# People matter survey results action plan template

**Organisation: [enter name]**

**Branch/division/team: [enter name]**

## Who this template is for

This template is for use by branches / teams who have done the People matter survey.

## How to use this template

Your People matter survey results suggest how your employees view your workplace and the team they work in. This includes wellbeing, alignment with the values, collaboration, learning and development and diversity and inclusion.

Following the survey, you will now be planning how to close the loop, by communicating the survey results, consulting employees to get more clarity where required, determining priorities to address, setting improvement goals, and then following through with the required actions and regular communications on the progress being made.

*Figure 1: People matter survey action planning process*

This template will assist you in this process.

## Step 1: Review and communicate your results

### Review your results

When you receive your survey results, take time to review the feedback.

Our [drivers of wellbeing and engagement report](https://vpsc.vic.gov.au/data-and-research/people-matter-survey-data/drivers-of-wellbeing-and-engagement/) shows you what drivers impact employee wellbeing most.

Positive drivers include meaningful work, learning and development, psychological and physical safety climate and manager support and workload

Negative drivers include workload, psychological and physical safety climate, safe to speak up, manager support and job enrichment.

There is also a range of questions that look at how your organisation has performed against the [public sector values](https://vpsc.vic.gov.au/ethics-behaviours-culture/public-sector-values/). The public sector values guide the ethics and behaviour of everyone who works in the public sector.

There’s a strong link between workplace culture and how your employees perceive how your organisation lives the public sector values.

### Communicating your results

When you’ve looked at your results, we suggest you:

* communicate your high-level results to your employees
* give them some time to consider what they mean

The main thing employees need to hear following the survey is: “we have heard you”. Communication about the results should take place very shortly after the survey and include:

* Communicating and discussing the survey results and their implications with your executive and senior leadership teams
* An email from your CEO thanking people for their participation with a very brief summary of the key messages – what you are doing well and where you need to improve.
* Face to face discussions with staff, either via an all-staff meeting or in cascaded meetings in departments or teams.

## Step 2: Consult to understand what your results mean

Sometimes the results may be unexpected to you and your leadership team and it can be hard to understand why employees responded to a survey item as they did. Too gain a deeper understanding of the underlying issues and understand what you need to differently you can:

* Ask managers to seek more information in team meetings or one-to-one
* Conduct [focus groups](https://insync.com.au/employee-experience/focus-groups-and-action-planning/) to explore a small number of topics in more depth.

## Step 3: Identify priorities and actions

### Identify priority focus areas

After you have considered the results, it’s recommended you identify 3 to 5 areas to focus your attention and create positive change.

Your organisation may identify one or two at the organisational level and your team may choose two or three at your team level.

To help you work out what these areas are, we suggest you work with your team to:

* consider [drivers of employee wellbeing and engagement](https://vpsc.vic.gov.au/data-and-research/people-matter-survey-data/drivers-of-wellbeing-and-engagement/)
* identify your strengths (your highest group of results) and areas for improvement (your lowest-performing results)
* identify the results areas that have undergone the largest year-on-year changes
* invite your employees to regularly discuss and suggest what actions you can take.

### Identify actions and targets for the next 12 months

After you've identified and agreed to your focus areas, use the table below to:

* enter each focus area
* identify what actions you’ll take to improve each focus area
* identify who is responsible for each action
* agree to a timeframe for each action
* ask your employees to contribute to your action plan and include their feedback.

If your organisation has a culture committee, send them your plan so they can track actions for the whole organisation.

| Focus area | Actions | Who | By When |
| --- | --- | --- | --- |
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### Step 4: Implement your action plan

Implement your action plan based on step 3.

### Step 5: Monitor progress

To check on progress, you can:

* regularly speak with your team
* adjust the actions in collaboration with your team when they aren’t having the intended impact
* share results with your team to keep them thinking about the changes you’re making together
* review action plans regularly
* check-in with other teams to ensure you've aligned your plan to be consistent with the rest of your organisation.