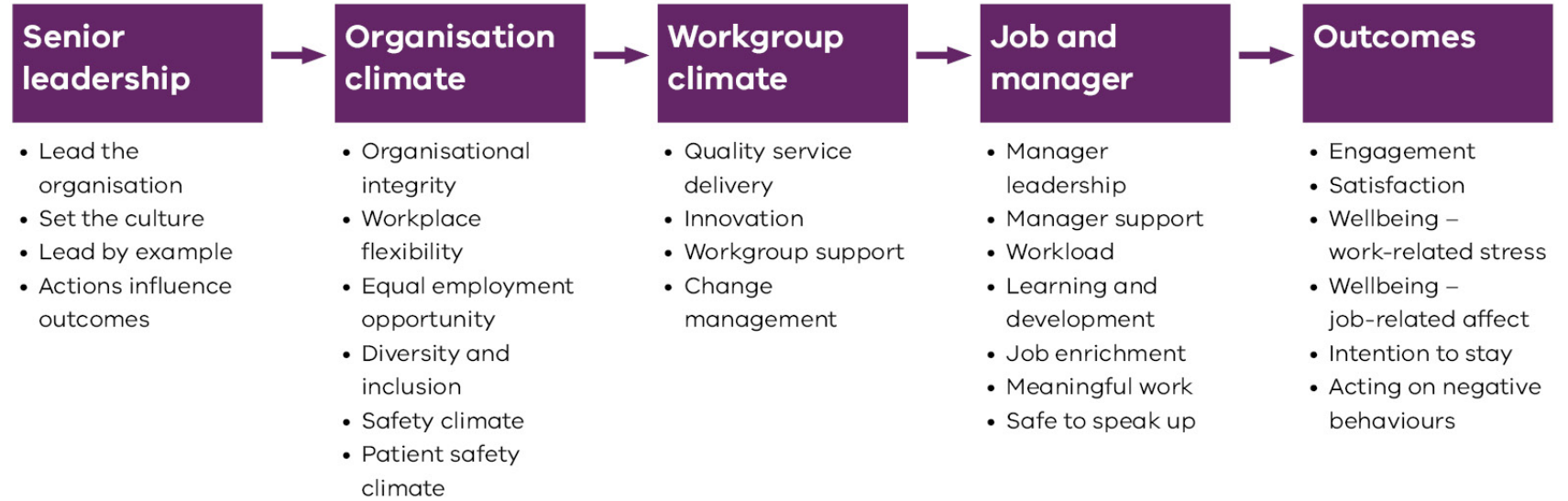
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

#### 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.



### 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'.

Castlemaine District Community Health

cohealth

Connect Health & Community

Gateway Health

healthAbility

IPC Health

North Richmond Community Health

Northern District Community Health

Sunbury & Cobaw Community 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.

2020

50%  
(111)

Comparator 57%  
Public Sector 49%

2021

34%  
(79)

Comparator 50%  
Public Sector 39%

# People matter

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## 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.

2020

72

Comparator 70  
Public Sector 68

2021

70

Comparator 74  
Public Sector 70

## 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 70.

#### 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.

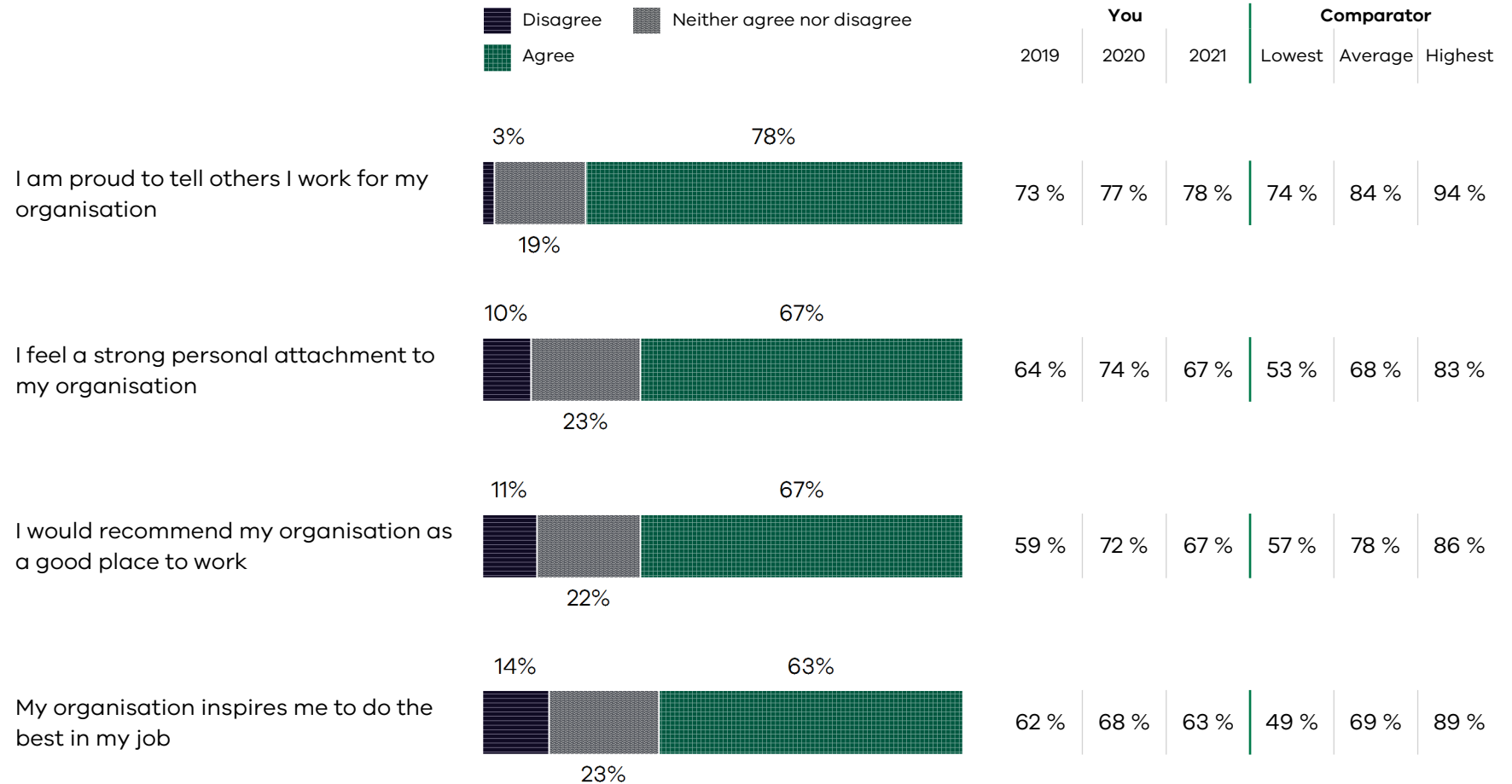
#### Example

78% 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

### Benchmark agree results



## People outcomes

### Engagement question results 2 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 70.

#### 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.

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#### Example

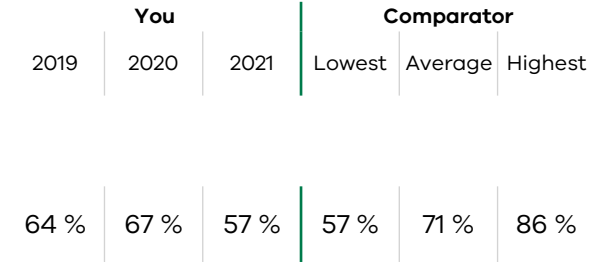
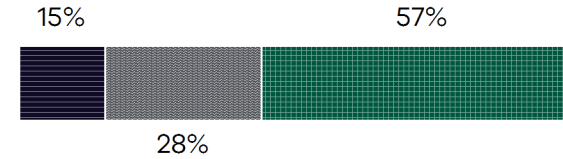
57% of your staff who did the survey agreed or strongly agreed with 'My organisation motivates me to help achieve its objectives'.

## Survey question

## Your results

## Benchmark agree results

My organisation motivates me to help achieve its objectives



## 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.

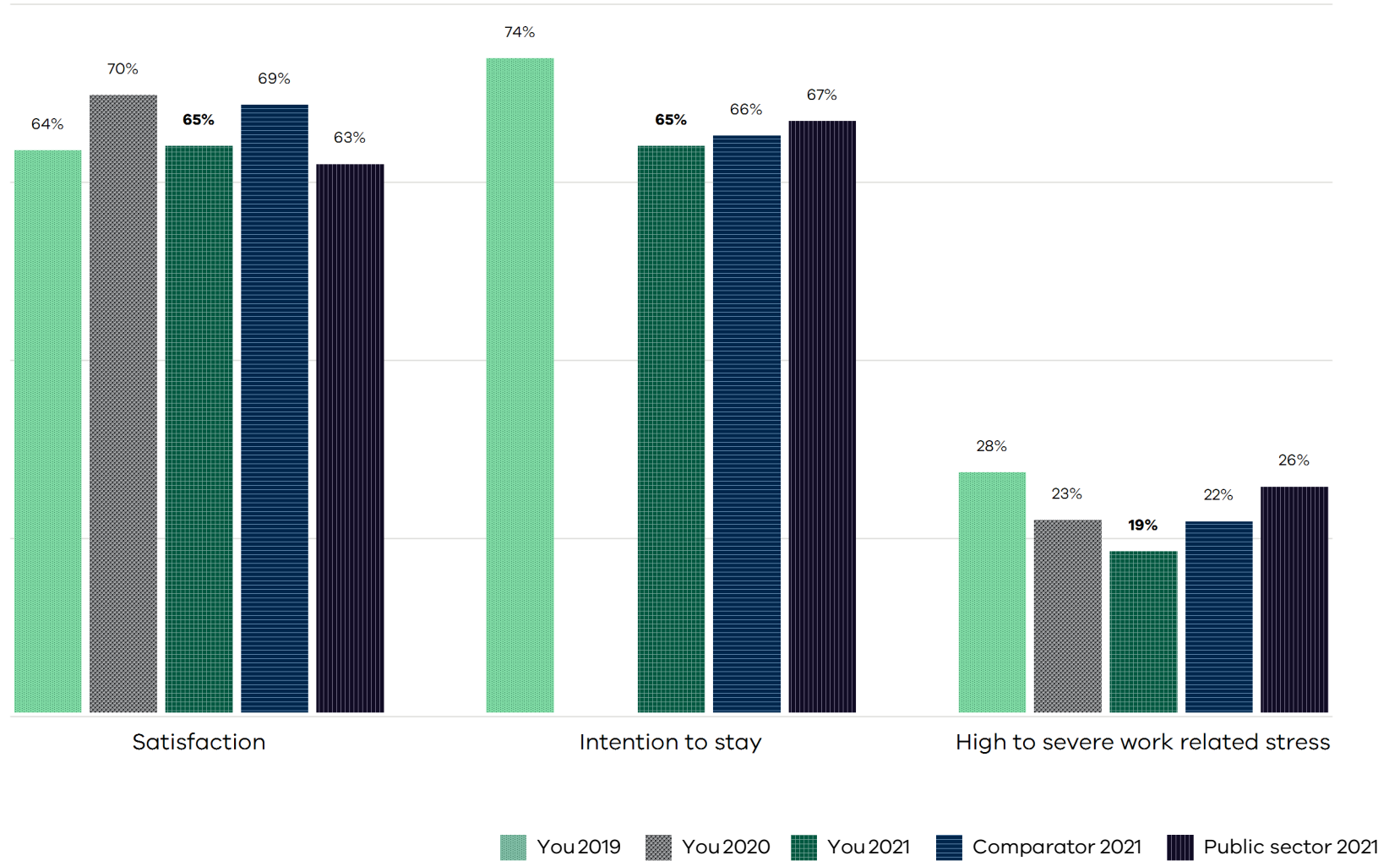
### Example

In 2021:

- 65% of your staff who did the survey responded positively to questions about Satisfaction which is down from 70% in 2020.

Compared to:

- 69% of staff at your comparator and 63% of staff across the public sector.



## 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.

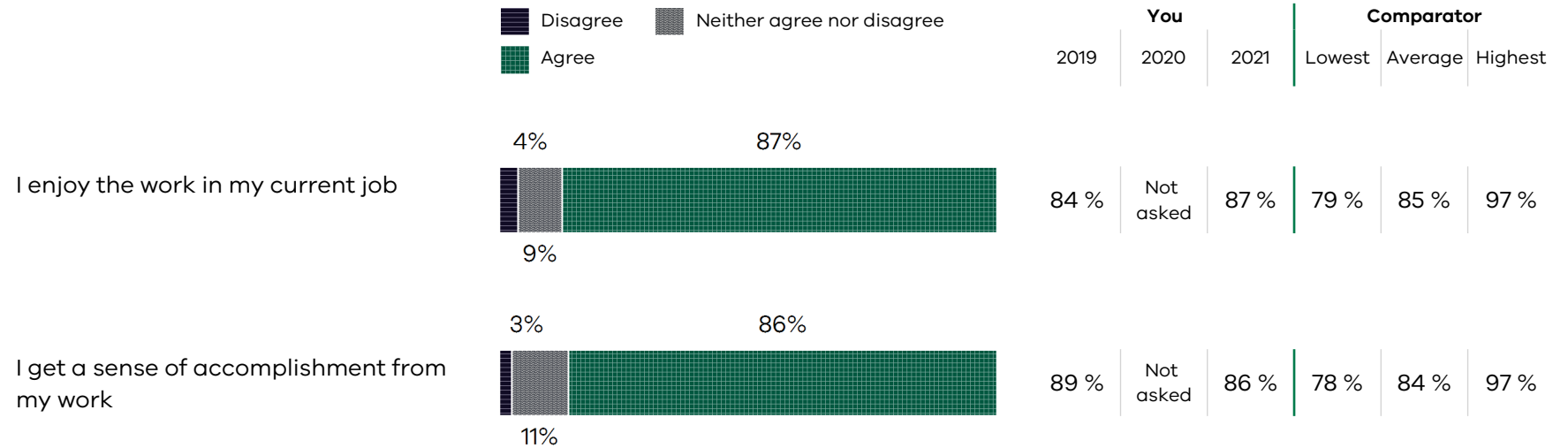
#### Example

87% of your staff who did the survey agreed or strongly agreed with 'I enjoy the work in my current job'.

### Survey question

### Your results

### Benchmark agree results



## 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

70% 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



## 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.

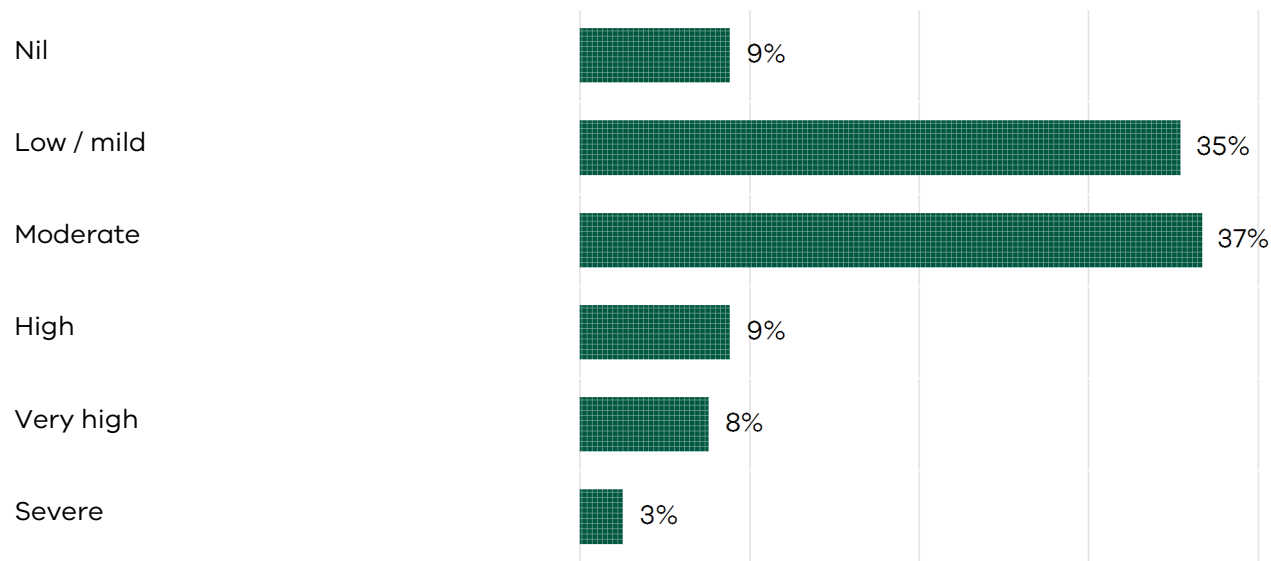
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

The numbers below show the percentage of staff in your organisation who said they experienced high to severe stress in 2021 compared to 2020 and your comparator.

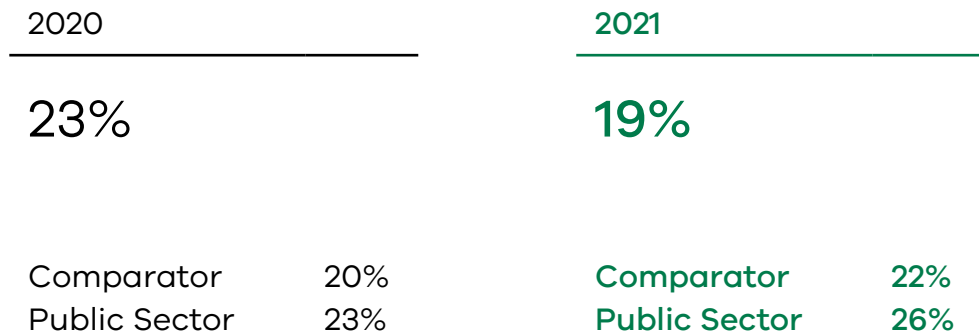
#### Example

19% of your staff who did the survey said they had high to severe stress in 2021. This is compared to 22% 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)



### Reported levels of high to severe stress



## 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.

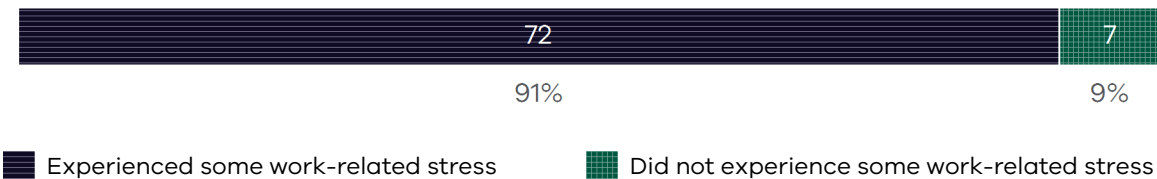
If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

#### Example

91% of your staff who did the survey said they experienced mild to severe stress.

Of that 91%, 43% said the top reason was 'Workload'.



Of those that experienced work related stress it was from ...	You 2020	You 2021	Comparator 2021	Public sector 2021
Workload	39%	43%	45%	51%
Time pressure	24%	31%	37%	42%
Management of work (e.g. supervision, training, information, support)	18%	21%	13%	13%
Other changes due to COVID-19	16%	21%	24%	15%
Dealing with clients, patients or stakeholders	15%	19%	23%	14%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	15%	19%	10%	12%
Competing home and work responsibilities	16%	14%	10%	12%
Content, variety, or difficulty of work	13%	14%	12%	12%
Organisation or workplace change	7%	14%	14%	11%
Unclear job expectations	7%	13%	9%	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.

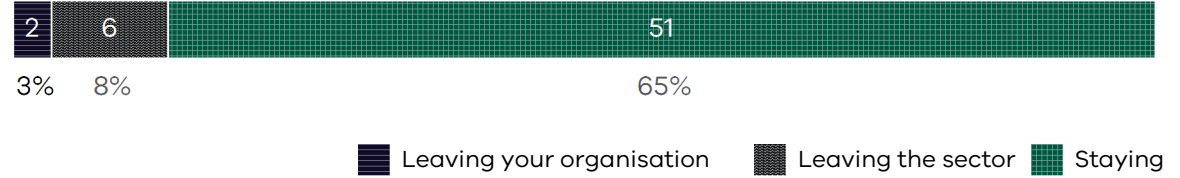
The bar in the top right may not add up to 100% as it doesn't include people who intend to retire, or those who answered 'don't know'.

#### Example

10% of your staff who did the survey said they intended to leave.

Of that 10%, 63% said it was from 'Limited developmental/educational opportunities at my organisation'.

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



#### Of those who indicated they're leaving your organisation (including leaving the sector) it was for ...

	You 2021	Comparator 2021	Public sector 2021
Limited developmental/educational opportunities at my organisation	63%	24%	24%
Limited future career opportunities at my organisation	63%	39%	42%
Limited opportunities to gain further experience at my organisation	63%	27%	33%
Lack of confidence in senior leadership	50%	23%	34%
Limited involvement in decisions affecting my job and career	38%	14%	20%
Limited recognition for doing a good job	38%	27%	32%
Opportunity to broaden experience	38%	43%	40%
Poor relationship with my colleagues and/or manager	38%	10%	15%
Desire to relocate interstate or overseas	13%	8%	7%
End of contract/secondment	13%	12%	11%

## 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

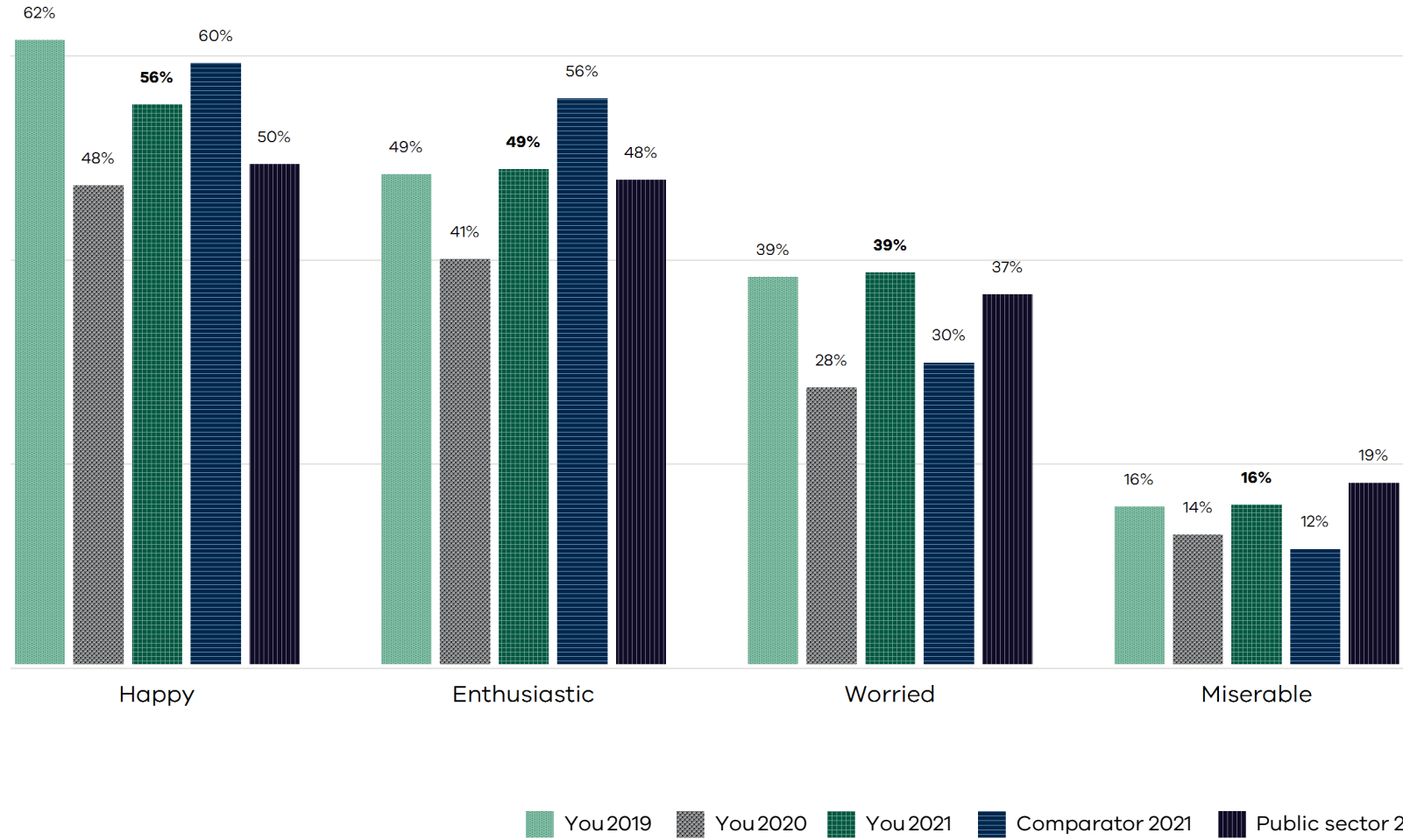
In 2021:

- 56% of your staff who did the survey said work made them feel happy in 2021, which is up from 48% in 2020

Compared to:

- 60% 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 ...



## 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.

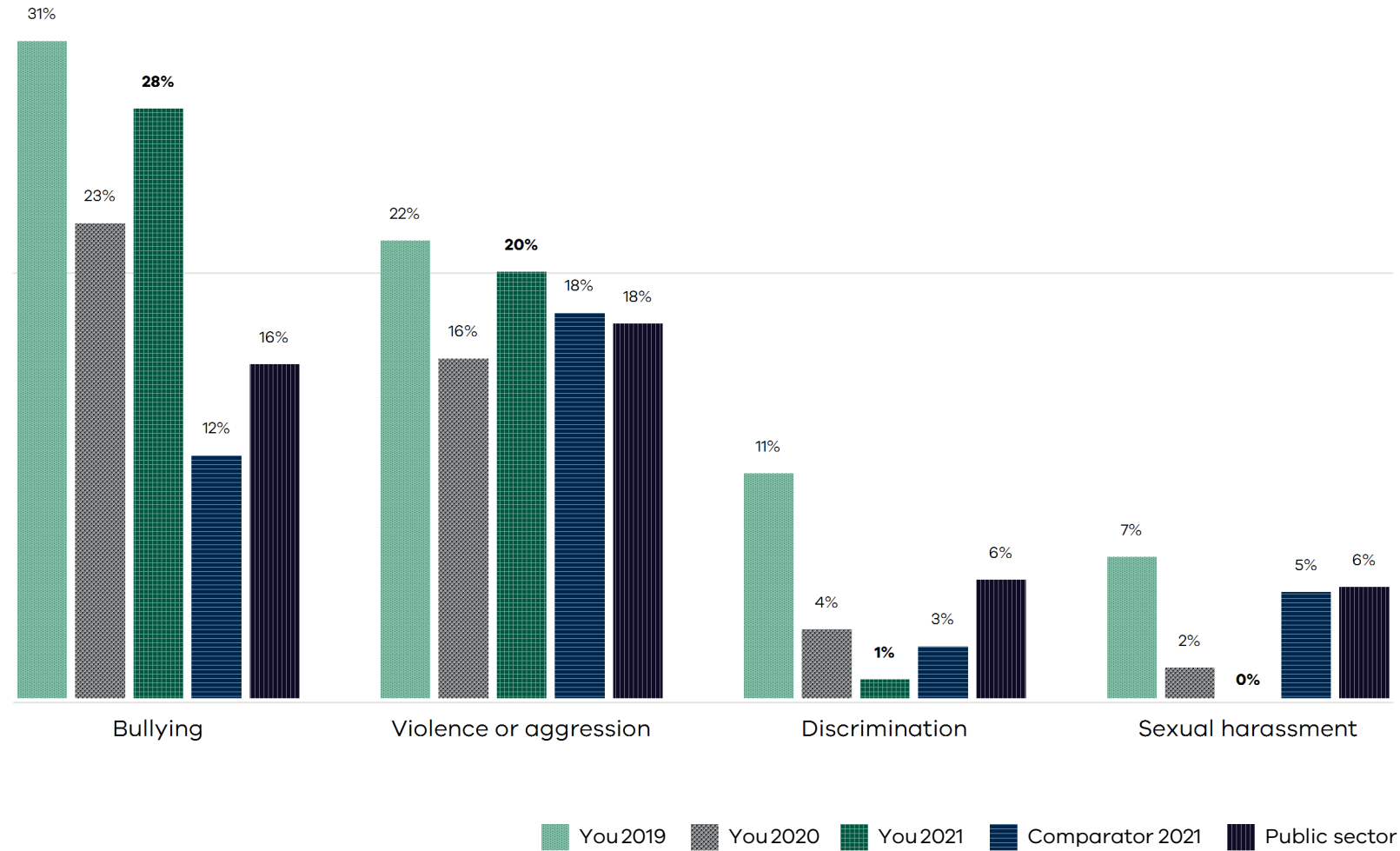
#### Example

In 2021:

- 28% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months which is up from 23% in 2020.

Compared to:

- 12% of staff at your comparator and 16% of staff across the public sector.



## 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.

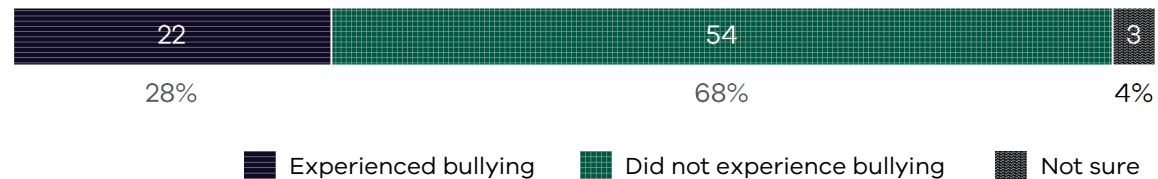
In descending order, the table shows the answers.

#### Example

28% of your staff who did the survey said they experienced bullying.

Of that 28%, 55% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.  
 Of that 28%, 55% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.  
 Of that 28%, 55% 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?



#### If you experienced bullying, what type of bullying did you experience?

	You 2020	You 2021	Comparator 2021	Public sector 2021
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	72%	55%	67%	69%
Withholding essential information for me to do my job	36%	45%	25%	27%
Exclusion or isolation	44%	36%	33%	42%
Intimidation and/or threats	32%	32%	26%	32%
Being assigned meaningless tasks unrelated to the job	20%	18%	11%	13%
Other	4%	14%	25%	15%
Being given impossible assignment(s)	4%	9%	7%	9%
Verbal abuse	20%	9%	26%	20%

## 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.

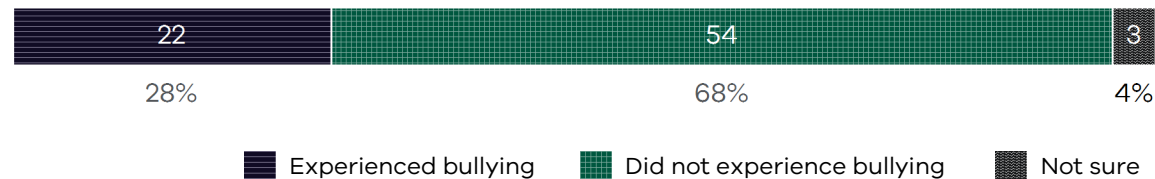
In descending order, the table shows the answers.

#### Example

28% of your staff who did the survey said they experienced bullying, of which

- 50% said the top way they reported the bullying was 'Told a manager'.
- 86% said they didn't submit a formal complaint.

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



#### Did you tell anyone about the bullying?

	You 2020	You 2021	Comparator 2021	Public sector 2021
Told a manager	52%	50%	46%	47%
Told a colleague	40%	45%	39%	42%
Told a friend or family member	28%	32%	33%	34%
Told the person the behaviour was not OK	0%	32%	19%	17%
Told Human Resources	16%	23%	19%	12%
Submitted a formal complaint	12%	14%	17%	12%
I did not tell anyone about the bullying	12%	9%	12%	12%
Told employee assistance program (EAP) or peer support	0%	5%	13%	9%
Told someone else	8%	5%	13%	12%

## 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

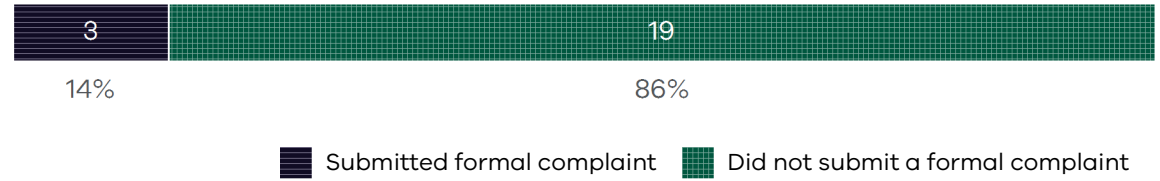
In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

#### Example

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

- 58% said the top reason was 'I believed there would be negative consequences for my reputation'.

Did you submit a formal complaint?



#### Please tell us why you did not submit a formal complaint?

	You 2021	Comparator 2021	Public sector 2021
I believed there would be negative consequences for my reputation	58%	43%	53%
I didn't think it would make a difference	42%	40%	50%
I believed there would be negative consequences for my career	32%	25%	40%
I didn't feel safe to report the incident	21%	17%	19%
Other	21%	16%	12%
I didn't think it was serious enough	11%	25%	16%
I was advised not to	11%	3%	5%
I believed there would be negative consequences for the person I was going to complain about	5%	13%	10%
I didn't need to because I made the bullying stop	5%	8%	7%
I thought the complaint process would be embarrassing or difficult	5%	16%	14%

## 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, 28% 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.

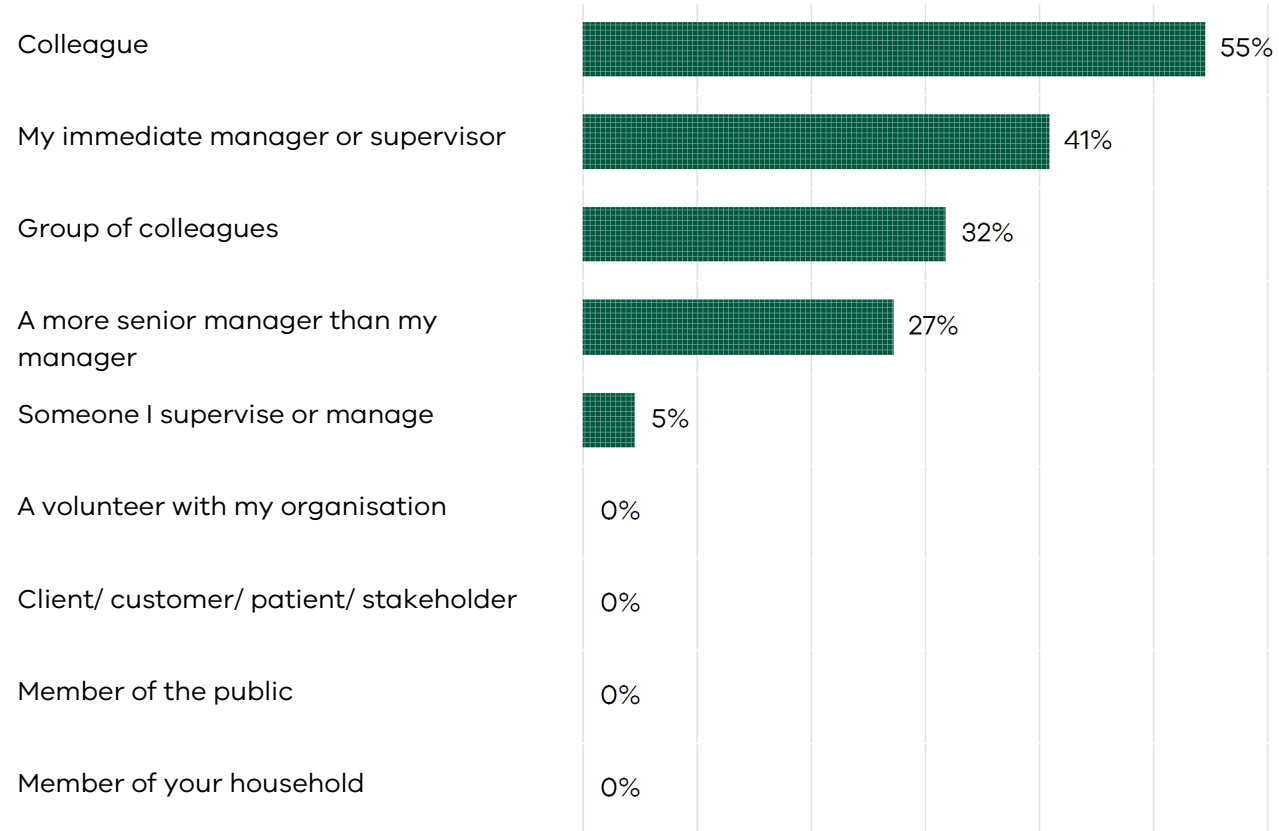
Each row is one perpetrator or group of perpetrators.

#### Example

28% of your staff who did the survey said they experienced bullying.

Of that 28%, 55% said it was by 'Colleague'.

### 22 people (28% of staff) experienced bullying (You2021)



## 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, 28% of your staff said they experienced bullying.

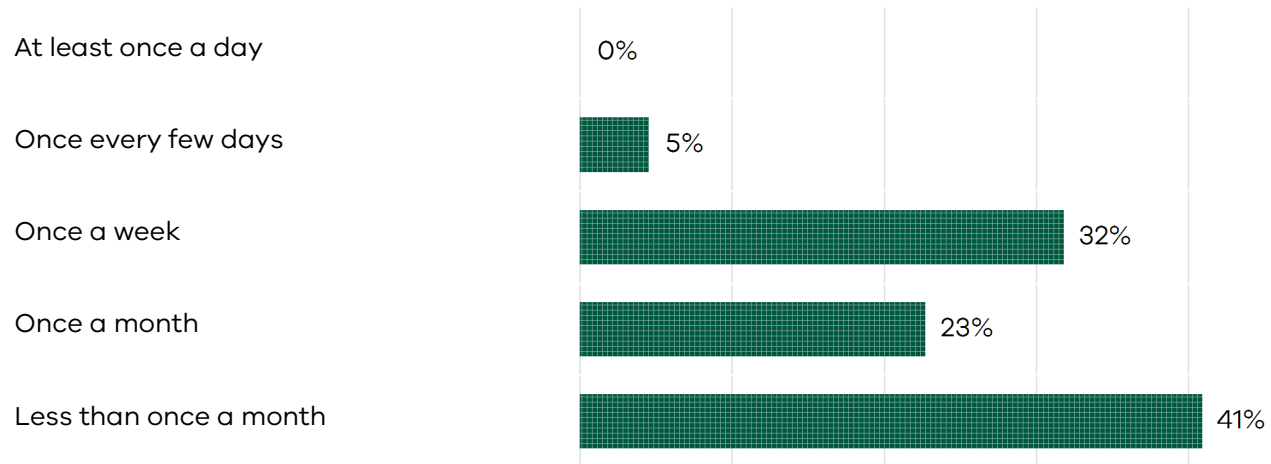
If they did, they could tell us how often they experienced this behaviour.

#### Example

28% of your staff who did the survey said they experienced bullying.

Of that 28%, 0% said it was 'At least once a day'.

### How often have you experienced bullying? (You2021)





## 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.

#### Why there is no data here

We've not published the results for this section because less than 10 people said they experienced discrimination.

We do this to protect the respondents.

## 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.

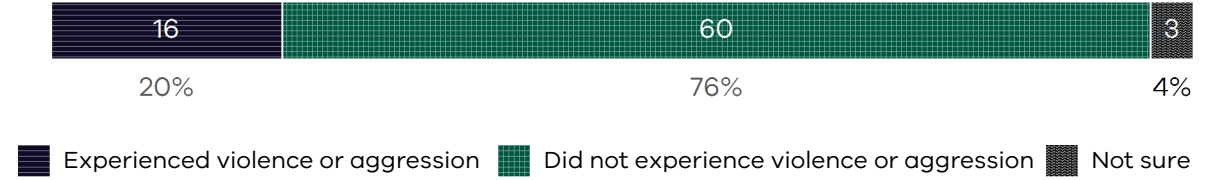
In descending order, the table shows the answers.

#### Example

20% of your staff who did the survey said they experienced violence or aggression.

Of that 20%, 75% said it was from 'Intimidating behaviour'.

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



#### If you experienced violence or aggression, what type did you experience?

	You 2020	You 2021	Comparator 2021	Public sector 2021
Intimidating behaviour	67%	75%	68%	69%
Abusive language	67%	69%	79%	81%
Threats of violence	28%	19%	26%	39%
Stalking, including cyber-stalking	0%	13%	0%	1%
Other	11%	6%	4%	12%

## 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.

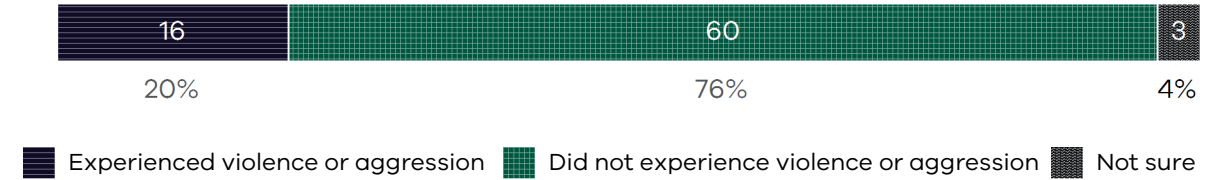
In descending order, the table shows the answers.

#### Example

20% of your staff who did the survey said they experienced violence or aggression, fo which

- 75% said the top way they reported the violence or aggression was 'Told a manager'
- 75% said they didn't submit a formal incident report.

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



### Did you tell anyone about the incident?

	You 2020	You 2021	Comparator 2021	Public sector 2021
Told a manager	67%	75%	59%	52%
Told a colleague	39%	31%	46%	46%
Told the person the behaviour was not OK	0%	31%	29%	33%
Submitted a formal incident report	17%	25%	42%	32%
Told Human Resources	6%	13%	7%	4%
I did not tell anyone about the incident(s)	0%	6%	6%	8%

## 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

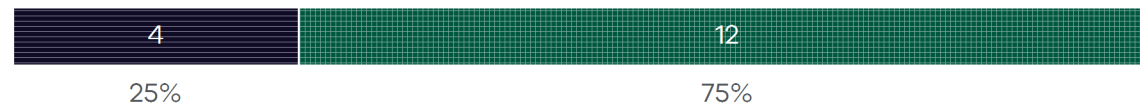
In the survey, we asked staff to tell us if they'd experienced violence or aggression at work. We then asked them if they submitted a formal incident report. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

#### Example

75% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 42% said the top reason was 'Other'.

Did you submit a formal incident report?



Submitted formal incident report Did not submit a formal incident report

Please tell us why you did not submit a formal incident report?	You 2021	Comparator 2021	Public sector 2021
Other	42%	22%	12%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	25%	14%	15%
I didn't think it was serious enough	25%	42%	33%
I didn't need to because I made the violence or aggression stop	17%	17%	16%
I didn't think it would make a difference	17%	31%	39%
I believed there would be negative consequences for the person I was going to complain about	8%	7%	4%

## 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.

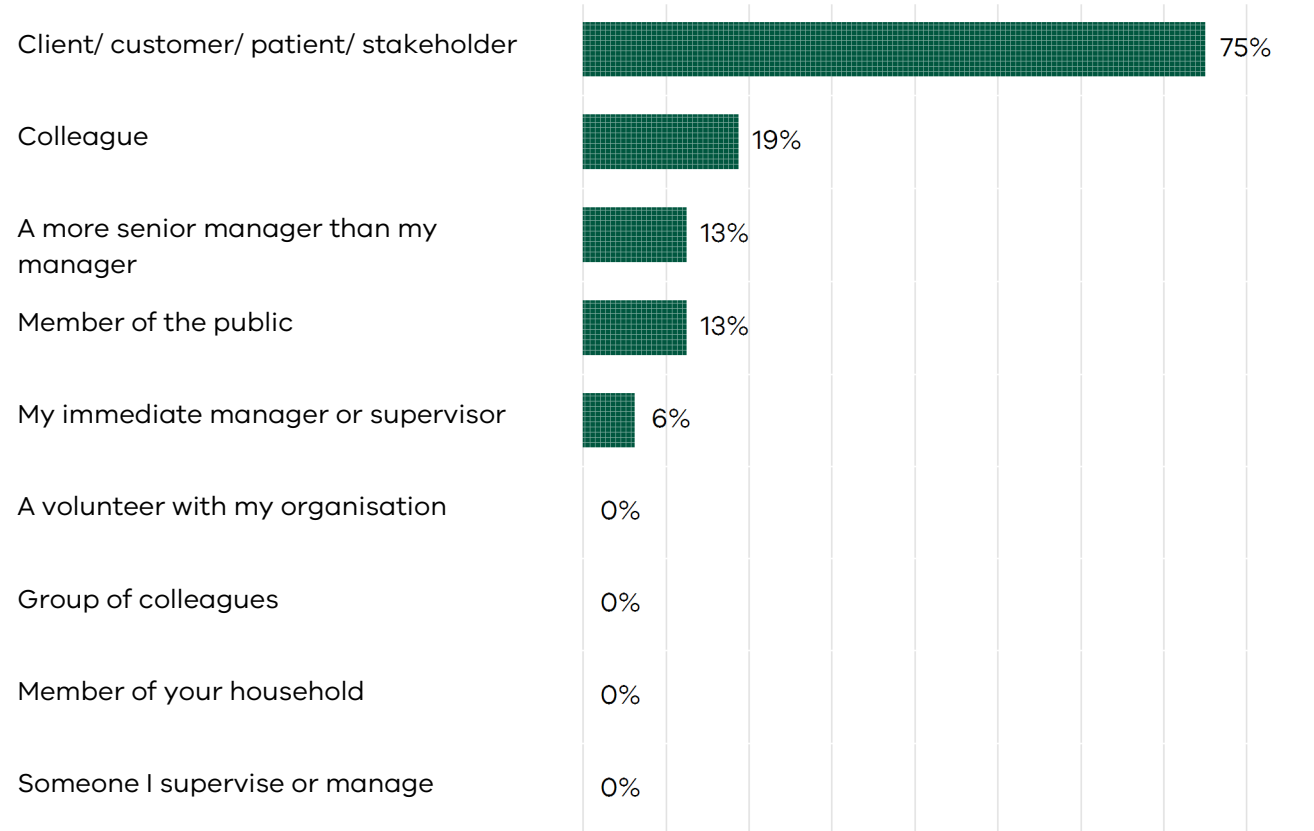
Each row is one perpetrator or a group of perpetrators.

#### Example

20% of your staff who did the survey said they experienced violence or aggression.

Of that 20%, 75% said it was 'Client/ customer/ patient/ stakeholder'.

16 people (20% of staff) experienced violence or aggression (You2021)



## 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, 20% 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

20% of your staff who did the survey said they experienced violence or aggression.

Of that 20%, 0% said it was by 'At least once a day'.

## 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.

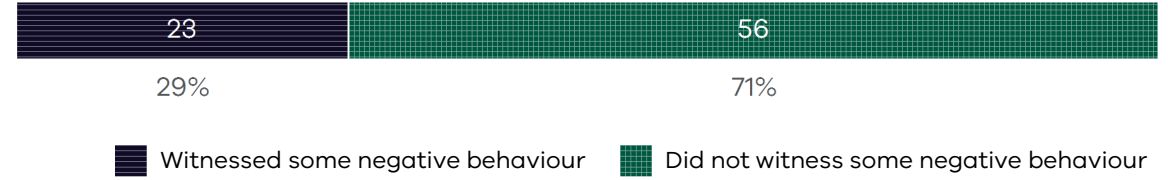
In descending order, the table shows the answers.

#### Example

29% of your staff who did the survey said they witnessed some negative behaviour at work.

71% 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?



### During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?

	You 2021	Comparator 2021	Public sector 2021
No, I have not witnessed any of the situations above	71%	81%	77%
Bullying of a colleague	24%	13%	16%
Discrimination against a colleague	9%	5%	8%
Violence or aggression against a colleague	5%	6%	6%

## 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

29% of your staff who did the survey witnessed negative behaviour, of which:

- 78% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 9% took no action.

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



### 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	78%	76%	72%
Spoke to the person who behaved in a negative way	35%	24%	22%
Told a manager	30%	41%	37%
Told the person the behaviour was not OK	26%	27%	25%
Told a colleague	13%	17%	21%
Told Human Resources	13%	10%	6%
Other	9%	5%	7%
Took no action	9%	5%	7%



## 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

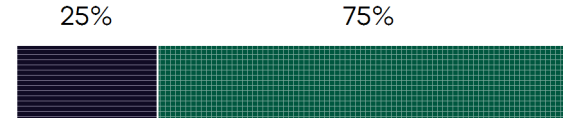
75% of staff who did the survey were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

## Survey question

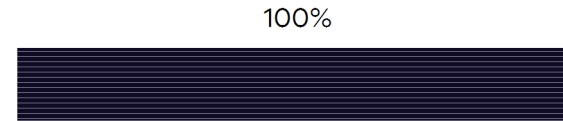
Were you satisfied with the way your formal complaint was handled



Violence or aggression

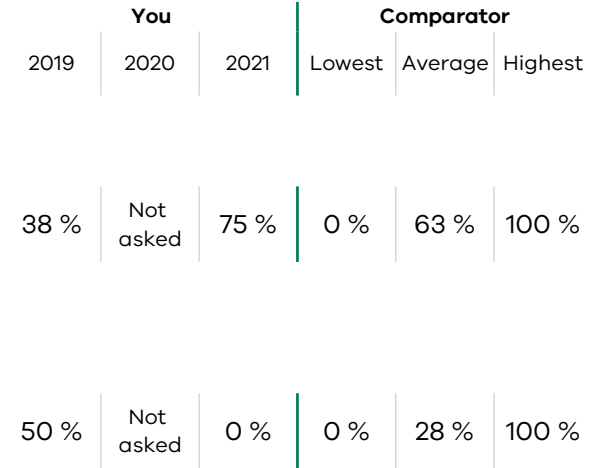


Bullying



## Your results

## Benchmark satisfied results



# People matter

## survey 2021

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- Senior leadership questions

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### Demographics

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- 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 2020 scores and your 2021 comparator group.

#### Example

On the first row 'Workgroup support', the 'You 2021' column shows 90% of your staff agreed with 'I am able to work effectively with others in my workgroup'.

In the 'Change from 2020' column, you have a 2% increase, which is a positive trend.

Question group	Highest scoring questions	You 2021	Change from 2020	Comparator 2021
Workgroup support	I am able to work effectively with others in my workgroup	90%	+2%	92%
Supporting question - gender equality	My organisation uses inclusive and respectful images and language	89%	Not asked in 2020	91%
Quality service delivery	My workgroup strives to provide high quality advice and services	89%	Not asked in 2020	93%
Job enrichment	I understand how my job contributes to my organisation's purpose	87%	-5%	91%
Manager leadership	My manager works effectively with people from diverse backgrounds	87%	Not asked in 2020	91%
Satisfaction	I enjoy the work in my current job	87%	Not asked in 2020	85%
Quality service delivery	My workgroup strives to deliver services in a timely manner	87%	Not asked in 2020	90%
Quality service delivery	My workgroup values human rights	87%	Not asked in 2020	93%
Job enrichment	I clearly understand what I am expected to do in this job	86%	-2%	86%
Meaningful work	I feel that I can make a worthwhile contribution at work	86%	-3%	91%

## 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 2020 scores and your 2021 comparator group.

#### Example

On the first row 'Learning and development', the 'You 2021' column shows 20% 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 2020.

Question subgroup	Lowest scoring questions	You 2021	Change from 2020	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)	20%	Not asked in 2020	30%
Learning and development	I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers)	28%	Not asked in 2020	46%
Learning and development	I feel I have an equal chance at promotion in my organisation	33%	Not asked in 2020	45%
Taking action	My organisation has taken positive action on the results of last year's survey	34%	Not asked in 2020	33%
Safety climate	All levels of my organisation are involved in the prevention of stress	41%	-6%	48%
Organisational integrity	My organisation makes fair recruitment and promotion decisions, based on merit	42%	Not asked in 2020	60%
Learning and development	My organisation places a high priority on the learning and development of staff	43%	Not asked in 2020	65%
Workgroup support	Workgroups across my organisation willingly share information with each other	44%	-3%	64%
Taking action	I believe my organisation will take positive action on the results of this year's survey	47%	Not asked in 2020	63%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	48%	-12%	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 2020' column.

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

This is because the increase from 2020 shows you where the most positive changes are happening in your organisation.

#### Example

On the first row 'Manager support', the 'You 2021' column shows 78% of your staff agreed with 'My manager keeps me informed about what's going on'.

In the 'Increase from 2020' column, you have a 10% increase, which is a positive trend.

Question group	Most improved from last year	You 2021	Increase from 2020	Comparator 2021
Manager support	My manager keeps me informed about what's going on	78%	+10%	78%
Manager support	My manager provides feedback to me in a way that helps me improve my performance	70%	+6%	68%
Job enrichment	I have a choice in deciding how I do my work	80%	+5%	79%
Manager support	My manager involves me in decisions about my work	76%	+4%	80%
Workplace flexibility	I am confident that if I requested a flexible work arrangement, it would be given due consideration	78%	+4%	78%
Engagement	I am proud to tell others I work for my organisation	78%	+2%	84%
Workgroup support	I am able to work effectively with others in my workgroup	90%	+2%	92%
Manager support	My manager provides me with enough support when I need it	77%	+1%	78%
Manager support	My manager listens to what I have to say	82%	+0%	85%

## 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 2020' column.

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

This is because the decrease from 2020 shows you where the most negative changes are happening in your organisation.

#### Example

On the first row 'Workload', the 'You 2021' column shows 52% of your staff agreed with 'I have enough time to do my job effectively'.

In the 'Decrease from 2020' column, you have a 17% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2021	Decrease from 2020	Comparator 2021
Workload	I have enough time to do my job effectively	52%	-17%	56%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	48%	-12%	58%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	51%	-11%	59%
Meaningful work	I am achieving something important through my work	82%	-11%	89%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	56%	-10%	60%
Engagement	My organisation motivates me to help achieve its objectives	57%	-10%	71%
Workload	The workload I have is appropriate for the job that I do	67%	-9%	61%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	66%	-8%	64%
Workgroup support	People in my workgroup regularly reach out to support me and my wellbeing	70%	-8%	78%
Satisfaction	How satisfied are you with the work-life balance in your current job	67%	-8%	74%

## 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 'Workload', the 'You 2021' column shows 67% of your staff agreed with 'The workload I have is appropriate for the job that I do'.

The 'difference' column, shows that agreement for this question was 6 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2021	Difference	Comparator 2021
Workload	The workload I have is appropriate for the job that I do	67%	+6%	61%
Quality service delivery	My workgroup has clear lines of responsibility	84%	+5%	78%
Supporting question - gender equality	My organisation would support me if I needed to take family violence leave	84%	+4%	80%
Satisfaction	I enjoy the work in my current job	87%	+3%	85%
Innovation	My workgroup learns from failures and mistakes	76%	+3%	73%
Satisfaction	I get a sense of accomplishment from my work	86%	+2%	84%
Manager support	My manager provides feedback to me in a way that helps me improve my performance	70%	+2%	68%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	66%	+1%	64%
Innovation	My workgroup is quick to respond to opportunities to do things better	77%	+1%	76%
Taking action	My organisation has taken positive action on the results of last year's survey	34%	+1%	33%

## 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 'Organisational integrity', the 'You 2021' column shows 52% of your staff agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

The 'difference' column, shows that agreement for this question was 22 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2021	Difference	Comparator 2021
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	52%	-22%	74%
Learning and development	My organisation places a high priority on the learning and development of staff	43%	-22%	65%
Diversity and inclusion	There is a positive culture within my organisation in relation to employees who are Aboriginal and / or Torres Strait Islander	61%	-21%	81%
Workgroup support	Workgroups across my organisation willingly share information with each other	44%	-20%	64%
Organisational integrity	My organisation does not tolerate improper conduct	56%	-20%	75%
Learning and development	I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers)	28%	-18%	46%
Organisational integrity	My organisation makes fair recruitment and promotion decisions, based on merit	42%	-18%	60%
Equal employment opportunity	Gender is not a barrier to success in my organisation	71%	-17%	87%
Taking action	I believe my organisation will take positive action on the results of this year's survey	47%	-16%	63%
Senior leadership	Senior leaders model my organisation's values	56%	-15%	71%



# People matter

## survey 2021

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- Questions requested by your organisation

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- 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

47% 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'.

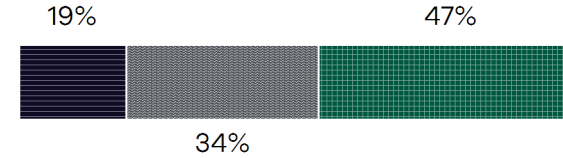
## Survey question

## Your results

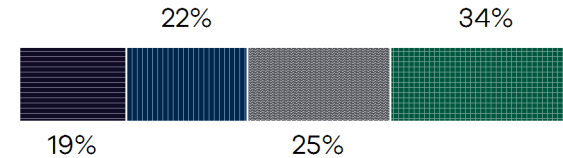
## Benchmark agree results



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



My organisation has taken positive action on the results of last year's survey



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
I believe my organisation will take positive action on the results of this year's survey	Not asked	Not asked	47 %	37 %	63 %	89 %
My organisation has taken positive action on the results of last year's survey	Not asked	Not asked	34 %	11 %	33 %	49 %

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## survey 2021

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- Cultural diversity
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- 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.

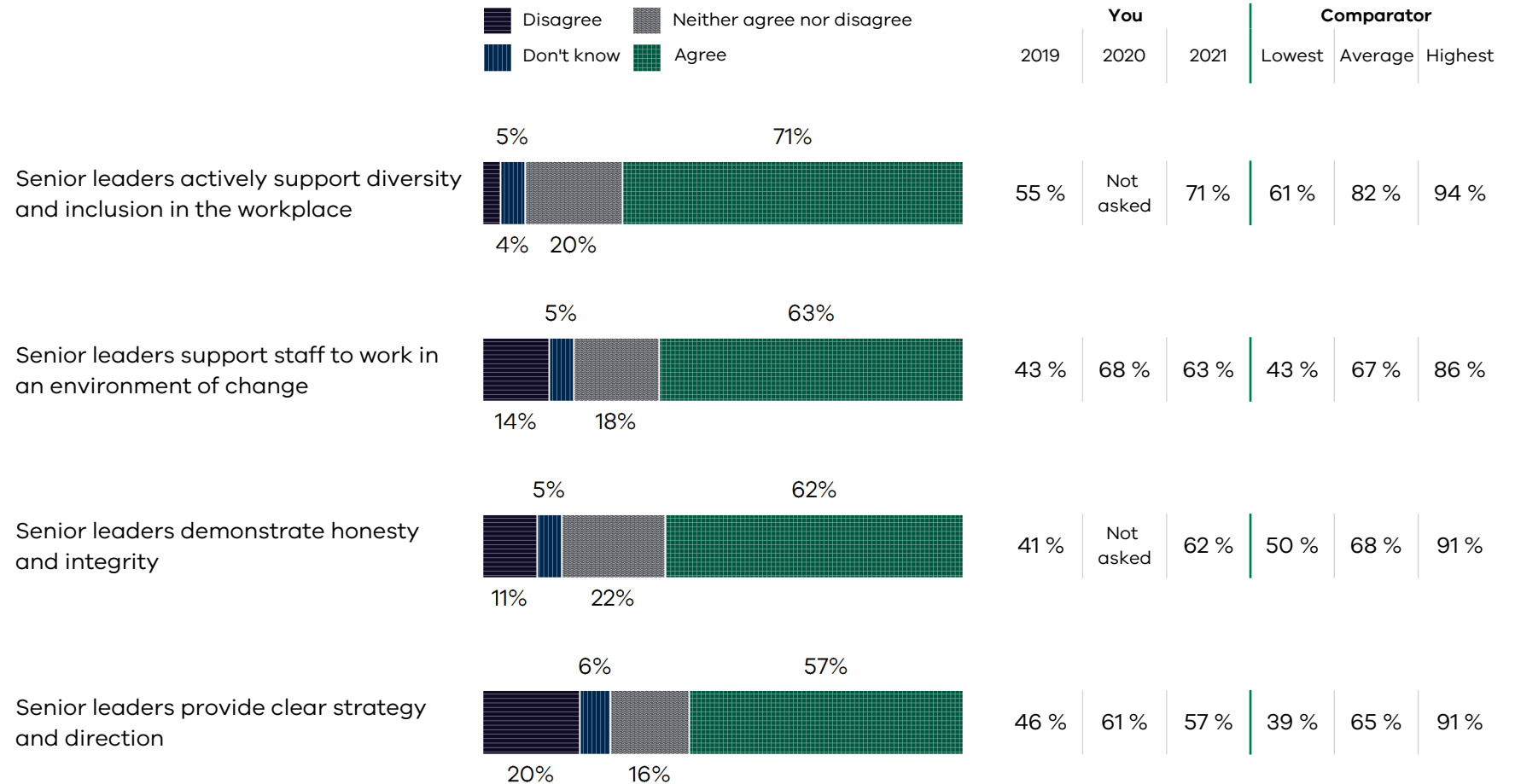
#### Example

71% 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

### Benchmark agree results



## Senior leadership

### Senior leadership 2 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.

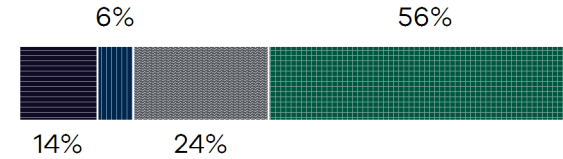
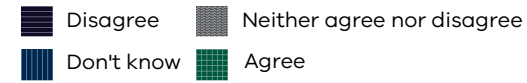
#### Example

56% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

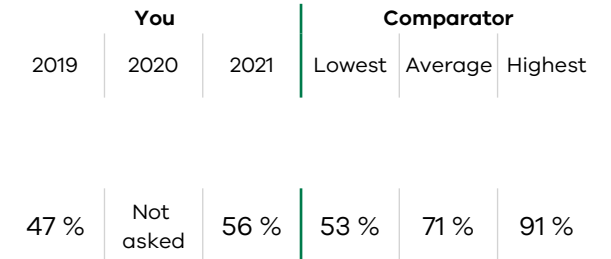
## Survey question

Senior leaders model my organisation's values

## Your results



## Benchmark agree results



# People matter

## survey 2021

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# 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.

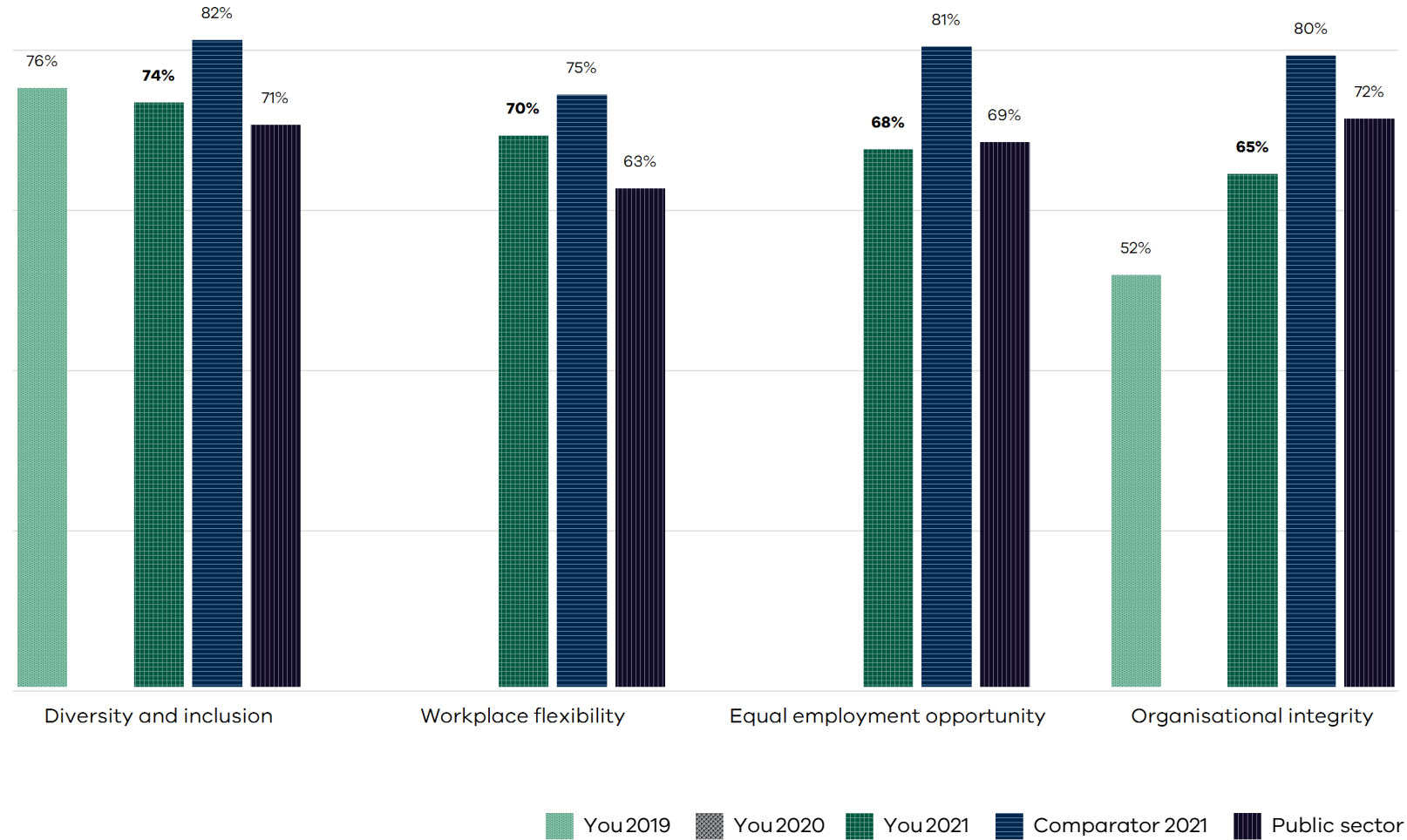
### Example

In 2021:

- 74% of your staff who did the survey responded positively to questions about Diversity and inclusion.

Compared to:

- 82% of staff at your comparator and 71% of staff across the public sector.



# Organisational climate

## Scorecard 2 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.

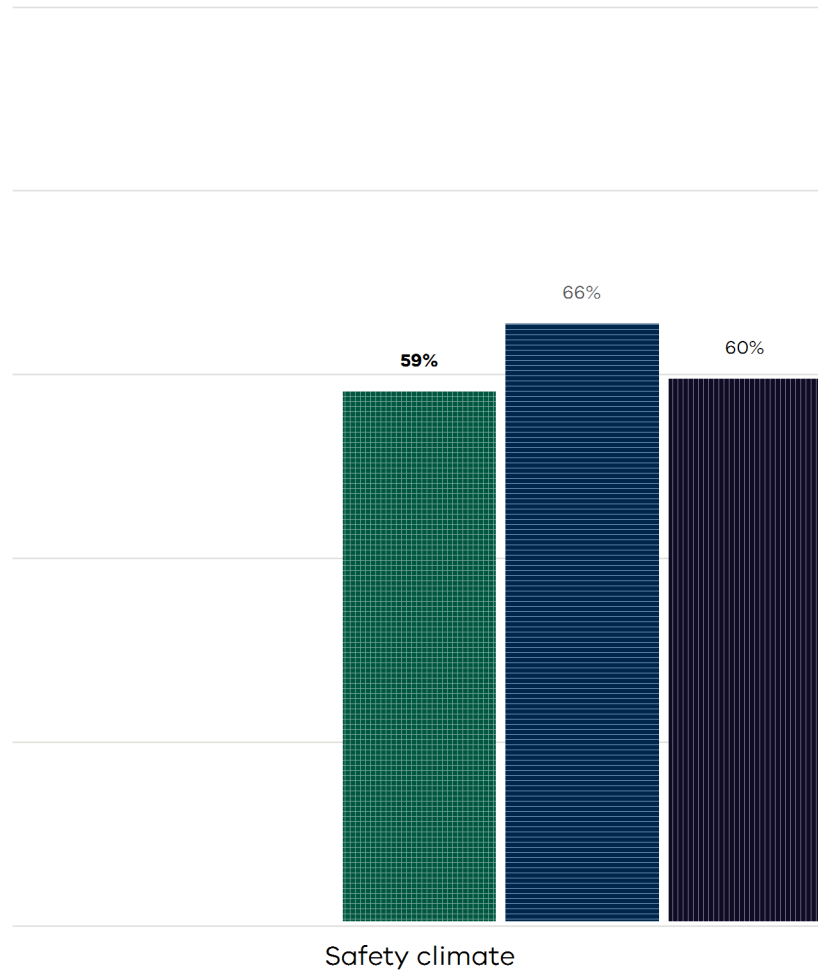
### Example

In 2021:

- 59% of your staff who did the survey responded positively to questions about Safety climate.

Compared to:

- 66% of staff at your comparator and 60% of staff across the public sector.



You 2019 You 2020 You 2021 Comparator 2021 Public sector 2021



## 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.

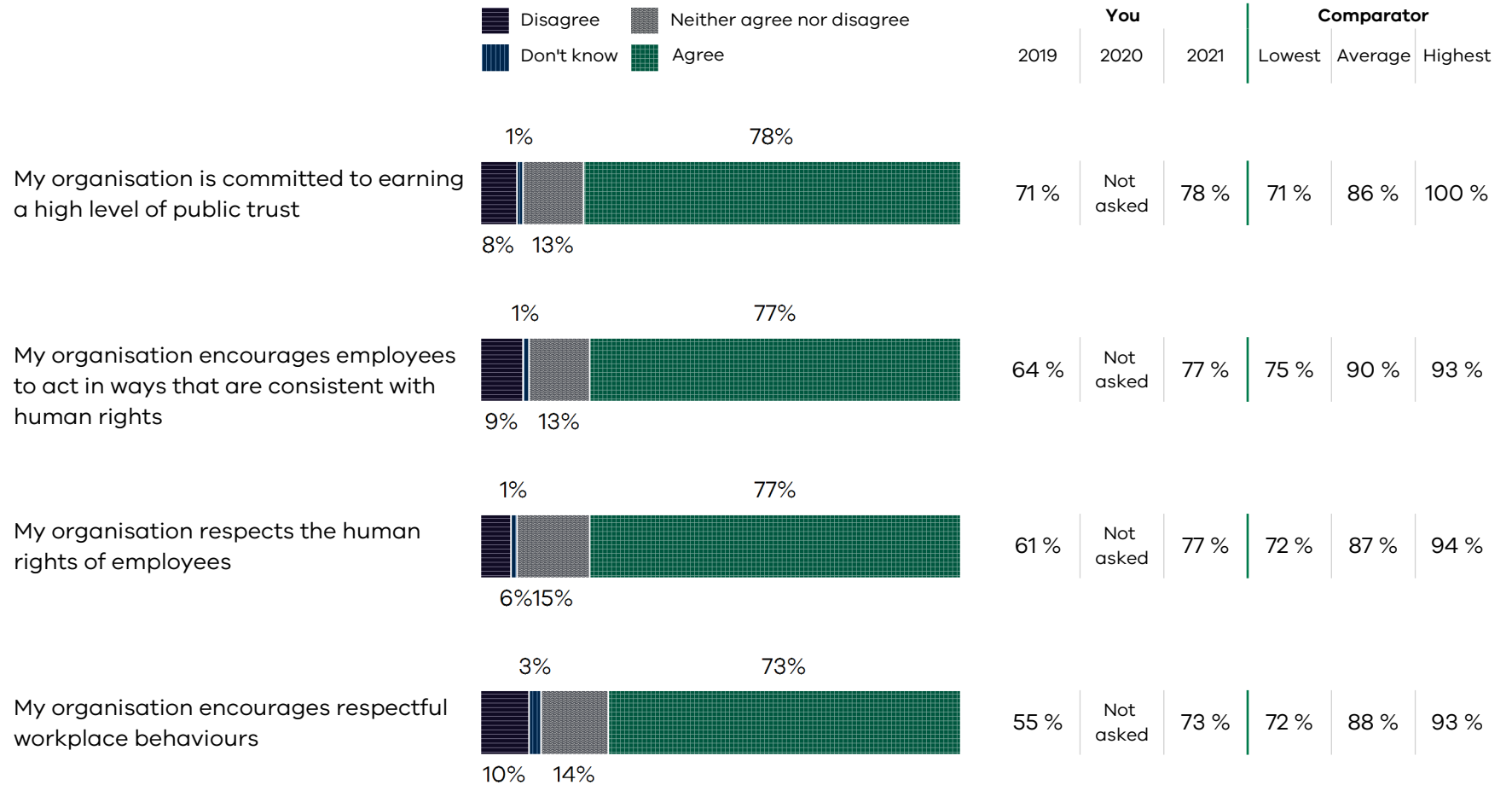
#### Example

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'.

### Survey question

### Your results

### Benchmark agree results



## 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

56% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

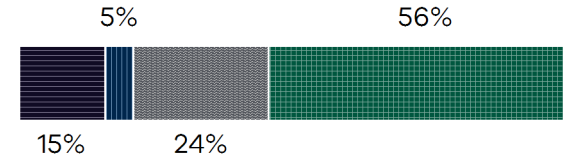
### Survey question

### Your results

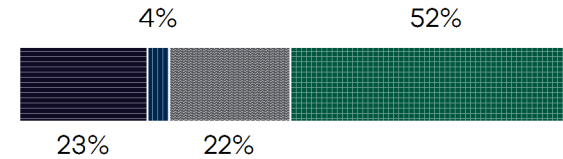
### Benchmark agree results



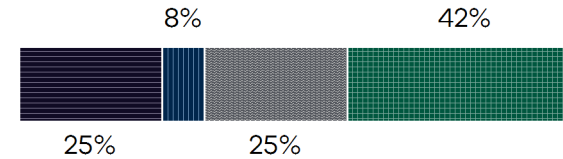
My organisation does not tolerate improper conduct



My organisation takes steps to eliminate bullying, harassment and discrimination



My organisation makes fair recruitment and promotion decisions, based on merit



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
37 %	Not asked	56 %	66 %	75 %	91 %	
34 %	Not asked	52 %	63 %	74 %	83 %	
44 %	Not asked	42 %	43 %	60 %	86 %	

## Organisational climate

### Workplace flexibility 1 of 4

#### What this is

This is how well your 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

78% of your staff who did the survey agreed or strongly agreed with 'I am confident that if I requested a flexible work arrangement, it would be given due consideration'.

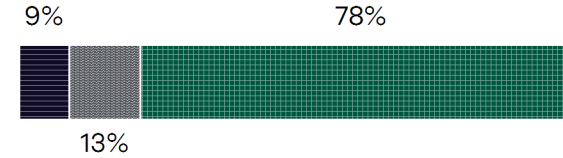
### Survey question

### Your results

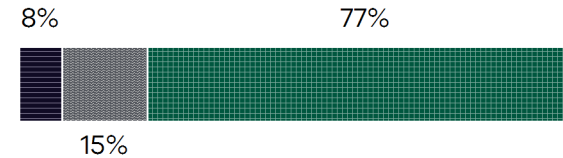
### Benchmark agree results



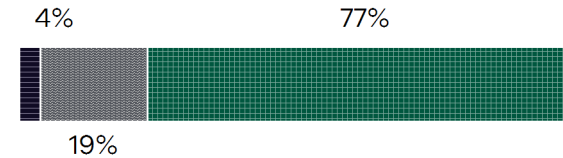
I am confident that if I requested a flexible work arrangement, it would be given due consideration



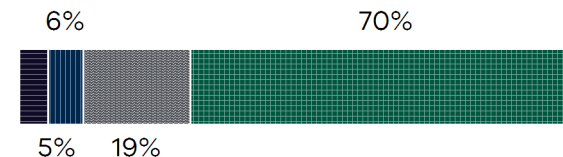
I have the flexibility I need to manage my work and non-work activities and responsibilities



My organisation supports employees with family or other caring responsibilities, regardless of gender



There is a positive culture within my organisation in relation to employees who have family responsibilities



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
	68 %	75 %	78 %	68 %	78 %	94 %
	Not asked	Not asked	77 %	67 %	78 %	85 %
	Not asked	Not asked	77 %	65 %	79 %	100 %
	Not asked	Not asked	70 %	62 %	77 %	100 %

## Organisational climate

### Workplace flexibility 2 of 4

#### What this is

This is how well your 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.

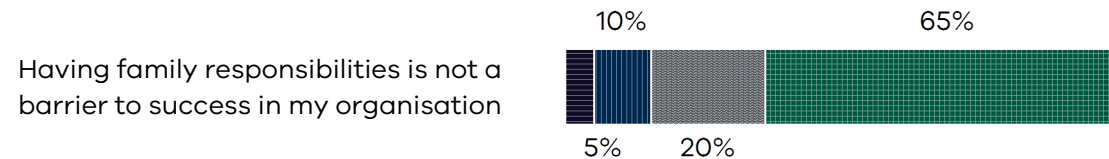
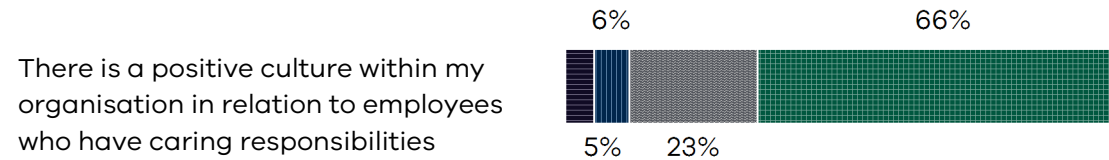
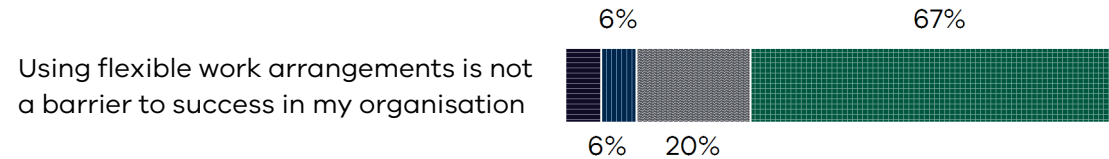
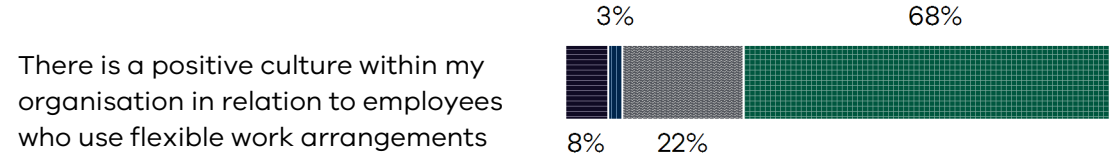
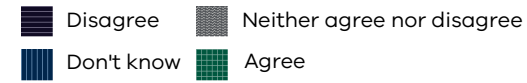
#### Example

68% 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 use flexible work arrangements'.

### Survey question

### Your results

### Benchmark agree results



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
68 %	Not asked	68 %	57 %	74 %	100 %	
Not asked	Not asked	67 %	58 %	72 %	97 %	
67 %	Not asked	66 %	58 %	74 %	100 %	
Not asked	Not asked	65 %	57 %	73 %	94 %	

## Organisational climate

### Workplace flexibility 3 of 4

#### What this is

This is how well your 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.

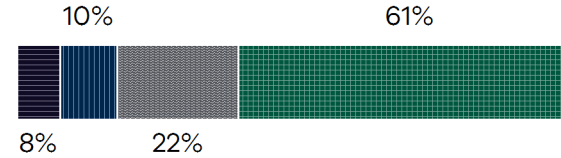
#### Example

61% of your staff who did the survey agreed or strongly agreed with 'Having caring responsibilities is not a barrier to success in my organisation'.

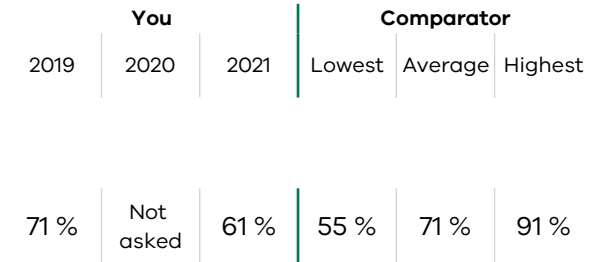
### Survey question

Having caring responsibilities is not a barrier to success in my organisation

### Your results



### Benchmark agree results



## Organisational climate

### Workplace flexibility 4 of 4

#### What this is

This is how well your 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

33% 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 2021	Comparator 2021	Public sector 2021
No, I do not use any flexible work arrangements	33%	27%	38%
Working from an alternative location (e.g. home, hub/shared work space)	30%	31%	24%
Flexible start and finish times	29%	27%	23%
Part-time	25%	32%	19%
Using leave to work flexible hours	6%	9%	8%
Purchased leave	4%	6%	2%
Other	4%	2%	2%
Shift swap	3%	6%	12%
Job sharing	3%	1%	1%
Study leave	1%	4%	4%

## 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.

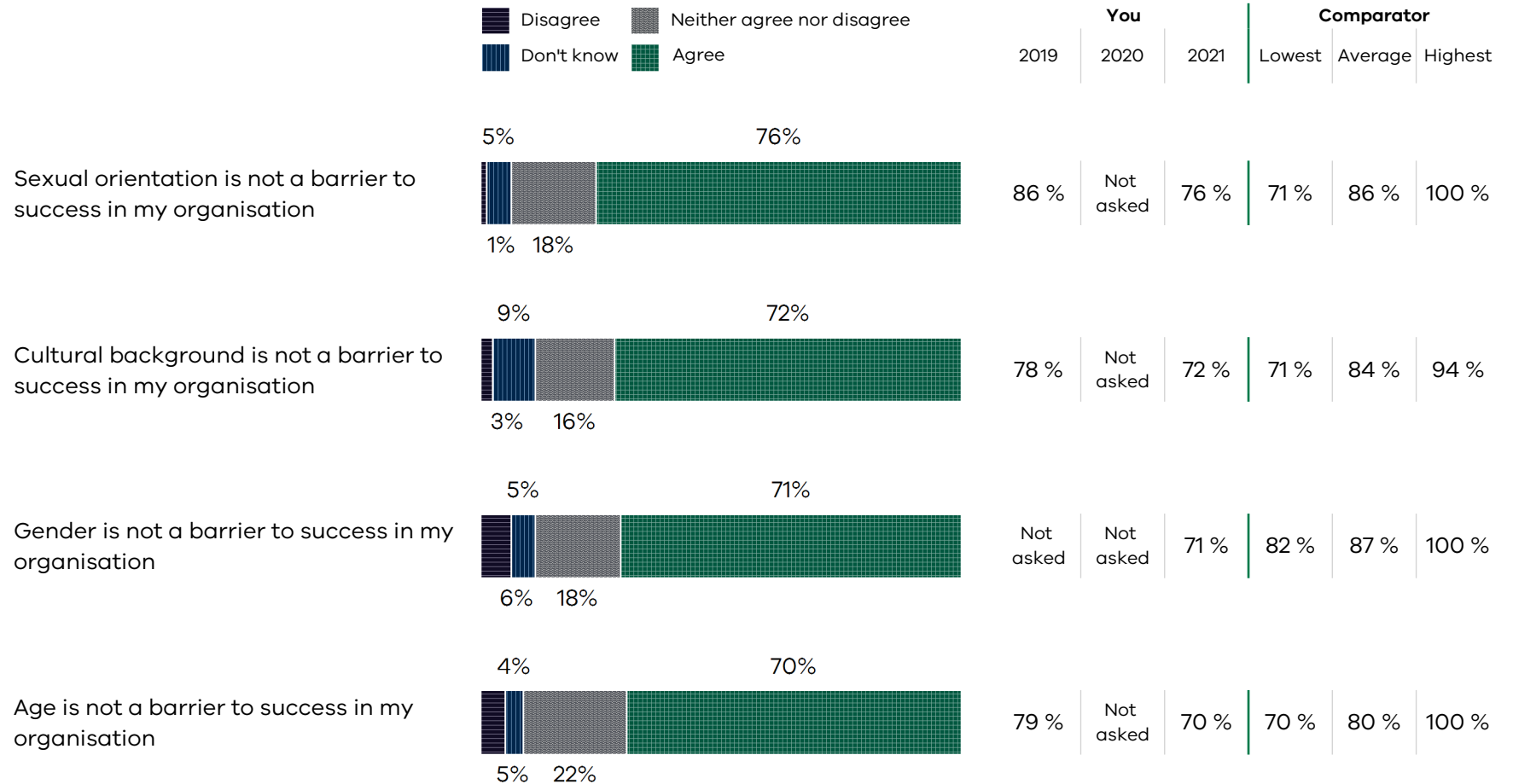
#### Example

76% of your staff who did the survey agreed or strongly agreed with 'Sexual orientation is not a barrier to success in my organisation'.

### Survey question

### Your results

### Benchmark agree results



## 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

63% 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'.

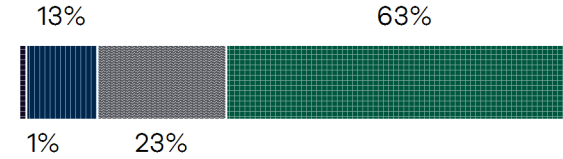
## Survey question

## Your results

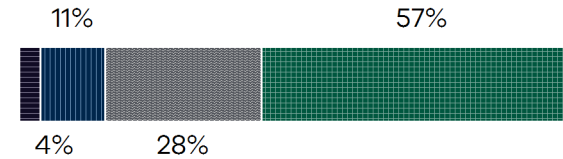
## Benchmark agree results



Being Aboriginal and/or Torres Strait Islander is not a barrier to success in my organisation



Disability is not a barrier to success in my organisation



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
Being Aboriginal and/or Torres Strait Islander is not a barrier to success in my organisation	Not asked	Not asked	63 %	59 %	78 %	100 %
Disability is not a barrier to success in my organisation	74 %	Not asked	57 %	50 %	71 %	89 %



## Organisational climate

### Psychosocial and physical safety climate question results 1 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.

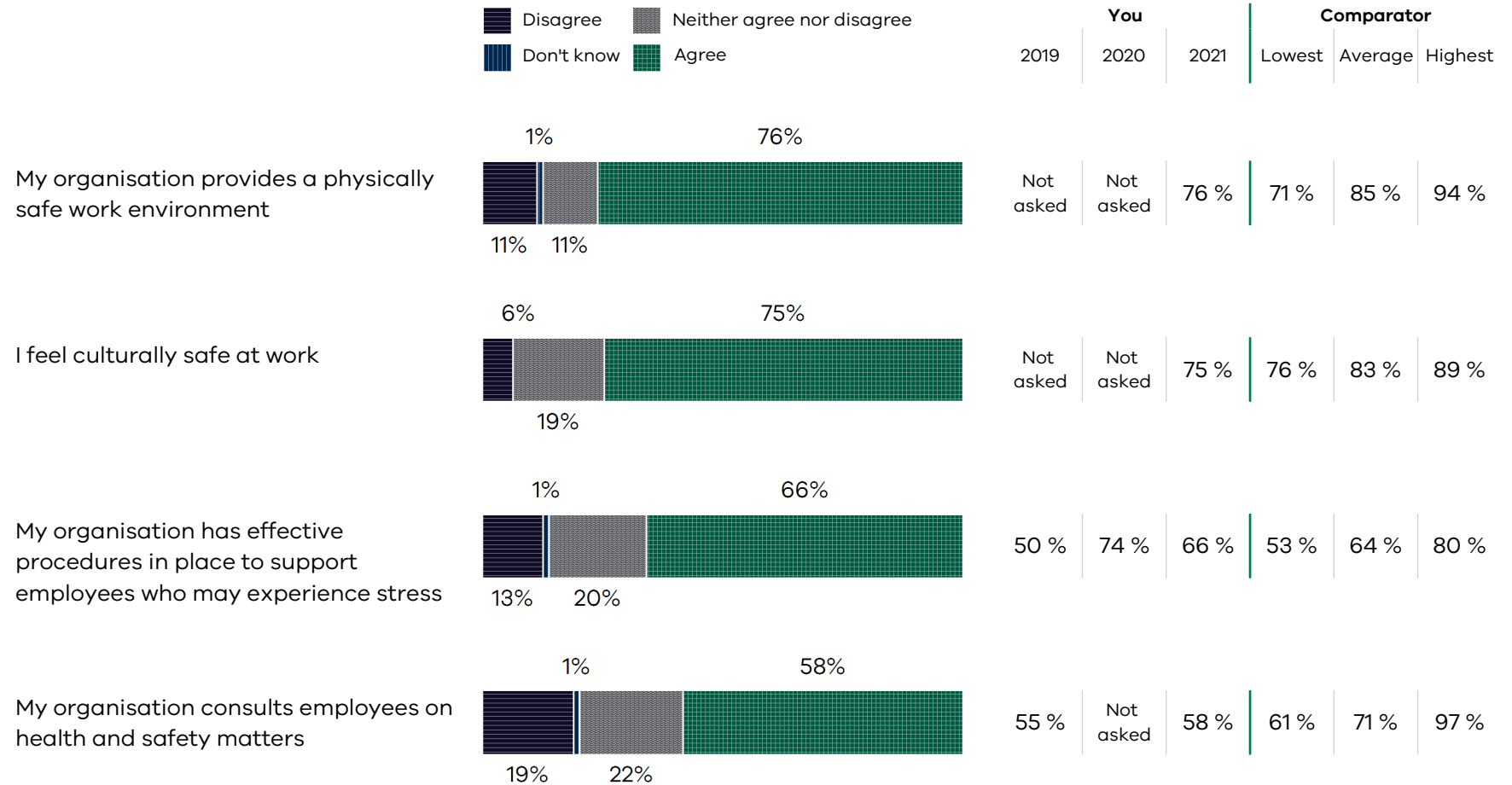
#### Example

76% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

### Survey question

### Your results

### Benchmark agree results



## 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.

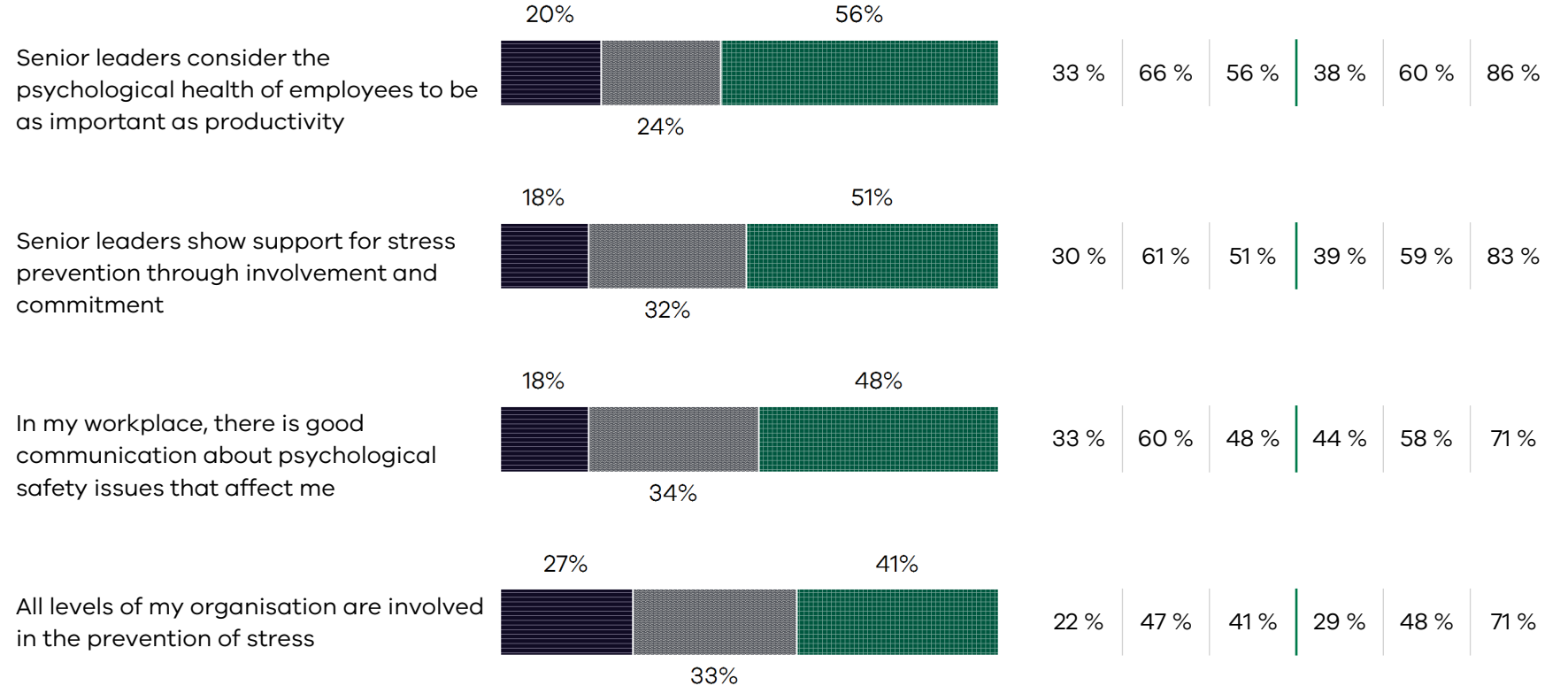
#### Example

56% of your staff who did the survey agreed or strongly agreed with 'Senior leaders consider the psychological health of employees to be as important as productivity'.

## Survey question

## Your results

## Benchmark agree results



## 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.

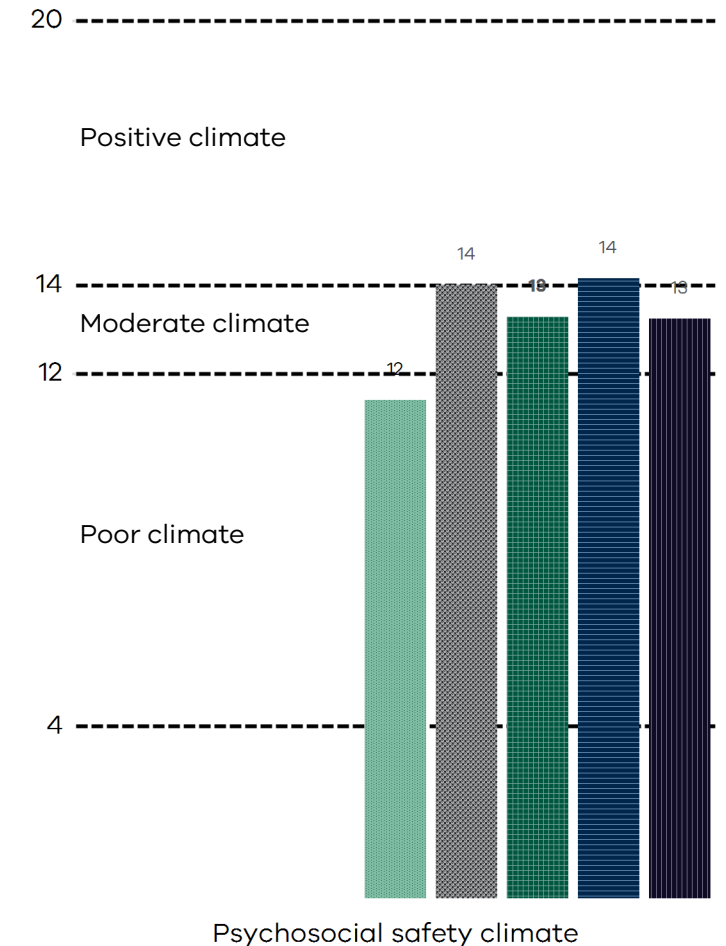
A score of:

- 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



You 2019 You 2020 You 2021 Comparator 2021 Public sector 2021

### Survey question

### Your results

### Benchmark agree results

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

You			Comparator		
2019	2020	2021	Lowest	Average	Highest

Survey question

Your results

Benchmark agree results

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

You			Comparator		
2019	2020	2021	Lowest	Average	Highest

## 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.

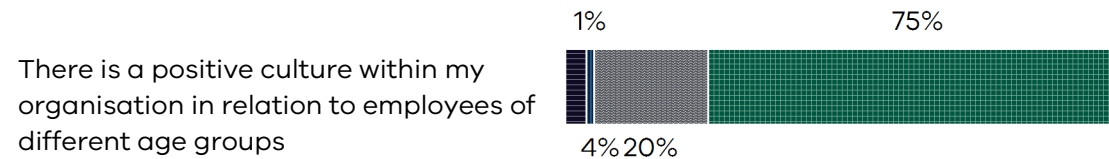
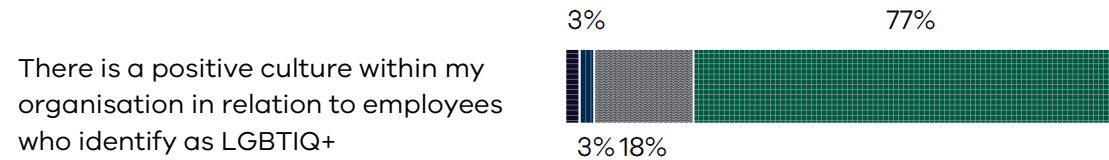
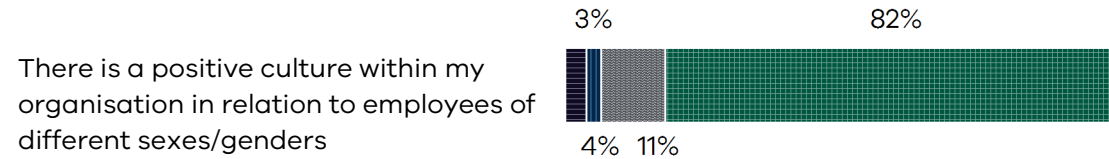
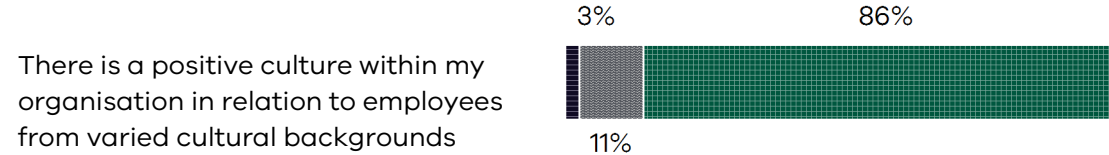
#### Example

86% of your staff who did the survey agreed or strongly agreed with 'There is a positive culture within my organisation in relation to employees from varied cultural backgrounds'.

### Survey question

### Your results

### Benchmark agree results



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
	79 %	Not asked	86 %	75 %	87 %	94 %
	81 %	Not asked	82 %	76 %	87 %	100 %
	77 %	Not asked	77 %	51 %	83 %	100 %
	84 %	Not asked	75 %	76 %	81 %	100 %

## 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

63% of your staff who did the survey agreed or strongly agreed with 'There is a positive culture within my organisation in relation to employees with disability'.

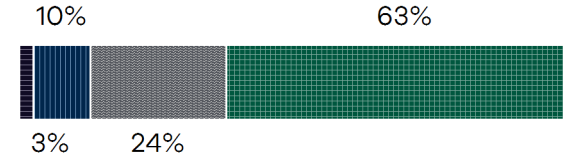
### Survey question

### Your results

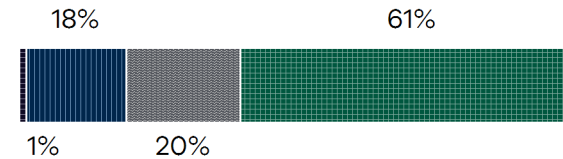
### Benchmark agree results



There is a positive culture within my organisation in relation to employees with disability



There is a positive culture within my organisation in relation to employees who are Aboriginal and / or Torres Strait Islander



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
67 %	Not asked	63 %	60 %	72 %	78 %	
67 %	Not asked	61 %	59 %	81 %	97 %	

## 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.

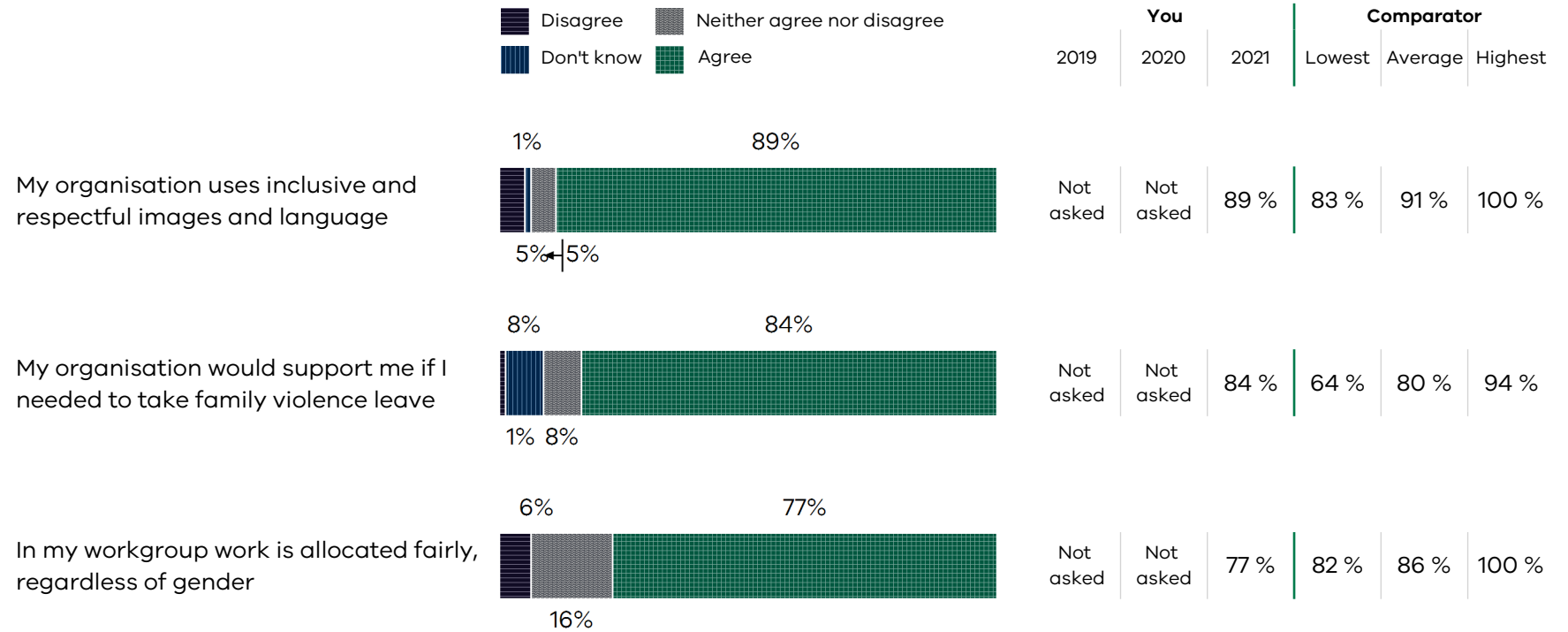
#### Example

89% 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





# People matter

## survey 2021

Have your say

### Report overview

- About your report
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- 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.

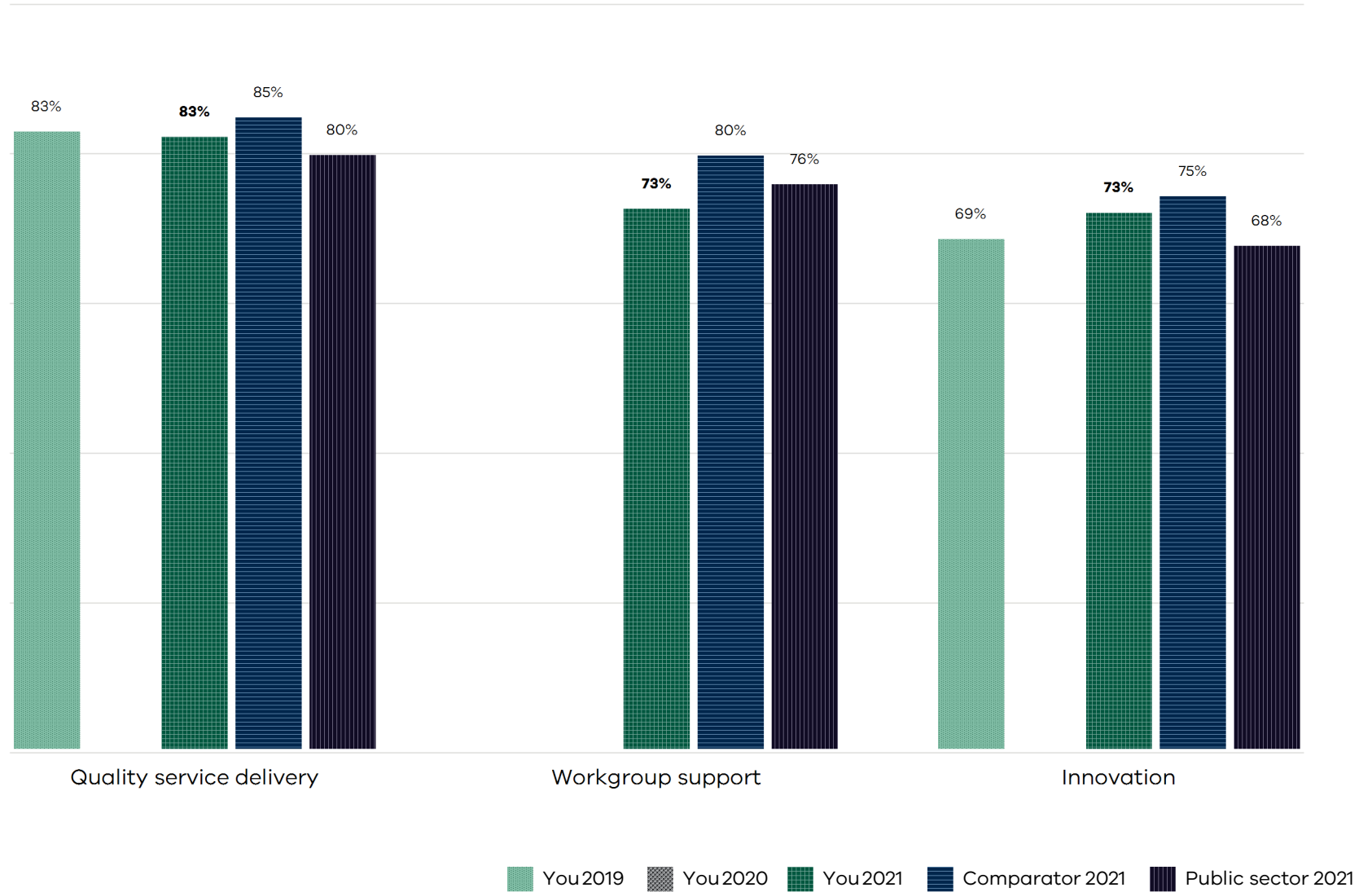
#### Example

In 2021:

- 83% of your staff who did the survey responded positively to questions about .

Compared to:

- 85% of staff at your comparator and 80% of staff across the public sector.



## 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.

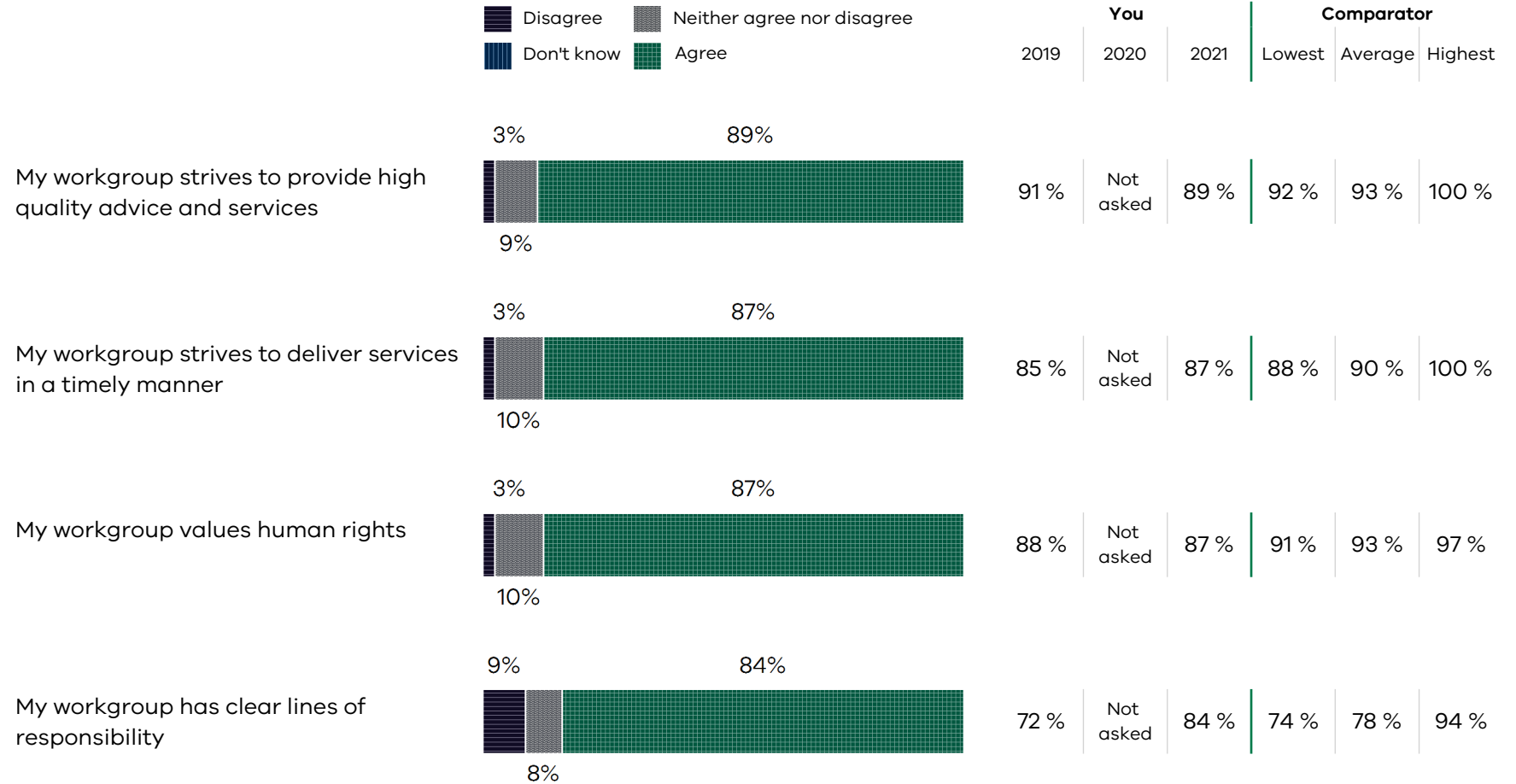
#### Example

89% 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



## 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.

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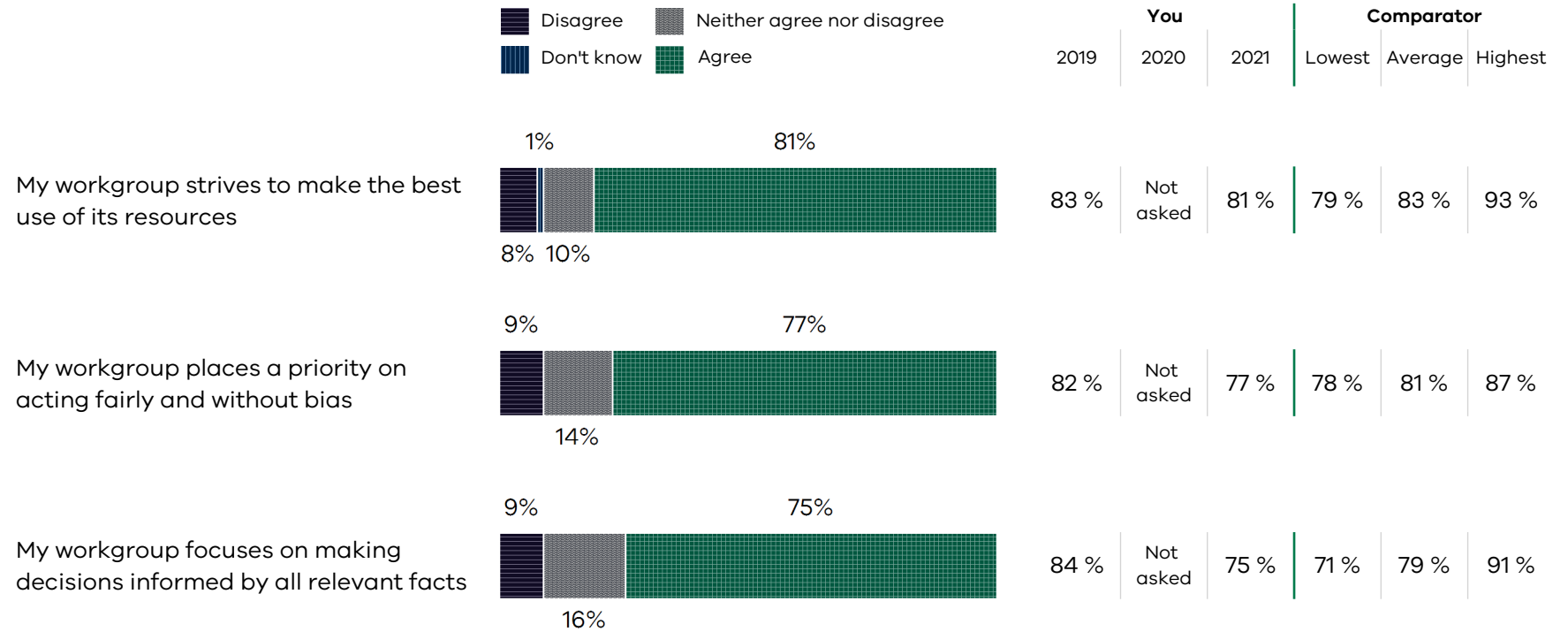
#### Example

81% of your staff who did the survey agreed or strongly agreed with 'My workgroup strives to make the best use of its resources'!

### Survey question

### Your results

### Benchmark agree results



## Workgroup climate

### Innovation 1 of 2

#### 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.

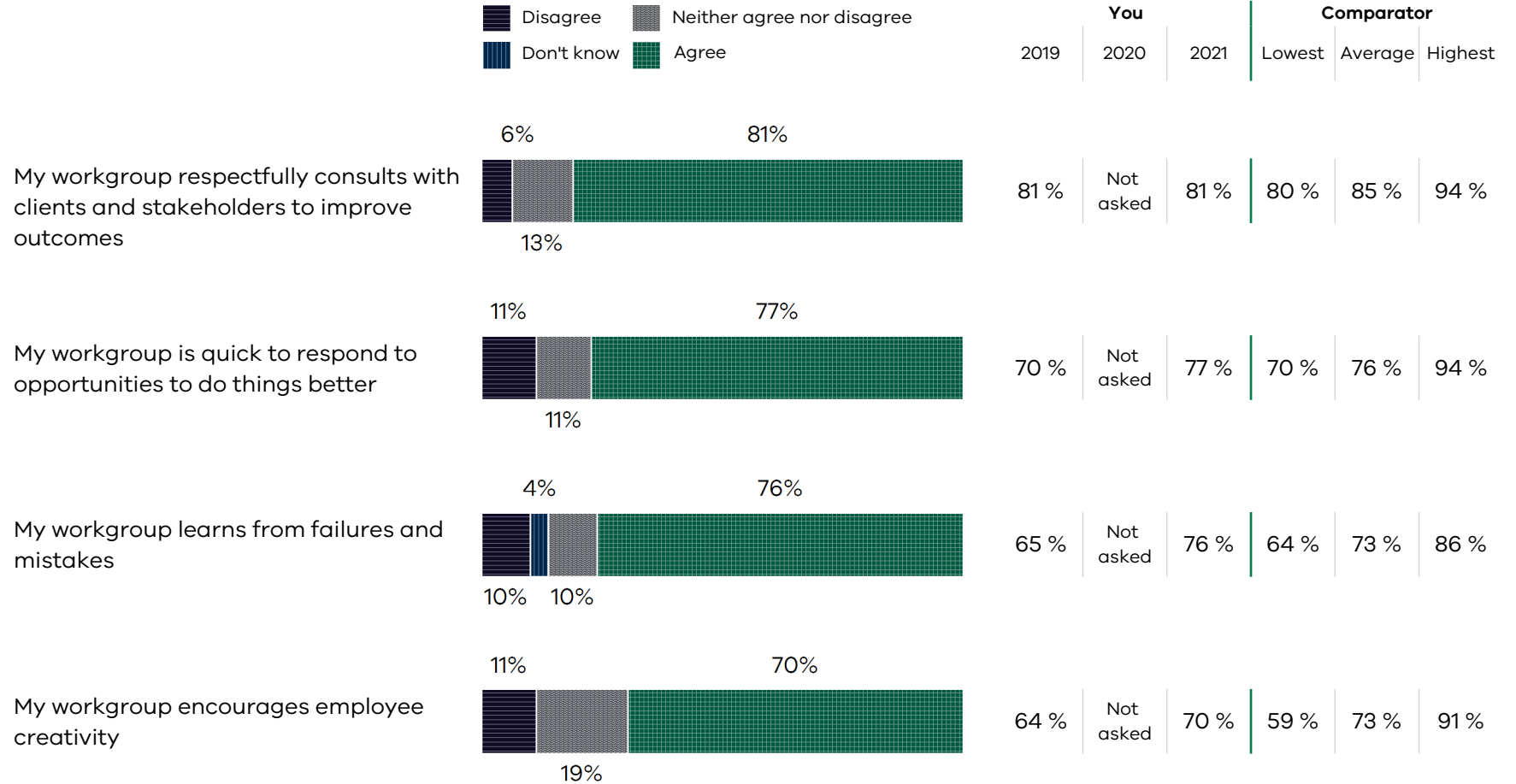
#### Example

81% 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



## Workgroup climate

### Innovation 2 of 2

#### 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.

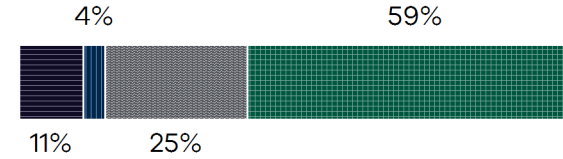
#### Example

59% of your staff who did the survey agreed or strongly agreed with 'My workgroup takes reasonable risks to improve its services'.

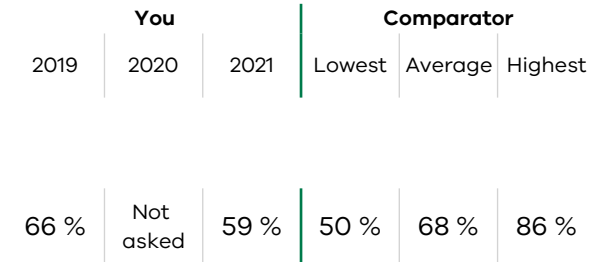
## Survey question

My workgroup takes reasonable risks to improve its services

## Your results



## Benchmark agree results



## Workgroup climate

### Workgroup support 1 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.

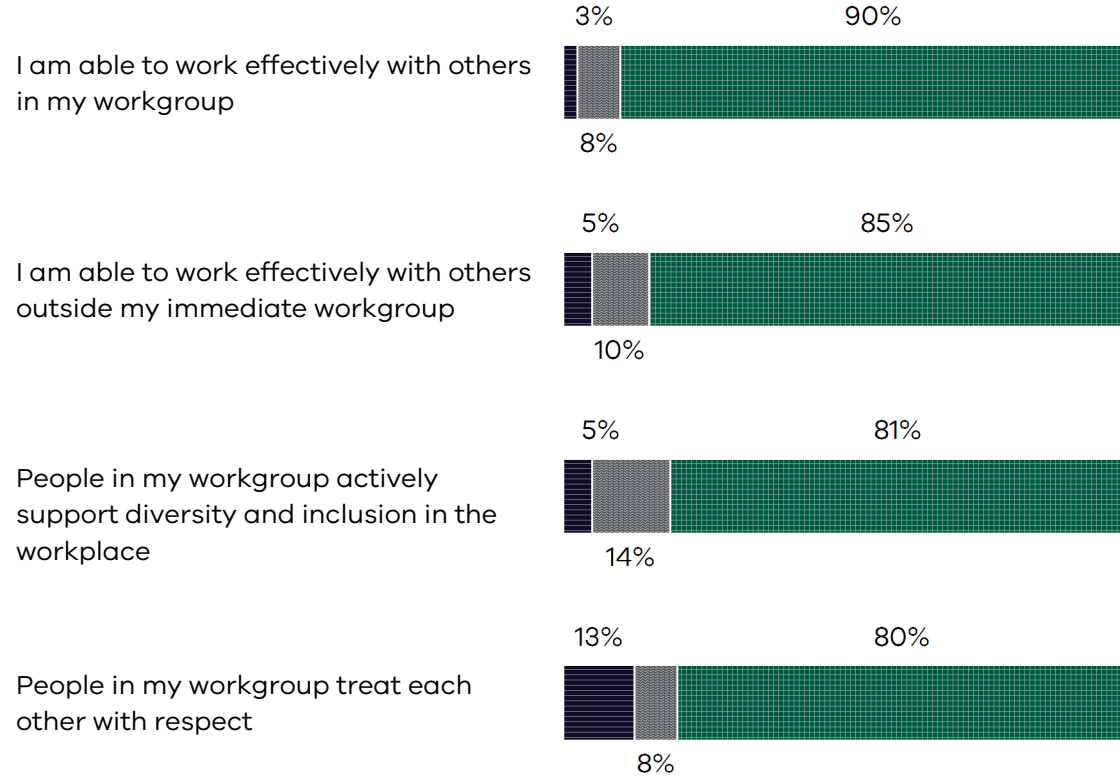
#### Example

90% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others in my workgroup'.

## Survey question

## Your results

## Benchmark agree results



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
I am able to work effectively with others in my workgroup	Not asked	88 %	90 %	89 %	92 %	100 %
I am able to work effectively with others outside my immediate workgroup	Not asked	88 %	85 %	82 %	89 %	100 %
People in my workgroup actively support diversity and inclusion in the workplace	85 %	Not asked	81 %	86 %	90 %	97 %
People in my workgroup treat each other with respect	71 %	86 %	80 %	64 %	86 %	91 %

## 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.

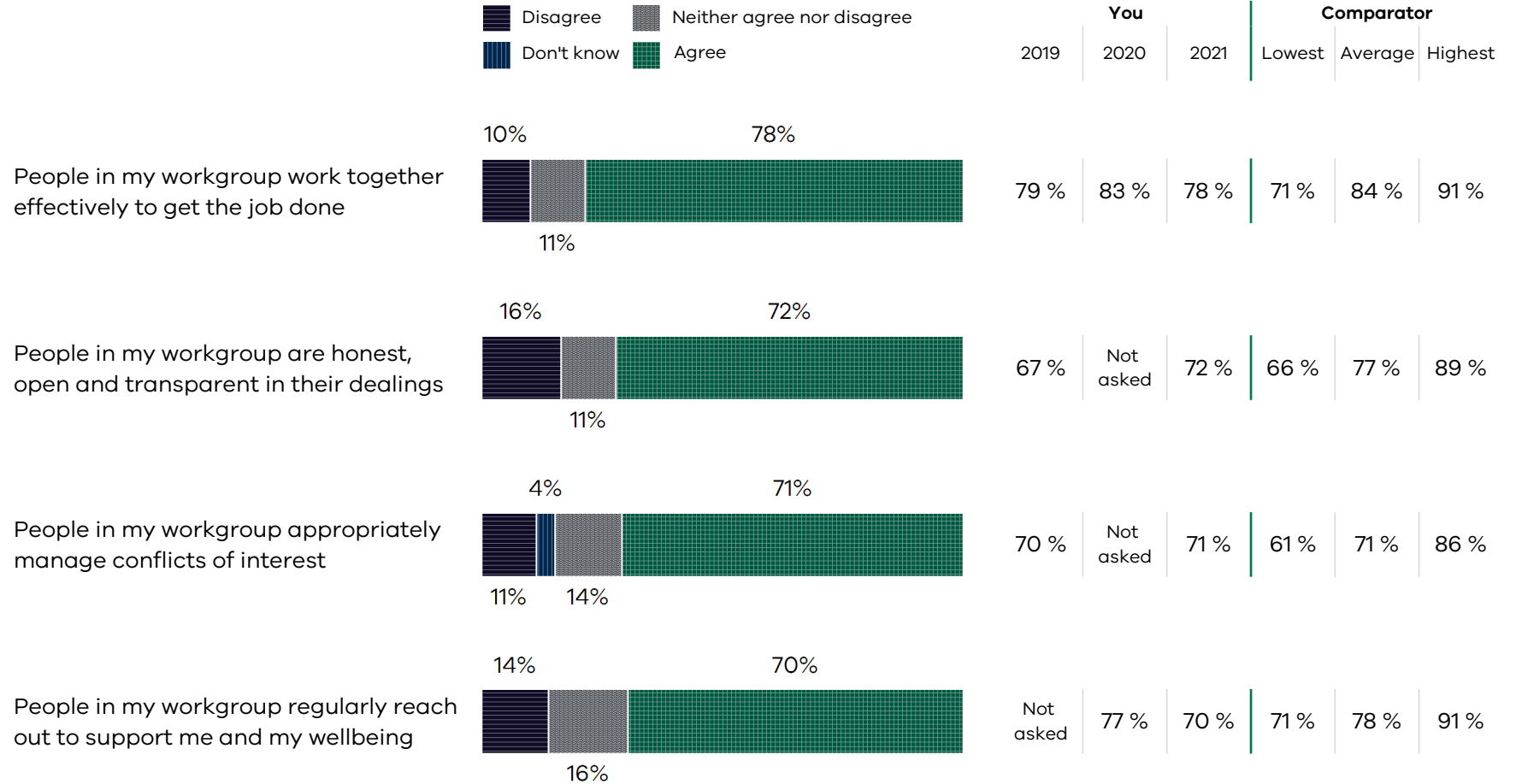
#### Example

78% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

## Survey question

## Your results

## Benchmark agree results





## 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

61% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

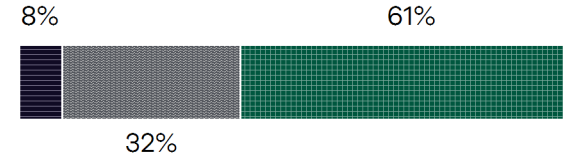
## Survey question

## Your results

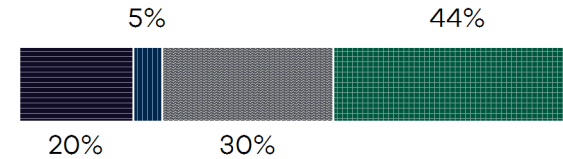
## Benchmark agree results



People in my workgroup are politically impartial in their work



Workgroups across my organisation willingly share information with each other



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
People in my workgroup are politically impartial in their work	71 %	Not asked	61 %	62 %	71 %	80 %
Workgroups across my organisation willingly share information with each other	47 %	48 %	44 %	45 %	64 %	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
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- Witnessing negative behaviours

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- Lowest scoring
- Most improved
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- Questions requested by your organisation

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- 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.

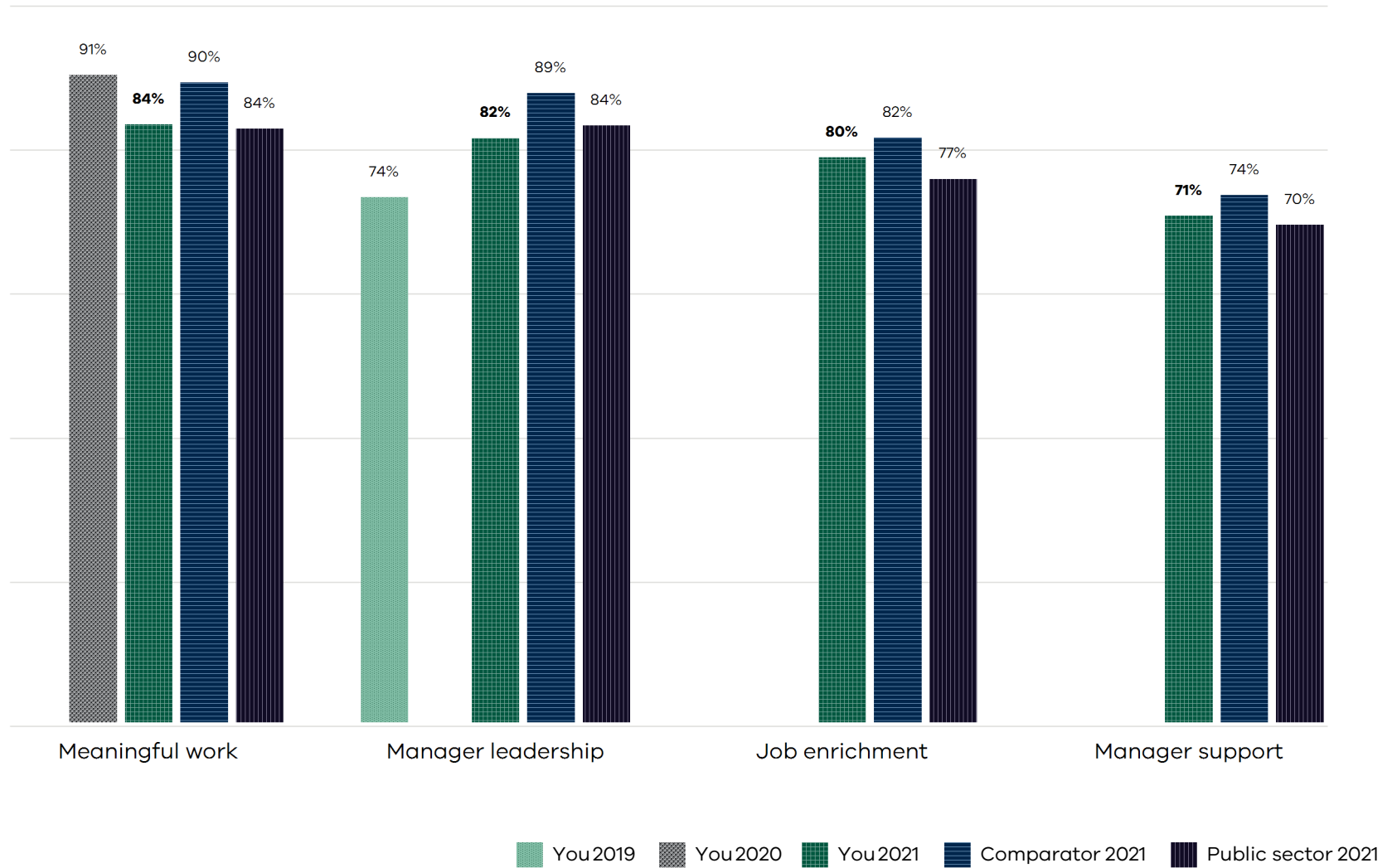
#### Example

In 2021:

- 84% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 90% of staff at your comparator and 84% of staff across the public sector.



## Job and manager factors

### Scorecard 2 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.

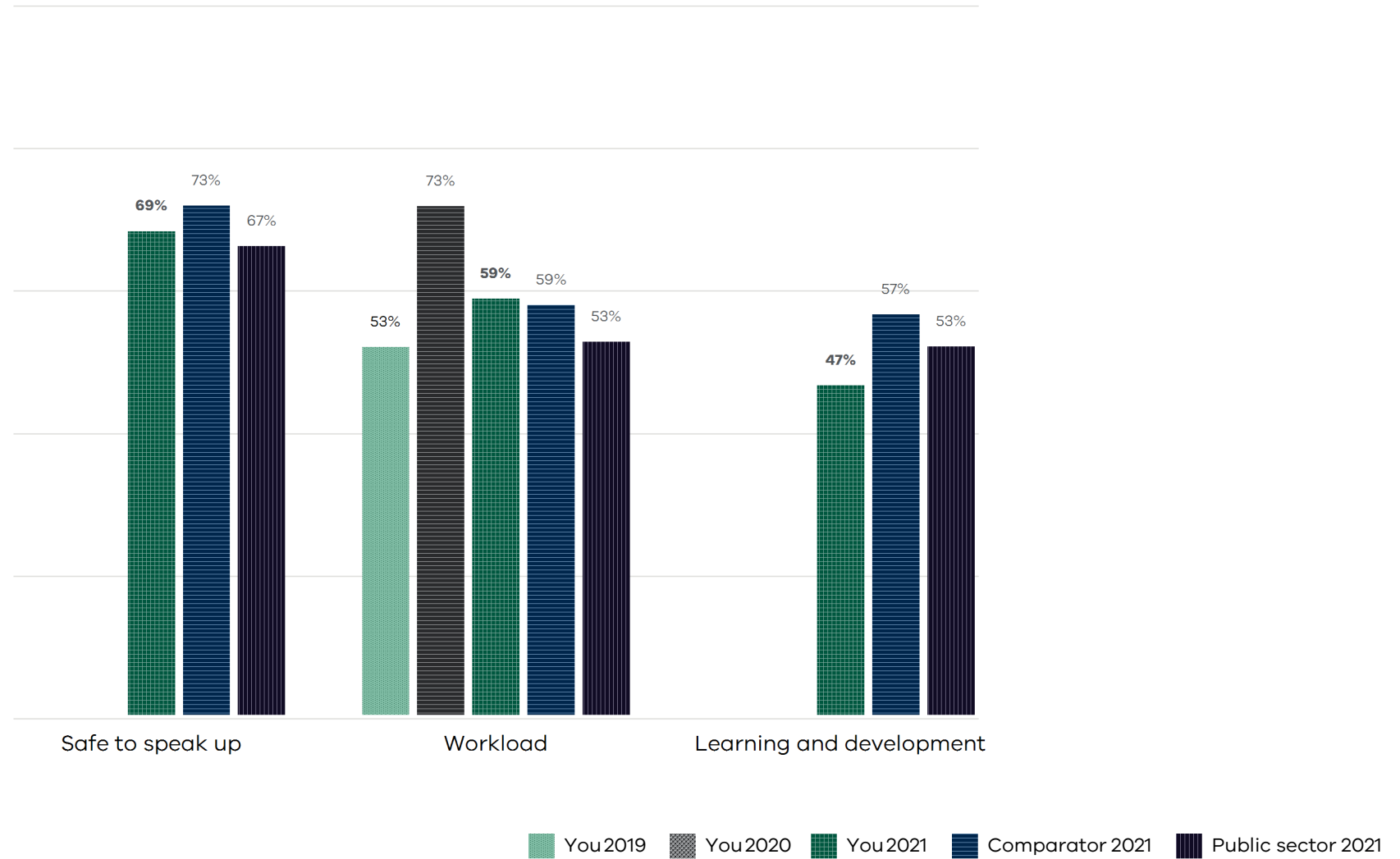
#### Example

In 2021:

- 69% of your staff who did the survey responded positively to questions about Safe to speak up.

Compared to:

- 73% of staff at your comparator and 67% of staff across the public sector.



## 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.

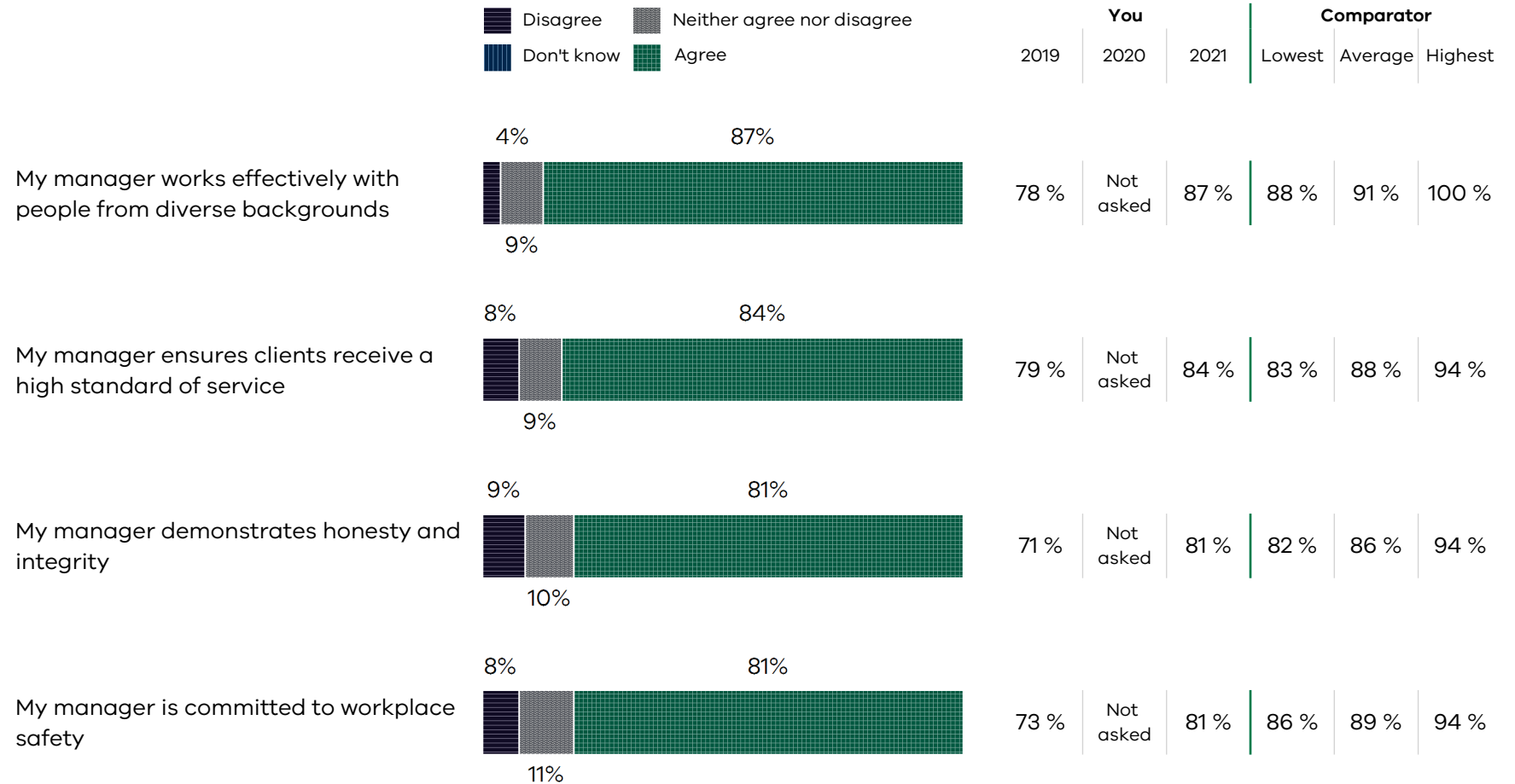
#### Example

87% of your staff who did the survey agreed or strongly agreed with 'My manager works effectively with people from diverse backgrounds'.

### Survey question

### Your results

### Benchmark agree results



## 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.

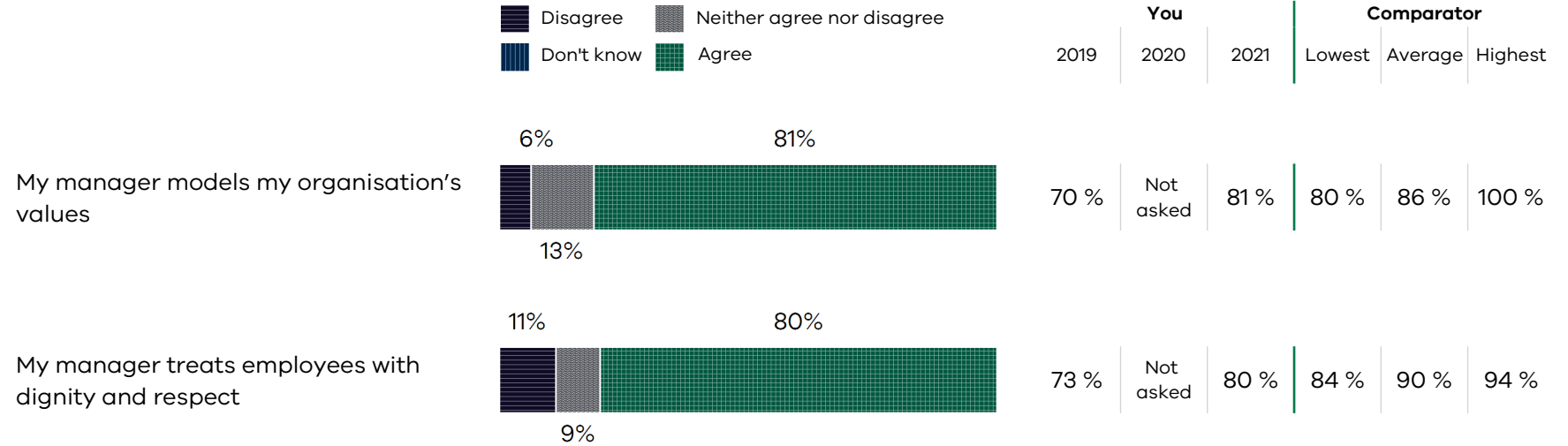
#### Example

81% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

## Survey question

## Your results

## Benchmark agree results



## Job and manager factors

### Manager support 1 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.

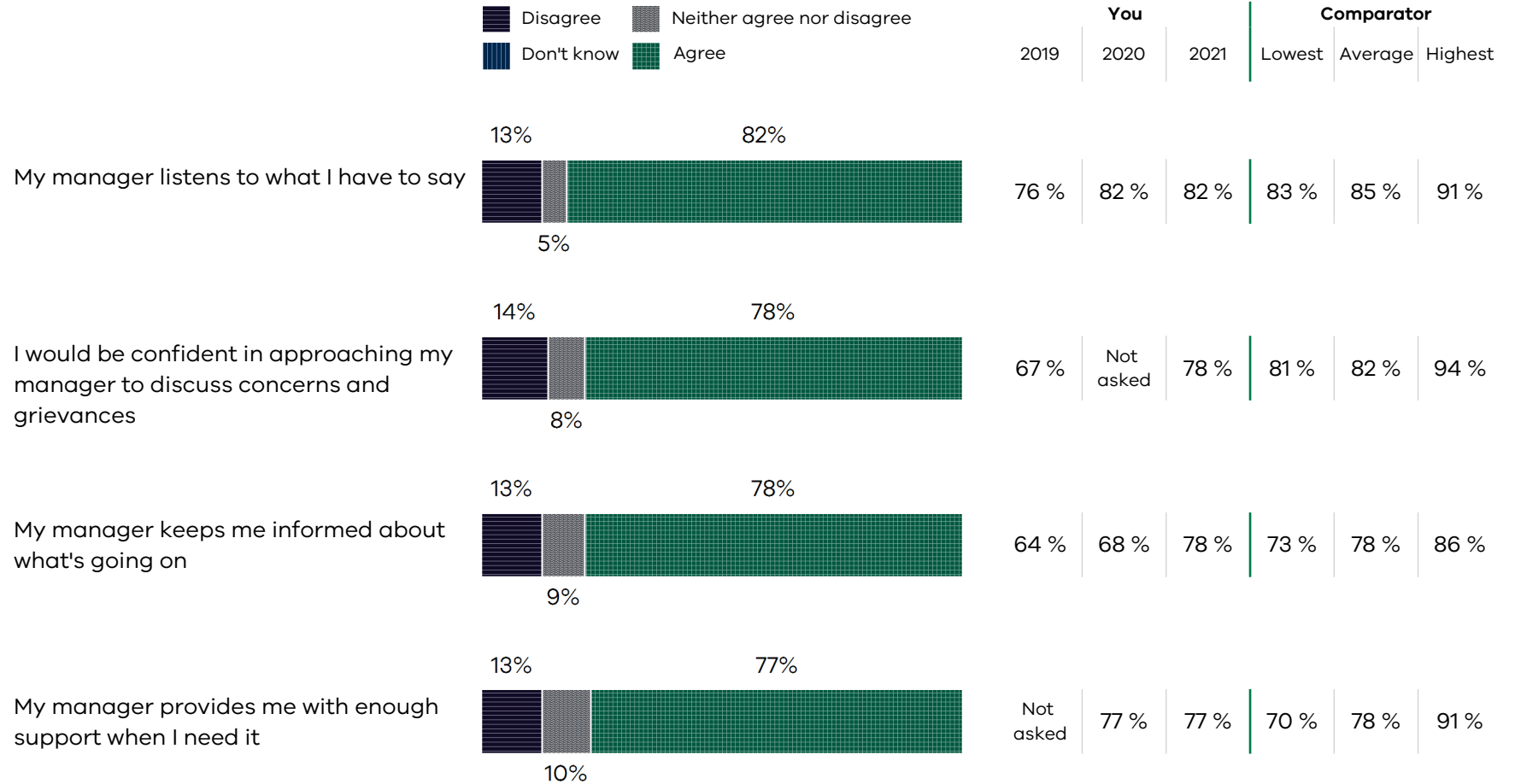
#### Example

82% 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



## 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.

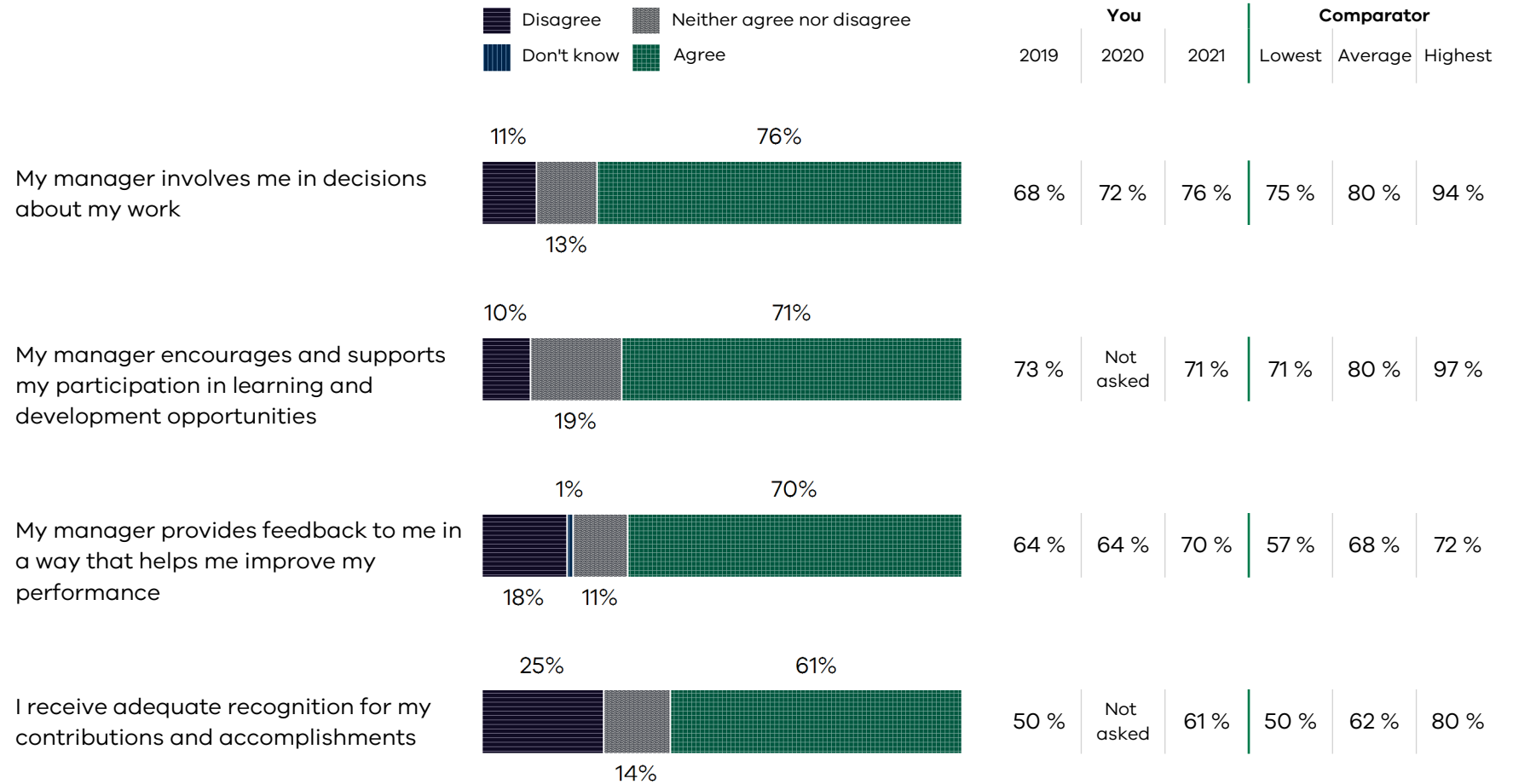
#### Example

76% of your staff who did the survey agreed or strongly agreed with 'My manager involves me in decisions about my work'.

### Survey question

### Your results

### Benchmark agree results





## Job and manager factors

### Manager support 3 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.

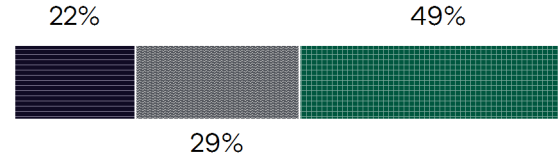
#### Example

49% of your staff who did the survey agreed or strongly agreed with 'My manager has regular conversations with me about my learning and development'.

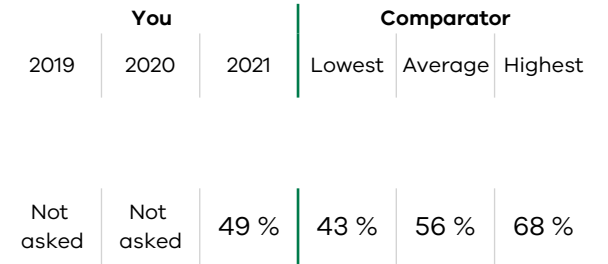
## Survey question

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

## Your results



## Benchmark agree results



## 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

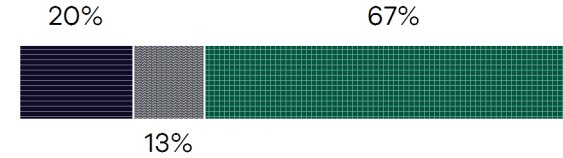
67% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

### Survey question

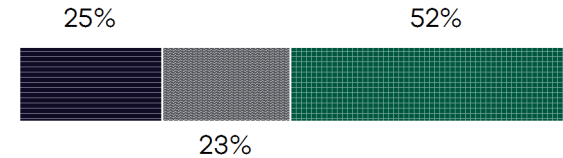
### Your results

### Benchmark agree results

The workload I have is appropriate for the job that I do



I have enough time to do my job effectively



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
	52 %	76 %	67 %	52 %	61 %	77 %
	53 %	69 %	52 %	43 %	56 %	69 %

## 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.

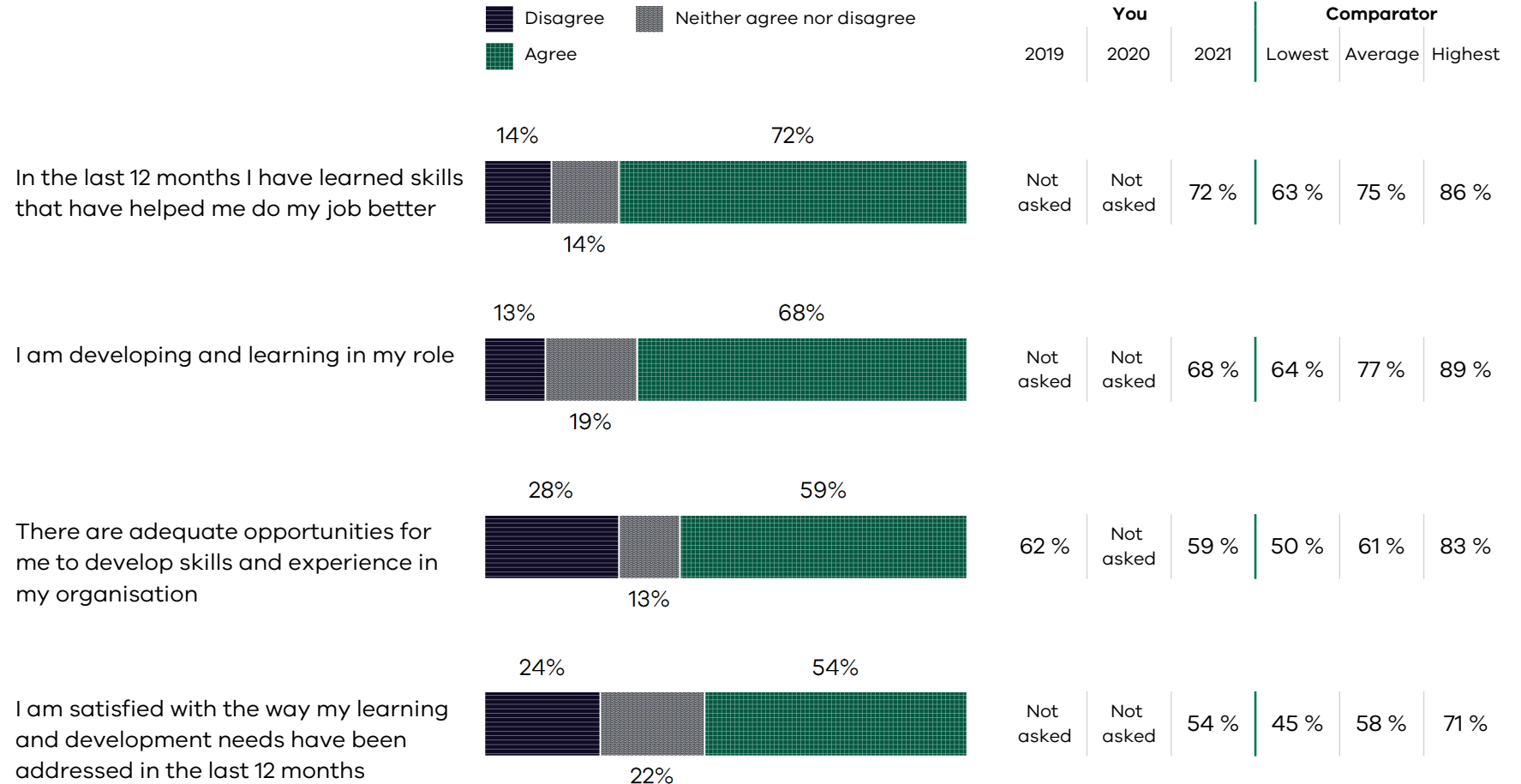
#### Example

72% of your staff who did the survey agreed or strongly agreed with 'In the last 12 months I have learned skills that have helped me do my job better'.

### Survey question

### Your results

### Benchmark agree results



## Job and manager factors

### Learning and development 2 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

43% of your staff who did the survey agreed or strongly agreed with 'My organisation places a high priority on the learning and development of staff.'

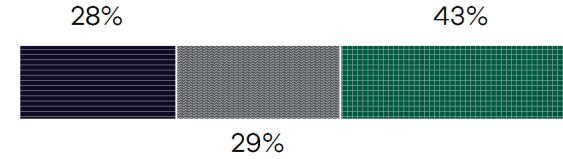
## Survey question

## Your results

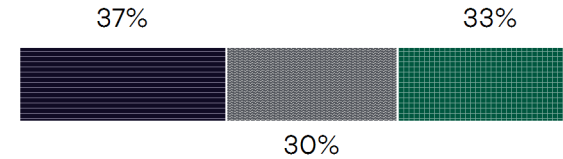
## Benchmark agree results



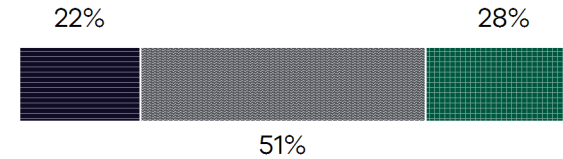
My organisation places a high priority on the learning and development of staff



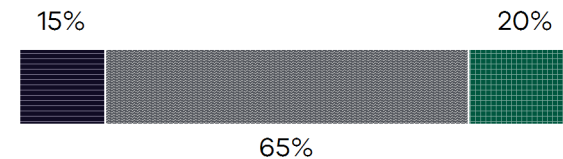
I feel I have an equal chance at promotion in my organisation



I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers)



I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments)



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
	49 %	Not asked	43 %	43 %	65 %	97 %
	Not asked	Not asked	33 %	29 %	45 %	54 %
	Not asked	Not asked	28 %	29 %	46 %	60 %
	Not asked	Not asked	20 %	18 %	30 %	37 %

## 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.

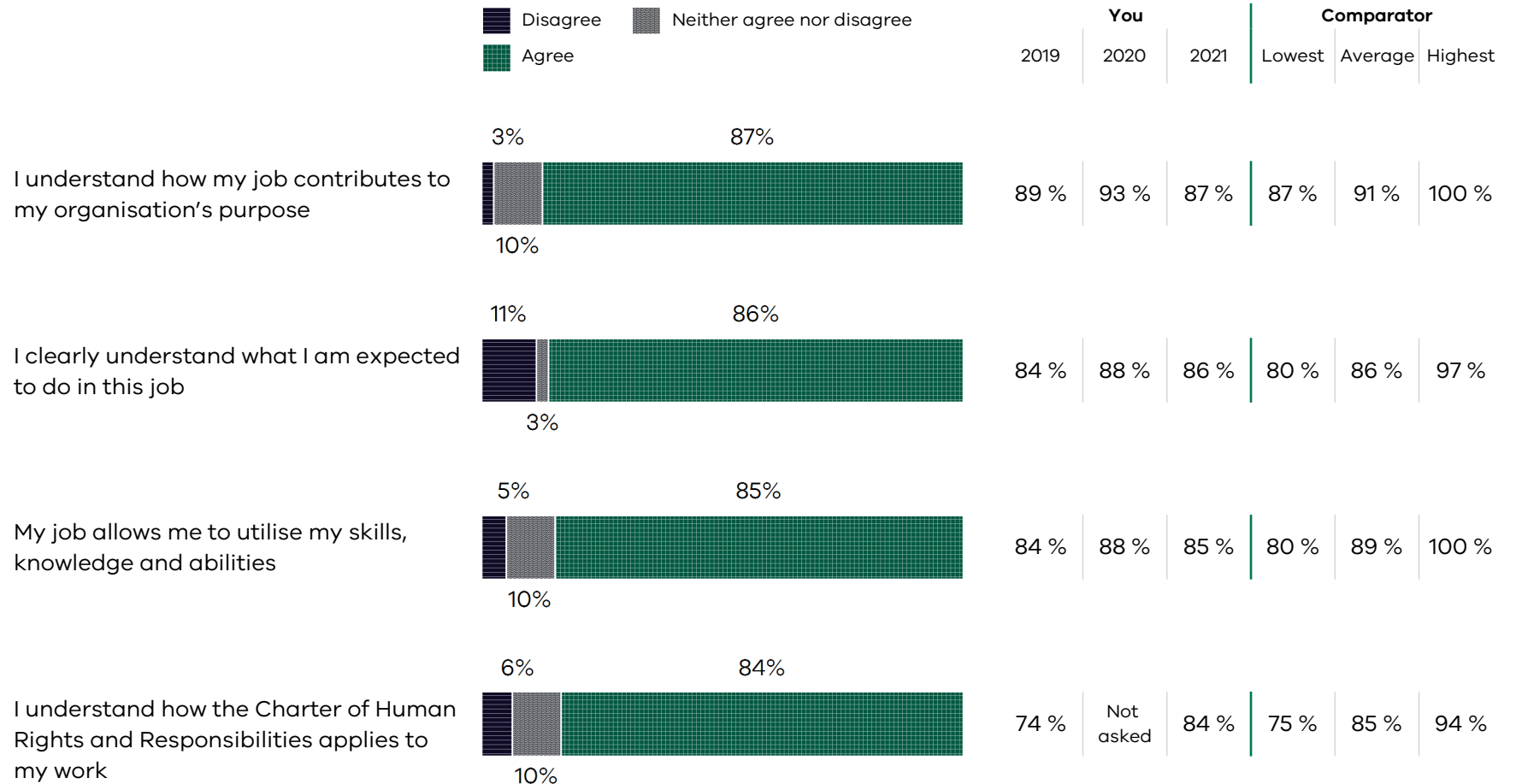
#### Example

87% 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

### Benchmark agree results



## 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.

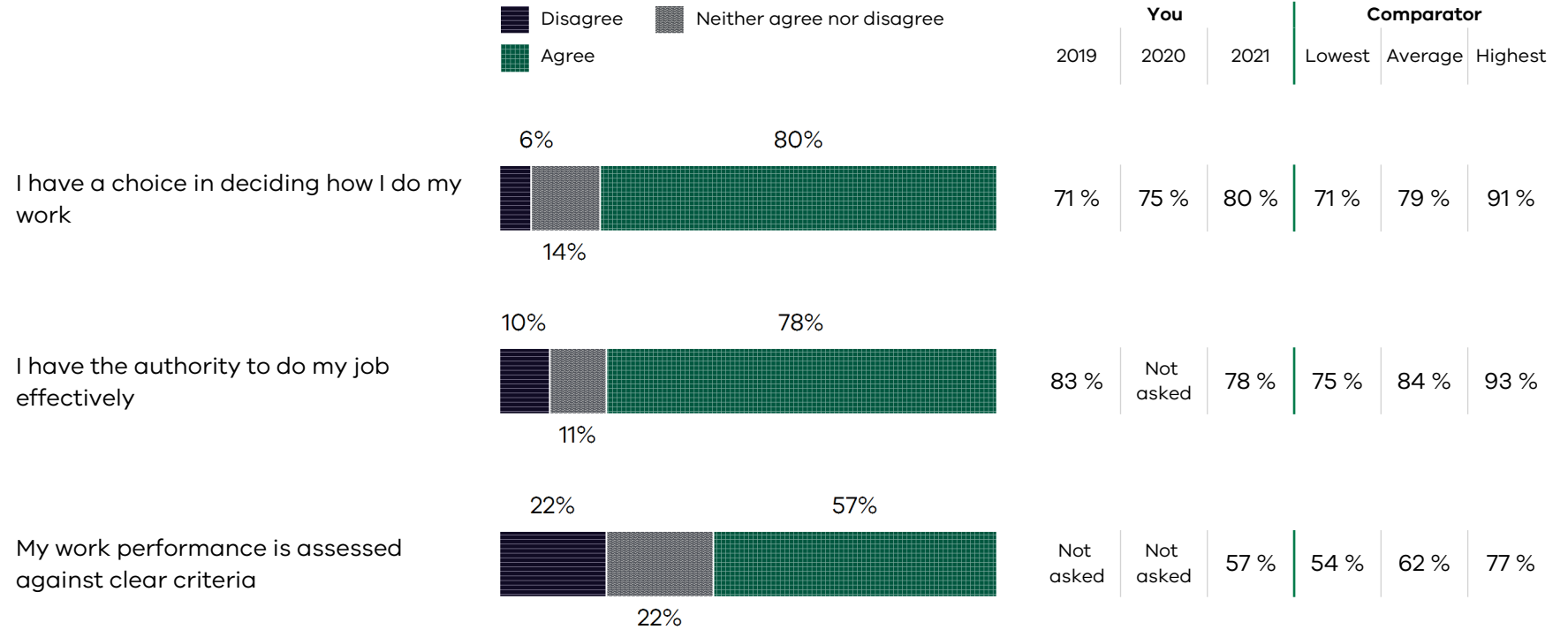
#### Example

80% of your staff who did the survey agreed or strongly agreed with 'I have a choice in deciding how I do my work'.

## Survey question

## Your results

## Benchmark agree results



## 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

86% of your staff who did the survey agreed or strongly agreed with 'I feel that I can make a worthwhile contribution at work'.

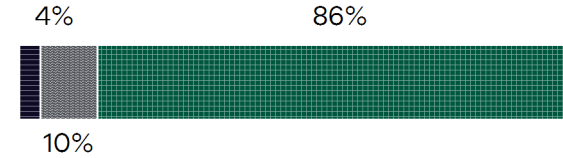
### Survey question

### Your results

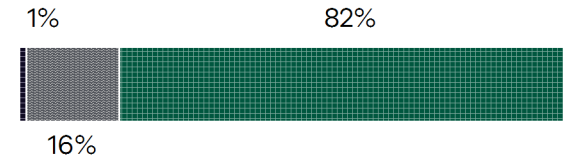
### Benchmark agree results



I feel that I can make a worthwhile contribution at work



I am achieving something important through my work



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
I feel that I can make a worthwhile contribution at work	Not asked	89 %	86 %	87 %	91 %	100 %
I am achieving something important through my work	Not asked	93 %	82 %	87 %	89 %	100 %

## 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

70% of your staff who did the survey agreed or strongly agreed with 'I am confident that I would be protected from reprisal for reporting improper conduct!'

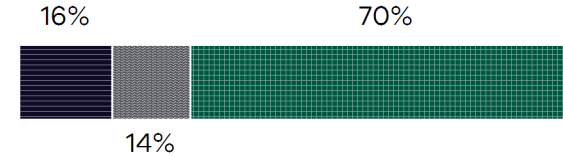
## Survey question

## Your results

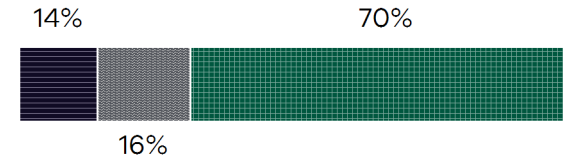
## Benchmark agree results



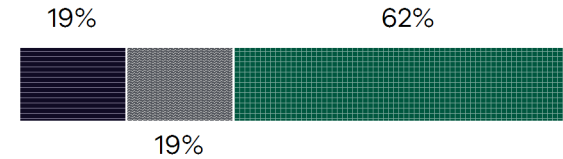
I am confident that I would be protected from reprisal for reporting improper conduct



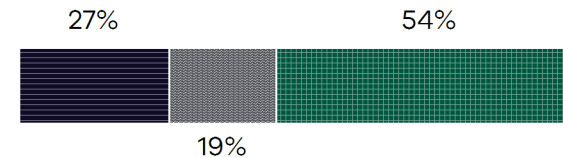
People in your workgroup are able to bring up problems and tough issues



I feel safe to challenge inappropriate behaviour at work



I am confident that if I raised a grievance in my organisation, it would be investigated in a thorough and objective manner



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
	39 %	Not asked	70 %	57 %	71 %	86 %
	Not asked	73 %	70 %	57 %	73 %	87 %
	Not asked	Not asked	62 %	63 %	69 %	86 %
	36 %	Not asked	54 %	50 %	65 %	80 %



## 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

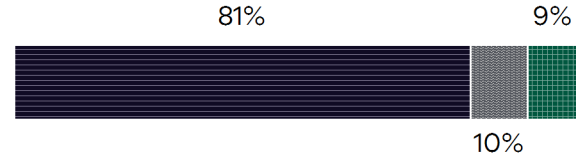
81% of your staff who did the survey disagreed or strongly disagreed with 'People in my workgroup often reject others for being different'.

## Survey question

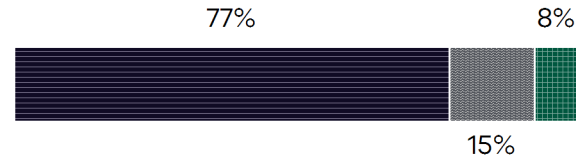
## Your results



People in my workgroup often reject others for being different



If I make a mistake in my workgroup, it is often held against me



## Benchmark disagree results

Year	You		Comparator		
	2020	2021	Lowest	Average	Highest
2019	Not asked	Not asked	81 %	77 %	93 %
2020	Not asked	Not asked	77 %	72 %	84 %
2021	Not asked	Not asked	77 %	76 %	84 %

## 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%	30%	36%
Decision making and authorisation processes	24%	17%	23%
Other	24%	13%	13%
Limited social interactions with the team	20%	15%	11%
Technology limitations	19%	19%	20%
Communication processes	16%	20%	19%
There are no noticeable barriers	15%	22%	18%
Absence of visibility of team progress and deliverables	14%	10%	9%
Administrative processes (including leave and HR requirements)	13%	18%	19%
Poor work-life balance	9%	8%	12%

# People matter

## survey 2021

Have your say

### Report overview

- About your report
- Privacy and anonymity
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- Your response rate

### People outcomes

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

### Scorecard 1 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.

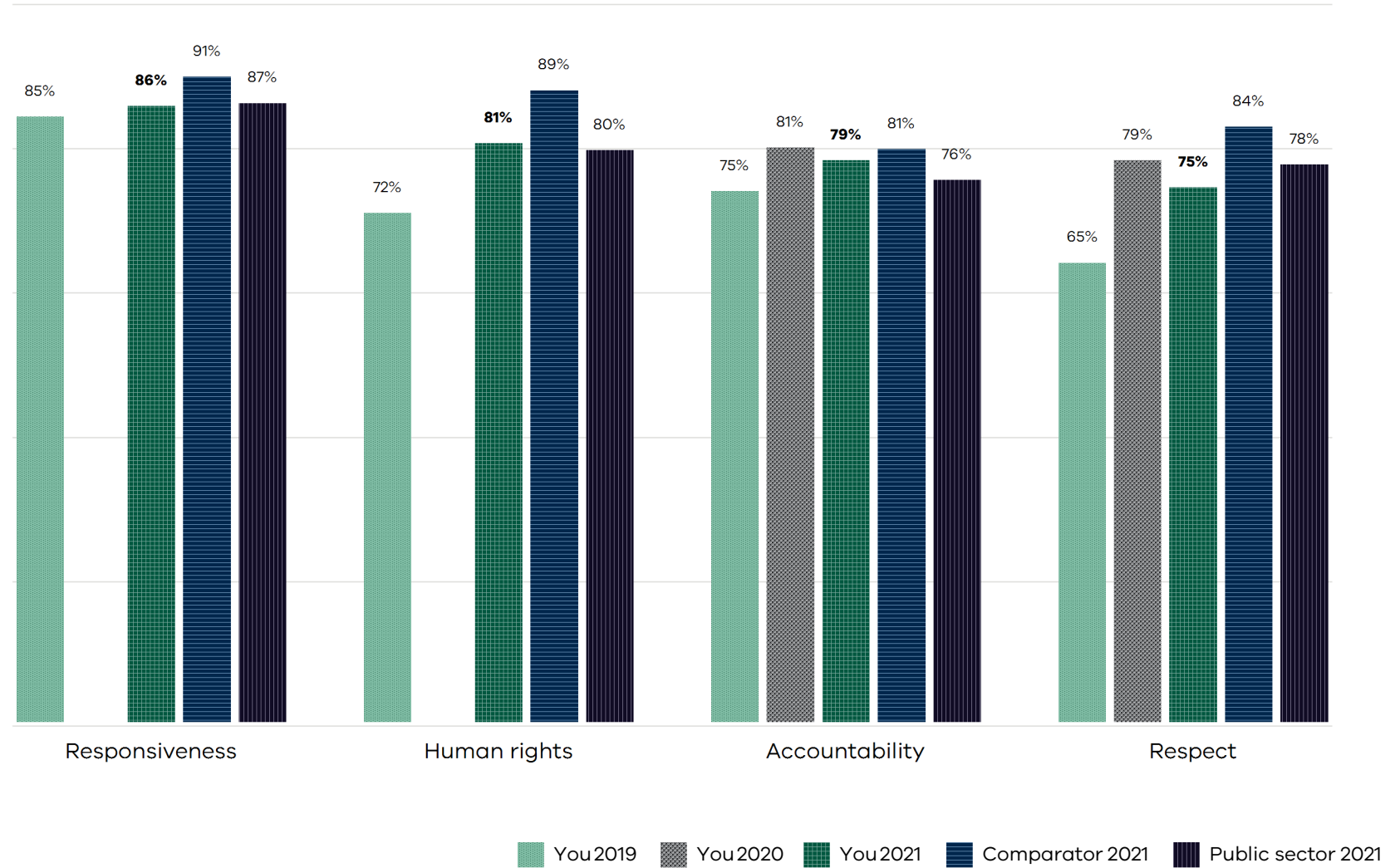
#### Example

In 2021:

- 86% of your staff who did the survey responded positively to questions about Responsiveness, which is up 1% in 2019.

Compared to:

- 91% of staff at your comparator and 87% of staff across the public sector.



## 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.

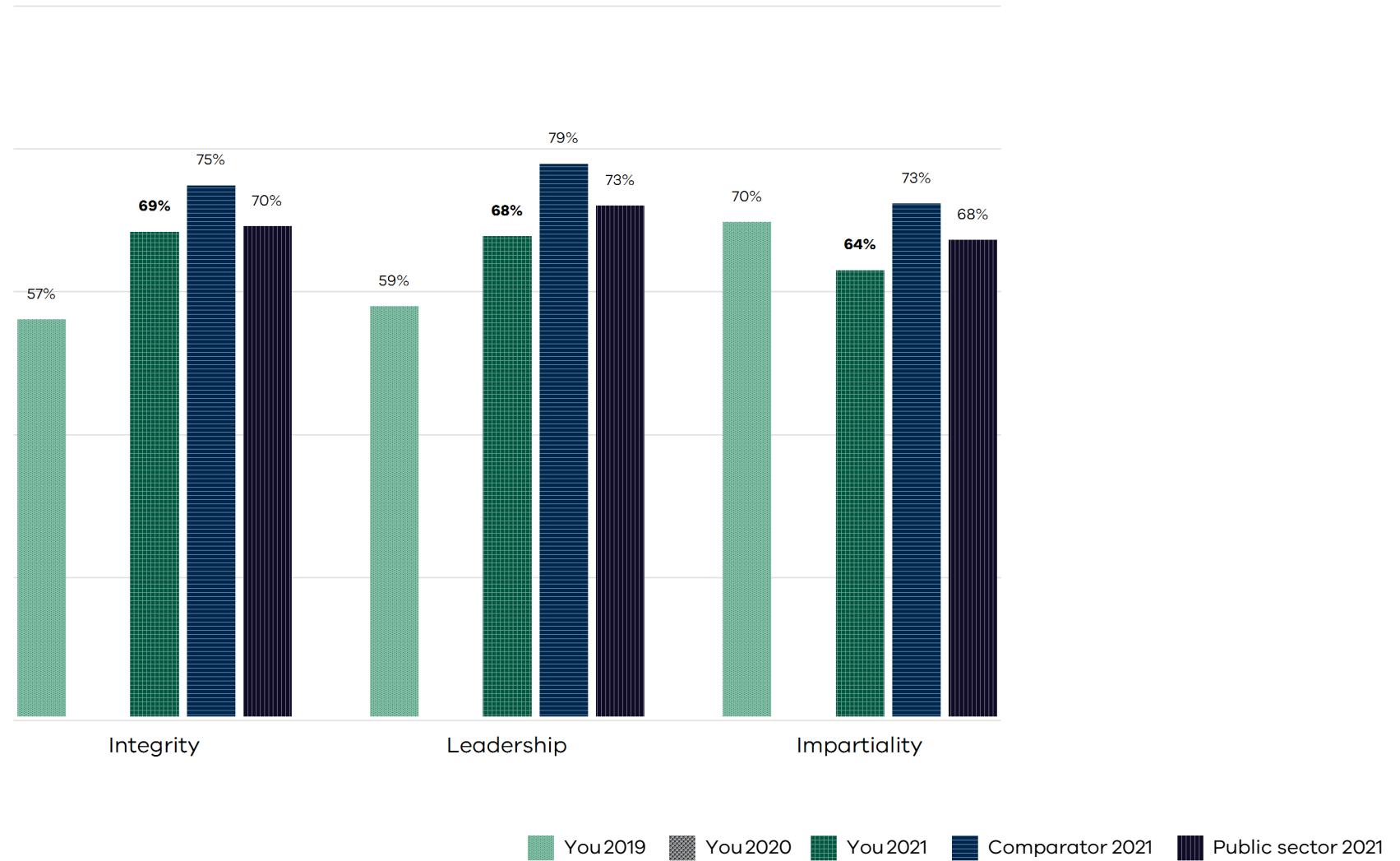
#### Example

In 2021:

- 69% of your staff who did the survey responded positively to questions about Integrity .

Compared to:

- 75% of staff at your comparator and 70% of staff across the public sector.



## 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.

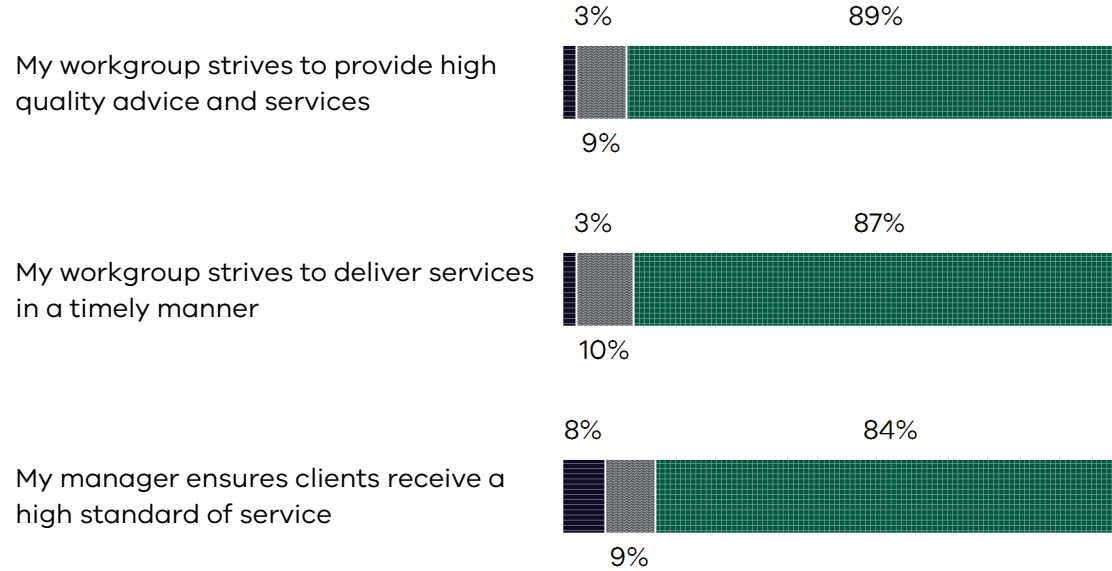
#### Example

89% 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

### Benchmark agree results



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
	91 %	Not asked	89 %	92 %	93 %	100 %
	85 %	Not asked	87 %	88 %	90 %	100 %
	79 %	Not asked	84 %	83 %	88 %	94 %

## 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.

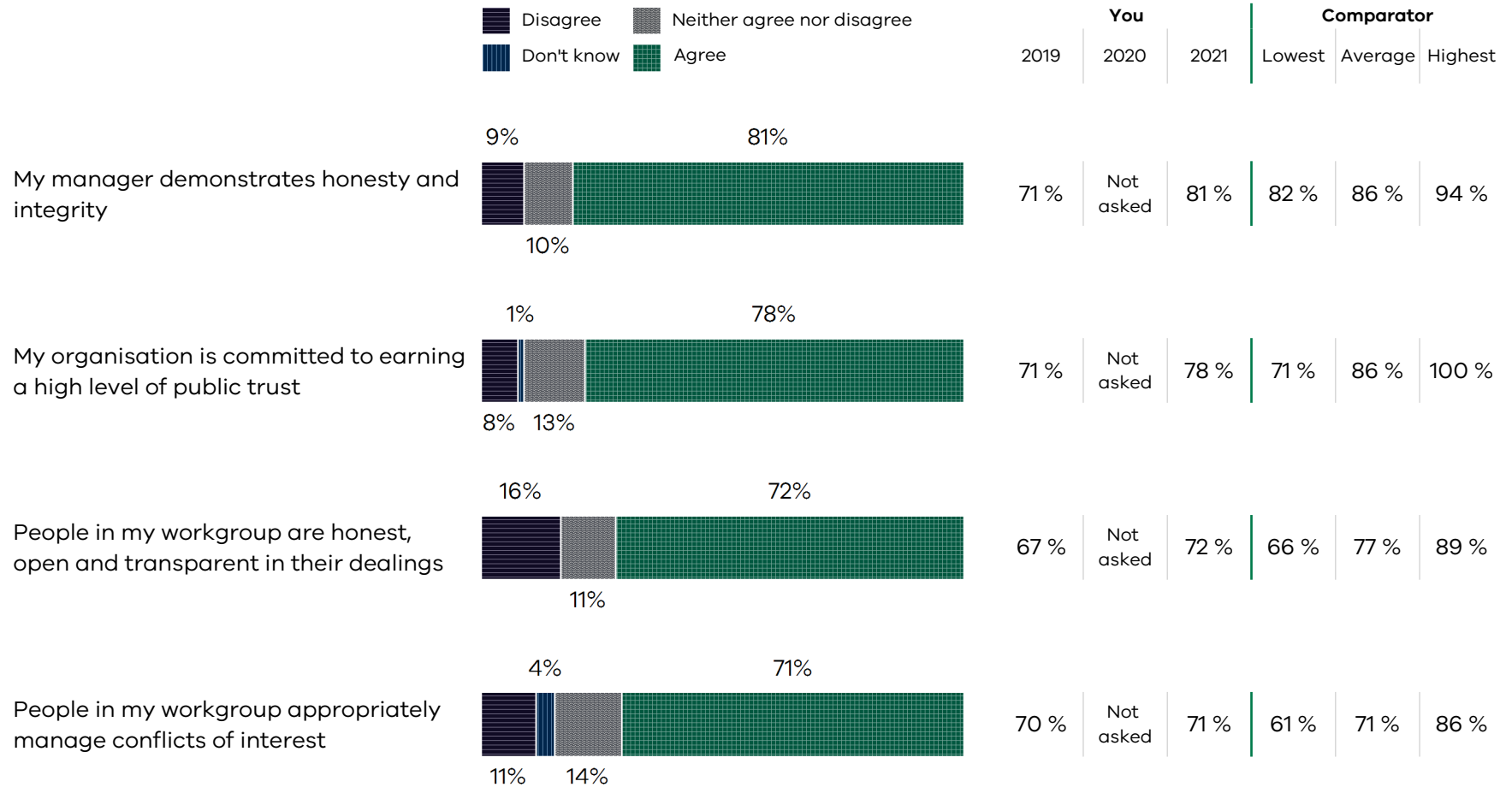
#### Example

81% of staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

### Survey question

### Your results

### Benchmark agree results



## Public sector values

### Integrity 2 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.

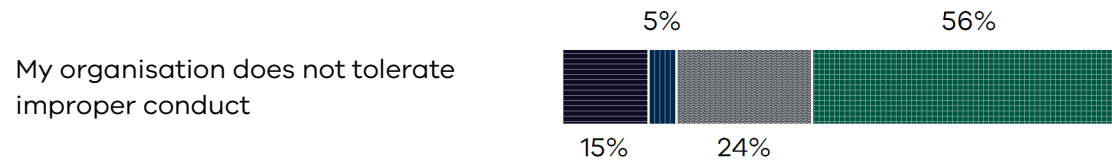
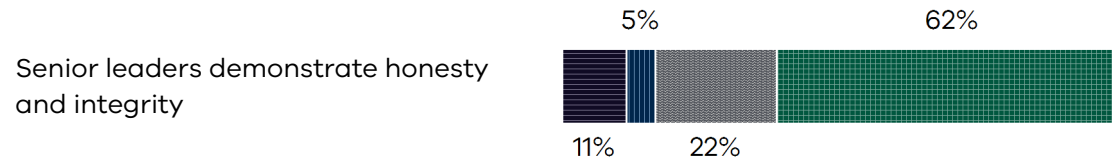
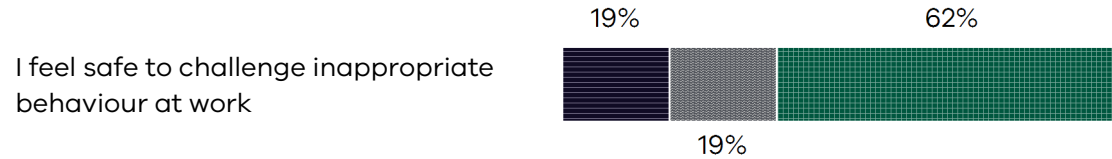
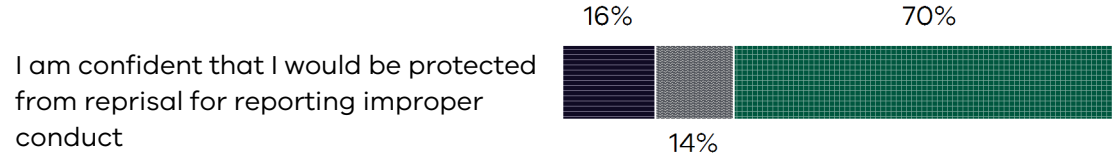
#### Example

70% of staff who did the survey agreed or strongly agreed with 'I am confident that I would be protected from reprisal for reporting improper conduct'.

### Survey question

### Your results

### Benchmark agree results



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
	39 %	Not asked	70 %	57 %	71 %	86 %
	Not asked	Not asked	62 %	63 %	69 %	86 %
	41 %	Not asked	62 %	50 %	68 %	91 %
	37 %	Not asked	56 %	66 %	75 %	91 %



## 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

77% of staff who did the survey agreed or strongly agreed with 'My workgroup places a priority on acting fairly and without bias'.

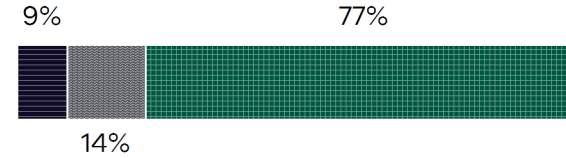
### Survey question

### Your results

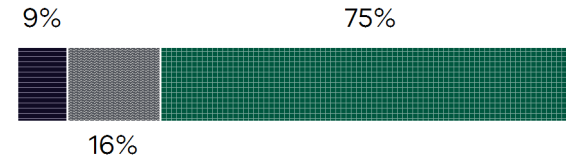
### Benchmark agree results



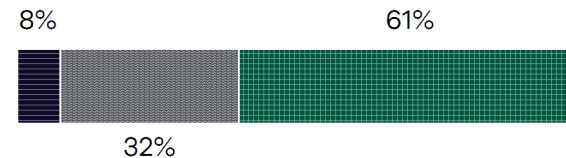
My workgroup places a priority on acting fairly and without bias



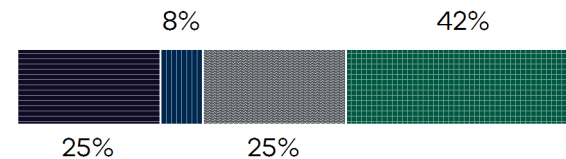
My workgroup focuses on making decisions informed by all relevant facts



People in my workgroup are politically impartial in their work



My organisation makes fair recruitment and promotion decisions, based on merit



Year	You		Comparator			
	2020	2021	Lowest	Average	Highest	
2019	82 %	Not asked	77 %	78 %	81 %	87 %
	84 %	Not asked	75 %	71 %	79 %	91 %
	71 %	Not asked	61 %	62 %	71 %	80 %
	44 %	Not asked	42 %	43 %	60 %	86 %

## 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.

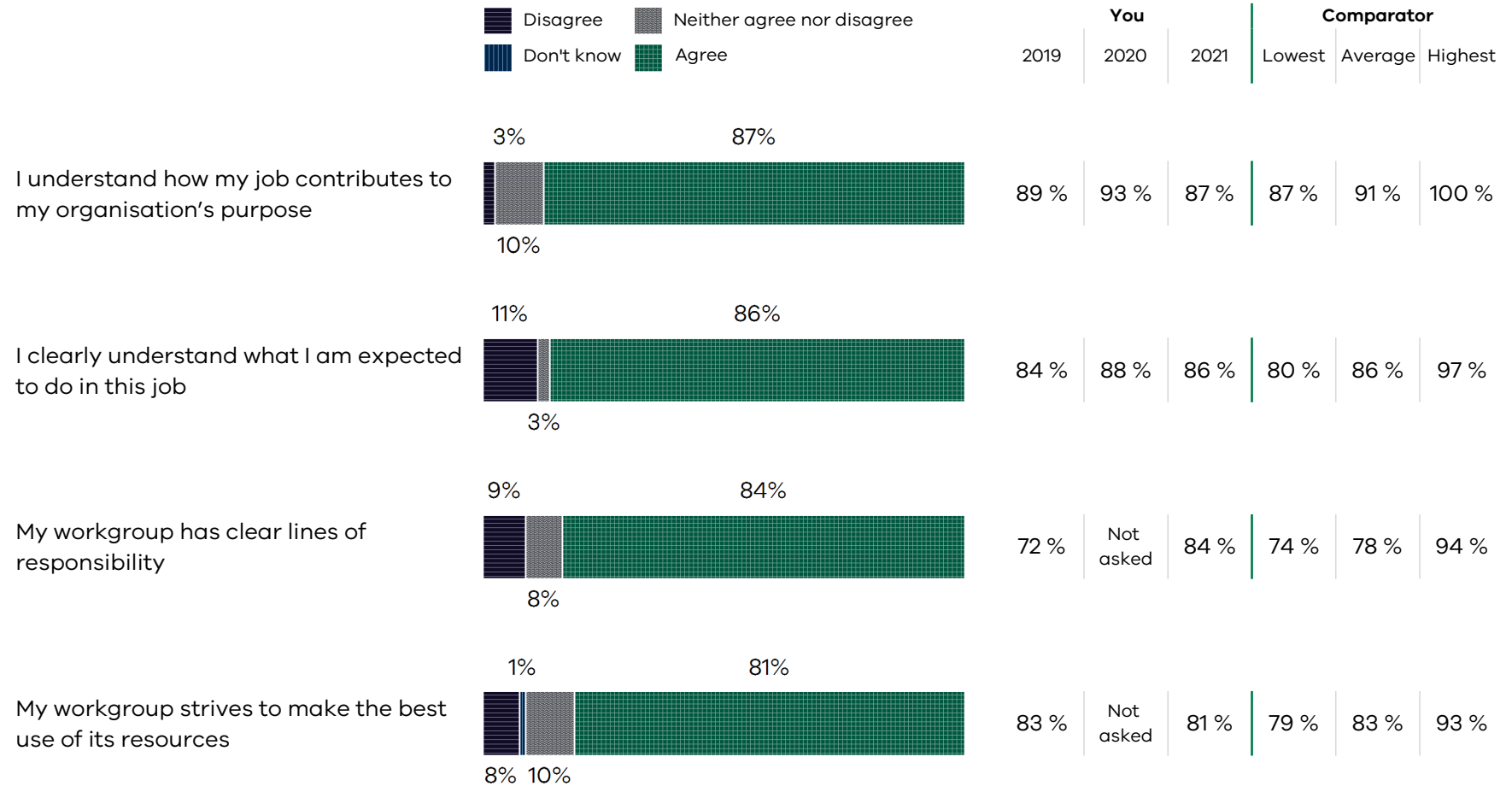
#### Example

87% 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

### Benchmark agree results



## Public sector values

### Accountability 2 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.

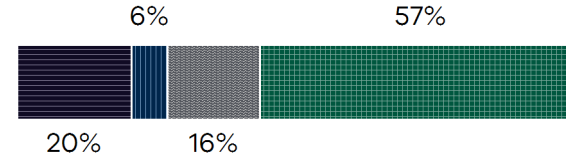
#### Example

57% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

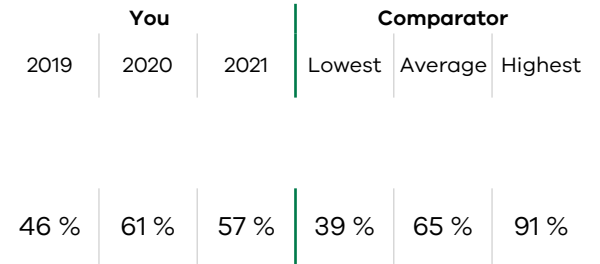
## Survey question

Senior leaders provide clear strategy and direction

## Your results



## Benchmark agree results



## 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.

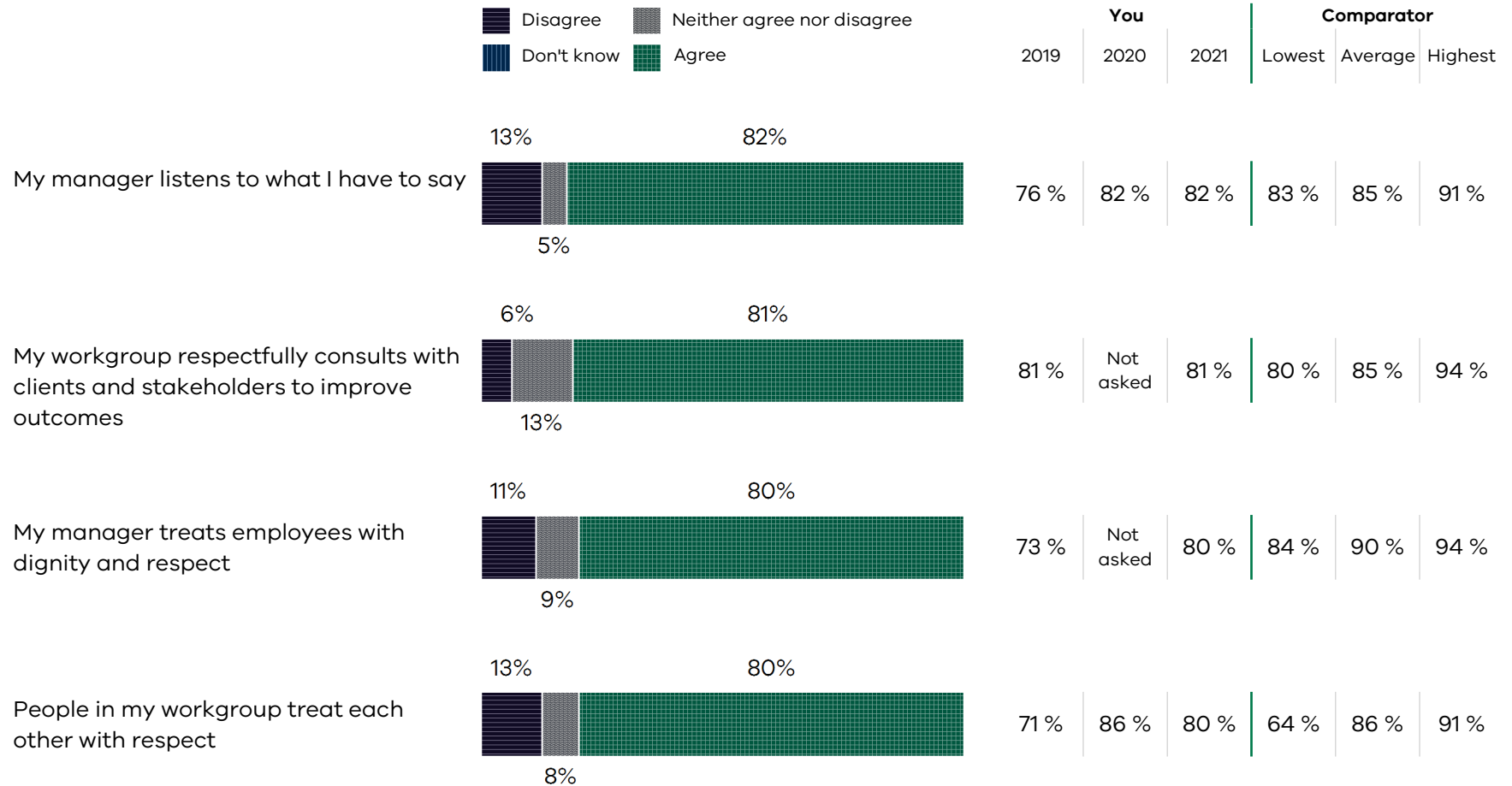
#### Example

82% 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



## 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.

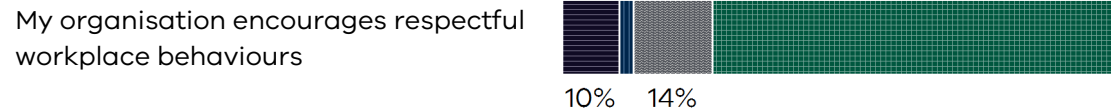
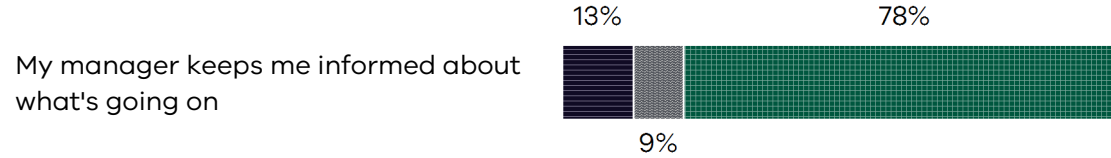
#### Example

78% of staff who did the survey agreed or strongly agreed with 'My manager keeps me informed about what's going on'.

### Survey question

### Your results

### Benchmark agree results



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
	64 %	68 %	78 %	73 %	78 %	86 %
	55 %	Not asked	73 %	72 %	88 %	93 %
	34 %	Not asked	52 %	63 %	74 %	83 %

## 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

81% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

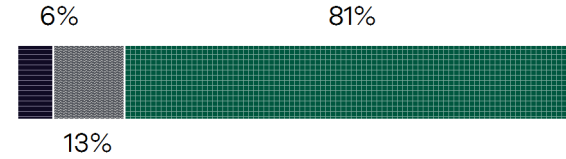
### Survey question

### Your results

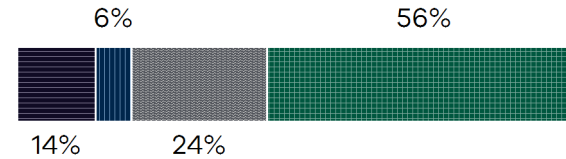
### Benchmark agree results



My manager models my organisation's values



Senior leaders model my organisation's values



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
My manager models my organisation's values	70 %	Not asked	81 %	80 %	86 %	100 %
Senior leaders model my organisation's values	47 %	Not asked	56 %	53 %	71 %	91 %

## 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.

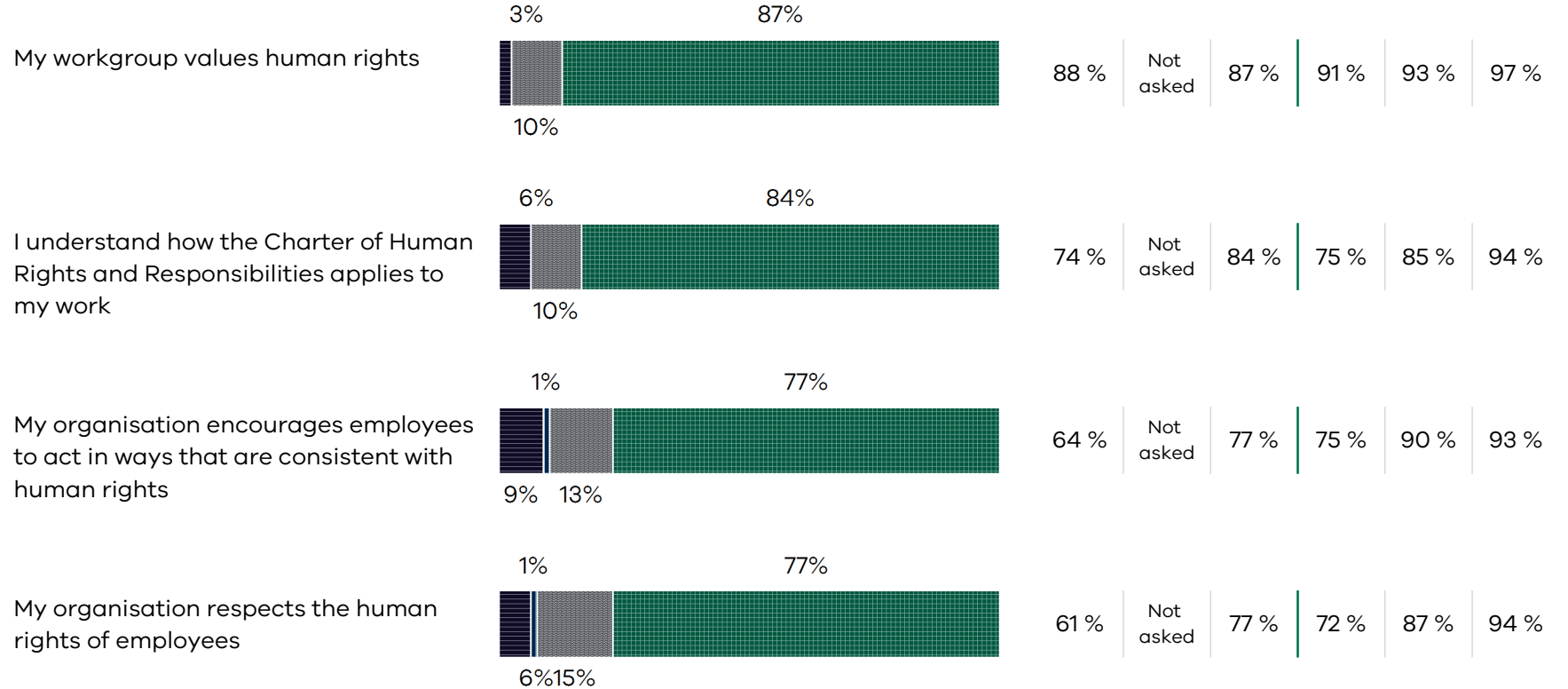
#### Example

87% of staff who did the survey agreed or strongly agreed with 'My workgroup values human rights'.

### Survey question

### Your results

### Benchmark agree results



# People matter

## survey 2021

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- Witnessing negative behaviours

### Key differences

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- 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

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- Scorecard
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- Job enrichment
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- Respect
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- Human rights

### Custom questions

- Questions requested by your organisation

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- Age, defence force and education
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- Disability
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- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role



## Custom questions

### What this is

Your organisation asked 2 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.

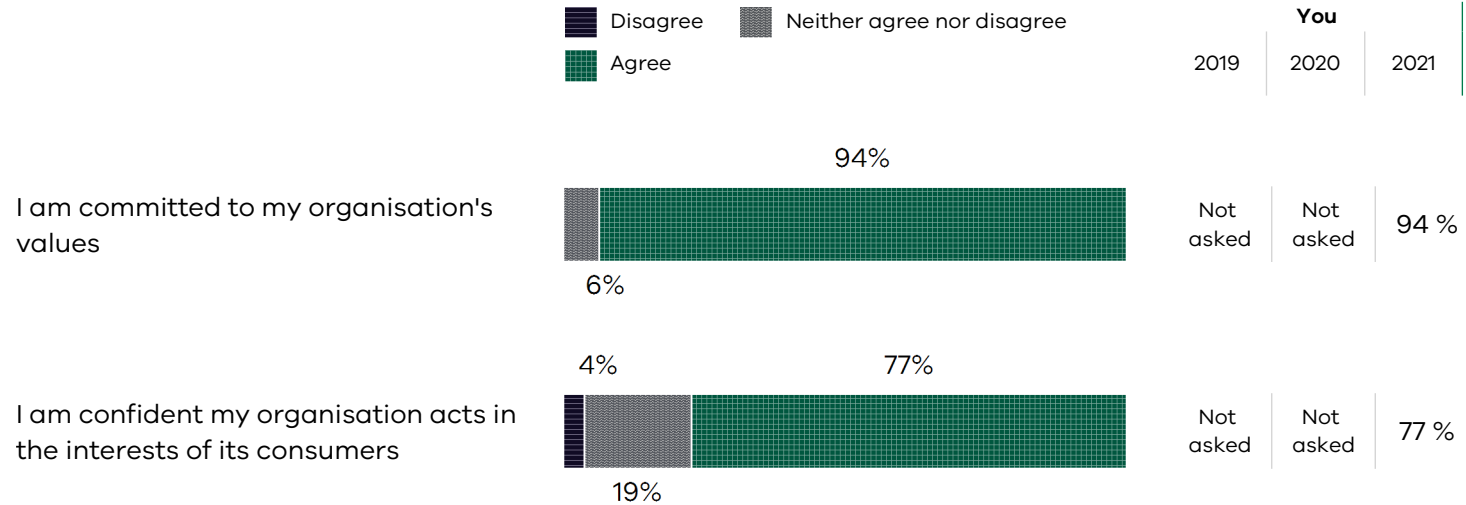
### Example

94% of staff who did the survey agreed or strongly agreed with 'I am committed to my organisation's values'.

## Survey question

## Your results

## Benchmark results



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- Age, defence force and education
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- Categories
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## 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	17	22%
35-54 years	29	37%
55+ years	23	29%
Prefer not to say	10	13%

Have you served in the Australian Defence Force (permanent or reservist)?	(n)	%
No	74	94%
Prefer not to say	5	6%

Highest level of formal education	(n)	%
Doctoral Degree level	1	1%
Master Degree level	17	22%
Graduate Diploma or Graduate Certificate level	15	19%
Bachelor Degree level incl. honours degrees	20	25%
Advanced Diploma or Diploma level	12	15%
Certificate III or IV level	6	8%
Year 12 or equivalent (VCE/Leaving certificate)	1	1%
Prefer not to say	7	9%

## 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
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### Aboriginal and/or Torres Strait Islander

	(n)	%
Yes	1	1%
Non Aboriginal and/or Torres Strait Islander	75	95%
Prefer not to say	3	4%

## 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.

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#### Do you identify as a person with a disability?

	(n)	%
Yes	6	8%
No	63	80%
Prefer not to say	10	13%

#### If so, have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?

	(n)	%
Yes	6	100%

## 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.

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How would you describe your gender?	(n)	%
Woman	55	70%
Man	15	19%
Prefer not to say	9	11%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	1	1%
No	71	90%
Prefer not to say	7	9%

### To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?\*

	(n)	%
Yes	2	3%
No	68	86%
Don't know	2	3%
Prefer not to say	7	9%

### How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	58	73%
Prefer not to say	12	15%
Bisexual	5	6%
Gay or lesbian	4	5%

## 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.

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An asterisk (\*) means this is a new question for the 2021 survey.

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Country of birth	(n)	%
Born in Australia	70	89%
Not born in Australia	6	8%
Prefer not to say	3	4%

When did you first arrive in Australia?*	(n)	%
More than 20 years ago	3	50%
5 to less than 10 years ago	3	50%

#### Language other than English spoken with family or community

	(n)	%
Yes	3	4%
No	72	91%
Prefer not to say	4	5%

## Demographics

### Cultural diversity 2 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.

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#### If you speak another language with your family or community, what language(s) do you speak?\*

	(n)	%
Other	2	67%
French	1	33%



## Demographics

### Cultural diversity 3 of 3

#### 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.

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Cultural identity	(n)	%
Australian	71	90%
English, Irish, Scottish and/or Welsh	6	8%
Prefer not to say	4	5%
New Zealander	1	1%
North American	1	1%
Other	1	1%
East and/or South-East Asian	1	1%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	1	1%
Maori	1	1%

Religion	(n)	%
No religion	44	56%
Christianity	19	24%
Prefer not to say	12	15%
Buddhism	2	3%
Other	2	3%

## Demographics

### Employment characteristics 1 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.

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Working arrangement	(n)	%
Full-time	41	52%
Part-time	38	48%

Gross base salary (ongoing/fixed term only)	(n)	%
Below \$65k	15	21%
\$65k to \$95k	33	45%
\$95k to \$125k	5	7%
\$125k or more	7	10%
Prefer not to say	13	18%

Organisational tenure	(n)	%
<1 year	9	11%
1 to less than 2 years	7	9%
2 to less than 5 years	27	34%
5 to less than 10 years	12	15%
10 to less than 20 years	16	20%
More than 20 years	8	10%

Management responsibility	(n)	%
Non-manager	61	77%
Other manager	10	13%
Manager of other manager(s)	8	10%

Employment type	(n)	%
Ongoing and executive	63	80%
Fixed term	10	13%
Other	6	8%

Have you moved between roles in the last 12 months?*	(n)	%
I have not moved between roles	58	73%
I have moved to a different role within my organisation (including acting roles)	17	22%
I have moved to my role from outside the Victorian public sector	3	4%
I have moved to my role from a different Victorian public sector organisation	1	1%

## Demographics

### Employment characteristics 2 of 2

#### What this is

These are the employment characteristics of staff.

#### Why this is important

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#### Primary workplace location over the last 3 months

	(n)	%
Bendigo	76	96%
Other city or town	1	1%
Melbourne CBD	1	1%
Melbourne: Suburbs	1	1%

#### Primary workplace type over the past 3 months\*

	(n)	%
Home/private location	32	41%
A main office	30	38%
A frontline or service delivery location (that is not a main office or home/private location)	11	14%
A hub/shared work space	3	4%
Other (please specify)	3	4%

#### Other workplace type over the past 3 months\*

	(n)	%
Home/private location	32	41%
A main office	31	39%
No, I have not worked from any other locations	19	24%
A frontline or service delivery location (that is not a main office or home/private location)	12	15%
A hub/shared work space	8	10%
Other	4	5%

## 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:

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### Have you requested any of the following adjustments at work?\*

	(n)	%
No, I have not requested adjustments	<b>50</b>	63%
Flexible working arrangements	<b>17</b>	22%
Physical modifications or improvements to the workplace	<b>14</b>	18%
Other	<b>3</b>	4%
Job redesign or role sharing	<b>1</b>	1%
Accessible communications technologies	<b>1</b>	1%
Career development support strategies	<b>1</b>	1%

### Why did you make this request?\*

	(n)	%
Health	<b>15</b>	52%
Caring responsibilities	<b>10</b>	34%
Work-life balance	<b>5</b>	17%
Other	<b>5</b>	17%
Family responsibilities	<b>4</b>	14%
Disability	<b>3</b>	10%
Study commitments	<b>1</b>	3%

### What was your experience with making the request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	<b>21</b>	72%
The adjustments I needed were not made	<b>7</b>	24%
The adjustments I needed were made but the process was unsatisfactory	<b>1</b>	3%

## 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.

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Caring responsibility	(n)	%
None of the above	<b>24</b>	30%
Frail or aged person(s)	<b>16</b>	20%
Secondary school aged child(ren)	<b>16</b>	20%
Person(s) with disability	<b>11</b>	14%
Person(s) with a medical condition	<b>10</b>	13%
Person(s) with a mental illness	<b>10</b>	13%
Primary school aged child(ren)	<b>10</b>	13%
Prefer not to say	<b>9</b>	11%
Child(ren) - younger than preschool age	<b>7</b>	9%
Preschool aged child(ren)	<b>3</b>	4%

## 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.

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#### How we protect anonymity and privacy

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### Which of the following categories best describes your current position?

	(n)	%
Nursing Employees	10	13%
Medical Employees	1	1%
Allied health professional	11	14%
Counselling	5	6%
Community Development	4	5%
Other health professional	3	4%
Management, Administration and Corporate support	18	23%
Social worker	10	13%
Other	16	20%
Lived experience specific worker	1	1%

## 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.

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