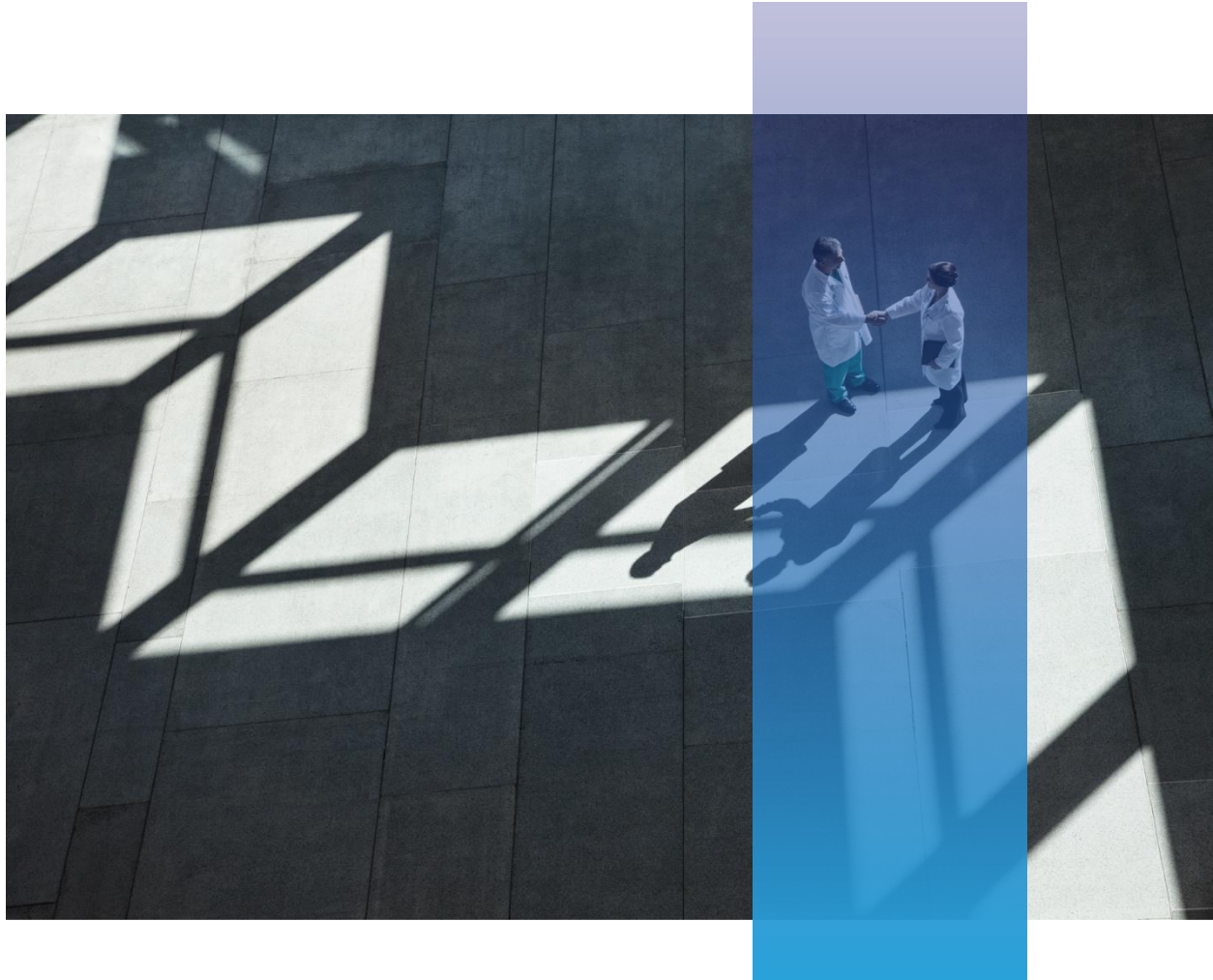




People Matter Survey Results 2023

Kerang District Health





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 practiced 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 2023 PMS was conducted between 16 October 2023 – 3 November 2023.

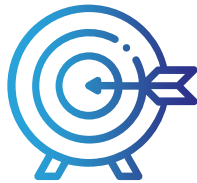
What happened in 2023?

- To date, this year's survey has captured the views and experiences of 66,223 people from 166 organisations. An overall response rate of 58% was achieved across the public sector.
- The People matter survey was open for five weeks from 16 Oct 2023 – 3 Nov 2023.
- The survey was mandatory for all public sector organisations.
- Public sector organisations use the People matter survey to find out what they're doing well and where they need to improve.
- Safe, healthy public sector workplaces with positive, ethical cultures result in better outcomes for the community we serve.
- The 2023 People matter survey included questions developed in consultation with the Public Sector Gender Equality Commissioner, to support [Gender Equality Act 2020 audit and reporting requirements](#).

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

Key Messages

- Our most important conversation about our People matter survey results is with our people.
- We are committed to transparency within our organisation. We share with employees the results for the organisation as a whole, and for workgroups so that employees get a more detailed view.
- Sharing our People matter survey results with our employees and the broader community shows our commitment to accountability and continuous improvement towards creating safer, more supportive and increasingly effective workplaces.
- We don't shy away from survey results that tell us where we need to improve. We take responsibility for our results, and we use this information to plan and implement initiatives and changes.
- Together with our people, we are focused on celebrating the positives in our results and targeting our efforts on the areas we need to improve.
- Following each People matter survey, we identify key areas for improvement and undertake action planning to address them.
- Our action plans are developed in collaboration with our people. These plans lead to more effective, engaged workforces and safer, healthier workplaces.



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 2023

Survey topic	Response
Participation rate	<p>Compared to the sector-wide result of 55%, 58% of employees within Kerang District Health completed the 2023 People Matter Survey</p> <p>Our 2023 participation rate reflects the impact of a shortened and easier to understand survey, as well as greater accessibility through the use of QR codes.</p> <p>Each department has also worked tirelessly to action last years results by sharing actions with the team and collaboratively and openly discussing results.</p> <p>We intend to continue our engagement strategies to drive participation in the 2024 People Matter Survey.</p> <p>Progress from 2022: 😊 Improved by 2%</p>
Engagement	<p>Our 2023 engagement result of 74% shows our employees are committed to Kerang District Health goals and values and motivated to contribute to our success.</p> <p>Kerang District Health's result compares favourably with similar organisations average result of 72% which shows the commitment from our staff to contribute to organisational success!</p> <p>Progress from 2022: 😊 Improved by 5%</p>
Wellbeing – job-related stress	<p>Compared to the sector-wide result of 24%, 13% 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 <u>Flexible work policy</u>, we actively promote flexible work arrangements to help our people achieve a good work/life balance.</p> <p>Our 2023 results show that there's still room for improvement in tackling stress with Kerang District health.</p> <p>KDH is participating in a 'Joy in Work' program that is facilitated through Safer Care Victoria. The ANUM group has been driving this initiative with the intention to increase joy in the workplace and reduce burnout. Lots of conversations have been happening, surveys and using data to influence change.</p> <p>The 'My Employment Plan' has been introduced to replace the staff appraisal with a greater focus being given on wellbeing, job demands and work life balance through active conversations between managers and staff.</p> <p>Progress from 2022: 😊 Improved by 10%</p>

Bullying

Compared to the sector-wide result of 13%, **14%** of employees within Kerang District Health reported experiencing bullying over the last 12 months.

There is no acceptable rate of workplace bullying. Our 2023 results show a **9%** improvement from 2022 and a whopping **22%** improvement on 2021.

This result is attributed to a number of actions such as HR completing formal training in Workplace Investigations, sourcing external providers to provide support when needed, updating policies and procedures and training being offered to all managers around dealing with grievances. We have also commenced refresher training in Above and Below the Line Behaviour training to regenerate awareness and understanding.

However, we continue to work towards a goal of zero bullying.

We plan to continue to address bullying in our workplace by ensuring that staff feel safe to speak up and they see action. We will continue to review our processes and communicate to all staff. 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.

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.

Progress from 2022: 😊 Improved by 9%

Sexual harassment

In comparison to the sector-wide result of 5%, **10%** of employees within Kerang District Health reported experiencing sexual harassment over the last 12 months. This is an increase of 2% from last years result and 4% from 2021.

Our 2023 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 drilling down into the reports to understand where this behaviour is happening and ensuring that we have the appropriate risk mitigation tools in place to ensure staff are protected and safe. It will also mean ensuring that all staff are aware of what constitutes this type of behaviour through education and training, and the steps and support available for those that are reporting this type of behaviour. 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.

Progress from 2022: 😞 Increased by 2%

Aggression or violence

There is no acceptable level of aggression or violence in the workplace.

Our 2023 results show that there was a **5%** improvement from 2022 thanks to increased security, additional staff members, maintaining and reviewing ME packs as well as additional training, education and communication and implanting a security action plan. 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 64% 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.

Progress from 2022: 😊 Improved by 5%

Discrimination

Kerang District Health does not tolerate discrimination on any grounds. Our 2023 results show a **7%** improvement from 2022, thanks to our organisation 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.

Progress from 2022: 😊 Improved by 7%

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

Progress from 2022: 😊 Improved by 4%

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 12% by 2025.

Progress from 2022: 😊 Increased to 3% meaning staff feel safe to identify as having a disability

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.

We are pleased that our results around the efforts and engagement of senior leadership has favourably increased by 4% on last year’s results. The senior leadership will continue to ensure consistent and transparent messaging and also modelling the core values and ethos of Kerang District Health.

Progress from 2022: 😊 Improved by 4%

Public sector values

Impartiality

In comparison to the sector wide result for Impartiality 79%, only 67% of employees agreed Kerang District Health embodies Impartiality.

Integrity

In comparison to the sector wide result for Integrity 75%, only 65% of employees agreed Kerang District Health embodies Integrity.

Leadership

In comparison to the sector wide result for Leadership 76%, 71% 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 82%, 70% of employees agreed Kerang District Health embodies Respect.

Human Rights

In comparison to the sector wide result for Human rights 82%, 83% of employees agreed Kerang District Health embodies Human Rights.

Responsiveness

In comparison to the sector wide result for Responsiveness 83%, 84% 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.

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

Progress from 2022: 😞 Decreased in 3 out of the 6 values

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.

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.

Progress from 2022: 😊 Improved by 9%

Top 10 Highest Scoring Results...

Highest results



Top 10 Lowest Scoring Results...

Lowest results



Improvements from 2022....

Improvement from 2022



Decline from 2022....

Decline from 2022



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. This will be broken down into departmental reports so that we can set specific goals and actions according to the department.**
- 4. Keep the action plans on our agenda and keep talking!**
- 5. Celebrate the results that we are doing well in and continue to improve on them**