

People matter survey 2021

Have your say

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

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
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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.

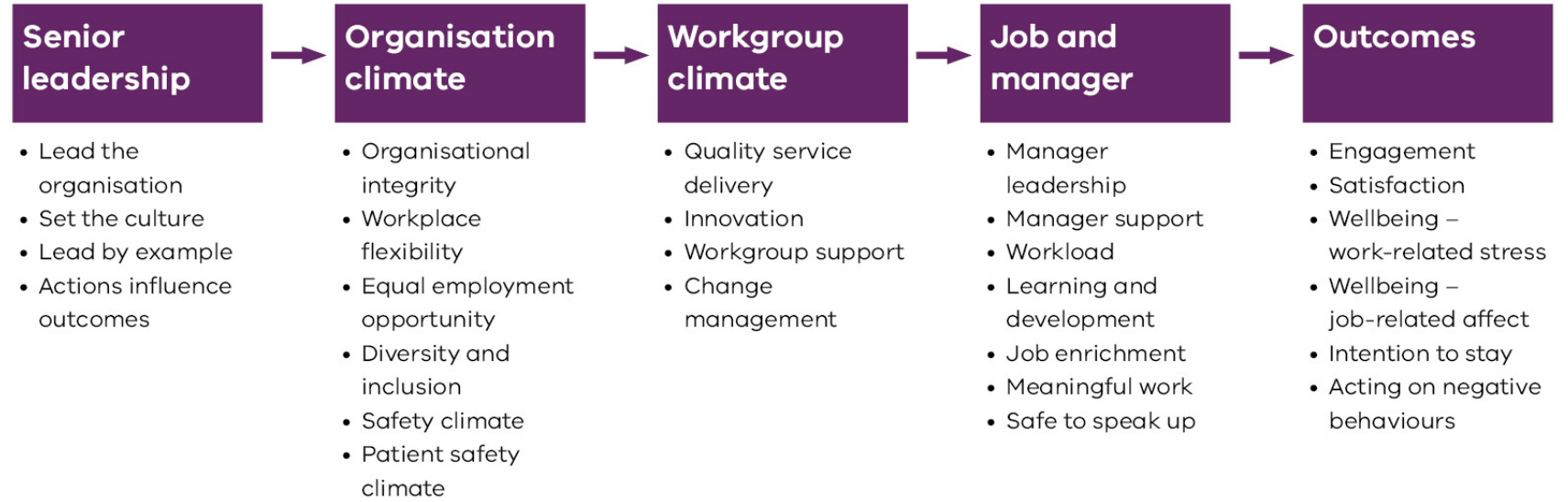
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

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'.

Bendigo Kangan Institute

Box Hill Institute Group

Gippsland Institute of TAFE

Gordon Institute of TAFE

Goulburn Ovens Institute of TAFE

Holmesglen Institute

Melbourne Polytechnic

South West Institute of TAFE

Sunraysia Institute of TAFE

William Angliss Institute of TAFE

Wodonga Institute of TAFE

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

67%
(925)

Comparator 52%
Public Sector 49%

2021

75%
(1042)

Comparator 59%
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

67

Comparator 68
Public Sector 68

2021

68

Comparator 68
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 68.

Why this is important

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

How to read this

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

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

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

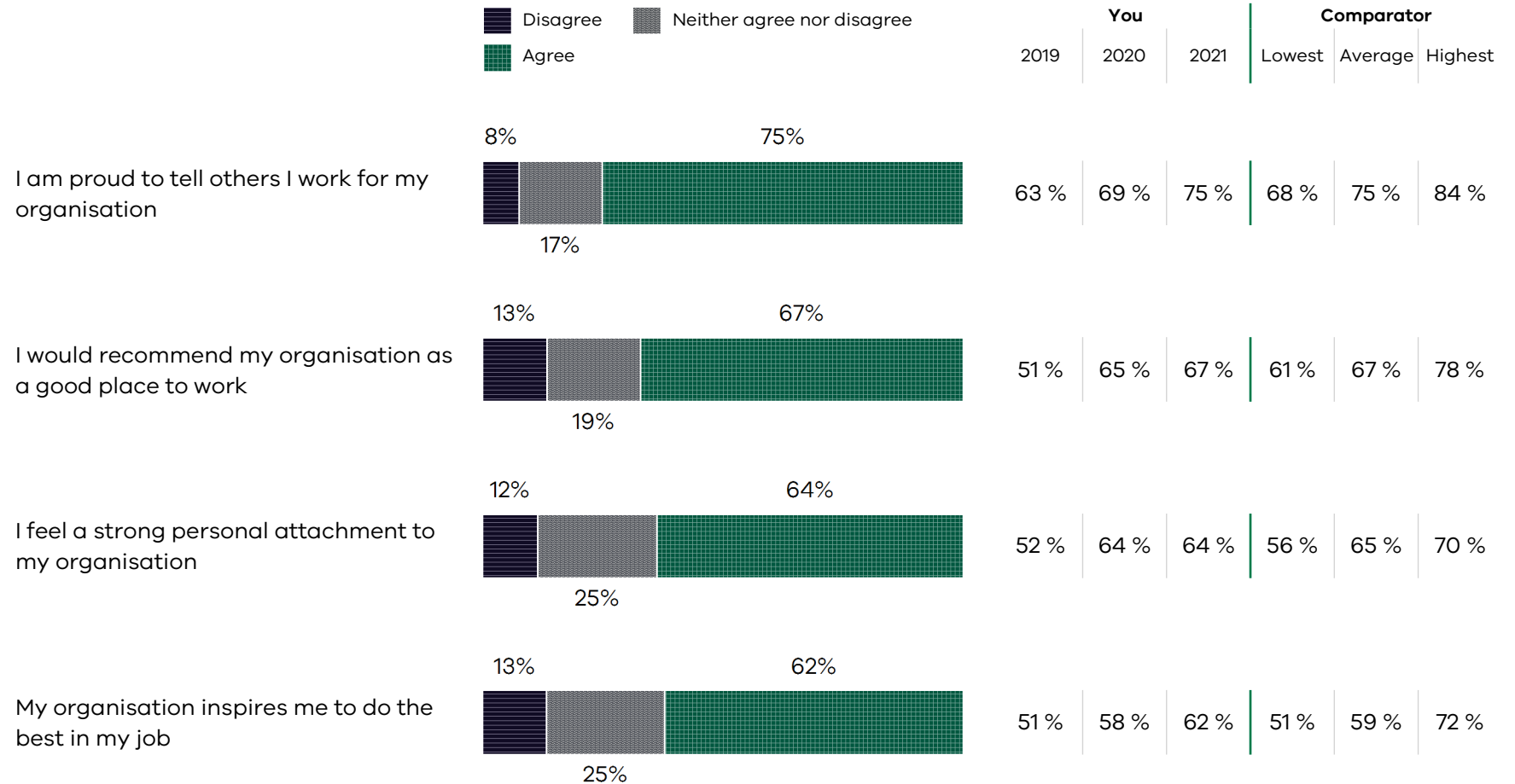
Example

75% 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 68.

Why this is important

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

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

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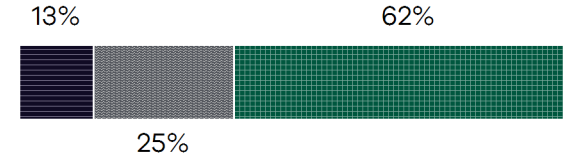
Example

62% of your staff who did the survey agreed or strongly agreed with 'My organisation motivates me to help achieve its objectives'.

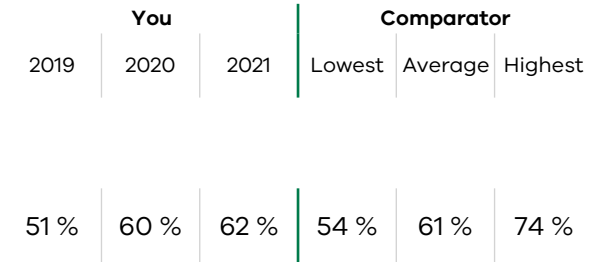
Survey question

My organisation motivates me to help achieve its objectives

Your results



Benchmark agree results



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.

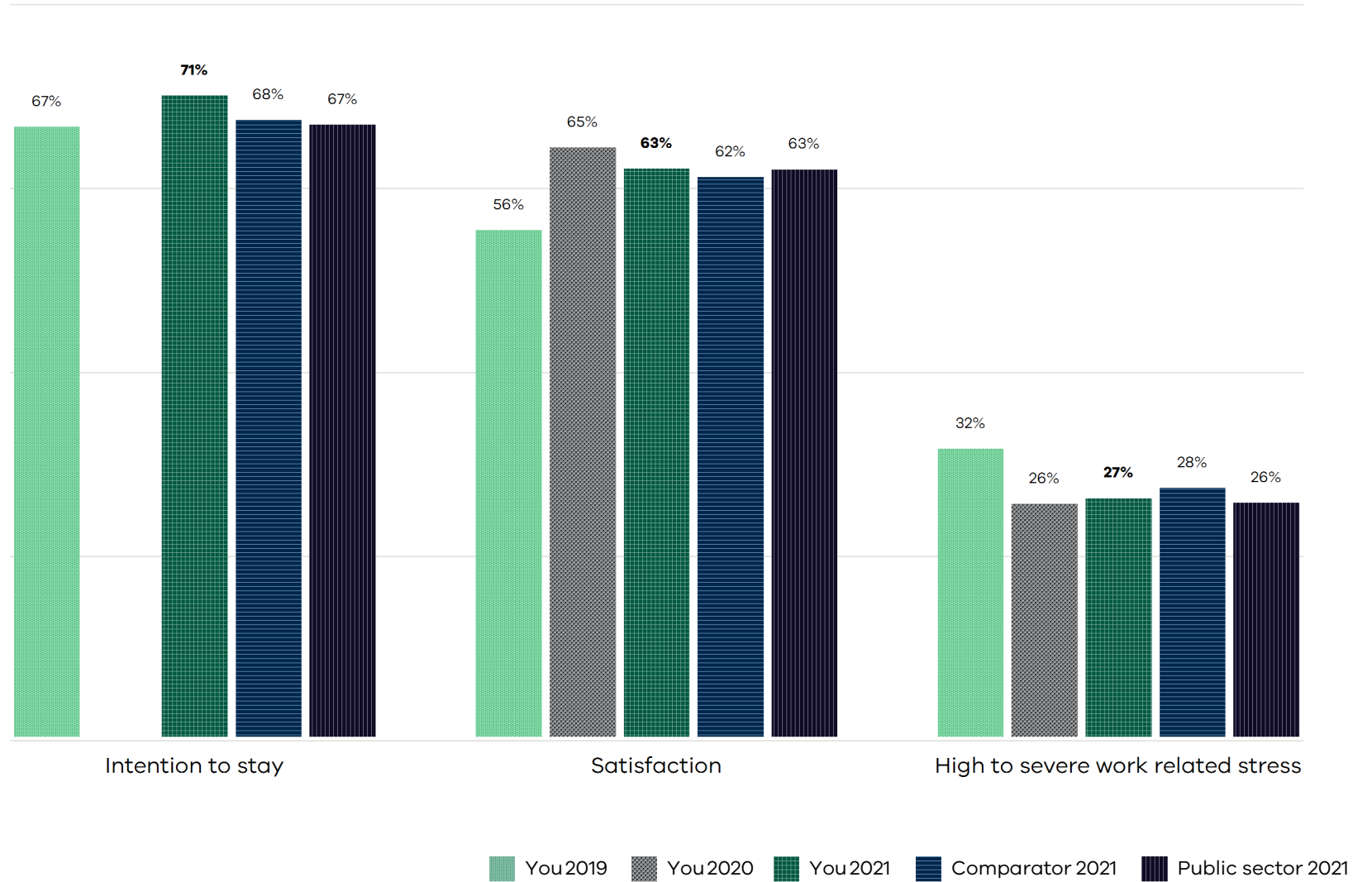
Example

In 2021:

- 71% of your staff who did the survey responded positively to questions about Intention to stay.

Compared to:

- 68% of staff at your comparator and 67% 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.

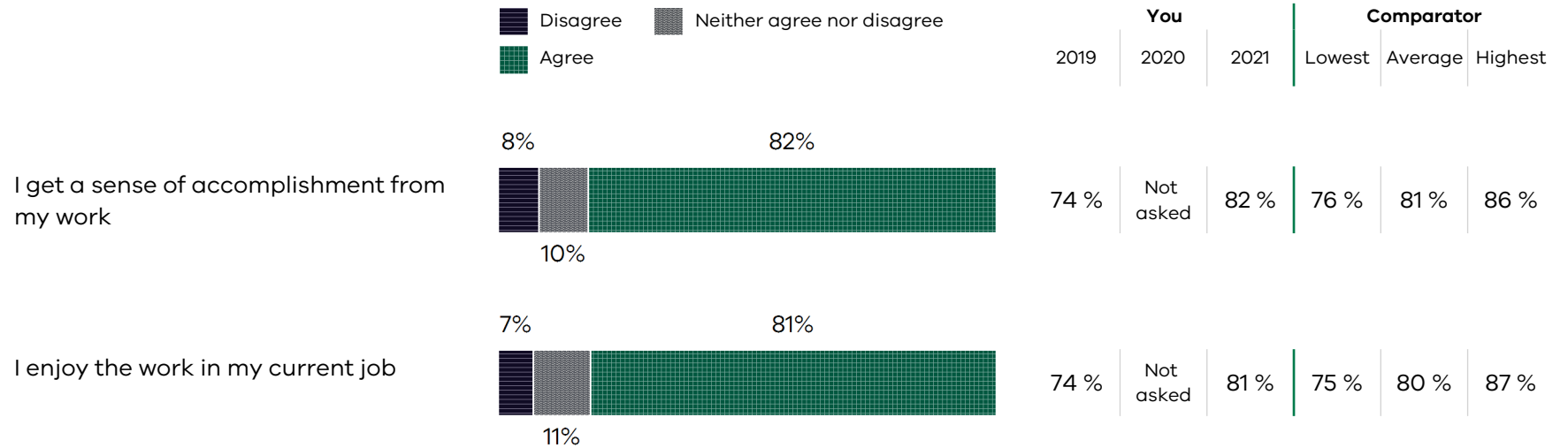
Example

82% of your staff who did the survey agreed or strongly agreed with 'I get a sense of accomplishment from my work'.

Survey question

Your results

Benchmark agree results



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.

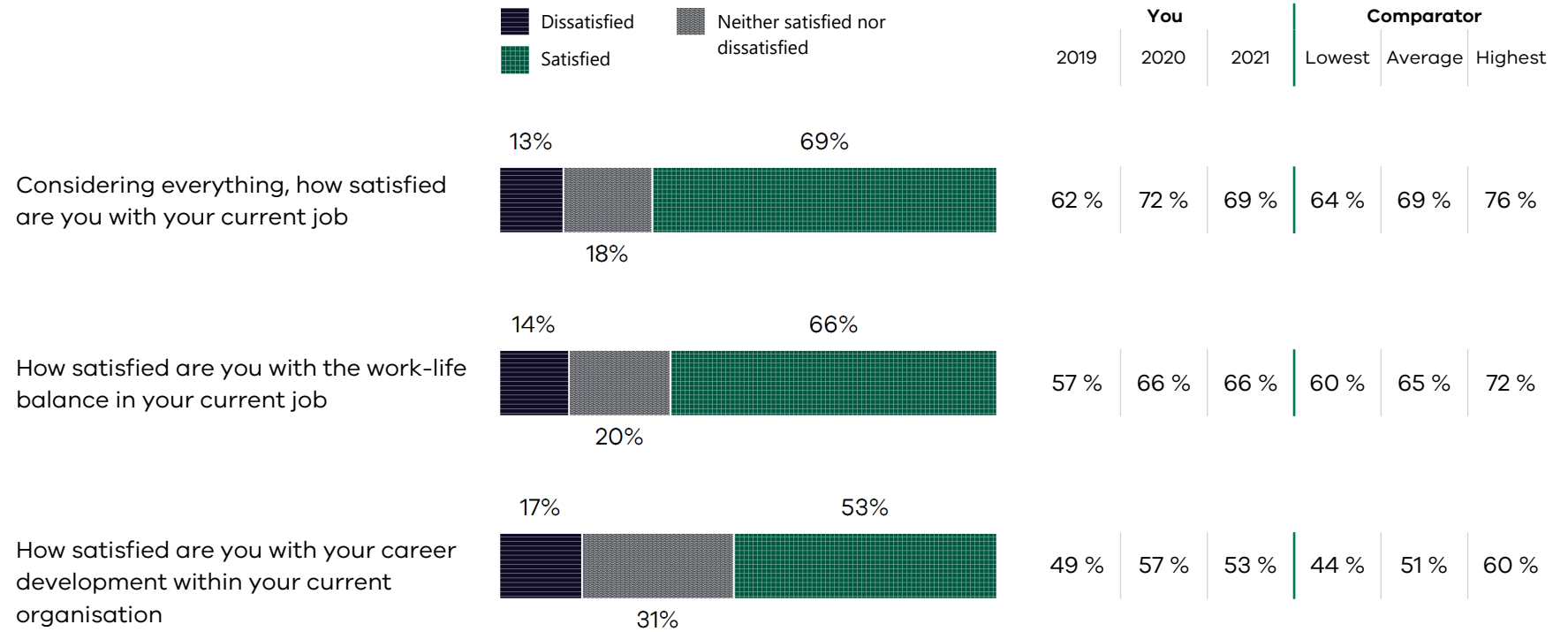
Example

69% 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.

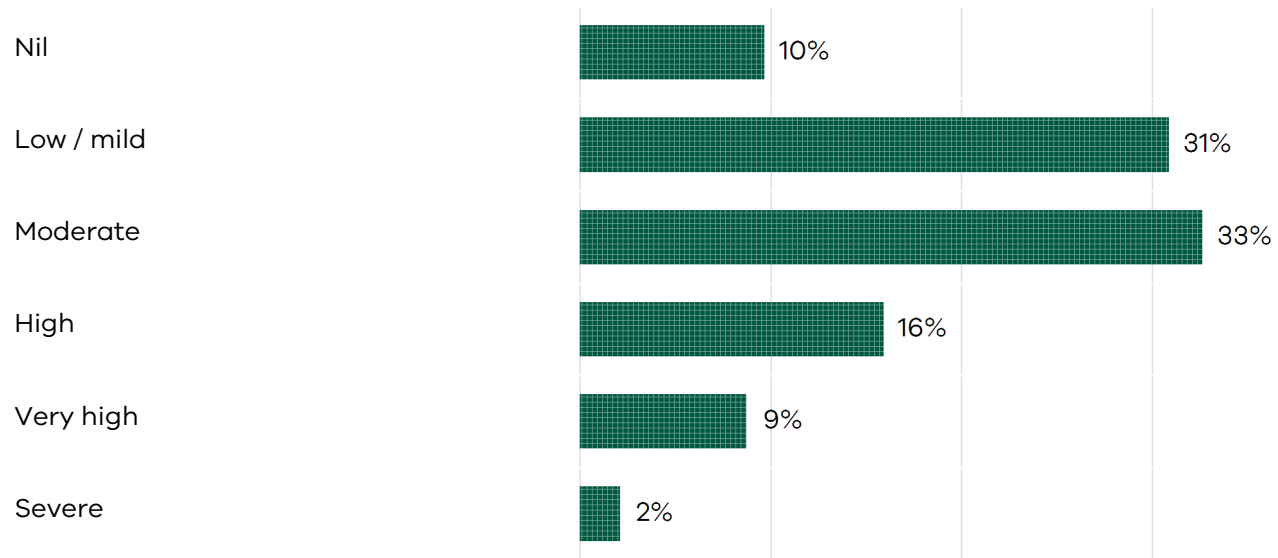
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

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.

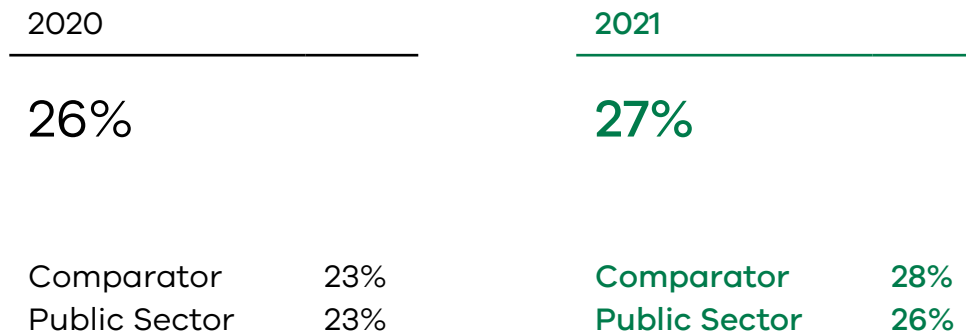
Example

27% of your staff who did the survey said they had high to severe stress in 2021. This is compared to 28% 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.

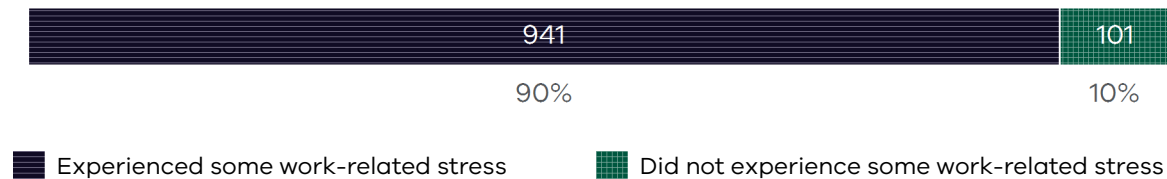
If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

Example

90% of your staff who did the survey said they experienced mild to severe stress.

Of that 90%, 50% 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	44%	50%	50%	51%
Time pressure	39%	43%	41%	42%
Job security	15%	17%	12%	9%
Unclear job expectations	12%	15%	13%	11%
Management of work (e.g. supervision, training, information, support)	13%	15%	14%	13%
Dealing with clients, patients or stakeholders	14%	13%	14%	14%
Other changes due to COVID-19	15%	13%	17%	15%
Competing home and work responsibilities	11%	11%	8%	12%
Other	9%	10%	9%	9%
Organisation or workplace change	5%	9%	12%	11%

People outcomes

Intention to stay

What this is

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

Why this is important

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

How to read this

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

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

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

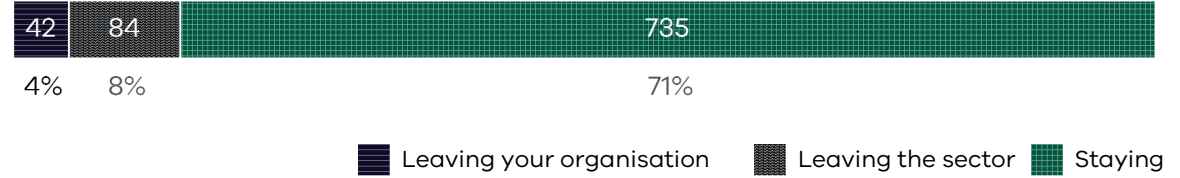
The bar in the top right may not add up to 100% as it doesn't include people who intend to retire, or those who answered 'don't know'.

Example

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

Of that 12%, 47% said it was from 'Limited future career 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 future career opportunities at my organisation	47%	46%	42%
Better remuneration	43%	41%	26%
Lack of confidence in senior leadership	42%	44%	34%
Opportunity to seek/take a promotion elsewhere	40%	29%	33%
Opportunity to broaden experience	39%	32%	40%
Limited recognition for doing a good job	36%	37%	32%
Limited opportunities to gain further experience at my organisation	33%	34%	33%
Limited involvement in decisions affecting my job and career	26%	27%	20%
Limited developmental/educational opportunities at my organisation	25%	30%	24%
Excessive workload	22%	34%	25%

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

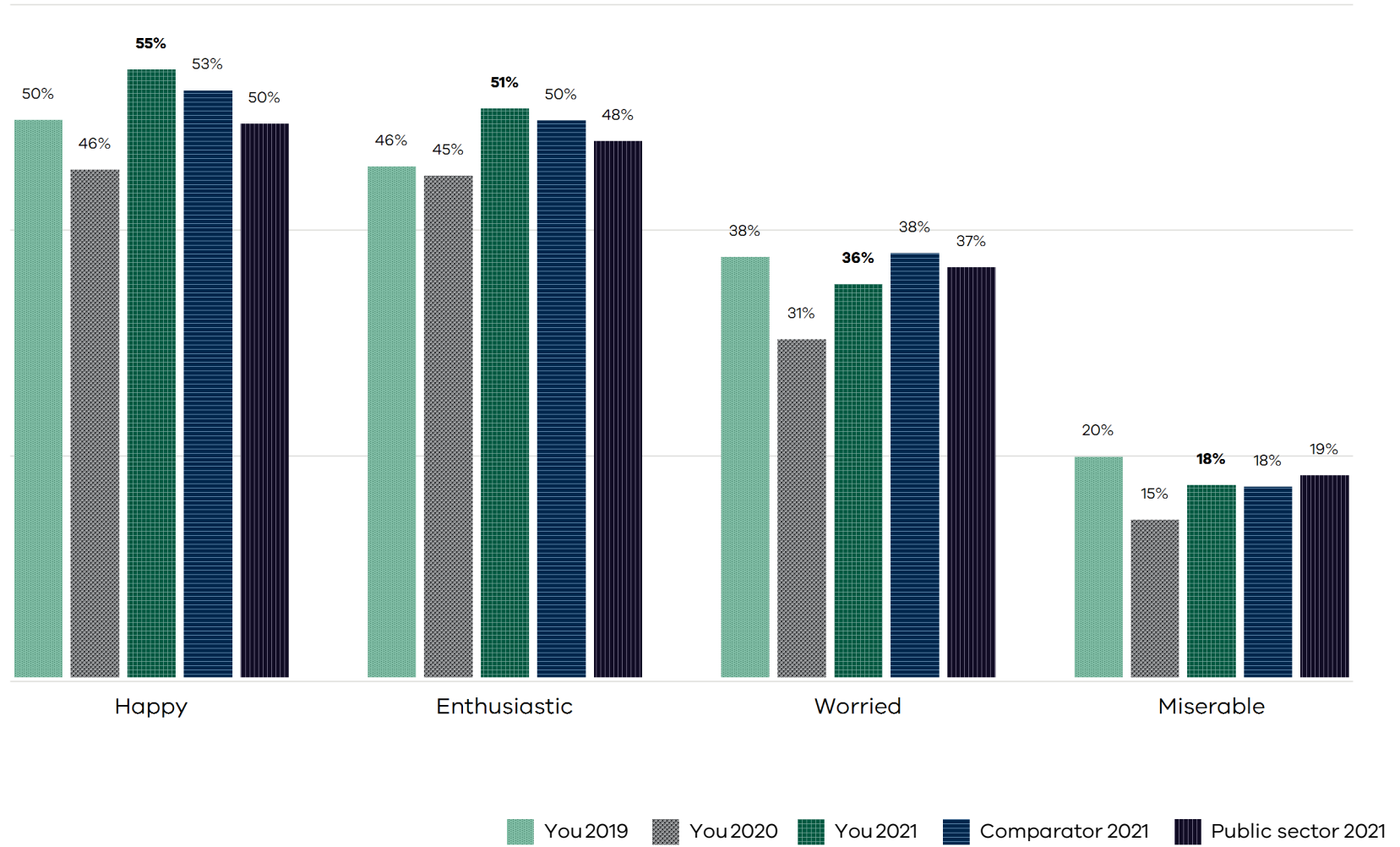
In 2021:

- 55% of your staff who did the survey said work made them feel happy in 2021, which is up from 46% in 2020

Compared to:

- 53% 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.

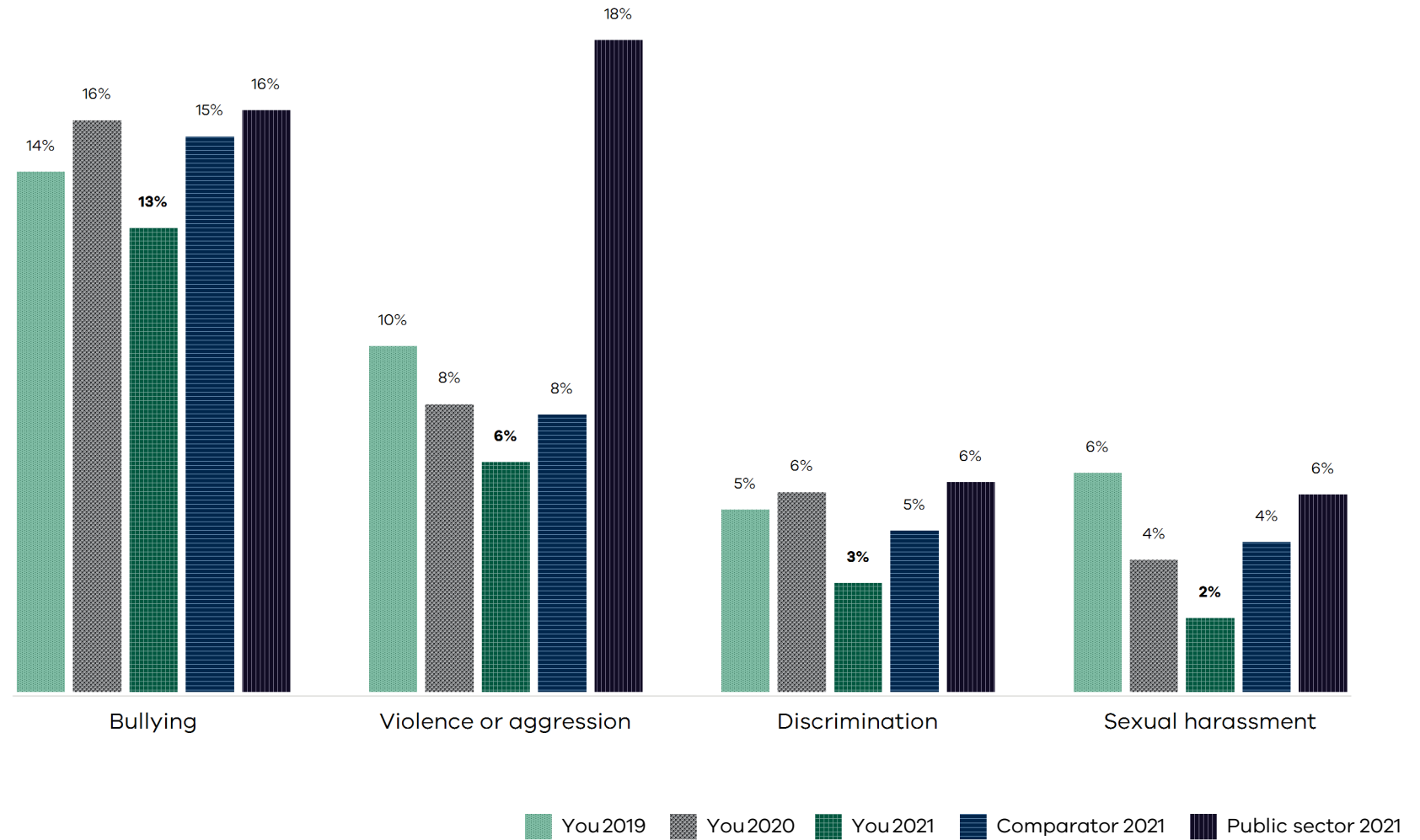
Example

In 2021:

- 13% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months which is down from 16% in 2020.

Compared to:

- 15% 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.

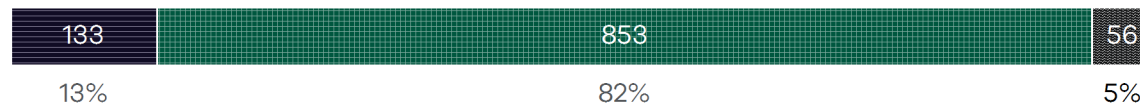
In descending order, the table shows the answers.

Example

13% of your staff who did the survey said they experienced bullying.

Of that 13%, 66% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.
 Of that 13%, 66% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.
 Of that 13%, 66% 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?



■ Experienced bullying ■ Did not experience bullying ■ Not sure

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)	61%	66%	64%	69%
Exclusion or isolation	48%	31%	39%	42%
Intimidation and/or threats	36%	31%	35%	32%
Withholding essential information for me to do my job	33%	30%	31%	27%
Verbal abuse	15%	18%	22%	20%
Being given impossible assignment(s)	12%	12%	13%	9%
Other	15%	10%	12%	15%
Being assigned meaningless tasks unrelated to the job	16%	7%	11%	13%
Interference with my personal property and/or work equipment	3%	2%	5%	4%

People outcomes

Telling someone about the bullying

What this is

This is if staff told someone when they experienced bullying.

Why this is important

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

How to read this

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

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

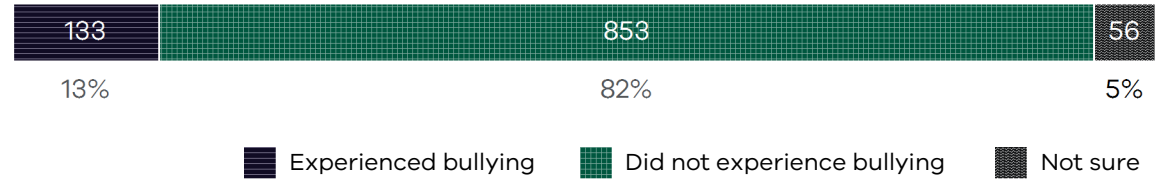
In descending order, the table shows the answers.

Example

13% of your staff who did the survey said they experienced bullying, of which

- 47% said the top way they reported the bullying was 'Told a manager'.
- 95% 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	38%	47%	45%	47%
Told a colleague	37%	35%	44%	42%
Told a friend or family member	37%	26%	34%	34%
I did not tell anyone about the bullying	19%	17%	10%	12%
Told employee assistance program (EAP) or peer support	0%	11%	10%	9%
Told Human Resources	21%	9%	20%	12%
Told the person the behaviour was not OK	0%	9%	16%	17%
Told someone else	14%	7%	12%	12%
Submitted a formal complaint	8%	5%	12%	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

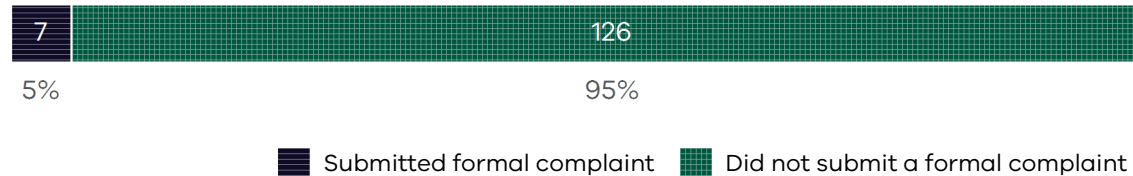
In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

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

- 44% 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	44%	51%	53%
I didn't think it would make a difference	44%	52%	50%
I believed there would be negative consequences for my career	37%	37%	40%
I believed there would be negative consequences for the person I was going to complain about	13%	10%	10%
I didn't feel safe to report the incident	12%	16%	19%
I didn't need to because I no longer had contact with the person(s) who bullied me	12%	7%	8%
I thought the complaint process would be embarrassing or difficult	11%	12%	14%
I didn't need to because I made the bullying stop	10%	6%	7%
I didn't think it was serious enough	10%	15%	16%
Other	9%	12%	12%

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, 13% 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.

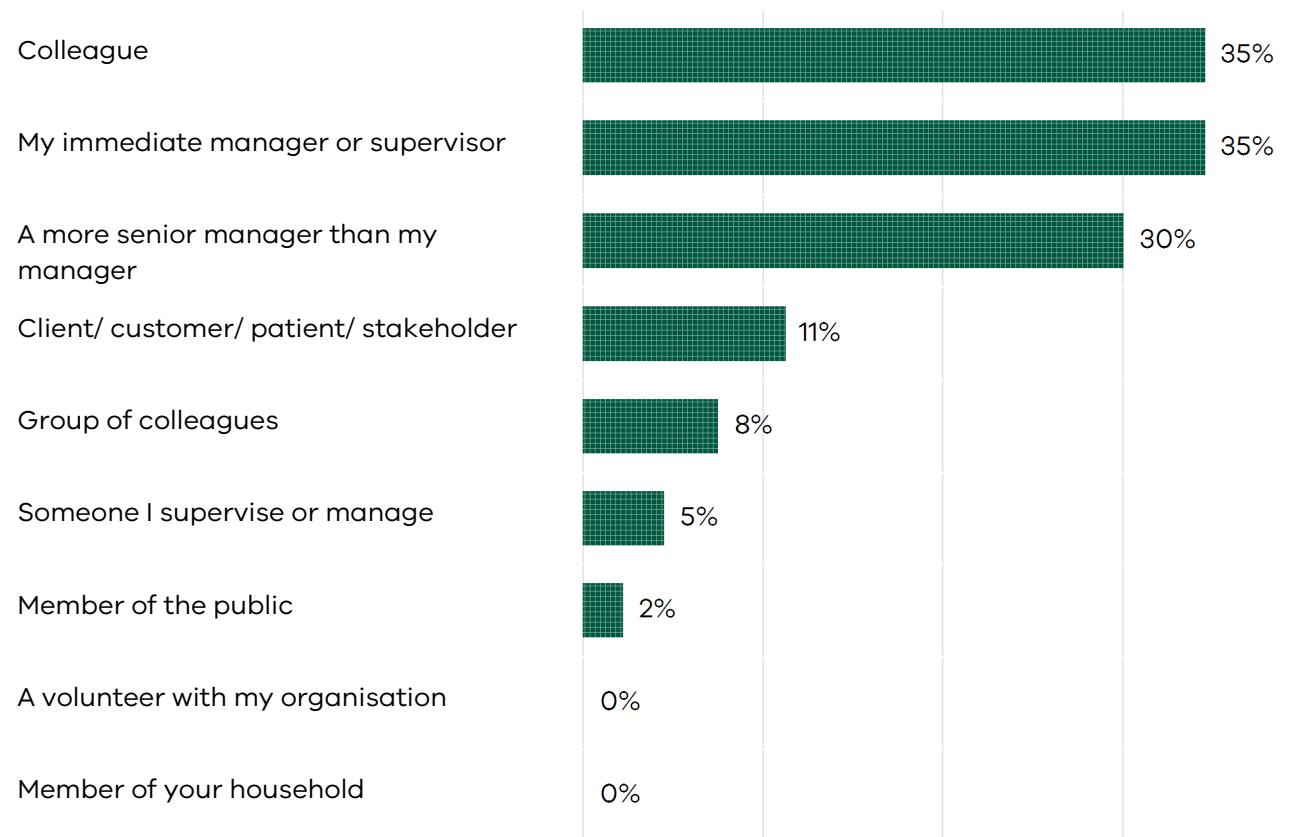
Each row is one perpetrator or group of perpetrators.

Example

13% of your staff who did the survey said they experienced bullying.

Of that 13%, 35% said it was by 'Colleague'.

133 people (13% 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, 13% of your staff said they experienced bullying.

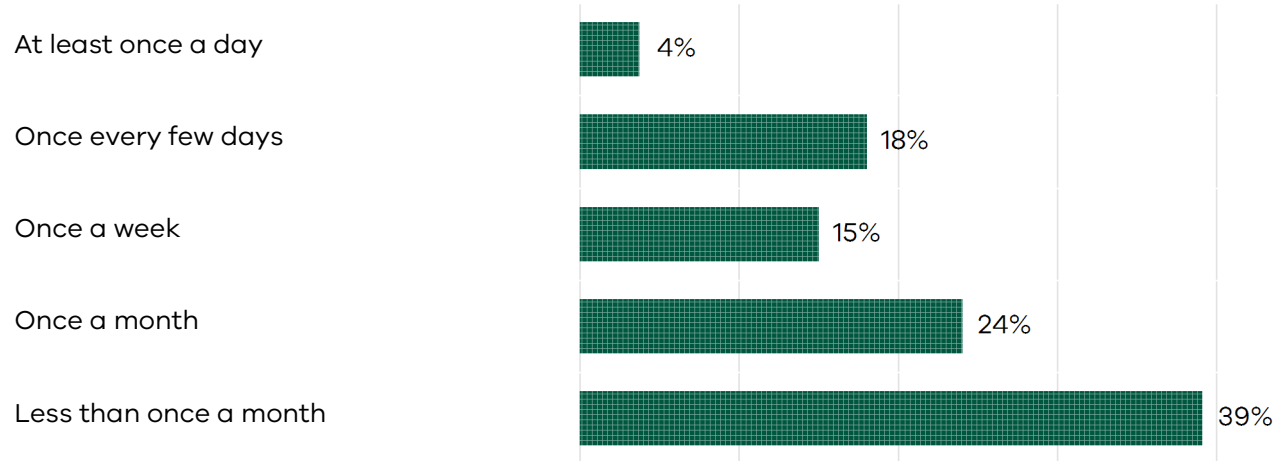
If they did, they could tell us how often they experienced this behaviour.

Example

13% of your staff who did the survey said they experienced bullying.

Of that 13%, 4% said it was 'At least once a day'.

How often have you experienced bullying? (You2021)



People outcomes

Sexual harassment

What this is

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

Why this is important

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

How to read this

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

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

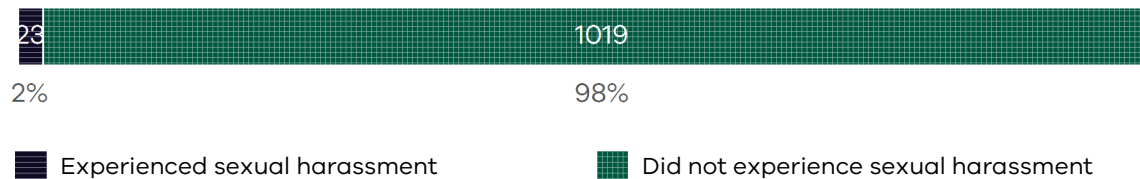
In descending order, the table shows the top 10 answers.

Example

2% of your staff who did the survey said they experienced sexual harassment.

Of those, 65% said the top type was 'Intrusive questions about your private life or comments about your physical appearance'.

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



Behaviours reported	You 2020	You 2021	Comparator 2021	Public sector 2021
Intrusive questions about your private life or comments about your physical appearance	37%	65%	51%	50%
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	63%	48%	52%	54%
Unwelcome touching, hugging, cornering or kissing	9%	9%	8%	14%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	0%	9%	1%	3%
Inappropriate staring or leering that made you feel intimidated	20%	4%	14%	15%
Inappropriate physical contact (including momentary or brief physical contact)	9%	4%	8%	17%
Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc)	0%	4%	1%	1%
Any other unwelcome conduct of a sexual nature	6%	0%	7%	7%
Repeated or inappropriate invitations to go out on dates	3%	0%	1%	3%
Request or pressure for sex or other sexual acts	3%	0%	0%	1%

People outcomes

Response to sexual harassment

What this is

This is how staff responded when they experienced sexual harassment.

Why this is important

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

How to read this

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

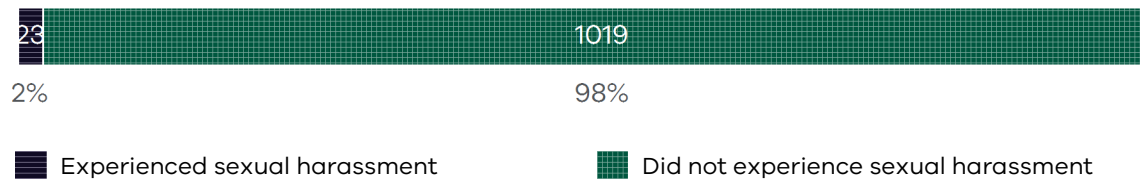
If they did, they could tell us with one or more answers how they responded.

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

Example

2% of your staff who did the survey said they experienced sexual harassment. Of those, 39% said their top response was 'Pretended it didn't bother you'.

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



When the harassment happened to you, did you respond in any of the following ways?	You 2020	You 2021	Comparator 2021	Public sector 2021
Pretended it didn't bother you	31%	39%	48%	45%
Tried to laugh it off or forget about it	31%	39%	29%	41%
Told a friend or family member	34%	30%	22%	21%
Told a colleague	26%	26%	24%	29%
Told the person the behaviour was not OK	29%	26%	25%	31%
Avoided the person(s) by staying away from them	23%	22%	36%	36%
Took time off work	11%	13%	6%	5%
Told a manager	29%	9%	16%	20%
Told employee assistance program (EAP) or peer support	0%	9%	4%	3%
Avoided locations where the behaviour might occur	17%	4%	11%	13%

People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

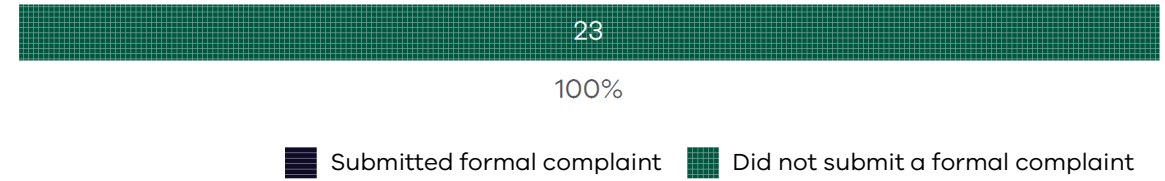
In the survey, we asked staff to tell us if they'd experienced sexual harassment at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

100% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 48% said the top reason was 'I didn't think it was serious enough'.

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 didn't think it was serious enough	48%	38%	45%
I believed there would be negative consequences for my reputation	43%	38%	33%
I didn't think it would make a difference	43%	38%	39%
I believed there would be negative consequences for my career	35%	25%	21%
I believed there would be negative consequences for the person I was going to complain about	17%	16%	13%
I didn't feel safe to report the incident	9%	19%	8%
I didn't need to because I made the harassment stop	9%	10%	12%
I didn't need to because I no longer had contact with the person(s) who harassed me	9%	3%	9%
I thought the complaint process would be embarrassing or difficult	9%	13%	11%
Other	9%	10%	7%

People outcomes

Perpetrators of sexual harassment

What this is

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

Why this is important

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

How to read this

In this year's survey, 2% of your staff said they experienced sexual harassment.

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

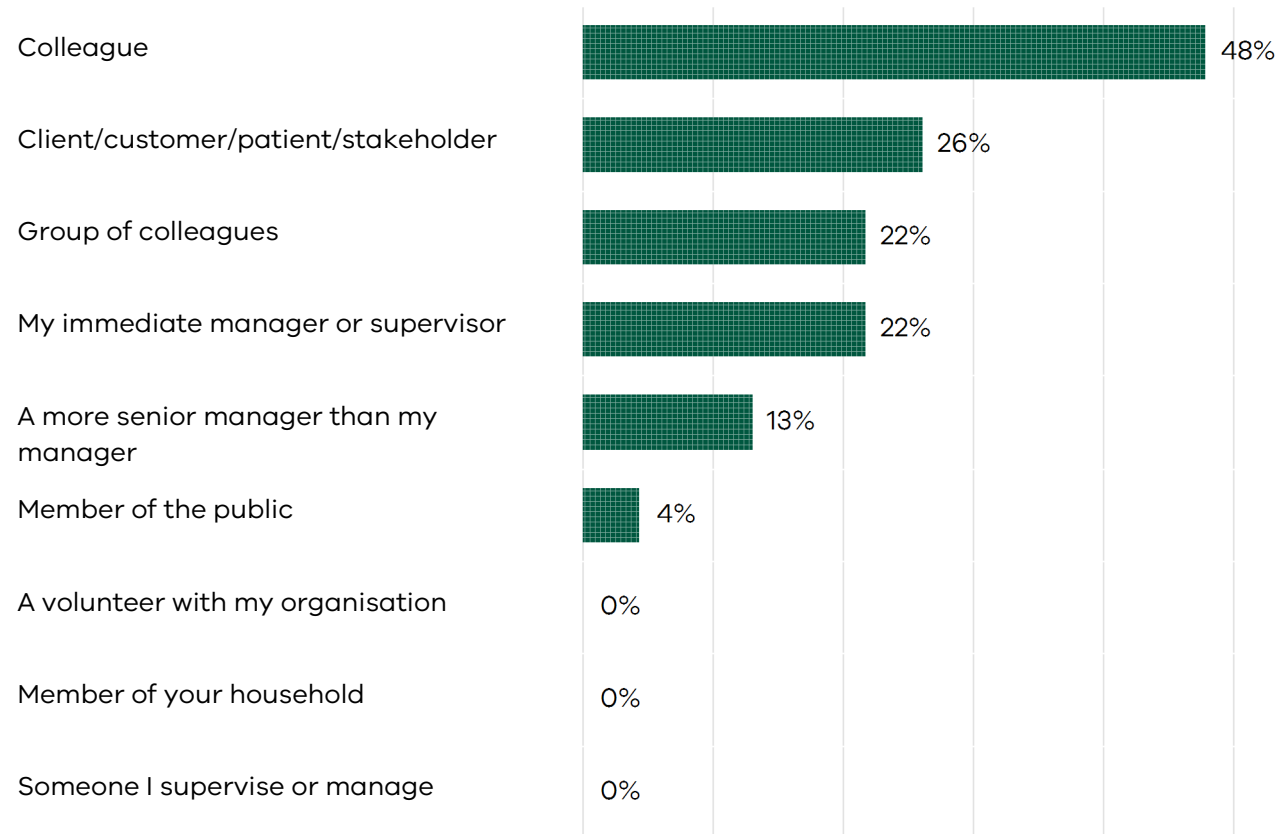
In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

2% of your staff who did the survey said they experienced sexual harassment. Of that 2%, 48% said it was by 'Colleague'.

23 people (2% of staff) experienced sexual harassment (You2021)



People outcomes

Frequency of sexual harassment

What this is

This is how often staff experienced sexual harassment.

Why this is important

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

How to read this

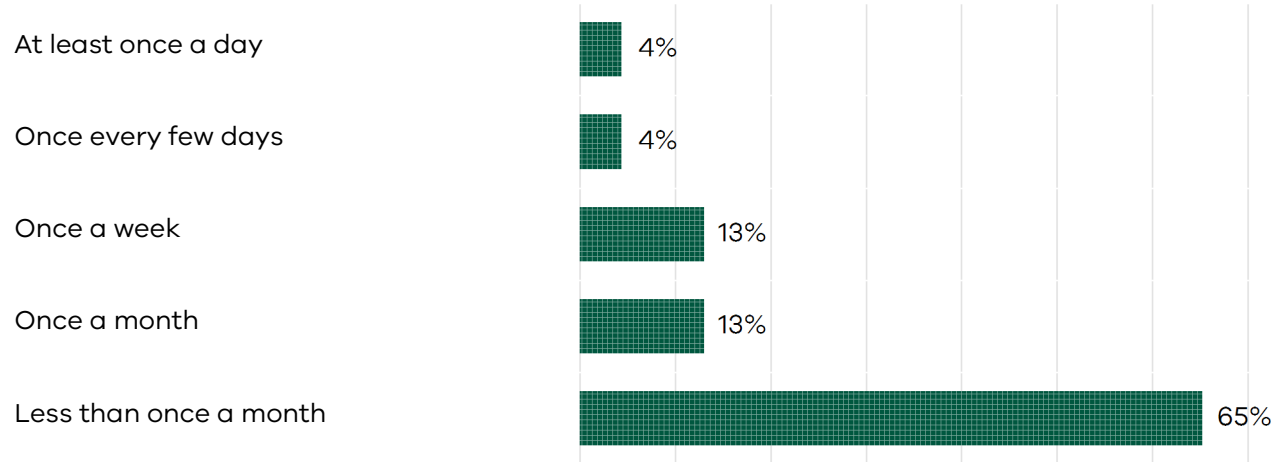
In this year's survey, 2% of your staff said they experienced sexual harassment. If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

Example

2% of your staff who did the survey said they experienced sexual harassment. Of that 2%, 4% said it was 'At least once a day'.

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

How to read this

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

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

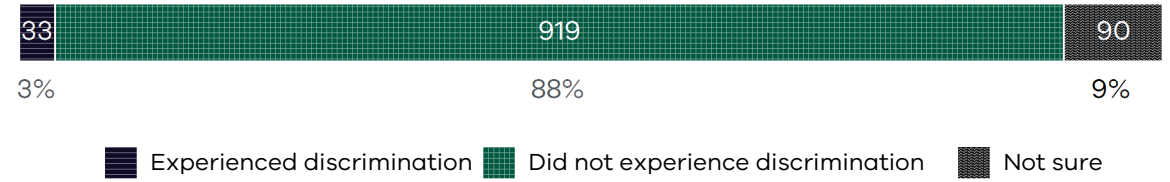
In descending order, the table shows the top 10 answers.

Example

3% of your staff who did the survey said they experienced discrimination.

Of that 3%, 39% said it was 'Age'.

Have you experienced discrimination at work?



If you experienced discrimination, which attributes was this based on?

	You 2020	You 2021	Comparator 2021	Public sector 2021
Age	31%	39%	27%	26%
Employment activity	46%	39%	30%	27%

People outcomes

Type of discrimination

What this is

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

Why this is important

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

How to read this

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

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

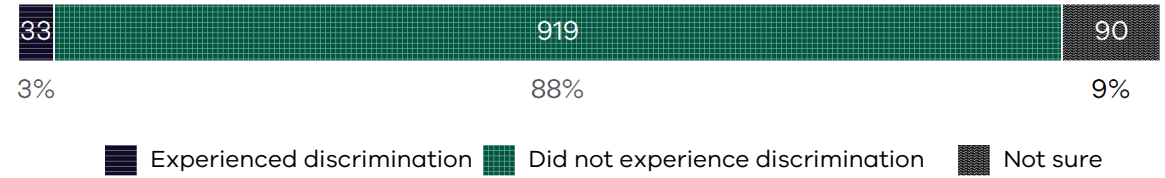
In descending order, the table shows the top 10 types.

Example

3% of your staff who did the survey said they experienced discrimination.

Of that 3%, 36% said it was 'Other'.

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



If you experienced discrimination, what type of discrimination did you experience?

	You 2020	You 2021	Comparator 2021	Public sector 2021
Other	35%	36%	39%	38%
Employment security - threats of dismissal or termination	29%	24%	19%	11%
Opportunities for promotion	35%	24%	26%	37%
Denied flexible work arrangements or other adjustments	0%	21%	18%	21%
Pay or conditions offered by employer	21%	18%	11%	9%
Opportunities for training	19%	6%	24%	24%
Access to leave	10%	3%	7%	8%

People outcomes

Telling someone about the discrimination

What this is

This is who staff told about the discrimination they experienced.

Why this is important

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

How to read this

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

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

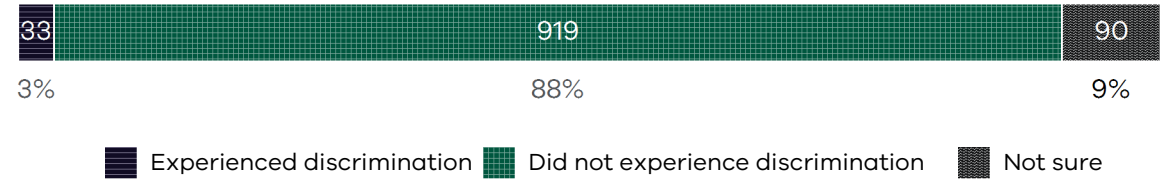
In descending order, the table shows the answers.

Example

3% of your staff who did the survey said they experienced discrimination, of which

- 36% said the top way they reported the discrimination was 'Told a colleague'.
- 100% said they didn't submit a formal complaint.

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



Did you tell anyone about the discrimination?

	You 2020	You 2021	Comparator 2021	Public sector 2021
Told a colleague	35%	36%	38%	38%
Told a manager	23%	33%	27%	28%
Told a friend or family member	29%	30%	30%	32%
Told employee assistance program (EAP) or peer support	0%	18%	14%	8%
I did not tell anyone about the discrimination	27%	12%	20%	24%
Told someone else	25%	12%	16%	14%
Told Human Resources	21%	3%	16%	10%
Told the person the behaviour was not OK	0%	3%	12%	9%

People outcomes

Discrimination - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

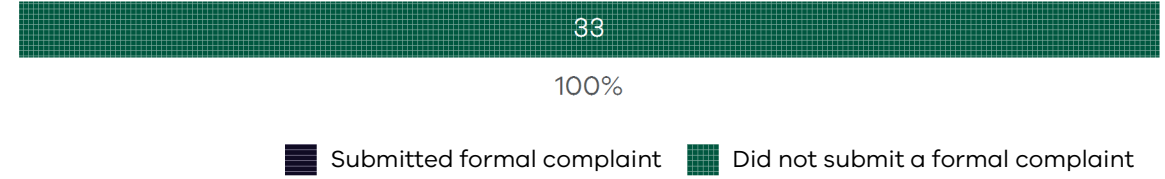
In the survey, we asked staff to tell us if they'd experienced discrimination at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

100% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 76% said the top reason was 'I believed there would be negative consequences for my career'.

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 career	76%	49%	54%
I believed there would be negative consequences for my reputation	55%	58%	56%
I didn't think it would make a difference	52%	54%	57%
I thought the complaint process would be embarrassing or difficult	21%	17%	13%
I didn't feel safe to report the incident	15%	25%	19%
I didn't need to because I no longer had contact with the person(s) who discriminated against me	12%	1%	3%
I believed there would be negative consequences for the person I was going to complain about	9%	10%	9%
I didn't know who to talk to	9%	7%	6%
I didn't think it was serious enough	9%	13%	12%
Other	9%	11%	10%

People outcomes

Frequency of discrimination

What this is

This is how often staff experienced discrimination.

Why this is important

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

How to read this

In this year's survey, 3% of your staff said they experienced discrimination.

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

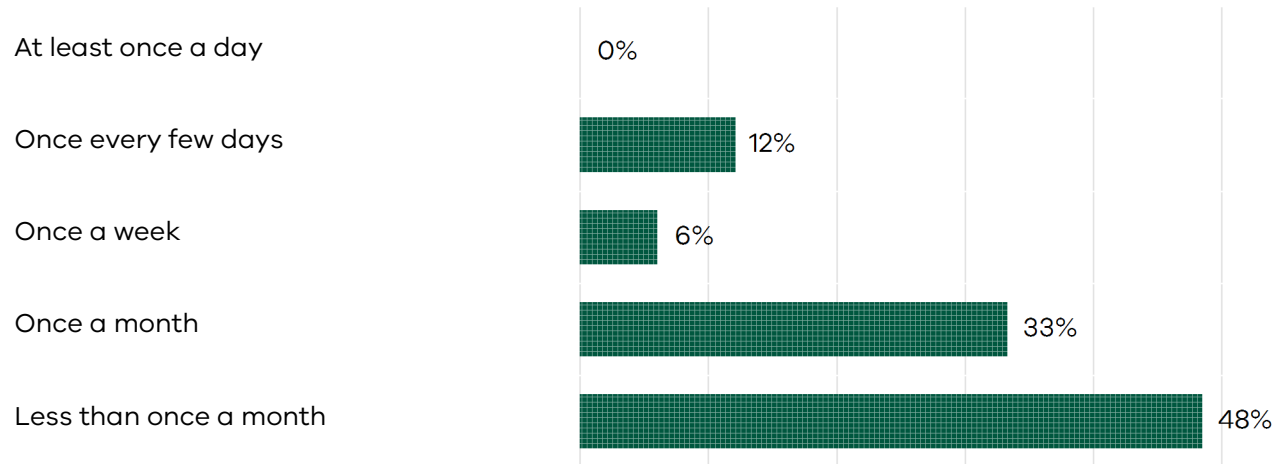
The graph shows how often staff were experiencing discrimination.

Example

3% of your staff who did the survey said they experienced discrimination.

Of that 3%, 0% said it was 'At least once a day'.

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



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.

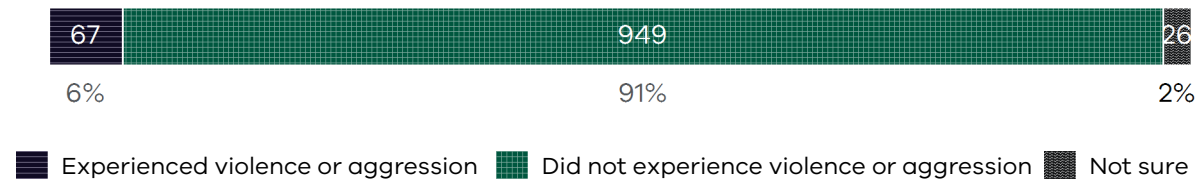
In descending order, the table shows the answers.

Example

6% of your staff who did the survey said they experienced violence or aggression.

Of that 6%, 72% 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	74%	72%	72%	69%
Abusive language	55%	61%	54%	81%
Threats of violence	14%	10%	10%	39%
Other	5%	6%	10%	12%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	3%	4%	3%	28%
Damage to my property or work equipment	1%	1%	1%	7%
Stalking, including cyber-stalking	3%	1%	1%	1%

Negative behaviour

Telling someone about violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

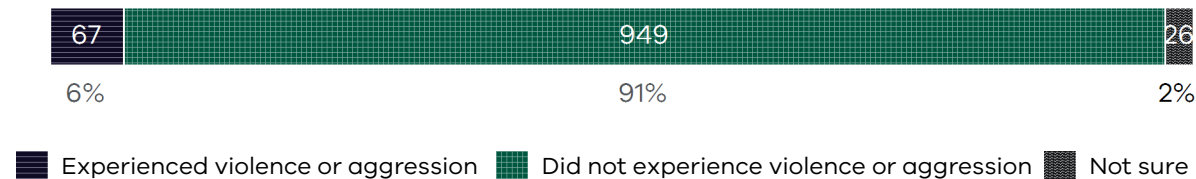
In descending order, the table shows the answers.

Example

6% of your staff who did the survey said they experienced violence or aggression, fo which

- 61% said the top way they reported the violence or aggression was 'Told a manager'
- 88% 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	68%	61%	57%	52%
Told a colleague	50%	45%	44%	46%
Told the person the behaviour was not OK	0%	25%	23%	33%
Told a friend or family member	24%	22%	20%	20%
Submitted a formal incident report	18%	12%	20%	32%
I did not tell anyone about the incident(s)	11%	7%	11%	8%
Told employee assistance program (EAP) or peer support	0%	7%	8%	3%
Told someone else	8%	7%	10%	6%
Told Human Resources	15%	4%	11%	4%

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

88% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 31% said the top reason was 'I didn't think it would make a difference'.

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
I didn't think it would make a difference	31%	37%	39%
I didn't think it was serious enough	27%	21%	33%
I believed there would be negative consequences for my career	25%	20%	12%
I believed there would be negative consequences for my reputation	24%	28%	16%
Other	22%	17%	12%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	19%	12%	15%
I didn't feel safe to report the incident	8%	11%	5%
I didn't need to because I made the violence or aggression stop	8%	12%	16%
I believed there would be negative consequences for the person I was going to complain about	7%	7%	4%
I thought the complaint process would be embarrassing or difficult	5%	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.

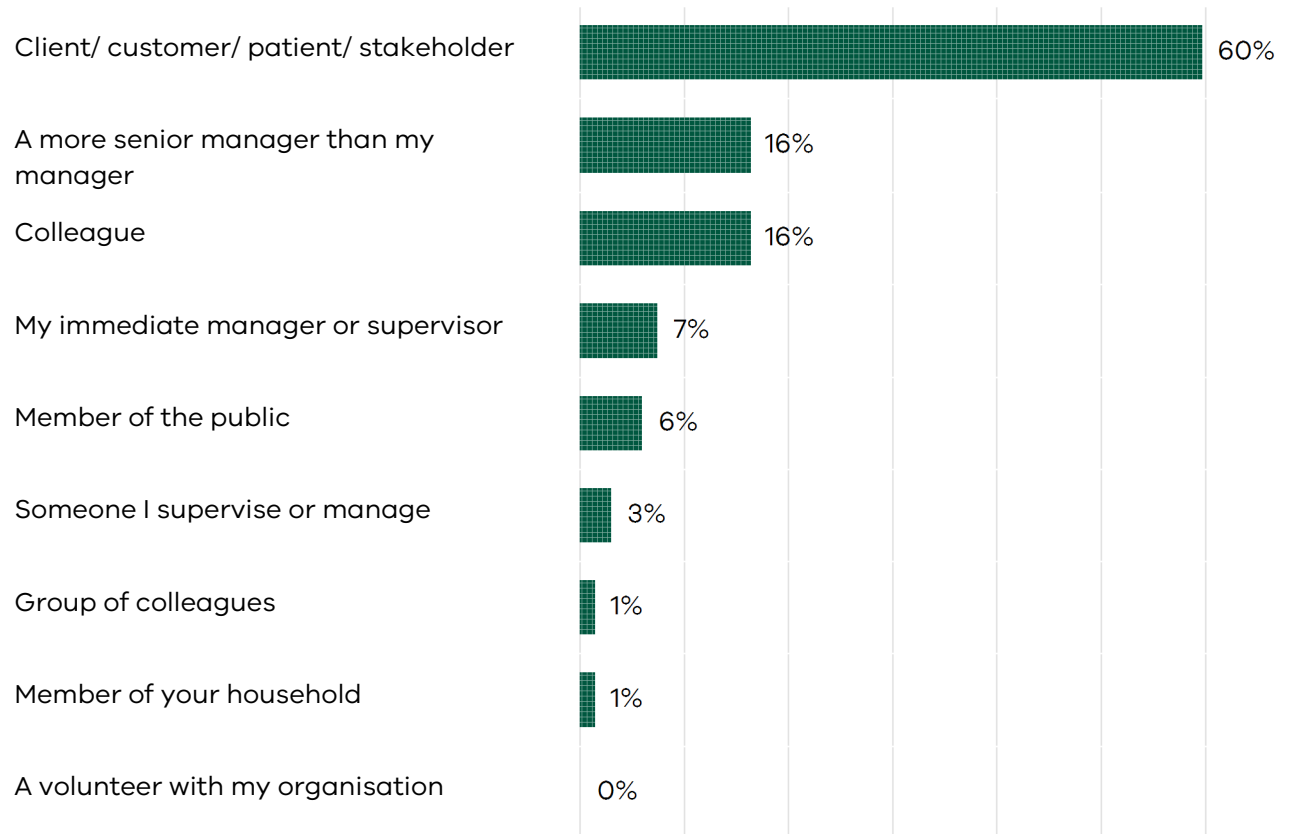
Each row is one perpetrator or a group of perpetrators.

Example

6% of your staff who did the survey said they experienced violence or aggression.

Of that 6%, 60% said it was 'Client/ customer/ patient/ stakeholder'.

67 people (6% 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, 6% of your staff said they experienced violence or aggression. If they did, they could tell us how often they experienced this behaviour.

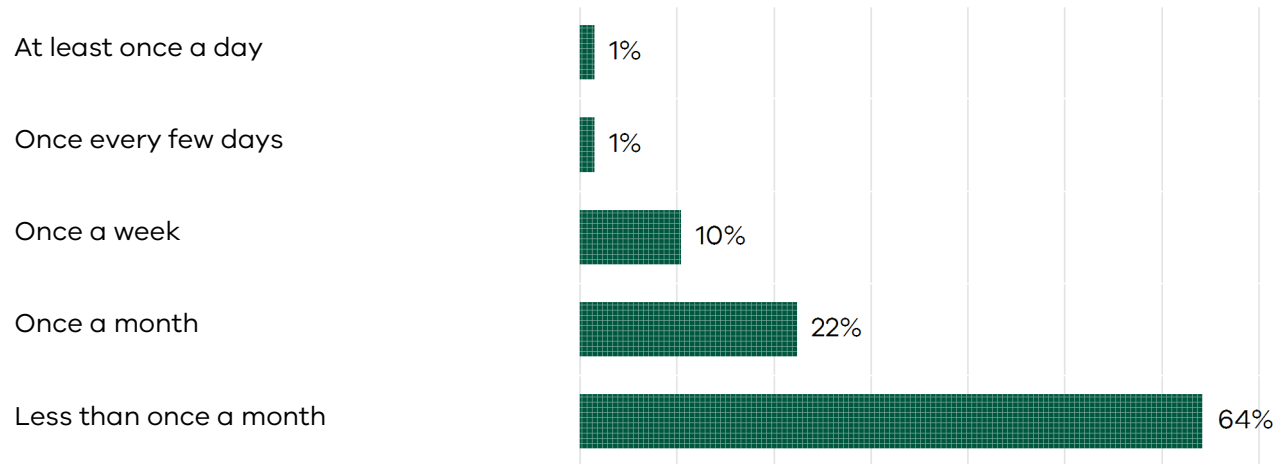
The graph shows how often staff were experiencing violence or aggression.

Example

6% of your staff who did the survey said they experienced violence or aggression.

Of that 6%, 1% said it was by 'At least once a day'.

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



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.

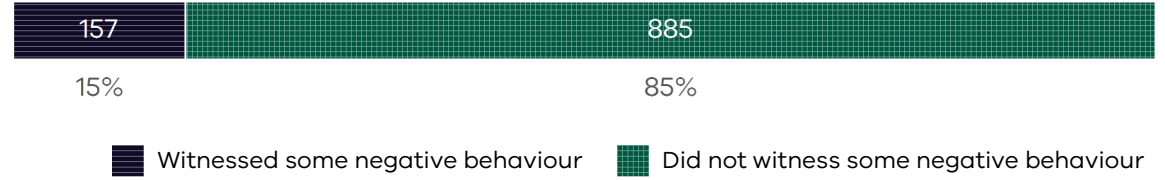
In descending order, the table shows the answers.

Example

15% of your staff who did the survey said they witnessed some negative behaviour at work.

85% 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	85%	81%	77%
Bullying of a colleague	12%	15%	16%
Discrimination against a colleague	6%	6%	8%
Violence or aggression against a colleague	2%	3%	6%
Sexual harassment of a colleague	0%	1%	1%

Negative behaviour

Taking action when witnessing negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

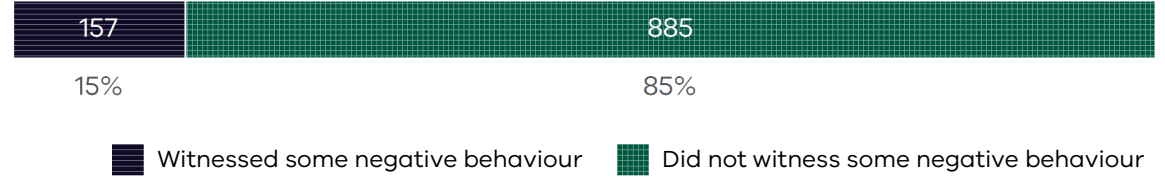
The table shows the answers in descending order.

Example

15% of your staff who did the survey witnessed negative behaviour, of which:

- 69% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 8% 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	69%	72%	72%
Told a manager	28%	33%	37%
Told the person the behaviour was not OK	22%	20%	25%
Told a colleague	18%	23%	21%
Spoke to the person who behaved in a negative way	12%	16%	22%
Other	10%	6%	7%
Took no action	8%	8%	7%
Told Human Resources	4%	10%	6%
Submitted a formal complaint	2%	4%	6%

People outcomes

Negative behaviour — satisfaction with making a formal complaint

What this is

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

Why this is important

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

How to read this

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

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

Example

43% of staff who did the survey were satisfied with the way your organisation handled their formal 'Bullying' complaint.

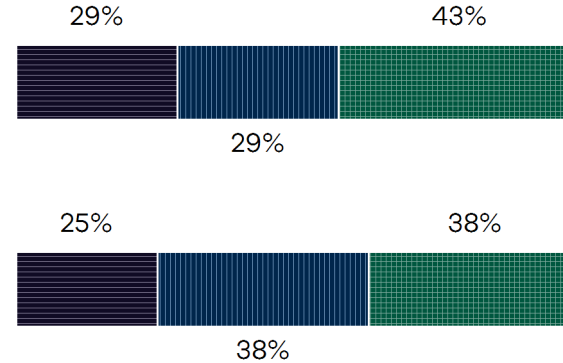
Survey question

Were you satisfied with the way your formal complaint was handled

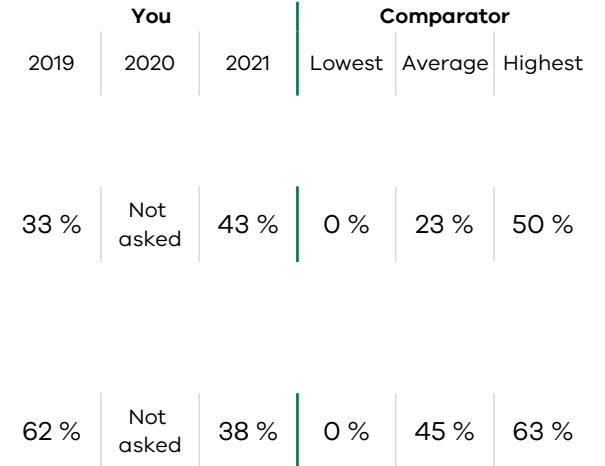
Bullying

Violence or aggression

Your results



Benchmark satisfied results



People matter

survey 2021

Have your say

Report overview

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

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- 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

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

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 'You2021' 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 3% 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%	+3%	89%
Job enrichment	I understand how my job contributes to my organisation's purpose	90%	-1%	88%
Meaningful work	I feel that I can make a worthwhile contribution at work	88%	+0%	87%
Supporting question - gender equality	My organisation uses inclusive and respectful images and language	86%	Not asked in 2020	83%
Workgroup support	People in my workgroup actively support diversity and inclusion in the workplace	86%	Not asked in 2020	84%
Manager leadership	My manager is committed to workplace safety	85%	Not asked in 2020	85%
Manager leadership	My manager works effectively with people from diverse backgrounds	85%	Not asked in 2020	85%
Workgroup support	People in my workgroup treat each other with respect	85%	+0%	82%
Quality service delivery	My workgroup values human rights	85%	Not asked in 2020	85%
Meaningful work	I am achieving something important through my work	85%	-2%	83%

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 25% 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)	25%	Not asked in 2020	24%
Taking action	My organisation has taken positive action on the results of last year's survey	32%	Not asked in 2020	32%
Learning and development	I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers)	35%	Not asked in 2020	35%
Learning and development	I feel I have an equal chance at promotion in my organisation	40%	Not asked in 2020	39%
Safety climate	All levels of my organisation are involved in the prevention of stress	43%	+1%	40%
Workload	I have enough time to do my job effectively	45%	-4%	48%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	48%	-7%	49%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	50%	-6%	50%
Workgroup support	Workgroups across my organisation willingly share information with each other	51%	+2%	49%
Manager support	I receive adequate recognition for my contributions and accomplishments	51%	Not asked in 2020	54%

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 'Engagement', the 'You 2021' column shows 75% of your staff agreed with 'I am proud to tell others I work for my organisation'.

In the 'Increase from 2020' column, you have a 6% increase, which is a positive trend.

Question group	Most improved from last year	You 2021	Increase from 2020	Comparator 2021
Engagement	I am proud to tell others I work for my organisation	75%	+6%	75%
Manager support	My manager listens to what I have to say	80%	+5%	80%
Manager support	My manager involves me in decisions about my work	75%	+5%	76%
Engagement	My organisation inspires me to do the best in my job	62%	+4%	59%
Workgroup support	I am able to work effectively with others outside my immediate workgroup	84%	+3%	87%
Workgroup support	I am able to work effectively with others in my workgroup	90%	+3%	89%
Senior leadership	Senior leaders provide clear strategy and direction	63%	+2%	57%
Engagement	My organisation motivates me to help achieve its objectives	62%	+2%	61%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	60%	+2%	57%
Workgroup support	Workgroups across my organisation willingly share information with each other	51%	+2%	49%

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 'Workplace flexibility', the 'You 2021' column shows 67% of your staff agreed with 'I am confident that if I requested a flexible work arrangement, it would be given due consideration'.

In the 'Decrease from 2020' column, you have a 9% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2021	Decrease from 2020	Comparator 2021
Workplace flexibility	I am confident that if I requested a flexible work arrangement, it would be given due consideration	67%	-9%	69%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	48%	-7%	49%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	50%	-6%	50%
Job enrichment	I clearly understand what I am expected to do in this job	77%	-6%	78%
Satisfaction	How satisfied are you with your career development within your current organisation	53%	-4%	51%
Safe to speak up	People in your workgroup are able to bring up problems and tough issues	68%	-4%	73%
Workload	I have enough time to do my job effectively	45%	-4%	48%
Workgroup support	People in my workgroup regularly reach out to support me and my wellbeing	68%	-3%	72%
Workload	The workload I have is appropriate for the job that I do	52%	-3%	53%
Satisfaction	Considering everything, how satisfied are you with your current job	69%	-2%	69%

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 'Learning and development', the 'You 2021' column shows 70% of your staff agreed with 'My organisation places a high priority on the learning and development of staff'.

The 'difference' column, shows that agreement for this question was 13 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2021	Difference	Comparator 2021
Learning and development	My organisation places a high priority on the learning and development of staff	70%	+13%	57%
Senior leadership	Senior leaders provide clear strategy and direction	63%	+6%	57%
Learning and development	There are adequate opportunities for me to develop skills and experience in my organisation	59%	+6%	53%
Supporting question - gender equality	My organisation would support me if I needed to take family violence leave	73%	+5%	68%
Senior leadership	Senior leaders model my organisation's values	66%	+5%	61%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	56%	+5%	51%
Senior leadership	Senior leaders support staff to work in an environment of change	62%	+5%	57%
Organisational integrity	My organisation does not tolerate improper conduct	72%	+5%	68%
Learning and development	I am developing and learning in my role	75%	+5%	71%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	55%	+4%	50%

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 'Workgroup support', the 'You2021' column shows 68% of your staff agreed with 'People in my workgroup regularly reach out to support me and my wellbeing'.

The 'difference' column, shows that agreement for this question was 5 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2021	Difference	Comparator 2021
Workgroup support	People in my workgroup regularly reach out to support me and my wellbeing	68%	-5%	72%
Safe to speak up	People in your workgroup are able to bring up problems and tough issues	68%	-5%	73%
Safety climate	My organisation consults employees on health and safety matters	62%	-5%	67%
Innovation	My workgroup is quick to respond to opportunities to do things better	66%	-4%	70%
Innovation	My workgroup respectfully consults with clients and stakeholders to improve outcomes	75%	-4%	79%
Innovation	My workgroup learns from failures and mistakes	65%	-3%	68%
Innovation	My workgroup encourages employee creativity	65%	-3%	68%
Manager support	I receive adequate recognition for my contributions and accomplishments	51%	-3%	54%
Quality service delivery	My workgroup focuses on making decisions informed by all relevant facts	68%	-3%	71%
Innovation	My workgroup takes reasonable risks to improve its services	59%	-3%	62%

People matter

survey 2021

Have your say

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- Highest scoring
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- Most improved
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- Age, defence force and education
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- Adjustments
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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

52% 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'.

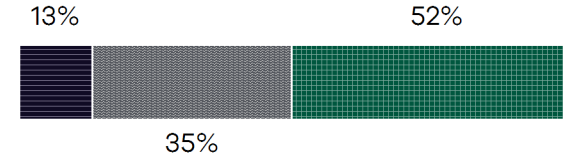
Survey question

Your results

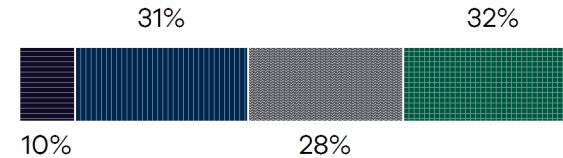
Benchmark agree results



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	52 %	36 %	50 %	63 %
My organisation has taken positive action on the results of last year's survey	Not asked	Not asked	32 %	15 %	32 %	50 %

People matter

survey 2021

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Key differences

- Highest scoring
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- Biggest positive difference from comparator
- Biggest negative difference from comparator

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- Categories

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.

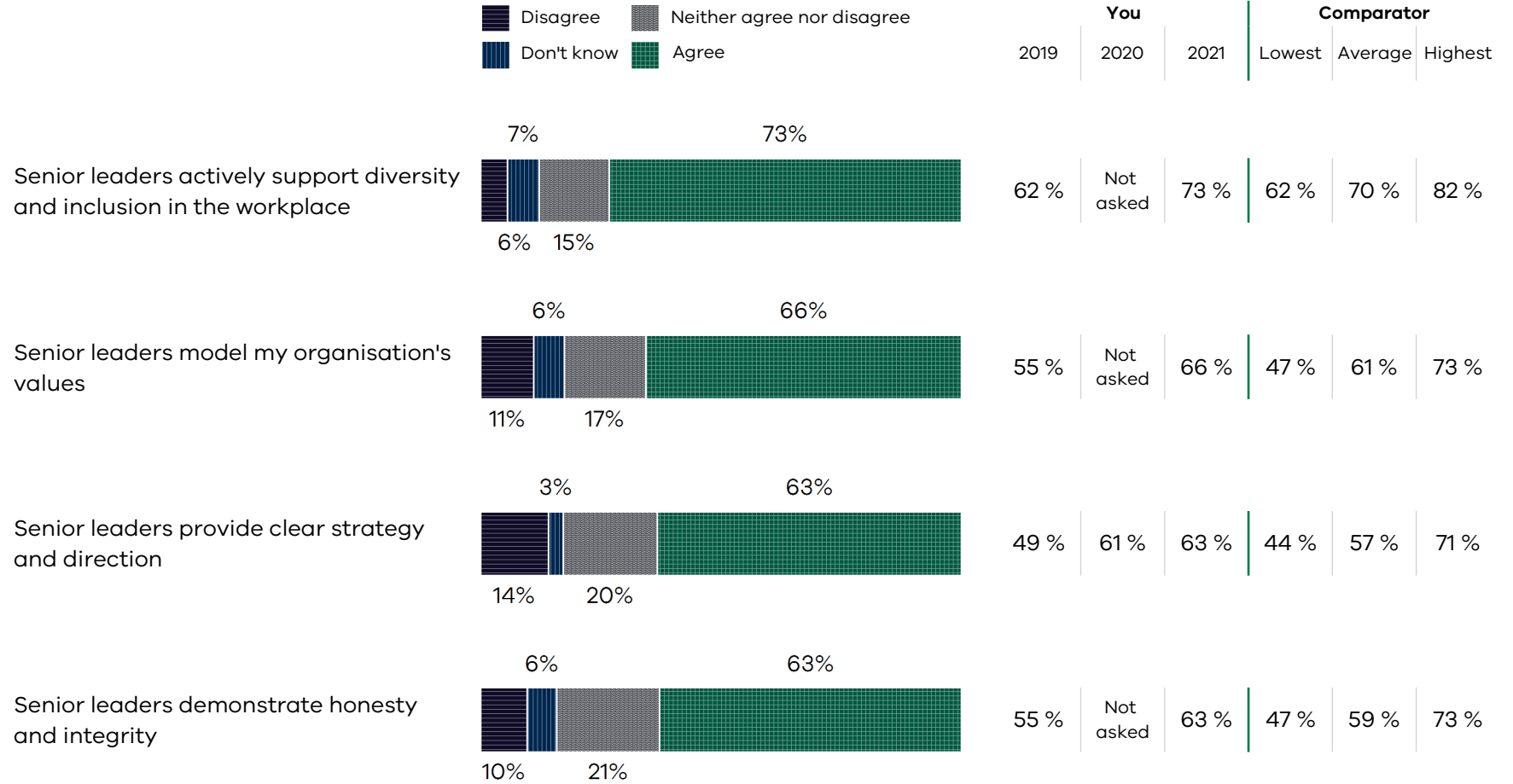
Example

73% 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.

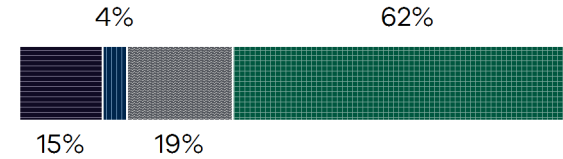
Example

62% of your staff who did the survey agreed or strongly agreed with 'Senior leaders support staff to work in an environment of change'.

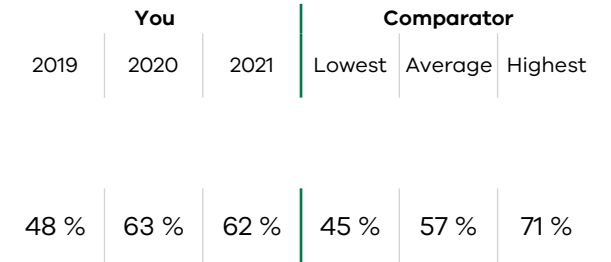
Survey question

Senior leaders support staff to work in an environment of change

Your results



Benchmark agree results



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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.

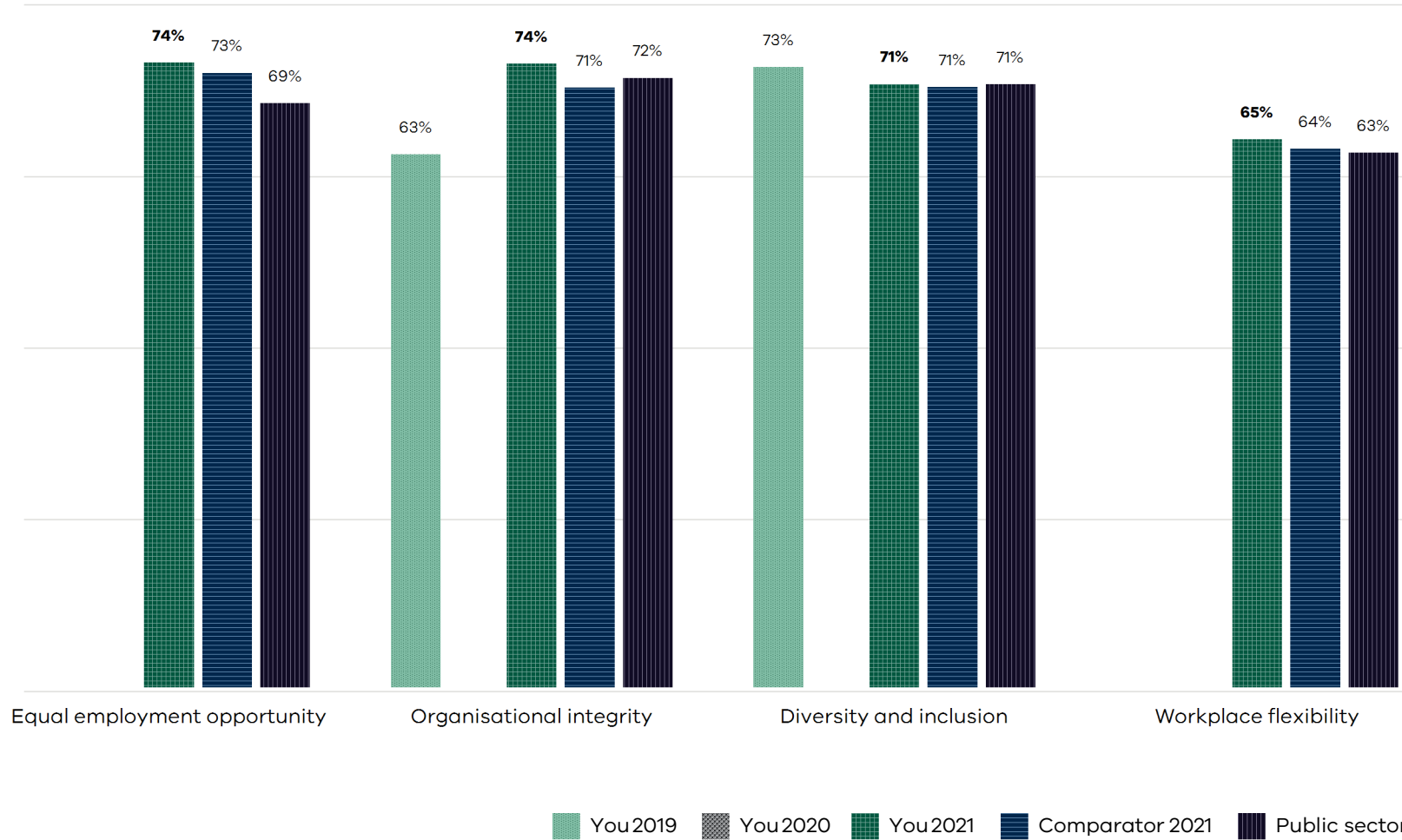
Example

In 2021:

- 74% of your staff who did the survey responded positively to questions about Equal employment opportunity.

Compared to:

- 73% of staff at your comparator and 69% 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.

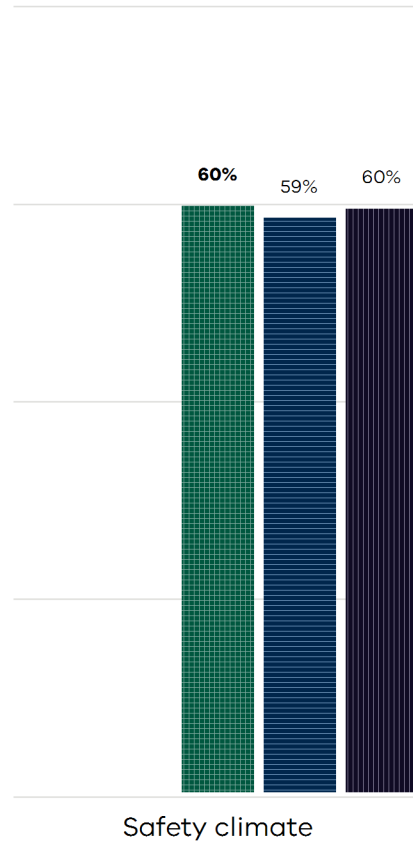
Example

In 2021:

- 60% of your staff who did the survey responded positively to questions about Safety climate.

Compared to:

- 59% of staff at your comparator and 60% of staff across the public sector.



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.

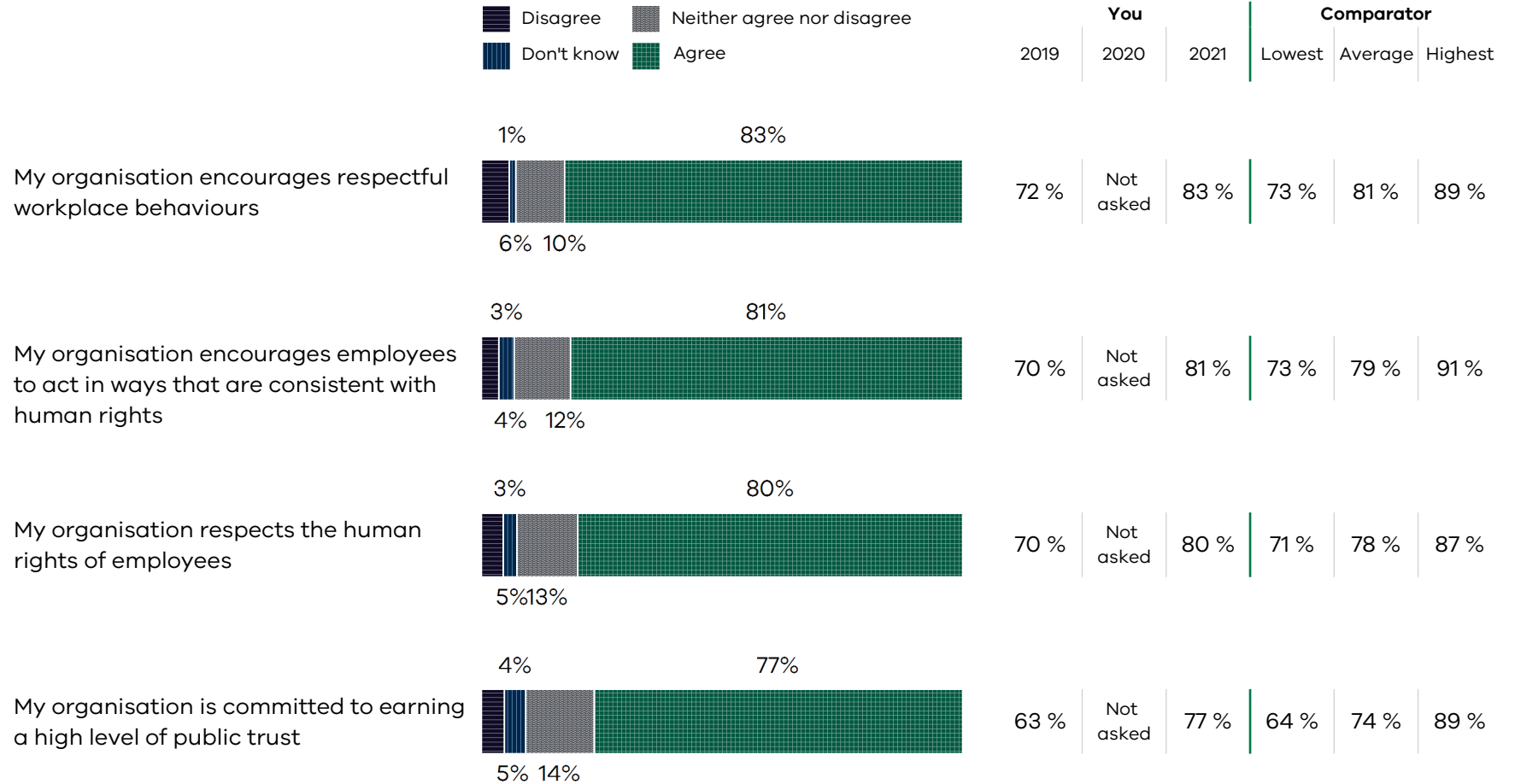
Example

83% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages respectful workplace behaviours'.

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

72% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

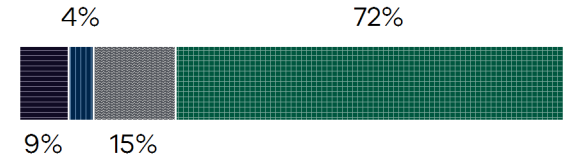
Survey question

Your results

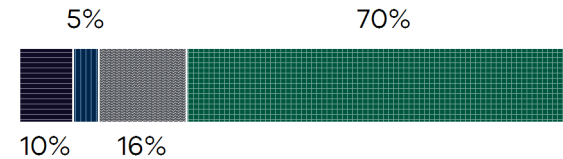
Benchmark agree results



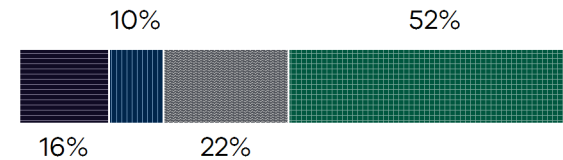
My organisation does not tolerate improper conduct



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
	61 %	Not asked	72 %	53 %	68 %	78 %
	60 %	Not asked	70 %	55 %	67 %	82 %
	46 %	Not asked	52 %	39 %	49 %	58 %

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

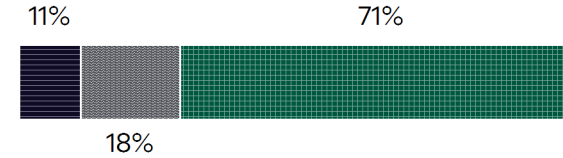
71% of your staff who did the survey agreed or strongly agreed with 'I have the flexibility I need to manage my work and non-work activities and responsibilities'.

Survey question

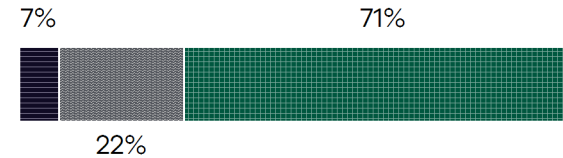
Your results

Benchmark agree results

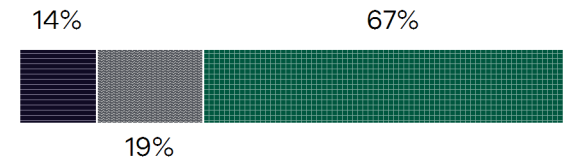
I have the flexibility I need to manage my work and non-work activities and responsibilities



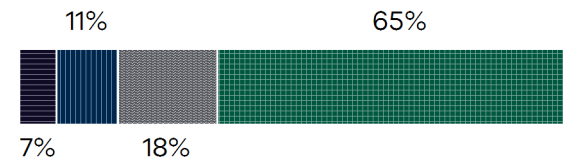
My organisation supports employees with family or other caring responsibilities, regardless of gender



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



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



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
I have the flexibility I need to manage my work and non-work activities and responsibilities	Not asked	Not asked	71 %	64 %	70 %	75 %
My organisation supports employees with family or other caring responsibilities, regardless of gender	Not asked	Not asked	71 %	63 %	70 %	79 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	60 %	76 %	67 %	58 %	69 %	82 %
There is a positive culture within my organisation in relation to employees who have family responsibilities	Not asked	Not asked	65 %	53 %	64 %	75 %

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

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 who use flexible work arrangements'.

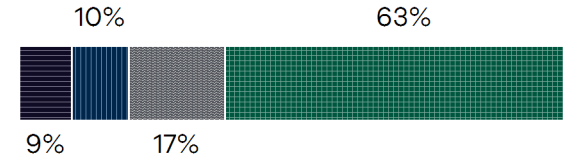
Survey question

Your results

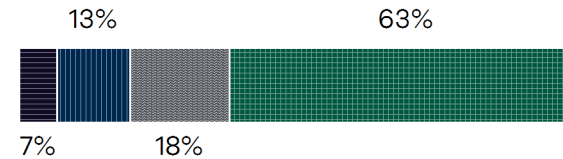
Benchmark agree results



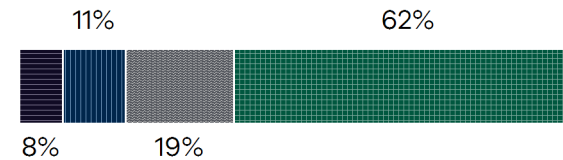
There is a positive culture within my organisation in relation to employees who use flexible work arrangements



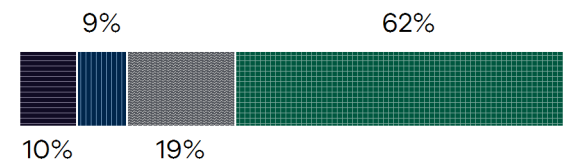
There is a positive culture within my organisation in relation to employees who have caring responsibilities



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



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



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
There is a positive culture within my organisation in relation to employees who use flexible work arrangements	63 %	Not asked	63 %	46 %	59 %	77 %
There is a positive culture within my organisation in relation to employees who have caring responsibilities	65 %	Not asked	63 %	51 %	61 %	74 %
Having family responsibilities is not a barrier to success in my organisation	Not asked	Not asked	62 %	57 %	62 %	74 %
Using flexible work arrangements is not a barrier to success in my organisation	Not asked	Not asked	62 %	52 %	60 %	77 %

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.

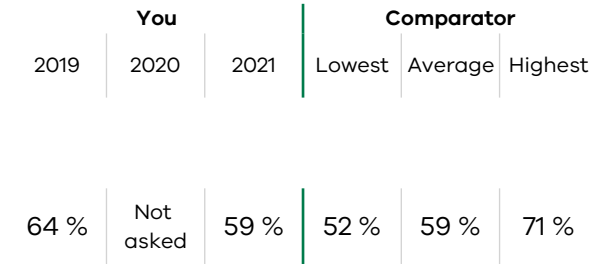
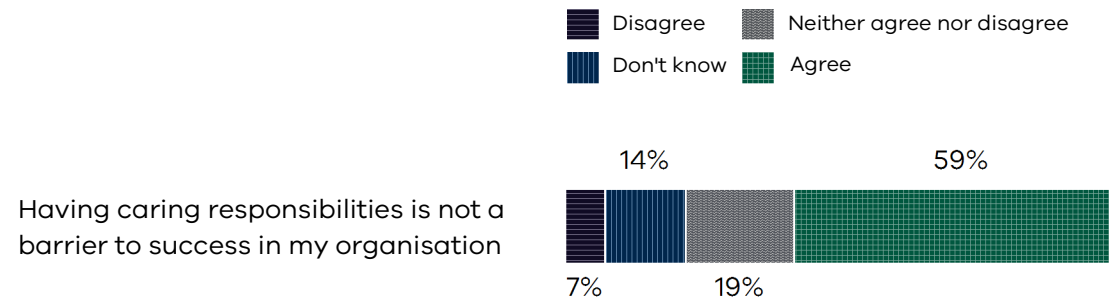
Example

59% 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

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

39% of staff who did the survey said the flexible work arrangement they used was 'Working from an alternative location (e.g. home, hub/shared work space)'.

Do you use any of the following flexible work arrangements?	You 2021	Comparator 2021	Public sector 2021
Working from an alternative location (e.g. home, hub/shared work space)	39%	35%	24%
No, I do not use any flexible work arrangements	38%	44%	38%
Flexible start and finish times	18%	19%	23%
Part-time	15%	14%	19%
Working more hours over fewer days	4%	3%	6%
Using leave to work flexible hours	4%	4%	8%
Shift swap	3%	2%	12%
Other	3%	2%	2%
Purchased leave	1%	1%	2%
Study leave	0%	1%	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.

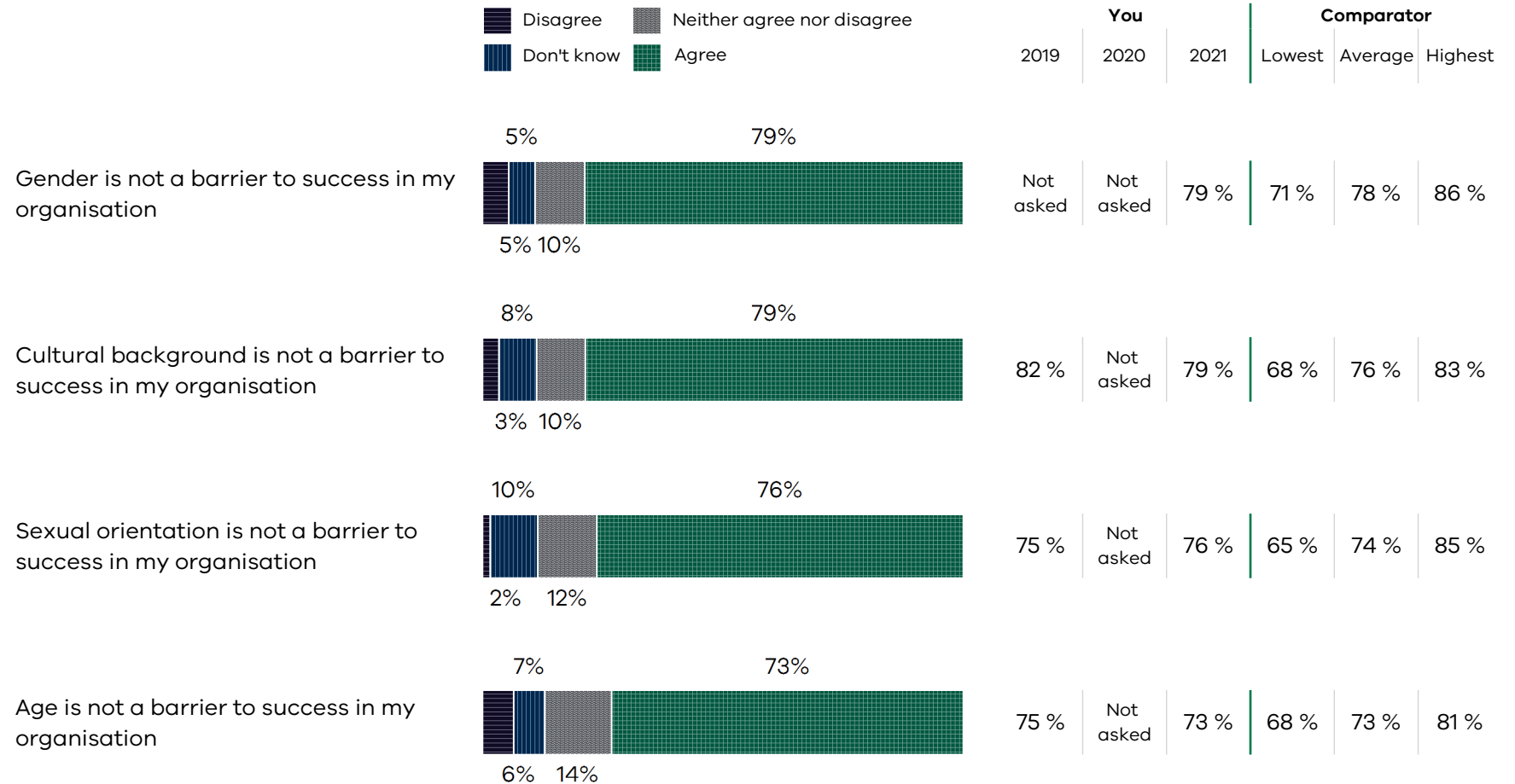
Example

79% of your staff who did the survey agreed or strongly agreed with 'Gender 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.

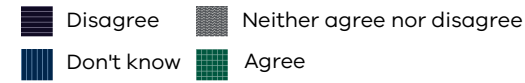
Example

69% of your staff who did the survey agreed or strongly agreed with 'Disability is not a barrier to success in my organisation'.

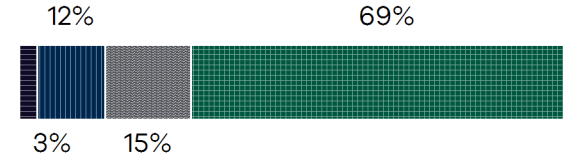
Survey question

Your results

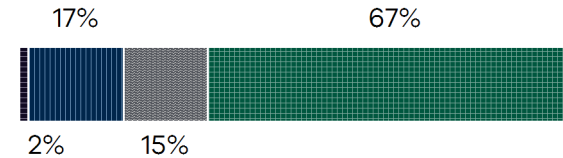
Benchmark agree results



Disability is not a barrier to success in my organisation



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



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
Disability is not a barrier to success in my organisation	73 %	Not asked	69 %	59 %	67 %	79 %
Being Aboriginal and/or Torres Strait Islander is not a barrier to success in my organisation	Not asked	Not asked	67 %	60 %	68 %	79 %

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.

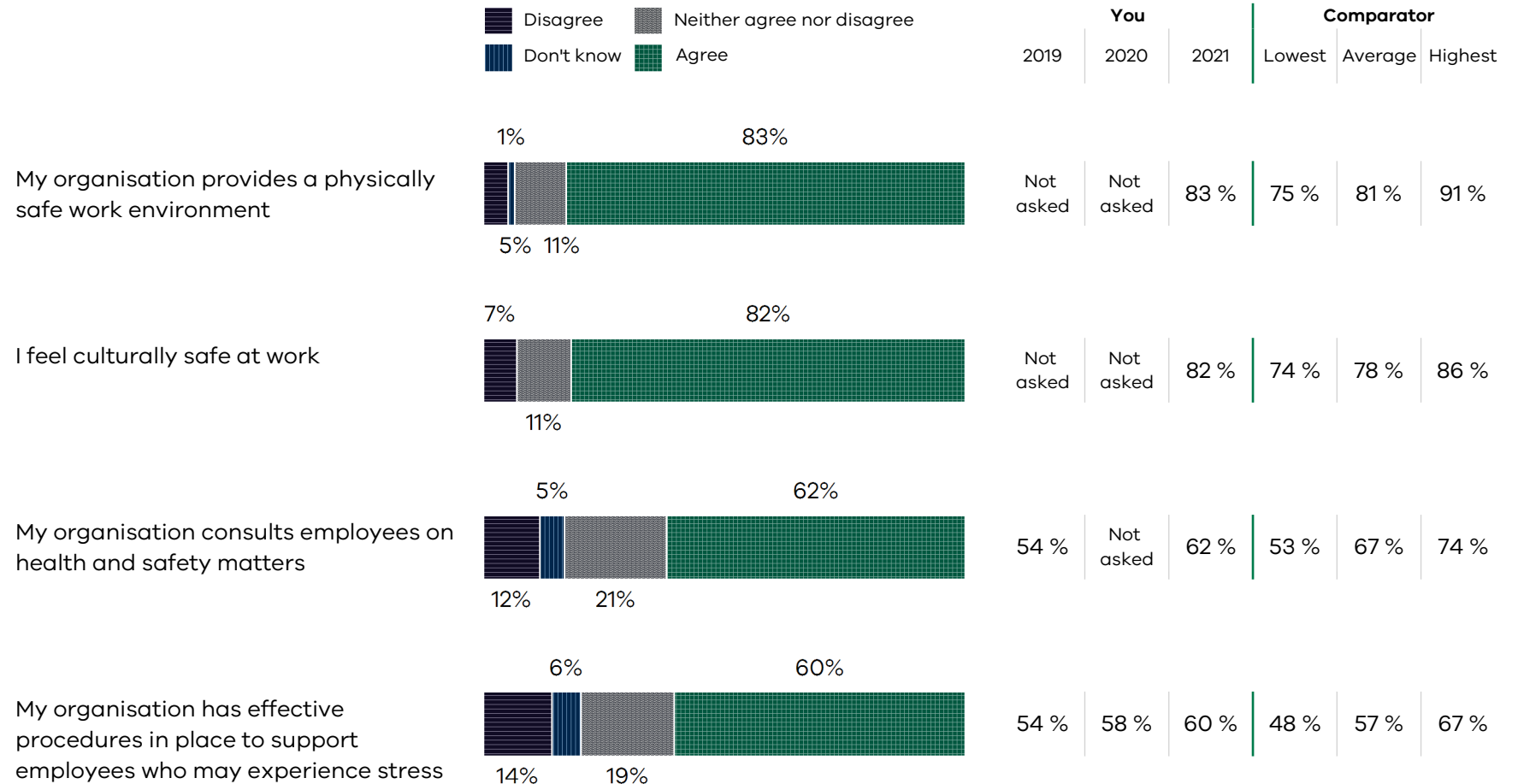
Example

83% 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

55% of your staff who did the survey agreed or strongly agreed with 'In my workplace, there is good communication about psychological safety issues that affect me'.

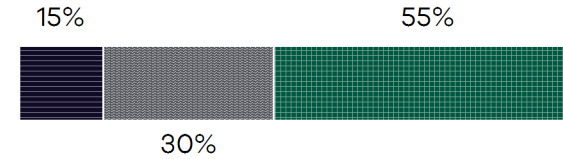
Survey question

Your results

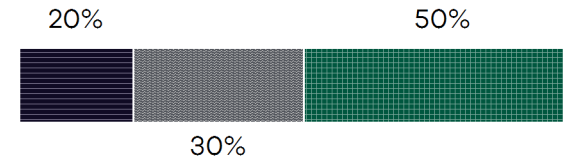
Benchmark agree results



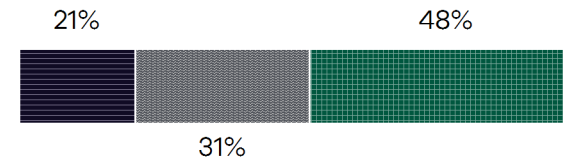
In my workplace, there is good communication about psychological safety issues that affect me



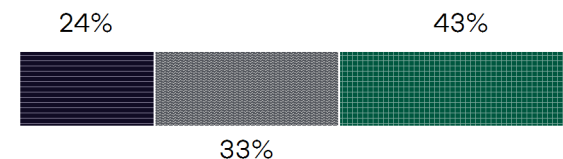
Senior leaders consider the psychological health of employees to be as important as productivity



Senior leaders show support for stress prevention through involvement and commitment



All levels of my organisation are involved in the prevention of stress



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
In my workplace, there is good communication about psychological safety issues that affect me	40 %	56 %	55 %	38 %	50 %	60 %
Senior leaders consider the psychological health of employees to be as important as productivity	35 %	56 %	50 %	36 %	50 %	59 %
Senior leaders show support for stress prevention through involvement and commitment	35 %	56 %	48 %	36 %	49 %	56 %
All levels of my organisation are involved in the prevention of stress	30 %	42 %	43 %	28 %	40 %	49 %

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.

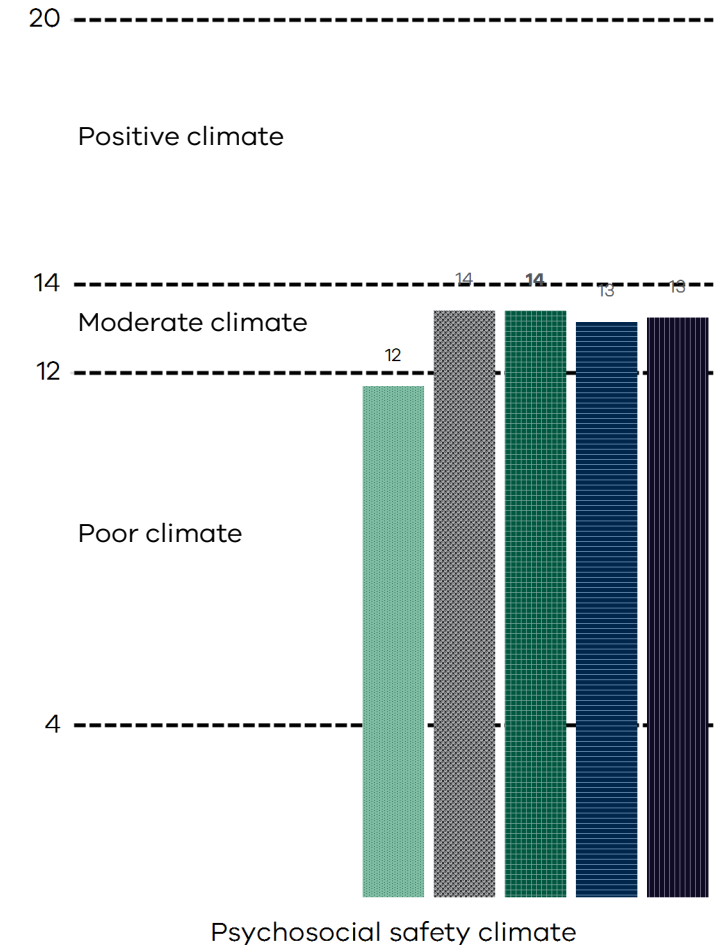
A score of:

- 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

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.

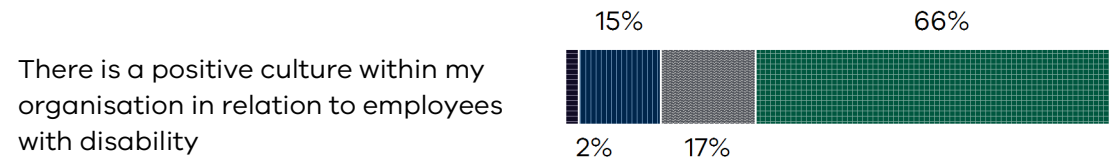
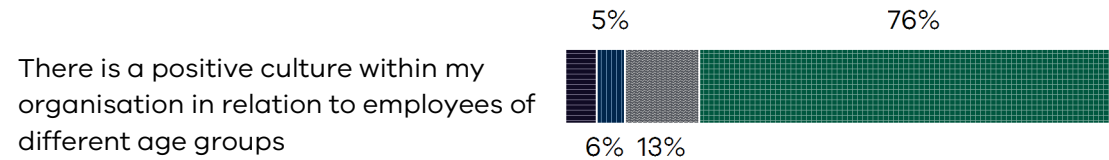
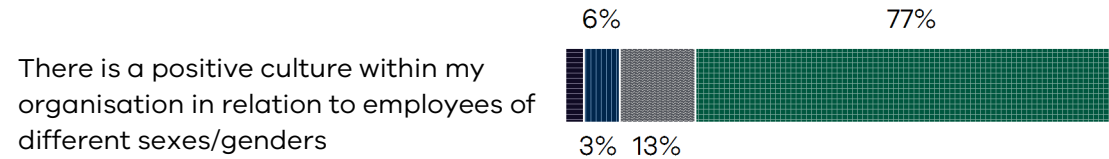
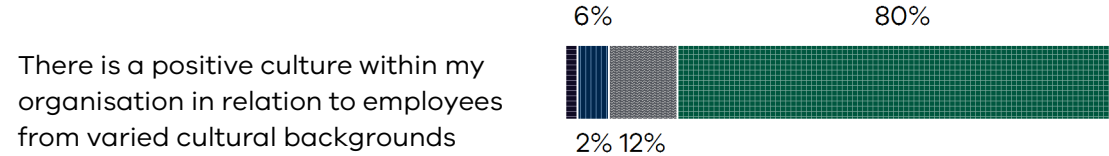
Example

80% 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
81 %	Not asked	80 %	68 %	77 %	85 %	
79 %	Not asked	77 %	67 %	76 %	85 %	
80 %	Not asked	76 %	64 %	74 %	83 %	
70 %	Not asked	66 %	58 %	67 %	84 %	

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

66% of your staff who did the survey agreed or strongly agreed with 'There is a positive culture within my organisation in relation to employees in relation to employees who are Aboriginal and / or Torres Strait Islander'.

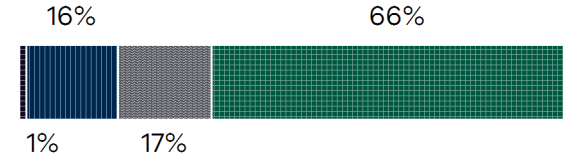
Survey question

Your results

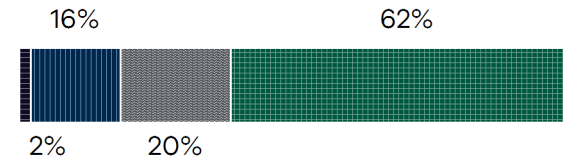
Benchmark agree results



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



There is a positive culture within my organisation in relation to employees who identify as LGBTIQ+



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
67 %	Not asked	66 %	61 %	68 %	84 %	
62 %	Not asked	62 %	55 %	64 %	84 %	

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.

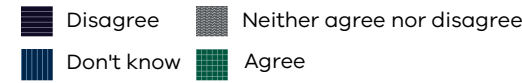
Example

86% of your staff who did the survey agreed or strongly agreed with 'My organisation uses inclusive and respectful images and language'.

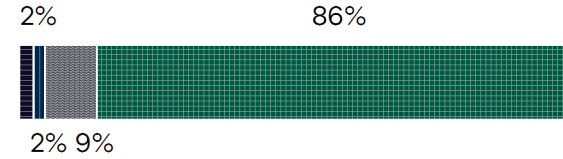
Survey question

Your results

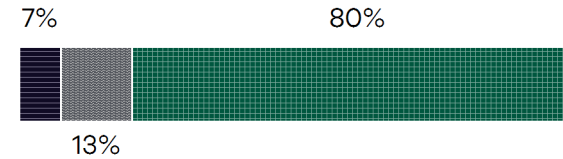
Benchmark agree results



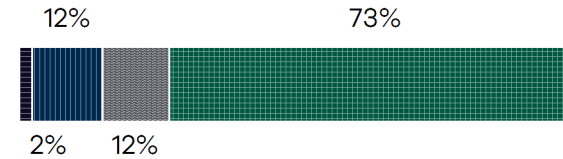
My organisation uses inclusive and respectful images and language



In my workgroup work is allocated fairly, regardless of gender



My organisation would support me if I needed to take family violence leave



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
My organisation uses inclusive and respectful images and language	Not asked	Not asked	86 %	80 %	83 %	92 %
In my workgroup work is allocated fairly, regardless of gender	Not asked	Not asked	80 %	77 %	79 %	85 %
My organisation would support me if I needed to take family violence leave	Not asked	Not asked	73 %	61 %	68 %	78 %

People matter

survey 2021

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- Violence and aggression
- Witnessing negative behaviours

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- Taking action questions

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- Disability
- Gender, variations in sex characteristics and sexual orientation
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories

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.

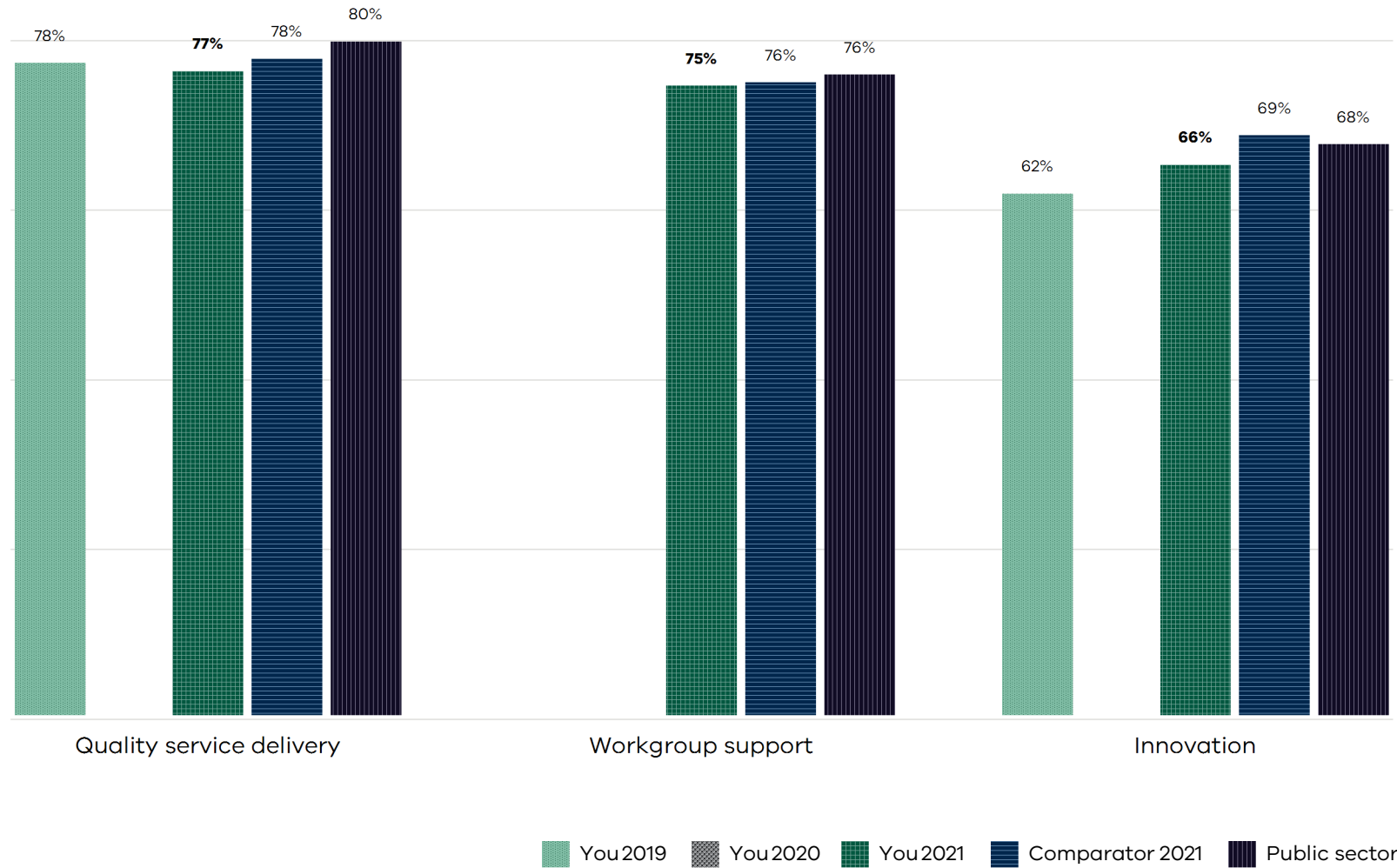
Example

In 2021:

- 77% of your staff who did the survey responded positively to questions about .

Compared to:

- 78% 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.

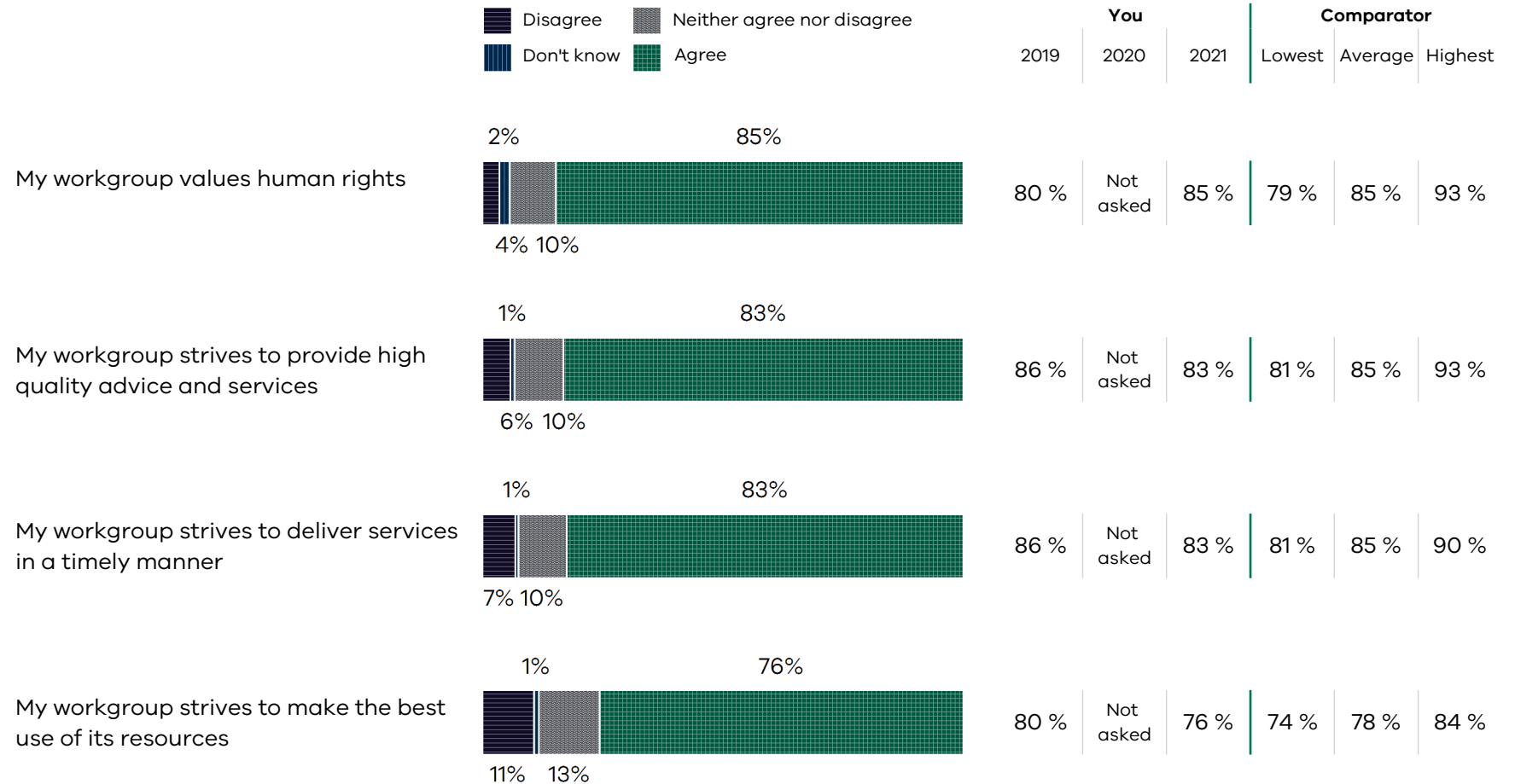
Example

85% of your staff who did the survey agreed or strongly agreed with 'My workgroup values human rights'.

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.

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

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

Example

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

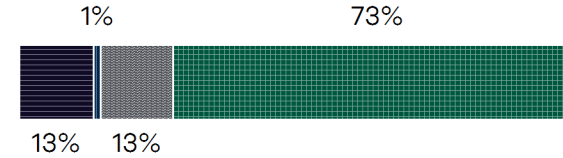
Survey question

Your results

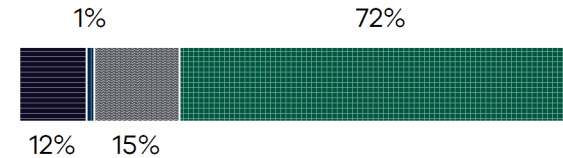
Benchmark agree results



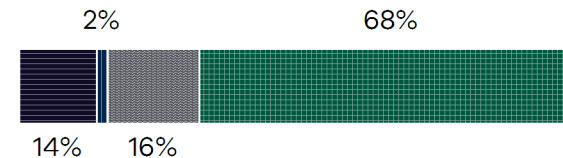
My workgroup has clear lines of responsibility



My workgroup places a priority on acting fairly and without bias



My workgroup focuses on making decisions informed by all relevant facts



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
My workgroup has clear lines of responsibility	65 %	Not asked	73 %	66 %	71 %	78 %
My workgroup places a priority on acting fairly and without bias	75 %	Not asked	72 %	69 %	74 %	83 %
My workgroup focuses on making decisions informed by all relevant facts	73 %	Not asked	68 %	68 %	71 %	83 %

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.

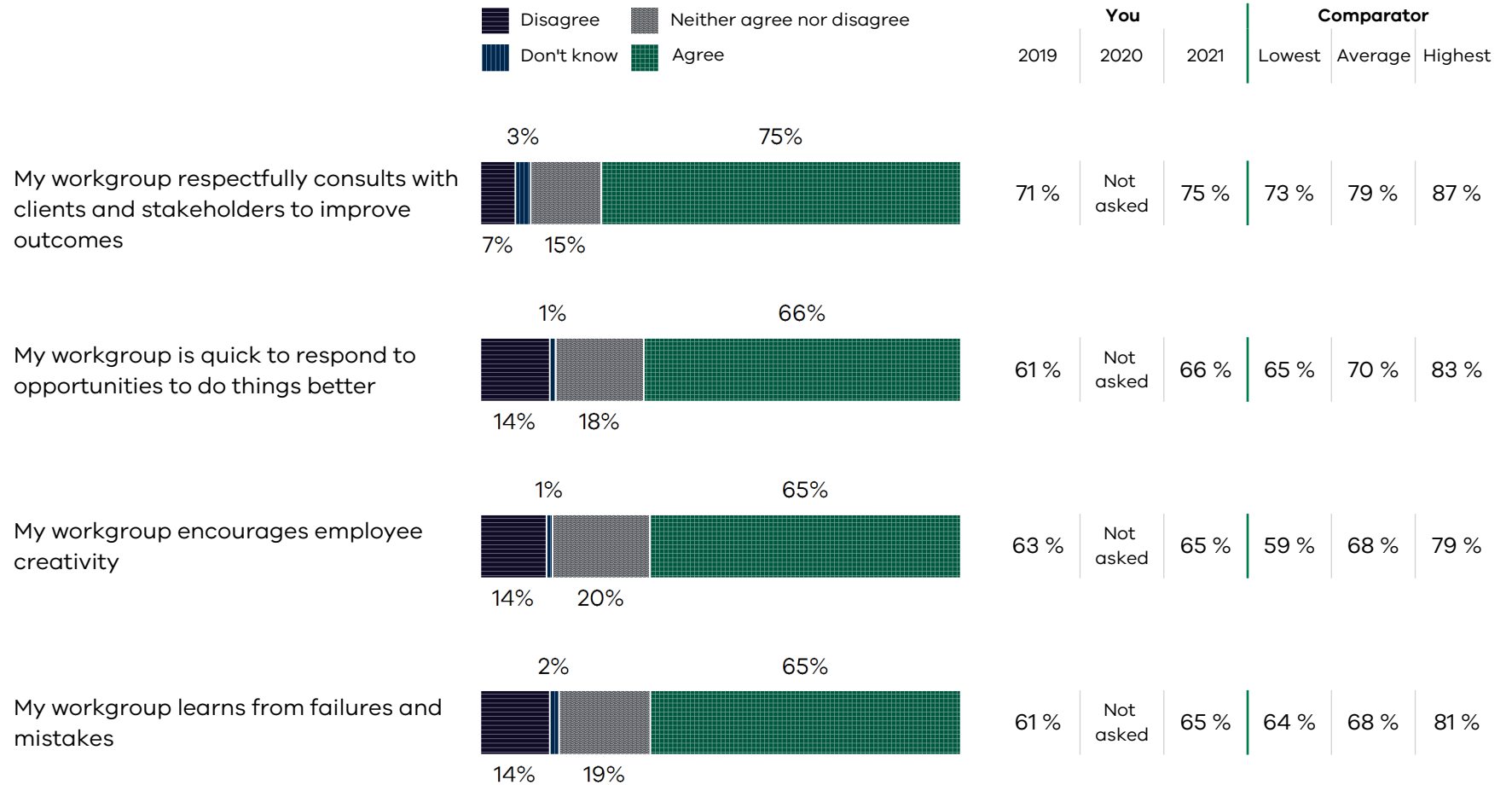
Example

75% 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.

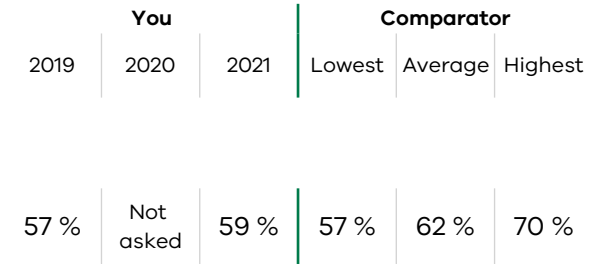
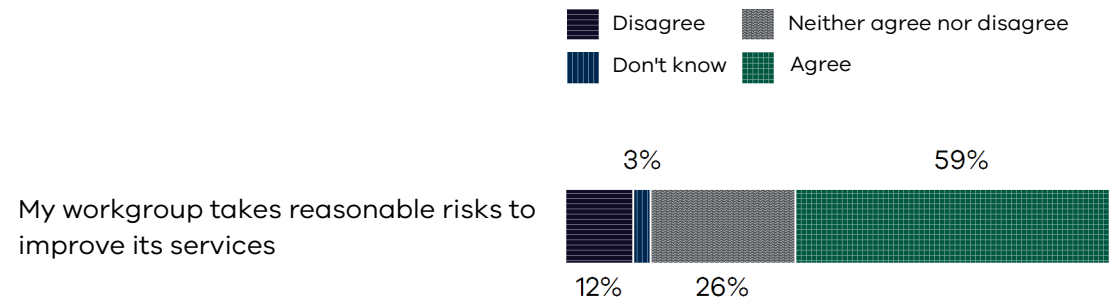
Example

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

Survey question

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.

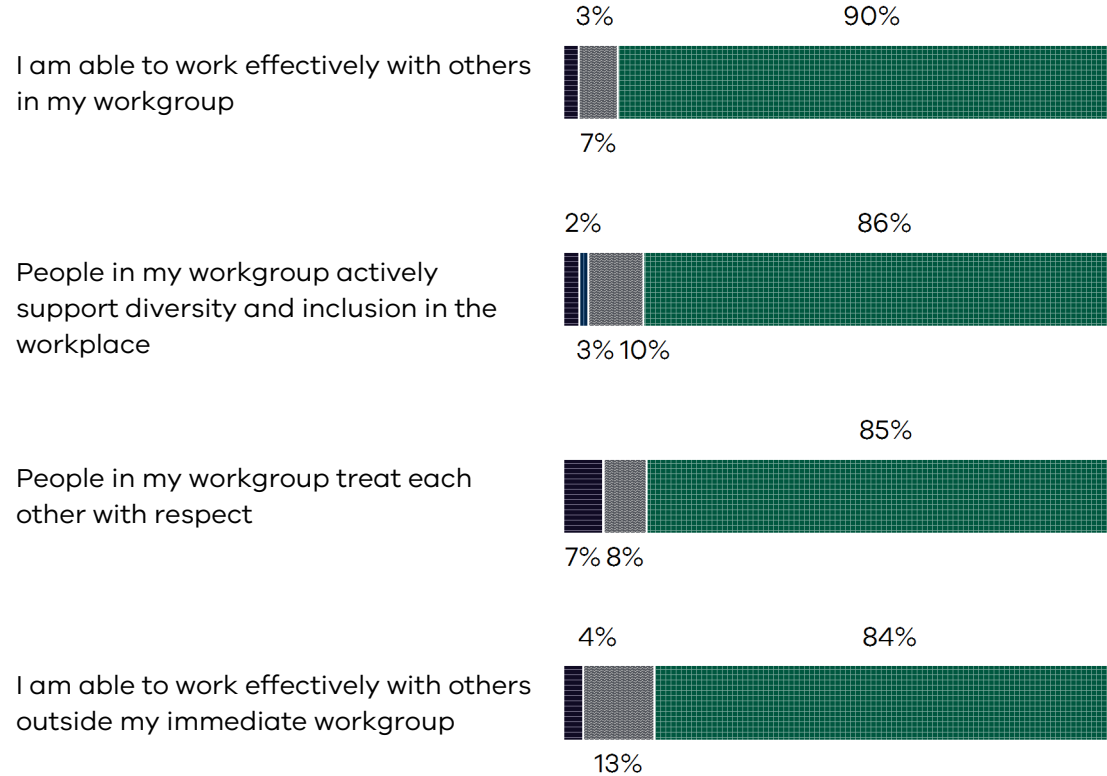
Example

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 %	85 %	89 %	94 %
People in my workgroup actively support diversity and inclusion in the workplace	83 %	Not asked	86 %	77 %	84 %	91 %
People in my workgroup treat each other with respect	81 %	85 %	85 %	77 %	82 %	89 %
I am able to work effectively with others outside my immediate workgroup	Not asked	80 %	84 %	82 %	87 %	93 %

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.

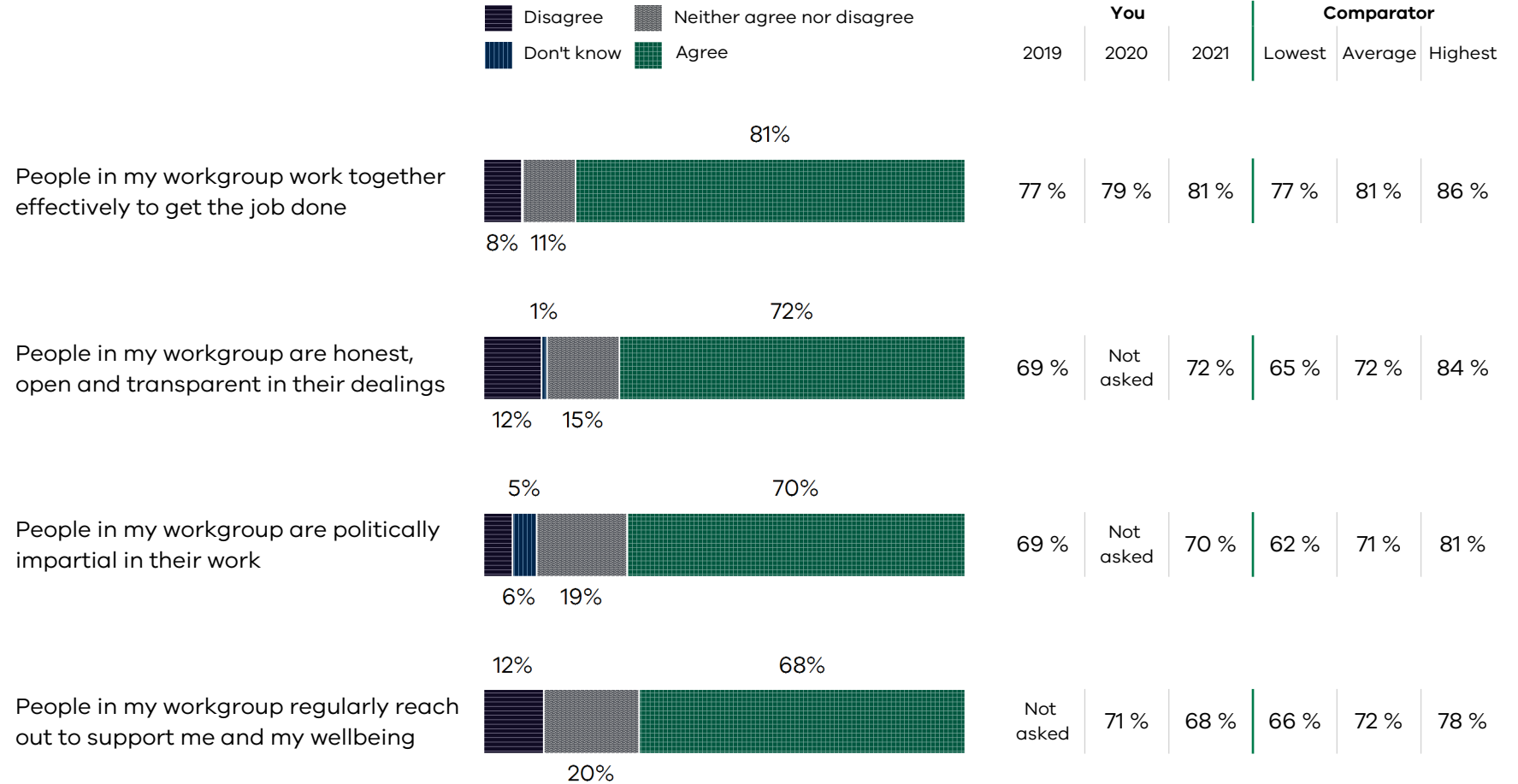
Example

81% 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

65% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

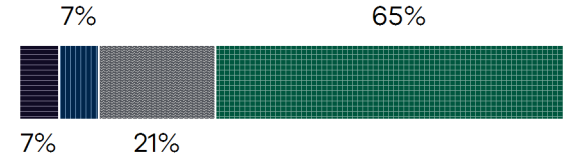
Survey question

Your results

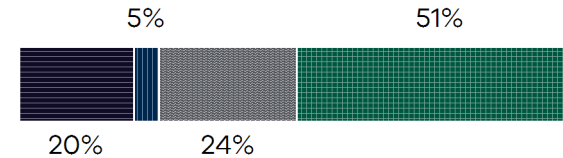
Benchmark agree results



People in my workgroup appropriately manage conflicts of interest



Workgroups across my organisation willingly share information with each other



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
People in my workgroup appropriately manage conflicts of interest	66 %	Not asked	65 %	63 %	68 %	82 %
Workgroups across my organisation willingly share information with each other	47 %	49 %	51 %	38 %	49 %	65 %

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survey 2021

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- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

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- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

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

Job and manager factors

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

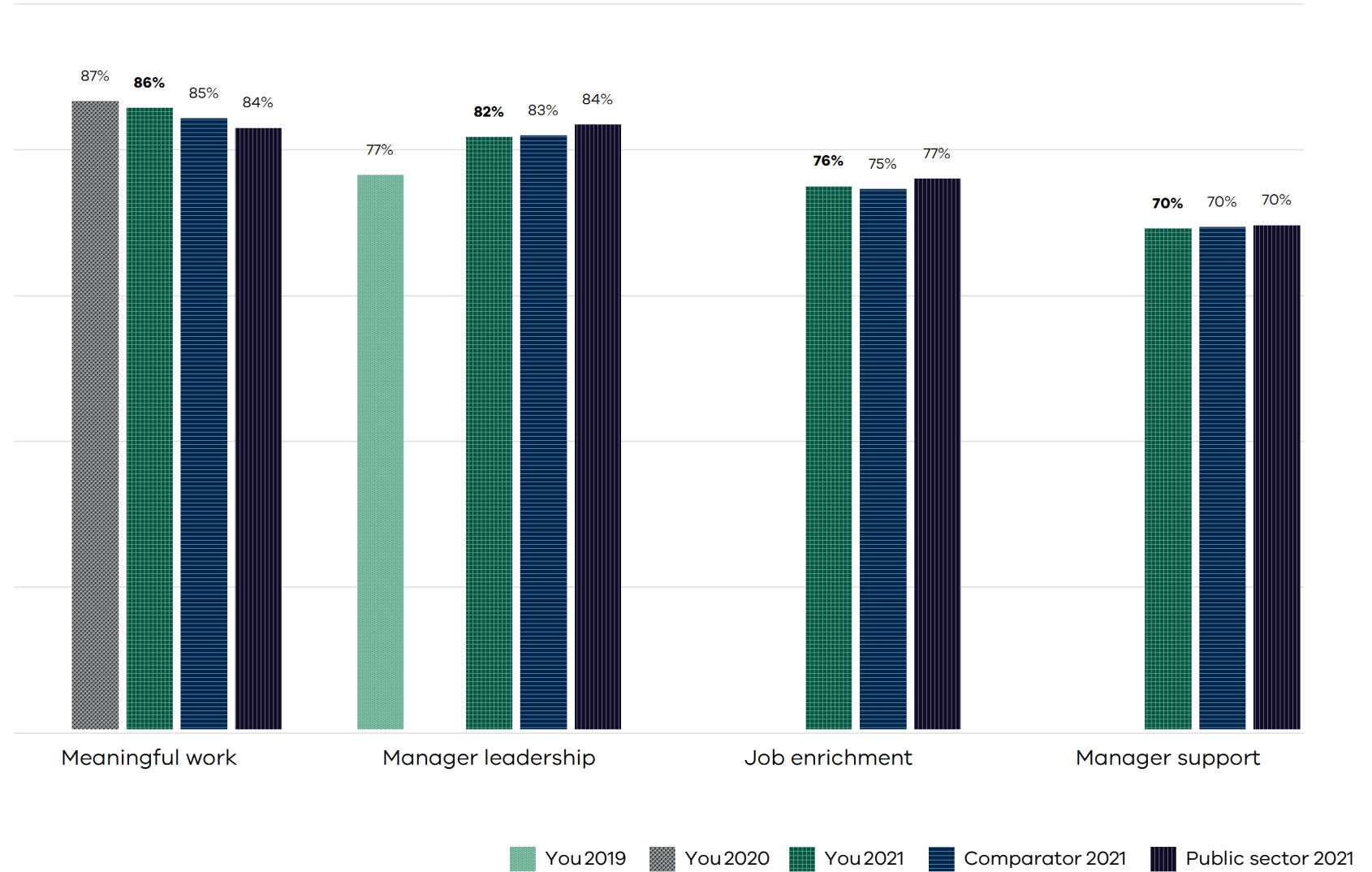
Example

In 2021:

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

Compared to:

- 85% 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.

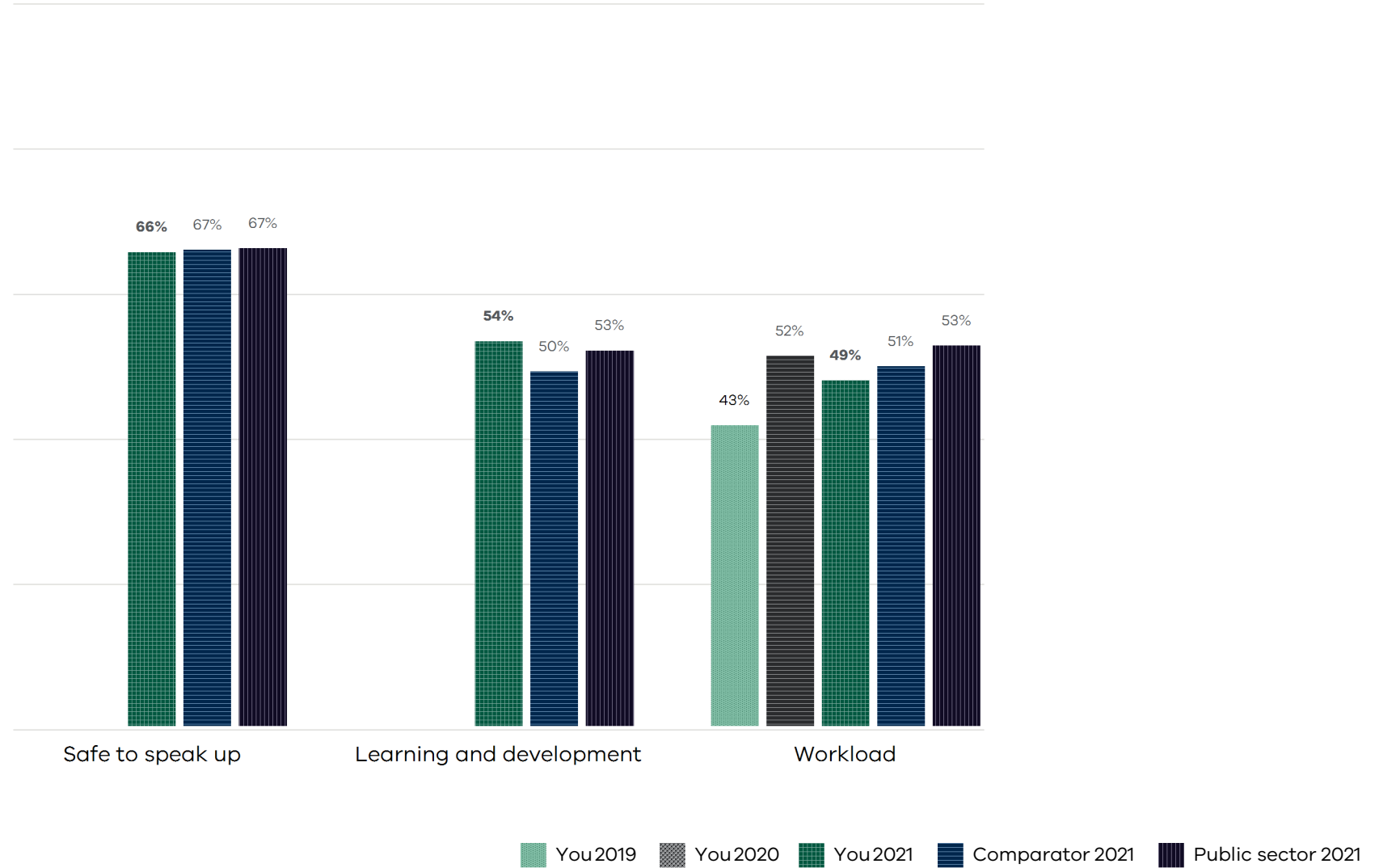
Example

In 2021:

- 66% of your staff who did the survey responded positively to questions about Safe to speak up.

Compared to:

- 67% 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.

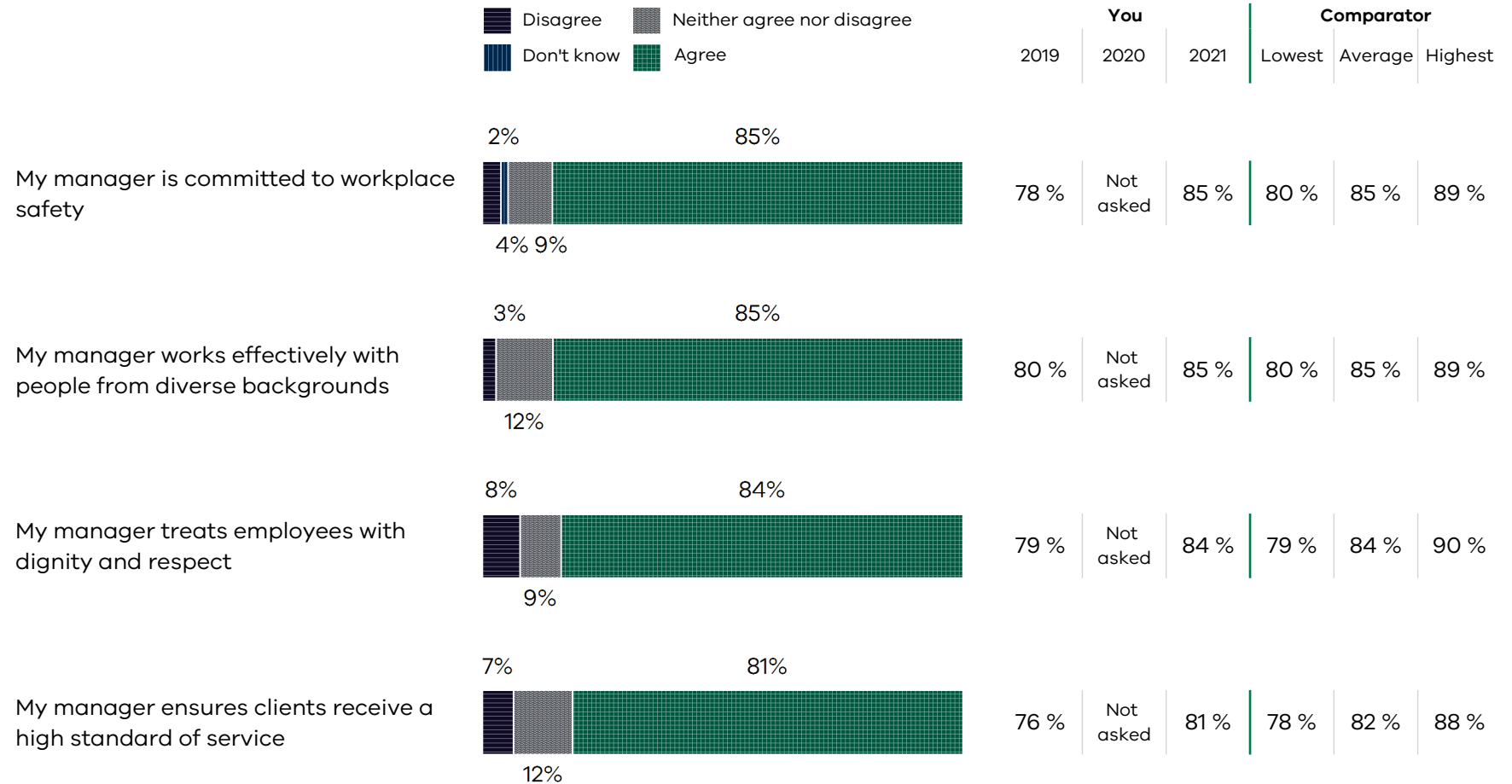
Example

85% of your staff who did the survey agreed or strongly agreed with 'My manager is committed to workplace safety'.

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.

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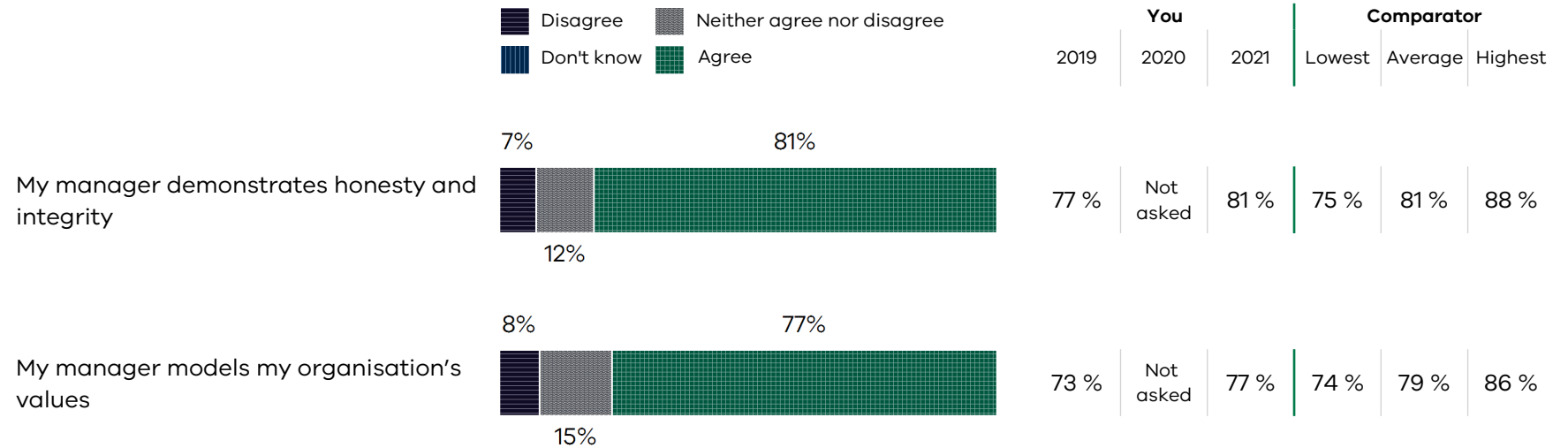
Example

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

Survey question

Your results

Benchmark agree results



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.

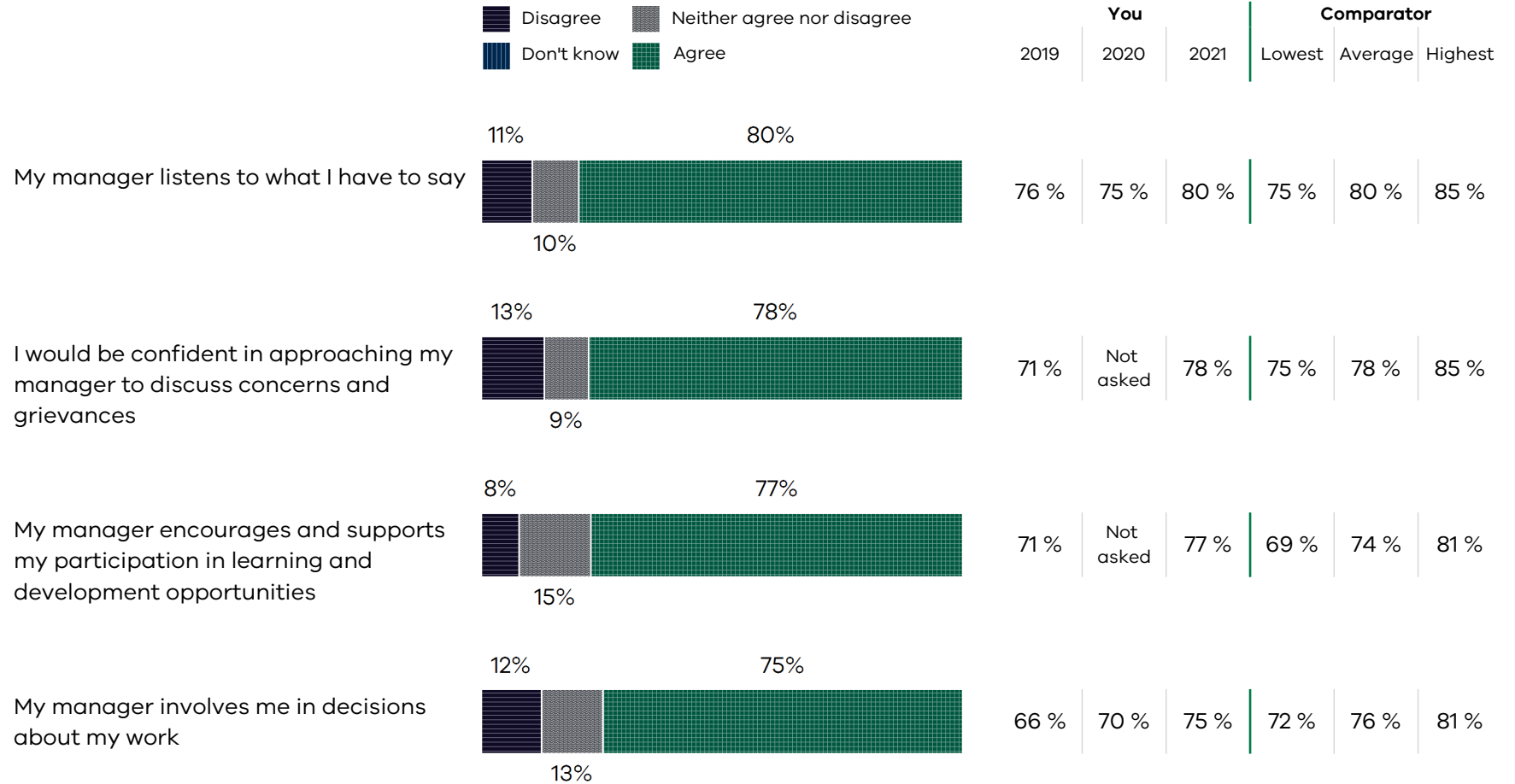
Example

80% 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

74% of your staff who did the survey agreed or strongly agreed with 'My manager provides me with enough support when I need it'.

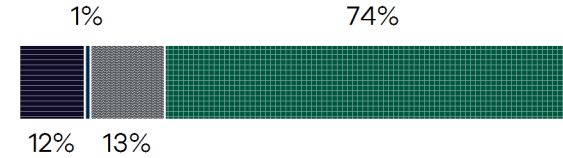
Survey question

Your results

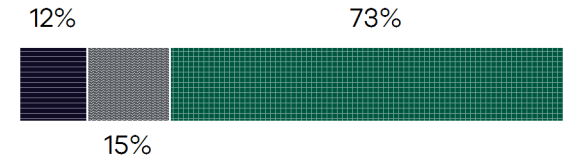
Benchmark agree results



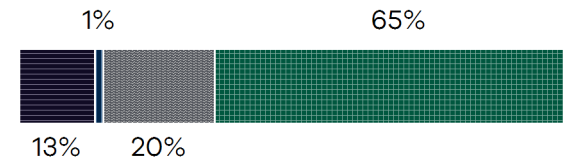
My manager provides me with enough support when I need it



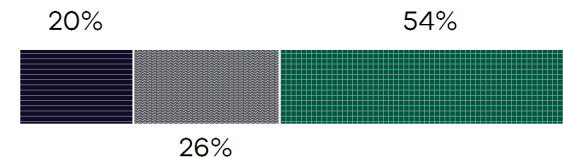
My manager keeps me informed about what's going on



My manager provides feedback to me in a way that helps me improve my performance



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



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
My manager provides me with enough support when I need it	Not asked	72 %	74 %	70 %	74 %	80 %
My manager keeps me informed about what's going on	62 %	74 %	73 %	68 %	74 %	80 %
My manager provides feedback to me in a way that helps me improve my performance	59 %	66 %	65 %	58 %	66 %	74 %
My manager has regular conversations with me about my learning and development	Not asked	Not asked	54 %	44 %	53 %	61 %

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.

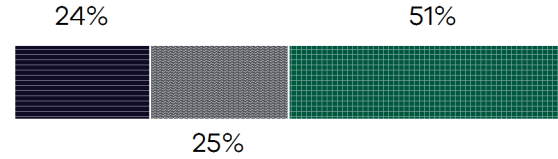
Example

51% of your staff who did the survey agreed or strongly agreed with 'I receive adequate recognition for my contributions and accomplishments'.

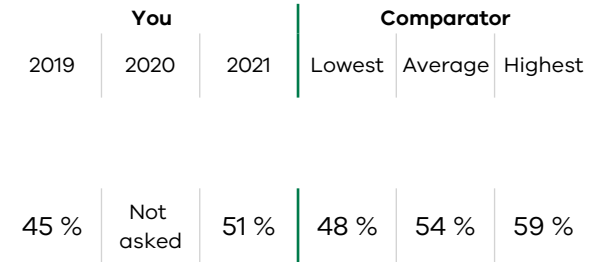
Survey question

I receive adequate recognition for my contributions and accomplishments

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

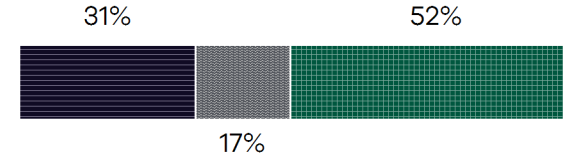
52% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

Survey question

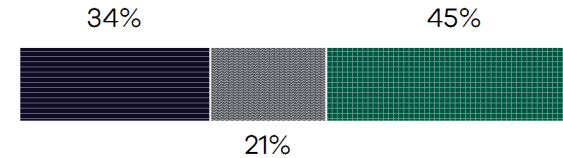
Your results

Benchmark agree results

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



I have enough time to do my job effectively



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	44 %	55 %	52 %	48 %	53 %	63 %
I have enough time to do my job effectively	41 %	49 %	45 %	42 %	48 %	58 %

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.

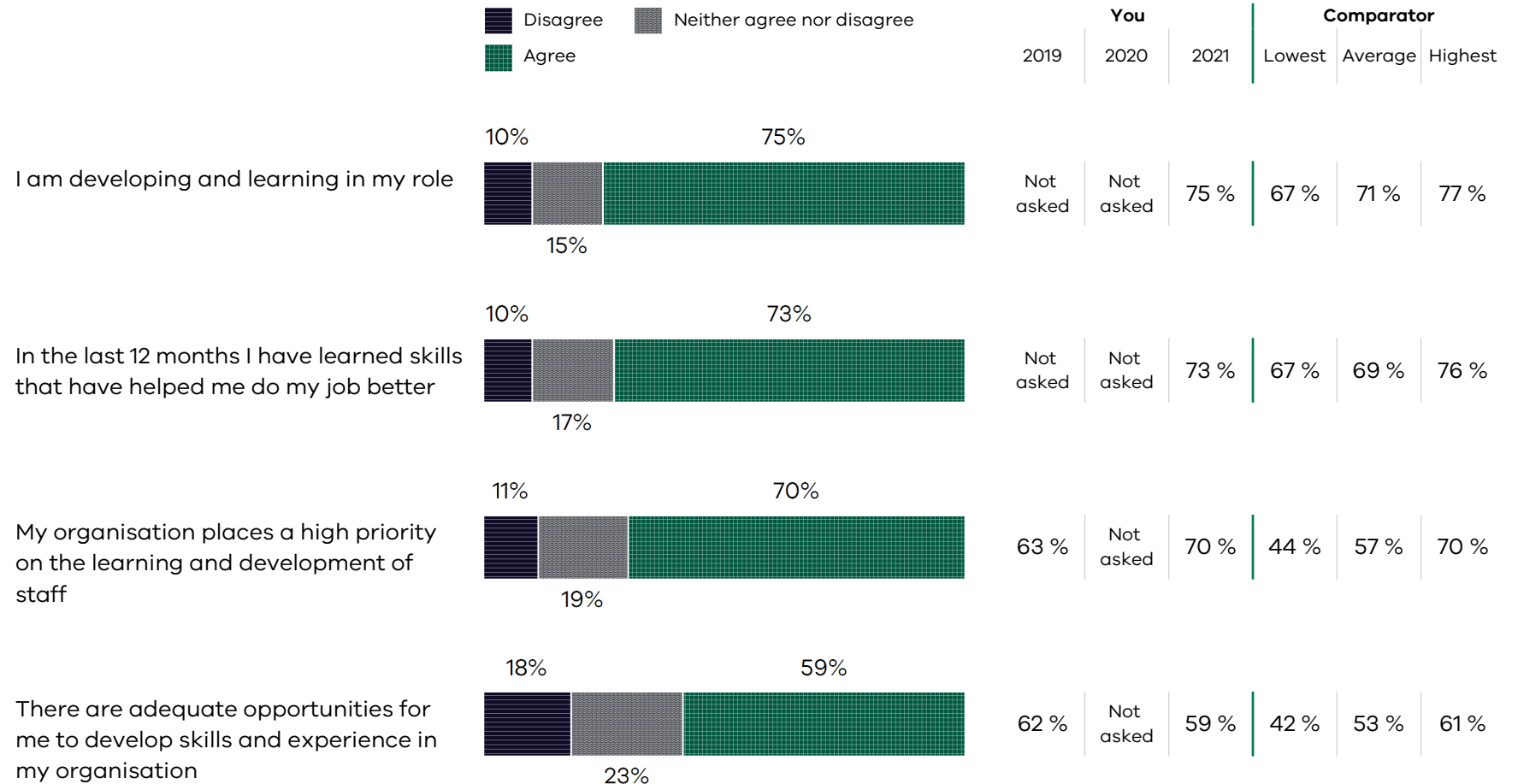
Example

75% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question

Your results

Benchmark agree results



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

56% of your staff who did the survey agreed or strongly agreed with 'I am satisfied with the way my learning and development needs have been addressed in the last 12 months'.

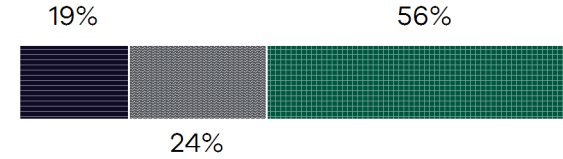
Survey question

Your results

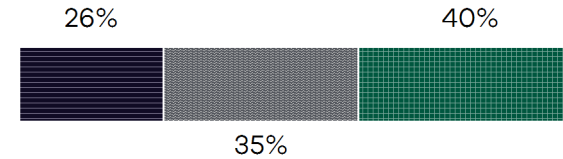
Benchmark agree results



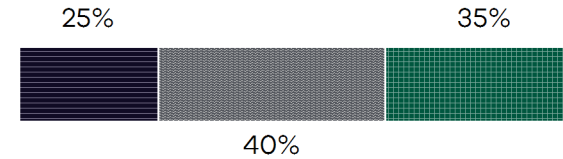
I am satisfied with the way my learning and development needs have been addressed in the last 12 months



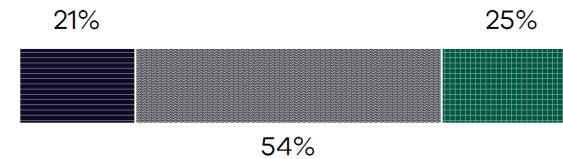
I feel I have an equal chance at promotion in my organisation



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
	Not asked	Not asked	56 %	45 %	51 %	59 %
	Not asked	Not asked	40 %	33 %	39 %	50 %
	Not asked	Not asked	35 %	27 %	35 %	45 %
	Not asked	Not asked	25 %	18 %	24 %	33 %

Job and manager factors

Job enrichment 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

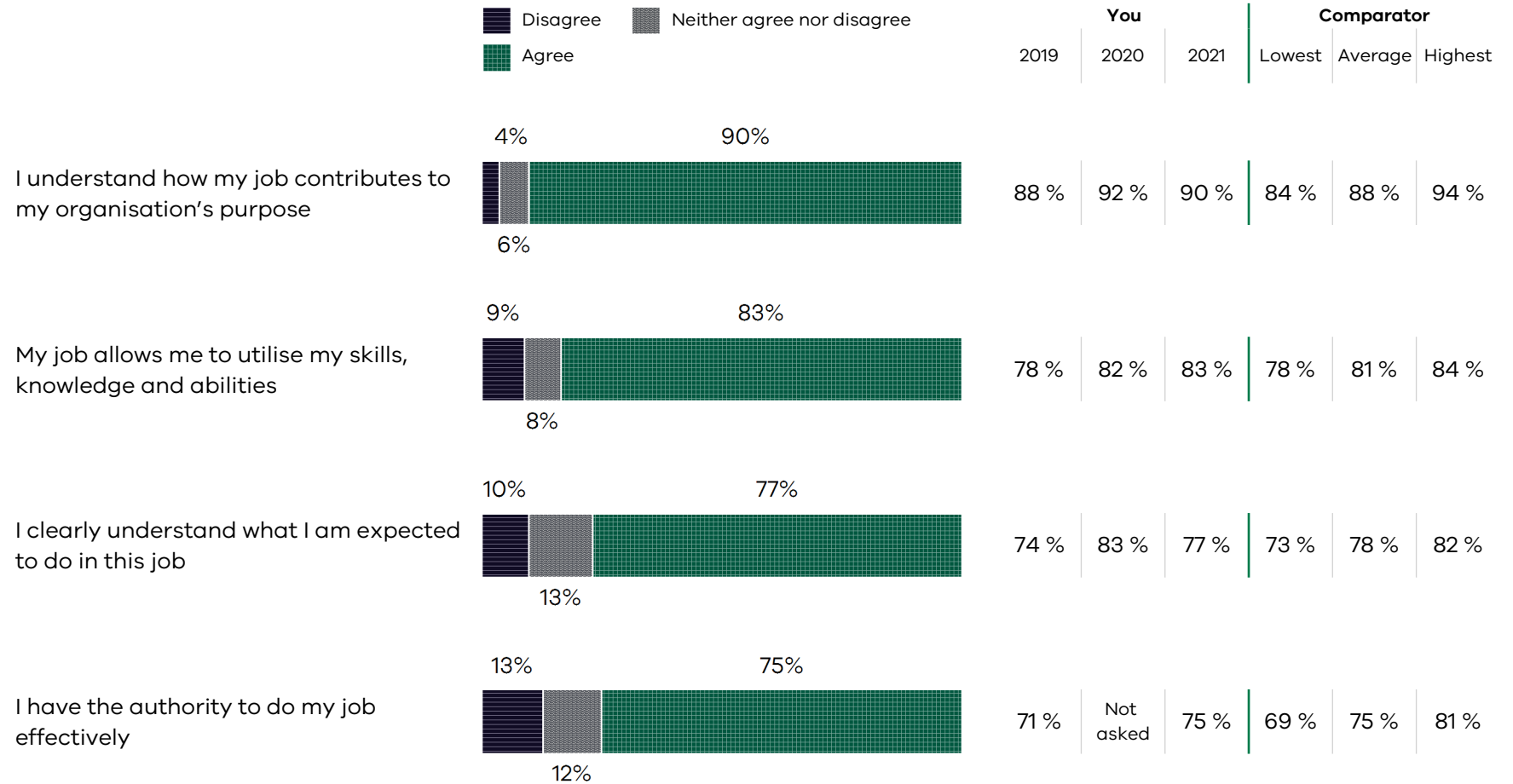
Example

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

Survey question

Your results

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

75% of your staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

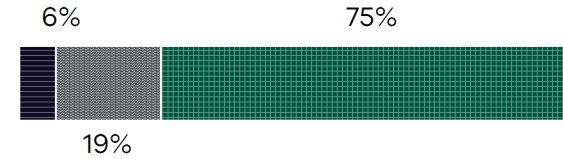
Survey question

Your results

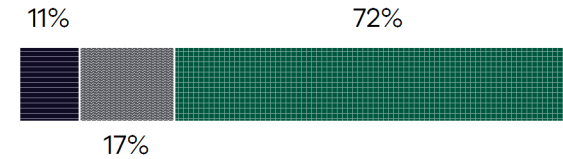
Benchmark agree results



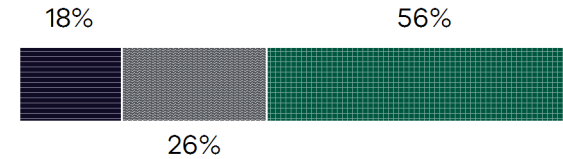
I understand how the Charter of Human Rights and Responsibilities applies to my work



I have a choice in deciding how I do my work



My work performance is assessed against clear criteria



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
I understand how the Charter of Human Rights and Responsibilities applies to my work	69 %	Not asked	75 %	63 %	73 %	90 %
I have a choice in deciding how I do my work	69 %	73 %	72 %	70 %	75 %	79 %
My work performance is assessed against clear criteria	Not asked	Not asked	56 %	45 %	56 %	65 %

Job and manager factors

Meaningful work

What this is

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

Why this is important

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

How to read this

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

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

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

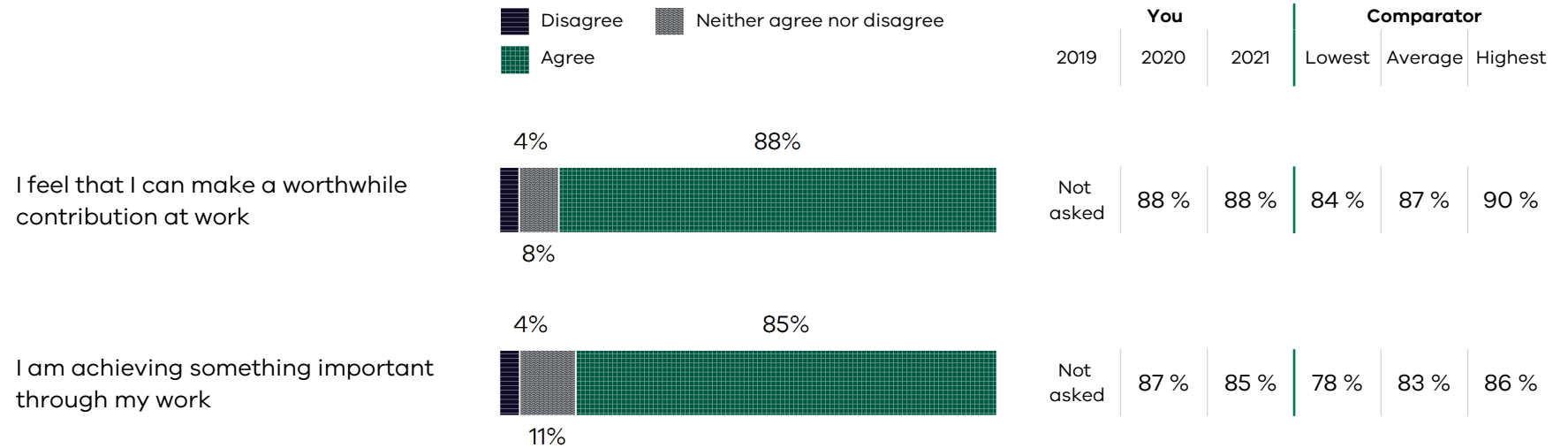
Example

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

Survey question

Your results

Benchmark agree results



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

68% of your staff who did the survey agreed or strongly agreed with 'People in your workgroup are able to bring up problems and tough issues'.

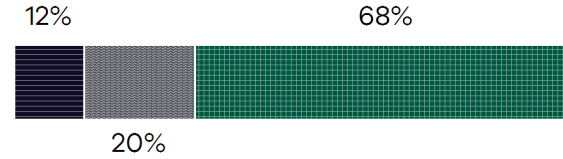
Survey question

Your results

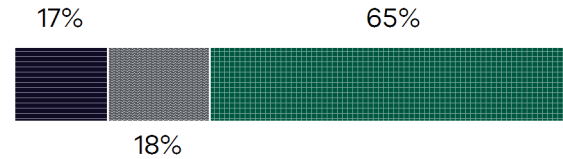
Benchmark agree results



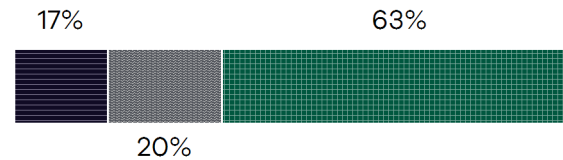
People in your workgroup are able to bring up problems and tough issues



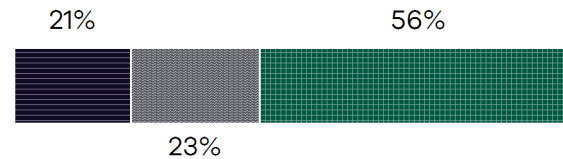
I feel safe to challenge inappropriate behaviour at work



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



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



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
People in your workgroup are able to bring up problems and tough issues	Not asked	72 %	68 %	69 %	73 %	78 %
I feel safe to challenge inappropriate behaviour at work	Not asked	Not asked	65 %	57 %	63 %	67 %
I am confident that I would be protected from reprisal for reporting improper conduct	53 %	Not asked	63 %	51 %	61 %	69 %
I am confident that if I raised a grievance in my organisation, it would be investigated in a thorough and objective manner	45 %	Not asked	56 %	45 %	56 %	65 %

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.

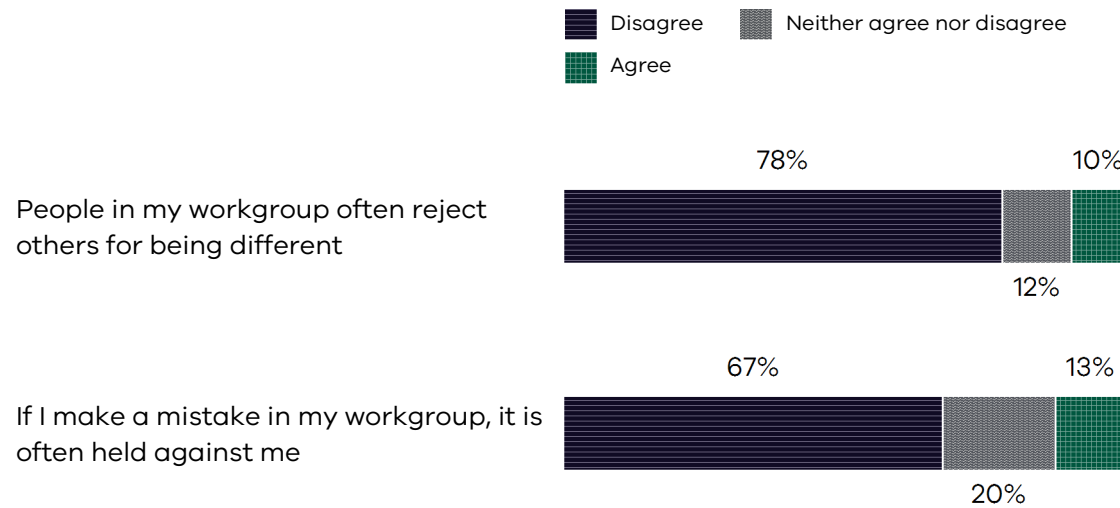
Example

78% 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

Benchmark disagree results



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
People in my workgroup often reject others for being different	Not asked	Not asked	78 %	70 %	78 %	87 %
If I make a mistake in my workgroup, it is often held against me	Not asked	Not asked	67 %	65 %	70 %	77 %

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%	36%	36%
Communication processes	27%	24%	19%
Decision making and authorisation processes	26%	27%	23%
Administrative processes (including leave and HR requirements)	21%	25%	19%
There are no noticeable barriers	19%	17%	18%
Technology limitations	16%	20%	20%
Limited social interactions with the team	12%	10%	11%
Other	12%	12%	13%
Poor work-life balance	10%	10%	12%
Absence of visibility of team progress and deliverables	10%	10%	9%

People matter

survey 2021

Have your say

Report overview

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

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- 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

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

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.

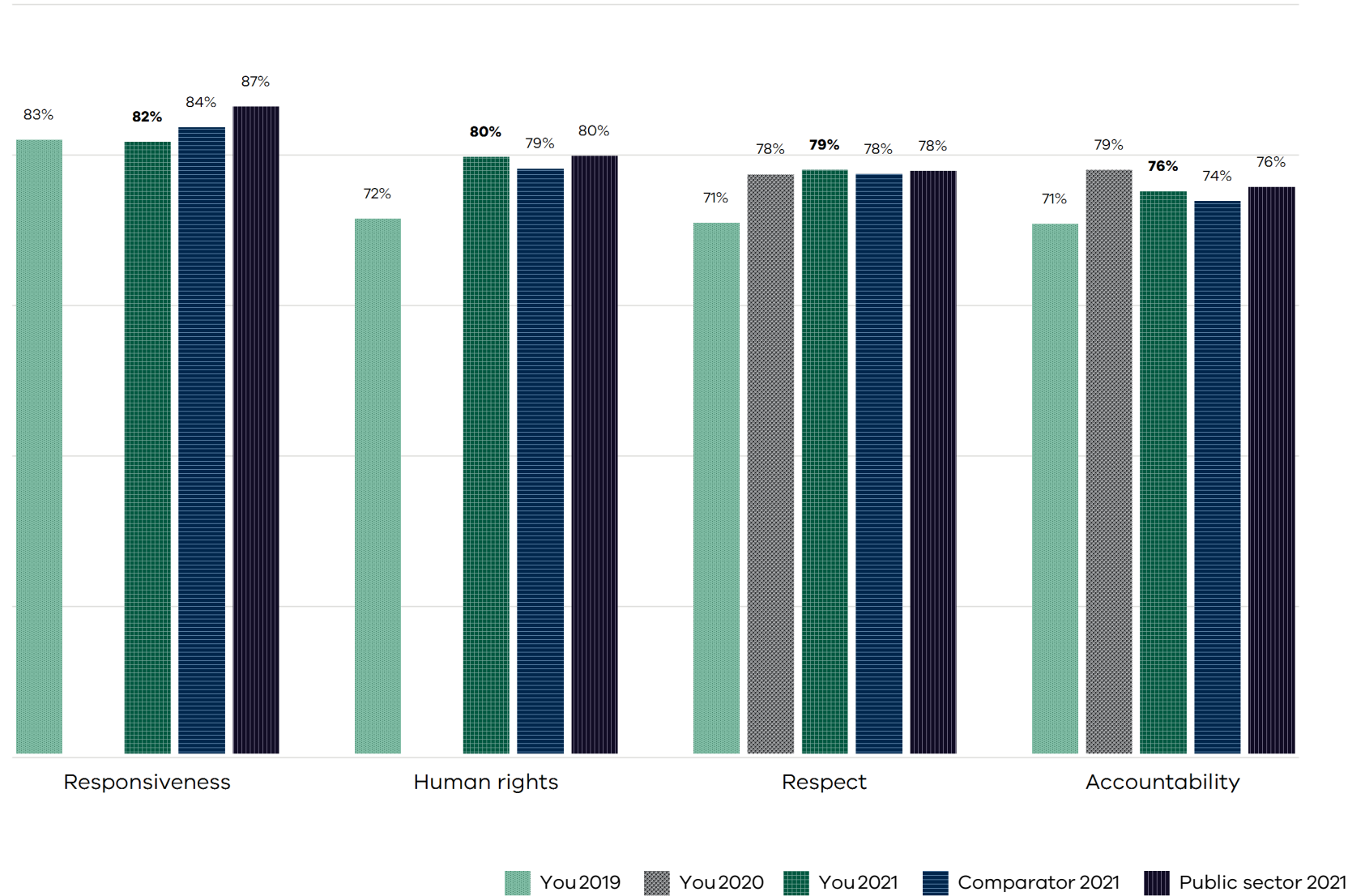
Example

In 2021:

- 82% of your staff who did the survey responded positively to questions about Responsiveness, which is down 0% in 2019.

Compared to:

- 84% 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.

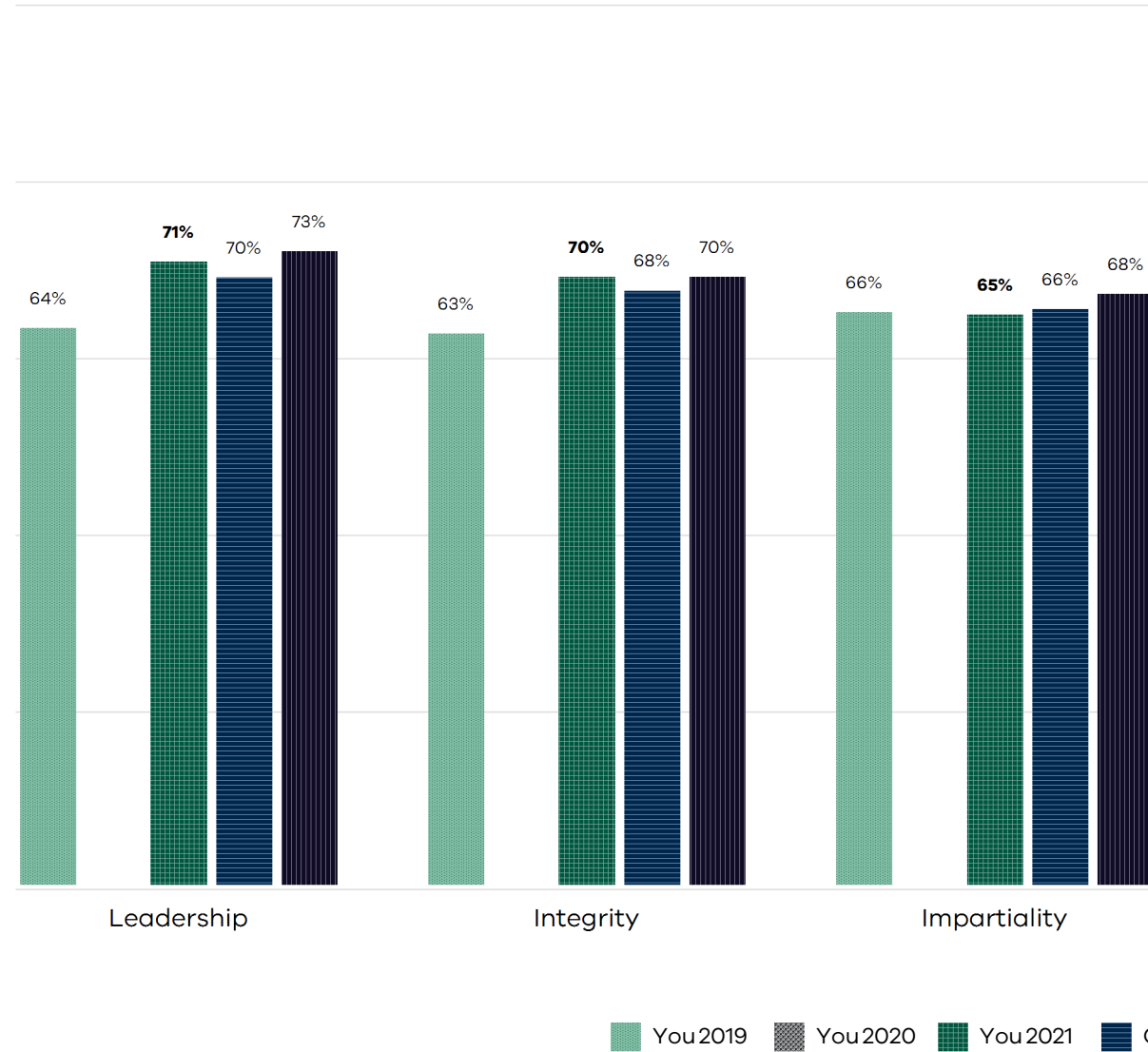
Example

In 2021:

- 71% of your staff who did the survey responded positively to questions about Leadership, which is up 7% in 2019.

Compared to:

- 70% of staff at your comparator and 73% 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.

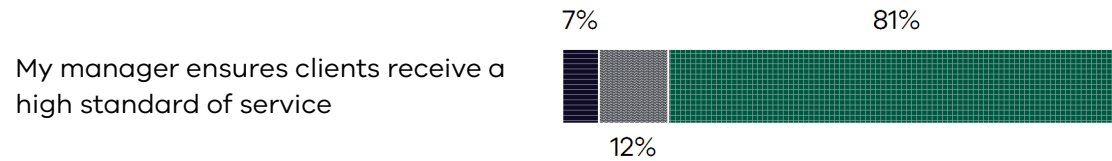
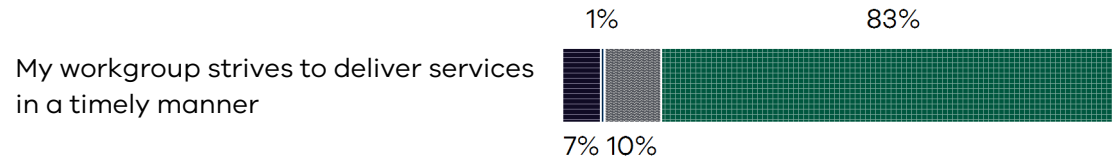
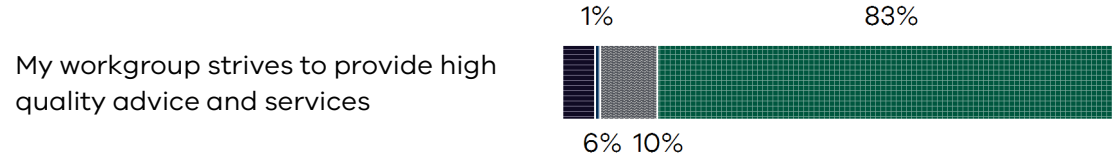
Example

83% 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
	86 %	Not asked	83 %	81 %	85 %	93 %
	86 %	Not asked	83 %	81 %	85 %	90 %
	76 %	Not asked	81 %	78 %	82 %	88 %

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.

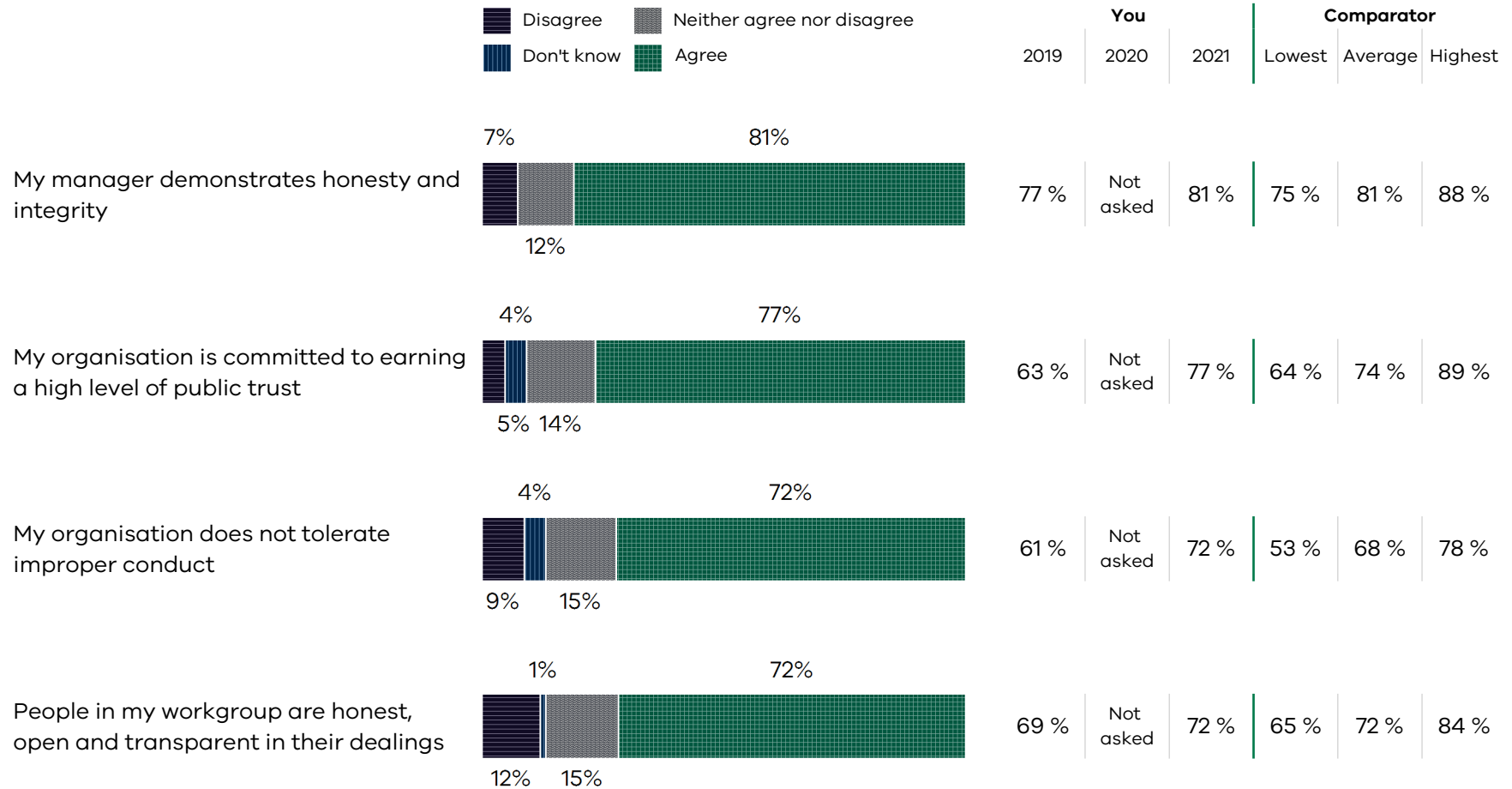
Example

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.

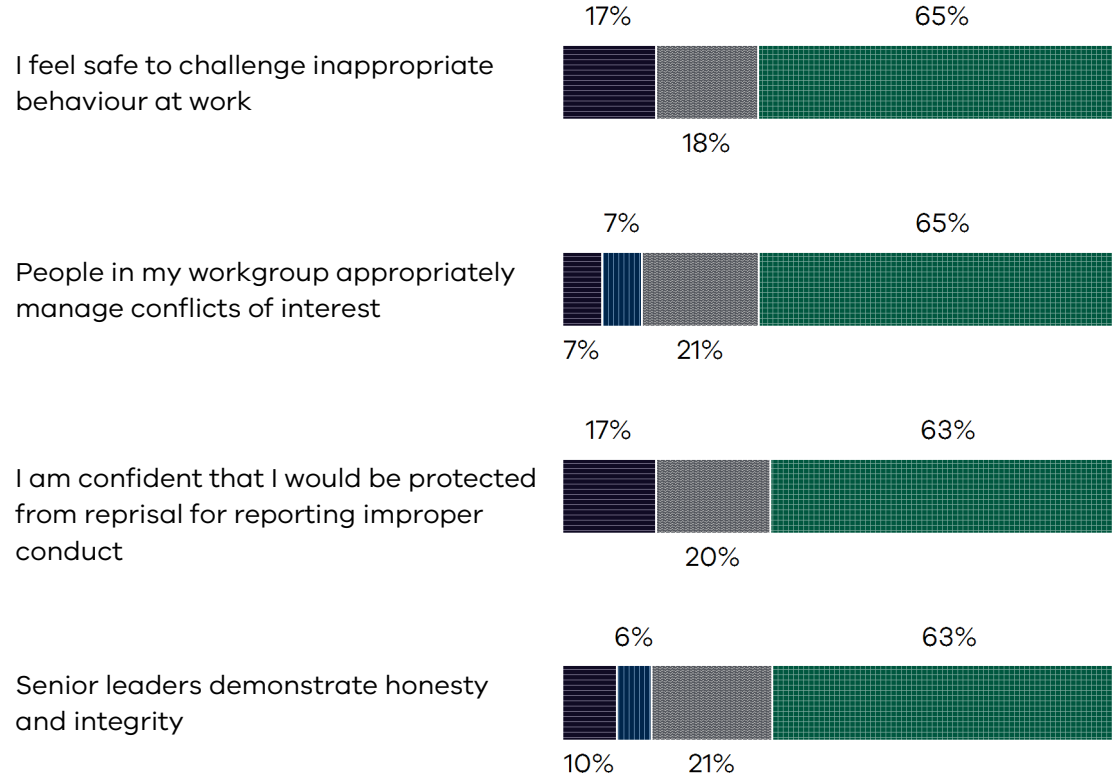
Example

65% of staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.

Survey question

Your results

Benchmark agree results



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
2019	Not asked	Not asked	65 %	57 %	63 %	67 %
2020	66 %	Not asked	65 %	63 %	68 %	82 %
2021	53 %	Not asked	63 %	51 %	61 %	69 %
2022	55 %	Not asked	63 %	47 %	59 %	73 %

Public sector values

Impartiality

What this is

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

Why this is important

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

How to read this

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

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

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

Example

72% of staff who did the survey agreed or strongly agreed with 'My workgroup places a priority on acting fairly and without bias'.

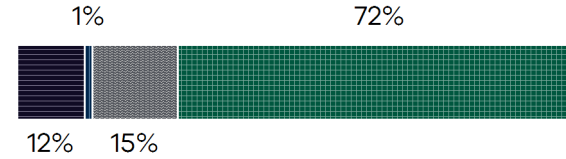
Survey question

Your results

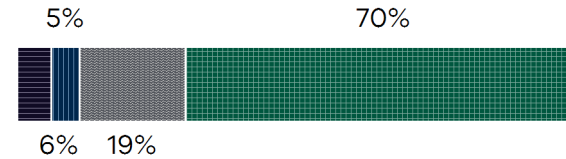
Benchmark agree results



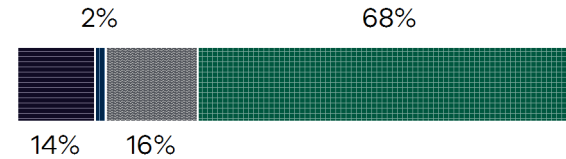
My workgroup places a priority on acting fairly and without bias



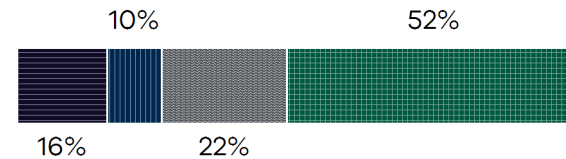
People in my workgroup are politically impartial in their work



My workgroup focuses on making decisions informed by all relevant facts



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



Year	You		Comparator		
	2020	2021	Lowest	Average	Highest
2019	75 %	72 %	69 %	74 %	83 %
	Not asked	70 %	62 %	71 %	81 %
	73 %	68 %	68 %	71 %	83 %
	46 %	52 %	39 %	49 %	58 %

Public sector values

Accountability 1 of 2

What this is

Accountability is if your staff feel they work to clear objectives in a transparent manner and can accept responsibility for decisions.

Why this is important

As we all make decisions on behalf of Victorians, we must be accountable in the resources we use.

How to read this

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

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

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

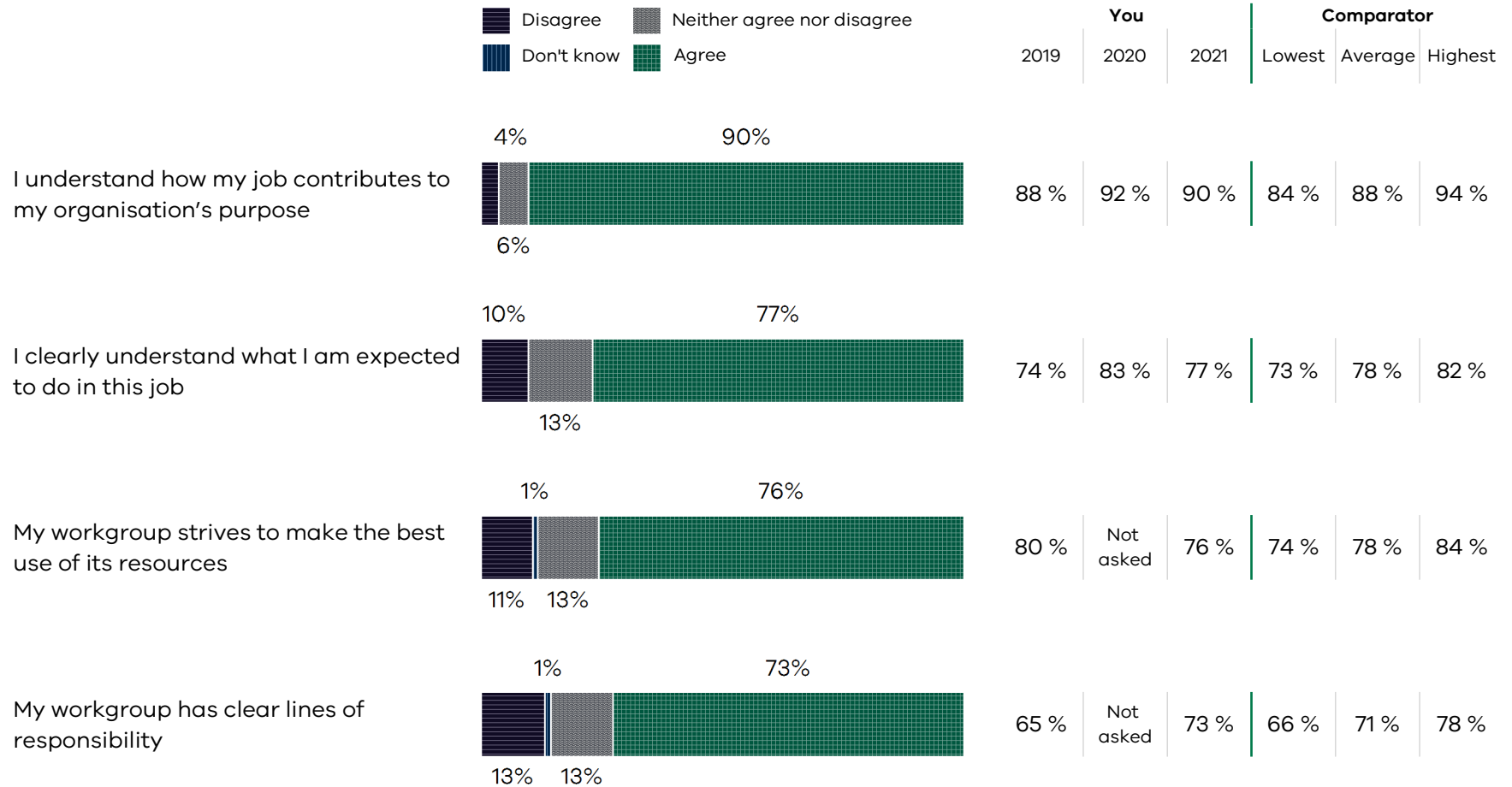
Example

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

Survey question

Your results

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.

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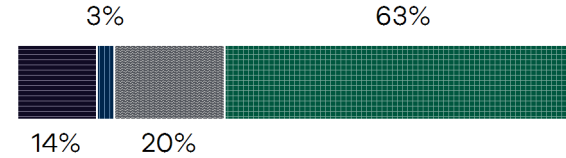
Example

63% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

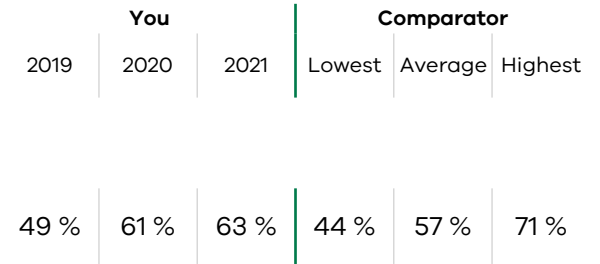
Survey question

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.

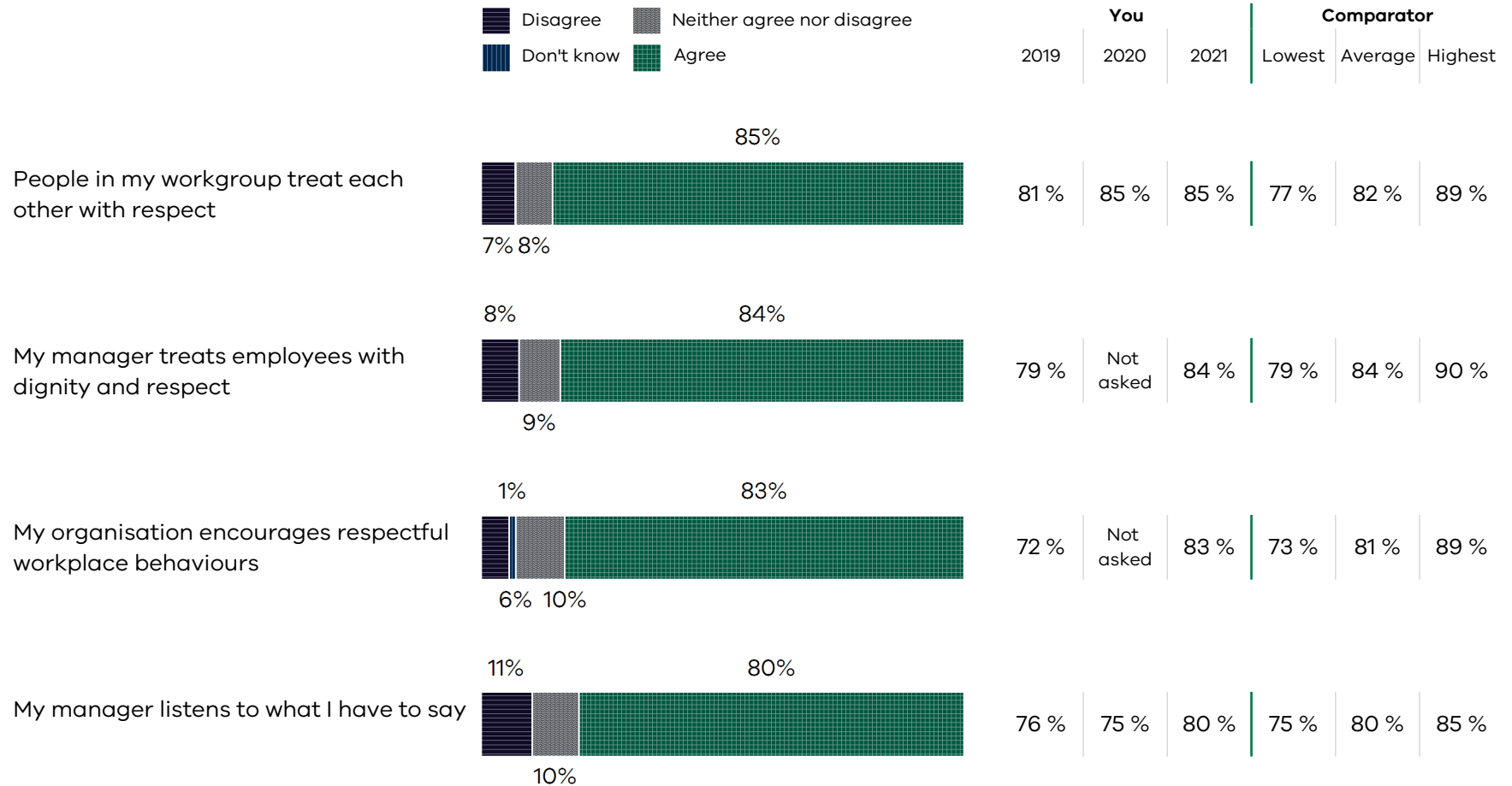
Example

85% of staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

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.

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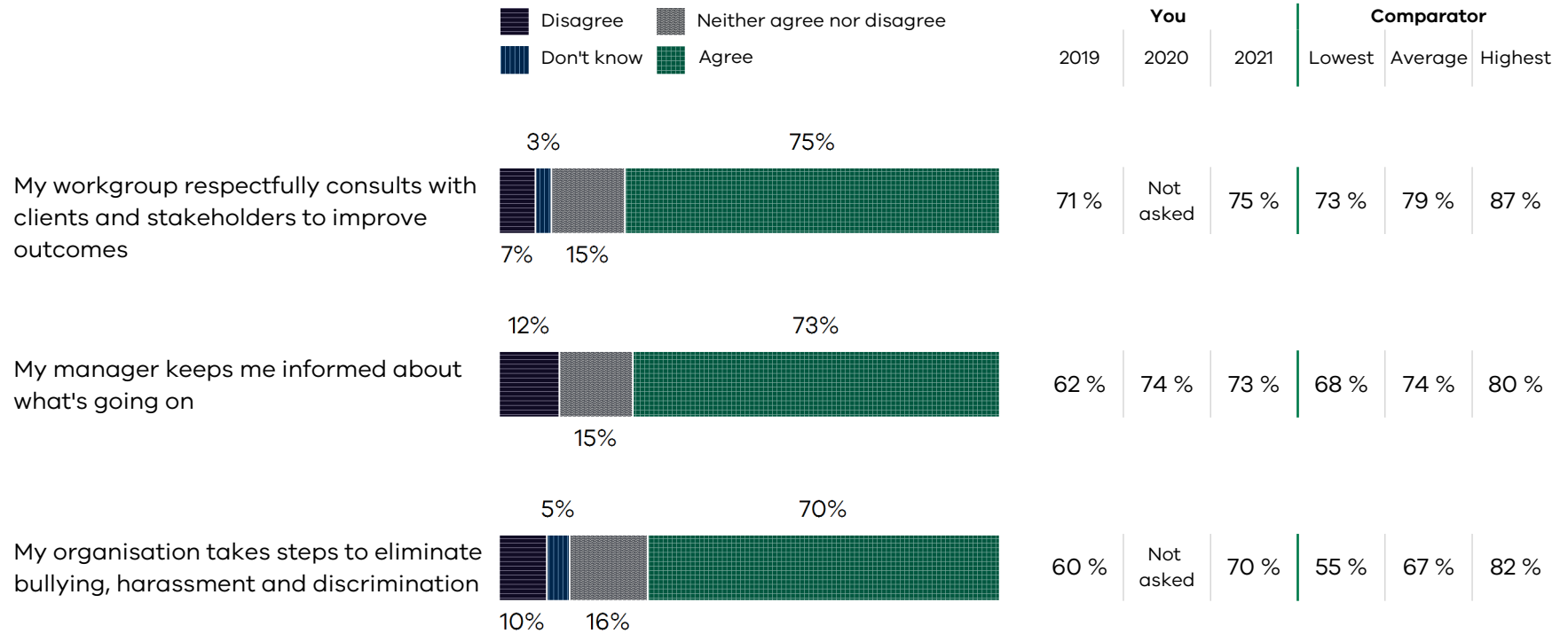
Example

75% of 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



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.

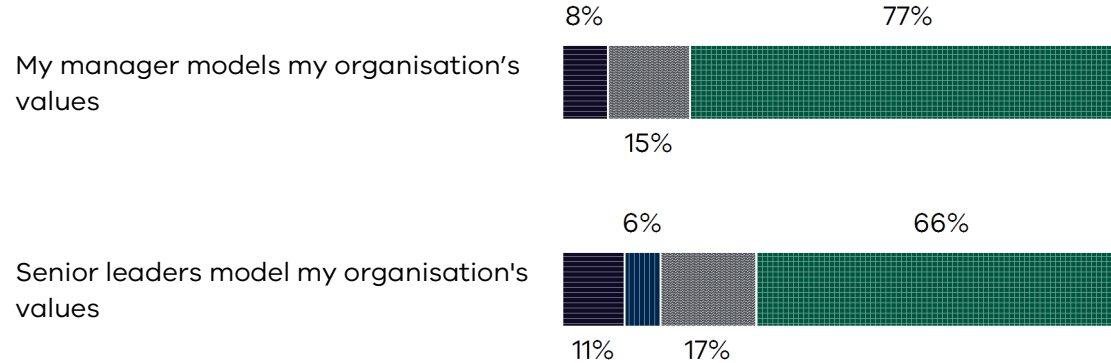
Example

77% 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



	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
My manager models my organisation's values	73 %	Not asked	77 %	74 %	79 %	86 %
Senior leaders model my organisation's values	55 %	Not asked	66 %	47 %	61 %	73 %

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.

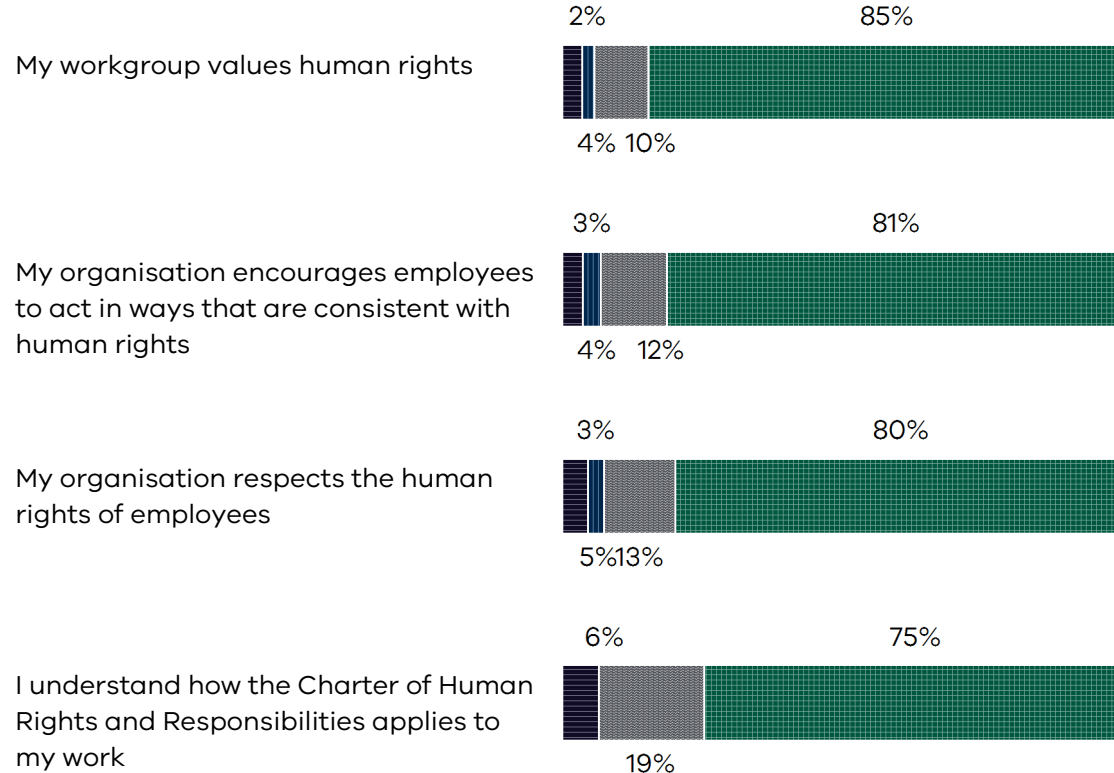
Example

85% of staff who did the survey agreed or strongly agreed with 'My workgroup values human rights'.

Survey question

Your results

Benchmark agree results



Year	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
2019	80 %	Not asked	85 %	79 %	85 %	93 %
2020	70 %	Not asked	81 %	73 %	79 %	91 %
2021	70 %	Not asked	80 %	71 %	78 %	87 %
2022	69 %	Not asked	75 %	63 %	73 %	90 %

People matter

survey 2021

Have your say

Report overview

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

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- 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

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

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:

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Age	(n)	%
15-34 years	141	14%
35-54 years	507	49%
55+ years	277	27%
Prefer not to say	117	11%

Have you served in the Australian Defence Force (permanent or reservist)?	(n)	%
Yes	30	3%
No	944	91%
Prefer not to say	68	7%

Highest level of formal education	(n)	%
Doctoral Degree level	29	3%
Master Degree level	157	15%
Graduate Diploma or Graduate Certificate level	175	17%
Bachelor Degree level incl. honours degrees	190	18%
Advanced Diploma or Diploma level	219	21%
Certificate III or IV level	126	12%
Year 12 or equivalent (VCE/Leaving certificate)	25	2%
Certificate I or II level	1	0%
Prefer not to say	120	12%

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

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Aboriginal and/or Torres Strait Islander

	(n)	%
Yes	4	0%
Non Aboriginal and/or Torres Strait Islander	962	92%
Prefer not to say	76	7%

Demographics

Disability

What this is

This is staff who identify as a person with disability and how they share that information.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

This is staff who identify as a person with disability and how they share that information

The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

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Do you identify as a person with a disability?

	(n)	%
Yes	51	5%
No	894	86%
Prefer not to say	97	9%

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

	(n)	%
Yes	31	61%
No	18	35%
Prefer not to say	2	4%

If not, which statement most accurately reflects your decision not to share your disability information within your organisation?

	(n)	%
I feel that sharing my disability information will reflect negatively on me	8	44%
My disability does not impact on my ability to perform my role	7	39%
I do not require any adjustments to be made to perform my role	3	17%

Demographics

Gender, variations in sex characteristics and sexual orientation

What this is

This is how staff describe their gender, variations in sex characteristics and sexual orientation.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

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

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How would you describe your gender?	(n)	%
Woman	533	51%
Man	354	34%
Prefer not to say	147	14%
Non-binary and I use a different term	8	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	7	1%
No	906	87%
Prefer not to say	129	12%

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

	(n)	%
Yes	1	0%
No	881	85%
Don't know	41	4%
Prefer not to say	119	11%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	810	78%
Prefer not to say	173	17%
Bisexual	19	2%
Gay or lesbian	18	2%
Don't know	12	1%
Pansexual	5	0%
I use a different term	5	0%

Demographics

Cultural diversity 1 of 3

What this is

These are the personal characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

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

How we protect anonymity and privacy

To protect you, we:

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- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Country of birth	(n)	%
Born in Australia	642	62%
Not born in Australia	250	24%
Prefer not to say	150	14%

When did you first arrive in Australia?*	(n)	%
Less than 1 year ago	2	1%
1 to less than 2 years ago	3	1%
More than 20 years ago	128	51%
2 to less than 5 years ago	11	4%
5 to less than 10 years ago	28	11%
10 to less than 20 years ago	78	31%

Language other than English spoken with family or community

	(n)	%
Yes	194	19%
No	718	69%
Prefer not to say	130	12%

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.

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:

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

	(n)	%
Other	74	38%
Hindi	37	19%
Italian	16	8%
Punjabi	15	8%
Mandarin	14	7%
Tamil	14	7%
French	11	6%
Sinhalese	11	6%
Spanish	11	6%
Cantonese	10	5%
Greek	8	4%
German	7	4%
Urdu	7	4%
Vietnamese	6	3%
Arabic	5	3%

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

	(n)	%
Filipino	3	2%
Indonesian	3	2%
Macedonian	3	2%
Korean	2	1%
Australian Indigenous Language	1	1%
Tagalog	1	1%

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.

How we protect anonymity and privacy

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Cultural identity	(n)	%
Australian	682	65%
Prefer not to say	147	14%
English, Irish, Scottish and/or Welsh	96	9%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	76	7%
East and/or South-East Asian	53	5%
South Asian	31	3%
Other	22	2%
New Zealander	12	1%
Central Asian	12	1%
African (including Central, West, Southern and East African)	8	1%
Middle Eastern and/or North African	7	1%
Pacific Islander	5	0%
Aboriginal and/or Torres Strait Islander	5	0%
Maori	4	0%
North American	2	0%
Central and/or South American	1	0%

Religion	(n)	%
No religion	433	42%
Christianity	301	29%
Prefer not to say	194	19%
Hinduism	39	4%
Other	26	2%
Buddhism	21	2%
Islam	19	2%
Sikhism	7	1%
Judaism	2	0%

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.

How we protect anonymity and privacy

To protect you, we:

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Working arrangement	(n)	%
Full-Time	587	56%
Part-Time	455	44%

Gross base salary (ongoing/fixed term only)	(n)	%
Below \$65k	132	18%
\$65k to \$95k	253	35%
\$95k to \$125k	193	27%
\$125k or more	38	5%
Prefer not to say	98	14%

Organisational tenure	(n)	%
<1 year	174	17%
1 to less than 2 years	120	12%
2 to less than 5 years	333	32%
5 to less than 10 years	164	16%
10 to less than 20 years	165	16%
More than 20 years	86	8%

Management responsibility	(n)	%
Non-manager	890	85%
Other manager	107	10%
Manager of other manager(s)	45	4%

Employment type	(n)	%
Ongoing and executive	460	44%
Other	328	31%
Fixed term	254	24%

Have you moved between roles in the last 12 months?*	(n)	%
I have not moved between roles	866	83%
I have moved to a different role within my organisation (including acting roles)	127	12%
I have moved to my role from a different Victorian public sector organisation	25	2%
I have moved to my role from outside the Victorian public sector	24	2%

Demographics

Employment characteristics 2 of 2

What this is

These are the employment characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

The (n) column shows the number of respondents in each category.

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

How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
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- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Primary workplace location over the last 3 months

	(n)	%
Melbourne: Suburbs	925	89%
Other city or town	67	6%
Melbourne CBD	29	3%
Outside Victoria	10	1%
Wodonga	3	0%
Geelong	3	0%
Latrobe	2	0%
Ballarat	2	0%
Bendigo	1	0%

Primary workplace type over the past 3 months*

	(n)	%
Home/private location	391	38%
A main office	333	32%
A frontline or service delivery location (that is not a main office or home/private location)	173	17%
A hub/shared work space	98	9%
Other (please specify)	47	5%

Other workplace type over the past 3 months*

	(n)	%
Home/private location	546	52%
A main office	293	28%
No, I have not worked from any other locations	201	19%
A frontline or service delivery location (that is not a main office or home/private location)	97	9%
A hub/shared work space	89	9%
Other	26	2%

Demographics

Adjustments

What this is

These are adjustments staff requested to perform in their role.

Why this is important

This shows organisations how flexible they are in adjusting for staff.

How to read this

Each demographic area shows the breakdown of responses from your survey results.

The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

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

	(n)	%
No, I have not requested adjustments	770	74%
Flexible working arrangements	227	22%
Physical modifications or improvements to the workplace	44	4%
Career development support strategies	18	2%
Other	12	1%
Job redesign or role sharing	9	1%
Accessible communications technologies	9	1%

Why did you make this request?*

	(n)	%
Work-life balance	126	46%
Health	71	26%
Family responsibilities	63	23%
Caring responsibilities	61	22%
Other	51	19%
Study commitments	22	8%
Disability	10	4%

What was your experience with making the request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	182	67%
The adjustments I needed were not made	53	19%
The adjustments I needed were made but the process was unsatisfactory	37	14%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

Each demographic area shows the breakdown of responses from your survey results.

The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

To protect you, we:

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Caring responsibility	(n)	%
None of the above	367	35%
Primary school aged child(ren)	208	20%
Secondary school aged child(ren)	193	19%
Prefer not to say	133	13%
Frail or aged person(s)	112	11%
Child(ren) - younger than preschool age	94	9%
Person(s) with a medical condition	68	7%
Preschool aged child(ren)	61	6%
Person(s) with a mental illness	41	4%
Person(s) with disability	34	3%
Other	25	2%

Demographics

Employment categories

What is this

This shows how many people in each employee category responded to the survey.

Why this is important

This helps you assess how representative of your organisation your survey was.

How to read this

Each demographic area shows the breakdown of responses from your survey results.

The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
- don't release results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total.

Which of the following categories best describes your current position?

	(n)	%
Vocational education teacher	450	43%
Clerical and administrative worker	216	21%
ESL teacher	46	4%
Other	328	32%



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