

# 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 2020 but not 2019.

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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# People matter

## survey 2021

Have your say

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- Most declined
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- Senior leadership questions

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- Disability
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- Cultural diversity
- Employment
- Adjustments
- Caring
- Business units

## Report overview

### Privacy and anonymity

To protect you, we:

- use an anonymous survey link and everyone in your organisation receives the same survey link
- de-identify all survey response data provided to your organisation
- don't collect your name, date of birth or employee ID
- don't release results when fewer than 10 people in a work group have responded to the survey
- don't release employee opinion results for demographic groups where organisations have fewer than 30 responses in total
- don't link the free-text comment reporting to any other survey information

Read more in [our privacy policy](#).

## Report overview

### Survey's theoretical framework

#### What this is

The framework provides an overview of the workplace factors and outcomes that the survey measures.

#### Why this is important

Based on theory and research, the framework focuses on core themes that help guide organisations in creating better workplaces.

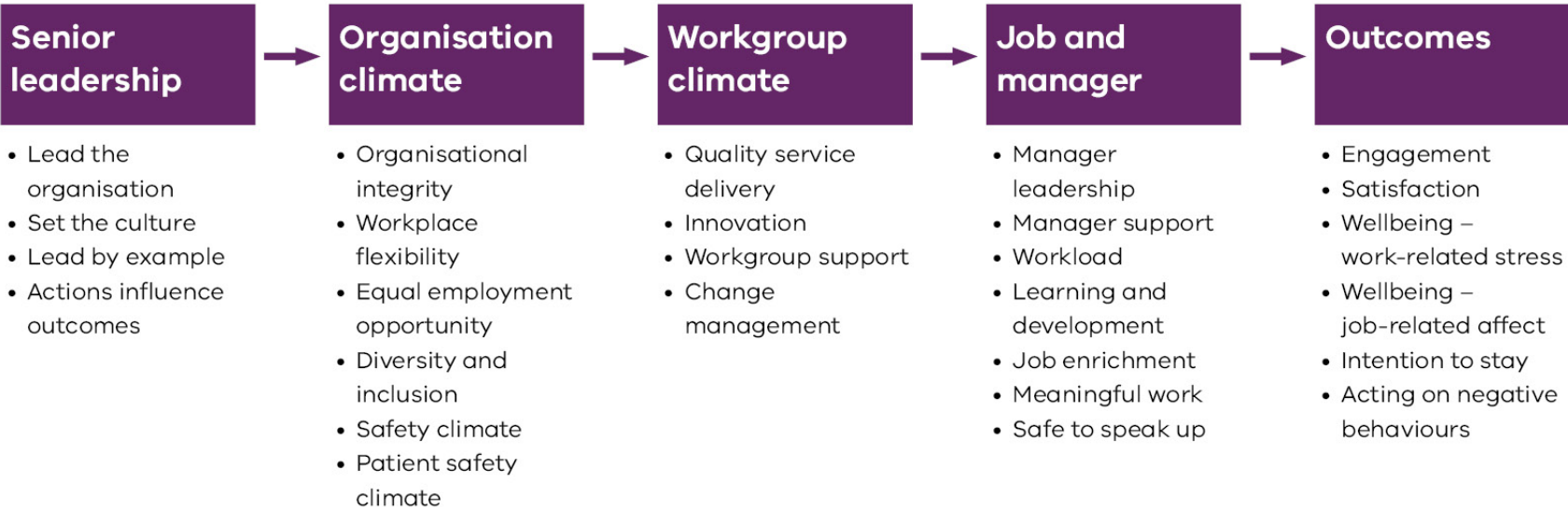
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

#### Our public sector values

The public sector values inform the professional and ethical conduct of everyone who works in the public sector.

As such, these values underpin the theoretical framework of the survey.

There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.



### The public sector values that underpin the framework and all public sector organisations



# 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'.

Central Gippsland Region Water Corporation

Central Highlands Region Water Corporation

East Gippsland Region Water Corporation

Gippsland and Southern Rural Water Corporation

Grampians Wimmera Mallee Water Corporation

Lower Murray Urban and Rural Water Corporation

North East Region Water Corporation

South Gippsland Region Water Corporation

Wannon Region Water Corporation

Westernport Region Water Corporation

Yarra Valley Water Corporation

# 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

80%  
(161)

Comparator 69%  
Public Sector 49%

2021

62%  
(123)

Comparator 77%  
Public Sector 39%

# People matter

## survey 2021

Have your say

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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	
69	
Comparator	72
Public Sector	68

2021	
63	
Comparator	74
Public Sector	70

# People outcomes

## Engagement question results 1 of 2

### What this is

This is the overall sense of pride, attachment, inspiration, motivation and advocacy your employees have for your organisation.

### Your organisation's engagement index

Your 2021 index is 63.

### 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.

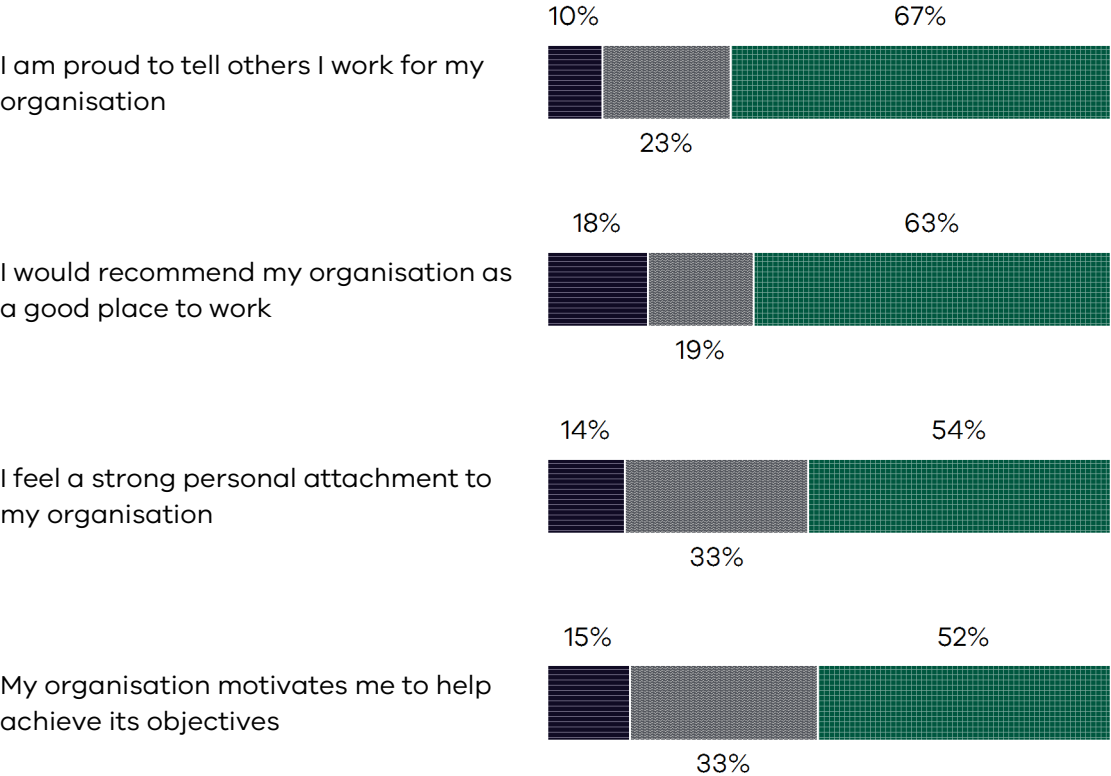
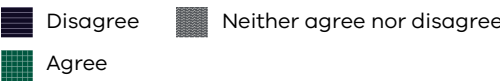
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

### Example

67% 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

You		Comparator		
2020	2021	Lowest	Average	Highest
77 %	67 %	54 %	83 %	92 %
77 %	63 %	49 %	81 %	91 %
62 %	54 %	49 %	72 %	85 %
61 %	52 %	52 %	73 %	85 %

# 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 63.

### 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.

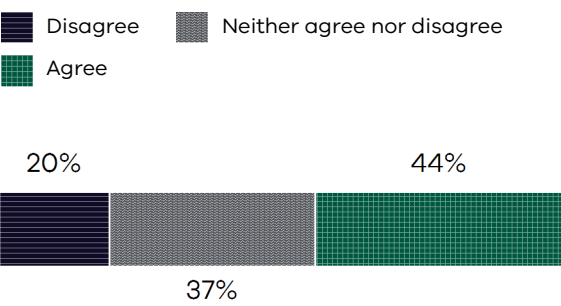
### Example

44% of your staff who did the survey agreed or strongly agreed with 'My organisation inspires me to do the best in my job'.

## Survey question

My organisation inspires me to do the best in my job

## Your results



## Benchmark agree results

You		Comparator		
2020	2021	Lowest	Average	Highest
58 %	44 %	44 %	70 %	86 %

# 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.

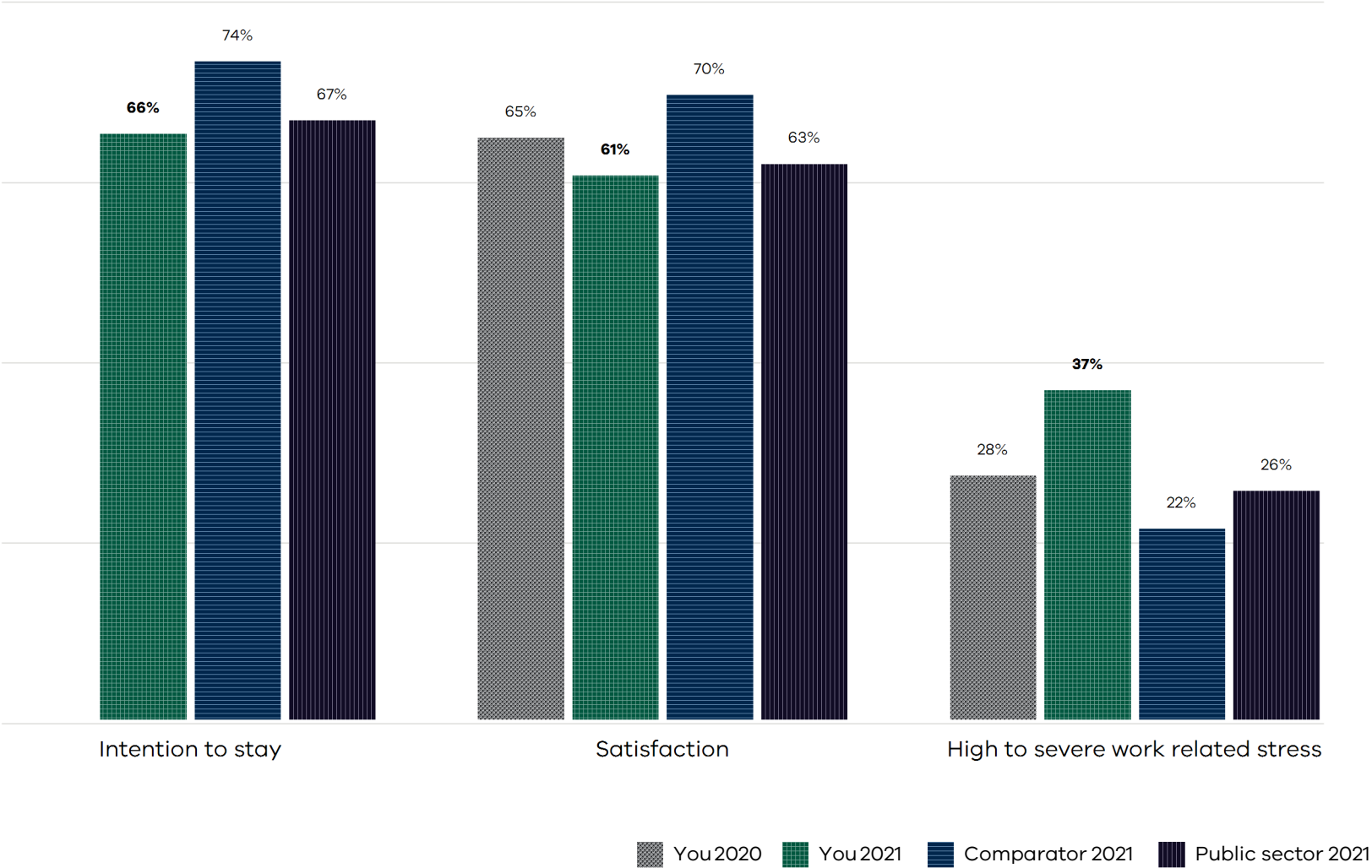
## How to read this

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:
- 66% of your staff who did the survey responded positively to questions about Intention to stay.
- Compared to:
- 74% 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.

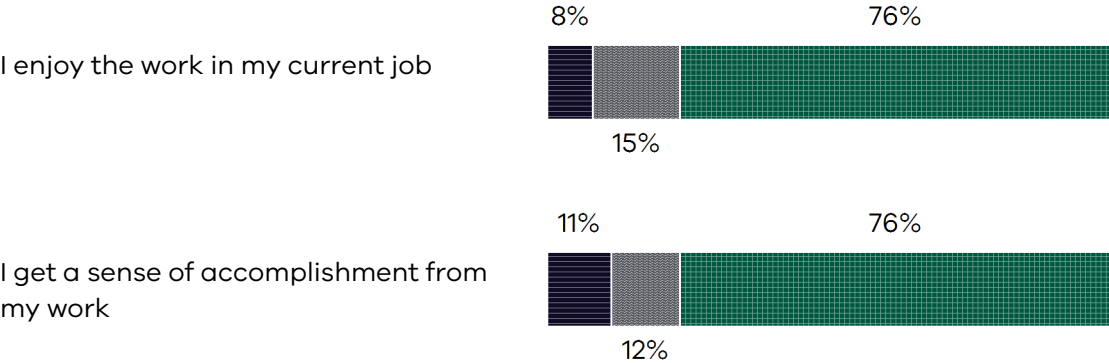
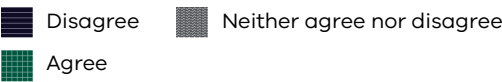
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

### Example

76% of your staff who did the survey agreed or strongly agreed with 'I enjoy the work in my current job'.

## Survey question

## Your results



## Benchmark agree results

You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	76 %	76 %	84 %	91 %
Not asked	76 %	73 %	82 %	90 %

People outcomes

Satisfaction question results 2 of 2

What this is

This is how satisfied staff are with their jobs, work-life balance and career development.

Why this is important

High satisfaction may lead to improved engagement, performance and lower absences and turnover.

How to read this

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

'Satisfied' combines responses for satisfied and very satisfied and 'Dissatisfied' combines responses for dissatisfied and very dissatisfied.

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

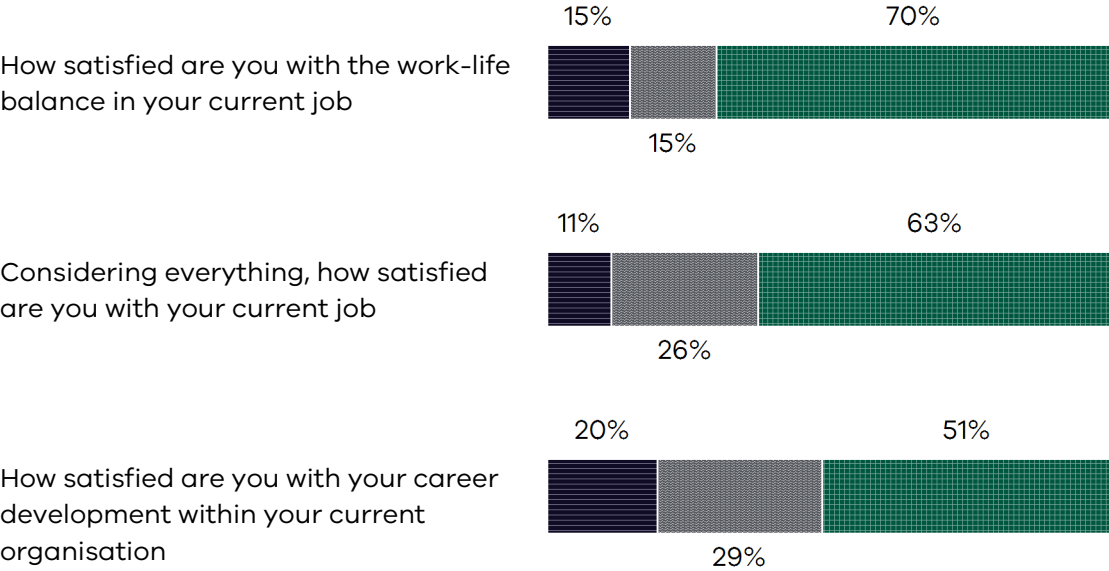
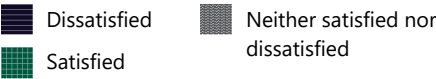
Example

70% of your staff who did the survey were satisfied or very satisfied with 'How satisfied are you with the work-life balance in your current job'.

Survey question

Your results

Benchmark satisfied results



You		Comparator		
2020	2021	Lowest	Average	Highest
73 %	70 %	65 %	76 %	84 %
68 %	63 %	63 %	77 %	88 %
55 %	51 %	51 %	58 %	71 %

# 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.

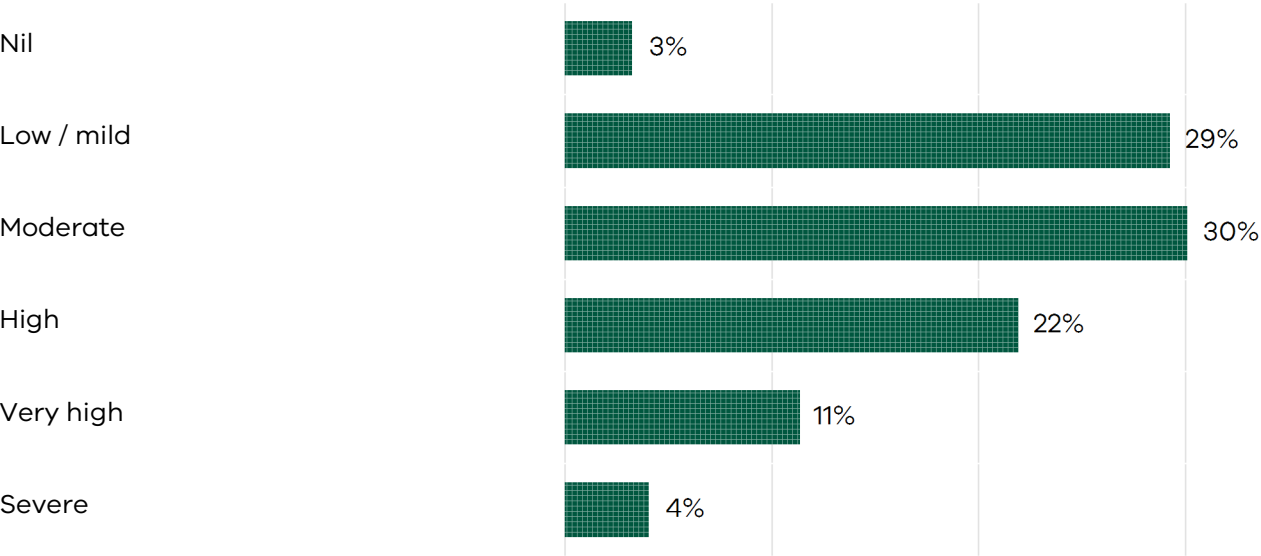
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

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.

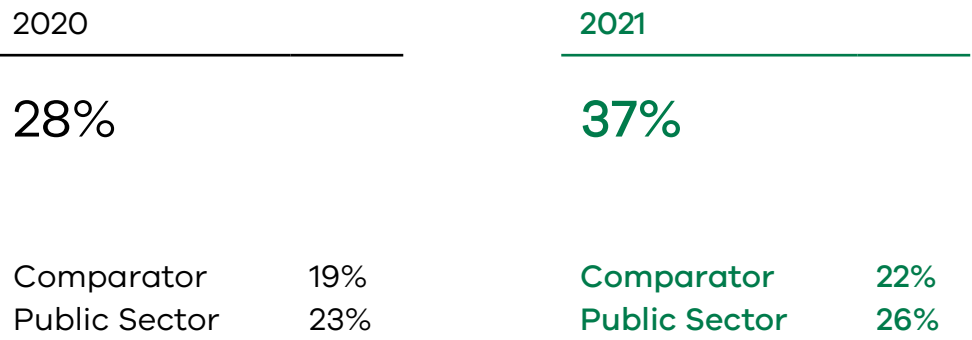
### Example

37% of your staff who did the survey said they had high to severe stress in 2021. This is compared to 22% of staff in your comparator group and 26% of staff across the public sector.

How would you rate your current level of work-related stress? (You 2021)



Reported levels of high to severe stress



## People outcomes

### Work-related stress causes

#### What this is

This is the main work-related causes of stress reported by staff.

#### Why this is important

Stress can negatively affect peoples health and wellbeing as well as their performance and behaviour.

#### How to read this

In the survey, we ask staff to tell us if they have experienced mild to severe stress at work, as shown in the visual above the table.

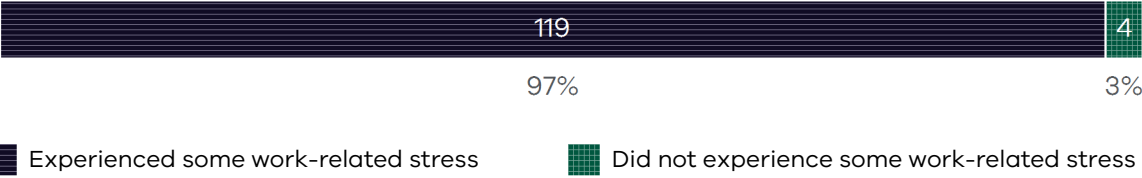
If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

#### Example

97% of your staff who did the survey said they experienced mild to severe stress.

Of that 97%, 60% 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	56%	60%	51%	51%
Time pressure	46%	48%	40%	42%
Organisation or workplace change	13%	20%	12%	11%
Unclear job expectations	11%	15%	12%	11%
Content, variety, or difficulty of work	11%	13%	12%	12%
Dealing with clients, patients or stakeholders	18%	13%	15%	14%
Management of work (e.g. supervision, training, information, support)	7%	13%	13%	13%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	13%	11%	10%	12%
Other changes due to COVID-19	6%	10%	12%	15%
Other	8%	9%	10%	9%



# 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.

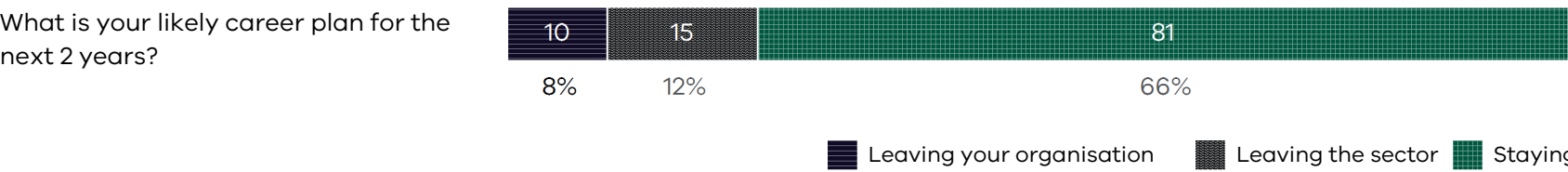
In descending order, the table shows the top 10 reasons for leaving.

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

20% of your staff who did the survey said they intended to leave.

Of that 20%, 52% said it was from 'Limited future career opportunities at my organisation'.



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	52%	43%	42%
Better remuneration	40%	34%	26%
Lack of confidence in senior leadership	32%	34%	34%
Limited opportunities to gain further experience at my organisation	32%	33%	33%
Excessive workload	28%	18%	25%
Limited recognition for doing a good job	28%	26%	32%
Opportunity to seek/take a promotion elsewhere	28%	30%	33%
Opportunity to broaden experience	20%	42%	40%
Lack of organisational stability	16%	15%	18%
Limited involvement in decisions affecting my job and career	12%	15%	20%

# 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

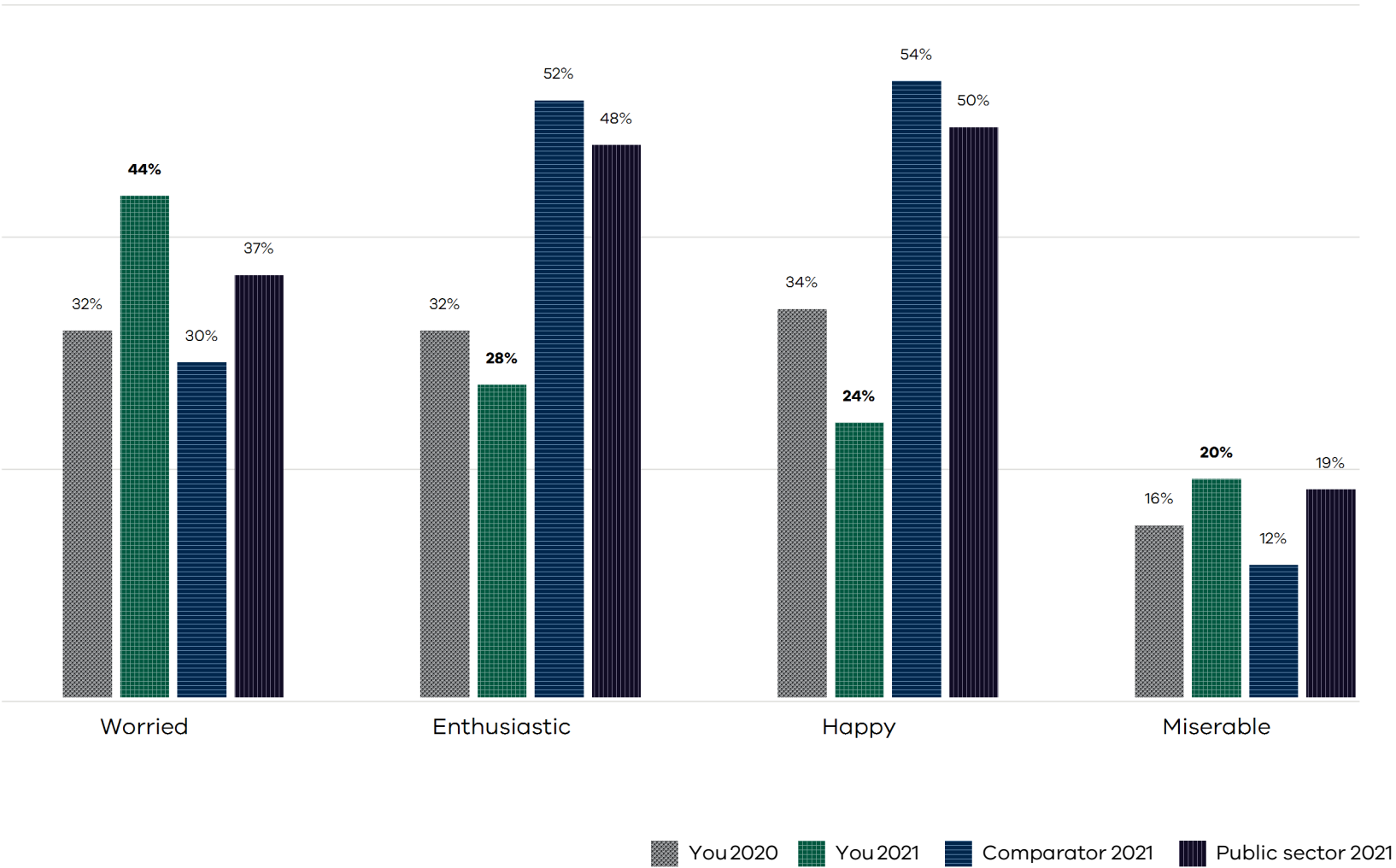
In 2021:

- 24% of your staff who did the survey said work made them feel happy in 2021, which is down from 34% in 2020

Compared to:

- 54% 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.

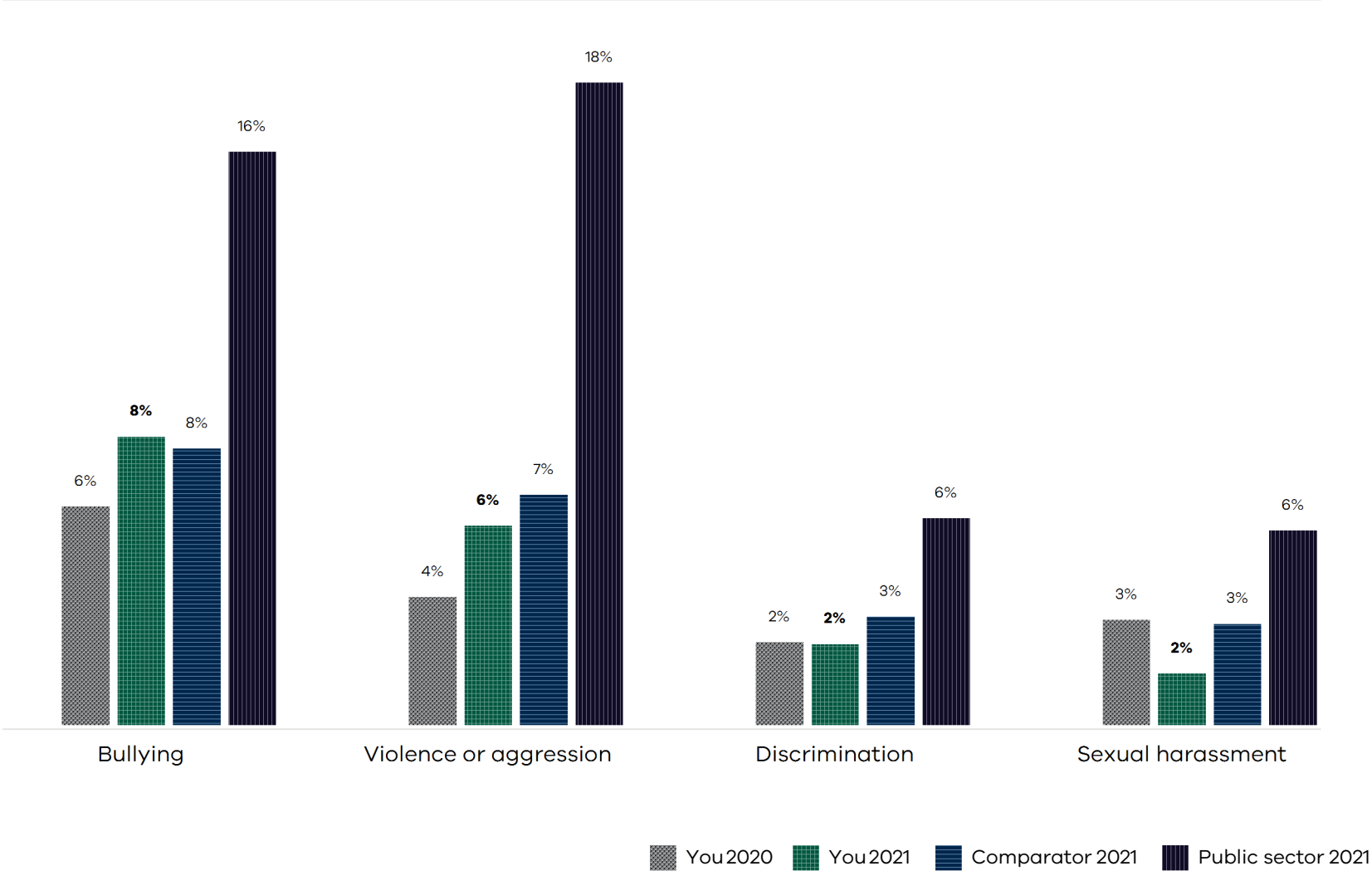
### Example

In 2021:

- 8% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months which is up from 6% in 2020.

Compared to:

- 8% 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.

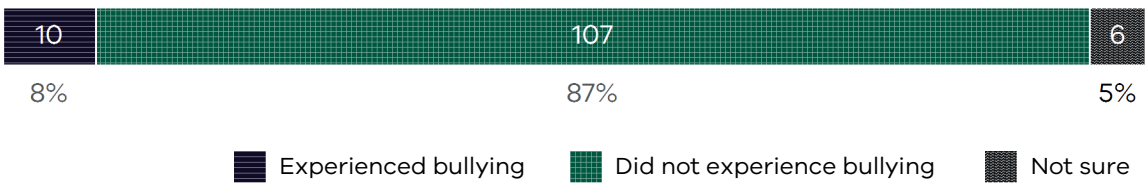
In descending order, the table shows the answers.

#### Example

8% of your staff who did the survey said they experienced bullying.

Of that 8%, 60% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

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



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

	You 2020	You 2021	Comparator 2021	Public sector 2021
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	50%	60%	65%	69%
Exclusion or isolation	30%	50%	43%	42%
Being assigned meaningless tasks unrelated to the job	0%	30%	10%	13%
Being given impossible assignment(s)	30%	30%	9%	9%
Verbal abuse	30%	30%	16%	20%
Withholding essential information for me to do my job	50%	30%	27%	27%
Intimidation and/or threats	20%	10%	26%	32%



## 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.

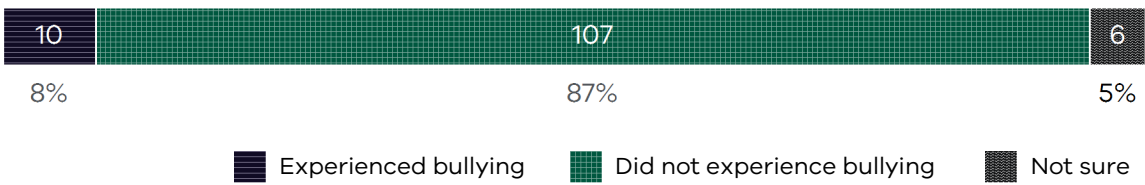
In descending order, the table shows the answers.

#### Example

8% of your staff who did the survey said they experienced bullying, of which

- 30% said the top way they reported the bullying was 'I did not tell anyone about the bullying'.
- 100% 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
I did not tell anyone about the bullying	10%	30%	16%	12%
Told a manager	50%	30%	45%	47%
Told Human Resources	30%	30%	16%	12%
Told a colleague	50%	20%	36%	42%
Told a friend or family member	50%	20%	30%	34%
Told the person the behaviour was not OK	0%	20%	11%	17%
Told employee assistance program (EAP) or peer support	0%	10%	7%	9%

## 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.

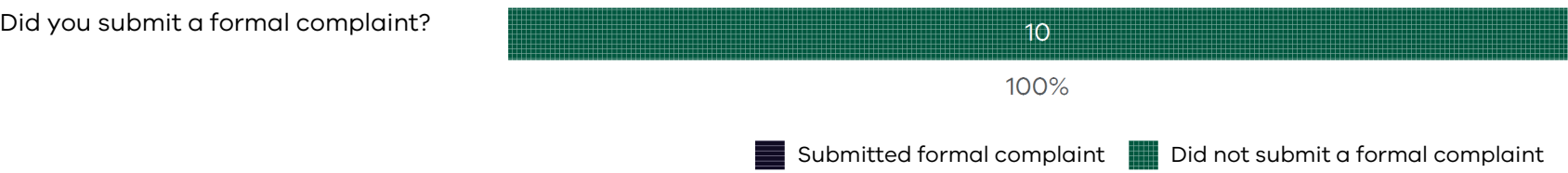
#### How to read this

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

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

- 60% said the top reason was 'I believed there would be negative consequences for my reputation'.



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	60%	56%	53%
I believed there would be negative consequences for the person I was going to complain about	40%	9%	10%
I believed there would be negative consequences for my career	30%	47%	40%
I didn't think it would make a difference	30%	47%	50%
I didn't need to because I made the bullying stop	20%	6%	7%
Other	20%	10%	12%
I didn't feel safe to report the incident	10%	16%	19%
I didn't know how to make a complaint	10%	6%	5%
I didn't know who to talk to	10%	3%	5%
I didn't need to because I no longer had contact with the person(s) who bullied me	10%	7%	8%

# 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, 8% 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.

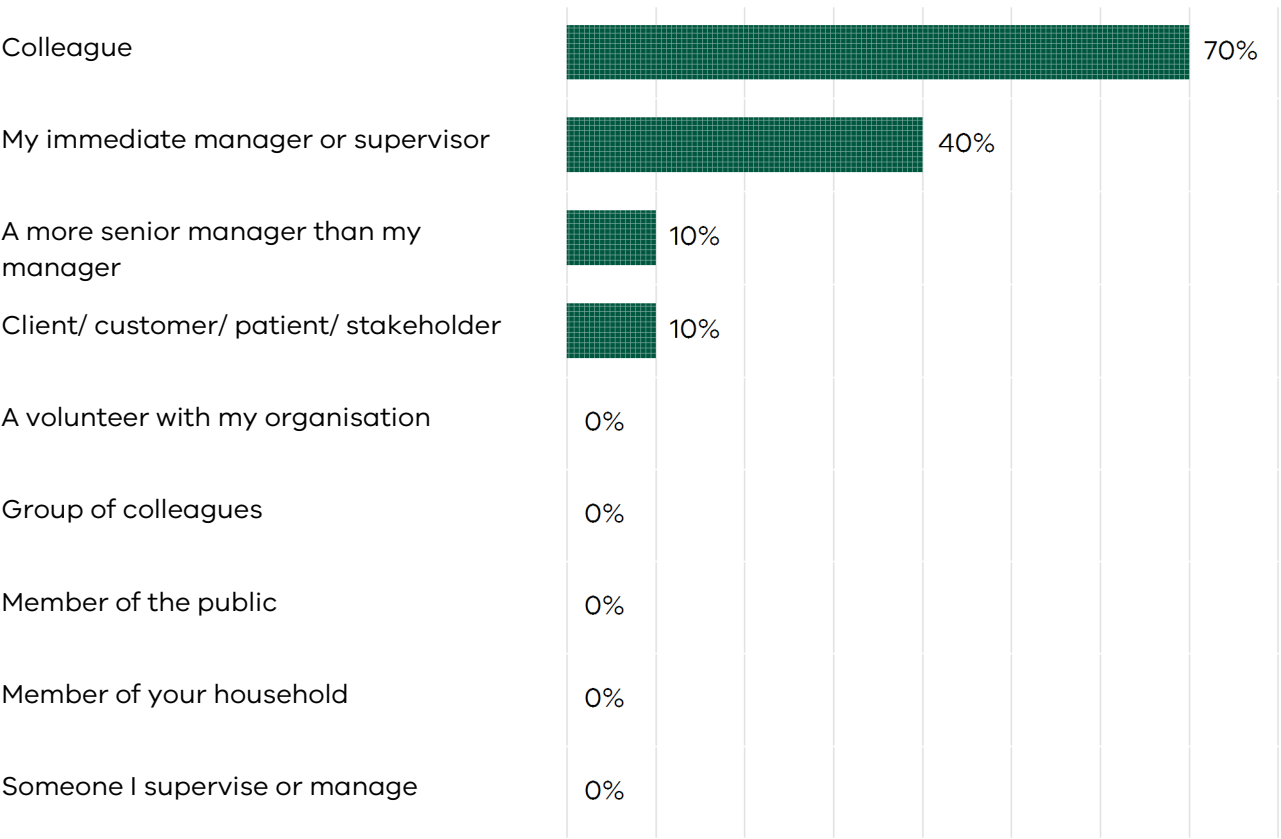
Each row is one perpetrator or group of perpetrators.

### Example

8% of your staff who did the survey said they experienced bullying.

Of that 8%, 70% said it was by 'Colleague'.

10 people (8% 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.

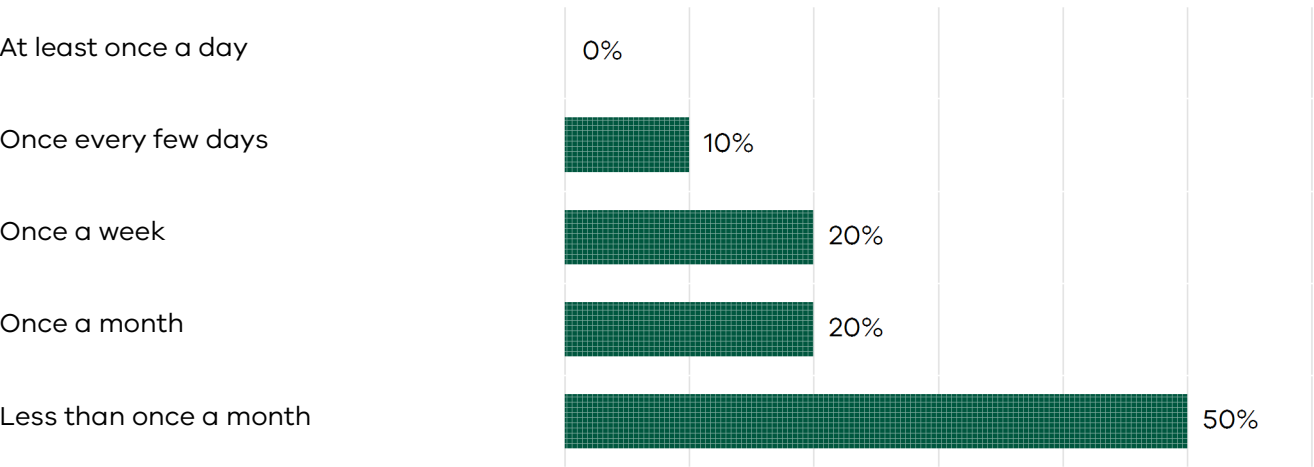
### How to read this

In this year’s survey, 8% of your staff said they experienced bullying.  
If they did, they could tell us how often they experienced this behaviour.

### Example

8% of your staff who did the survey said they experienced bullying.  
Of that 8%, 0% 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.

### Why there is no data here

We've not published the results for this section because less than 10 people said they experienced sexual harassment. We do this to protect the respondents.

# People outcomes

## Discrimination

### What this is

Discrimination is when a person treats, or proposes to treat, a person unfavourably because of their personal characteristics, such as their age or gender, or other attributes.

### Why this is important

Staff expect to have a safe and inclusive working environment to work in that is free of discrimination.

### Why there is no data here

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

We do this to protect the respondents.

# People outcomes

## 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.

### Why there is no data here

We've not published the results for this section because less than 10 people said they experienced violence or aggression. We do this to protect the respondents.

# 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.

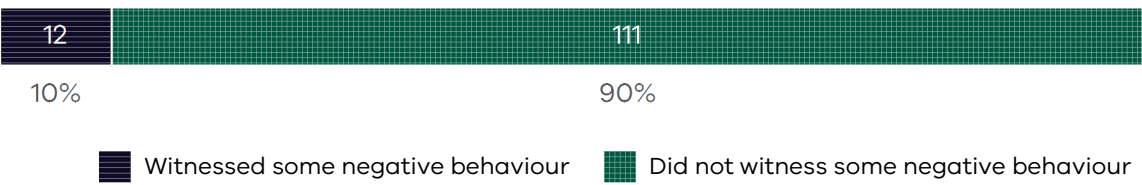
They could tell us with one or more answers if they witnessed negative behaviour and what type they witnessed. In descending order, the table shows the answers.

### Example

10% of your staff who did the survey said they witnessed some negative behaviour at work.

90% 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	90%	88%	77%
Bullying of a colleague	8%	8%	16%
Discrimination against a colleague	2%	4%	8%

## 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**
- 10% of your staff who did the survey witnessed negative behaviour, of which:
- 58% said the top action they took was 'Spoke to the person who experienced the behaviour'.
  - 8% took no action.



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	58%	66%	72%
Told a manager	50%	30%	37%
Told Human Resources	25%	9%	6%
Other	8%	6%	7%
Spoke to the person who behaved in a negative way	8%	17%	22%
Told a colleague	8%	17%	21%
Told the person the behaviour was not OK	8%	19%	25%
Took no action	8%	11%	7%

People outcomes

Negative behaviour — satisfaction with making a formal complaint

What this is

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

Why this is important

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

How to read this

Under 'Your results', see results for each question in descending order by yes.  
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

0% of staff who did the survey were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Survey question

Were you satisfied with the way your formal complaint was handled

No  
Yes

Your results

Don't know

Benchmark satisfied results

You		Comparator		
2020	2021	Lowest	Average	Highest



# People matter

## survey 2021

Have your say

Report overview	People outcomes		Key differences	Taking action	Senior leadership
<ul style="list-style-type: none"> <li>About your report</li> <li>Privacy and anonymity</li> <li>Survey's theoretical framework</li> <li>Your comparator group</li> <li>Your response rate</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: engagement index</li> <li>Engagement</li> <li>Scorecard: satisfaction, stress, intention to stay</li> <li>Satisfaction</li> <li>Work-related stress levels</li> <li>Work-related stress causes</li> <li>Intention to stay</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: emotional effects of work</li> <li>Scorecard: negative behaviour</li> <li>Bullying</li> <li>Sexual harassment</li> <li>Discrimination</li> <li>Violence and aggression</li> <li>Witnessing negative behaviours</li> </ul>	<ul style="list-style-type: none"> <li>Highest scoring</li> <li>Lowest scoring</li> <li>Most improved</li> <li>Most declined</li> <li>Biggest positive difference from comparator</li> <li>Biggest negative difference from comparator</li> </ul>	<ul style="list-style-type: none"> <li>Taking action questions</li> </ul>	<ul style="list-style-type: none"> <li>Senior leadership questions</li> </ul>
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# 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 96% 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 5% 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	96%	+5%	94%
Safety climate	My organisation provides a physically safe work environment	93%	Not asked in 2020	95%
Quality service delivery	My workgroup strives to deliver services in a timely manner	93%	Not asked in 2020	93%
Quality service delivery	My workgroup strives to provide high quality advice and services	93%	Not asked in 2020	93%
Job enrichment	I understand how my job contributes to my organisation's purpose	93%	-1%	93%
Manager leadership	My manager is committed to workplace safety	92%	Not asked in 2020	94%
Workgroup support	I am able to work effectively with others outside my immediate workgroup	91%	+7%	91%
Organisational integrity	My organisation encourages respectful workplace behaviours	90%	Not asked in 2020	90%
Organisational integrity	My organisation is committed to earning a high level of public trust	90%	Not asked in 2020	91%
Manager leadership	My manager ensures clients receive a high standard of service	89%	Not asked in 2020	92%

## 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 'Taking action', the 'You 2021' column shows 20% of your staff agreed with 'My organisation has taken positive action on the results of last year's survey'.

This question was not asked in 2020.

Question subgroup	Lowest scoring questions	You 2021	Change from 2020	Comparator 2021
Taking action	My organisation has taken positive action on the results of last year's survey	20%	Not asked in 2020	43%
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)	21%	Not asked in 2020	31%
Learning and development	I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers)	24%	Not asked in 2020	46%
Safety climate	All levels of my organisation are involved in the prevention of stress	30%	-13%	54%
Learning and development	I feel I have an equal chance at promotion in my organisation	33%	Not asked in 2020	49%
Taking action	I believe my organisation will take positive action on the results of this year's survey	36%	Not asked in 2020	59%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	40%	-10%	60%
Engagement	My organisation inspires me to do the best in my job	44%	-14%	70%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	45%	-15%	66%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	46%	-13%	70%

# 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 'Safe to speak up', the 'You 2021' column shows 83% of your staff agreed with 'People in your workgroup are able to bring up problems and tough issues'.

In the 'Increase from 2020' column, you have a 9% increase, which is a positive trend.

Question group	Most improved from last year	You 2021	Increase from 2020	Comparator 2021
Safe to speak up	People in your workgroup are able to bring up problems and tough issues	83%	+9%	81%
Manager support	My manager involves me in decisions about my work	85%	+9%	85%
Workgroup support	I am able to work effectively with others outside my immediate workgroup	91%	+7%	91%
Manager support	My manager listens to what I have to say	86%	+7%	87%
Workgroup support	I am able to work effectively with others in my workgroup	96%	+5%	94%
Workgroup support	People in my workgroup work together effectively to get the job done	86%	+4%	88%
Manager support	My manager keeps me informed about what's going on	76%	+3%	80%
Manager support	My manager provides me with enough support when I need it	78%	+2%	84%
Manager support	My manager provides feedback to me in a way that helps me improve my performance	71%	+1%	76%
Job enrichment	I have a choice in deciding how I do my work	80%	+1%	84%

## 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 'Safety climate', the 'You 2021' column shows 45% of your staff agreed with 'Senior leaders consider the psychological health of employees to be as important as productivity'.

In the 'Decrease from 2020' column, you have a 15% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2021	Decrease from 2020	Comparator 2021
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	45%	-15%	66%
Engagement	My organisation inspires me to do the best in my job	44%	-14%	70%
Senior leadership	Senior leaders provide clear strategy and direction	51%	-14%	64%
Engagement	I would recommend my organisation as a good place to work	63%	-14%	81%
Safety climate	All levels of my organisation are involved in the prevention of stress	30%	-13%	54%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	46%	-13%	70%
Senior leadership	Senior leaders support staff to work in an environment of change	54%	-12%	70%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	40%	-10%	60%
Engagement	I am proud to tell others I work for my organisation	67%	-10%	83%
Engagement	My organisation motivates me to help achieve its objectives	52%	-9%	73%

### 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 'Job enrichment', the 'You 2021' column shows 80% of your staff agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

The 'difference' column, shows that agreement for this question was 11 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2021	Difference	Comparator 2021
Job enrichment	I understand how the Charter of Human Rights and Responsibilities applies to my work	80%	+11%	69%
Innovation	My workgroup takes reasonable risks to improve its services	76%	+9%	68%
Diversity and inclusion	There is a positive culture within my organisation in relation to employees who identify as LGBTIQ+	76%	+5%	71%
Safe to speak up	People in your workgroup are able to bring up problems and tough issues	83%	+2%	81%
Supporting question - gender equality	My organisation uses inclusive and respectful images and language	89%	+2%	88%
Workgroup support	I am able to work effectively with others in my workgroup	96%	+2%	94%
Workplace flexibility	I am confident that if I requested a flexible work arrangement, it would be given due consideration	82%	+1%	81%
Quality service delivery	My workgroup focuses on making decisions informed by all relevant facts	85%	+1%	84%
Manager leadership	My manager models my organisation's values	87%	+1%	86%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	88%	+1%	87%



## 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 'Engagement', the 'You 2021' column shows 44% of your staff agreed with 'My organisation inspires me to do the best in my job'.

The 'difference' column, shows that agreement for this question was 26 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2021	Difference	Comparator 2021
Engagement	My organisation inspires me to do the best in my job	44%	-26%	70%
Safety climate	All levels of my organisation are involved in the prevention of stress	30%	-24%	54%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	46%	-24%	70%
Taking action	I believe my organisation will take positive action on the results of this year's survey	36%	-23%	59%
Taking action	My organisation has taken positive action on the results of last year's survey	20%	-22%	43%
Learning and development	I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers)	24%	-22%	46%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	45%	-21%	66%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	48%	-21%	69%
Engagement	My organisation motivates me to help achieve its objectives	52%	-21%	73%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	40%	-20%	60%

# People matter

## survey 2021

Have your say

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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

36% 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'.

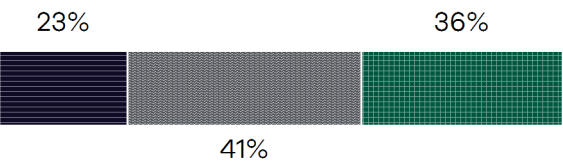
# Survey question

# Your results

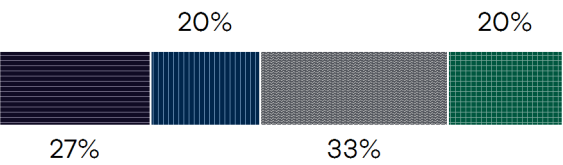
# Benchmark agree results



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		
2020	2021	Lowest	Average	Highest
Not asked	36 %	34 %	59 %	79 %
Not asked	20 %	28 %	43 %	59 %

# People matter

## survey 2021

Have your say

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# 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.

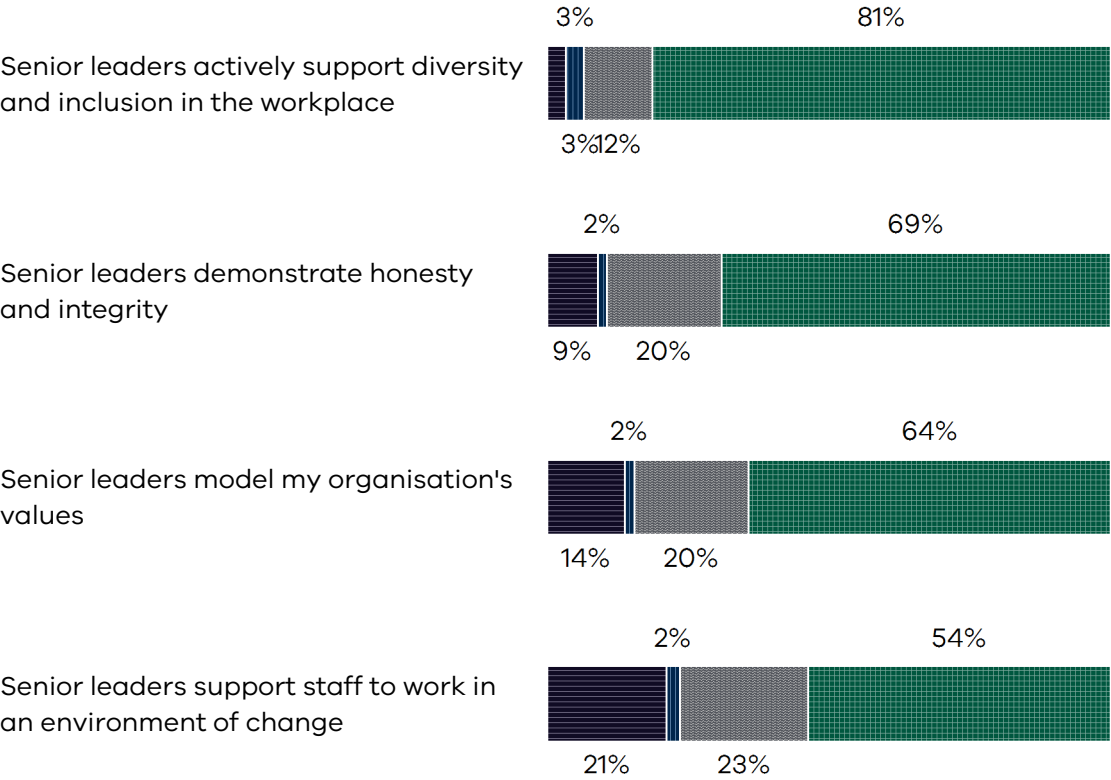
### Example

81% 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



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	81 %	59 %	81 %	97 %
Not asked	69 %	45 %	70 %	84 %
Not asked	64 %	48 %	73 %	88 %
66 %	54 %	46 %	70 %	86 %

# 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.

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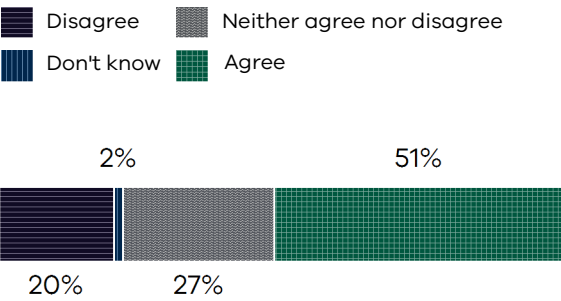
### Example

51% of your 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

You		Comparator		
2020	2021	Lowest	Average	Highest
65 %	51 %	39 %	64 %	86 %



# People matter

## survey 2021

Have your say

Report overview	People outcomes		Key differences	Taking action	Senior leadership
<ul style="list-style-type: none"> <li>About your report</li> <li>Privacy and anonymity</li> <li>Survey's theoretical framework</li> <li>Your comparator group</li> <li>Your response rate</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: engagement index</li> <li>Engagement</li> <li>Scorecard: satisfaction, stress, intention to stay</li> <li>Satisfaction</li> <li>Work-related stress levels</li> <li>Work-related stress causes</li> <li>Intention to stay</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: emotional effects of work</li> <li>Scorecard: negative behaviour</li> <li>Bullying</li> <li>Sexual harassment</li> <li>Discrimination</li> <li>Violence and aggression</li> <li>Witnessing negative behaviours</li> </ul>	<ul style="list-style-type: none"> <li>Highest scoring</li> <li>Lowest scoring</li> <li>Most improved</li> <li>Most declined</li> <li>Biggest positive difference from comparator</li> <li>Biggest negative difference from comparator</li> </ul>	<ul style="list-style-type: none"> <li>Taking action questions</li> </ul>	<ul style="list-style-type: none"> <li>Senior leadership questions</li> </ul>
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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.

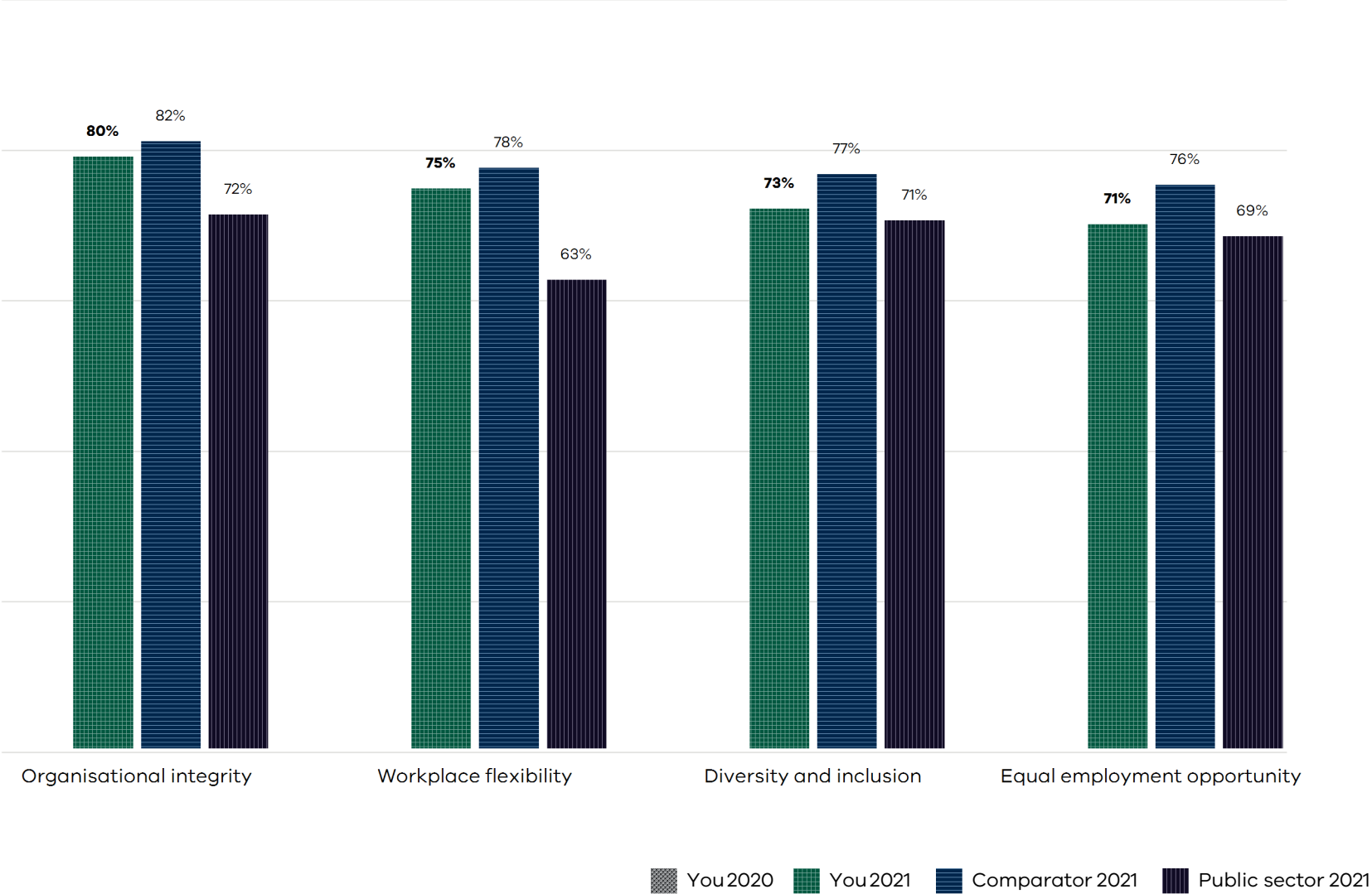
### Example

In 2021:

- 80% of your staff who did the survey responded positively to questions about Organisational integrity.

Compared to:

- 82% of staff at your comparator and 72% of staff across the public sector.



# Organisational climate

## Scorecard 2 of 2

### What this is

This scorecard provides overall results for each factor in the organisation climate part of the survey's theoretical framework.

### Why this is important

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

### How to read this

Each label represents a group of questions in the survey about organisational climate.

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

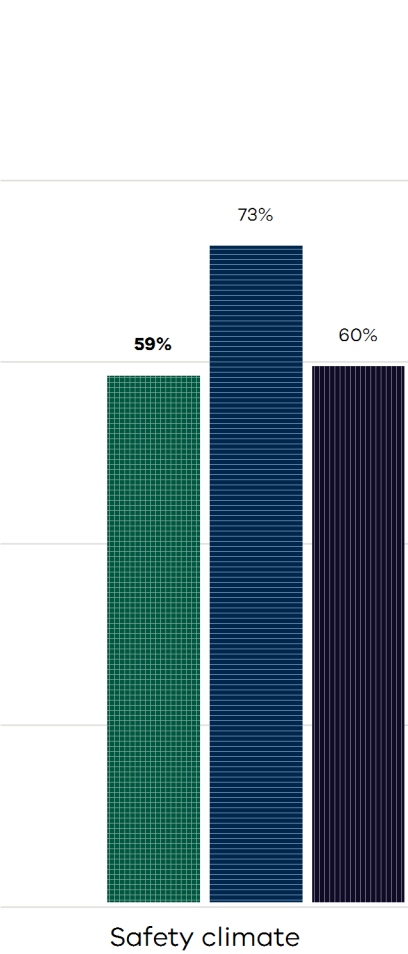
### Example

In 2021:

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

Compared to:

- 73% of staff at your comparator and 60% of staff across the public sector.



You2020 You2021 Comparator 2021 Public sector 2021

# Organisational climate

## Organisational integrity 1 of 2

### What this is

This is how much trust staff have in your organisation's ability to operate, implement policy and deliver services for Victorians.

### Why this is important

We need the community to have high trust in how we work and what we do.

### How to read this

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

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

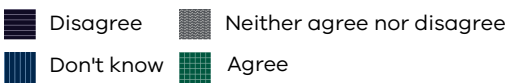
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

### Example

90% 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

You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	90 %	67 %	90 %	96 %
Not asked	90 %	60 %	91 %	98 %
Not asked	88 %	65 %	87 %	95 %
Not asked	88 %	64 %	88 %	95 %

# 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.

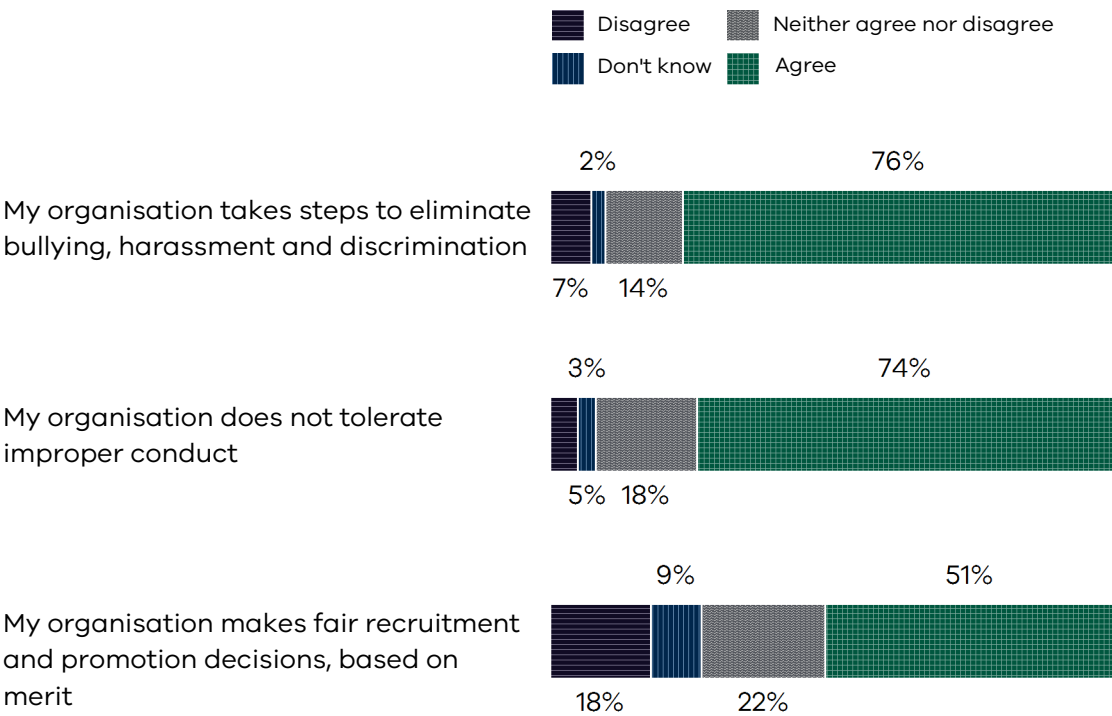
### Example

76% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

## Survey question

## Your results

## Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	76 %	53 %	79 %	91 %
Not asked	74 %	58 %	79 %	93 %
Not asked	51 %	36 %	57 %	74 %

# 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.

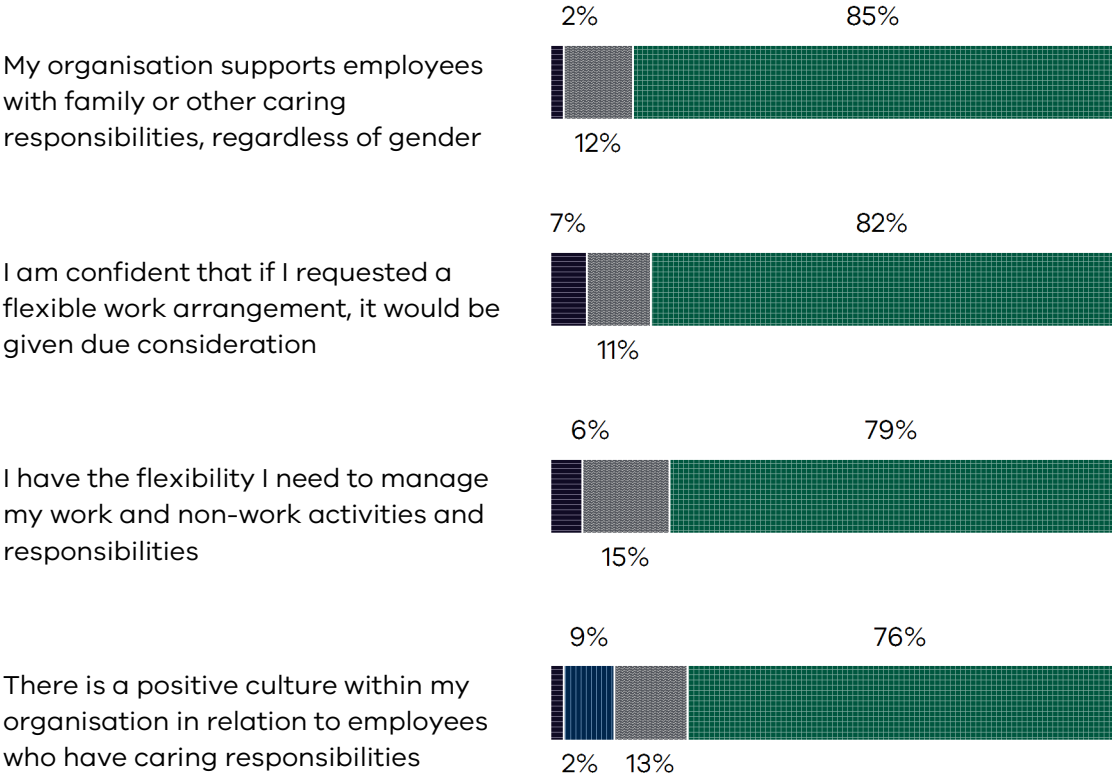
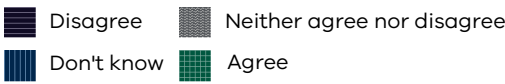
### Example

85% of your staff who did the survey agreed or strongly agreed with 'My organisation supports employees with family or other caring responsibilities, regardless of gender'.

## Survey question

## Your results

## Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	85 %	81 %	88 %	95 %
84 %	82 %	69 %	81 %	95 %
Not asked	79 %	73 %	84 %	90 %
Not asked	76 %	62 %	77 %	91 %

# Organisational climate

## Workplace flexibility 2 of 4

### What this is

This is how well you 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.

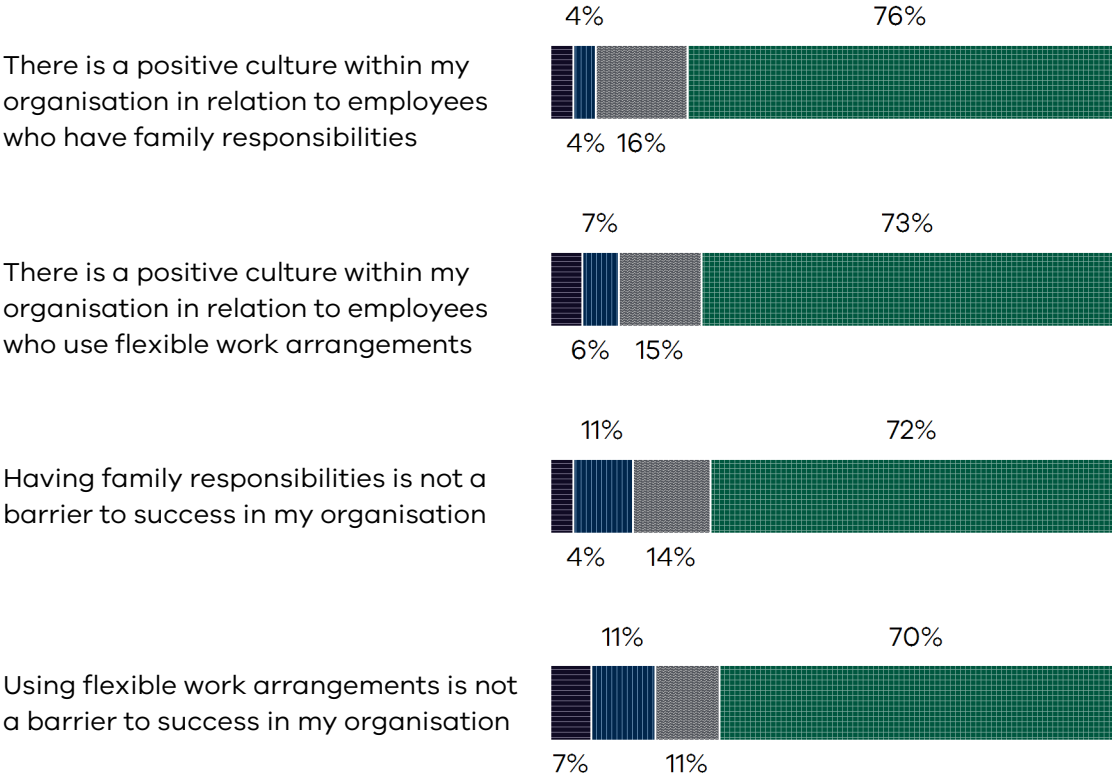
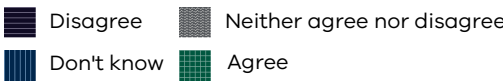
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

### Example

76% 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 have family responsibilities'.

## Survey question

## Your results



## Benchmark agree results

You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	76 %	67 %	80 %	90 %
Not asked	73 %	58 %	74 %	91 %
Not asked	72 %	65 %	76 %	84 %
Not asked	70 %	57 %	71 %	90 %



# 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.

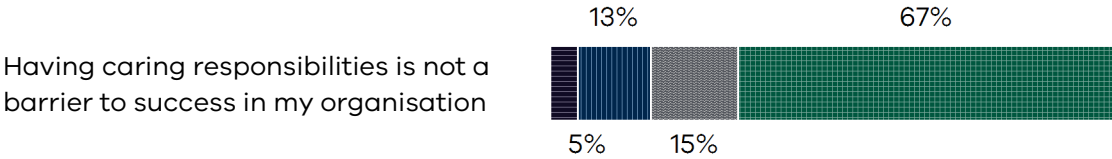
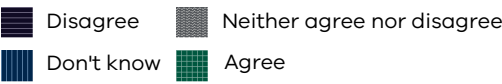
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

### Example

67% 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

You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	67 %	59 %	73 %	83 %

# Organisational climate

## Workplace flexibility 4 of 4

### What this is

This is how well you 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

41% 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)	41%	35%	24%
No, I do not use any flexible work arrangements	40%	39%	38%
Flexible start and finish times	32%	31%	23%
Part-time	8%	11%	19%
Using leave to work flexible hours	8%	8%	8%
Working more hours over fewer days	2%	5%	6%
Shift swap	2%	3%	12%
Study leave	2%	2%	4%
Job sharing	2%	1%	1%
Other	1%	3%	2%

# 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.

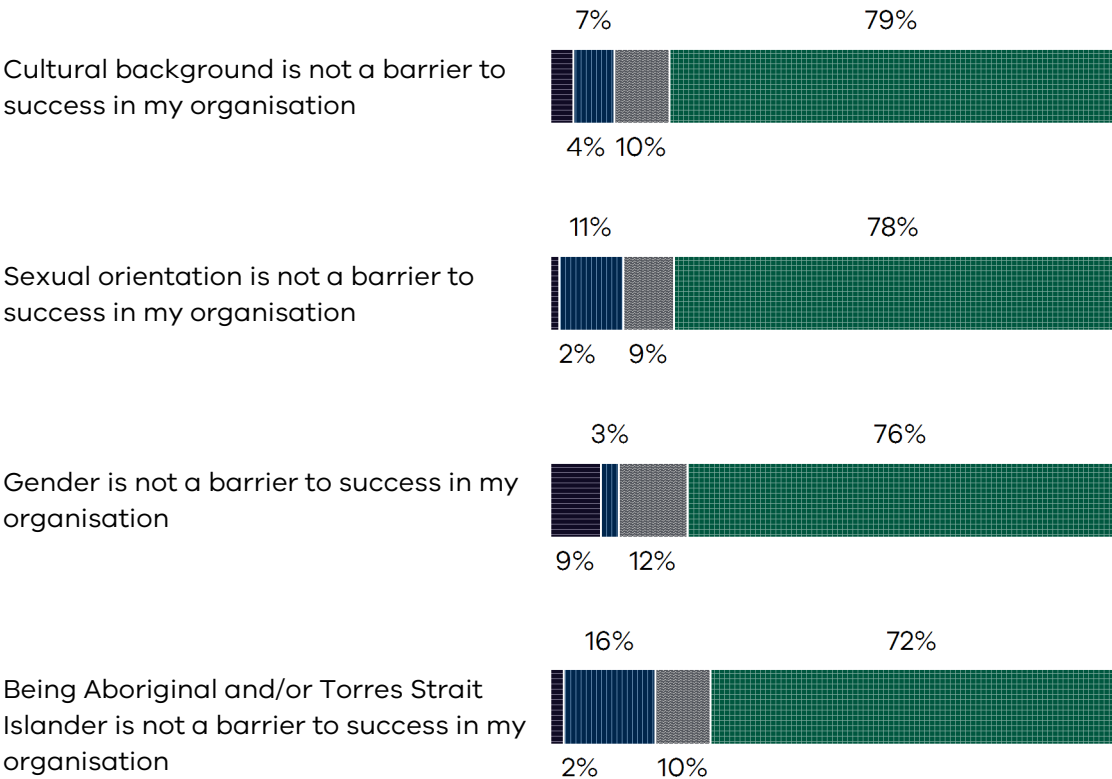
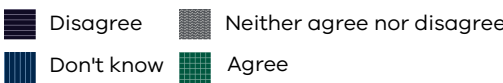
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

### Example

79% of your staff who did the survey agreed or strongly agreed with 'Cultural background is not a barrier to success in my organisation'.

## Survey question

## Your results



## Benchmark agree results

You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	79 %	62 %	81 %	95 %
Not asked	78 %	59 %	79 %	91 %
Not asked	76 %	59 %	78 %	93 %
Not asked	72 %	59 %	78 %	91 %

# Organisational climate

## Equal employment opportunity 2 of 2

### What this is

This is how well staff feel your organisation supports equal opportunity in the workplace.

### Why this is important

This is a Victorian employment principle and is set out in the charter of Human Rights and Responsibilities Act 2006.

### How to read this

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

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

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

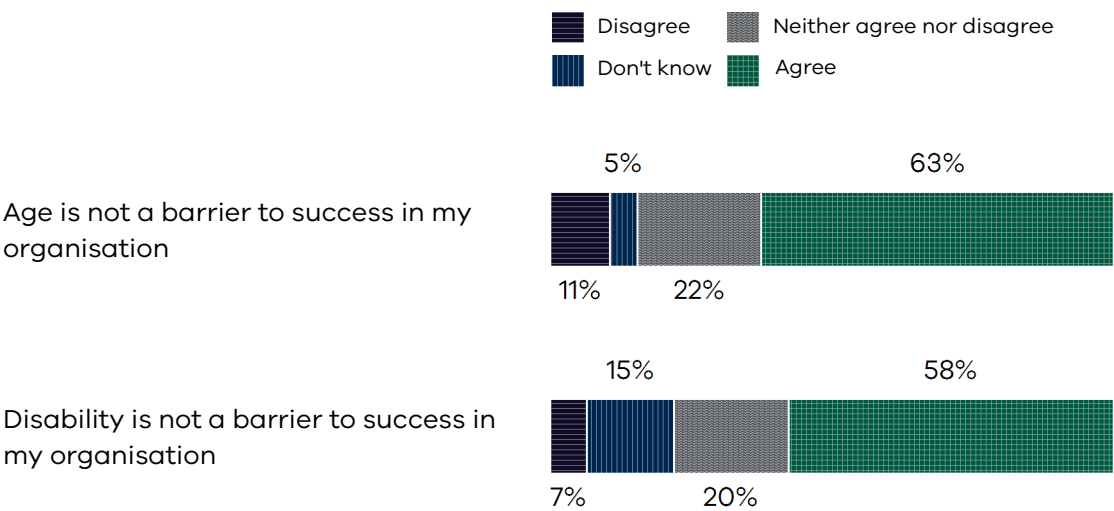
### Example

63% of your staff who did the survey agreed or strongly agreed with 'Age is not a barrier to success in my organisation'.

## Survey question

## Your results

## Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	63 %	61 %	71 %	82 %
Not asked	58 %	46 %	69 %	83 %

# 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.

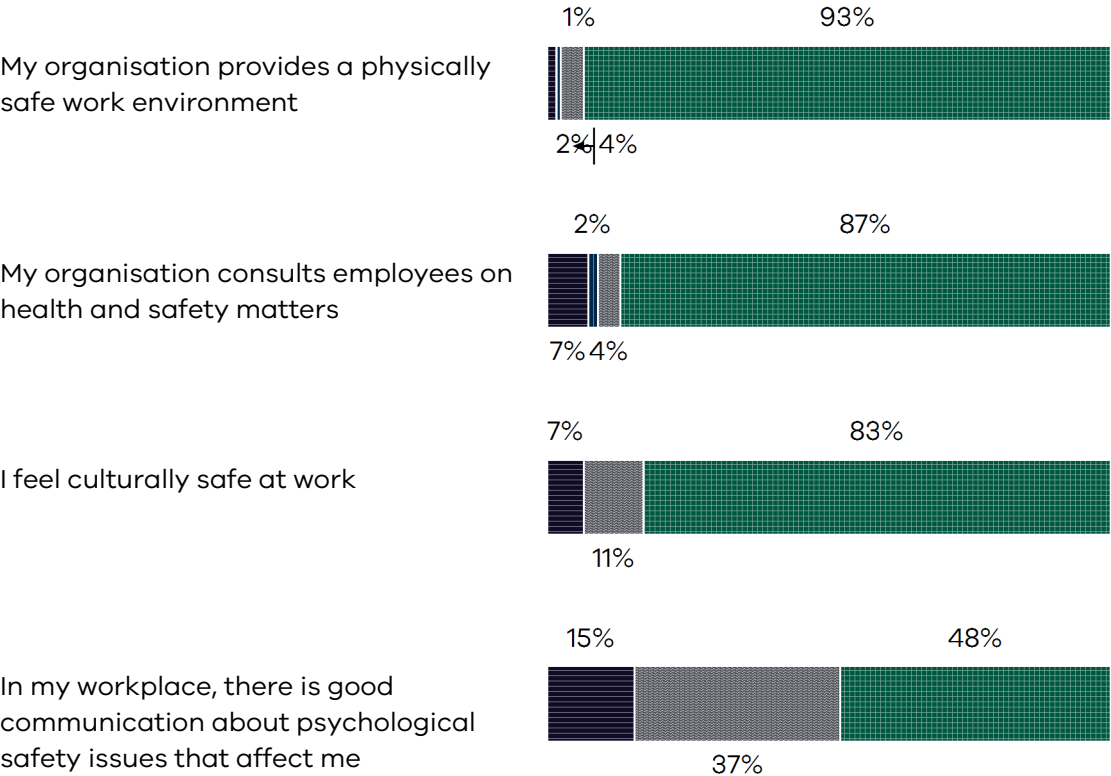
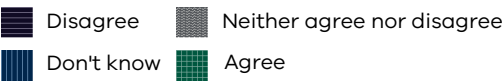
### Example

93% 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



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	93 %	86 %	95 %	100 %
Not asked	87 %	73 %	89 %	100 %
Not asked	83 %	65 %	83 %	95 %
57 %	48 %	52 %	69 %	88 %

# 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.

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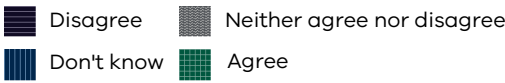
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

### Example

46% of your staff who did the survey agreed or strongly agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.

## Survey question

## Your results



## Benchmark agree results

You		Comparator		
2020	2021	Lowest	Average	Highest
59 %	46 %	51 %	70 %	81 %
60 %	45 %	44 %	66 %	83 %
50 %	40 %	38 %	60 %	74 %
43 %	30 %	28 %	54 %	66 %

# 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.

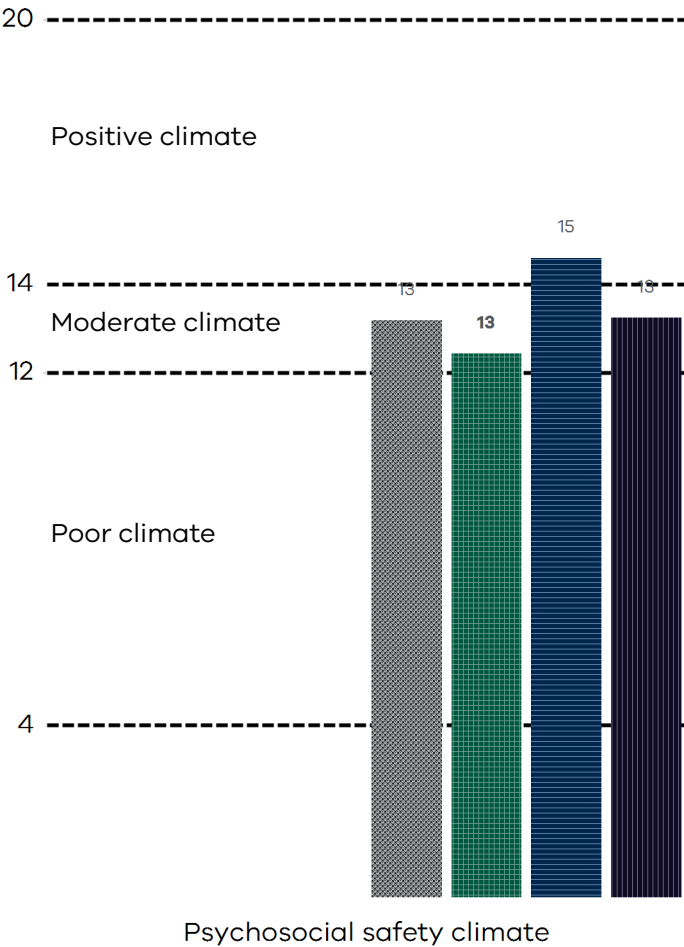
A score of:

- 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 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.

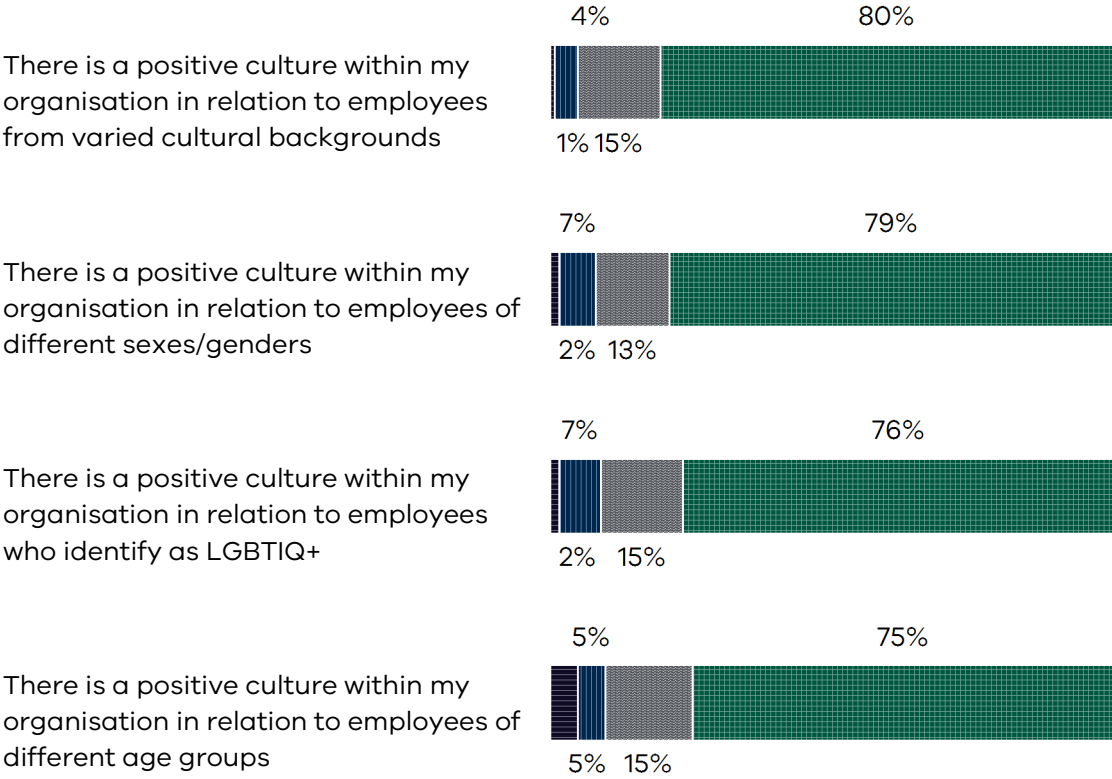
### Example

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



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	80 %	59 %	83 %	93 %
Not asked	79 %	62 %	82 %	92 %
Not asked	76 %	41 %	71 %	94 %
Not asked	75 %	55 %	78 %	86 %

# 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.

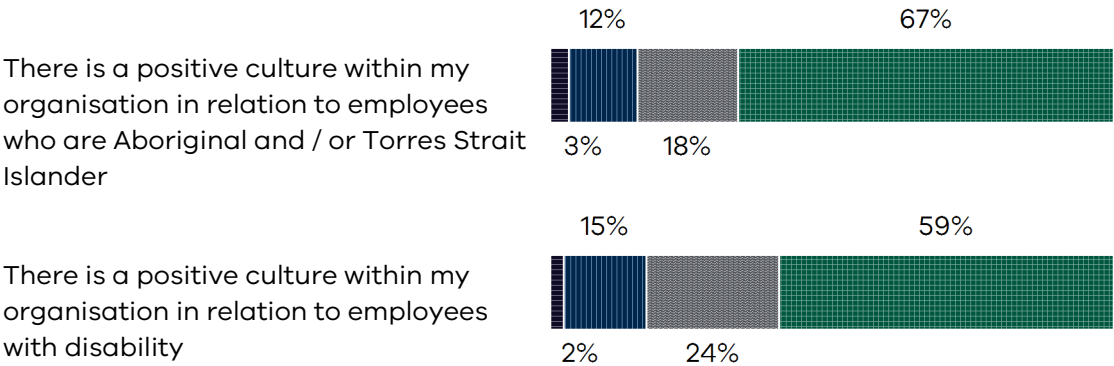
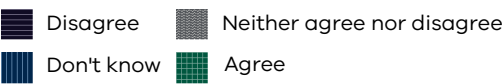
### Example

67% 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



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	67 %	60 %	79 %	95 %
Not asked	59 %	45 %	71 %	82 %

# Organisational climate

## Gender equality supporting measures

### What this is

These are new questions to support Workplace Gender Audits, in addition to existing People matter survey questions on gender equality.

Your excel files show all of the questions you can use in your workplace gender audits.

### Why this is important

Under the [Gender Equality Act 2020](#), organisations have obligations to promote gender equality in the workplace.

### How to read this

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

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

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

### Example

89% of your staff who did the survey agreed or strongly agreed with 'My organisation uses inclusive and respectful images and language'.

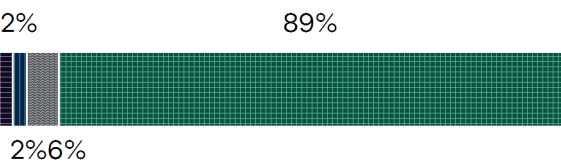
## Survey question

## Your results

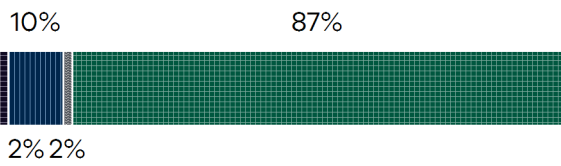
## Benchmark agree results



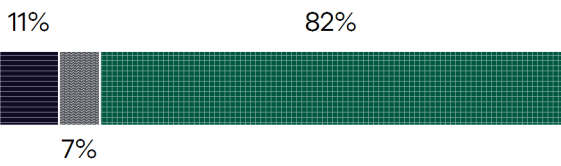
My organisation uses inclusive and respectful images and language



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



In my workgroup work is allocated fairly, regardless of gender



You		Comparator		
2020	2021	Lowest	Average	Highest

Not asked	89 %	69 %	88 %	95 %
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Not asked	87 %	74 %	87 %	93 %
-----------	------	------	------	------

Not asked	82 %	78 %	85 %	91 %
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# People matter

## survey 2021

Have your say

Report overview	People outcomes		Key differences	Taking action	Senior leadership
<ul style="list-style-type: none"> <li>About your report</li> <li>Privacy and anonymity</li> <li>Survey's theoretical framework</li> <li>Your comparator group</li> <li>Your response rate</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: engagement index</li> <li>Engagement</li> <li>Scorecard: satisfaction, stress, intention to stay</li> <li>Satisfaction</li> <li>Work-related stress levels</li> <li>Work-related stress causes</li> <li>Intention to stay</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: emotional effects of work</li> <li>Scorecard: negative behaviour</li> <li>Bullying</li> <li>Sexual harassment</li> <li>Discrimination</li> <li>Violence and aggression</li> <li>Witnessing negative behaviours</li> </ul>	<ul style="list-style-type: none"> <li>Highest scoring</li> <li>Lowest scoring</li> <li>Most improved</li> <li>Most declined</li> <li>Biggest positive difference from comparator</li> <li>Biggest negative difference from comparator</li> </ul>	<ul style="list-style-type: none"> <li>Taking action questions</li> </ul>	<ul style="list-style-type: none"> <li>Senior leadership questions</li> </ul>
Organisational climate	Workgroup climate	Job and manager factors	Public sector values	Custom questions	Demographics
<ul style="list-style-type: none"> <li>Scorecard</li> <li>Organisational integrity</li> <li>Workplace flexibility</li> <li>Equal employment opportunity</li> <li>Psychosocial and physical safety climate</li> <li>Psychosocial safety climate score</li> <li>Diversity and inclusion</li> <li>Gender equality supporting measures</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Quality service delivery</li> <li>Innovation</li> <li>Workgroup support</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Manager leadership</li> <li>Manager support</li> <li>Workload</li> <li>Learning and development</li> <li>Job enrichment</li> <li>Meaningful work</li> <li>Safe to speak up</li> <li>Barriers to optimal work</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Responsiveness</li> <li>Integrity</li> <li>Impartiality</li> <li>Accountability</li> <li>Respect</li> <li>Leadership</li> <li>Human rights</li> </ul>	<ul style="list-style-type: none"> <li>Questions requested by your organisation</li> </ul>	<ul style="list-style-type: none"> <li>Age, defence force and education</li> <li>Aboriginal and/or Torres Strait Islander</li> <li>Disability</li> <li>Gender, variations in sex characteristics and sexual orientation</li> <li>Cultural diversity</li> <li>Employment</li> <li>Adjustments</li> <li>Caring</li> <li>Business units</li> </ul>

# 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.

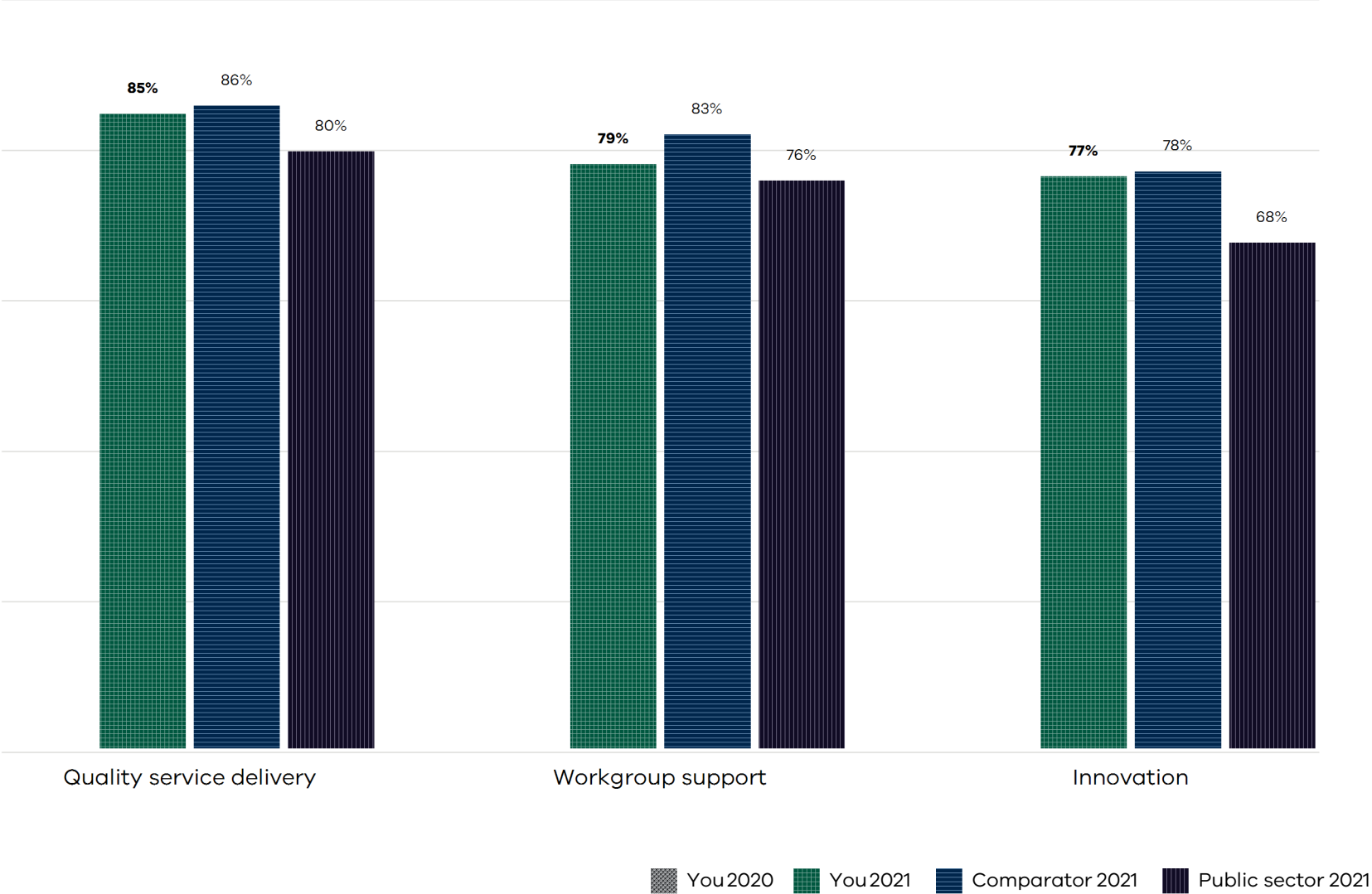
### Example

In 2021:

- 85% of your staff who did the survey responded positively to questions about .

Compared to:

- 86% 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.

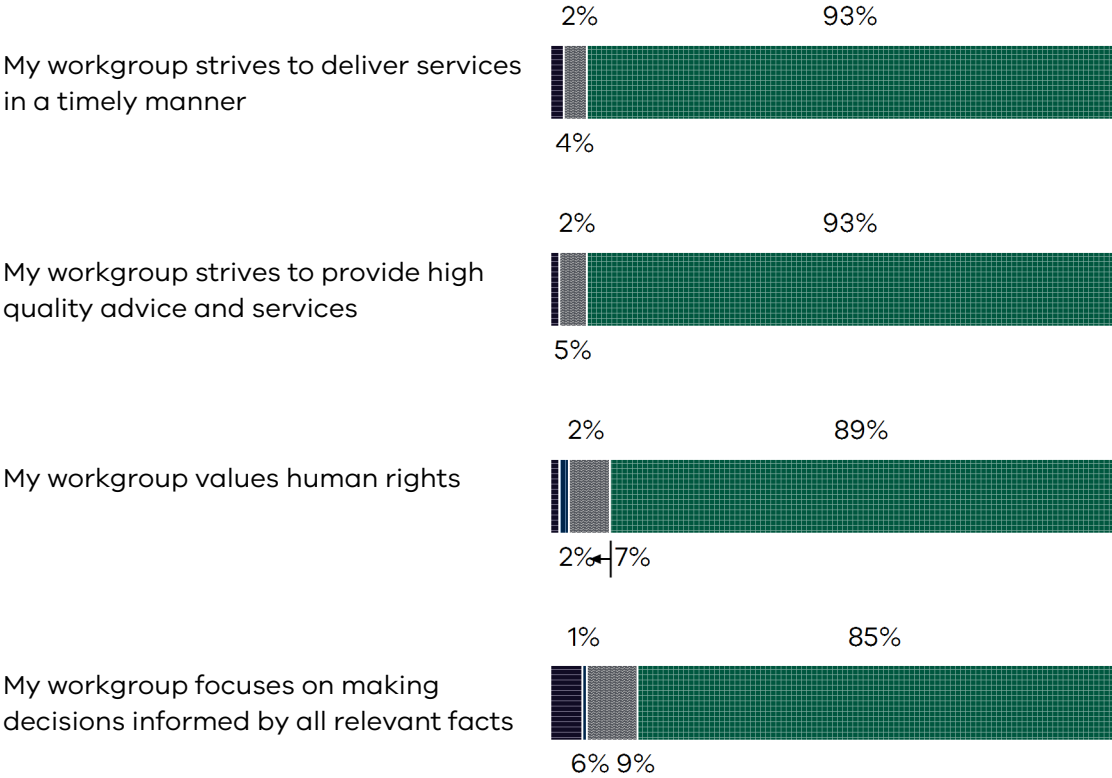
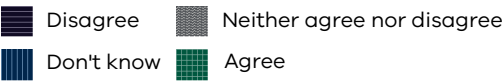
Example

93% of your staff who did the survey agreed or strongly agreed with 'My workgroup strives to deliver services in a timely manner'.

Survey question

Your results

Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	93 %	89 %	93 %	98 %
Not asked	93 %	88 %	93 %	95 %
Not asked	89 %	81 %	89 %	95 %
Not asked	85 %	77 %	84 %	91 %

# 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.

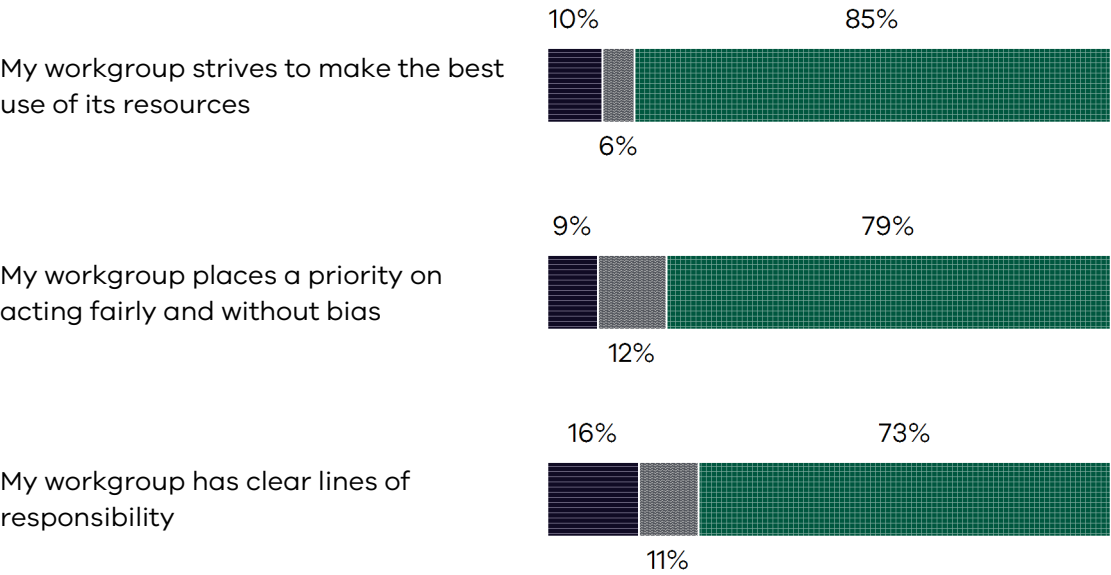
### Example

85% of your staff who did the survey agreed or strongly agreed with 'My workgroup strives to make the best use of its resources'.

## Survey question

## Your results

## Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	85 %	74 %	84 %	89 %
Not asked	79 %	73 %	83 %	90 %
Not asked	73 %	69 %	79 %	88 %



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

88% 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



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	88 %	82 %	88 %	93 %
Not asked	79 %	72 %	80 %	86 %
Not asked	76 %	73 %	79 %	85 %
Not asked	76 %	54 %	68 %	77 %

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.

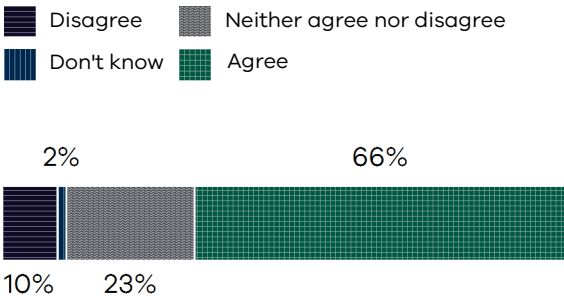
Example

66% of your staff who did the survey agreed or strongly agreed with 'My workgroup encourages employee creativity'.

Survey question

My workgroup encourages employee creativity

Your results



Benchmark agree results

You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	66 %	66 %	74 %	83 %

# 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.

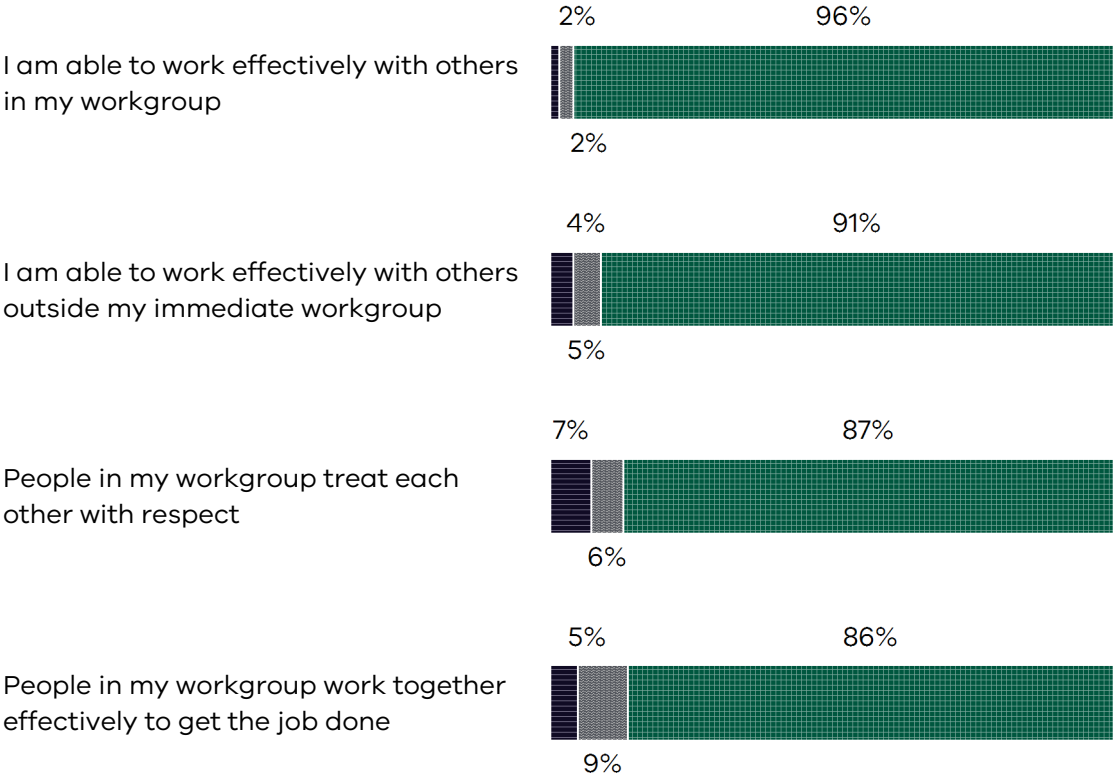
### Example

96% 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		
2020	2021	Lowest	Average	Highest
91 %	96 %	92 %	94 %	95 %
84 %	91 %	84 %	91 %	97 %
89 %	87 %	81 %	89 %	94 %
82 %	86 %	85 %	88 %	91 %

Workgroup climate

Workgroup support 2 of 3

What this is

This is how well staff feel people work together and support each other in your organisation.

Why this is important

Collaboration can lead to higher team satisfaction, performance and effectiveness.

How to read this

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

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

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

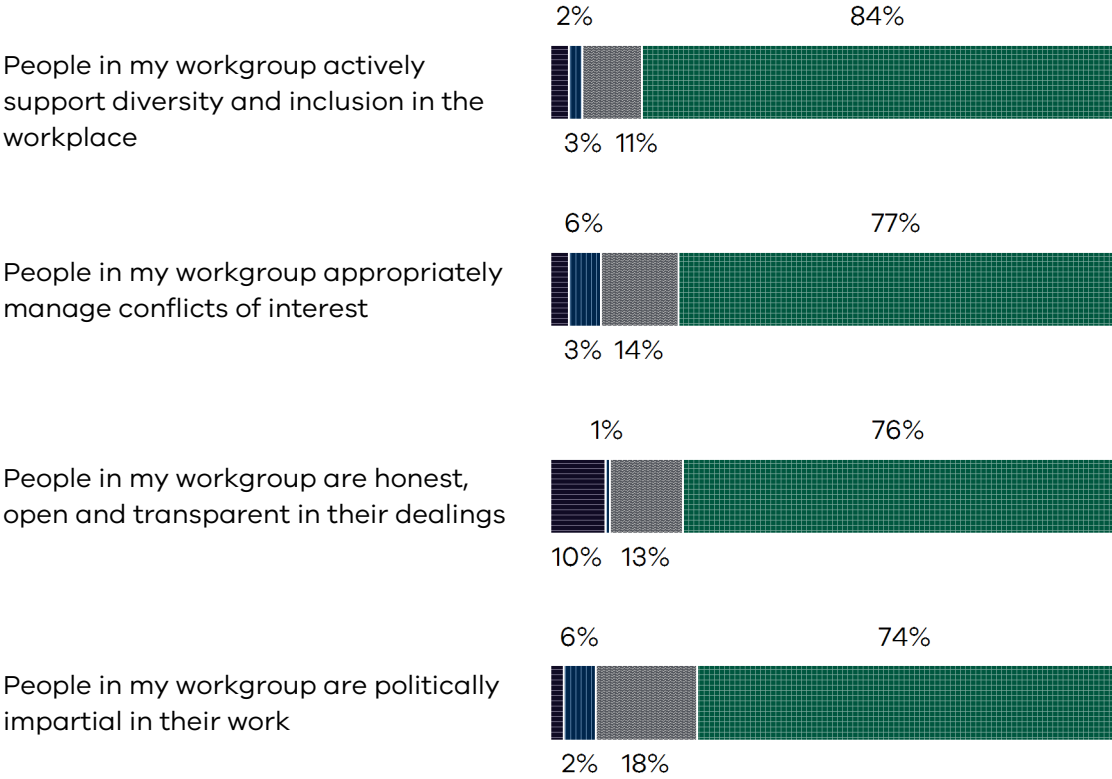
Example

84% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup actively support diversity and inclusion in the workplace'.

Survey question

Your results

Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	84 %	77 %	87 %	93 %
Not asked	77 %	72 %	79 %	88 %
Not asked	76 %	75 %	81 %	86 %
Not asked	74 %	67 %	76 %	86 %

# 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.

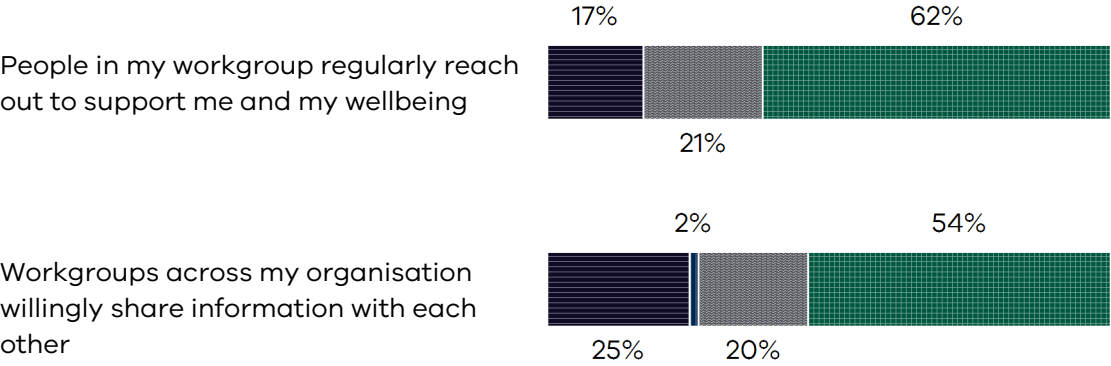
### Example

62% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup regularly reach out to support me and my wellbeing'.

## Survey question

## Your results

## Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
70 %	62 %	69 %	78 %	85 %
57 %	54 %	42 %	62 %	74 %

# People matter

## survey 2021

Have your say

Report overview	People outcomes		Key differences	Taking action	Senior leadership
<ul style="list-style-type: none"> <li>About your report</li> <li>Privacy and anonymity</li> <li>Survey's theoretical framework</li> <li>Your comparator group</li> <li>Your response rate</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: engagement index</li> <li>Engagement</li> <li>Scorecard: satisfaction, stress, intention to stay</li> <li>Satisfaction</li> <li>Work-related stress levels</li> <li>Work-related stress causes</li> <li>Intention to stay</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: emotional effects of work</li> <li>Scorecard: negative behaviour</li> <li>Bullying</li> <li>Sexual harassment</li> <li>Discrimination</li> <li>Violence and aggression</li> <li>Witnessing negative behaviours</li> </ul>	<ul style="list-style-type: none"> <li>Highest scoring</li> <li>Lowest scoring</li> <li>Most improved</li> <li>Most declined</li> <li>Biggest positive difference from comparator</li> <li>Biggest negative difference from comparator</li> </ul>	<ul style="list-style-type: none"> <li>Taking action questions</li> </ul>	<ul style="list-style-type: none"> <li>Senior leadership questions</li> </ul>
Organisational climate	Workgroup climate	Job and manager factors	Public sector values	Custom questions	Demographics
<ul style="list-style-type: none"> <li>Scorecard</li> <li>Organisational integrity</li> <li>Workplace flexibility</li> <li>Equal employment opportunity</li> <li>Psychosocial and physical safety climate</li> <li>Psychosocial safety climate score</li> <li>Diversity and inclusion</li> <li>Gender equality supporting measures</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Quality service delivery</li> <li>Innovation</li> <li>Workgroup support</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Manager leadership</li> <li>Manager support</li> <li>Workload</li> <li>Learning and development</li> <li>Job enrichment</li> <li>Meaningful work</li> <li>Safe to speak up</li> <li>Barriers to optimal work</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Responsiveness</li> <li>Integrity</li> <li>Impartiality</li> <li>Accountability</li> <li>Respect</li> <li>Leadership</li> <li>Human rights</li> </ul>	<ul style="list-style-type: none"> <li>Questions requested by your organisation</li> </ul>	<ul style="list-style-type: none"> <li>Age, defence force and education</li> <li>Aboriginal and/or Torres Strait Islander</li> <li>Disability</li> <li>Gender, variations in sex characteristics and sexual orientation</li> <li>Cultural diversity</li> <li>Employment</li> <li>Adjustments</li> <li>Caring</li> <li>Business units</li> </ul>

# 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.

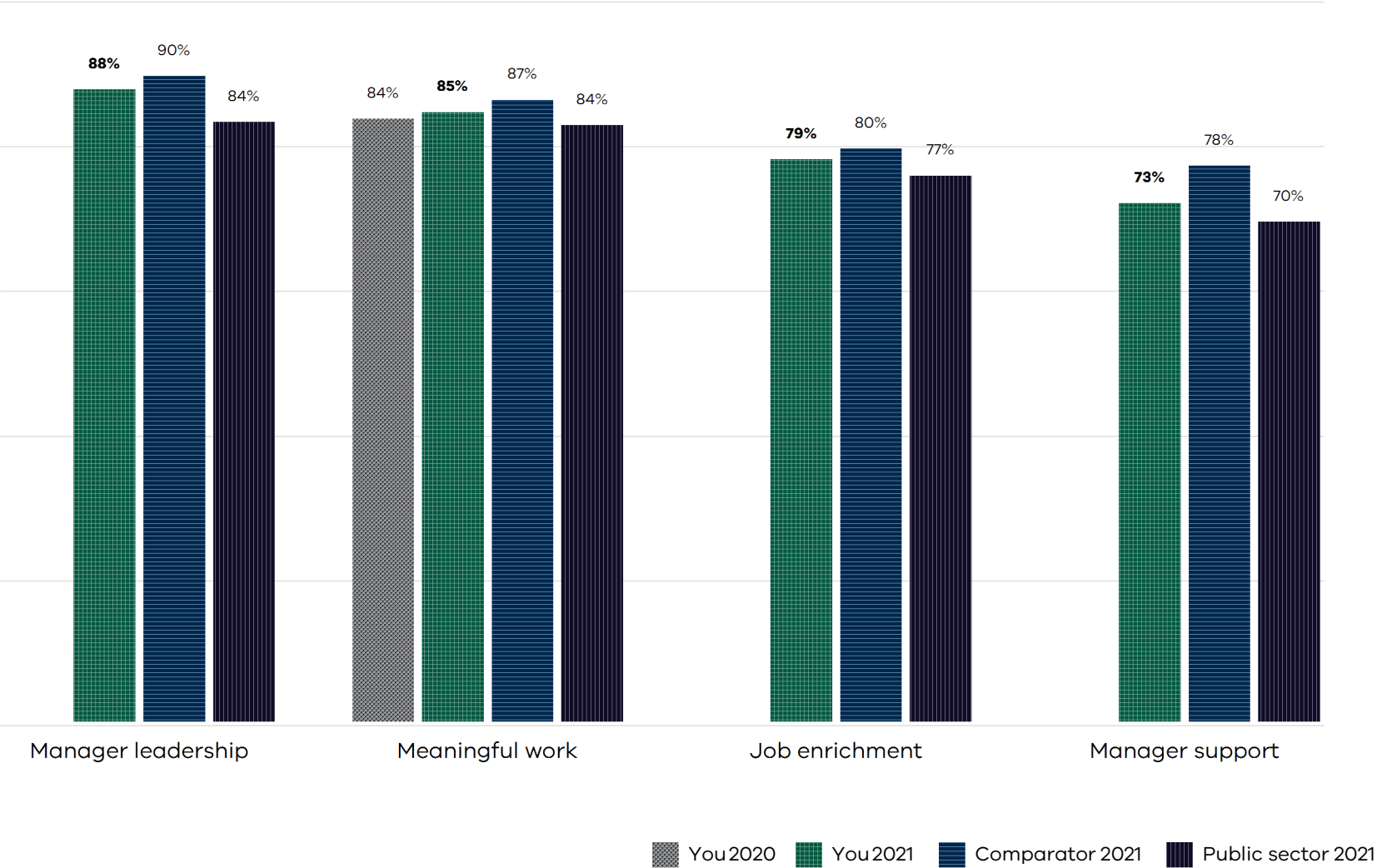
### Example

In 2021:

- 88% of your staff who did the survey responded positively to questions about Manager leadership.

Compared to:

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





# Job and manager factors

## Scorecard 2 of 2

### What this is

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

### Why this is important

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

### How to read this

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

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

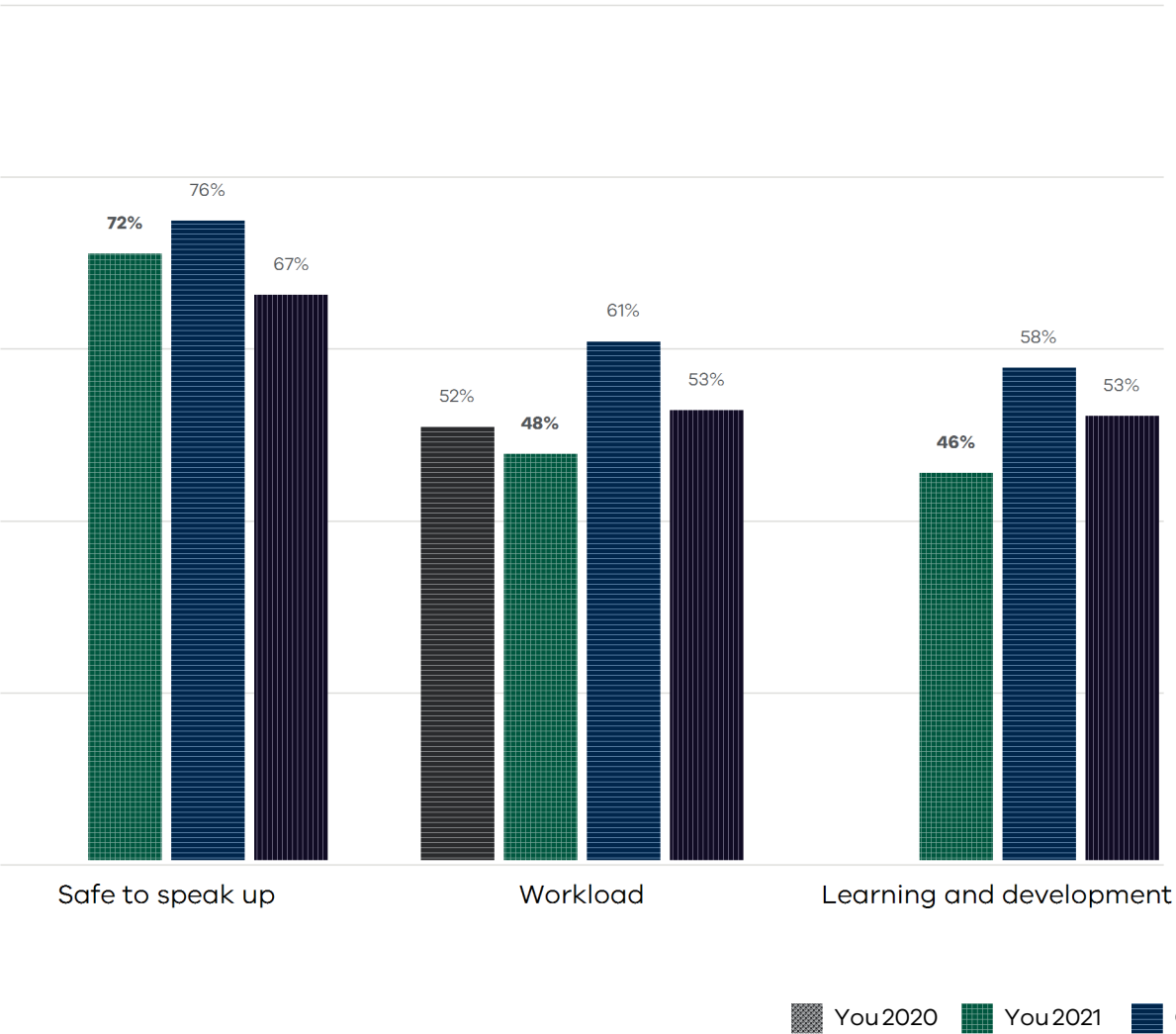
### Example

In 2021:

- 72% of your staff who did the survey responded positively to questions about Safe to speak up.

Compared to:

- 76% 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.

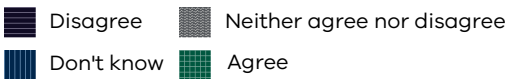
### Example

92% 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



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	92 %	87 %	94 %	98 %
Not asked	89 %	84 %	92 %	98 %
Not asked	88 %	83 %	91 %	96 %
Not asked	88 %	81 %	91 %	96 %

# Job and manager factors

## Manager leadership 2 of 2

### What this is

This is how well staff perceive their direct managers lead.

### Why this is important

Great managers can foster the right environment for staff engagement.

They can act as role models for your organisation’s strategy and values.

### How to read this

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

‘Agree’ combines responses for agree and strongly agree and ‘Disagree’ combines responses for disagree and strongly disagree.

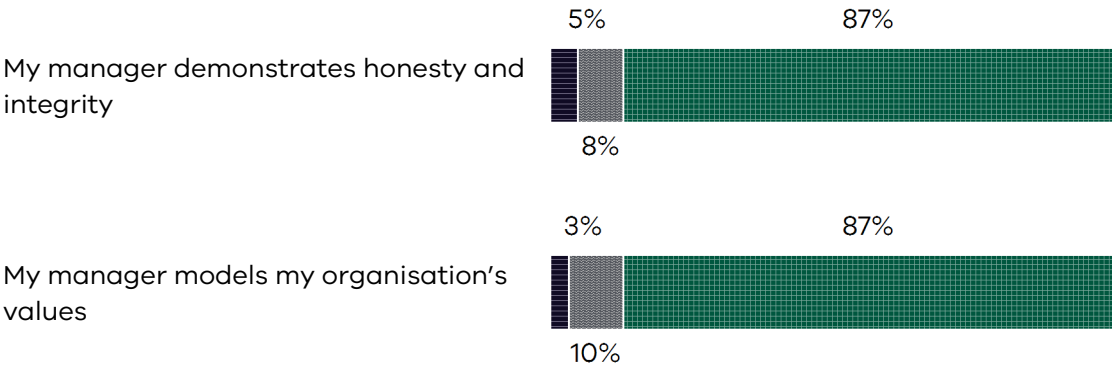
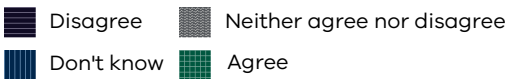
Under ‘Benchmark results’, compare your comparator groups overall, lowest and highest scores with your own.

### Example

87% 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

You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	87 %	81 %	89 %	94 %
Not asked	87 %	77 %	86 %	95 %

# 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.

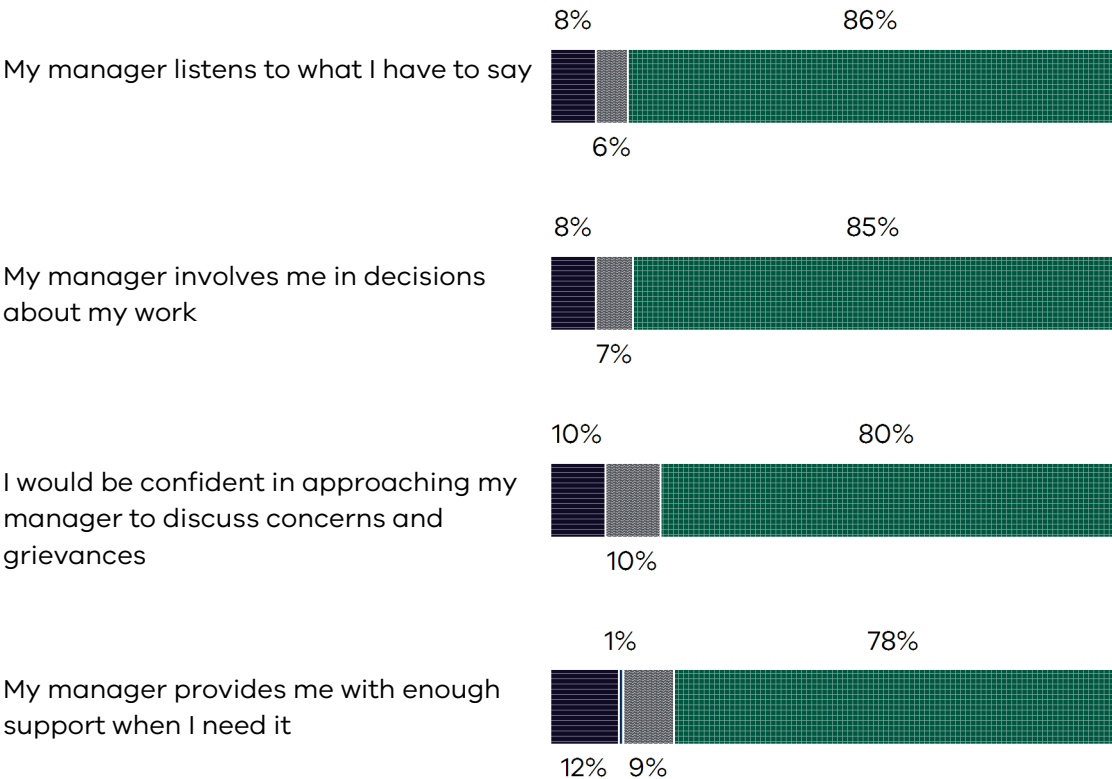
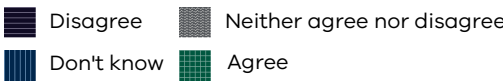
### Example

86% 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



You		Comparator		
2020	2021	Lowest	Average	Highest
80 %	86 %	78 %	87 %	93 %
76 %	85 %	74 %	85 %	90 %
Not asked	80 %	79 %	85 %	90 %
76 %	78 %	73 %	84 %	92 %

## Job and manager factors

### Manager support 2 of 3

#### What this is

This is how supported staff feel by their direct manager.

#### Why this is important

Supportive managers can give staff clarity, appreciation and positive feedback and coaching.

This can lead to higher satisfaction, performance and capacity to do work.

#### How to read this

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

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

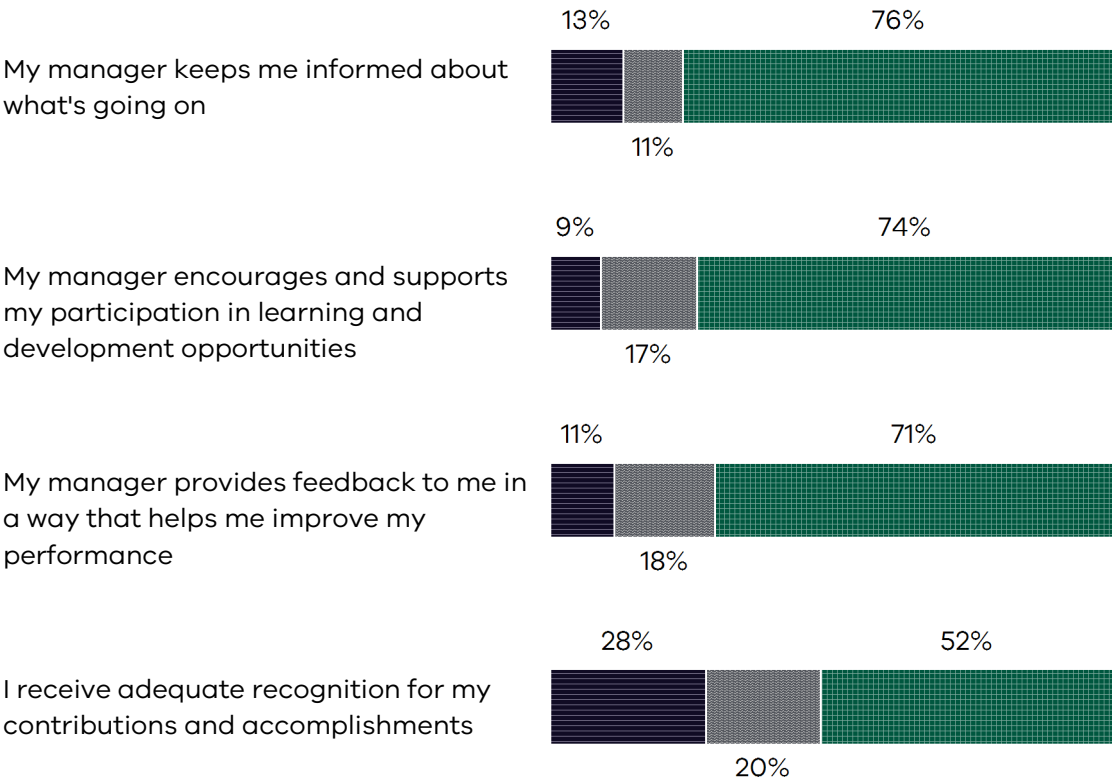
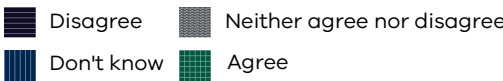
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

#### Example

76% of your staff who did the survey agreed or strongly agreed with 'My manager keeps me informed about what's going on'.

### Survey question

### Your results



### Benchmark agree results

You		Comparator		
2020	2021	Lowest	Average	Highest
73 %	76 %	68 %	80 %	88 %
Not asked	74 %	70 %	81 %	86 %
70 %	71 %	66 %	76 %	82 %
Not asked	52 %	54 %	61 %	75 %

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.

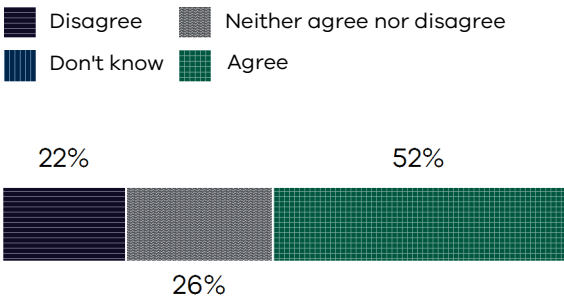
Example

52% of your staff who did the survey agreed or strongly agreed with 'My manager has regular conversations with me about my learning and development'.

Survey question

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

Your results



Benchmark agree results

You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	52 %	46 %	63 %	72 %

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.

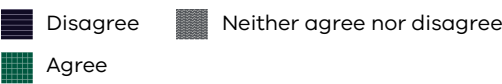
Example

49% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

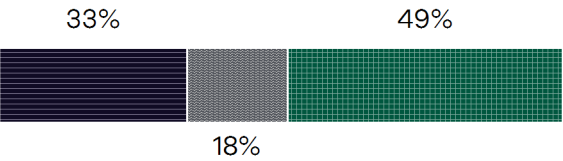
Survey question

Your results

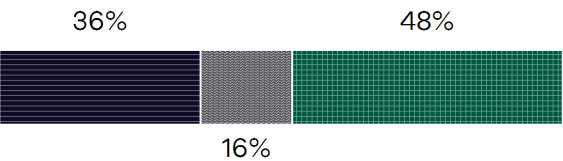
Benchmark agree results



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



I have enough time to do my job effectively



You		Comparator		
2020	2021	Lowest	Average	Highest
53 %	49 %	47 %	64 %	71 %
50 %	48 %	41 %	59 %	67 %



# 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.

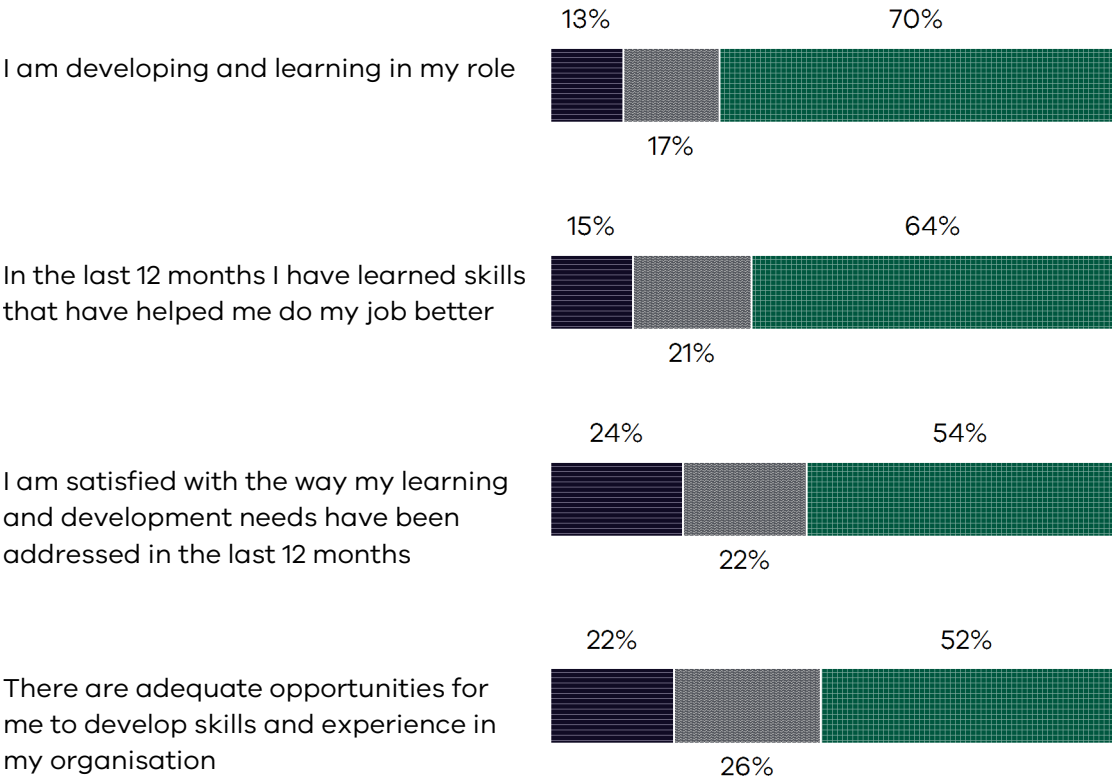
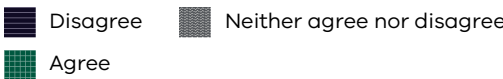
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

### Example

70% 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

You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	70 %	56 %	76 %	86 %
Not asked	64 %	63 %	74 %	83 %
Not asked	54 %	43 %	61 %	69 %
Not asked	52 %	44 %	64 %	72 %

# 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.

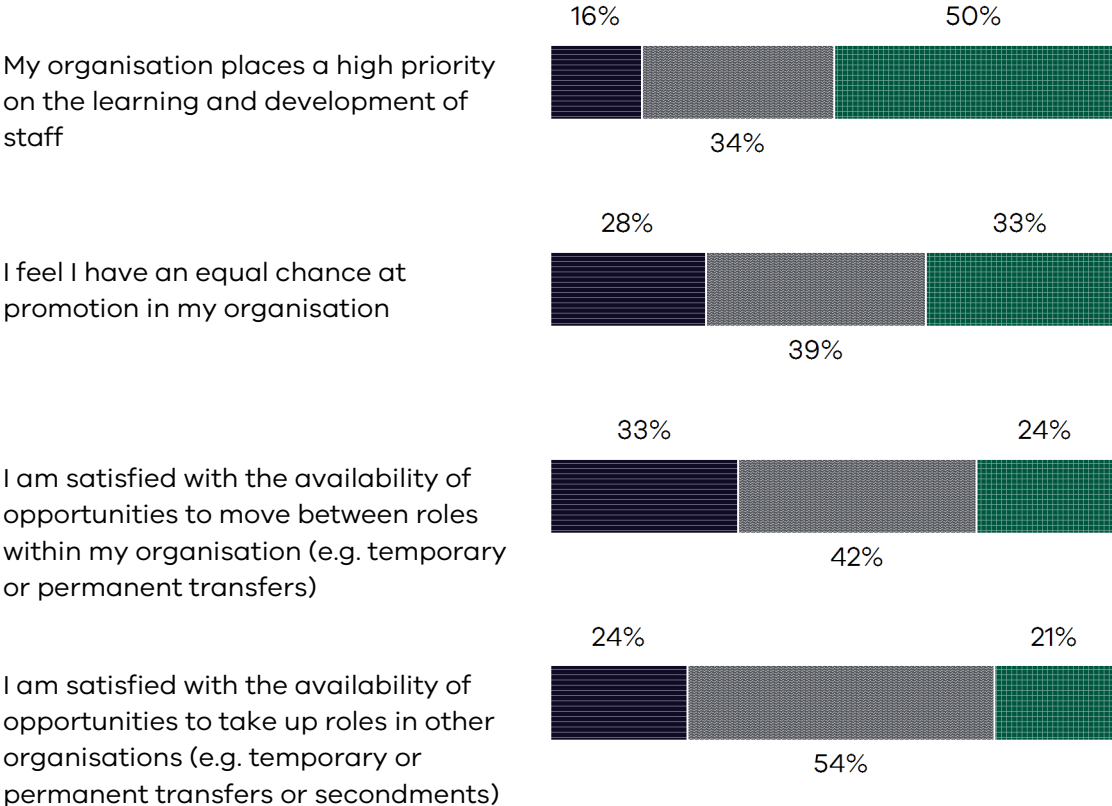
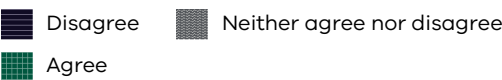
### Example

50% of your staff who did the survey agreed or strongly agreed with 'My organisation places a high priority on the learning and development of staff.'

## Survey question

## Your results

## Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	50 %	35 %	68 %	78 %
Not asked	33 %	32 %	49 %	64 %
Not asked	24 %	35 %	46 %	54 %
Not asked	21 %	21 %	31 %	50 %

# 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.

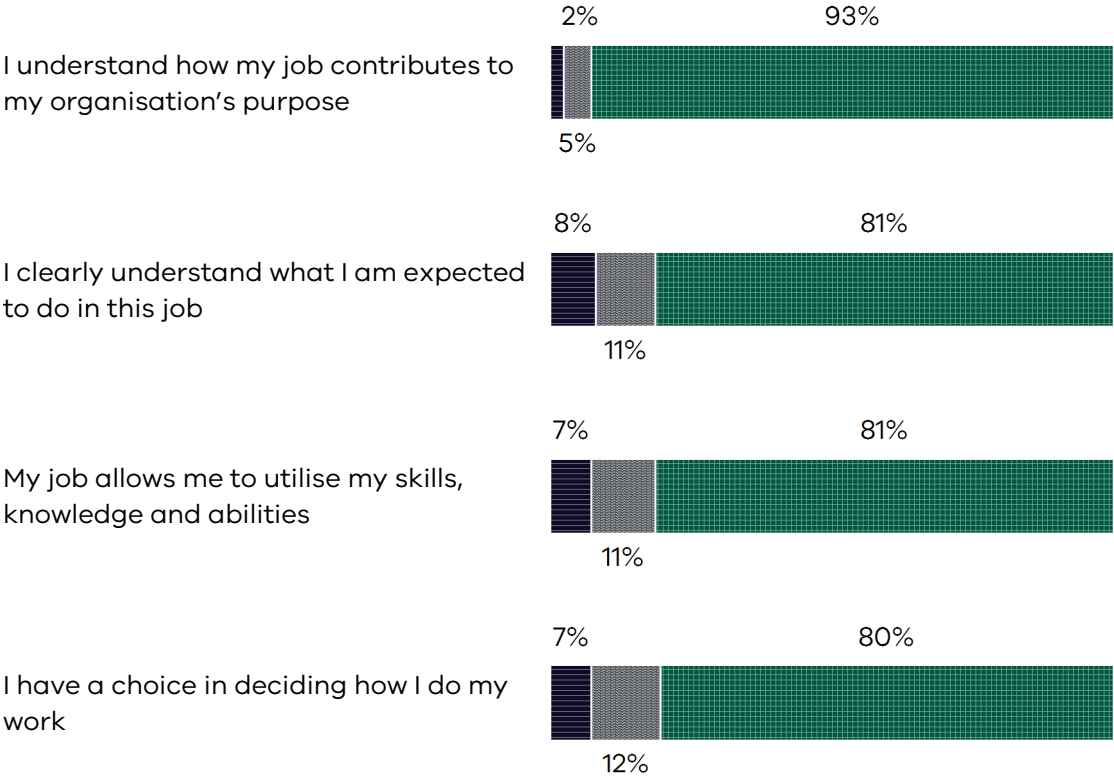
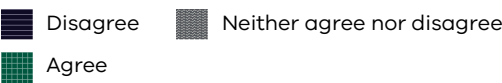
### Example

93% 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



You		Comparator		
2020	2021	Lowest	Average	Highest
94 %	93 %	90 %	93 %	97 %
84 %	81 %	76 %	84 %	93 %
86 %	81 %	77 %	85 %	93 %
80 %	80 %	75 %	84 %	90 %

# 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.

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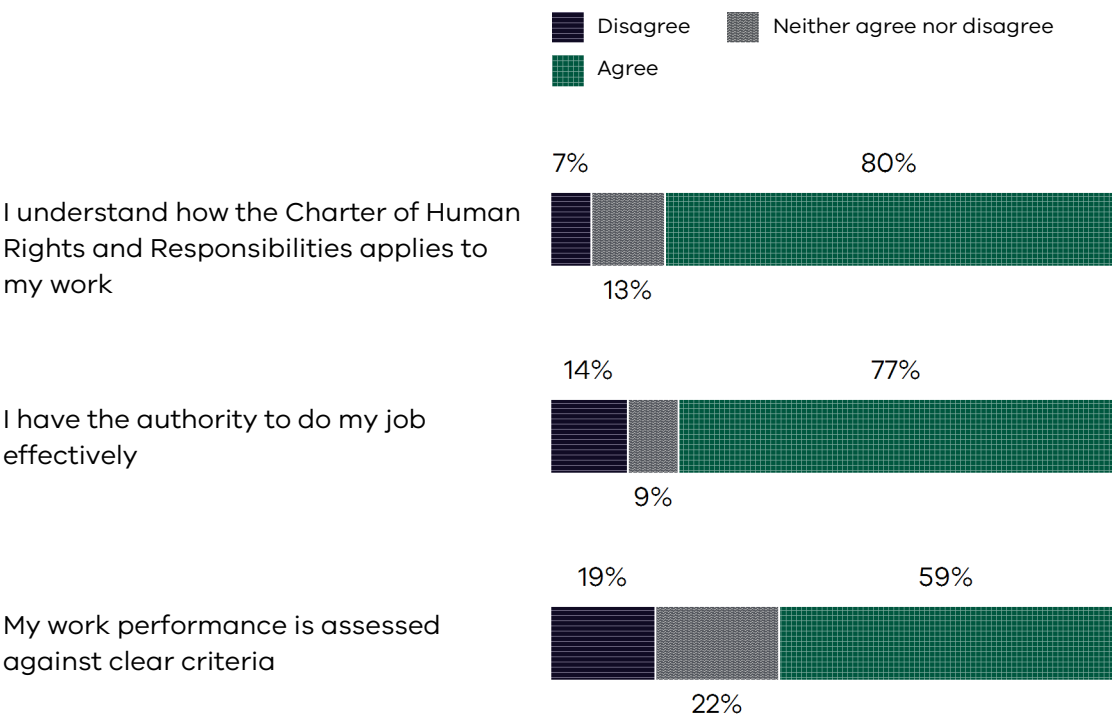
### Example

80% 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



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	80 %	55 %	69 %	84 %
Not asked	77 %	75 %	84 %	90 %
Not asked	59 %	47 %	63 %	84 %

# 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.

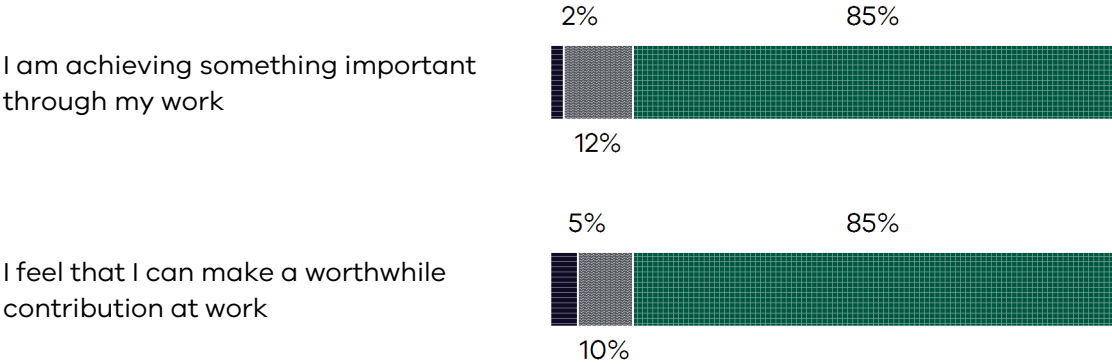
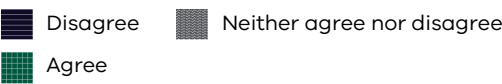
### Example

85% of your staff who did the survey agreed or strongly agreed with 'I am achieving something important through my work'.

## Survey question

## Your results

## Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
84 %	85 %	81 %	85 %	94 %
84 %	85 %	82 %	89 %	97 %

# 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.

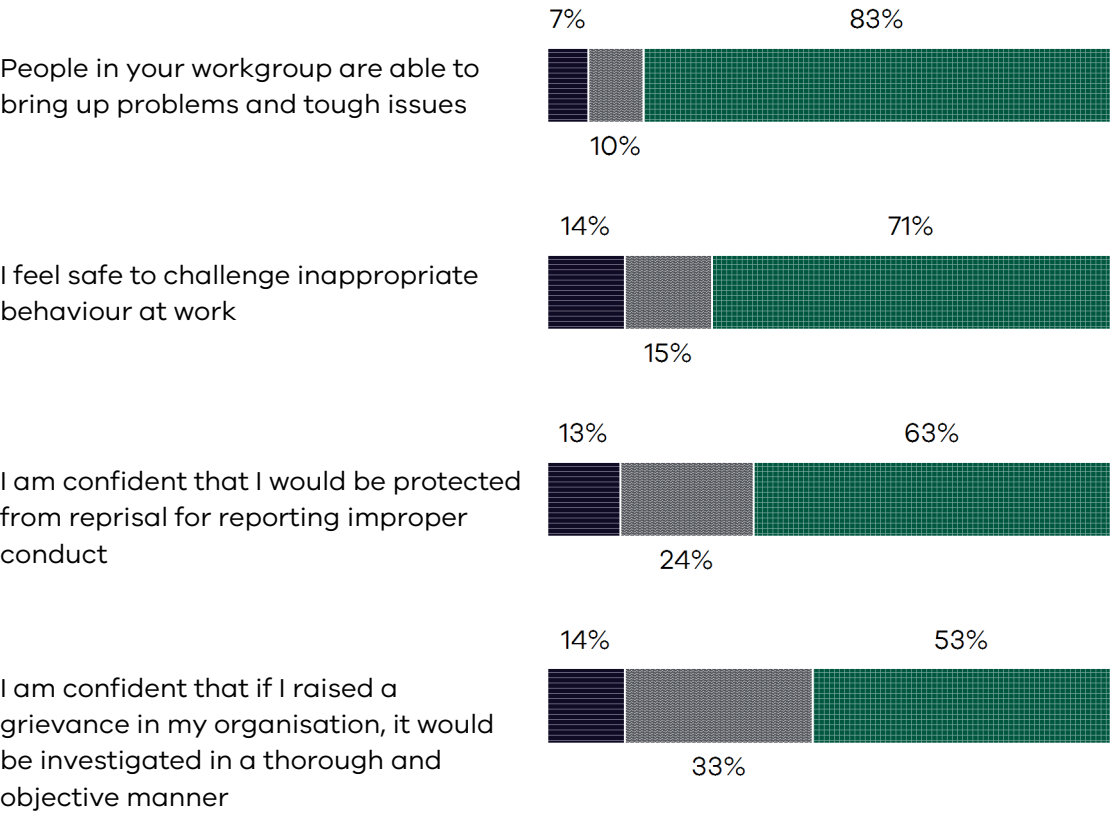
### Example

83% 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



You		Comparator		
2020	2021	Lowest	Average	Highest
74 %	83 %	75 %	81 %	86 %
Not asked	71 %	56 %	72 %	86 %
Not asked	63 %	49 %	71 %	88 %
Not asked	53 %	43 %	67 %	88 %

# 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.

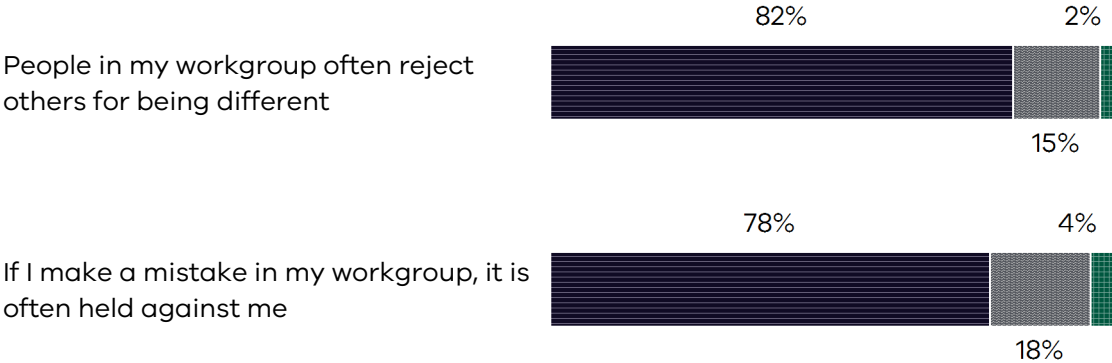
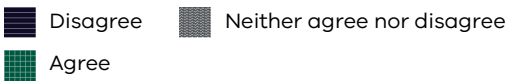
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

### Example

82% 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		
2020	2021	Lowest	Average	Highest
Not asked	82 %	77 %	85 %	90 %
Not asked	78 %	66 %	78 %	85 %



## 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

50% 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	50%	38%	36%
Decision making and authorisation processes	33%	23%	23%
Administrative processes (including leave and HR requirements)	21%	16%	19%
Technology limitations	18%	17%	20%
Poor mental health or wellbeing	15%	11%	11%
Communication processes	13%	14%	19%
Other	12%	9%	13%
Absence of visibility of team progress and deliverables	11%	9%	9%
Limited social interactions with the team	11%	10%	11%
There are no noticeable barriers	10%	21%	18%

# People matter

## survey 2021

Have your say

Report overview	People outcomes		Key differences	Taking action	Senior leadership
<ul style="list-style-type: none"> <li>About your report</li> <li>Privacy and anonymity</li> <li>Survey's theoretical framework</li> <li>Your comparator group</li> <li>Your response rate</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: engagement index</li> <li>Engagement</li> <li>Scorecard: satisfaction, stress, intention to stay</li> <li>Satisfaction</li> <li>Work-related stress levels</li> <li>Work-related stress causes</li> <li>Intention to stay</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: emotional effects of work</li> <li>Scorecard: negative behaviour</li> <li>Bullying</li> <li>Sexual harassment</li> <li>Discrimination</li> <li>Violence and aggression</li> <li>Witnessing negative behaviours</li> </ul>	<ul style="list-style-type: none"> <li>Highest scoring</li> <li>Lowest scoring</li> <li>Most improved</li> <li>Most declined</li> <li>Biggest positive difference from comparator</li> <li>Biggest negative difference from comparator</li> </ul>	<ul style="list-style-type: none"> <li>Taking action questions</li> </ul>	<ul style="list-style-type: none"> <li>Senior leadership questions</li> </ul>
Organisational climate	Workgroup climate	Job and manager factors	Public sector values	Custom questions	Demographics
<ul style="list-style-type: none"> <li>Scorecard</li> <li>Organisational integrity</li> <li>Workplace flexibility</li> <li>Equal employment opportunity</li> <li>Psychosocial and physical safety climate</li> <li>Psychosocial safety climate score</li> <li>Diversity and inclusion</li> <li>Gender equality supporting measures</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Quality service delivery</li> <li>Innovation</li> <li>Workgroup support</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Manager leadership</li> <li>Manager support</li> <li>Workload</li> <li>Learning and development</li> <li>Job enrichment</li> <li>Meaningful work</li> <li>Safe to speak up</li> <li>Barriers to optimal work</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Responsiveness</li> <li>Integrity</li> <li>Impartiality</li> <li>Accountability</li> <li>Respect</li> <li>Leadership</li> <li>Human rights</li> </ul>	<ul style="list-style-type: none"> <li>Questions requested by your organisation</li> </ul>	<ul style="list-style-type: none"> <li>Age, defence force and education</li> <li>Aboriginal and/or Torres Strait Islander</li> <li>Disability</li> <li>Gender, variations in sex characteristics and sexual orientation</li> <li>Cultural diversity</li> <li>Employment</li> <li>Adjustments</li> <li>Caring</li> <li>Business units</li> </ul>

# 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.

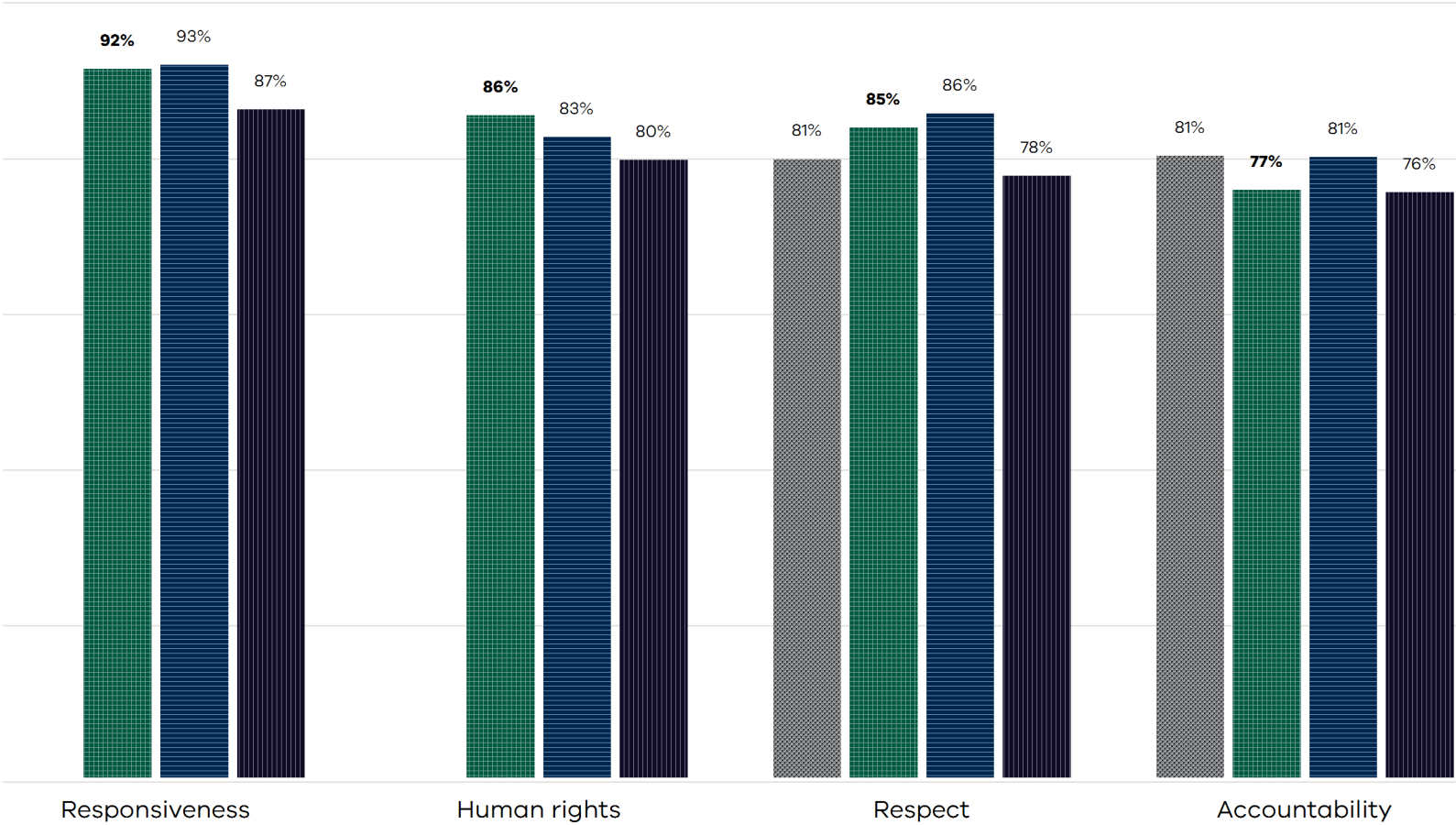
### Example

In 2021:

- 92% of your staff who did the survey responded positively to questions about Responsiveness .

Compared to:

- 93% of staff at your comparator and 87% of staff across the public sector.



You2020 You2021 Comparator 2021 Public sector 2021

# 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.

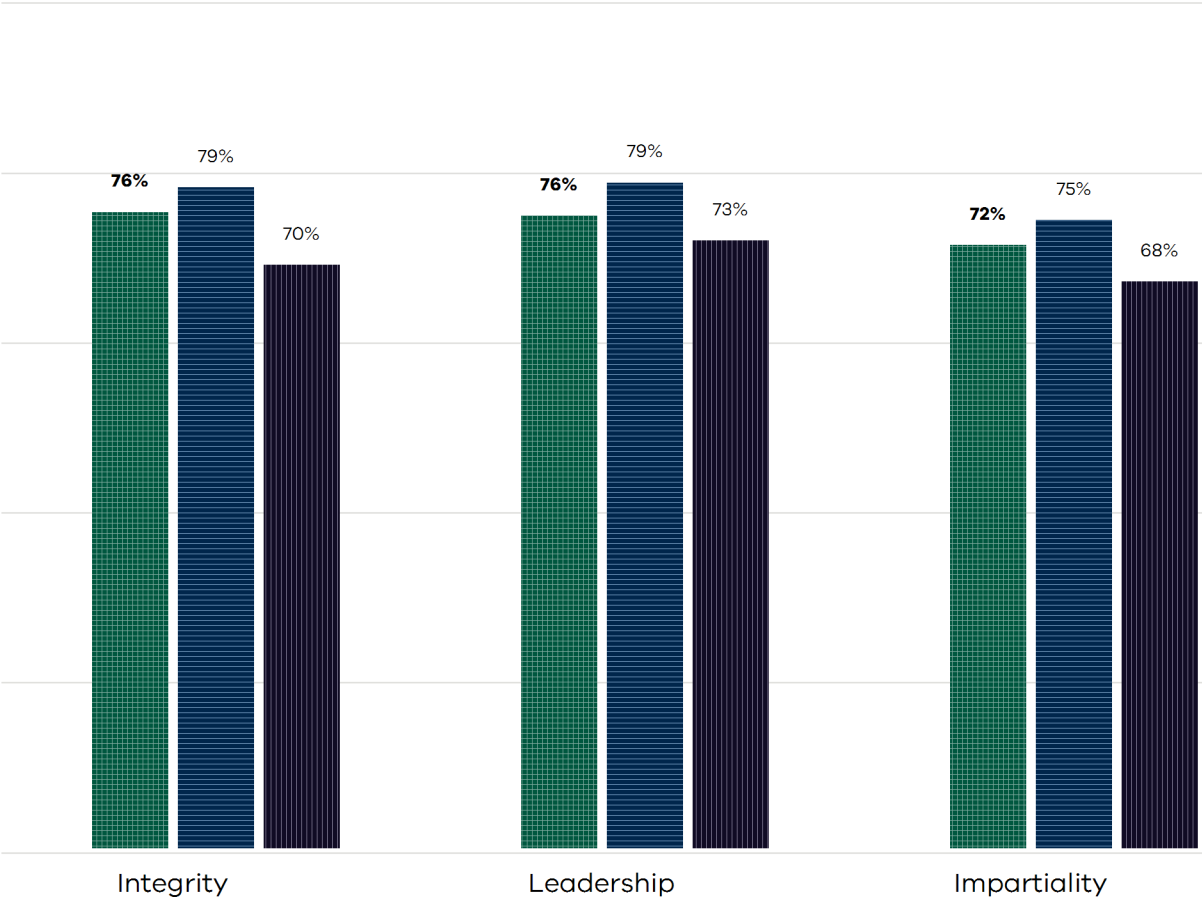
### Example

In 2021:

- 76% of your staff who did the survey responded positively to questions about Integrity .

Compared to:

- 79% of staff at your comparator and 70% of staff across the public sector.



You 2020 You 2021 Comparator 2021 Public sector 2021

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.

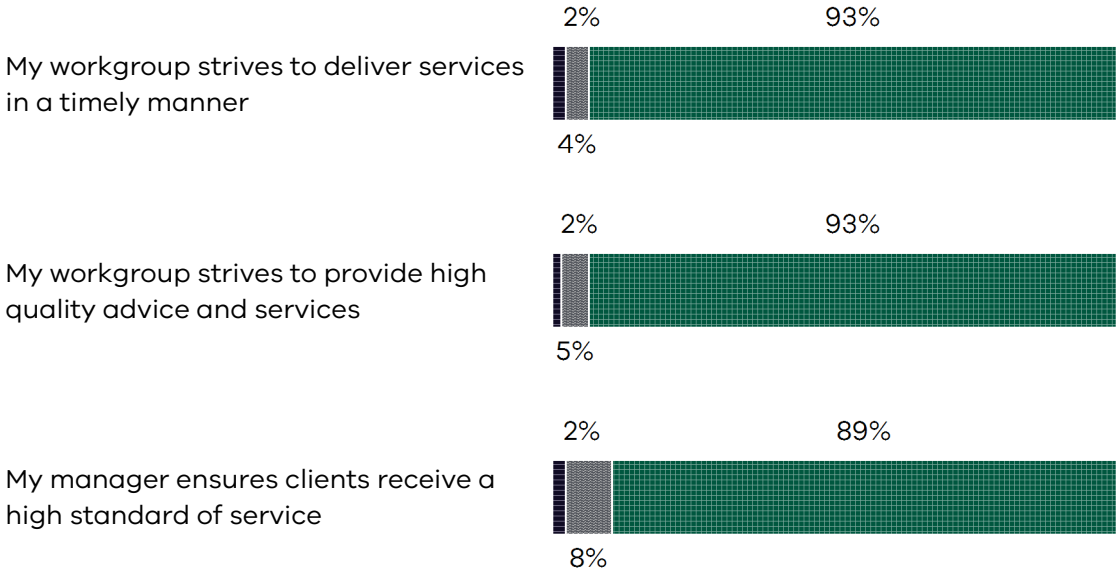
Example

93% of staff who did the survey agreed or strongly agreed with 'My workgroup strives to deliver services to deliver services in a timely manner'.

Survey question

Your results

Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	93 %	89 %	93 %	98 %
Not asked	93 %	88 %	93 %	95 %
Not asked	89 %	84 %	92 %	98 %

# 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.

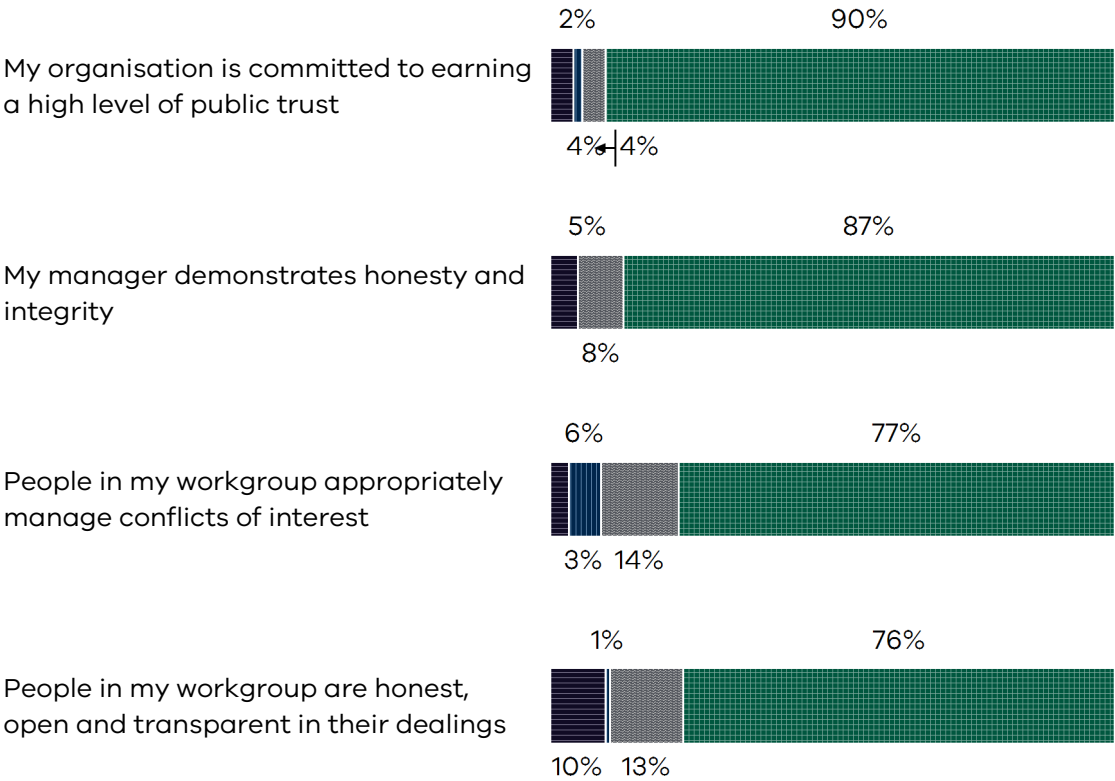
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

### Example

90% of staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

## Survey question

## Your results



## Benchmark agree results

You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	90 %	60 %	91 %	98 %
Not asked	87 %	81 %	89 %	94 %
Not asked	77 %	72 %	79 %	88 %
Not asked	76 %	75 %	81 %	86 %

# 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.

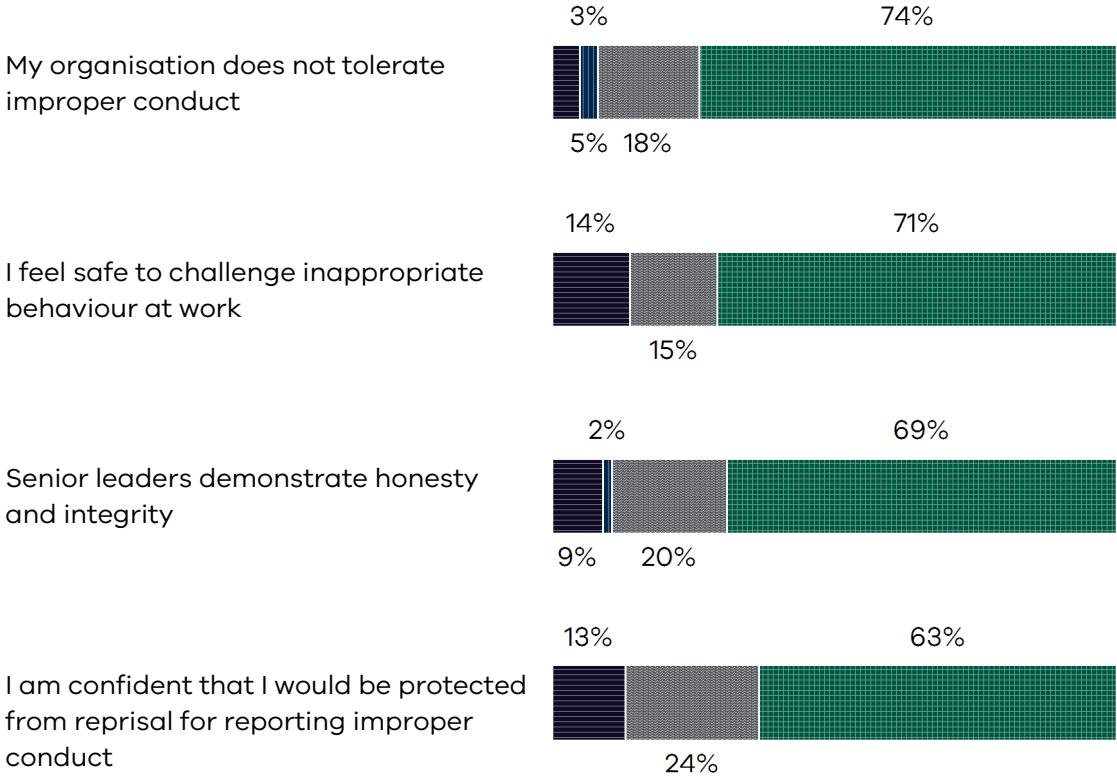
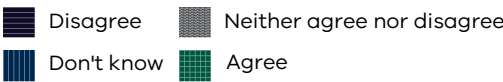
### Example

74% of staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

## Survey question

## Your results

## Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	74 %	58 %	79 %	93 %
Not asked	71 %	56 %	72 %	86 %
Not asked	69 %	45 %	70 %	84 %
Not asked	63 %	49 %	71 %	88 %



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.

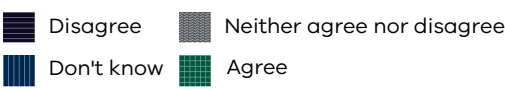
Example

85% of staff who did the survey agreed or strongly agreed with 'My workgroup focuses on making decisions informed by all relevant facts'.

Survey question

Your results

Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	85 %	77 %	84 %	91 %
Not asked	79 %	73 %	83 %	90 %
Not asked	74 %	67 %	76 %	86 %
Not asked	51 %	36 %	57 %	74 %

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.

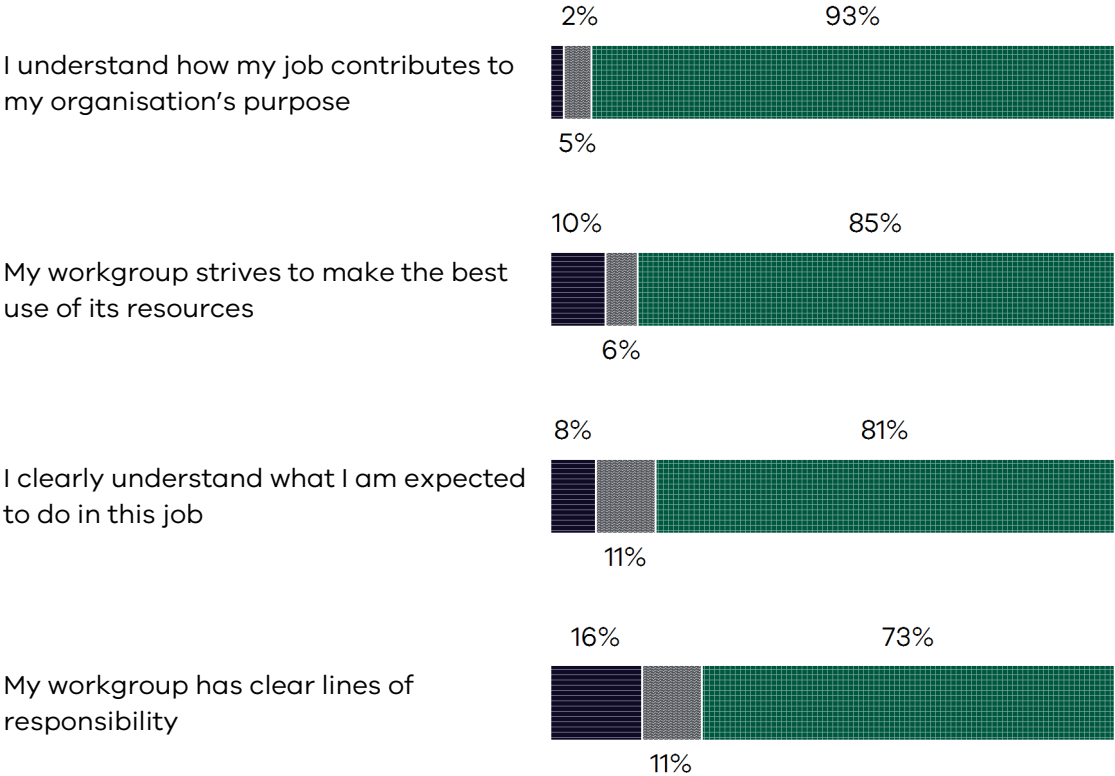
Example

93% 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



You		Comparator		
2020	2021	Lowest	Average	Highest
94 %	93 %	90 %	93 %	97 %
Not asked	85 %	74 %	84 %	89 %
84 %	81 %	76 %	84 %	93 %
Not asked	73 %	69 %	79 %	88 %

Public sector values

Accountability 2 of 2

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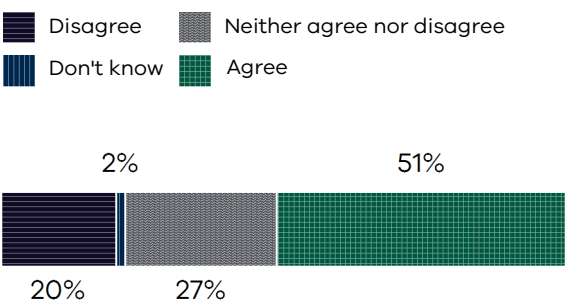
Example

51% 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

You		Comparator		
2020	2021	Lowest	Average	Highest
65 %	51 %	39 %	64 %	86 %

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.

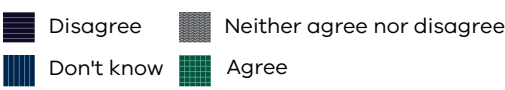
Example

90% of staff who did the survey agreed or strongly agreed with 'My organisation encourages respectful workplace behaviours'.

Survey question

Your results

Benchmark agree results



You		Comparator		
2020	2021	Lowest	Average	Highest
Not asked	90 %	67 %	90 %	96 %
Not asked	88 %	83 %	91 %	96 %
Not asked	88 %	82 %	88 %	93 %
89 %	87 %	81 %	89 %	94 %

Public sector values

Respect 2 of 2

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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.

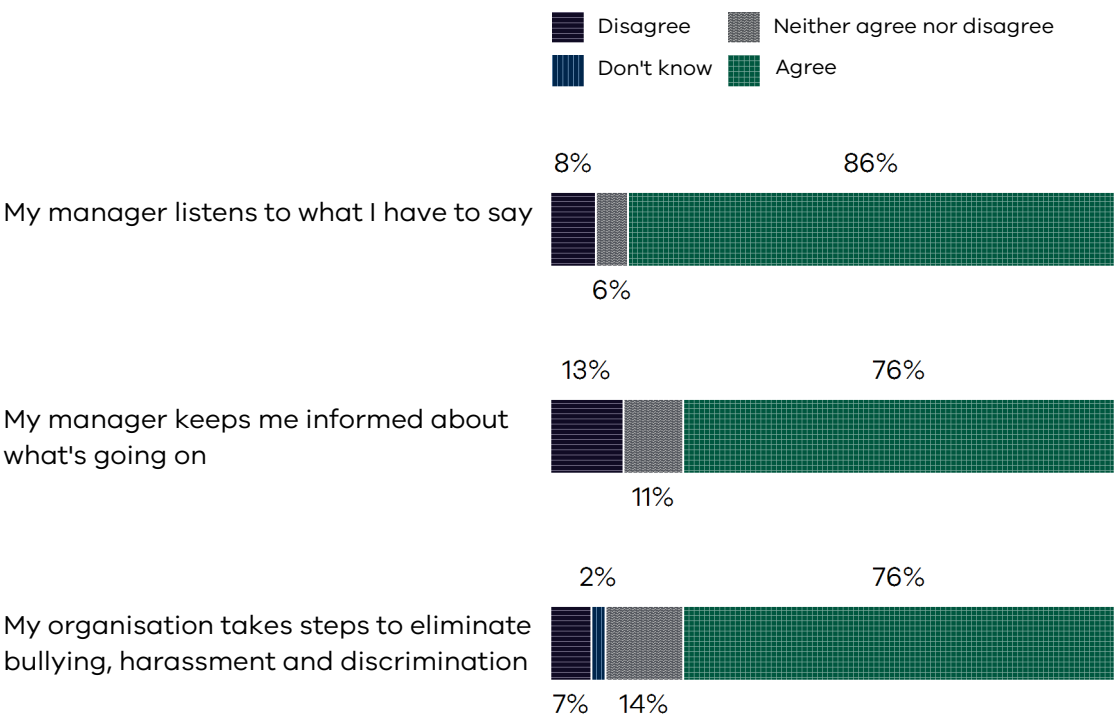
Example

86% of 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



You		Comparator		
2020	2021	Lowest	Average	Highest
80 %	86 %	78 %	87 %	93 %
73 %	76 %	68 %	80 %	88 %
Not asked	76 %	53 %	79 %	91 %

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

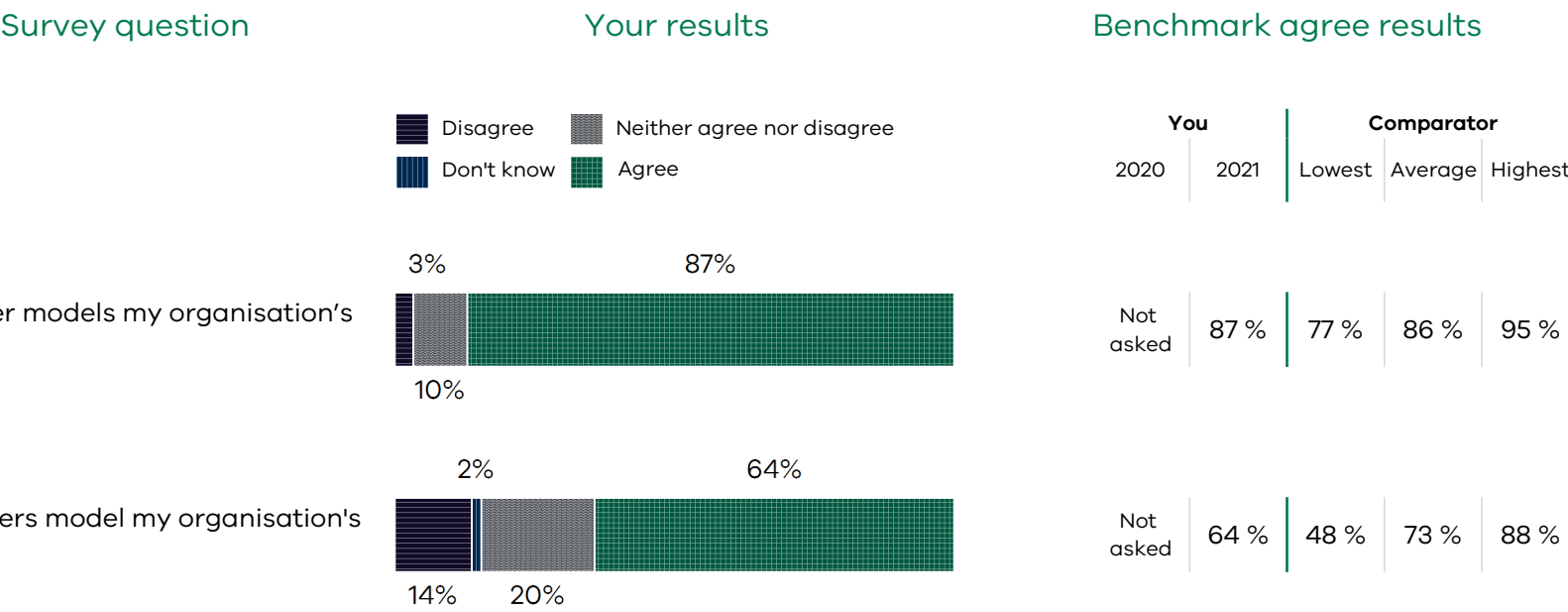
Under 'Your results', see results for each question in descending order by most agreed.

'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

87% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.



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

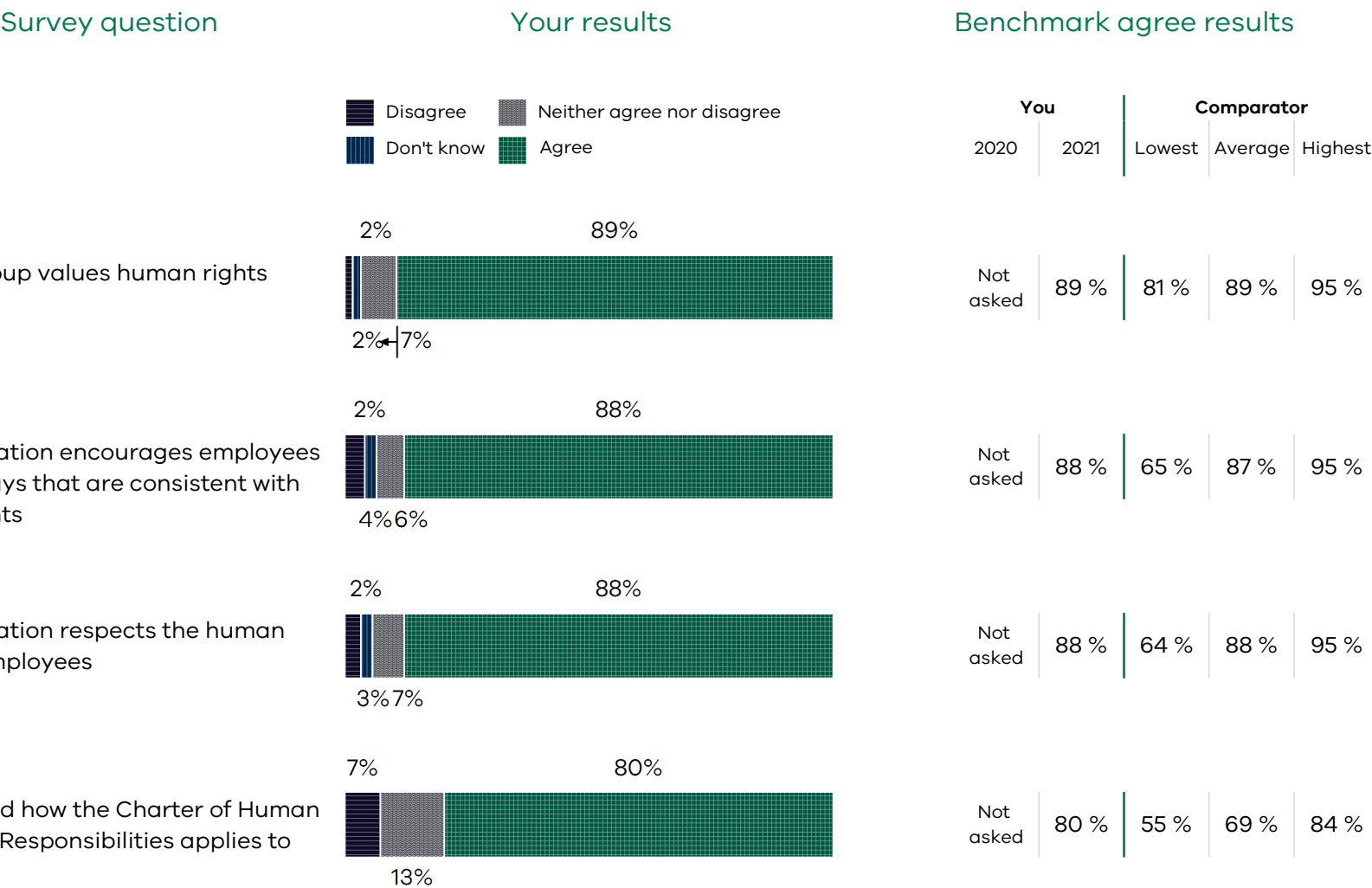
Under 'Your results', see results for each question in descending order by most agreed.

'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

89% of staff who did the survey agreed or strongly agreed with 'My workgroup values human rights'.





# People matter

## survey 2021

Have your say

Report overview	People outcomes		Key differences	Taking action	Senior leadership
<ul style="list-style-type: none"> <li>About your report</li> <li>Privacy and anonymity</li> <li>Survey's theoretical framework</li> <li>Your comparator group</li> <li>Your response rate</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: engagement index</li> <li>Engagement</li> <li>Scorecard: satisfaction, stress, intention to stay</li> <li>Satisfaction</li> <li>Work-related stress levels</li> <li>Work-related stress causes</li> <li>Intention to stay</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard: emotional effects of work</li> <li>Scorecard: negative behaviour</li> <li>Bullying</li> <li>Sexual harassment</li> <li>Discrimination</li> <li>Violence and aggression</li> <li>Witnessing negative behaviours</li> </ul>	<ul style="list-style-type: none"> <li>Highest scoring</li> <li>Lowest scoring</li> <li>Most improved</li> <li>Most declined</li> <li>Biggest positive difference from comparator</li> <li>Biggest negative difference from comparator</li> </ul>	<ul style="list-style-type: none"> <li>Taking action questions</li> </ul>	<ul style="list-style-type: none"> <li>Senior leadership questions</li> </ul>
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<ul style="list-style-type: none"> <li>Scorecard</li> <li>Organisational integrity</li> <li>Workplace flexibility</li> <li>Equal employment opportunity</li> <li>Psychosocial and physical safety climate</li> <li>Psychosocial safety climate score</li> <li>Diversity and inclusion</li> <li>Gender equality supporting measures</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Quality service delivery</li> <li>Innovation</li> <li>Workgroup support</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Manager leadership</li> <li>Manager support</li> <li>Workload</li> <li>Learning and development</li> <li>Job enrichment</li> <li>Meaningful work</li> <li>Safe to speak up</li> <li>Barriers to optimal work</li> </ul>	<ul style="list-style-type: none"> <li>Scorecard</li> <li>Responsiveness</li> <li>Integrity</li> <li>Impartiality</li> <li>Accountability</li> <li>Respect</li> <li>Leadership</li> <li>Human rights</li> </ul>	<ul style="list-style-type: none"> <li>Questions requested by your organisation</li> </ul>	<ul style="list-style-type: none"> <li>Age, defence force and education</li> <li>Aboriginal and/or Torres Strait Islander</li> <li>Disability</li> <li>Gender, variations in sex characteristics and sexual orientation</li> <li>Cultural diversity</li> <li>Employment</li> <li>Adjustments</li> <li>Caring</li> <li>Business units</li> </ul>

# Custom questions

## What this is

Your organisation asked 5 custom questions as part of the 2021 survey.

## Why this is important

By asking custom questions, organisations make the survey more meaningful to their needs.

## How to read this

Under 'Your results' in descending order, you can see the percentage of staff who agreed or disagreed with each question.

In this report, 'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

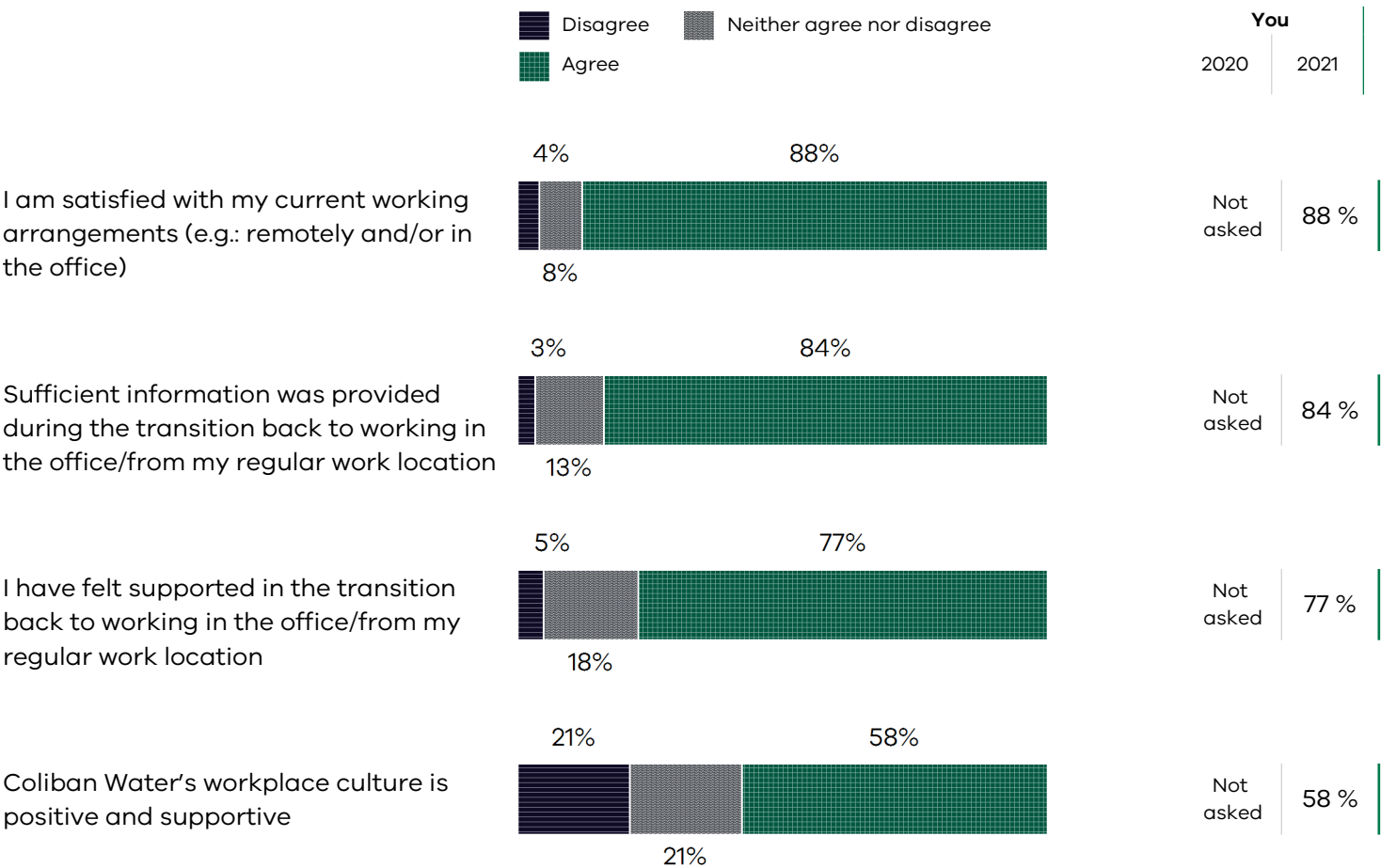
## Example

88% of staff who did the survey agreed or strongly agreed with 'I am satisfied with my current working arrangements (e.g.: remotely and/or in the office)'.  
88% of staff who did the survey agreed or strongly agreed with 'I am satisfied with my current working arrangements (e.g.: remotely and/or in the office)'.

# Survey question

# Your results

# Benchmark results



## Custom questions

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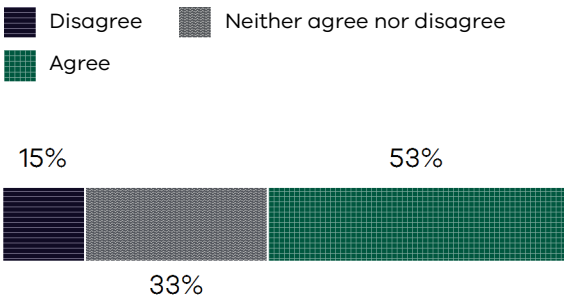
### Example

53% of staff who did the survey agreed or strongly agreed with 'Coliban Water is known for consistently delivering a good customer experience'.

## Survey question

Coliban Water is known for consistently delivering a good customer experience

## Your results



## Benchmark results

You	
2020	2021
Not asked	53 %

# People matter

## survey 2021

Have your say

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## Demographics

Age, Australian defence force and education

### What this is

These are the employment characteristics of staff.

### Why this is important

This helps organisations understand the diversity of their staff.

### How to read this

Each table shows the breakdown of responses from your survey.

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

### How we protect anonymity and privacy

To protect you, we:

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

Age	(n)	%
15-34 years	24	20%
35-54 years	58	47%
55+ years	21	17%
Prefer not to say	20	16%

Have you served in the Australian Defence Force (permanent or reservist)?	(n)	%
Yes	7	6%
No	101	82%
Prefer not to say	15	12%

Highest level of formal education	(n)	%
Doctoral Degree level	2	2%
Master Degree level	10	8%
Graduate Diploma or Graduate Certificate level	14	11%
Bachelor Degree level incl. honours degrees	38	31%
Advanced Diploma or Diploma level	12	10%
Certificate III or IV level	11	9%
Year 12 or equivalent (VCE/Leaving certificate)	7	6%
Certificate I or II level	1	1%
Prefer not to say	28	23%

## 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	2	2%
Non Aboriginal and/or Torres Strait Islander	110	89%
Prefer not to say	11	9%

# 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	5	4%
No	100	81%
Prefer not to say	18	15%

If so, have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	4	80%
Prefer not to say	1	20%



## 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.

### How we protect anonymity and privacy

To protect you, we:

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How would you describe your gender?	(n)	%
Man	60	49%
Woman	41	33%
Prefer not to say	22	18%

Are you trans, non-binary or gender diverse?	(n)	%
No	104	85%
Prefer not to say	19	15%

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

	(n)	%
No	102	83%
Don't know	3	2%
Prefer not to say	18	15%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	94	76%
Prefer not to say	21	17%
Gay or lesbian	3	2%
I use a different term	3	2%
Bisexual	2	2%

## 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

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Country of birth	(n)	%
Born in Australia	102	83%
Not born in Australia	8	7%
Prefer not to say	13	11%

When did you first arrive in Australia?*	(n)	%
1 to less than 2 years ago	1	13%
More than 20 years ago	3	38%
2 to less than 5 years ago	1	13%
10 to less than 20 years ago	3	38%

Language other than English spoken with family or community	(n)	%
Yes	5	4%
No	108	88%
Prefer not to say	10	8%

## 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

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

	(n)	%
Tamil	2	40%
Hindi	1	20%
Macedonian	1	20%
Other	1	20%

## 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

To protect you, we:

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Cultural identity	(n)	%
Australian	100	81%
Prefer not to say	13	11%
English, Irish, Scottish and/or Welsh	9	7%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	5	4%
Aboriginal and/or Torres Strait Islander	3	2%
South Asian	2	2%
Other	2	2%
New Zealander	1	1%
Maori	1	1%

Religion	(n)	%
No religion	65	53%
Christianity	39	32%
Prefer not to say	15	12%
Hinduism	3	2%
Buddhism	1	1%

## 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	111	90%
Part-Time	12	10%

Gross base salary (ongoing/fixed term only)	(n)	%
Below \$65k	20	17%
\$65k to \$95k	37	31%
\$95k to \$125k	25	21%
\$125k or more	23	19%
Prefer not to say	14	12%

Organisational tenure	(n)	%
<1 year	15	12%
1 to less than 2 years	7	6%
2 to less than 5 years	24	20%
5 to less than 10 years	41	33%
10 to less than 20 years	31	25%
More than 20 years	5	4%

Management responsibility	(n)	%
Non-manager	83	67%
Other manager	25	20%
Manager of other manager(s)	15	12%

Employment type	(n)	%
Ongoing and executive	111	90%
Fixed term	8	7%
Other	4	3%

Have you moved between roles in the last 12 months?*	(n)	%
I have not moved between roles	107	87%
I have moved to a different role within my organisation (including acting roles)	13	11%
I have moved to my role from outside the Victorian public sector	3	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.

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

	(n)	%
Bendigo	106	86%
Other city or town	14	11%
Melbourne: Suburbs	2	2%
Outside Victoria	1	1%

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

	(n)	%
Home/private location	80	65%
A main office	31	25%
A frontline or service delivery location (that is not a main office or home/private location)	10	8%
Other (please specify)	2	2%

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

	(n)	%
A main office	79	64%
Home/private location	50	41%
No, I have not worked from any other locations	12	10%
A frontline or service delivery location (that is not a main office or home/private location)	9	7%
Other	1	1%

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

	(n)	%
No, I have not requested adjustments	100	81%
Flexible working arrangements	18	15%
Physical modifications or improvements to the workplace	5	4%
Job redesign or role sharing	4	3%
Accessible communications technologies	2	2%

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

	(n)	%
Work-life balance	9	39%
Family responsibilities	5	22%
Health	5	22%
Caring responsibilities	3	13%
Disability	2	9%
Other	1	4%

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

	(n)	%
The adjustments I needed were made and the process was satisfactory	20	87%
The adjustments I needed were made but the process was unsatisfactory	2	9%
The adjustments I needed were not made	1	4%



## 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:

- 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
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Caring responsibility	(n)	%
None of the above	49	40%
Prefer not to say	21	17%
Primary school aged child(ren)	20	16%
Secondary school aged child(ren)	17	14%
Child(ren) - younger than preschool age	10	8%
Frail or aged person(s)	9	7%
Preschool aged child(ren)	8	7%
Person(s) with a mental illness	6	5%
Person(s) with a medical condition	4	3%
Person(s) with disability	2	2%
Other	2	2%

# Demographics

## Business units

### What is this

This shows the business unit in which your staff work.

### Why this is important

Understanding how many people you have in each business unit helps you understand if you have the right balance of staff.

### How to read this

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

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

### How we protect anonymity and privacy

To protect you, we:

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## Which of the following best describes the business unit in which you work

	(n)	%
Operations	29	24%
Corporate	28	23%
Assets	28	23%
Customer Service	24	20%
Sustainability	14	11%



**Victorian  
Public Sector  
Commission**



[vpsc.vic.gov.au/peoplemattersurvey](https://vpsc.vic.gov.au/peoplemattersurvey)