## Suggested key messages

People matter survey 2023

**This document is part of the** [People matter survey 2023 resources](https://vpsc.vic.gov.au/data-and-research/about-the-people-matter-survey/prepare-for-the-2023-survey/)

Here you’ll find key messages to assist you to promote and get the most out of the People matter survey. Tailor these messages to suit your organisation’s context as required. Promoting the value of the survey tells employees that their voice matters and encourages stronger participation.

### Overall messages

* The People matter survey 2023 will take place from Monday 16 October to Friday 3 November (3 weeks).
* The annual People matter survey reflects the public sectors’ commitment to listening to our employees.
* The People matter survey is a safe and anonymous way for employees to share their experiences of the workplace. It asks for employees’ opinions about their job, the people they work with, how they feel about their organisation and their opportunities for equal employment.
* Public sector organisations use the People matter survey to find out what they’re doing well and where they need to improve.
* People matter survey results provide valuable insight for organisations, so they can promote engagement, wellbeing and inclusion, address negative workplace behaviours and ensure the public sector workforce reflects the diversity of the Victorian community.
* Safe, healthy public sector workplaces with positive, ethical cultures result in better outcomes for the community we serve.
* Employee participation is optional, but the survey is relevant to all employees regardless of where and how they work.

### Survey background messages

* The People matter survey is an independent survey run by the Victorian Public Sector Commission, so that employees from organisations across the public sector can have their say.
* In 2022, 87,178 people (42% of all eligible employees) from 228 organisations took part.
* The Victorian Public Sector Commission collects data about the Victorian public sector workforce to inform evidence-based continuous improvement in a range of areas.
* Access to timely, trusted data such as the People matter survey helps the sector collectively maintain an inclusive, high-performing and engaged workforce.
* The Victorian Public Sector Commission reports on people, leadership, culture and inclusion across the sector and monitors diversity targets and their impact on inclusion outcomes.

### Public sector participation

* All eligible public sector organisations are expected to take part in the 2023 survey.
* Greater organisation participation improves the consistency of data collection across the public sector and improves annual reporting of whole-of-sector survey results.
* Increasing the number of participating organisations from across the public sector supports accountability across the whole of government.
* Participation for individuals is optional, however employees are encouraged to have their say.

### Gender Equality Act inclusions

* The 2023 People matter survey includes questions developed in consultation with the Public Sector Gender Equality Commissioner, to support [Gender Equality Act 2020 audit and reporting requirements](https://www.genderequalitycommission.vic.gov.au/reporting-progress).
* The [Gender Equality Act 2020](https://www.genderequalitycommission.vic.gov.au/about-gender-equality-act-2020) will improve workplace gender equality in the Victorian public sector, universities, and local councils. The Act commenced on 31 March 2021.

### Inclusion and diversity

* All employees are asked a range of demographic questions about themselves, such as age, gender and cultural background. These questions are designed both to understand the different experiences of the public sector workforce and to help foster diversity and inclusion.
* Organisations use the People matter survey to improve how we support equal opportunity, reduce discrimination and promote fairer recruitment across the public sector.
* People matter survey results are used to support the work of organisations such as the Victorian Equal Opportunity and Human Rights Commission, the Multicultural Commission and the Commission for LGBTIQ+ Communities.
* It helps these organisations, and others like them, to understand what an inclusive workplace looks like to all employees, and to continue to advocate on their behalf for a fair and equitable workplace experience for a range of people across the Victorian public sector.
* When our workforce is inclusive and reflective of the Victorian community, government services work better for everybody.

### Results reporting

* People matter survey results reveal how employees view different aspects of their workplaces, including equal employment opportunity, collaboration, learning and development, and diversity and inclusion, and helps the sector develop a high performing and engaged workforce.
* Our most important conversation about our People matter survey results is with our people.
* We are committed to transparency within our organisations. We share with employees the results for the organisation as a whole and for workgroups so that employees get a more detailed view.
* Sharing our People matter survey results with our employees and the broader community shows our commitment to accountability and continuous improvement towards creating safer, more supportive and increasingly effective workplaces.
* We don’t shy away from survey results that tell us where we need to improve. We take responsibility for our results and use this information to plan and implement initiatives and changes.
* Together with our people, we are focused on celebrating the positives in our results and targeting our efforts on the areas we need to improve.
* Following each People matter survey, we identify key areas for improvement and undertake action planning to address them.
* Our action plans are developed in collaboration with our people. These plans lead to more effective, engaged workforces and safer, healthier workplaces.

### Publication of organisation-level results

* The Victorian Public Sector Commission continues to improve the transparency of the survey results by publishing online high-level whole-of-public sector trends and results for individual public sector organisations.
* In line with the 2021 and 2022 People matter surveys, the Victorian Public Sector Commission will publish each organisation’s result report on the Commission’s [website](https://vpsc.vic.gov.au/) in early 2024.
* The Victorian public sector’s commitment to transparency is balanced with the need to protect the anonymity of survey participants. Within organisations, survey results are not reported for workgroups of less than 10 employees because the results may identify individuals.
* People matter survey results publicly released this year show a range of public sector organisations that operate within different contexts. Organisations should only be compared to those with relevant shared characteristics.
* Public sector employers hold forums, workshops and meetings to discuss their survey results with their people. They will form action plans and working groups to target their efforts on priority areas for improvement.

### Privacy and anonymity

The Victorian Public Sector Commission runs the independent survey and protects your anonymity and [privacy rights](https://ovic.vic.gov.au/privacy/your-privacy-rights/) in line with the [Privacy and Data Protection Act 2014](https://www.legislation.vic.gov.au/in-force/acts/privacy-and-data-protection-act-2014/027) and [Health Records Act 2001](https://www.legislation.vic.gov.au/in-force/acts/health-records-act-2001/046) at every stage of the survey.

As protection, they:

* + send everyone in an organisation the same anonymous survey link to do the survey
  + de-identify all data that employers get
  + de-identify individual survey responses. This means that organisations can’t identify individuals when the data is reported
  + don’t collect identifying information such as name, date of birth or employee ID
  + separate open-text responses from other data that may identify people. An organisation won’t know who made the comments.

In addition, if they get

* + fewer than 10 responses for teams or demographic groups, they don’t release employee experience results. For example, a demographic group is ‘men in the same salary range’ or ‘women aged 40 to 49’. An experience result is ‘90% of women aged 40 to 49 agreed their manager supports them’.
  + fewer than 30 responses from a whole organisation, they don’t give a breakdown by any demographic group of how many people did the survey.
* Employees are encouraged to respond honestly about their individual experience. And they always have the option to respond to demographic questions such as age or gender with ‘prefer not to say’.
* For more about privacy, a link to the Commission’s [data collection statement](http://vpsc.vic.gov.au/peoplematterprivacy) is included in the survey invitation, or people can visit the Victorian Public Sector Commission’s website at vspc.vic.gov.au.

### Where can I get more information

If you have further questions about the People matter survey, please visit the Commission’s  [website](https://vpsc.vic.gov.au/data-and-research/about-the-people-matter-survey/) at vpsc.vic.gov.au, or contact the People matter survey team on [people.matter@vpsc.vic.gov.au](mailto:people.matter@vpsc.vic.gov.au).