

People matter survey 2021

Have your say

Port Phillip and Westernport Catchment Management Authority
2021 people matter survey results report



**Victorian
Public Sector
Commission**



VICTORIA
State
Government

Report overview

About your report

The results in this report help your organisation build a positive workplace culture with integrity that live the public sector values.

Report contents

The visual on the right shows you what sections we've included in this report for your organisation's survey results.

Comparing data in this report

Your organisation took part in the survey in 2019 and 2020.

This means you'll be able to compare about 36% 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

Report overview	People outcomes		Key differences	Taking action	Senior leadership
<ul style="list-style-type: none">About your reportPrivacy and anonymitySurvey's theoretical frameworkYour comparator groupYour response rate	<ul style="list-style-type: none">Scorecard: engagement indexEngagementScorecard: satisfaction, stress, intention to staySatisfactionWork-related stress levelsWork-related stress causesIntention to stay	<ul style="list-style-type: none">Scorecard: emotional effects of workScorecard: negative behaviourBullyingSexual harassmentDiscriminationViolence and aggressionWitnessing negative behaviours	<ul style="list-style-type: none">Highest scoringLowest scoringMost improvedMost declinedBiggest positive difference from comparatorBiggest negative difference from comparator	<ul style="list-style-type: none">Taking action questions	<ul style="list-style-type: none">Senior leadership questions
Organisational climate	Workgroup climate	Job and manager factors	Public sector values	Custom questions	
<ul style="list-style-type: none">ScorecardOrganisational integrityWorkplace flexibilityEqual employment opportunityPsychosocial and physical safety climatePsychosocial safety climate scoreDiversity and inclusionGender equality supporting measures	<ul style="list-style-type: none">ScorecardQuality service deliveryInnovationWorkgroup support	<ul style="list-style-type: none">ScorecardManager leadershipManager supportWorkloadLearning and developmentJob enrichmentMeaningful workSafe to speak upBarriers to optimal work	<ul style="list-style-type: none">ScorecardResponsivenessIntegrityImpartialityAccountabilityRespectLeadershipHuman rights	<ul style="list-style-type: none">Questions requested by your organisation	

People matter

survey 2021

Have your say

Report overview

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

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Workplace flexibility
- Equal employment opportunity
- Psychosocial and physical safety climate
- Psychosocial safety climate score
- Diversity and inclusion
- Gender equality supporting measures

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Safe to speak up
- Barriers to optimal work

Public sector values

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

Custom questions

- Questions requested by your organisation

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.

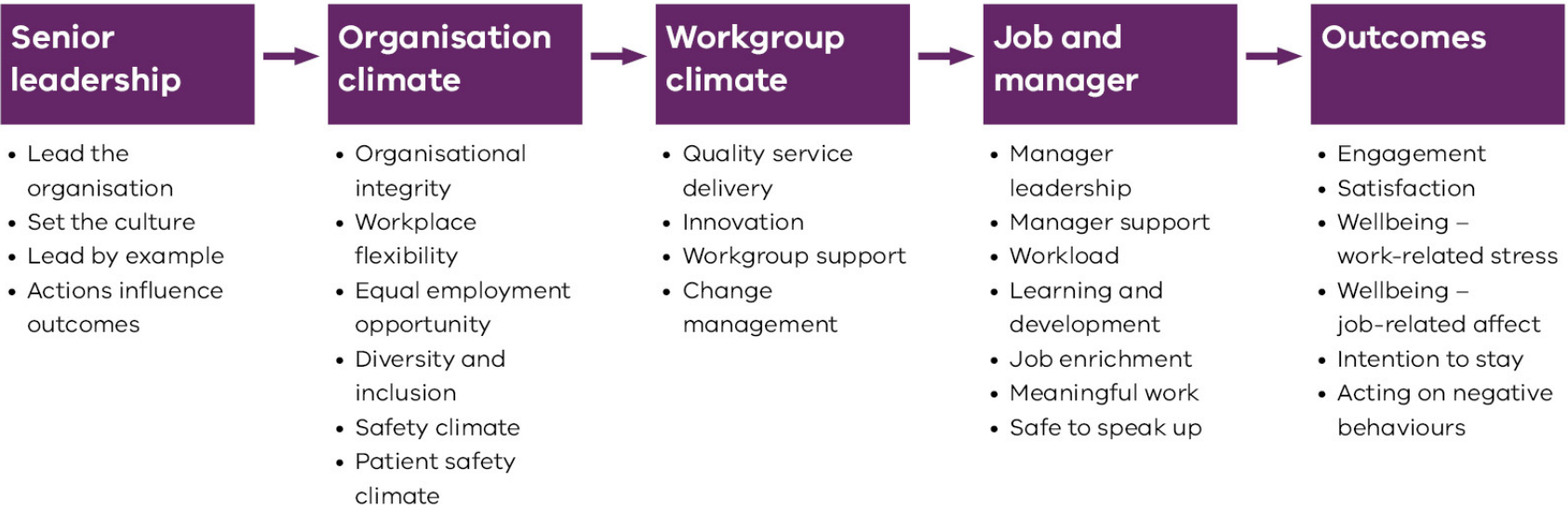
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

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'.

Corangamite Catchment
Management Authority

East Gippsland Catchment
Management Authority

Glenelg Hopkins Catchment
Management Authority

Goulburn Broken Catchment
Management Authority

Mallee Catchment Management
Authority

North Central Catchment
Management Authority

North East Catchment
Management Authority

West Gippsland Catchment
Management Authority

Wimmera Catchment
Management Authority

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

100%
(21)

Comparator	84%
Public Sector	49%

2021

100%
(17)

Comparator	73%
Public Sector	39%

People matter

survey 2021

Have your say

Report overview	People outcomes		Key differences	Taking action	Senior leadership
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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		2021	
88		89	
Comparator	78	Comparator	78
Public Sector	68	Public Sector	70

People outcomes

Engagement question results 1 of 2

What this is

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

Your organisation's engagement index

Your 2021 index is 89.

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.

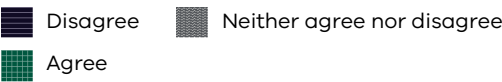
Example

94% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

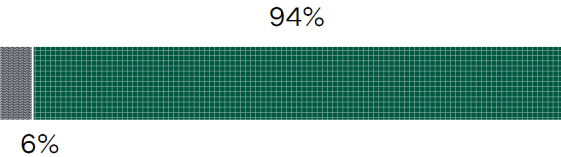
Survey question

Your results

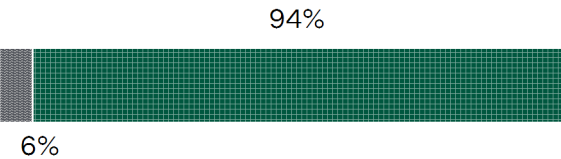
Benchmark agree results



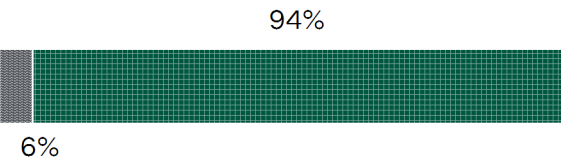
I am proud to tell others I work for my organisation



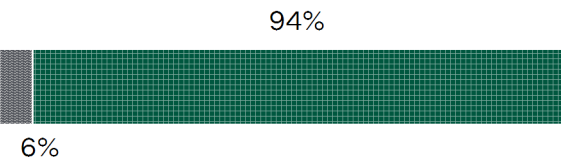
I would recommend my organisation as a good place to work



My organisation inspires me to do the best in my job



My organisation motivates me to help achieve its objectives



2019	You		2021	Comparator		
	2020			Lowest	Average	Highest
80 %	95 %	94 %	82 %	91 %	100 %	
87 %	95 %	94 %	59 %	88 %	100 %	
80 %	86 %	94 %	64 %	74 %	96 %	
80 %	90 %	94 %	64 %	76 %	100 %	

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 89.

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.

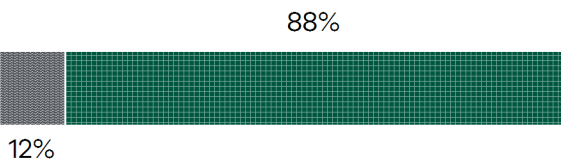
Example

88% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

Survey question

I feel a strong personal attachment to my organisation

Your results



Benchmark agree results

You			Comparator		
2019	2020	2021	Lowest	Average	Highest
73 %	86 %	88 %	61 %	78 %	97 %

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.

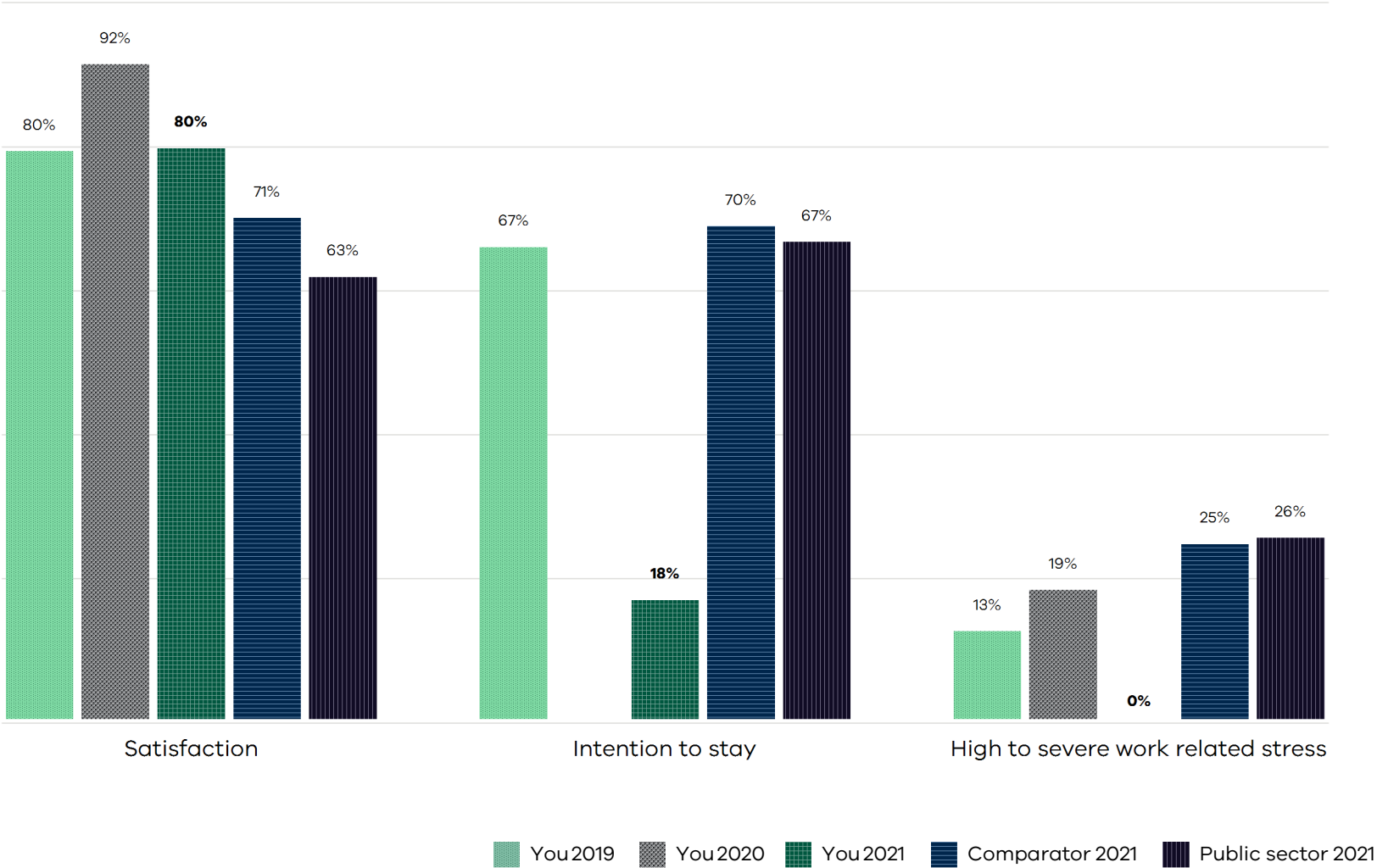
Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

- In 2021:
- 80% of your staff who did the survey responded positively to questions about Satisfaction which is down from 92% in 2020.

Compared to:

- 71% of staff at your comparator and 63% 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

100% of your staff who did the survey agreed or strongly agreed with 'I get a sense of accomplishment from my work'.

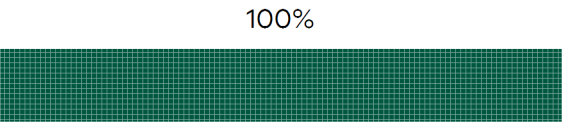
Survey question

Your results

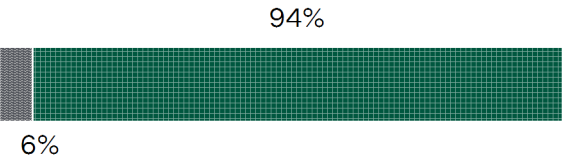
Benchmark agree results



I get a sense of accomplishment from my work



I enjoy the work in my current job



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
80 %	Not asked	100 %	65 %	84 %	96 %
80 %	Not asked	94 %	79 %	87 %	100 %

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

100% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

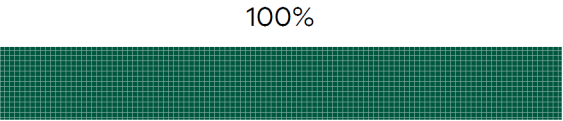
Survey question

Your results

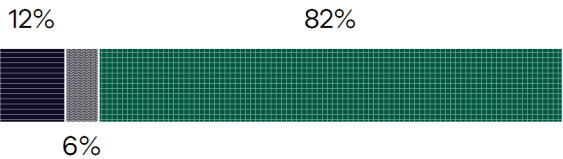
Benchmark satisfied results



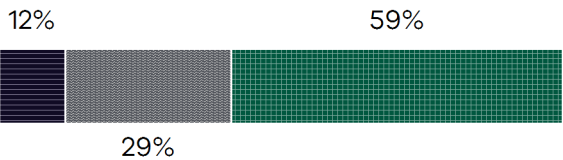
Considering everything, how satisfied are you with your current job



How satisfied are you with the work-life balance in your current job



How satisfied are you with your career development within your current organisation



You			Comparator		
2019	2020	2021	Lowest	Average	Highest

80 %	100 %	100 %	70 %	79 %	94 %
------	-------	-------	------	------	------

80 %	90 %	82 %	59 %	75 %	91 %
------	------	------	------	------	------

80 %	86 %	59 %	42 %	59 %	83 %
------	------	------	------	------	------

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.

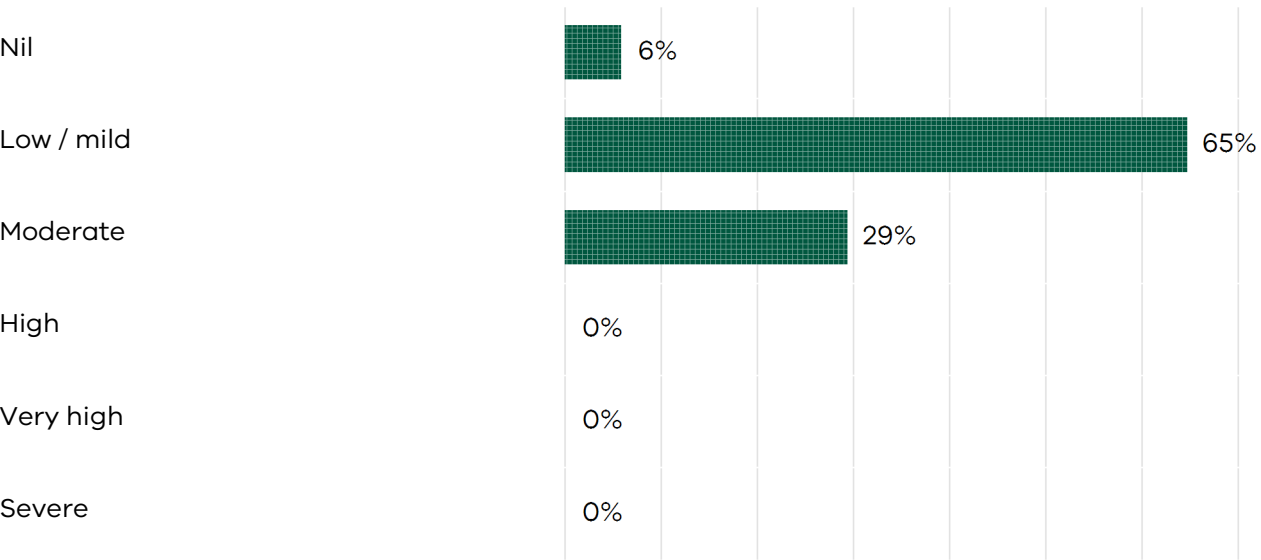
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

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

0% of your staff who did the survey said they had high to severe stress in 2021. This is compared to 25% 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

2020		2021	
19%		0%	
Comparator	18%	Comparator	25%
Public Sector	23%	Public Sector	26%

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.

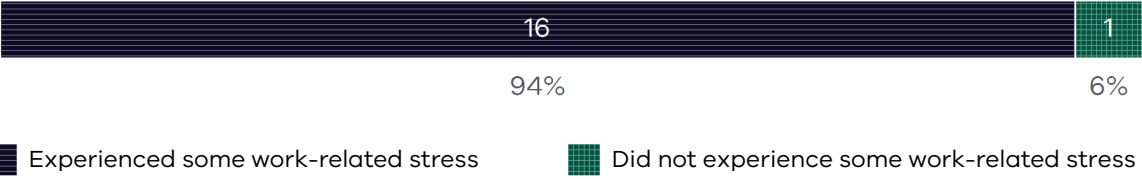
If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

Example

94% of your staff who did the survey said they experienced mild to severe stress.

Of that 94%, 56% said the top reason was 'Time pressure'.



Of those that experienced work related stress it was from ...	You 2020	You 2021	Comparator 2021	Public sector 2021
Time pressure	47%	56%	49%	42%
Workload	37%	56%	55%	51%
Competing home and work responsibilities	32%	38%	14%	12%
Organisation or workplace change	5%	25%	14%	11%
Job security	5%	19%	12%	9%
Working from home	16%	19%	15%	4%
Content, variety, or difficulty of work	11%	6%	16%	12%
Other changes due to COVID-19	11%	6%	17%	15%
Work schedule or hours	0%	6%	3%	8%
Work that doesn't match my skills or experience	5%	6%	7%	7%

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

41% of your staff who did the survey said they intended to leave.

Of that 41%, 71% said it was from 'Other'.

What is your likely career plan for the next 2 years?



Of those who indicated they're leaving your organisation (including leaving the sector) it was for ...	You 2021	Comparator 2021	Public sector 2021
Other	71%	6%	9%
Limited future career opportunities at my organisation	29%	51%	42%
Opportunity to broaden experience	29%	49%	40%
Opportunity to seek/take a promotion elsewhere	29%	40%	33%
Better location/reduced travel time	14%	17%	13%
Better remuneration	14%	36%	26%
Excessive workload	14%	21%	25%
Limited opportunities to gain further experience at my organisation	14%	43%	33%

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

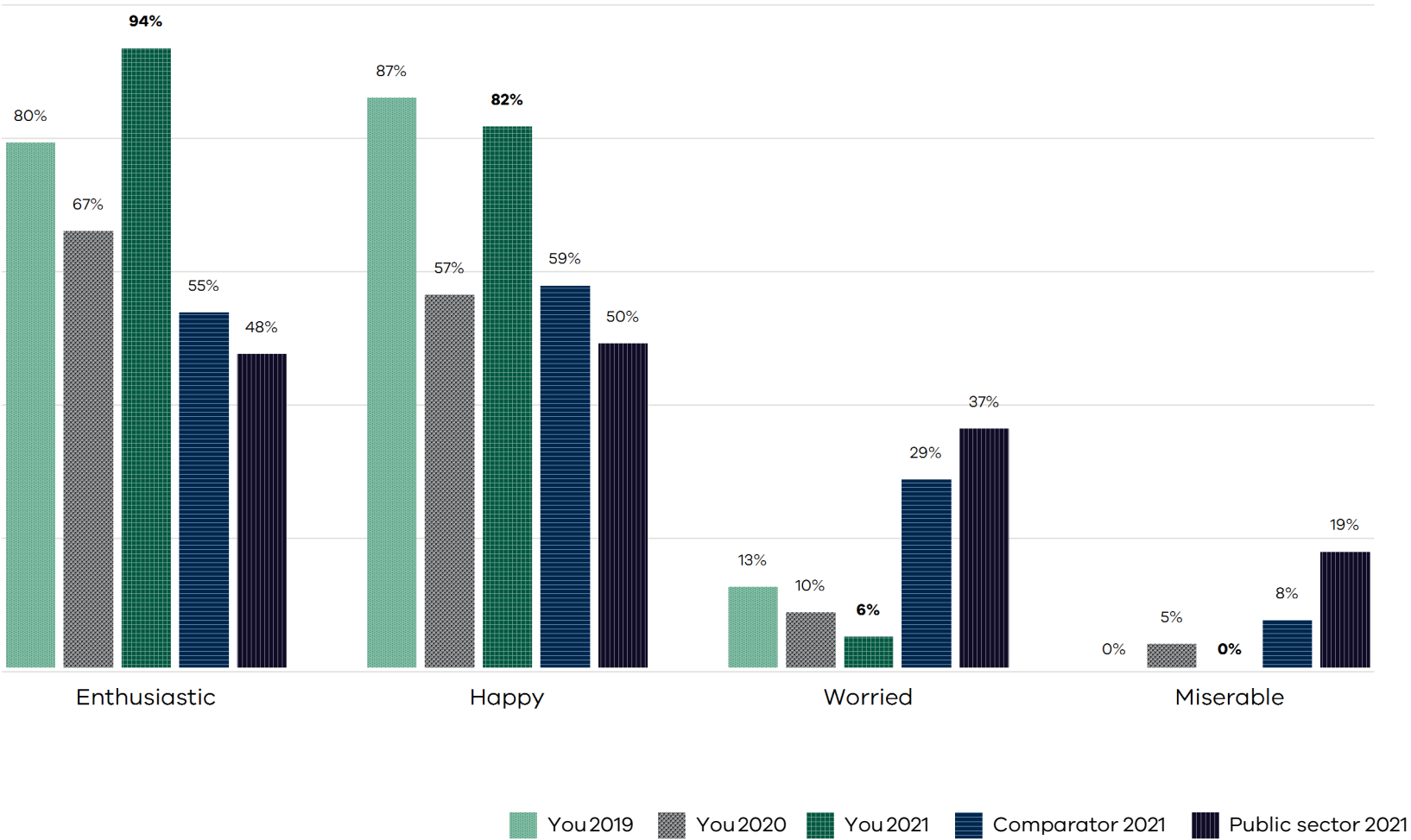
In 2021:

- 82% of your staff who did the survey said work made them feel happy in 2021, which is up from 57% in 2020

Compared to:

- 59% 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.

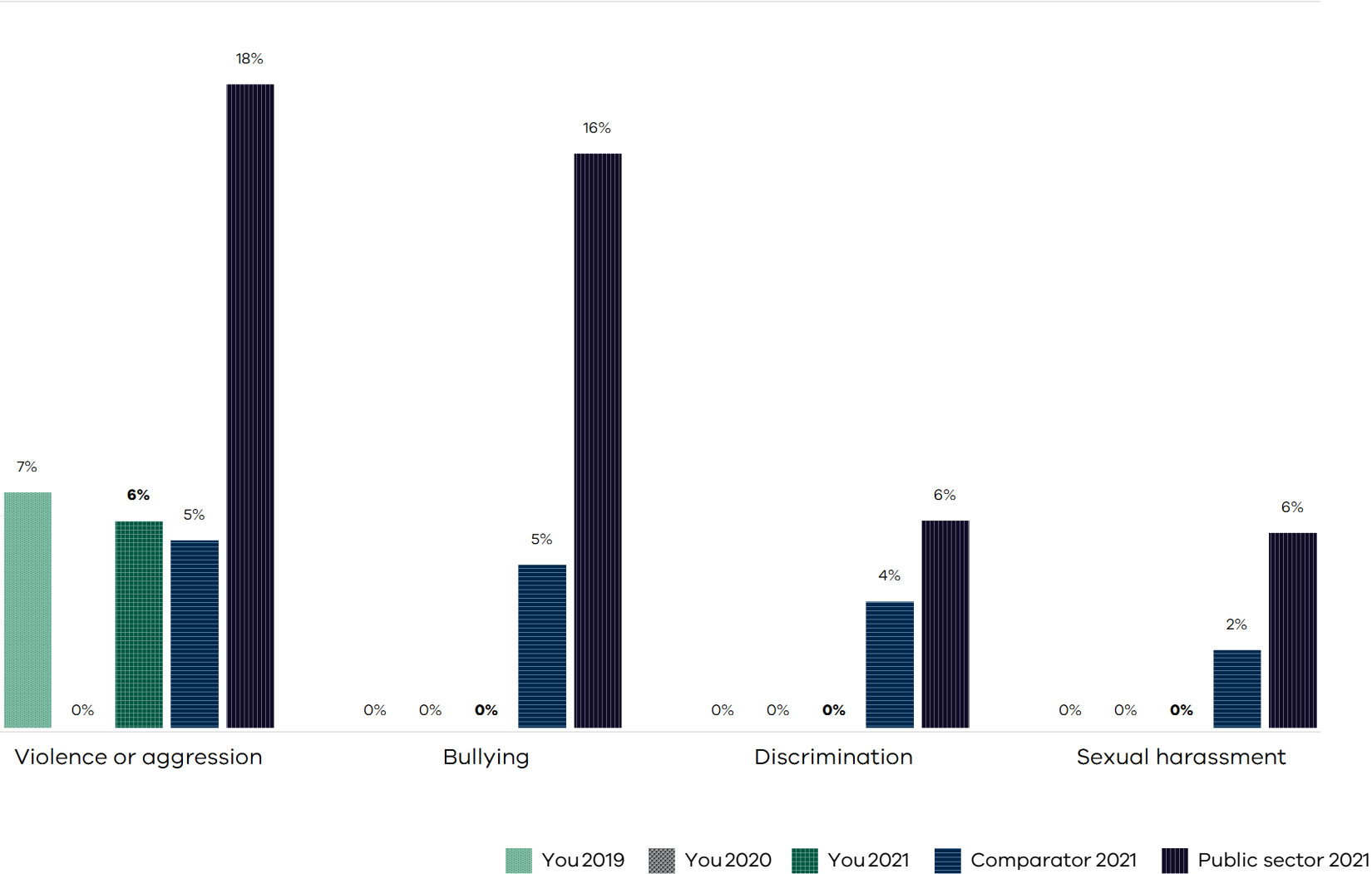
Example

In 2021:

- 6% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months which is up from 0% in 2020.

Compared to:

- 5% of staff at your comparator and 18% of staff across the public sector.



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.

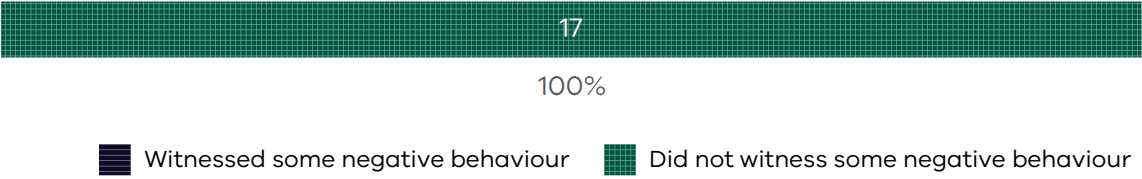
In descending order, the table shows the answers.

Example

0% of your staff who did the survey said they witnessed some negative behaviour at work.

100% 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	100%	94%	77%

People matter

survey 2021

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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 'Job enrichment', the 'You 2021' column shows 100% of your staff agreed with 'I have the authority to do my job effectively'.

This question was not asked in 2020.

Question group	Highest scoring questions	You 2021	Change from 2020	Comparator 2021
Job enrichment	I have the authority to do my job effectively	100%	Not asked in 2020	85%
Job enrichment	I understand how my job contributes to my organisation's purpose	100%	0%	94%
Job enrichment	I understand how the Charter of Human Rights and Responsibilities applies to my work	100%	Not asked in 2020	86%
Job enrichment	My job allows me to utilise my skills, knowledge and abilities	100%	+10%	88%
Job enrichment	My work performance is assessed against clear criteria	100%	Not asked in 2020	75%
Learning and development	My organisation places a high priority on the learning and development of staff	100%	Not asked in 2020	69%
Manager leadership	My manager demonstrates honesty and integrity	100%	Not asked in 2020	96%
Manager leadership	My manager ensures clients receive a high standard of service	100%	Not asked in 2020	95%
Manager leadership	My manager is committed to workplace safety	100%	Not asked in 2020	96%
Manager leadership	My manager models my organisation's values	100%	Not asked in 2020	91%

Key differences

Lowest scoring questions

What this is

These are the questions your organisation had the lowest agreement or satisfaction with in 2021.

How to read this

Use this data to see where your organisation has the lowest agreement or satisfaction with questions from the 2021 survey.

In this table, your score for this year is shown in the 'you 2021 column'.

You can also compare your 2021 scores against your 2020 scores and your 2021 comparator group.

Example

On the first row 'Learning and development', the 'You 2021' column shows 12% of your staff agreed with 'I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments)'. This question was not asked in 2020.

Question subgroup	Lowest scoring questions	You 2021	Change from 2020	Comparator 2021
Learning and development	I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments)	12%	Not asked in 2020	34%
Learning and development	I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers)	41%	Not asked in 2020	40%
Taking action	My organisation has taken positive action on the results of last year's survey	41%	Not asked in 2020	58%
Learning and development	I feel I have an equal chance at promotion in my organisation	53%	Not asked in 2020	46%
Satisfaction	How satisfied are you with your career development within your current organisation	59%	-27%	59%
Equal employment opportunity	Disability is not a barrier to success in my organisation	71%	Not asked in 2020	65%
Learning and development	There are adequate opportunities for me to develop skills and experience in my organisation	76%	Not asked in 2020	67%
Workload	I have enough time to do my job effectively	76%	+10%	54%
Diversity and inclusion	There is a positive culture within my organisation in relation to employees who identify as LGBTIQ+	82%	Not asked in 2020	73%
Diversity and inclusion	There is a positive culture within my organisation in relation to employees with disability	82%	Not asked in 2020	62%

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 'Manager support', the 'You 2021' column shows 94% of your staff agreed with 'My manager provides feedback to me in a way that helps me improve my performance'.

In the 'Increase from 2020' column, you have a 13% increase, which is a positive trend.

Question group	Most improved from last year	You 2021	Increase from 2020	Comparator 2021
Manager support	My manager provides feedback to me in a way that helps me improve my performance	94%	+13%	76%
Workload	I have enough time to do my job effectively	76%	+10%	54%
Job enrichment	My job allows me to utilise my skills, knowledge and abilities	100%	+10%	88%
Manager support	My manager involves me in decisions about my work	100%	+10%	88%
Manager support	My manager keeps me informed about what's going on	100%	+10%	86%
Engagement	My organisation inspires me to do the best in my job	94%	+8%	74%
Senior leadership	Senior leaders provide clear strategy and direction	94%	+8%	83%
Workload	The workload I have is appropriate for the job that I do	88%	+7%	61%
Workgroup support	I am able to work effectively with others in my workgroup	100%	+5%	97%
Meaningful work	I am achieving something important through my work	100%	+5%	88%

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 'Satisfaction', the 'You 2021' column shows 59% of your staff were satisfied with 'How satisfied are you with your career development within your current organisation'.

In the 'Decrease from 2020' column, you have a 27% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2021	Decrease from 2020	Comparator 2021
Satisfaction	How satisfied are you with your career development within your current organisation	59%	-27%	59%
Workgroup support	I am able to work effectively with others outside my immediate workgroup	82%	-18%	94%
Satisfaction	How satisfied are you with the work-life balance in your current job	82%	-8%	75%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	88%	-7%	68%
Job enrichment	I clearly understand what I am expected to do in this job	94%	-6%	87%
Safety climate	All levels of my organisation are involved in the prevention of stress	88%	-2%	60%
Engagement	I am proud to tell others I work for my organisation	94%	-1%	91%
Job enrichment	I have a choice in deciding how I do my work	94%	-1%	89%
Engagement	I would recommend my organisation as a good place to work	94%	-1%	88%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	94%	-1%	75%

Key differences

Biggest positive difference from comparator

What this is

This is where your staff have agreed more to a question compared to staff at similar organisations.

How to read this

Use this data to see where your organisation has the biggest positive difference with questions from the 2021 survey compared to your comparator group.

In this table, the difference to your comparator is shown in the 'difference' column.

Example

On the first row 'Learning and development', the 'You 2021' column shows 94% of your staff agreed with 'I am satisfied with the way my learning and development needs have been addressed in the last 12 months'.

The 'difference' column, shows that agreement for this question was 34 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2021	Difference	Comparator 2021
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	94%	+34%	60%
Learning and development	My organisation places a high priority on the learning and development of staff	100%	+31%	69%
Safety climate	All levels of my organisation are involved in the prevention of stress	88%	+29%	60%
Workload	The workload I have is appropriate for the job that I do	88%	+28%	61%
Manager support	My manager has regular conversations with me about my learning and development	88%	+25%	63%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	94%	+25%	69%
Job enrichment	My work performance is assessed against clear criteria	100%	+25%	75%
Learning and development	In the last 12 months I have learned skills that have helped me do my job better	94%	+25%	70%
Workload	I have enough time to do my job effectively	76%	+23%	54%
Manager support	I receive adequate recognition for my contributions and accomplishments	94%	+23%	72%

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 'Learning and development', the 'You 2021' column shows 12% of your staff agreed with 'I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments)'.

The 'difference' column, shows that agreement for this question was 22 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2021	Difference	Comparator 2021
Learning and development	I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments)	12%	-22%	34%
Taking action	My organisation has taken positive action on the results of last year's survey	41%	-17%	58%
Workgroup support	I am able to work effectively with others outside my immediate workgroup	82%	-12%	94%
Workgroup support	People in my workgroup are politically impartial in their work	88%	-2%	90%
Diversity and inclusion	There is a positive culture within my organisation in relation to employees who are Aboriginal and / or Torres Strait Islander	88%	-1%	90%
Quality service delivery	My workgroup values human rights	94%	-1%	95%
Supporting question - gender equality	My organisation uses inclusive and respectful images and language	94%	-1%	95%

People matter

survey 2021

Have your say

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

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

82% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will take positive action on the results of this year's survey'.

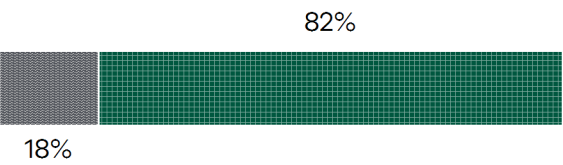
Survey question

Your results

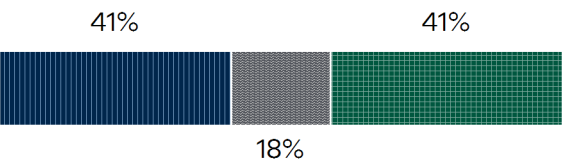
Benchmark agree results



I believe my organisation will take positive action on the results of this year's survey



My organisation has taken positive action on the results of last year's survey



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
Not asked	Not asked	82 %	47 %	74 %	94 %
Not asked	Not asked	41 %	21 %	58 %	76 %

People matter

survey 2021

Have your say

Report overview	People outcomes		Key differences	Taking action	Senior leadership
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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

100% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

Survey question

Your results

Benchmark agree results



Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2019	2020	2021	Lowest	Average	Highest
Senior leaders demonstrate honesty and integrity	100%	100 %	Not asked	100 %	79 %	89 %	100 %
Senior leaders model my organisation's values	100%	93 %	Not asked	100 %	71 %	88 %	97 %
Senior leaders support staff to work in an environment of change	100%	80 %	95 %	100 %	47 %	83 %	100 %
Senior leaders actively support diversity and inclusion in the workplace	6% 94%	100 %	Not asked	94 %	75 %	90 %	98 %

Senior leadership

Senior leadership 2 of 2

What this is

This is how supported staff feel by senior leaders in their organisation and how well they believe senior leaders communicate.

Why this is important

Supportive senior leaders who communicate well mean staff may feel more connected to their work and organisation.

How to read this

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

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

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

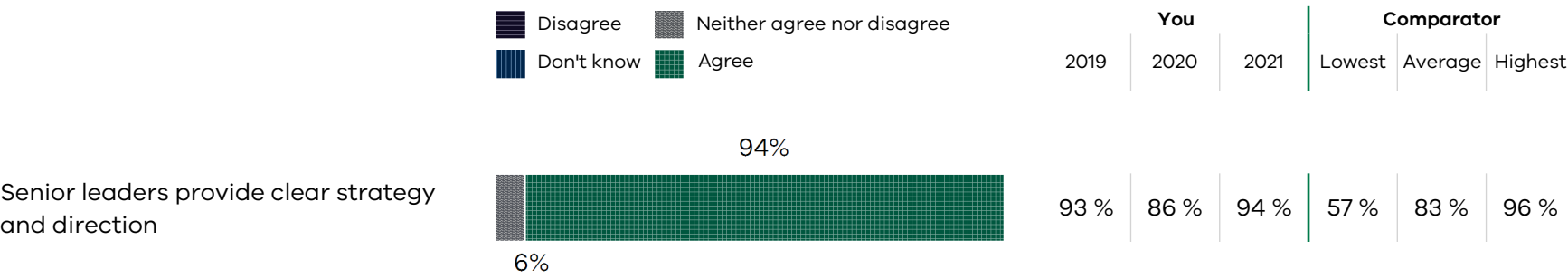
Example

94% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

Benchmark agree results



People matter

survey 2021

Have your say

Report overview	People outcomes		Key differences	Taking action	Senior leadership
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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.

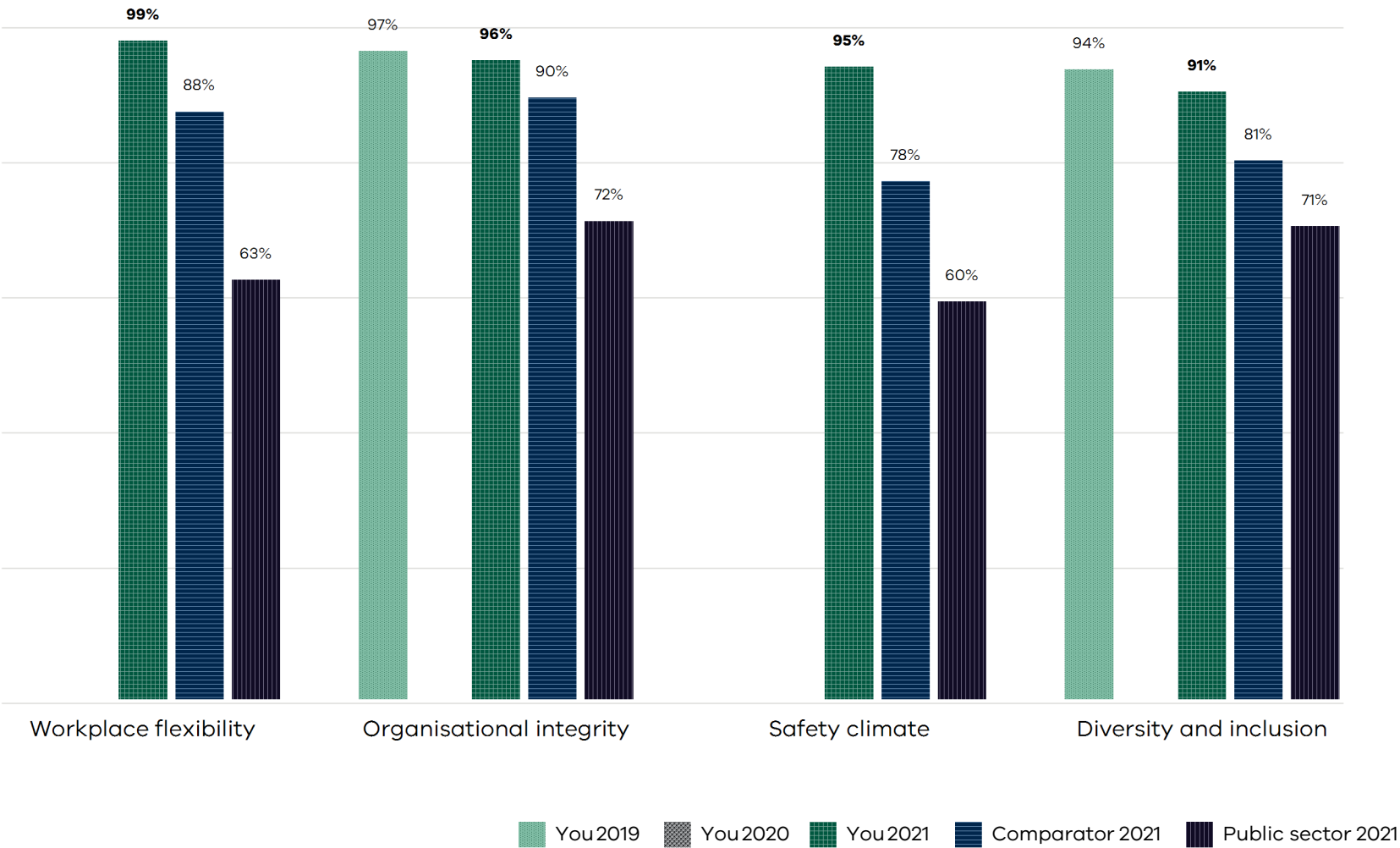
Example

In 2021:

- 99% of your staff who did the survey responded positively to questions about Workplace flexibility.

Compared to:

- 88% of staff at your comparator and 63% 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.

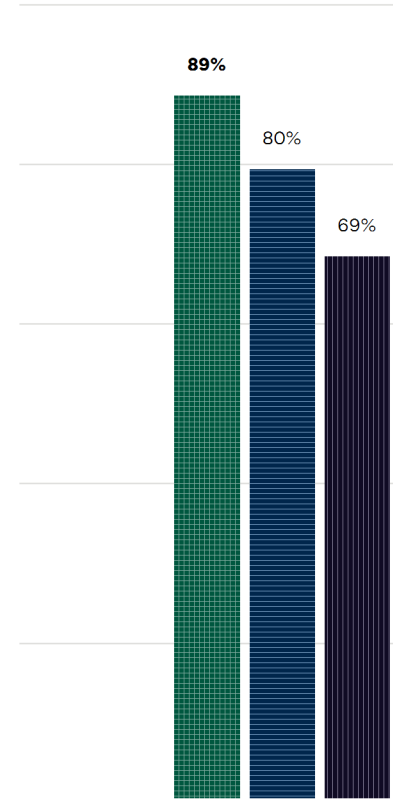
Example

In 2021:

- 89% of your staff who did the survey responded positively to questions about Equal employment opportunity.

Compared to:

- 80% of staff at your comparator and 69% of staff across the public sector.



Equal employment opportunity

You 2019 You 2020 You 2021 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.

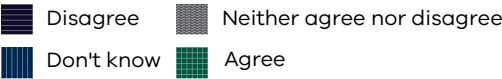
Example

100% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages respectful workplace behaviours'.

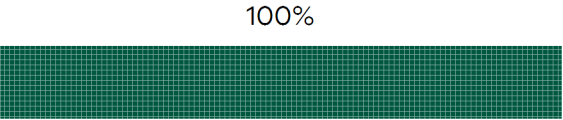
Survey question

Your results

Benchmark agree results



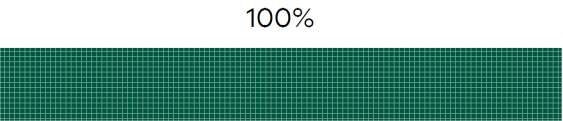
My organisation encourages respectful workplace behaviours



You			Comparator		
2019	2020	2021	Lowest	Average	Highest

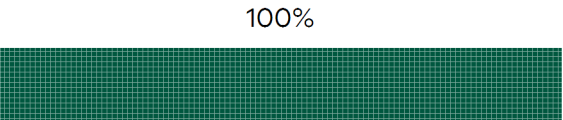
93 %	Not asked	100 %	88 %	95 %	100 %
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My organisation is committed to earning a high level of public trust



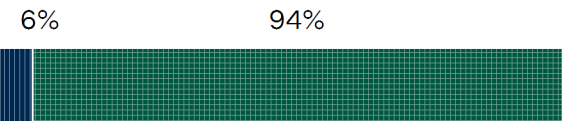
93 %	Not asked	100 %	89 %	97 %	100 %
------	-----------	-------	------	------	-------

My organisation respects the human rights of employees



100 %	Not asked	100 %	86 %	95 %	100 %
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My organisation does not tolerate improper conduct



100 %	Not asked	94 %	71 %	89 %	100 %
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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.

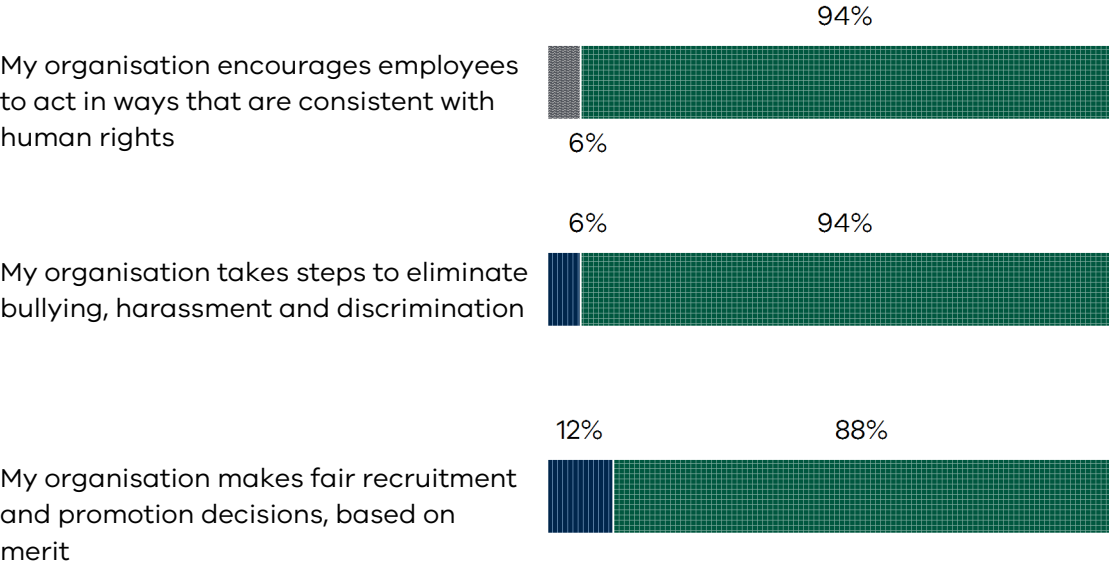
Example

94% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question

Your results

Benchmark agree results



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
100 %	Not asked	94 %	88 %	93 %	100 %
100 %	Not asked	94 %	76 %	88 %	96 %
93 %	Not asked	88 %	65 %	75 %	94 %

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

100% of your staff who did the survey agreed or strongly agreed with 'Having family responsibilities is not a barrier to success in my organisation'.

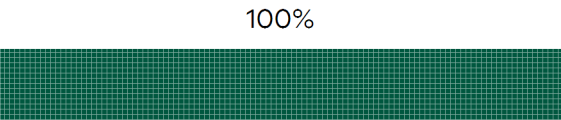
Survey question

Your results

Benchmark agree results

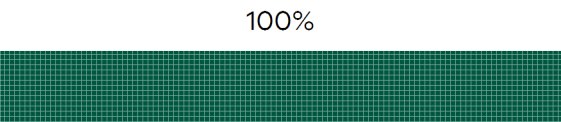


Having family responsibilities is not a barrier to success in my organisation



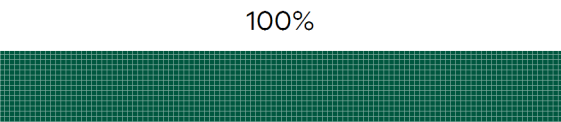
You			Comparator		
2019	2020	2021	Lowest	Average	Highest
Not asked	Not asked	100 %	75 %	85 %	97 %

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



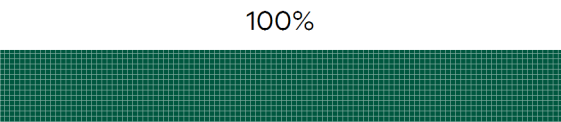
73 %	100 %	100 %	70 %	91 %	100 %
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I have the flexibility I need to manage my work and non-work activities and responsibilities



Not asked	Not asked	100 %	76 %	92 %	100 %
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My organisation supports employees with family or other caring responsibilities, regardless of gender



Not asked	Not asked	100 %	82 %	93 %	100 %
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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

100% 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'.

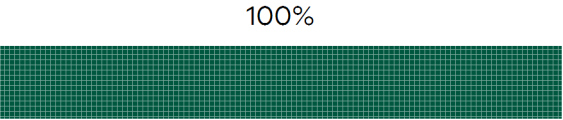
Survey question

Your results

Benchmark agree results

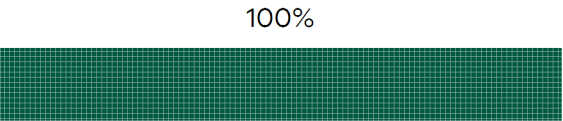


There is a positive culture within my organisation in relation to employees who have family responsibilities



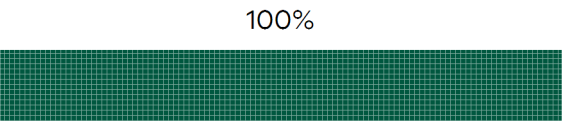
You			Comparator		
2019	2020	2021	Lowest	Average	Highest
Not asked	Not asked	100 %	82 %	92 %	100 %

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



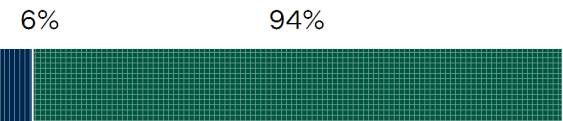
87 %	Not asked	100 %	70 %	88 %	100 %
------	-----------	-------	------	------	-------

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



Not asked	Not asked	100 %	73 %	86 %	97 %
-----------	-----------	-------	------	------	------

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



100 %	Not asked	94 %	72 %	82 %	94 %
-------	-----------	------	------	------	------

Organisational climate

Workplace flexibility 3 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.

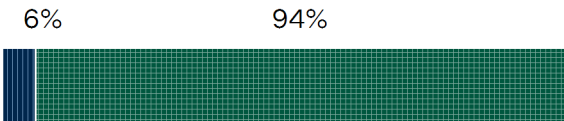
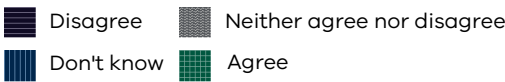
Example

94% 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 caring responsibilities'.

Survey question

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

Your results



Benchmark agree results

You			Comparator		
2019	2020	2021	Lowest	Average	Highest
100 %	Not asked	94 %	76 %	86 %	97 %

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

65% of staff who did the survey said the flexible work arrangement they used was 'Flexible start and finish times'.

Do you use any of the following flexible work arrangements?	You 2021	Comparator 2021	Public sector 2021
Flexible start and finish times	65%	59%	23%
Working from an alternative location (e.g. home, hub/shared work space)	41%	53%	24%
Part-time	24%	24%	19%
Using leave to work flexible hours	12%	13%	8%
No, I do not use any flexible work arrangements	6%	16%	38%
Working more hours over fewer days	6%	7%	6%
Shift swap	6%	5%	12%

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

94% of your staff who did the survey agreed or strongly agreed with 'Being Aboriginal and/or Torres Strait Islander is not a barrier to success in my organisation'.

Survey question

Your results

Benchmark agree results



Survey question	Your results			Benchmark agree results		
	2019	2020	2021	Lowest	Average	Highest
Being Aboriginal and/or Torres Strait Islander is not a barrier to success in my organisation	Not asked	Not asked	94 %	75 %	85 %	96 %
Cultural background is not a barrier to success in my organisation	100 %	Not asked	94 %	61 %	82 %	94 %
Gender is not a barrier to success in my organisation	Not asked	Not asked	94 %	71 %	85 %	97 %
Sexual orientation is not a barrier to success in my organisation	93 %	Not asked	94 %	61 %	82 %	96 %

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.

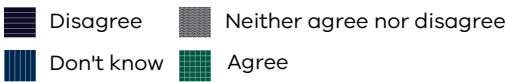
Example

88% of your staff who did the survey agreed or strongly agreed with 'Age is not a barrier to success in my organisation'.

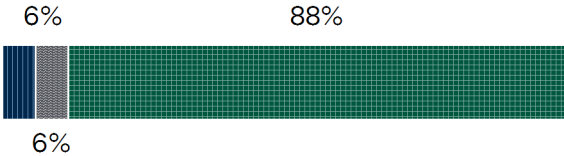
Survey question

Your results

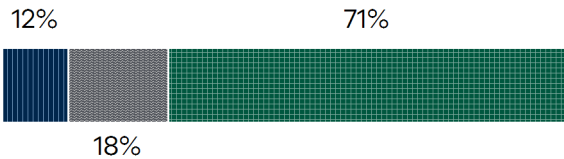
Benchmark agree results



Age is not a barrier to success in my organisation



Disability is not a barrier to success in my organisation



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
100 %	Not asked	88 %	68 %	82 %	90 %
87 %	Not asked	71 %	54 %	65 %	84 %

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

100% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

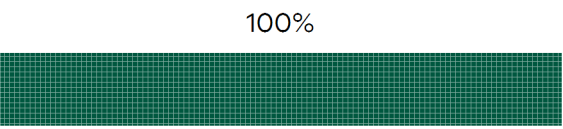
Survey question

Your results



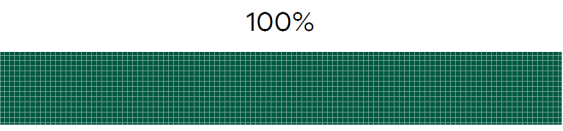
Benchmark agree results

I feel culturally safe at work



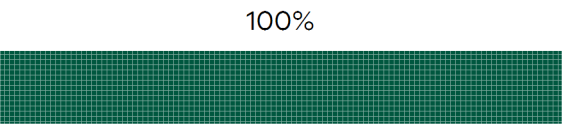
You			Comparator		
2019	2020	2021	Lowest	Average	Highest
Not asked	Not asked	100 %	76 %	91 %	98 %

My organisation consults employees on health and safety matters



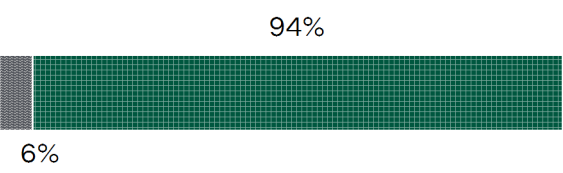
100 %	Not asked	100 %	75 %	92 %	100 %
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My organisation provides a physically safe work environment



Not asked	Not asked	100 %	86 %	98 %	100 %
-----------	-----------	-------	------	------	-------

My organisation has effective procedures in place to support employees who may experience stress



87 %	90 %	94 %	41 %	69 %	97 %
------	------	------	------	------	------

Organisational climate

Psychosocial and physical safety climate question results 2 of 2

What this is

This is how well staff feel your organisation supports safety at work.

Why this is important

A safe workplace is a key outcome of *Leading the way* and the Victorian public sector mental health and wellbeing charter.

How to read this

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

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

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

Example

94% of your staff who did the survey agreed or strongly agreed with 'Senior leaders consider the psychological health of employees to be as important as productivity'.

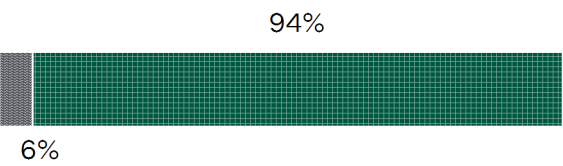
Survey question

Your results

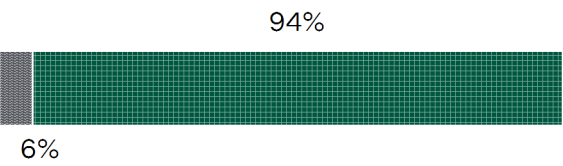
Benchmark agree results



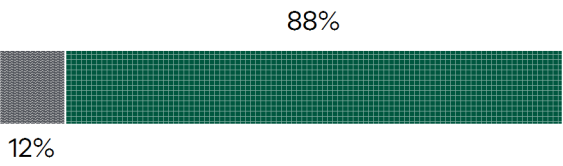
Senior leaders consider the psychological health of employees to be as important as productivity



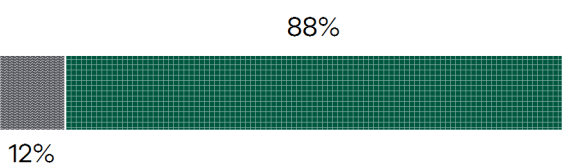
Senior leaders show support for stress prevention through involvement and commitment



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



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



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
80 %	95 %	94 %	59 %	75 %	100 %
73 %	95 %	94 %	52 %	72 %	100 %
67 %	90 %	88 %	39 %	60 %	90 %
73 %	95 %	88 %	46 %	68 %	90 %

Organisational climate

Psychosocial safety climate score

What this is

Psychosocial safety climate score reflects how well your organisation’s workplace practices and processes support a climate for good psychological health.

How we work out your score

We work out your score from these 4 questions:

1. In my workplace, there is good communication about psychological safety issues that affect me
2. All levels of my organisation are involved in the prevention of stress
3. Senior leaders consider the psychological health of employees to be as important as productivity
4. Senior leaders show support for stress prevention through involvement and commitment

To work out your score, we rate each response and add them together

- strongly agree is 5
- agree is 4
- neither agree or disagree is 3
- disagree is 2
- strongly disagree is 1

How to interpret your score

Under 'Benchmark results', compare your organisation to your comparator and the highest and lowest score in your comparator group for 2021. We also show the lowest (4) and highest (20) scores possible.

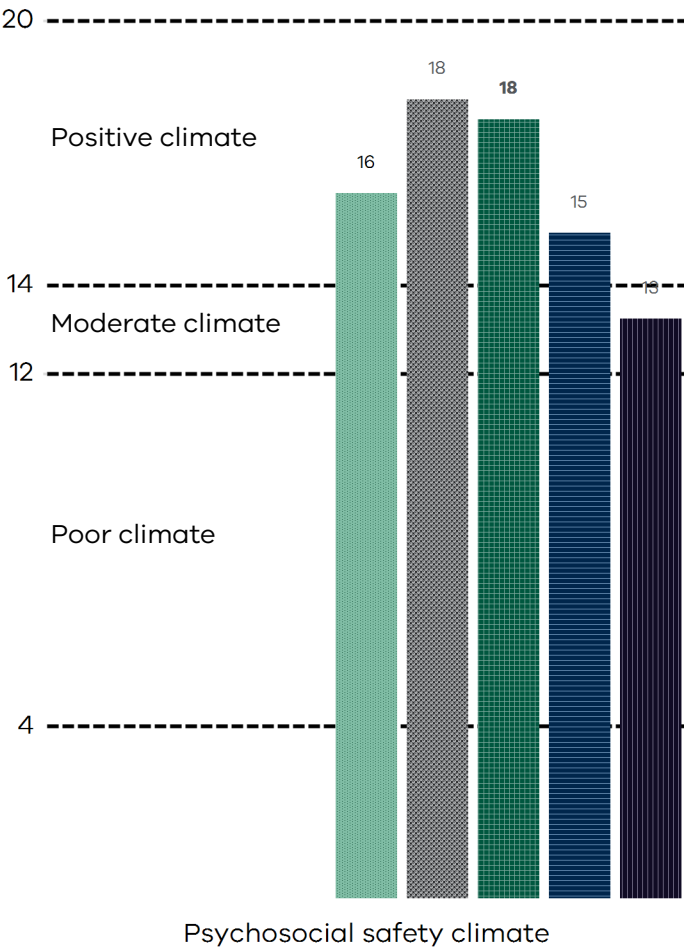
A score of:

- 12 or less indicates a poor climate and a high risk of adverse outcomes
- 13 indicates a moderate climate and medium risk of adverse outcomes
- 14 or more indicates a high climate and low risk of adverse outcomes

Adverse outcomes can include:

- poor work quality
- negative acts such as bullying and harassment
- mental health problems such as depression, distress and emotional exhaustion
- sickness absence
- presenteeism (coming to work when sick)
- worker compensation
- reduced engagement

Benchmark results



You 2019 You 2020 You 2021 Comparator 2021 Public sector 2021

Organisational climate

Diversity and inclusion 1 of 2

What this is

This is how well your organisation’s culture supports diversity in the workplace.

Why this is important

If staff feel valued and included, it can lead to a positive work environment and higher engagement and productivity.

How to read this

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

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

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

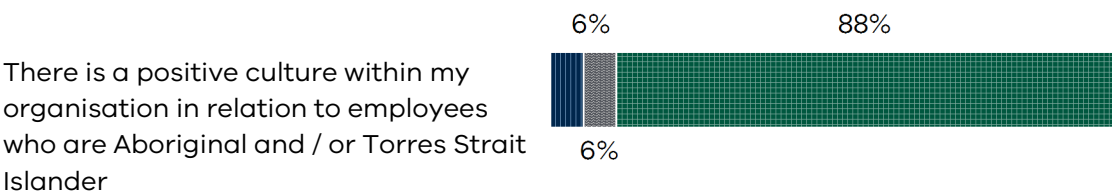
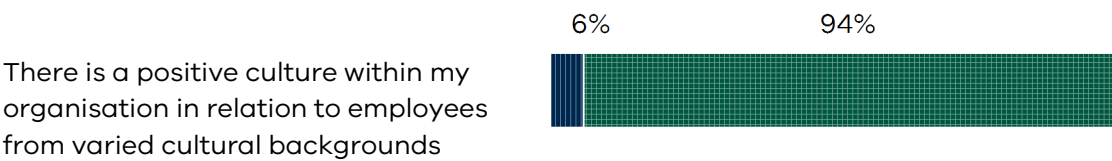
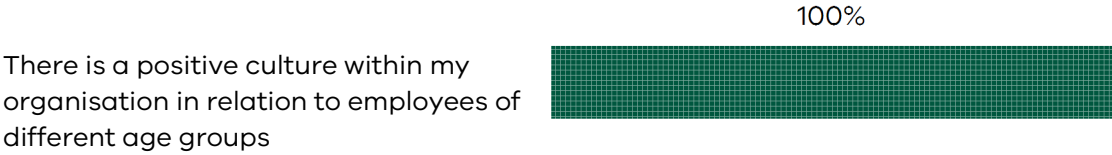
Example

100% of your staff who did the survey agreed or strongly agreed with ‘There is a positive culture within my organisation in relation to employees of different age groups’.

Survey question

Your results

Benchmark agree results



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
100 %	Not asked	100 %	71 %	88 %	96 %
100 %	Not asked	100 %	75 %	89 %	100 %
100 %	Not asked	94 %	71 %	85 %	100 %
93 %	Not asked	88 %	76 %	90 %	100 %

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.

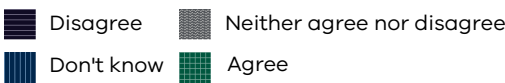
Example

82% 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 identify as LGBTIQ+’.

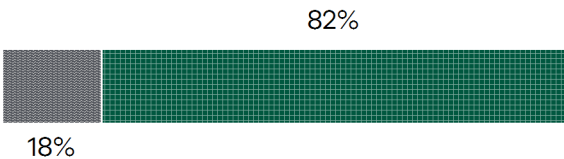
Survey question

Your results

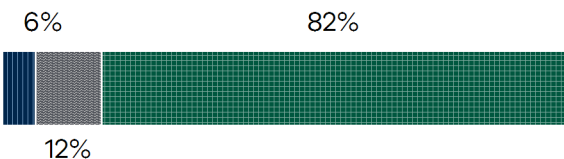
Benchmark agree results



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



There is a positive culture within my organisation in relation to employees with disability



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
87 %	Not asked	82 %	47 %	73 %	87 %
87 %	Not asked	82 %	44 %	62 %	90 %

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

100% of your staff who did the survey agreed or strongly agreed with 'My organisation would support me if I needed to take family violence leave'.

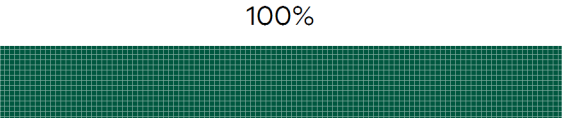
Survey question

Your results

Benchmark agree results

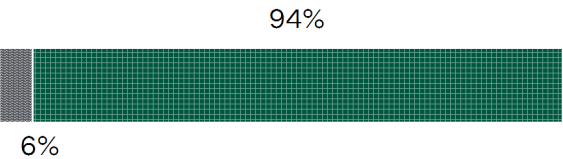


My organisation would support me if I needed to take family violence leave



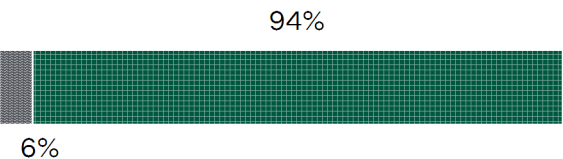
You			Comparator		
2019	2020	2021	Lowest	Average	Highest
Not asked	Not asked	100 %	82 %	92 %	100 %

In my workgroup work is allocated fairly, regardless of gender



Not asked	Not asked	94 %	82 %	91 %	100 %
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My organisation uses inclusive and respectful images and language



Not asked	Not asked	94 %	88 %	95 %	97 %
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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"> About your report Privacy and anonymity Survey's theoretical framework Your comparator group Your response rate 	<ul style="list-style-type: none"> Scorecard: engagement index Engagement Scorecard: satisfaction, stress, intention to stay Satisfaction Work-related stress levels Work-related stress causes Intention to stay 	<ul style="list-style-type: none"> Scorecard: emotional effects of work Scorecard: negative behaviour Bullying Sexual harassment Discrimination Violence and aggression Witnessing negative behaviours 	<ul style="list-style-type: none"> Highest scoring Lowest scoring Most improved Most declined Biggest positive difference from comparator Biggest negative difference from comparator 	<ul style="list-style-type: none"> Taking action questions 	<ul style="list-style-type: none"> Senior leadership questions
Organisational climate	Workgroup climate	Job and manager factors	Public sector values	Custom questions	
<ul style="list-style-type: none"> Scorecard Organisational integrity Workplace flexibility Equal employment opportunity Psychosocial and physical safety climate Psychosocial safety climate score Diversity and inclusion Gender equality supporting measures 	<ul style="list-style-type: none"> Scorecard Quality service delivery Innovation Workgroup support 	<ul style="list-style-type: none"> Scorecard Manager leadership Manager support Workload Learning and development Job enrichment Meaningful work Safe to speak up Barriers to optimal work 	<ul style="list-style-type: none"> Scorecard Responsiveness Integrity Impartiality Accountability Respect Leadership Human rights 	<ul style="list-style-type: none"> Questions requested by your organisation 	

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.

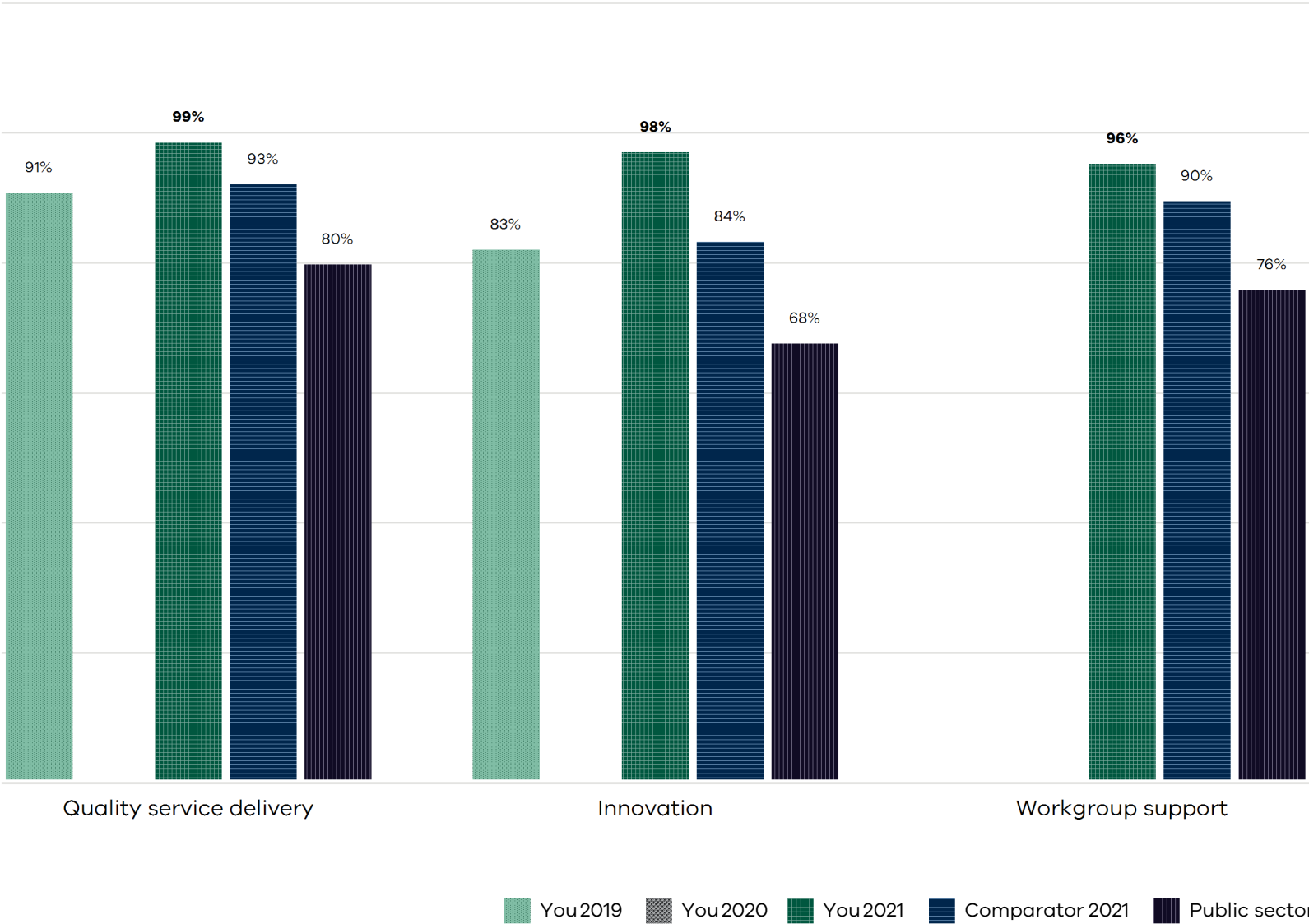
Example

In 2021:

- 99% of your staff who did the survey responded positively to questions about .

Compared to:

- 93% 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

100% of your 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					
	<div><div>Disagree</div><div>Neither agree nor disagree</div><div>Don't know</div><div>Agree</div></div>	2019	2020	2021	Lowest	Average	Highest
My workgroup focuses on making decisions informed by all relevant facts	100% <div></div>	93 %	Not asked	100 %	71 %	92 %	100 %
My workgroup has clear lines of responsibility	100% <div></div>	100 %	Not asked	100 %	71 %	87 %	100 %
My workgroup places a priority on acting fairly and without bias	100% <div></div>	93 %	Not asked	100 %	65 %	89 %	100 %
My workgroup strives to deliver services in a timely manner	100% <div></div>	87 %	Not asked	100 %	91 %	98 %	100 %

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.

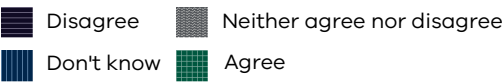
Example

100% of your staff who did the survey agreed or strongly agreed with 'My workgroup strives to make the best use of its resources'.

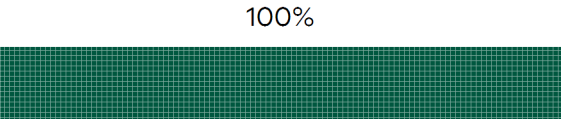
Survey question

Your results

Benchmark agree results



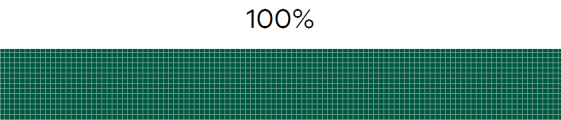
My workgroup strives to make the best use of its resources



You			Comparator		
2019	2020	2021	Lowest	Average	Highest

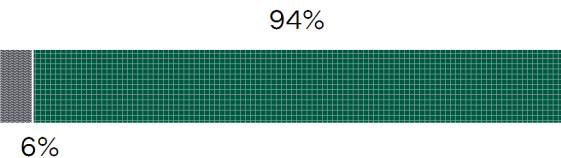
87 %	Not asked	100 %	83 %	90 %	100 %
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My workgroup strives to provide high quality advice and services



87 %	Not asked	100 %	91 %	98 %	100 %
------	-----------	-------	------	------	-------

My workgroup values human rights



93 %	Not asked	94 %	91 %	95 %	100 %
------	-----------	------	------	------	-------

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

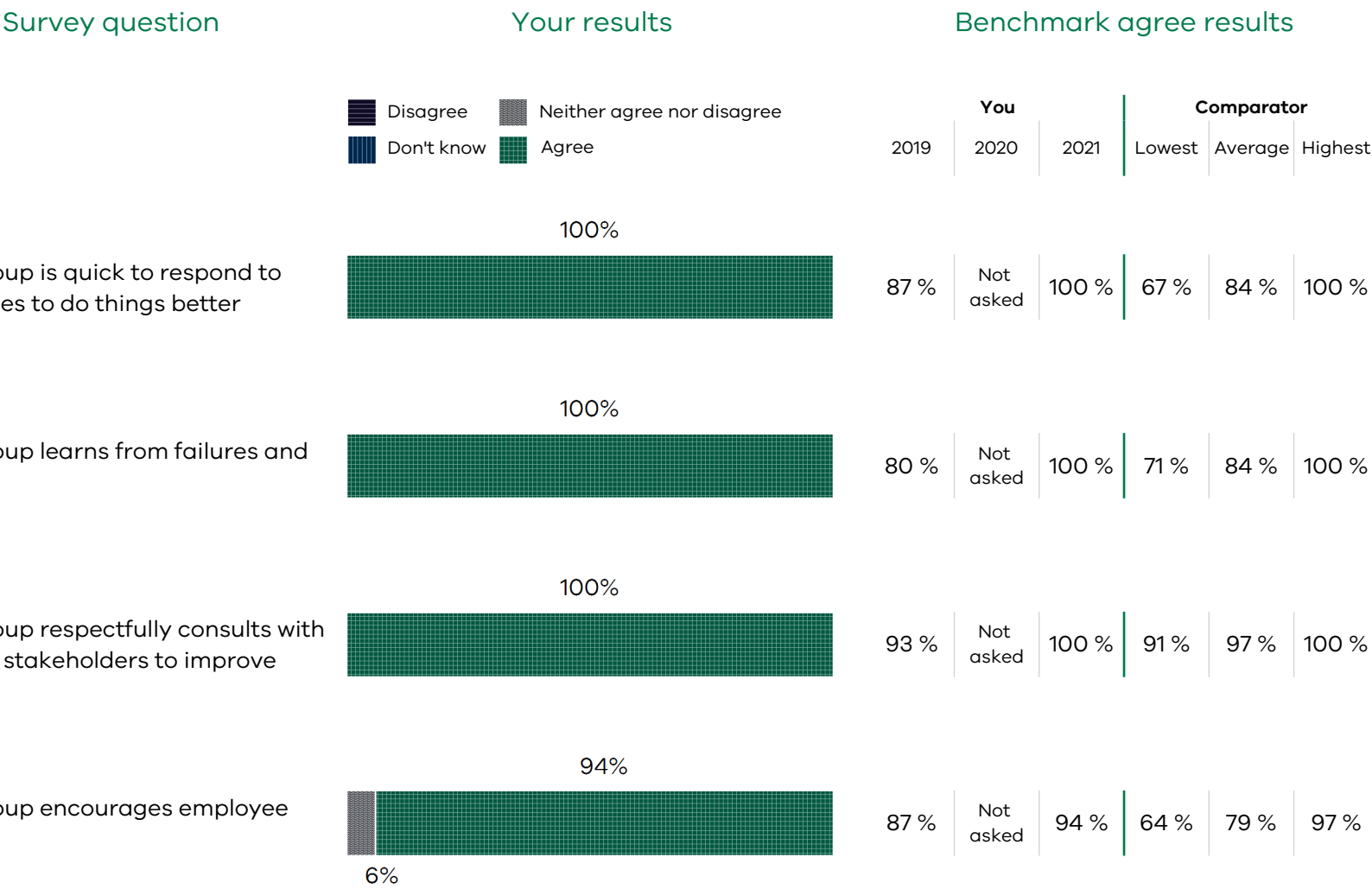
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of your staff who did the survey agreed or strongly agreed with 'My workgroup is quick to respond to opportunities to do things better'.



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

94% of your staff who did the survey agreed or strongly agreed with 'My workgroup takes reasonable risks to improve its services'.

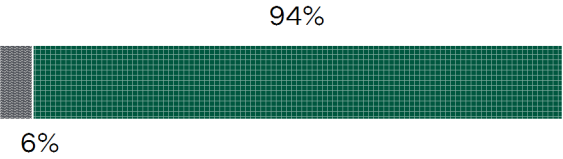
Survey question

Your results

Benchmark agree results



My workgroup takes reasonable risks to improve its services



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
67 %	Not asked	94 %	57 %	76 %	96 %

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.

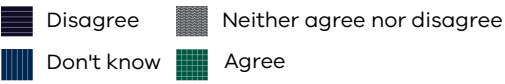
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

100% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others in my workgroup'.

Survey question

Your results



Benchmark agree results

	You			Comparator		
	2019	2020	2021	Lowest	Average	Highest
I am able to work effectively with others in my workgroup	Not asked	95 %	100 %	92 %	97 %	100 %
People in my workgroup appropriately manage conflicts of interest	93 %	Not asked	100 %	86 %	90 %	96 %
People in my workgroup are honest, open and transparent in their dealings	93 %	Not asked	100 %	82 %	91 %	100 %
People in my workgroup regularly reach out to support me and my wellbeing	Not asked	95 %	100 %	70 %	84 %	94 %

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

100% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

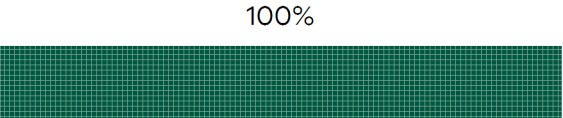
Survey question

Your results

Benchmark agree results



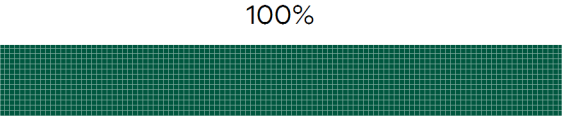
People in my workgroup treat each other with respect



You			Comparator		
2019	2020	2021	Lowest	Average	Highest

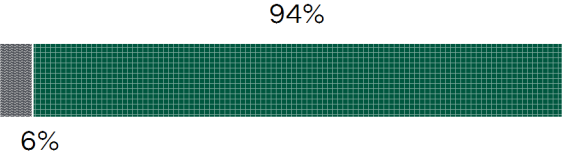
100 %	95 %	100 %	82 %	94 %	100 %
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People in my workgroup work together effectively to get the job done



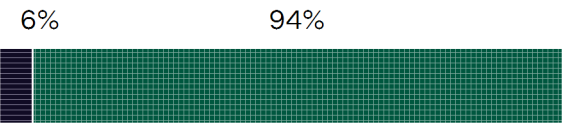
93 %	95 %	100 %	85 %	93 %	100 %
------	------	-------	------	------	-------

People in my workgroup actively support diversity and inclusion in the workplace



100 %	Not asked	94 %	88 %	94 %	100 %
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Workgroups across my organisation willingly share information with each other



100 %	95 %	94 %	64 %	75 %	94 %
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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.

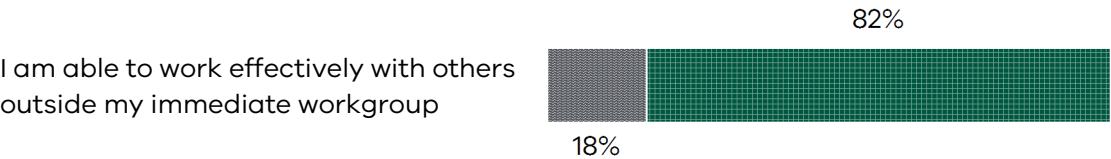
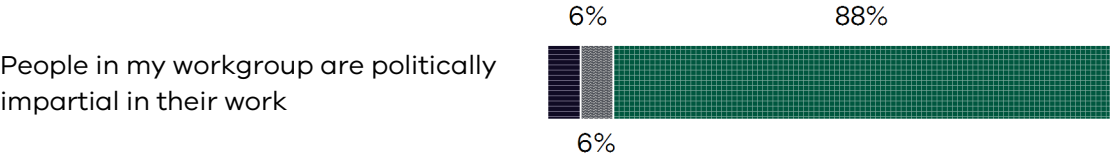
Example

88% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

Survey question

Your results

Benchmark agree results



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
100 %	Not asked	88 %	82 %	90 %	100 %
Not asked	100 %	82 %	88 %	94 %	100 %

People matter

survey 2021

Have your say

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

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.

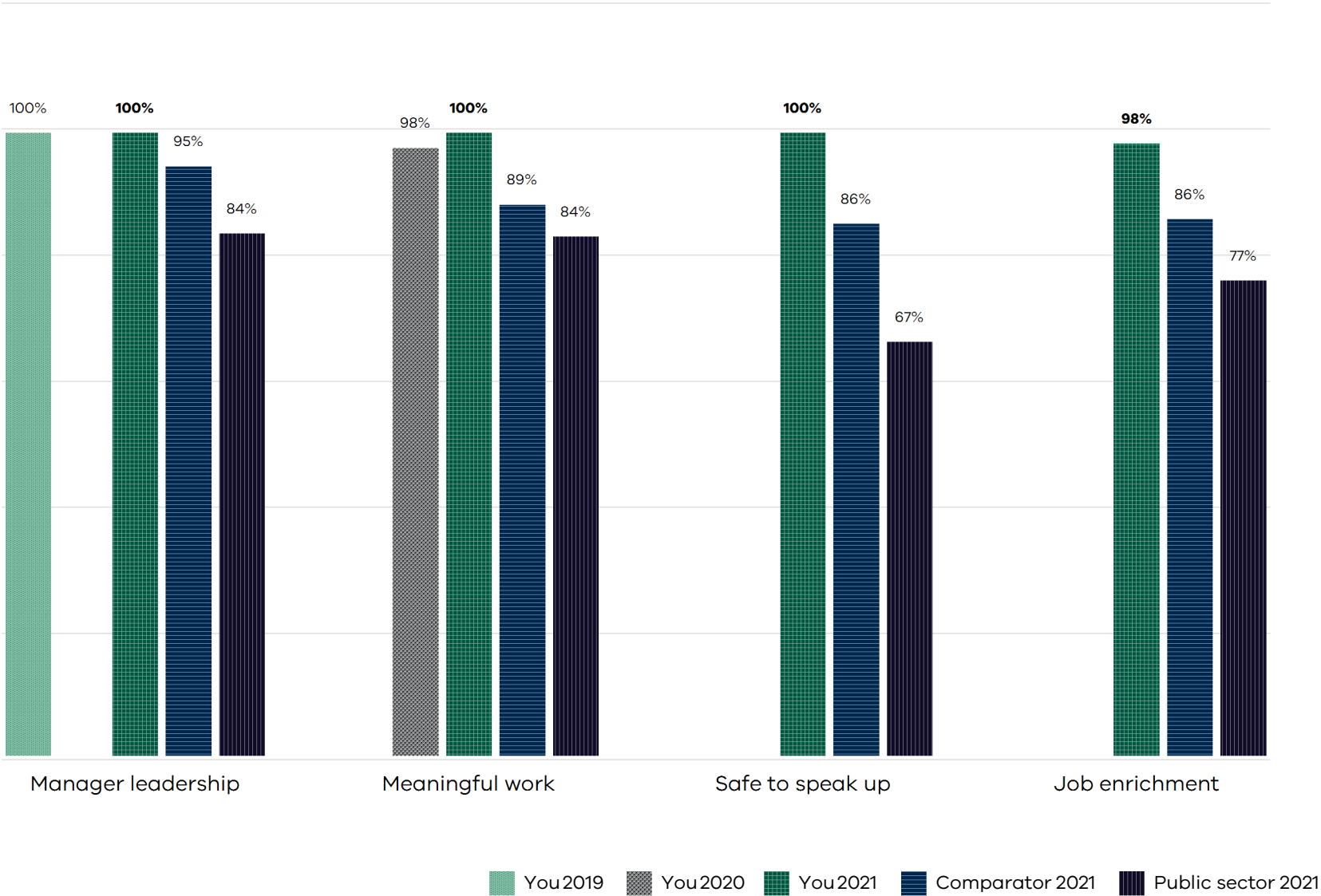
Example

In 2021:

- 100% of your staff who did the survey responded positively to questions about Manager leadership.

Compared to:

- 95% 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.

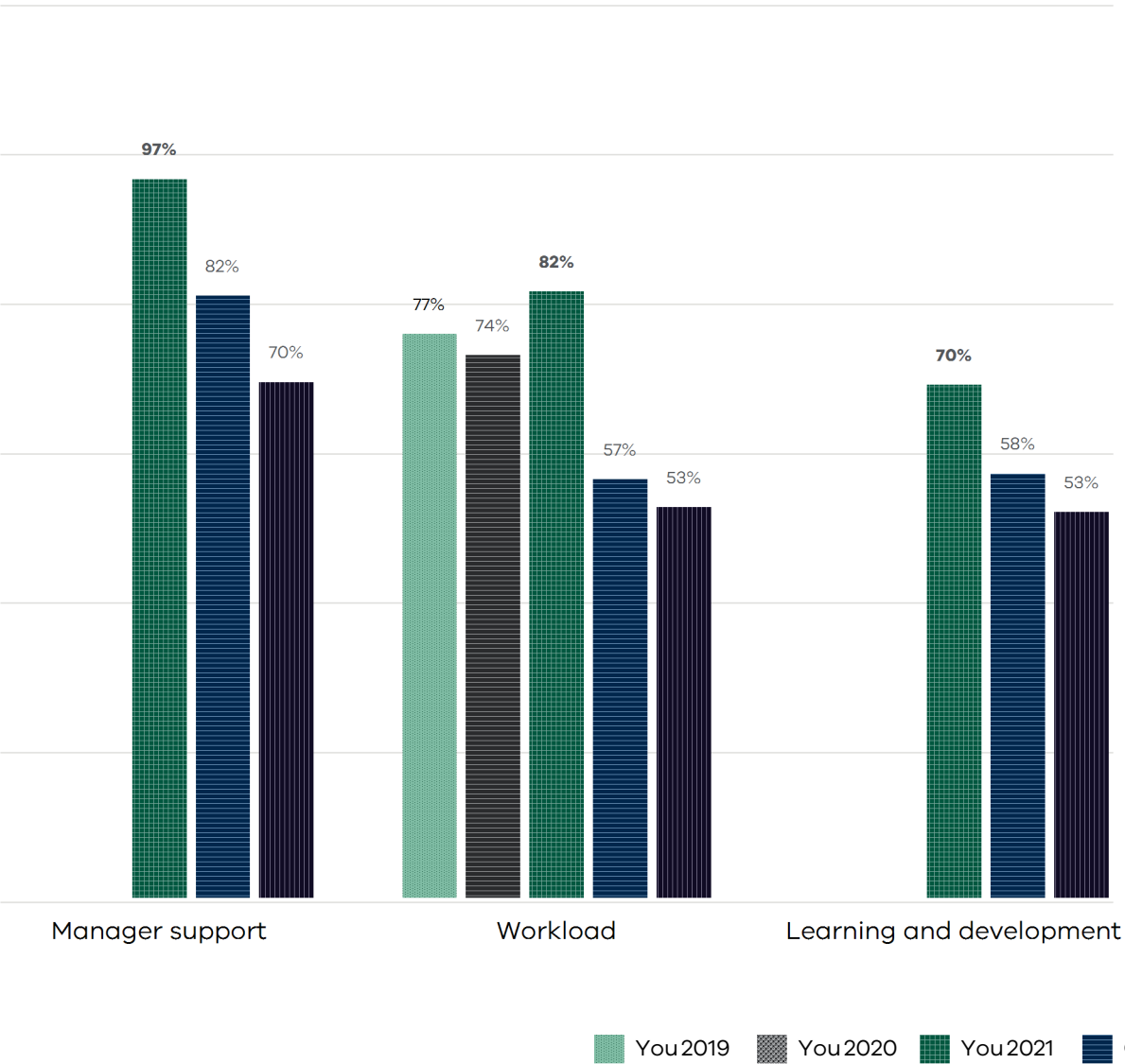
Example

In 2021:

- 97% of your staff who did the survey responded positively to questions about Manager support.

Compared to:

- 82% of staff at your comparator and 70% 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.

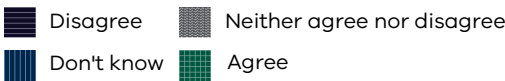
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

100% 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

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2019	2020	2021	Lowest	Average	Highest
My manager demonstrates honesty and integrity	100%	100 %	Not asked	100 %	88 %	96 %	100 %
My manager ensures clients receive a high standard of service	100%	100 %	Not asked	100 %	88 %	95 %	100 %
My manager is committed to workplace safety	100%	100 %	Not asked	100 %	88 %	96 %	100 %
My manager models my organisation's values	100%	100 %	Not asked	100 %	79 %	91 %	100 %

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

100% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

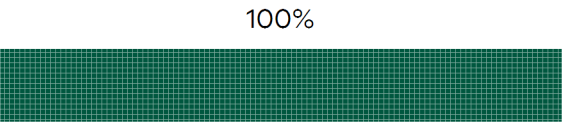
Survey question

Your results

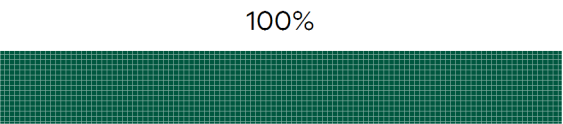
Benchmark agree results



My manager treats employees with dignity and respect



My manager works effectively with people from diverse backgrounds



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
100 %	Not asked	100 %	82 %	96 %	100 %
100 %	Not asked	100 %	88 %	95 %	100 %

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.

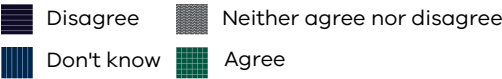
Example

100% of your staff who did the survey agreed or strongly agreed with 'I would be confident in approaching my manager to discuss concerns and grievances'.

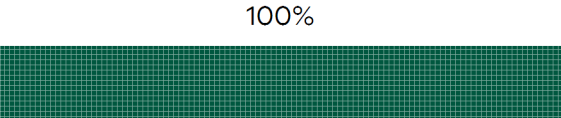
Survey question

Your results

Benchmark agree results



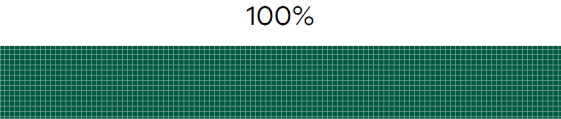
I would be confident in approaching my manager to discuss concerns and grievances



You			Comparator		
2019	2020	2021	Lowest	Average	Highest

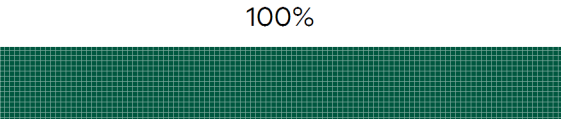
93 %	Not asked	100 %	76 %	90 %	100 %
------	-----------	-------	------	------	-------

My manager encourages and supports my participation in learning and development opportunities



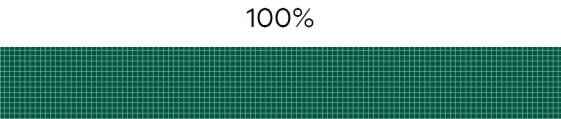
100 %	Not asked	100 %	71 %	86 %	100 %
-------	-----------	-------	------	------	-------

My manager involves me in decisions about my work



93 %	90 %	100 %	71 %	88 %	100 %
------	------	-------	------	------	-------

My manager keeps me informed about what's going on



93 %	90 %	100 %	65 %	86 %	97 %
------	------	-------	------	------	------

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.

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'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.

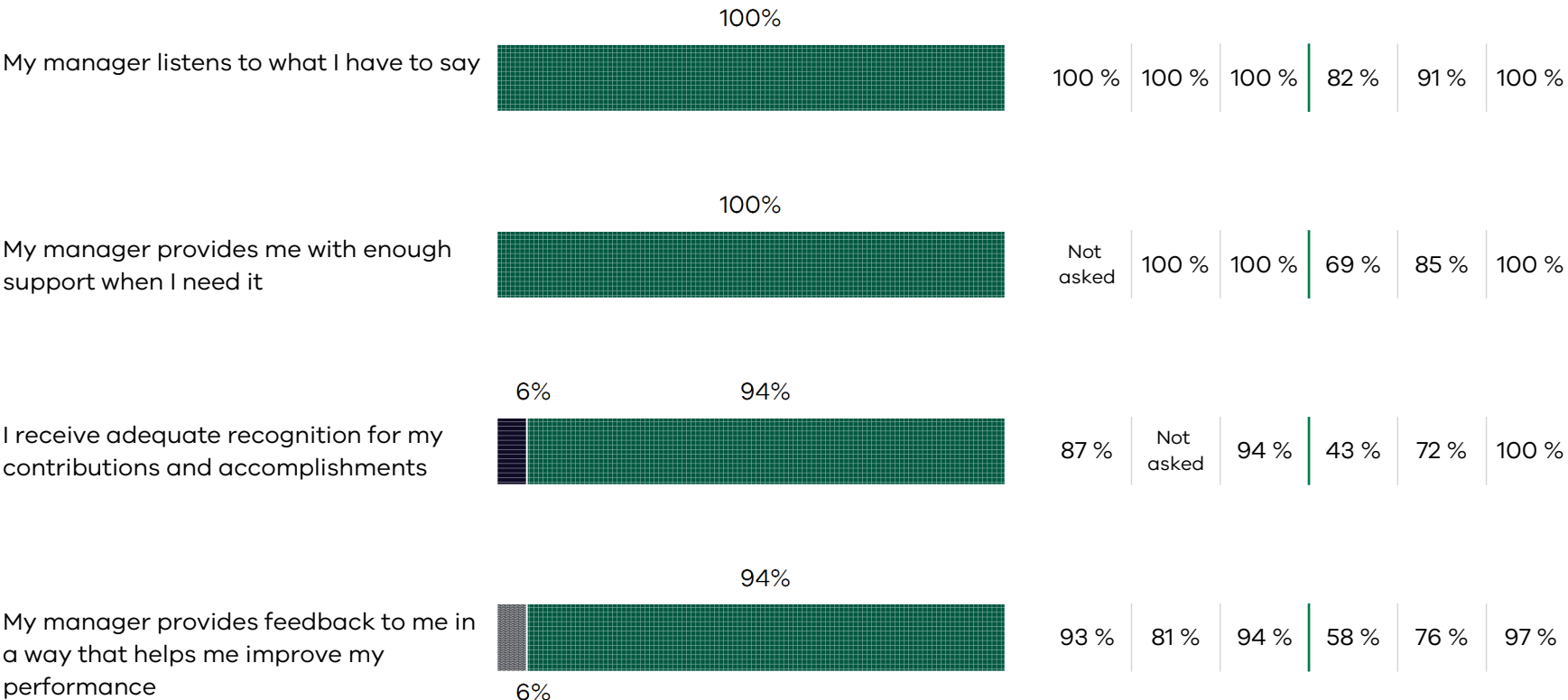
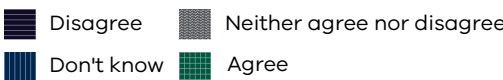
Example

100% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Manager support 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.

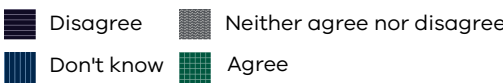
Example

88% of your staff who did the survey agreed or strongly agreed with 'My manager has regular conversations with me about my learning and development'.

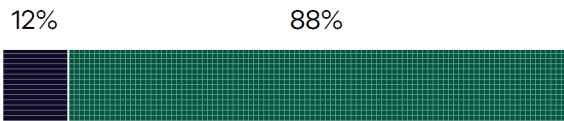
Survey question

Your results

Benchmark agree results



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



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
Not asked	Not asked	88 %	55 %	63 %	78 %

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

88% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

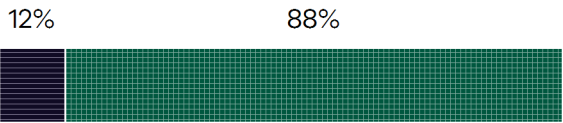
Survey question

Your results

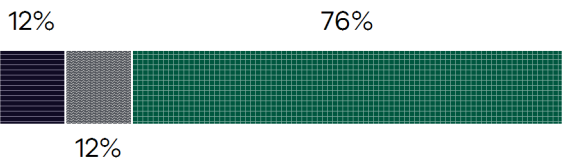
Benchmark agree results



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



I have enough time to do my job effectively



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
73 %	81 %	88 %	41 %	61 %	91 %
80 %	67 %	76 %	29 %	54 %	78 %

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.

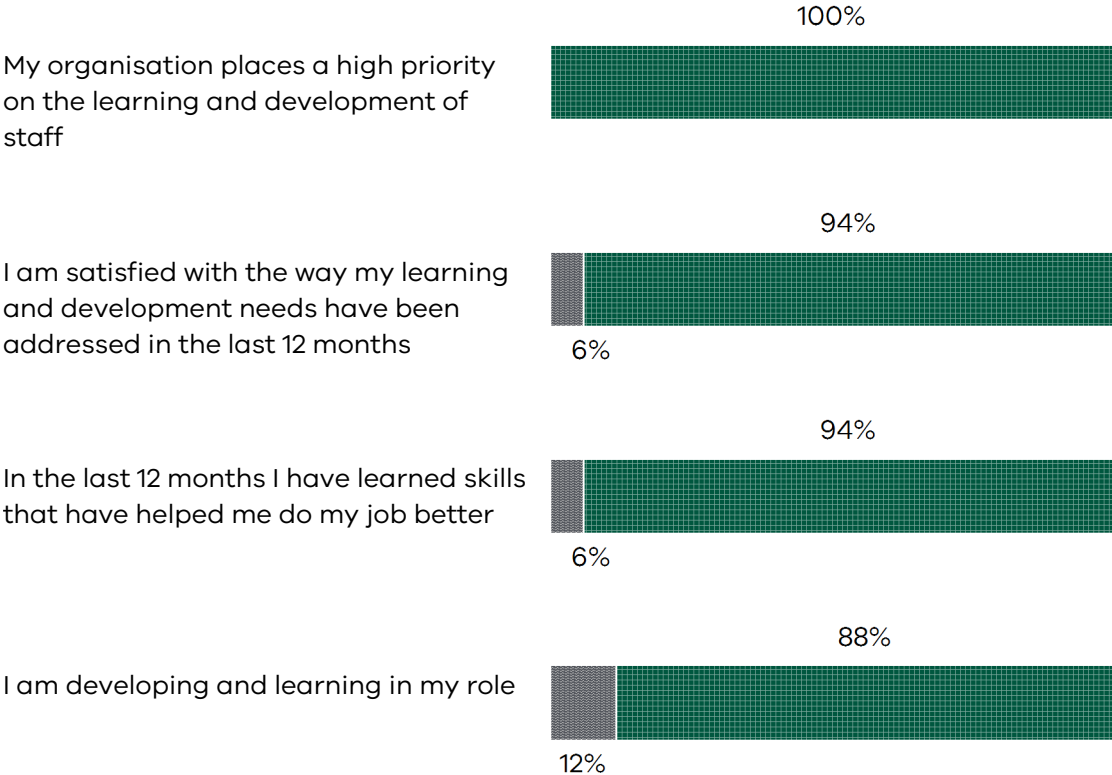
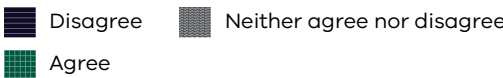
Example

100% 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		
2019	2020	2021	Lowest	Average	Highest
87 %	Not asked	100 %	48 %	69 %	94 %
Not asked	Not asked	94 %	39 %	60 %	78 %
Not asked	Not asked	94 %	46 %	70 %	84 %
Not asked	Not asked	88 %	64 %	79 %	94 %

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.

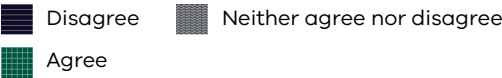
Example

76% of your staff who did the survey agreed or strongly agreed with 'There are adequate opportunities for me to develop skills and experience in my organisation'.

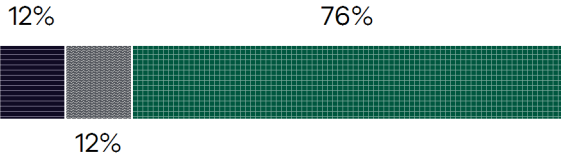
Survey question

Your results

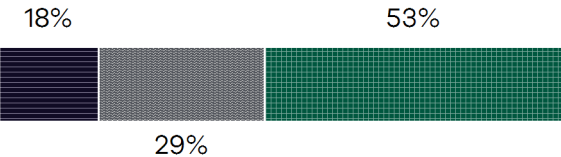
Benchmark agree results



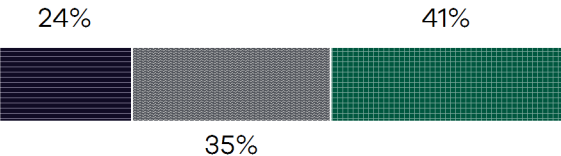
There are adequate opportunities for me to develop skills and experience in my organisation



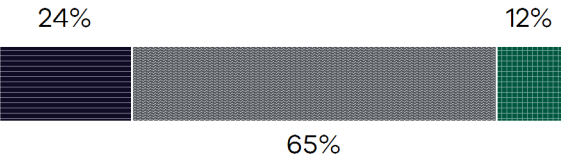
I feel I have an equal chance at promotion in my organisation



I am satisfied with the availability of opportunities to move between roles within my organisation (e.g. temporary or permanent transfers)



I am satisfied with the availability of opportunities to take up roles in other organisations (e.g. temporary or permanent transfers or secondments)



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
87 %	Not asked	76 %	50 %	67 %	90 %
Not asked	Not asked	53 %	30 %	46 %	55 %
Not asked	Not asked	41 %	18 %	40 %	65 %
Not asked	Not asked	12 %	9 %	34 %	57 %

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.

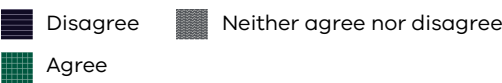
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

100% of your staff who did the survey agreed or strongly agreed with 'I have the authority to do my job effectively'.

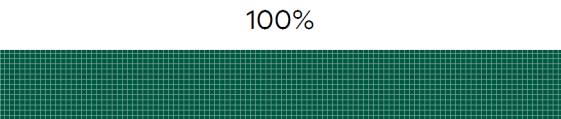
Survey question

Your results



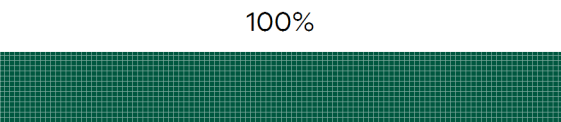
Benchmark agree results

I have the authority to do my job effectively



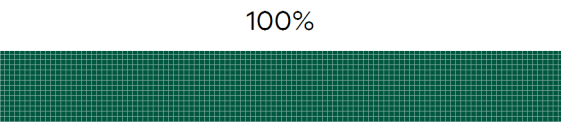
You			Comparator		
2019	2020	2021	Lowest	Average	Highest
87 %	Not asked	100 %	76 %	85 %	100 %

I understand how my job contributes to my organisation's purpose



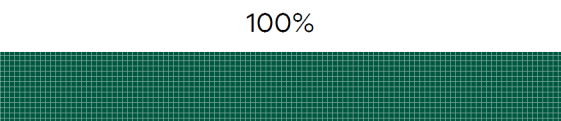
93 %	100 %	100 %	85 %	94 %	100 %
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I understand how the Charter of Human Rights and Responsibilities applies to my work



100 %	Not asked	100 %	70 %	86 %	96 %
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My job allows me to utilise my skills, knowledge and abilities



80 %	90 %	100 %	76 %	88 %	100 %
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Job and manager factors

Job enrichment 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

100% of your staff who did the survey agreed or strongly agreed with 'My work performance is assessed against clear criteria'.

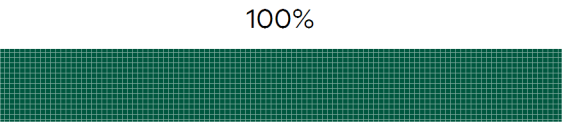
Survey question

Your results

Benchmark agree results

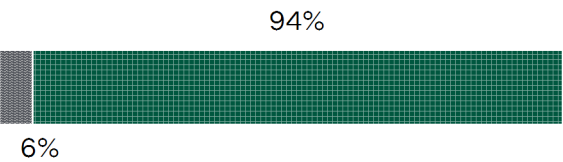


My work performance is assessed against clear criteria



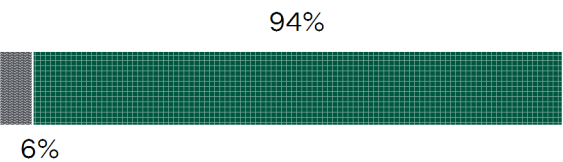
You			Comparator		
2019	2020	2021	Lowest	Average	Highest
Not asked	Not asked	100 %	61 %	75 %	97 %

I clearly understand what I am expected to do in this job



100 %	100 %	94 %	76 %	87 %	97 %
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I have a choice in deciding how I do my work



93 %	95 %	94 %	75 %	89 %	97 %
------	------	------	------	------	------

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

100% of your staff who did the survey agreed or strongly agreed with 'I am achieving something important through my work'.

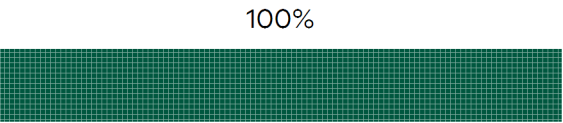
Survey question

Your results

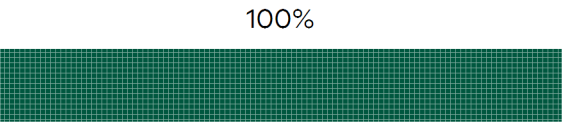
Benchmark agree results



I am achieving something important through my work



I feel that I can make a worthwhile contribution at work



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
Not asked	95 %	100 %	67 %	88 %	98 %
Not asked	100 %	100 %	81 %	89 %	100 %

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.

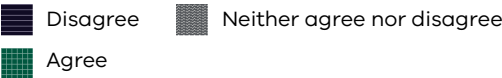
Example

100% of your staff who did the survey agreed or strongly agreed with ‘I am confident that I would be protected from reprisal for reporting improper conduct’.

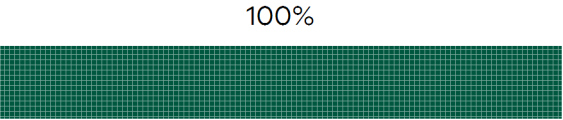
Survey question

Your results

Benchmark agree results



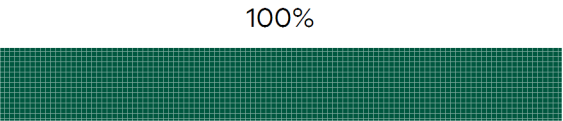
I am confident that I would be protected from reprisal for reporting improper conduct



You			Comparator		
2019	2020	2021	Lowest	Average	Highest

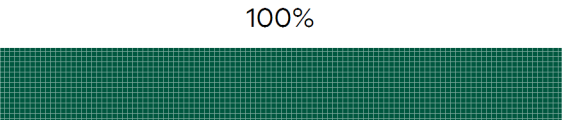
93 %	Not asked	100 %	68 %	86 %	97 %
------	-----------	-------	------	------	------

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



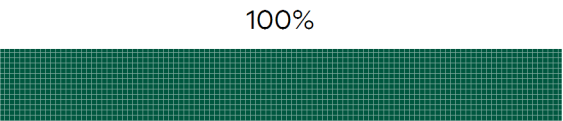
93 %	Not asked	100 %	59 %	79 %	90 %
------	-----------	-------	------	------	------

I feel safe to challenge inappropriate behaviour at work



Not asked	Not asked	100 %	59 %	83 %	91 %
-----------	-----------	-------	------	------	------

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



Not asked	95 %	100 %	76 %	88 %	96 %
-----------	------	-------	------	------	------

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

100% of your staff who did the survey disagreed or strongly disagreed with 'If I make a mistake in my workgroup, it is often held against me'.

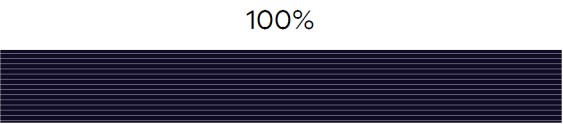
Survey question

Your results

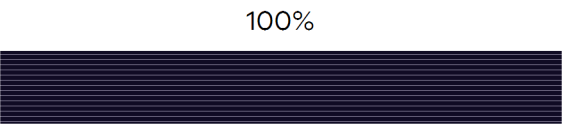
Benchmark disagree results



If I make a mistake in my workgroup, it is often held against me



People in my workgroup often reject others for being different



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
Not asked	Not asked	100 %	76 %	86 %	100 %
Not asked	Not asked	100 %	82 %	92 %	100 %

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

41% 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	41%	46%	36%
Limited social interactions with the team	29%	12%	11%
Poor work-life balance	24%	8%	12%
Family/household commitments (carer responsibilities, child education responsibilities)	18%	10%	9%
Administrative processes (including leave and HR requirements)	12%	17%	19%
Difficulties in separating work from other aspects of my life	12%	12%	10%
Other	12%	9%	13%
Poor mental health or wellbeing	12%	12%	11%
There are no noticeable barriers	12%	19%	18%
Technology limitations	6%	10%	20%

People matter

survey 2021

Have your say

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

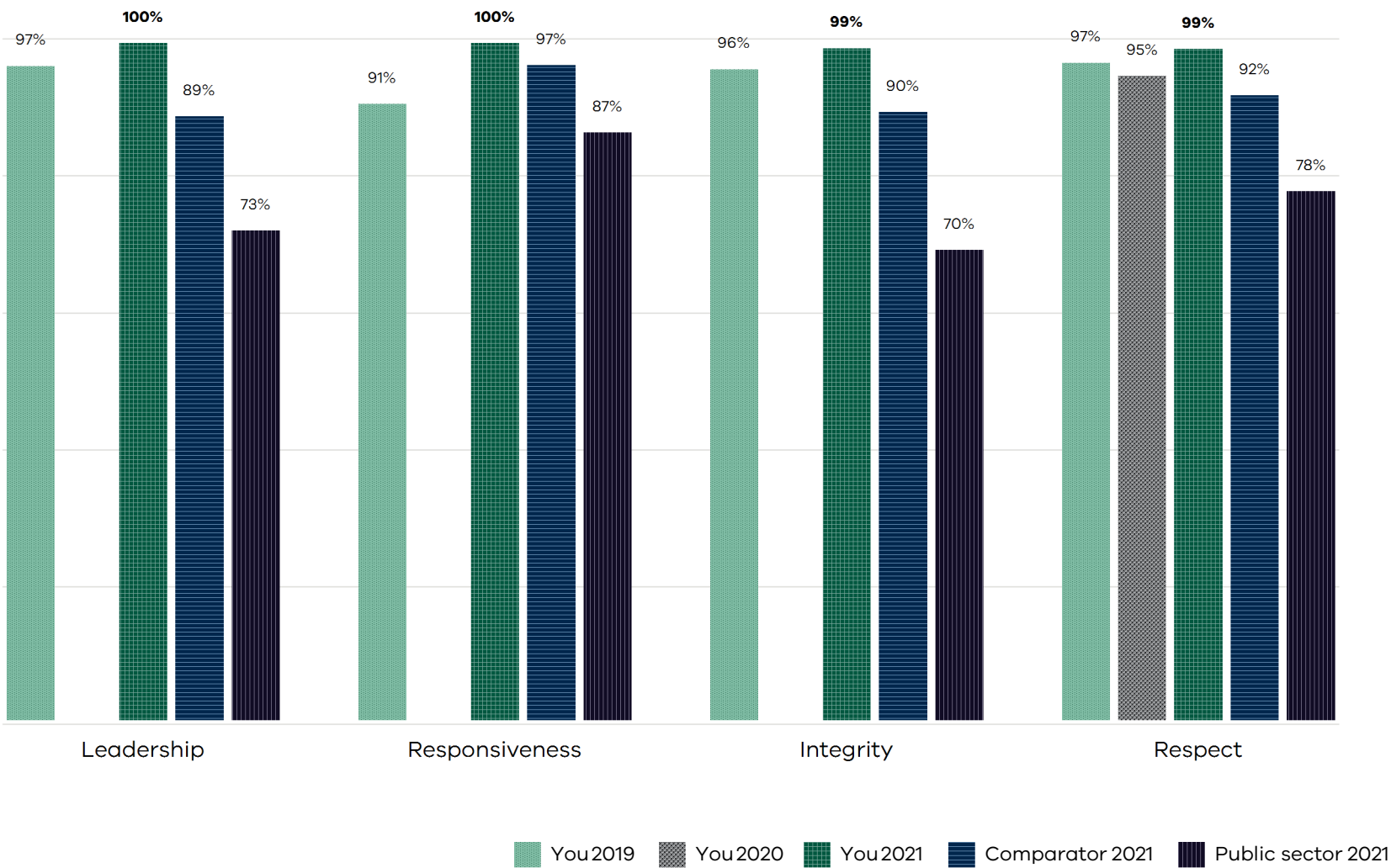
Example

In 2021:

- 100% of your staff who did the survey responded positively to questions about Leadership , which is up 3% in 2019.

Compared to:

- 89% of staff at your comparator and 73% of staff across the public sector.



Public sector values

Scorecard 2 of 2

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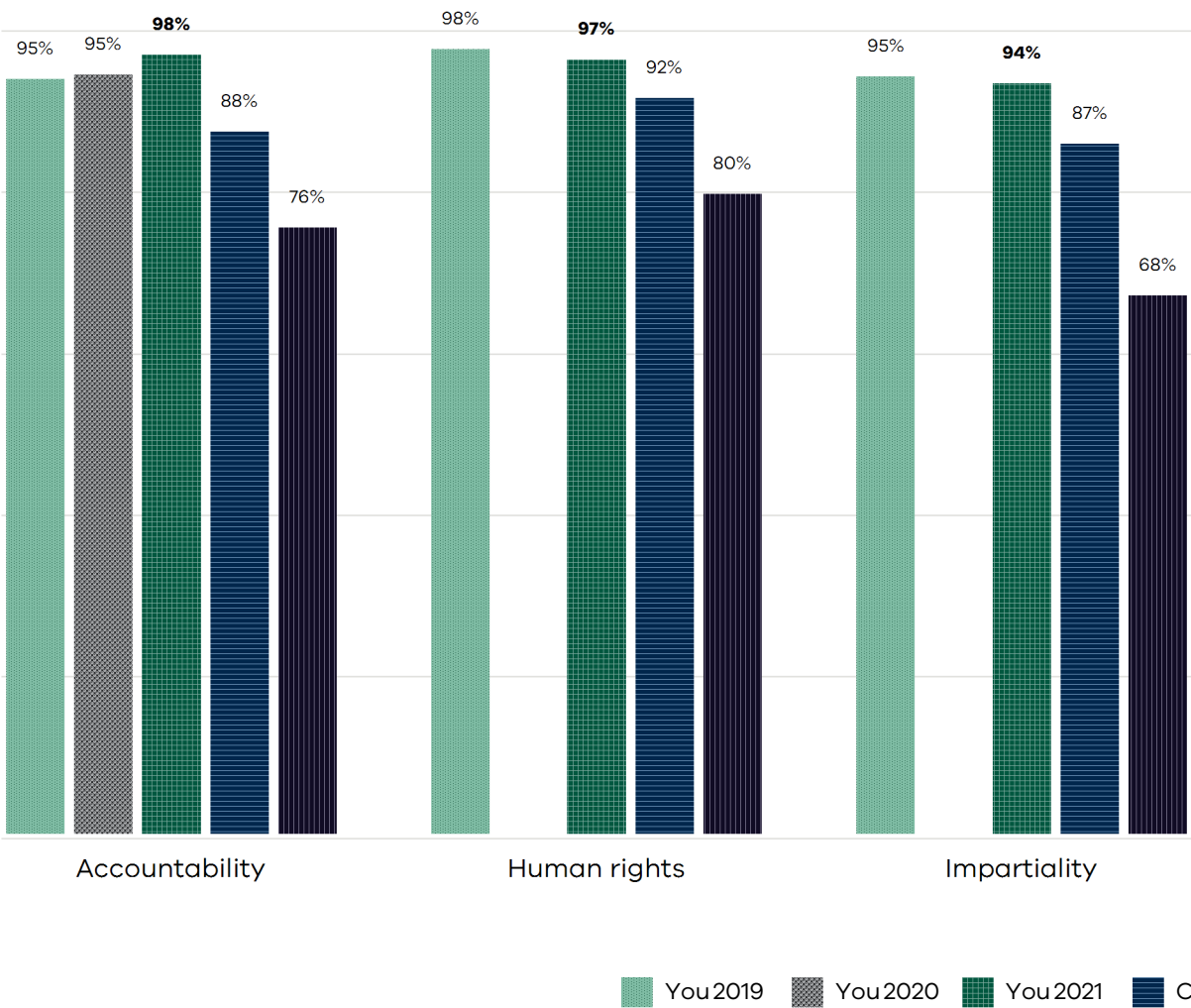
Example

In 2021:

- 98% of your staff who did the survey responded positively to questions about Accountability, which is up 3% in 2019.

Compared to:

- 88% of staff at your comparator and 76% of staff across the public sector.



Public sector values

Responsiveness

What this is

This is how responsive your staff feel they are to the community.

Why this is important

Staff need to feel they can adapt to the changing demands and circumstances of our clients and stakeholders.

How to read this

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

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

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

Example

100% of staff who did the survey agreed or strongly agreed with 'My manager ensures clients receive a high standard of service'.



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

100% of staff who did the survey agreed or strongly agreed with 'I am confident that I would be protected from reprisal for reporting improper conduct'.

Survey question	Your results	Benchmark agree results					
	<div><div>Disagree</div><div>Neither agree nor disagree</div><div>Don't know</div><div>Agree</div></div>	2019	You 2020	2021	Comparator		
					Lowest	Average	Highest
I am confident that I would be protected from reprisal for reporting improper conduct	100% <div></div>	93 %	Not asked	100 %	68 %	86 %	97 %
I feel safe to challenge inappropriate behaviour at work	100% <div></div>	Not asked	Not asked	100 %	59 %	83 %	91 %
My manager demonstrates honesty and integrity	100% <div></div>	100 %	Not asked	100 %	88 %	96 %	100 %
My organisation is committed to earning a high level of public trust	100% <div></div>	93 %	Not asked	100 %	89 %	97 %	100 %

Public sector values

Integrity 2 of 2

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'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

100% of staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

Survey question

Your results

Benchmark agree results



Survey question	Your results			Benchmark agree results		
	2019	You 2020	2021	Lowest	Average	Highest
People in my workgroup appropriately manage conflicts of interest	93 %	Not asked	100 %	86 %	90 %	96 %
People in my workgroup are honest, open and transparent in their dealings	93 %	Not asked	100 %	82 %	91 %	100 %
Senior leaders demonstrate honesty and integrity	100 %	Not asked	100 %	79 %	89 %	100 %
My organisation does not tolerate improper conduct	100 %	Not asked	94 %	71 %	89 %	100 %

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

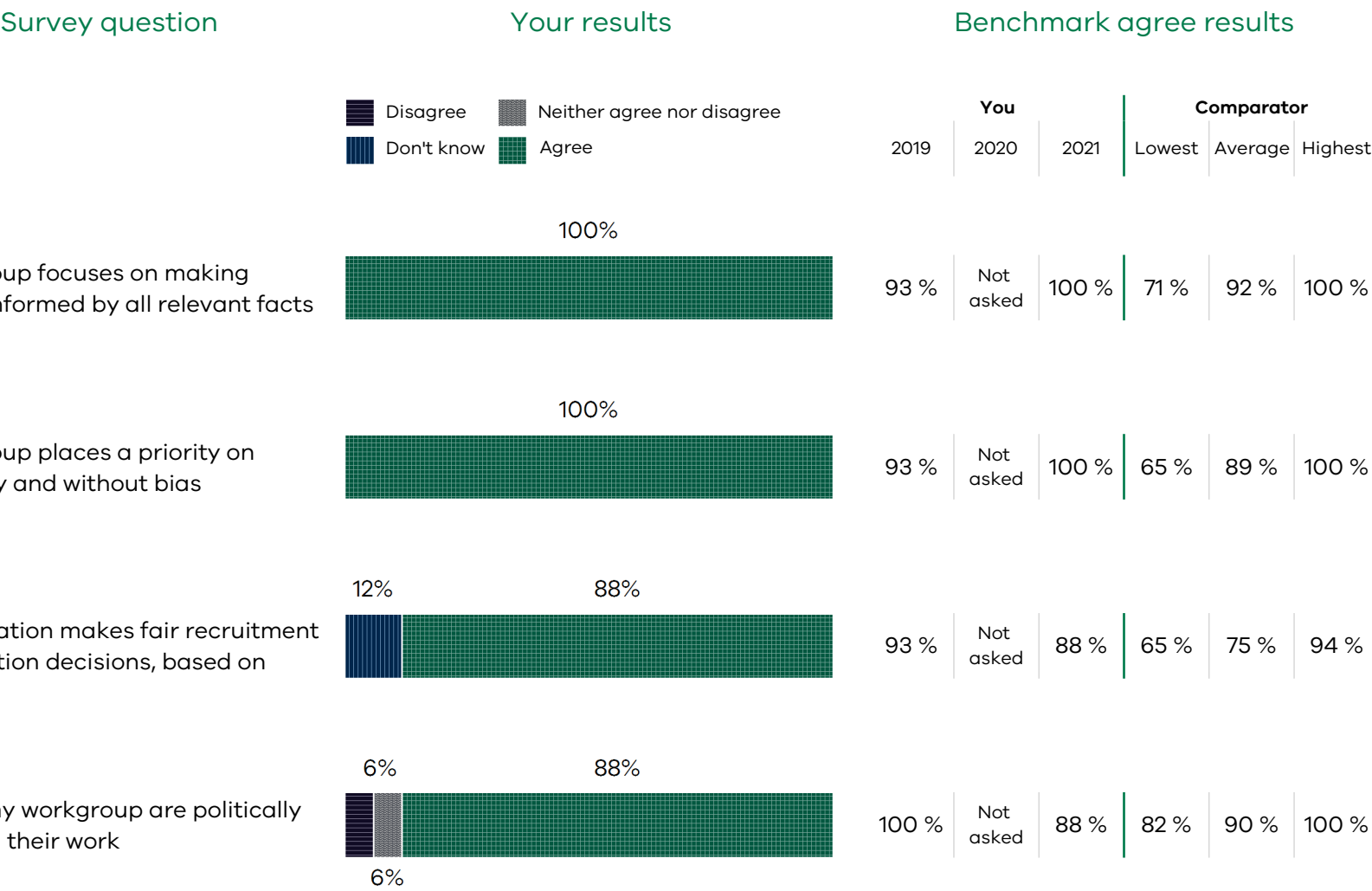
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of staff who did the survey agreed or strongly agreed with 'My workgroup focuses on making decisions informed by all relevant facts'.



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

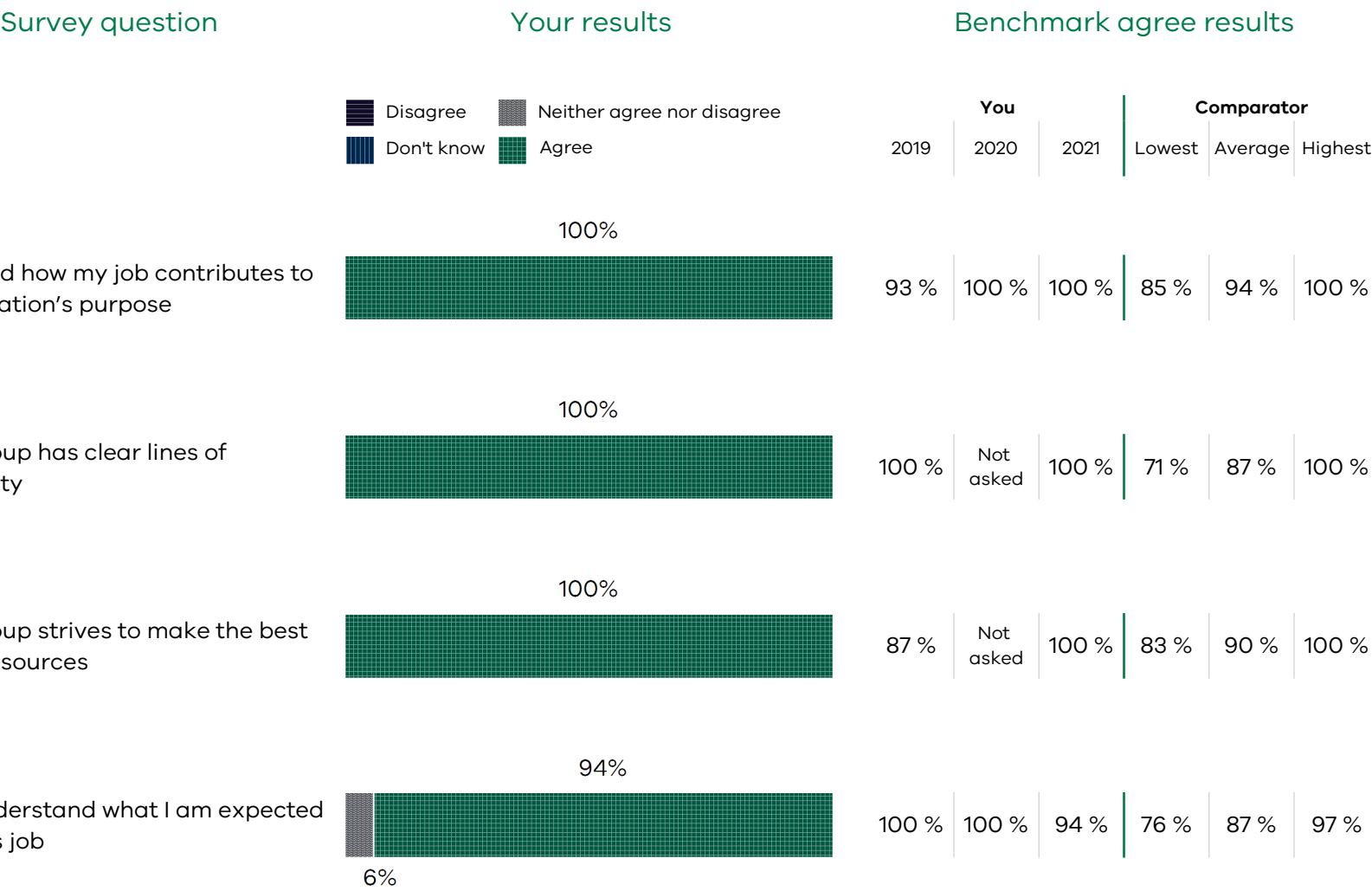
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% of staff who did the survey agreed or strongly agreed with 'I understand how my job contributes to my organisation's purpose'.



Public sector values

Accountability 2 of 2

What this is

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

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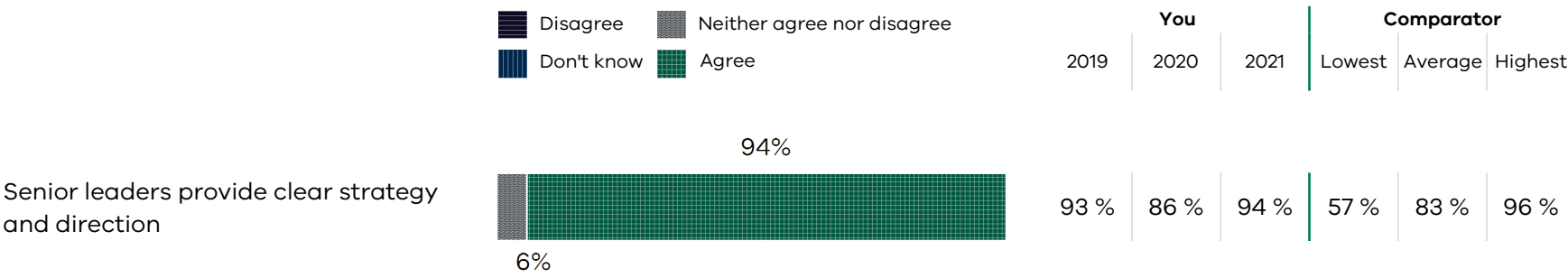
Example

94% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

Benchmark agree results



Public sector values

Respect 1 of 2

What this is

Respect is how your staff feel they're treated in the workplace and community.

Why this is important

All staff need to treat their colleagues and Victorians with respect.

How to read this

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

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

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

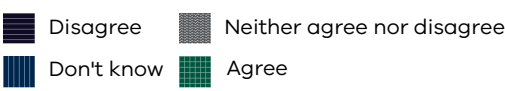
Example

100% of 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



Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2019	2020	2021	Lowest	Average	Highest
My manager keeps me informed about what's going on	100%	93 %	90 %	100 %	65 %	86 %	97 %
My manager listens to what I have to say	100%	100 %	100 %	100 %	82 %	91 %	100 %
My manager treats employees with dignity and respect	100%	100 %	Not asked	100 %	82 %	96 %	100 %
My organisation encourages respectful workplace behaviours	100%	93 %	Not asked	100 %	88 %	95 %	100 %

Public sector values

Respect 2 of 2

What this is

Respect is how your staff feel they're treated in the workplace and community.

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All staff need to treat their colleagues and Victorians with respect.

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

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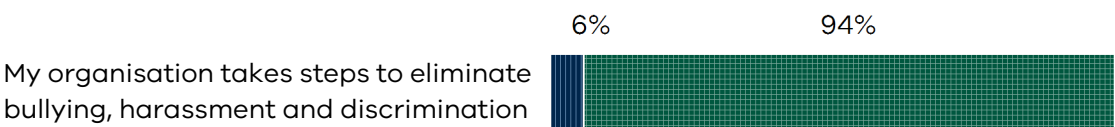
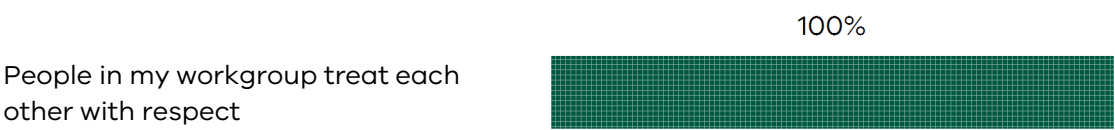
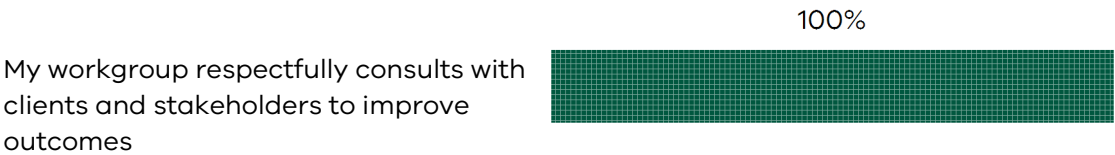
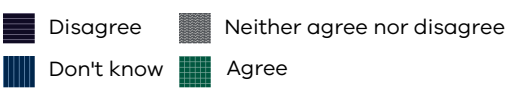
Example

100% of staff who did the survey agreed or strongly agreed with 'My workgroup respectfully consults with clients and stakeholders to improve outcomes'.

Survey question

Your results

Benchmark agree results



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
93 %	Not asked	100 %	91 %	97 %	100 %
100 %	95 %	100 %	82 %	94 %	100 %
100 %	Not asked	94 %	76 %	88 %	96 %

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

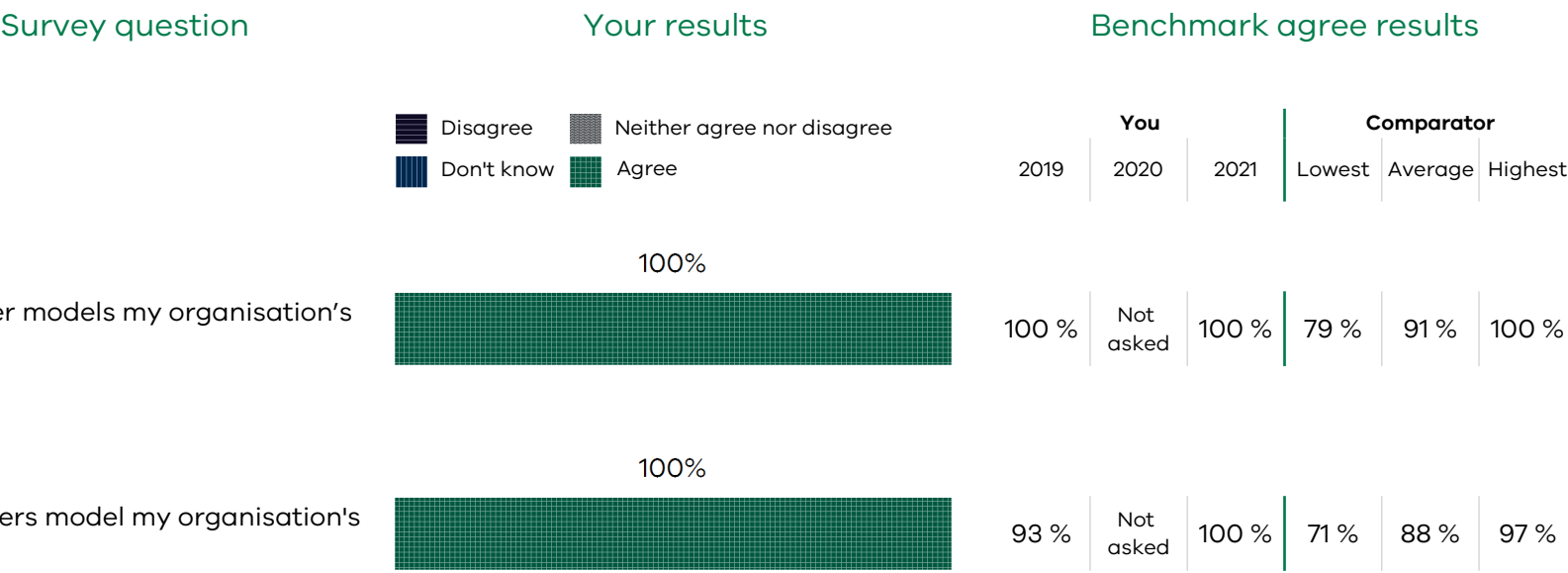
Under 'Your results', see results for each question in descending order by most agreed.

'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

100% 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.

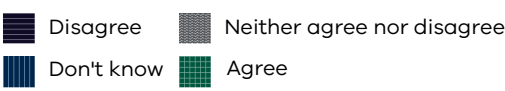
Example

100% of staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

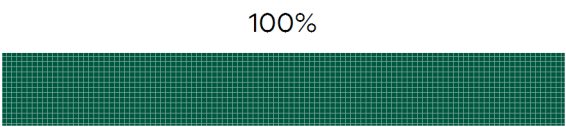
Survey question

Your results

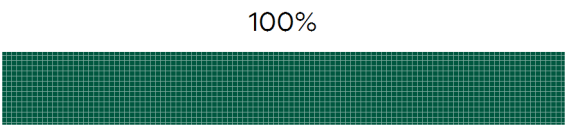
Benchmark agree results



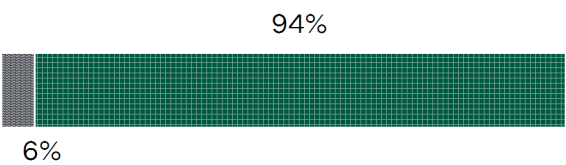
I understand how the Charter of Human Rights and Responsibilities applies to my work



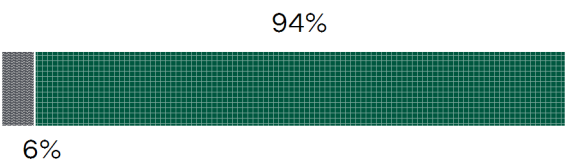
My organisation respects the human rights of employees



My organisation encourages employees to act in ways that are consistent with human rights



My workgroup values human rights



You			Comparator		
2019	2020	2021	Lowest	Average	Highest
100 %	Not asked	100 %	70 %	86 %	96 %
100 %	Not asked	100 %	86 %	95 %	100 %
100 %	Not asked	94 %	88 %	93 %	100 %
93 %	Not asked	94 %	91 %	95 %	100 %

People matter

survey 2021

Have your say

Report overview	People outcomes		Key differences	Taking action	Senior leadership
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Organisational climate	Workgroup climate	Job and manager factors	Public sector values	Custom questions	
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Custom questions

What this is

Your organisation asked 3 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.

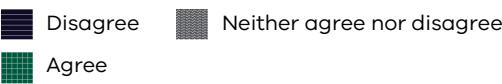
Example

100% of staff who did the survey agreed or strongly agreed with 'My organisation provides a safe workplace'.

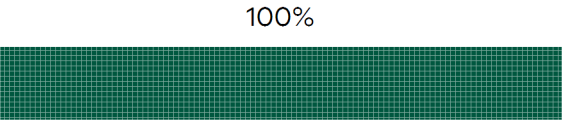
Survey question

Your results

Benchmark results

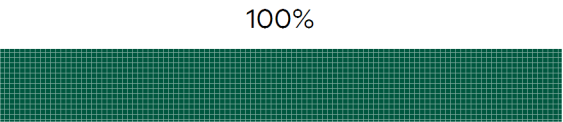


My organisation provides a safe workplace



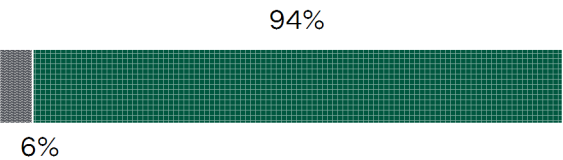
You		
2019	2020	2021
Not asked	100 %	100 %

My organisation responds well when there is a challenging situation



Not asked	100 %	100 %
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My organisation communicates well with staff during challenging times



Not asked	100 %	94 %
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**Victorian
Public Sector
Commission**



vpsc.vic.gov.au/peoplemattersurvey