People matter survey 2024

**Please note**

* The questions will be arranged and presented differently in the final online survey.
* In the table below, changes from the 2023 question set are only noted where applicable.

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## Outcomes

### Engagement

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| My organisation motivates me to help achieve its objectives | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| My organisation inspires me to do the best in my job | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I would recommend my organisation as a good place to work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I feel a strong personal attachment to my organisation | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I am proud to tell others I work for my organisation | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| End of table |  |  |  |

### Satisfaction

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| How satisfied are you with your career development within your current organisation? | * Very satisfied * Satisfied * Neither satisfied nor dissatisfied * Dissatisfied * Very dissatisfied |  |  |
| How satisfied are you with the work/life balance in your current job? | * Very satisfied * Satisfied * Neither satisfied nor dissatisfied * Dissatisfied * Very dissatisfied |  |  |
| Considering everything, how satisfied are you with your current job? | * Very satisfied * Satisfied * Neither satisfied nor dissatisfied * Dissatisfied * Very dissatisfied |  |  |
| End of table |  |  |  |

### Wellbeing

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| Thinking about the past three months in your current organisation, how often has your work made you feel worried? | * Very often or always * Often * Sometimes * Rarely * Never or very rarely |  |  |
| Thinking about the past three months in your current organisation, how often has your work made you feel miserable? | * Very often or always * Often * Sometimes * Rarely * Never or very rarely |  |  |
| Thinking about the past three months in your current organisation, how often has your work made you feel happy? | * Very often or always * Often * Sometimes * Rarely * Never or very rarely |  |  |
| Thinking about the past three months in your current organisation, how often has your work made you feel enthusiastic? | * Very often or always * Often * Sometimes * Rarely * Never or very rarely |  |  |
| How would you rate your current level of work-related stress? | * Nil - not experiencing any work-related stress * Low or mild * Moderate * High * Very high * Severe |  |  |
| What are the main causes of your work-related stress?  (Select up to three options) | * Workload * Time pressure * Content, variety, or difficulty of work * Work that doesn't match my skills or experience * Ability to choose how my work is done * Dealing with clients, patients or stakeholders * Unclear job expectations * Management of work (e.g., supervision, training, information, support) * Physical environment * Social environment (e.g., relationships with colleagues, manager or senior leaders) * Incivility, bullying, harassment or discrimination * Work schedule or hours * Competing home and work responsibilities (including caring responsibilities) * Organisation or workplace change * Job security * Working from home * Technology or equipment * Other changes due to COVID-19 * Other (please specify) | This question is only asked if you did not answer "Nil" for "How would you rate your currently level of work-related stress?" |  |
| Overall, based on your definition of burnout, how would you rate your level of burnout?  (**Health only**) | * I enjoy my work. I have no symptoms of burnout * Occasionally I am under stress, and I don’t always have as much energy as I once did, but I don’t feel burned out * I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion * The symptoms of burnout that I am experiencing won’t go away. I think about frustration at work a lot. * I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some sort of help | Health only |  |
| End of table |  |  |  |

### Inclusion

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| I can be myself at work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I feel as if I belong at this organisation | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I feel culturally safe at work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree | A culturally safe environment, is one that is spiritually, socially, emotionally and physically safe for people; where there is no challenge or denial of their identity, of who they are and what they need. |  |
| During the last 12 months in your current organisation, have you experienced any barriers to your success at work due to any of the following (Select all that apply) | * My identity as an Aboriginal and/or Torres Strait Islander * My age * My cultural background * My disability * My mental health * My physical health * My sex * My race * My gender identity * My sexual orientation * My caring responsibilities * My flexible working * My industrial activity * My physical features * My political belief * My religious belief * My spent convictions * None of the above |  |  |
| During the last 12 months in your current organisation, have you witnessed any barriers to the success of other employees related to any of the following (Select all that apply) | * Aboriginal and/or Torres Strait Islander status * Age * Cultural background * Disability * Mental health * Physical health * Sex * Race * Gender identity * Sexual orientation * Caring responsibilities * Flexible working * Industrial activity * Physical features * Political belief * Religious belief * Spent convictions * None of the above |  |  |

### Intention to stay

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| I plan to work at this organisation for | * 6 months or less * Over 6 months and up to 1 year * Over 1 year and up to 3 years * Over 3 years and up to 5 years * Over 5 years |  |  |
| Which factors most influence your decision to stay working in the VPS? (Select all that apply) | * Remuneration (e.g. salary, superannuation) * Non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits) * Workplace relationships with colleagues * Inclusive work environment * Quality of leadership (e.g. supportive, clear communication) * Type/nature of work (e.g. interesting, challenging, specialised, autonomous) * Job security * Location of work * Lack of suitable alternative job prospects * Career progression opportunities * Professional development (e.g. learning new skills or developing current skills) * Belief in the purpose and objectives of the VPS * Service to the Victorian public * There are no reasons for staying * Not applicable * Other | VPS only | New question |
| End of table |  |  |  |

## Senior leadership

The most senior group of managers in your organisation. This may include: the head of your organisation (CEO, department secretary, commissioner), executives, directors, division managers, general managers.

We plan to work with the Department of Health and Victoria Police to create better description for their portfolio organisations/personnel.

### Senior leadership

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| Senior leaders provide clear strategy and direction | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| Senior leaders model my organisation's values | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| Senior leaders demonstrate honesty and integrity | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| End of table |  |  |  |

## Organisation climate

### Organisational integrity

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| My organisation takes steps to eliminate bullying, harassment and discrimination | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My organisation is committed to earning a high level of public trust | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My organisation encourages respectful workplace behaviours | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My organisation encourages employees to act in ways that are consistent with human rights | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My organisation does not tolerate improper conduct | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| I have an equal chance at promotion in my organisation | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  | Updated response options  Added:   * Don’t know |
| I believe the recruitment processes in my organisation are fair | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| I believe the promotion processes in my organisation are fair | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| End of table |  |  |  |

### Patient safety (health sector only)

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| Trainees in my discipline are adequately supervised | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| This health service does a good job of training new and existing staff | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| The culture in my work area makes it easy to learn from the errors of others | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| Patient care errors are handled appropriately in my work area | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My suggestions about patient safety would be acted upon if I expressed them to my manager | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| Management is driving us to be a safety-centred organisation | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I would recommend a friend or relative to be treated as a patient here | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I am encouraged by my colleagues to report any patient safety concerns I may have | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| End of table |  |  |  |

### Safety climate

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| Senior leaders consider the psychological health of employees to be as important as productivity | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| Senior leaders show support for stress prevention through involvement and commitment | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| In my workplace, there is good communication about psychological safety issues that affect me | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| All levels of my organisation are involved in the prevention of stress | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| My organisation provides a physically safe work environment | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My organisation has effective procedures in place to support employees who may experience stress | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| The amount of stress in my job is manageable | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  | New question |
| End of table |  |  |  |

### Taking action

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| My organisation has made improvements based on the survey results from last year | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know | Only asked if the organisation participated in the previous survey. |  |
| I believe my organisation will make improvements based on the results of this survey | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| End of table |  |  |  |

### Collaboration

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| I am able to work effectively with others outside my immediate workgroup | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| Workgroups across my organisation willingly share information with each other | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| End of table |  |  |  |

## Workgroup climate

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

### Innovation climate

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| My workgroup is quick to respond to opportunities to do things better | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My workgroup encourages employee creativity | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My workgroup learns from failures and mistakes | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| End of table |  |  |  |

### Workgroup support

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| People in my workgroup work together effectively to get the job done | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| People in my workgroup treat each other with respect | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| People in my workgroup are politically impartial in their work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| People in my workgroup are honest, open and transparent in their dealings | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| People in my workgroup appropriately manage conflicts of interest | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| End of table |  |  |  |

### Quality service delivery

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| My workgroup provides high quality advice and services | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My workgroup uses its resources well | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My workgroup acts fairly and without bias | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My workgroup has clear lines of responsibility | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| End of table |  |  |  |

### Safe to speak up

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| People in my workgroup are able to bring up problems and tough issues | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I feel safe to challenge inappropriate behaviour at work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| End of table |  |  |  |

## Job and manager factors

The person in your workgroup, project or team to whom you report on a daily basis. If you work for more than one team/work unit, please think of the manager with whom you work most frequently.

### Job enrichment

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| I can use my skills and knowledge in my job | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I understand how my job helps my organisation achieve its goals | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I have the authority to do my job effectively | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I have a say in how I do my work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I clearly understand what I am expected to do in this job | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| End of table |  |  |  |

### Learning and development

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| I am satisfied with the way my learning and development needs have been addressed in the last 12 months | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I am developing and learning in my role | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| My organisation places a high priority on the learning and development of staff | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I am satisfied with the opportunities to progress in my organisation | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| End of table |  |  |  |

### Manager leadership

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| My manager treats employees with dignity and respect | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| My manager models my organisation's values | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| My manager demonstrates honesty and integrity | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| End of table |  |  |  |

### Manager support

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| My manager provides me with enough support when I need it | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My manger gives me feedback that helps me improve my performance | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know |  |  |
| My manager listens to what I have to say | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I can discuss problems or issues with my manager | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I receive meaningful recognition when I do good work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| End of table |  |  |  |

### Workload

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| The workload I have is appropriate for the job that I do | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I have enough time to do my job effectively | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| End of table |  |  |  |

### Flexible working

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| I am confident that if I requested a flexible work arrangement, it would be given due consideration | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| My manager supports working flexibly | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| End of table |  |  |  |

### Meaningful work

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| I can make a worthwhile contribution at work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I achieve something important through my work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| I get a sense of accomplishment from my work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |

## Other questions

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| I understand how the Charter of Human Rights and Responsibilities applies to my work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  |  |
| My workgroup gives frank and impartial advice to our managers and leaders | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know | VPS only | New question based on the 2023 question ‘My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable’ |
| My workgroup gives frank and impartial advice to our ministers | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * My group does not directly work with ministers and their offices | VPS only | New question based on the 2023 question ‘My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable’ |
| I understand how the Code of Conduct for Victorian public sector employees applies to my work | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know | Not asked of Non Public Administration Act organisations |  |
| I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree * Don’t know | Not asked of health services, TAFE or Non Public Administration Act organisations |  |
| I am proud to work in the public sector | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree |  | New question |
| I understand my integrity obligations as a public servant | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree | VPS executives only | New question |
| Discussions about appropriate and ethical behaviours are common in my workplace | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree | VPS executives only | New question |
| My most recent performance management discussion had a fair balance between recognising my leadership behaviours and my delivery of results | * Strongly agree * Agree * Neither agree nor disagree * Disagree * Strongly disagree | VPS executives only | New question |
| End of table |  |  |  |

## Negative behaviours

### Bullying

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| During the last 12 months in your current organisation, have you personally experienced bullying at work? | * Yes - but I am not currently experiencing this behaviour * Yes - and I am currently experiencing this behaviour * No * Not sure | Bullying is repeated unreasonable behaviour directed at an employee that creates a risk to their health and safety. |  |
| What type of bullying did you experience? | * Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody) * Verbal abuse * Intimidation and/or threats * Exclusion or isolation * Interference with my personal property and/or work equipment * Withholding essential information for me to do my job * Being assigned meaningless tasks unrelated to my job * Being given impossible assignment(s) * Other | This question is only asked if you selected a "Yes" response for bullying |  |
| Who behaved in that way? (Select all that apply) | * A colleague * A group of colleagues * A manager or supervisor * An executive, senior leader or the head of your organisation * A volunteer within my organisation * A client, customer, patient or stakeholder * A member of the public * A member of my household * Other | This question is only asked if you selected a "Yes" response for bullying |  |
| What was your relationship with these colleagues? (Select all that apply) | * They were in my workgroup * They were outside my workgroup * They were someone I supervise or manage * They were my immediate manager or supervisor | This question is only asked if you selected "Yes" for bullying AND if you selected any of the first 5 perpetrators for “Who behaved in that way?” |  |
| Did you tell anyone about the bullying? (Select all that apply) | * Submitted a formal complaint * Told a colleague * Told a manager * Told Human Resources * Told a friend or family member * Told someone else * I did not tell anyone about the bullying * Told Employee Assistance Program or peer support * Told the person the behaviour was not OK | This question is only asked if you selected a "Yes" response for bullying |  |
| What was your reason for not submitting a formal complaint? (Select all that apply) | * I didn't think it was serious enough * I didn't think it would make a difference * I believed there would be negative consequences for my reputation (e.g. that I would be blamed or not believed or thought to be overreacting) * I believed there would be negative consequences for my career (e.g. opportunities for promotion, risk of being fired) * I believed there would be negative consequences for the person I was going to complain about * I didn't need to because I made the bullying stop * I didn't need to because I no longer had contact with the person(s) who bullied me * I thought the complaint process would be embarrassing or difficult * I didn't know who to talk to * I didn't know how to make a complaint * I didn't feel safe to report the incident * I was advised not to * Other (please specify) | This question is only asked if you selected a "Yes" response for bullying  AND  This question is only asked if you did not select "Submitted a formal complaint" for "Did you tell anyone about the bullying?" |  |
| Were you satisfied with the way your formal complaint was handled? | * Yes * No * Don't know | This question is only asked if you selected a "Yes" response for bullying  AND  This question is only asked if you selected "Submitted a formal complaint" for "Did you tell anyone about the bullying?" |  |
|  |  | **If you need help**  You can call:   * Your organisation's Employee Assistance or Peer Support Program, if available * Lifeline on 13 11 14 * 1800RESPECT * Suicide call back service on 1300 659 467 * Qlife on 1800 184 527   Or go to beyondblue.org.au and chat online to a trained mental health professional. |  |
| End of table |  |  |  |

### 

### Discrimination

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| During the last 12 months in your current organisation, have you personally experienced discrimination at work? | * Yes * No * Not sure | Discrimination is when a person treats, or plans to treat, someone unfavourably because of personal characteristics or attributes. |  |
| Why were you discriminated against? (Select all that apply) | * My age * My disability * My employment activity (e.g. making a reasonable request for information about my employment entitlements, or communicating concerns about the provision of these entitlements) * My gender identity * My industrial and/or political activity * My marital status * My parent or carer status (including pregnancy and breastfeeding) * My physical features * My race * My religious belief or activity * My sex * My sexual orientation (including expunged homosexual conviction), or lawful sexual activity * My personal association with someone who has any of the above attributes (whether as a relative or otherwise) | This question is only asked if you selected "Yes" for discrimination |  |
| What type of discrimination did you experience? (Select all that apply) | * Denied pay or conditions offered by employer * Denied opportunities for promotion * Denied opportunities for transfer/secondment * Denied opportunities for training or professional development * Denied flexible work arrangements or other adjustments * Employment security - threats of dismissal or termination * Denied access to leave * Other | This question is only asked if you selected "Yes" for discrimination |  |
| Who behaved in that way? (Select all that apply) | * A colleague * A group of colleagues * A manager or supervisor * An executive, senior leader or the head of your organisation * A volunteer within my organisation * A client, customer, patient or stakeholder * A member of the public * A member of my household * Other | This question is only asked if you selected "Yes" for discrimination |  |
| What was your relationship with these colleagues? (Select all that apply) | * They were in my workgroup * They were outside my workgroup * They were someone I supervise or manage * They were my immediate manager or supervisor | This question is only asked if you selected "Yes" for discrimination AND if you selected any of the first 5 perpetrators for “Who behaved in that way?” |  |
| Did you tell anyone about the discrimination? (Select all that apply) | * Submitted a formal complaint * Told a colleague * Told a manager * Told Human Resources * Told a friend or family member * Told someone else * I did not tell anyone about the discrimination * Told Employee Assistance Program or peer support * Told the person the behaviour was not OK | This question is only asked if you selected "Yes" for discrimination |  |
| What was your reason for not submitting a formal complaint? (Select all that apply) | * I didn't think it was serious enough * I didn't think it would make a difference * I believed there would be negative consequences for my reputation (e.g., that I would be blamed or not believed or thought to be overreacting) * I believed there would be negative consequences for my career (e.g., opportunities for promotion, risk of being fired) * I believed there would be negative consequences for the person I was going to complain about * I didn't need to because I made the discrimination stop * I didn't need to because I no longer had contact with the person(s) who discriminated against me * I thought the complaint process would be embarrassing or difficult * I didn't know who to talk to * I didn't know how to make a complaint * I didn't feel safe to report the incident * I was advised not to * Other (please specify) | This question is only asked if you selected "Yes" for discrimination  AND  This question is only asked if you did not select "Submitted a formal complaint" for "Did you tell anyone about the discrimination?" |  |
| Were you satisfied with the way your formal complaint was handled? | * Yes * No * Don't know | This question is only asked if you selected "Yes" for discrimination  AND  This question is only asked if you selected "Submitted a formal complaint" for "Did you tell anyone about the discrimination?" |  |
|  |  | **If you need help**  You can call:   * Your organisation's Employee Assistance or Peer Support Program, if available * Lifeline on 13 11 14 * 1800RESPECT * Suicide call back service on 1300 659 467 * Qlife on 1800 184 527   Or go to beyondblue.org.au and chat online to a trained mental health professional. |  |
| End of table |  |  |  |

### Sexual harassment

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| During the last 12 months in your current organisation, have you experienced any of the following behaviours at work? (Select all that apply) | * Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation) * Intrusive questions about my private life or comments about my physical appearance * Unwelcome touching, hugging, cornering or kissing * Inappropriate physical contact (including momentary or brief physical contact) * Repeated or inappropriate invitations to go out on dates * Sexual gestures, indecent exposure or inappropriate display of the body * Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague * Sexually explicit email or SMS message * Request or pressure for sex or other sexual act * Sexually explicit pictures, posters or gifts that made me feel offended * Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc.) * Inappropriate staring or leering that made me feel intimidated * Any other unwelcome conduct of a sexual nature * No, I have not experienced any of the above behaviours | Sexual harassment is non-consensual or unwelcome sexual behaviour that could make a person feel offended, humiliated or intimidated.  It may be:  physical, spoken or written  directed at and perpetrated by persons of any sex or gender  a single incident or a pattern of behaviour. |  |
| How often have you experienced the behaviour(s)? | * At least once a day * Once every few days * Once a week * Once a month * Less than once a month |  |  |
| Who behaved in that way? (Select all that apply) | * A colleague * A group of colleagues * A manager or supervisor * An executive, senior leader or the head of your organisation * A volunteer within my organisation * A client, customer, patient or stakeholder * A member of the public * A member of my household * Other | This question is only asked if you did not select "No, I have not experienced any of the above behaviours" for harassment |  |
| What was your relationship with these colleagues? (Select all that apply) | * They were in my workgroup * They were outside my workgroup * They were someone I supervise or manage * They were my immediate manager or supervisor | This question is only asked if you did not select "No, I have not experienced any of the above behaviours" for harassment  AND if you selected any of the first 5 perpetrators for “Who behaved in that way?” |  |
| How did you respond to the harassment? (Select all that apply) | * Tried to laugh it off or forget about it * Pretended it didn’t bother me * Avoided the person(s) by staying away from them * Told the person the behaviour was not OK * Avoided locations where the behaviour might occur * Took time off work * Sought a transfer to another role/location/roster * Told a colleague * Told a manager * Told Human Resources * Told a friend or family member * Told someone else * Submitted a formal complaint * Told Employee Assistance Program or peer support * Other | This question is only asked if you did not select "No, I have not experienced any of the above behaviours" for harassment |  |
| What was your reason for not submitting a formal complaint? (Select all that apply) | * I didn't think it was serious enough * I didn't think it would make a difference * I believed there would be negative consequences for my reputation (e.g., that I would be blamed or not believed or thought to be overreacting) * I believed there would be negative consequences for my career (e.g., opportunities for promotion, risk of being fired) * I believed there would be negative consequences for the person I was going to complain about * I didn't need to because I made the harassment stop * I didn't need to because I no longer had contact with the person(s) who harassed me * I thought the complaint process would be embarrassing or difficult * I didn't know who to talk to * I didn't know how to make a complaint * I didn't feel safe to report the incident * I was advised not to * Other (please specify) | This question is only asked if you did not select "No, I have not experienced any of the above behaviours" for harassment  AND  This question is only asked if you did not select "Submitted a formal complaint" for "How did you respond to the harassment?" |  |
| Were you satisfied with the way your formal complaint was handled? | * Yes * No * Don't know | This question is only asked if you did not select "No, I have not experienced any of the above behaviours" for harassment  AND  This question is only asked if you selected "Submitted a formal complaint" for "How did you respond to the harassment?" |  |
|  |  | **If you need help**  You can call:   * Your organisation's Employee Assistance or Peer Support Program, if available * Lifeline on 13 11 14 * 1800RESPECT * Suicide call back service on 1300 659 467 * Qlife on 1800 184 527   Or go to beyondblue.org.au and chat online to a trained mental health professional. |  |
| End of table |  |  |  |

### Violence and aggression

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| During the last 12 months in your current organisation, have you been subject to aggression or violent behaviour at work? | * Yes * No * Not sure | When a person is abused, threatened or assaulted in a situation related to their work. It can come from anywhere — co-workers, clients, customers or members of the public. |  |
| What type of aggression or violence did you experience? (Select all that apply) | * Abusive language * Intimidating behaviour * Threats of violence * Damage to my property or work equipment * Physical assault (e.g., spitting, hitting, pushing, tripping, grabbing, throwing objects) * Stalking, including cyber-stalking * Other | This question is only asked if you selected "Yes" for aggression and violence |  |
| Who behaved in that way? (Select all that apply) | * A colleague * A group of colleagues * A manager or supervisor * An executive, senior leader or the head of your organisation * A volunteer within my organisation * A client, customer, patient or stakeholder * A member of the public * A member of my household * Other | This question is only asked if you selected "Yes" for aggression and violence |  |
| What was your relationship with these colleagues? (Select all that apply) | * They were in my workgroup * They were outside my workgroup * They were someone I supervise or manage * They were my immediate manager or supervisor | This question is only asked if you selected "Yes" for aggression and violence  AND if you selected any of the first 5 perpetrators for “Who behaved in that way?” |  |
| Did you tell anyone about the incident? (Select all that apply) | * Submitted a formal incident report * Told a colleague * Told a manager * Told Human Resources * Told a friend or family member * Told someone else * I did not tell anyone about the incident(s) * Told Employee Assistance Program or peer support * Told the person the behaviour was not okay | This question is only asked if you selected "Yes" for aggression and violence |  |
| What was your reason for not submitting a formal complaint? (Select all that apply) | * I didn't think it was serious enough * I didn't think it would make a difference * I believed there would be negative consequences for my reputation (e.g., that I would be blamed or not believed or thought to be overreacting) * I believed there would be negative consequences for my career (e.g., opportunities for promotion, risk of being fired) * I believed there would be negative consequences for the person I was going to complain about * I didn't need to because I made the violence or aggression stop * I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me * I thought the complaint process would be embarrassing or difficult * I didn't know who to talk to * I didn't know how to make a complaint * I didn't feel safe to report the incident * I was advised not to * Other (please specify) | This question is only asked if you selected "Yes" for aggression and violence  AND  This question is only asked if you did not select "Submitted a formal complaint" for "Did you tell anyone about the incident?" |  |
| Were you satisfied with the way your formal incident report was handled? | * Yes * No * Don't know | This question is only asked if you selected "Yes" for aggression and violence  AND  This question is only asked if you selected "Submitted a formal complaint" for "Did you tell anyone about the incident?" |  |
|  |  | **If you need help**  You can call:   * Your organisation's Employee Assistance or Peer Support Program, if available * Lifeline on 13 11 14 * 1800RESPECT * Suicide call back service on 1300 659 467 * Qlife on 1800 184 527   Or go to beyondblue.org.au and chat online to a trained mental health professional. |  |
| End of table |  |  |  |

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### Witnessing negative behaviours

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work? (Select all that apply) | * Bullying of a colleague * Discrimination against a colleague * Sexual harassment of a colleague * Violence or aggression against a colleague * No, I have not witnessed any of the situations above |  |  |
| When you witnessed the above behaviour(s), did you do any of the following? (Select all that apply) | * Took no action * Spoke to the person who experienced the behaviour * Spoke to the person who behaved in a negative way * Told the person the behaviour was not OK * Told a colleague * Told a manager * Told human resources * Submitted a formal complaint * Other | Only asked if a respondent did not select "No, I have not witnessed any of the situations above" for the previous question |  |

End of table

## Have your say

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| What is one thing your organisation needs to improve? | Free text |  |  |
| What is one thing your organisation is doing well? | Free text |  |  |
| Any further feedback on your employee experience | Free text |  | New question |
| End of table |  |  |  |

## Demographics

### About you

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| What is your age range? | * 15-24 years * 25-34 years * 35-44 years * 45-54 years * 55-64 years * 65+ years * Prefer not to say |  |  |
| How do you describe your gender? | * Woman * Man * Non-binary * I use a different term (please specify) * Prefer not to say |  |  |
| Are you trans, non-binary or gender diverse? | * Yes * No * Prefer not to say |  |  |
| To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)? | * Yes * No * Don't know * Prefer not to say | There are many different intersex variation/s, some of which are associated with a medical diagnosis (e.g., AIS, CAH, Hypospadias, MRKH, XXY/Klinefelter, XO/Turner, etc.) |  |
| How do you describe your sexual orientation? | * Asexual * Bisexual * Gay or lesbian * Pansexual * Straight (heterosexual) * I use a different term (please specify) * Don't know * Prefer not to say |  |  |
| Are you a person with disability? | * Yes * No * Prefer not to say | Disability includes long-term (lasting 6-months or more) physical. mental health, intellectual, neurological or sensory impairments which, in interaction with various attitudinal and environmental barriers, may hinder full and effective participation in society on an equal basis with others |  |
| Have you shared your disability information within your organisation (e.g., to your manager or Human Resources staff)? | * Yes * No * Prefer not to say | Only asked if "Yes" to "Are you a person with disability?" |  |
| Which statement most accurately reflects your decision not to share your disability information within your organisation? | * I do not require any adjustments to be made to perform my role * My disability does not impact on my ability to perform my role * I feel that sharing my disability information will reflect negatively on me * Other (please specify) | Only asked if "Yes" to "Are you a person with disability?"  Only asked if "No" to "Have you shared your disability information within your organisation?" |  |
| Do you have responsibility for caring for any of the following people? (Select all that apply) | * Child(ren) - younger than preschool age * Child(ren) - preschool age * Child(ren) - primary school age * Child(ren) - secondary school aged * Person(s) with disability * Person(s) with a medical condition * Person(s) with a mental illness * Frail or aged person(s) * Other * None of the above * Prefer not to say |  |  |
| In which country were you born? | * Australia * Afghanistan * China (excluding self-administered regions) * Germany * Greece   Hong Kong (self-administered region of China)   * India * Iran * Iraq * Italy * Malaysia * New Zealand * Pakistan * Philippines * South Africa * Sri Lanka * Thailand * United Kingdom * United States of America * Vietnam * Other (please specify) * Prefer not to say |  |  |
| How would you describe your cultural identity? (Select all that apply) | * Aboriginal and/or Torres Strait Islander * African * Australian * Central and/or South American * Central Asian * East and/or South-East Asian * English, Irish, Scottish and/or Welsh * European (including Western, Eastern and South-Eastern European, and Scandinavian) * Maori * Middle Eastern * New Zealander * North American * Pacific Islander * South Asian (includes Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan and Sri Lanka) * Other (please specify) * Prefer not to say | Your cultural identity is the group to which you feel you belong. This might be the same as your parents, grandparents or ancestors, or it may be different based on your individual experiences | Updated response options  Added example countries for South Asian. |
| Do you identify as Aboriginal and/or Torres Strait Islander? | * Yes * No * Prefer not to say | A person of Aboriginal and/or Torres Strait Islander origin identifies as such and is accepted as such by the community with which they are associated. |  |
| Have you identified as Aboriginal and/or Torres Strait Islander in your organisation's HR system? | * Yes * No * Don't know * Prefer not to say | Only asked if "Yes" to "Do you identify as Aboriginal or Torres Strait Islander?" |  |
| Do you use a language other than English with your family or community? | * Yes * No * Prefer not to say |  | Updated question text   * ‘speak’ changed to ‘use’ |
| What language(s) do you use with your family or community? (Select all that apply) | * Arabic * Auslan * Australian Indigenous Language * Cantonese * Filipino * Greek * Gujarati * Hindi * Italian * Macedonian * Malayalam * Mandarin * Persian * Punjabi * Sinhalese * Spanish * Tagalog * Tamil * Telugu * Turkish * Urdu * Vietnamese * Other (please specify) | Only asked if "Yes" is selected for "Do you use a language other than English with your family or community?" | Updated response option and question text   * ‘Persian (excluding Dari)’ changed to ‘Persian’ * ‘speak’ changed to ‘use’ |
| What is your religion? | * No religion * Buddhism * Christianity * Hinduism * Islam * Judaism * Sikhism * Other (please specify) * Prefer not to say |  |  |
| End of table |  |  |  |

### About your work

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| What have been your main places of work over the last 3-months? (Select all that apply) | * Your employer’s office * A frontline or service delivery location * Home or private location * A shared office space (where two or more organisations share the same workspace * Isolated or remote location/s where access to communications and help from others is difficult * Other (please specify) |  | Updated response options  Added:   * Isolated or remote location/s where access to communications and help from others is difficult * Removed ‘suburban hub’ from shared office space example |
| Please select where in Victoria you have primarily worked from over the last 3-months (Select one) | * Melbourne CBD * Melbourne suburbs * Regional city (e.g., Geelong, Bendigo, Ballarat) * Rural location in Victoria (outside of regional cities) * Other (please specify) | If you work in more than one location, select the primary or 'base' location |  |
| How many years have you been employed in your current organisation? | * Less than 1 year * 1 to less than 2 years * 2 to less than 5 years * 5 to less than 10 years * 10 to less than 20 years * More than 20 years | Including under different organisation names or administrative arrangements. |  |
| Do you work full-time or part-time? | * Full-time * Part-time | Full-time work refers to employees usually working 38 hours or more per week. |  |
| Do you use any of the following flexible work arrangements? (Select all that apply) | * Shift swap * Working more hours over fewer days * Flexible start and finish times * Working from an alternative location (e.g. home, shared work space) * Part-time * Job sharing * Study leave * Purchased leave * Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours * Other * I do not use any flexible work arrangements |  |  |
| Have you requested any of the following adjustments at work? (Select all that apply) | * Physical modifications or improvements to the workplace, e.g. non-standard equipment such as standing desk, accessible lift, lighting, ramps, dedicated office workspace * Flexible working arrangements, e.g. adjustments to working hours, work location, regular breaks * Job redesign or role sharing * Accessible communications technologies, e.g. screen reader, vertical mouse, live captions, Auslan interpreter * Career development support strategies * Other (please specify) * No, I have not requested adjustments | Adjustments allow employees to work safely and effectively. They can include adjustments to working hours, regular breaks or non-standard equipment (e.g., standing desk, screen reader, vertical mouse, Auslan interpreter, accessible lift, lighting, ramps). |  |
| Why did you make this request? (Select all that apply) | * Caring responsibilities * Disability * Family responsibilities * Health * Study commitments * Work-life balance * Other (please specify) | Only asked if any option other than "No" for "Have you requested any of the following adjustments at work?" |  |
| What was your experience with making this request? | * The adjustments I needed were made and the process was satisfactory * The adjustments I needed were made but the process was unsatisfactory * The adjustments I needed were not made | Only asked if any option other than "No" for "Have you requested any of the following adjustments at work?" |  |
| What is your current employment status? | * Ongoing * Fixed Term * Casual * Sessional * Executive contract * Don't know |  |  |
| What is your gross annual salary (non-executive) or total annual remuneration package (executive)? | * Less than $60,000 * $60,000-$79,999 * $80,000-$99,999 * $100,000-$119,999 * $120,000-$139,999 * $140,000-$159,999 * $160,000-$179,999 * $180,000-$199,999 * $200,000 or more * Prefer not to say | Convert to full time equivalent if part-time or on a 48/52 type arrangement.  Only asked if "Casual" and "Sessional" NOT selected for "What is your current employment status?" |  |
| Are you the manager of one or more employees? | * Yes, and I manage other managers * Yes, but I do not manage other managers * No |  |  |
| Are you a frontline worker? | * Yes * No |  | New question |
| Which of the following best describes the primary operational area in which you work? | * Hospital-based services * Community-based services * Prison-based services * Corporate services * Residential aged care services * Mental health care services | Health only |  |
| Which of the following categories best describes your current position? | * Allied health - therapy discipline (e.g., art therapy, chiropractic, dietetics, exercise physiology, music therapy, occupational therapy, oral health (not dentistry), orthotics and prosthetics, osteopathy, physiotherapy, podiatry, psychology, social work, speech therapy) * Allied health - science discipline (e.g. audiology, biomedical science, diagnostic imaging medical physics, medical laboratory science, nuclear medicine, optometry, orthoptics, radiation oncology medical physics, pharmacy, radiation therapy, radiography, sonography) * Allied health - assistant (e.g. nursing assistant, personal care worker, pharmacy technician) * Community development * Counselling * Lived experience specific worker * Management, Administration and Corporate support (e.g. executive, managerial, clerical, reception, finance/accounting, HR/payroll, engineer, IT, legal, public relations, health information) * Medical employees (e.g. medical practitioners, VMOs, interns) * Nursing employees (e.g. nurse educator, midwifery & nursing professionals, enrolled and mothercraft nurses) * Other health and social care * Pastoral / spiritual care * Support services (e.g. environmental services, food services, cleaning, laundry, gardens/grounds, building/equipment maintenance, vehicles/transport, security, workshop) | Health, and Community Health Services |  |
| Is your primary work role in one of the following areas? | * Administration * Aged care * Critical care * Drug and alcohol * Emergency * Maternity care * Medical * Mental health * Mixed medical/surgical * Neonatal care * Palliative care * Paediatrics * Peri-operative * Rehabilitation * Surgical * Other | Health only |  |
| Which of the following categories best describes your current position? | * Vocational education teacher * Foundation teacher or EAL teacher * Higher education teacher * Manager or senior leader * Professional or administrative worker * Other | TAFE only |  |
| Which of the following best describes the business unit in which you work? | * Assets – typically includes engineers and technical officers working on planning and development, building/construction and life cycle/maintenance programmes of the corporation’s assets * Corporate – typically includes professional, managerial and administrative personnel in executive management, human resources, marketing and communications, finance, strategic purchasing, information technology, records management, risk management & OHS * Operations – typically includes scientists/technicians and operators working on systems maintenance and treatment of water and sewerage, tradesperson such as maintenance fitter and turners and electricians * Sustainability – typically includes engineers/scientists/technicians working on environmental management, recycled water, biodiversity, integrated management systems, energy efficiency, and green office strategy * Customer Service – typically includes administrative personnel working in customer service and call centres | Water and Land only |  |
| What is your current VPS classification | * Secretary / Commissioner / Chief Executive * Senior Executive Service * VPS 1-3, including Cadet * VPS 4 * VPS 5 * VPS 6-7 * Senior Technical Specialist * Other / Not listed * Don't Know | VPS only | New question |

End of table

### What you do at work (Victorian Public Service only)

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| Which of these best describes the type of work you do day-to-day? | * Accounting and finance * Administration * Business services * Communications and community engagement * Community services * Data analytics and research * Digital and technology * Economics * Emergency management * Engineering * Health * Human resources * Legal * Policy and strategy * Project and program management * Regulation, governance and risk * Science * Service delivery to the public (e.g. teaching, customer support or corrections) * Other (please specify) |  |  |

End of table

## Feedback on the survey

| **Question** | **Response options** | **In survey explanation or routing** | **Changes from 2023** |
| --- | --- | --- | --- |
| How likely are you to recommend this survey to a colleague? | * Extremely likely * Likely * Neither likely or unlikely * Unlikely * Extremely unlikely |  |  |
| How can we improve this survey? | Free text |  |  |
| End of table |  |  |  |