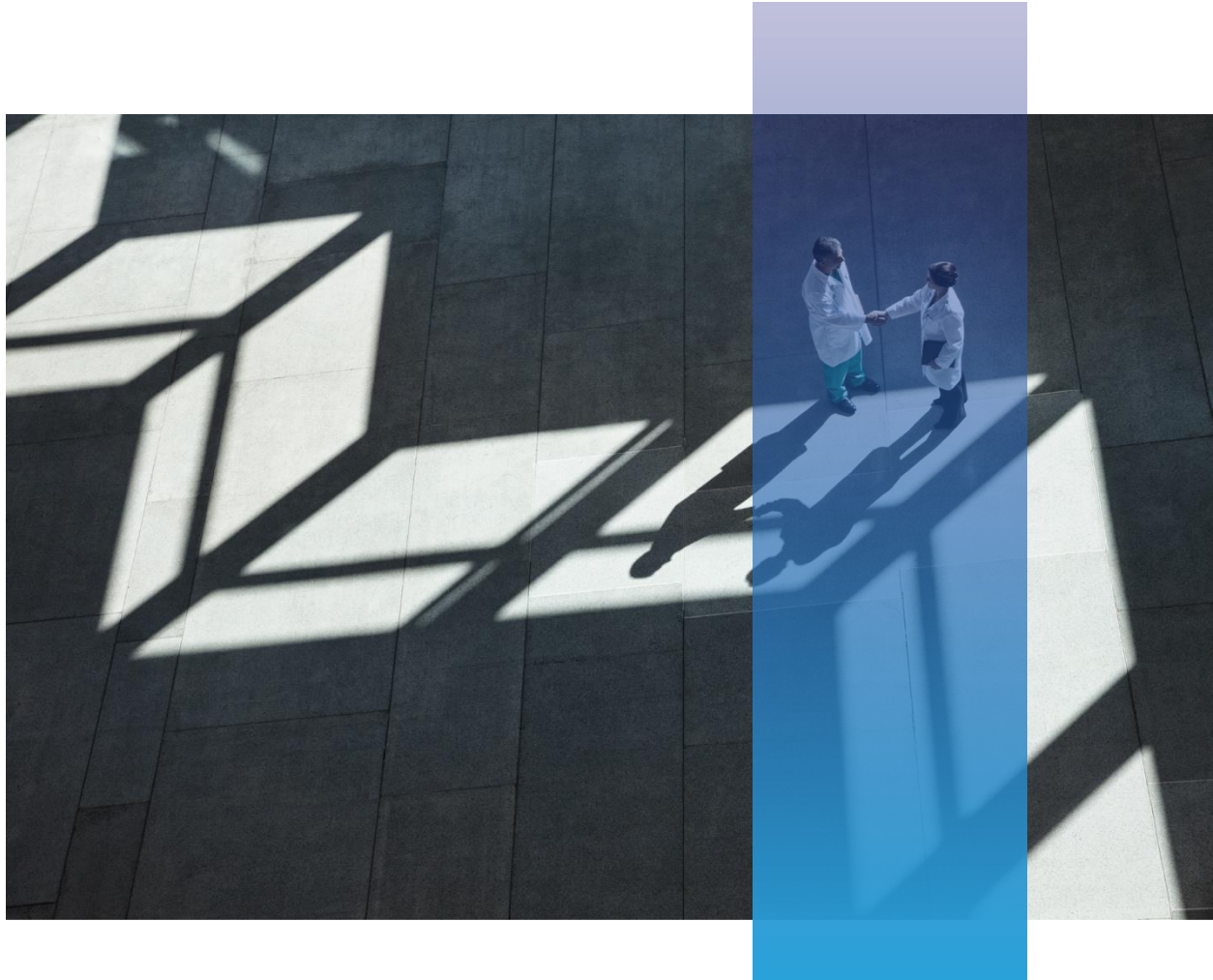




# People Matter Survey Results 2021

Kerang District Health  
18 November 2021





## What is the People Matter Survey?

- The People matter survey is the Victorian public sector's employee opinion survey. The survey is run by the Victorian Public Sector Commission (VPSC) and supports the public sector to develop a high performing and engaged workforce.
- The People matter survey is a safe and anonymous way for employees to tell organisations what they think and experience in the workplace. It asks for employees' opinions on how our public sector values and employment principles are practised within their organisations.
- The People matter survey reflects the Victorian public sector's sincere commitment to listening to our employees.
- Public sector organisations use the People matter survey to find out what they're doing well and where they need to focus on improvements.



## What the survey tells us?

People matter survey results reveal how employees view different aspects of their workplaces, including equal employment opportunity, collaboration, learning and development, and diversity and inclusion, and helps the sector develop a high performing and engaged workforce.

## Key Dates

The 2021 PMS was conducted between and 31 May and 2 July 2021.

## What happened in 2021?

- This year's survey captured the views and experiences of over 92,000 people from a record 241 organisations. An overall response rate of 39% was achieved across the public sector.
- The People matter survey was open for five weeks from 31 May to 2 July 2021.
- The survey was mandatory for all public sector organisations.
- The People matter survey 2021 included new questions, developed in consultation with the [Commission for Gender Equality in the Public Sector](#), to support Gender Equality Act reporting and action planning requirements.
- In December 2020, the Victorian Secretaries Board re-endorsed the recommendation that the Victorian Public Sector Commission improve the transparency of the survey results by publishing high level whole-of-public sector trends and results for individual public sector organisations online.

**“Our most  
important  
conversation  
about  
People  
Matter  
Survey  
Results in  
with our  
people”**

# Key Messages

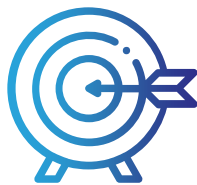
The annual People matter survey reflects the public sector's sincere commitment to listening to our employees.

The People matter survey is a safe and anonymous way for employees to tell organisations what they think and experience in the workplace. It asks for employees' opinions on how our public sector values and employment principles are practised within their organisations.

Public sector organisations use the People matter survey to find out what they're doing well and where they need to focus on improvements.

The People matter survey results provide valuable insights for organisations to devise actions that improve inclusion and wellbeing, eliminate negative workplace behaviours and ensure the public sector workforce reflects the diversity of the Victorian community.

Safe, healthy public sector workplaces with positive, ethical cultures result in better outcomes for the community we serve



## **TRANSPARENCY**

We will openly share our results and work collaboratively to action areas of concern



## **ACCOUNTABILITY**

We won't shy away from results where we need to improve.



## **COLLABORATION**

Together with our people, we will be focused on celebrating positives and targeting areas of improvement

# Our Results 2021

Survey topic	Suggested response
<b>Participation rate</b>	<p>Compared to the sector-wide result of 39%, <b>64%</b> of employees within Kerang District Health completed the 2021 People Matter Survey</p> <p>Our 2021 participation rate reflects the impact of the extended COVID-19 pandemic, worker fatigue and staffing challenges. It also reflects the efforts such as the BBQ launch day, prizes, gifts and communication to promote the survey to all staff.</p> <p>We intend to continue our engagement strategies to drive participation in the 2022 People matter survey.</p>
<b>Wellbeing – job-related stress</b>	<p>Compared to the sector-wide result of 26%, <b>13%</b> of employees within Kerang District Health have experienced high to severe stress over the last year.</p> <p>We're committed to improving mental health and wellbeing for all our people. Our Employee Assistance Program and Northern District Community Health's public Mental Health Toolkit's are on hand 24/7 to assist employees with both professional and personal issues.</p> <p>In line with the public sector's <a href="#">Flexible work policy</a>, we actively promote flexible work arrangements to help our people achieve a good work/life balance.</p> <p>In 2016, public sector organisations worked together to create the <a href="#">Mental Health and Wellbeing Charter</a>. The charter sets out how we can promote mental health and actively support our people. Declining rates of reported job-related stress show that such initiatives are making an impact.</p> <p>In 2020, a <a href="#">Wellbeing toolkit for managers</a> was launched under this charter to further equip leaders across the public sector to actively support the wellbeing of their people.</p> <p>There's still room for improvement, our 2021 results show no change. The number of our employees experiencing high to severe stress has remained at 13% from 2020.</p> <p>We plan to address the top causes of workplace stress by consulting with our staff and participating in initiatives such as 'Be Well, Be Safe' to improve worker wellness and wellbeing.</p>
<b>Bullying</b>	<p>Compared to the sector-wide result of 16%, <b>36%</b> of employees within Kerang District Health reported experiencing bullying over the last 12 months.</p> <p>There is no acceptable rate of workplace bullying. Our 2021 results show that there is still room for improvement in tackling bullying within Kerang District health. We plan to address bullying in our workplace by ensuring that our Know Better Be Better campaign is well supported and promoted to monitor our performance against standards set by the Department of Health and Worksafe Victoria. It will also mean ensuring that all staff are aware of what constitutes this type of behaviour through education and training. We continue to work towards a goal of zero bullying.</p> <p>The survey results show that our employees may be reluctant to officially report bullying or may not be aware of the proper channels. We will continue to educate our employees about their rights and obligations to create safe work environments for all employees and make sure anyone experiencing or witnessing bullying feels safe to speak up and confident in the process to resolve it.</p>



**Sexual harassment**

In comparison to the sector-wide result of 6%, **6%** of employees within Kerang District Health reported experiencing sexual harassment over the last 12 months.

Our 2021 results show that there is still room for improvement in tackling sexual harassment within Kerang District Health We plan to address sexual harassment in our workplaces by ensuring that our Know Better Be Better campaign is well supported and promoted to monitor our performance against standards set by the Department of Health and Worksafe Victoria. It will also mean ensuring that all staff are aware of what constitutes this type of behaviour through education and training. We continue to work towards a goal of zero.

We will continue to educate our employees about their rights and obligations to create safe work environments for all employees and make sure anyone experiencing or witnessing sexual harassment feels safe to speak up and confident in the process to resolve it.

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**Aggression or violence**

There is no acceptable level of aggression or violence in the workplace. Our 2021 results show a 2% improvement from 2020, thanks to the body of work that we completed around putting strategies in place to support our staff such as increased security, additional staff members, implementing ME packs as well as additional training, education and communication. However, we continue to work towards a goal of zero.

Unfortunately, the reported experience of aggression and/or violence is higher among healthcare workers than for the wider public sector. We plan to tackle this higher incidence by investing in ongoing education and training, and listening to ideas and strategies that our staff have to keep us all safe.

The survey results show that our employees may be reluctant to officially report aggression or violence or may not be aware of the proper channels. Only 65% of employees who experienced aggression or violence over the last year made a formal complaint.

We will continue to educate our employees about their rights and obligations to create safe work environments for all employees and make sure anyone experiencing or witnessing aggression or violence feels safe to speak up and confident in the process to resolve it.

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**Discrimination**

Our 2021 results show that there is still room for improvement in tackling discrimination at Kerang District Health We plan to address discrimination in our workplaces by participating in a number of diversity projects such as the Gender Equality Action Plan, Diversity Framework, and the Know Better Be Better initiative. We continue to work towards a goal of zero.

We will continue to educate our employees about their rights and obligations to create safe work environments for all employees and make sure anyone experiencing or witnessing any form of discrimination feels safe to speak up and confident in the process to resolve it.

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**Diversity and inclusion**

Our organisation celebrates the contributions of employees of all ages, genders, sexual orientations, abilities and cultural backgrounds. Our diversity is our strength and ensures our organisation reflects the diversity of the Victorian community we serve.

The Victorian community is best served by a public sector that reflects and embraces its rich diversity.

We will continue to work towards a goal of 100% of employees agreeing that their age/gender/sexuality/cultural background/disability/work arrangement is not a barrier to success within our organisation by consulting with our staff to ensure that our standards of practice are in line with current legislation, policies and procedures.

We are guided by [Barring Djinang](#), the five-year Aboriginal employment strategy for the Victorian public sector, in supporting and improving career experiences for Aboriginal employees at Kerang District Health.

The Victorian Public Service is committed to achieving a workforce participation rate of 2% for Aboriginal and Torres Strait Islander people by 2021.

Our organisation is committed creating an inclusive and supportive environment for Aboriginal and Torres Strait Islander employees by developing an Aboriginal cultural safety plan that engages with both staff and the community.

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**Disability**

We are pleased that more of our employees feel comfortable sharing their disability information with the organisation. This reflects the work that Kerang District Health has done to create a safe and inclusive work environment.

We will work towards removing social and environmental barriers experienced by employees with disability in our organisation with the help of the Victorian public sector's disability employment action plan, [Getting to work](#).

Getting to work includes targets to increase the representation of, and engagement with people with disability in the public sector workforce to 6% by 2020 and 12% by 2025.

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**Leadership**

Ensuring our employees feel supported in the workplace is a priority for Kerang District Health. The results of the People matter survey give us insights into how we can help our leaders better support their employees.

We will continue to work towards minimising the gap between the perceptions of leaders and employees and improving communication throughout our organisation by refreshing the 'Leading with Care' initiative and promoting professional development opportunities for all leaders and aspiring leaders.

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**Public sector values**

**Impartiality**

In comparison to the sector wide result for [Impartiality 68%, 63% of employees agreed Kerang District Health embodies Impartiality.

**Integrity**

In comparison to the sector wide result for Integrity 70%, 59% of employees agreed Kerang District Health embodies Integrity.

**Leadership**

In comparison to the sector wide result for Leadership 73%, 69% of employees agreed Kerang District Health embodies Leadership.

**Accountability**

In comparison to the sector wide result for Accountability 76%, 76% of employees agreed Kerang District Health embodies Accountability

**Respect**

In comparison to the sector wide result for Respect 78%, 68% of employees agreed Kerang District Health embodies Respect.

**Human Rights**

In comparison to the sector wide result for Human rights 80%, 79% of employees agreed Kerang District Health embodies Human Rights.

**Responsiveness**

In comparison to the sector wide result for Responsiveness 87%, 87% of employees agreed Kerang District Health embodies Responsiveness.

The [public sector values](#) and the [Code of Conduct](#) based on the values provide the foundation of the integrity and accountability framework for all public sector employees.

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We'll work collaboratively to strengthen our culture and devise actions to address the specific [response detail] identified in our results this year.

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**Workplace gender audit / Gender Equality Act**

In this year's survey you told us what we're doing well and where we need to focus on improvements to promote gender equality in our workplace. Kerang District Health is committed to gender equality and we'll be working closely with our staff and the [Commission for Gender Equality in the Public Sector](#) to develop action plans that strengthen our culture, improve gender equality and ensure our workplaces reflect the diversity of the Victorian community we serve.

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**Taking positive action on the survey**

Together with our people, we're focused on celebrating the positives in our results and targeting our efforts on the areas we need to improve on. We'll continue to work towards minimising the gap between employees' expectations about the survey and their experience of positive change within our organisation. Our action plans will be developed in collaboration with our people to target issues and improve performance. We're committed to fostering an engaged workforce and safer, healthier workplaces.

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# Top 10 Highest Scoring Results...

## Key differences

### Highest scoring

#### What this is

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

#### How to read this

In descending order, you can see which questions had the highest agreement or satisfaction in 2021.

In this report, 'Agree' combines responses for agree and strongly agree, and 'Satisfied' combines responses for satisfied and very satisfied.

#### Example

91% of staff who did the survey agreed with I understand how my job contributes to my organisation's purpose.

## Highest results



# Top 10 Lowest Scoring Results...

## Key differences

### Lowest scoring

#### What this is

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

#### How to read this

In descending order, you can see which questions had the lowest agreement or satisfaction in 2021.

In this report, 'Agree' combines responses for agree and strongly agree, and 'Satisfied' combines responses for satisfied and very satisfied.

#### Example

29% of staff who did the survey agreed with My organisation has taken positive action on the results of last year's survey.

## Lowest results



## **Our Next Steps.....**

- 1. Drill down on our results – send out organizational wide and encourage feedback.**
- 2. Encourage consultation and collaboration – we all can help improve these results!**
- 3. Develop an action plan to address our areas of concern and improvement that will be reported on through all levels of meetings.**
- 4. Celebrate the results that we are doing well in and continue to improve on them**