RESULTS REPORT

PEOPLE MATTER SURVEY
2018

AMBULANCE VICTORIA

VPSC
Victorian Public Sector Commission

VICTORIA
State Government

Introduction

This report provides the results of the 2018 People Matter Survey.

Please note

• Due to shortening of the survey for 2018, some overall measures, such as "Responsiveness", cannot be compared to results from previous surveys.

• Due to survey improvements, such as the new "neither agree nor disagree" response, most results cannot be compared to surveys undertaken before 2016.

• The percentage agreement calculation is:
  Agreement % = Respondents that agree or strongly agree # / All respondents #

• All percentages are of all respondents, unless stated otherwise.

• All percentages have been rounded to whole numbers.

• To protect anonymity, opinion question results will not be disaggregated by demographic group such as gender where there are fewer than 10 survey responses for the group.

• In the wellbeing module, the following question asks for the level of agreement with a negative statement e.g. 'Work related stress regulary has a negative impact on my personal life'. For this question we give the % disagreement as the summary measure.

Using this report

1. You can discuss your results with your management team to identify strengths and any areas to investigate further or improve.

2. Prioritise one or two areas to respond to. It is important that employees see that their voice has been heard.

Please contact people.matter@vpsc.vic.gov.au for further information or to provide feedback.

Topics covered

Public Sector Values

Responsiveness
Providing high quality services to the community, working toward best practice.

Integrity
Striving to sustain public trust by being open, honest and transparent, using powers responsibly, reporting unethical conduct and avoiding any real or apparent conflicts of interest.

Impartiality
Decisions based on merit without bias or self-interest and acting fairly and objectively.

Accountability
Working to clear objectives, accepting responsibility for decisions and actions, seeking to achieve best use of resources and being open to scrutiny.

Respect
Treating colleagues, other public officials and members of Victorian community fairly and objectively, ensuring freedom from bullying and harassment and using opinions to improve outcomes.

Leadership
Demonstrating leadership by actively implementing, promoting and supporting these values.

Human rights
Making decisions and providing advice consistent with human rights and actively implementing, promoting and supporting human rights.

Employment principles

Merit
Employment decisions based on proper assessment of work-related qualities, abilities and potential against the requirements of the employment opportunities.

Fair and reasonable treatment
Decisions affecting employees are fair, consistent and objective, and are documented so as to be transparent and capable of review.

Equal employment opportunity
Decisions and actions affecting employees are not influenced by irrelevant personal characteristics.

Avenues of redress
Employees are provided with opportunities and avenues to have grievances addressed in a reasonable, effective and timely manner.

Supporting measures

Job satisfaction
The extent to which an employee is satisfied with their job.

Employee engagement
An employee's sense of pride, attachment, inspiration, motivation and advocacy as it relates to their employing organisation.

Supporting measures

Feedback
The level of informal and formal performance feedback.

Effective promotion of the code of conduct
Measures employee awareness of organisation's efforts to promote the Code of Conduct for Victorian public sector employees over the previous year.

Role clarity
An employee's sense of clarity about how their work contributes to their workgroup's role.

Reward and empowerment
An employee's personal sense of the reward they get from their work and their sense that they have the skills and authority to perform their role effectively.

Discrimination
The incidence of discriminatory behaviours.

Bullying
The incidence of bullying behaviours.

Additional Modules

Respondent profile

This data is to help you consider how representative the survey is of your organisation and where you can improve response rates in future surveys. It can also provide a diversity profile of your workforce.

Number of responses: 1,633
Response rate: 27%

Profile of People Matter respondents against workforce profile at 30 June 2017

	People Matter		Workforce Profile	
	Count	%	Count	%
Gender				
Woman	672	41	2,371	46
Man	881	54	2,808	54
Prefer not to say	71	4	-	-
Self-described	9	1		0
Age				
15-34	512	31	2,137	41
35-54	825	51	2,264	44
55+	296	18	778	15
Employment type				
Ongoing + Exec	1,420	87	4,569	88
Fixed Term	78	5	86	2
Other*	135	8	524	10
Gross base salary**				
Below 55k	37	2	2	0
55k to 74k	103	7	300	6
75k to 94k	225	15	720	15
95k plus	1,133	76	3,633	78
Aboriginal and/or Torres Strait Islander				
Aboriginal or Torres Strait Islander	17	1	14	0
Non ATSI	1,545	95	3,499	68
Prefer not to say	71	4	-	-
No response	-	-	1,666	32

	People Matter		Workforce Profile	
	Count	%	Count	%
Working arrangements				
Full Time (38hrs+)	1,375	84	4,121	80
Part Time (<38hrs)	258	16	1,058	20
Length of service (in organisation)**				
2 years or less	281	19	1,099	24
3-5 years	253	17	948	20
6-10 years	332	22	1,110	24
11-20 years	408	27	994	21
21 years or more	224	15	504	11
Sexual orientation				
Opposite sex attracted	1,335	82		
Same Sex Attracted	78	5		
Bisexual or pansexual	23	1		
Prefer not to say	182	11		
Asexual	6	0		
Unsure	9	1		

Notes:

* Other may include casuals, sessionals and "don't know" responses.

** Reported for employees who are ongoing, executive contract or fixed term only.

*** Do you have any sort of disability that restricts you in performing everyday activities and which is long-term (lasting six months or more).

**** Post graduate level includes Doctoral Degree, Master Degree, Graduate Diploma and Graduate Certificate level.

Other People Matter demographics

	Count	%
Country of birth		
Born in Australia	1,443	88
Not born in Australia	190	12
Language other than English spoken at home		
Yes	171	10
No	1,462	90
Highest formal level of education completed		
Post Graduate Level****	519	32
Bachelor Degree (inc. honours)	691	42
Advanced Diploma or Diploma	255	16
Certificate or trade	89	5
Year 12 or equivalent	47	3
Less than year 12	32	2
Management responsibilities		
Manager	303	19
Not Manager	1,330	81
Workplace location		
Melbourne CBD	94	6
Melbourne: Suburbs	797	49
Large regional city	339	21
Other city or town	402	25
Outside Victoria	1	0
Disability**		
Yes	41	3
No	1,549	95
Prefer not to say	43	3
Served in Australian Defence Forces		
Yes	126	8
No	1,463	90
Prefer not to say	44	3

Your highest scoring results

Question	Value or employment principle	Percentage agreement
In my organisation, earning and sustaining a high level of public trust is seen as important	Integrity	95
My workgroup strives to achieve client satisfaction	Responsiveness	88
My organisation encourages employees to act in ways that are consistent with human rights	Human rights	87
My manager is committed to ensuring clients receive a high standard of service	Responsiveness	81
My workgroup always tries to improve its performance	Accountability	79
Sexual orientation is not a barrier to success in my organisation	Equal employment opportunity	79
In my workgroup, human rights are valued	Human rights	77
My manager treats employees with dignity and respect	Fair and reasonable treatment	76
My manager encourages behaviours that are consistent with my organisation's values	Leadership	76
Cultural background is not a barrier to success in my organisation	Equal employment opportunity	75

Your lowest scoring results

Question	Value or employment principle	Percentage agreement
Disability is not a barrier to success in my organisation	Equal employment opportunity	38
I am confident that I would be protected from reprisal for reporting improper conduct	Integrity	42
I am confident that if I lodge a grievance in my organisation, it would be investigated in a thorough and objective manner	Avenues of redress	45
People recruited to my organisation seem to have the right skills for the job	Merit	48
Senior managers model my organisation's values	Leadership	48
My work performance is assessed against clear criteria	Merit	48
Senior managers provide clear strategy and direction	Accountability	51
I understand how the Charter of Human Rights and Responsibilities applies to my work	Human rights	54
Age is not a barrier to success in my organisation	Equal employment opportunity	60
Bullying is not tolerated in my organisation	Respect	61

Summary Measures

Please note: Public sector values and Employment principles are not comparable to last years result as questions that make up each topic have changed.

Percent agreement/satisfaction/engagement index

	Overall	Gender		Age			Employment type		Management responsibility	
		Man	Woman	15-34 years	35-54 years	55+ years	Ongoing	Non-ongoing	Not Manager	Manager
	%	%	%	%	%	%	%	%	%	%
Public sector values										
Responsiveness	84	84	87	86	83	84	84	86	83	89
Integrity	68	68	71	73	66	68	68	73	68	72
Impartiality	68	67	70	73	66	66	67	72	68	69
Accountability	64	63	68	65	64	62	63	71	64	67
Respect	69	68	72	76	65	65	68	76	68	69
Leadership	62	62	65	70	58	60	61	70	62	61
Human rights	73	70	77	77	69	73	72	77	72	76
Employment principles										
Merit	48	46	53	55	44	49	46	62	49	43
Fair and reasonable treatment	70	69	74	78	67	66	69	79	70	70
Equal employment opportunity	64	64	66	68	61	64	63	68	63	67
Avenues of redress	59	59	62	65	55	58	57	69	58	62
Supporting measures										
Overall job satisfaction	73	71	79	81	69	67	72	77	74	65
Engagement index	70	69	73	75	67	70	69	75	70	69
Role clarity	85	84	88	89	83	85	85	84	85	84
Reward and empowerment	74	74	77	80	71	71	73	79	76	67
Patient safety	63	64	64	69	59	65	62	71	62	67
Bullying										
Experienced bullying	22	21	22	19	24	21	24	12	22	22
Discrimination										
Experienced discrimination	14	14	13	12	15	15	14	12	14	14
Number of respondents		**881**	**672**	**512**	**825**	**296**	**1,412**	**221**	**1,330**	**303**

In this section, only results where 10 or more responses for each particular characteristic were received are included. This is to protect the anonymity of respondents.

Results by employee characteristics

Please note: Public sector values and Employment principles are not comparable to last years result as questions that make up each topic have changed.

Percentage agreement/satisfaction/engagement index

Employee group

	Treating and assisting patients - Nurses	Treating and assisting patients - Others	Management, Corporate support	Support services
	%	%	%	%
Public sector values				
Responsiveness	90	84	86	78
Integrity	74	68	70	70
Impartiality	70	68	70	55
Accountability	72	64	65	58
Respect	75	68	69	66
Leadership	83	63	57	66
Human rights	75	73	71	74
Employment principles				
Merit	73	49	43	47
Fair and reasonable treatment	83	70	70	66
Equal employment opportunity	70	62	69	72
Avenues of redress	70	57	62	60
Supporting measures				
Job satisfaction	70	77	57	71
Engagement Index	71	71	67	73
Role clarity	85	87	79	85
Reward and empowerment	80	77	64	69
Patient safety	73	66	54	59
Bullying				
Experienced bullying	30	23	19	14
Discrimination				
Experienced discrimination	15	16	8	9
Number of respondents	**20**	**1,205**	**343**	**65**

In this section, only results where 10 or more responses for each particular characteristic were received are included. This is to protect the anonymity of respondents.

RESULTS

All percentages have been rounded throughout the report. This may mean that some percentage breakdowns do not add to exactly 100 per cent.

Public sector values

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	% agreement	% agreement 2017
Responsiveness								
My workgroup strives to achieve client satisfaction	1	3	8	42	46	1	88	86
My manager is committed to ensuring clients receive a high standard of service	3	5	10	42	39	2	81	81
Integrity								
People in my workgroup are honest, open and transparent in their dealings	5	10	12	43	29	1	72	66
I am confident that I would be protected from reprisal for reporting improper conduct	13	18	27	31	11	-	42	43
In my organisation, earning and sustaining a high level of public trust is seen as important	0	1	3	32	63	0	95	97
In my organisation, engaging in improper conduct is not tolerated	5	11	13	44	27	1	71	69
My manager sees avoiding conflicts of interest as being important	5	7	16	37	26	9	63	63
Impartiality								
My manager demonstrates objectivity in decision-making	8	10	15	38	26	4	64	62
People in my workgroup demonstrate objectivity in decision-making	3	9	14	48	24	1	72	68
Accountability								
My workgroup always tries to improve its performance	2	6	12	49	30	1	79	77
Senior managers provide clear strategy and direction	9	17	20	37	13	4	51	55
People in my workgroup use their time and resources efficiently	3	12	20	45	18	2	63	61
Respect								
People in my workgroup treat each other with respect	4	9	11	45	30	1	75	72
Bullying is not tolerated in my organisation	8	15	15	38	23	1	61	58
My manager listens to what I have to say	7	9	12	39	35	-	73	73
My manager keeps me informed about what's going on	8	12	14	39	26	-	65	67
Leadership								
Senior managers model my organisation's values	11	14	21	34	14	5	48	
My manager encourages behaviours that are consistent with my organisation's values	6	7	11	40	36	-	76	

Public sector values

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	% agreement	% agreement 2017

Human rights

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	% agreement	% agreement 2017
I understand how the Charter of Human Rights and Responsibilities applies to my work	5	15	26	41	13	-	54	35
In my workgroup, human rights are valued	3	4	14	46	31	2	77	73
My organisation encourages employees to act in ways that are consistent with human rights	1	3	8	44	42	2	87	72

Employment principles

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	% agreement	% agreement 2017

Merit

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	% agreement	% agreement 2017
My work performance is assessed against clear criteria	8	19	25	38	11	-	48	53
People recruited to my organisation seem to have the right skills for the job	5	18	28	39	9	1	48	49

Fair and reasonable treatment

My manager involves me in decisions about my work	9	12	15	37	27	-	64	62
My manager treats employees with dignity and respect	6	7	10	37	40	-	76	76

Equal employment opportunity

Gender identity is not a barrier to success in my organisation	3	7	14	39	28	9	68	67
Disability is not a barrier to success in my organisation	5	17	25	26	12	15	38	36
Age is not a barrier to success in my organisation	3	12	18	40	20	6	60	59
Cultural background is not a barrier to success in my organisation	1	3	14	48	27	7	75	75
Sexual orientation is not a barrier to success in my organisation	1	2	11	46	32	7	79	77

Avenues of redress

I would be confident in approaching my manager to discuss concerns and grievances	9	10	9	35	38	-	72	71
I am confident that if I lodge a grievance in my organisation, it would be investigated in a thorough and objective manner	12	18	25	32	13	-	45	47

Supporting measures

	Very dissatisfied %	Dissatisfied %	Neither satisfied or dissatisfied %	Satisfied %	Very satisfied %	% satisfied	% satisfied 2017
Job satisfaction							
Overall job satisfaction	5	9	13	44	28	73	73

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Engagement score	Engagement score 2017
Engagement							
I would recommend my organisation as a good place to work	4	8	13	50	24	70	70
I am proud to tell others I work for my organisation	2	3	11	45	39	79	79
I feel a strong personal attachment to my organisation	3	8	16	42	30	72	72
My organisation motivates me to help achieve its objectives	5	13	22	42	18	64	64
My organisation inspires me to do the best in my job	5	12	22	39	21	64	65
Engagement index						70	70

The Engagement Index: Each respondent is given a score for each engagement question where strongly agree equates to 100 points, agree equates to 75 points, neither agree nor disagree equates to 50 points, disagree equates to 25 points and strongly disagree equates to 0 points. The engagement index is the average score of the five engagement questions.

Supporting measures

	Yes %	No %	Not applicable %	% yes 2017
Feedback				
I have received formal feedback on individual performance	36	64	-	50
I have received informal feedback on individual performance	72	28	-	76
Effective promotion of code of conduct				
In the last 12 months, have you seen or heard any communication/information from your organisation about the Code of Conduct for Victorian public sector employees	79	21	-	54

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't know %	% agreement	% agreement 2017
Role clarity								
I have a clear understanding of how my own job contributes to my workgroup's role	1	5	9	57	28	-	85	86
Reward and empowerment								
I enjoy the work in my current job	1	5	7	51	35	-	86	87
I get a sense of accomplishment from my work	2	6	8	53	31	-	84	86
I have the authority to do my job effectively (e.g. the necessary delegation(s), autonomy, level of responsibility)	4	9	13	54	19	-	73	72
My job allows me to utilise my skills, knowledge and abilities	2	7	10	53	29	-	82	85
I receive adequate recognition for my contributions and accomplishments	9	21	25	35	10	-	45	44
Patient safety								
Patient care errors are handled appropriately in my work area	3	6	13	46	17	14	63	66
This health service does a good job of training new and existing staff	5	16	22	43	9	5	52	53
I am encouraged by my colleagues to report any patient safety concerns I may have	2	5	26	50	17	-	67	68
The culture in my work area makes it easy to learn from the errors of others	4	15	24	45	12	-	57	59
Trainees in my discipline are adequately supervised	8	20	21	35	10	6	45	45
My suggestions about patient safety would be acted upon if I expressed them to my manager	4	7	29	45	16	-	60	60
Management is driving us to be a safety-centred organisation	3	5	13	53	26	-	79	80
I would recommend a friend or relative to be treated as a patient here	1	2	13	53	31	-	84	84

Discrimination

	Yes %	No %	Not sure %		% yes 2017
Experienced discrimination					
During the last 12 months have you experienced discrimination in your workplace	14	80	7		**11**

	Yes %				% yes 2017
Percent of those that experienced discrimination					
Which attributes was discrimination for					
Age	20				24
Employment activity	49				42
Gender identity	5				3
Disability	7				6
Industrial activity	10				11
Marital status	7				2
Parental status or status as a carer	18				17
Physical features	7				5
Political belief or activity	5				2
Sex	8				9
Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes	13				12

	Yes %				% yes 2017
Percent of those that experienced discrimination					
What type of discrimination did you experience					
Pay or conditions offered by employer	11				16
Opportunities for promotion	46				44
Opportunities for transfer/secondment	35				39
Opportunities for training	35				26
Employment security - threats of dismissal or termination	22				19
Access to leave	11				12
Other detriment	39				32

Bullying

	Yes still experiencing	Yes but not currently experiencing	Total yes	No	Not sure	Don't know	% yes 2017
	%	%	%	%	%	%	
						-	
Personally <u>experienced</u> bullying at work in the last 12 months:	5	17	22	74	4	-	19

Percent of those that experienced bullying

Have you submitted a formal complaint regarding the bullying incident you personally experienced	-	-	19	81	-	-	23

Percent of those that submitted a complaint

Were you satisfied with the way your formal complaint was handled	-	-	7	78	-	15	13

Additional Modules

Career intentions

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	% agreement	% agreement
	%	%	%	%	%		2017
To date, my career progression within my organisation has met my expectations	7	16	18	46	14	**60**	61
I have the opportunity to progress my career goals within my organisation	8	17	19	42	13	**55**	54
There are adequate opportunities for me to develop skills and experience in my current job	8	19	20	41	12	**53**	54
I have the opportunity to develop my skills and experience in the workplace without leaving my organisation	7	15	23	42	13	**55**	56
There are tools available that support my career development at my organisation	7	17	23	43	10	**53**	52
The best way for me to develop professionally is to stay at my organisation	8	14	29	36	13	**49**	46

	Yes						**% yes**
	%						2017
What is your likely career plan for the next 2 years							
Continue to work in my current workgroup within my organisation	60						62
Work in a different workgroup within my organisation	19						16
Stay at my organisation — Other	3						3
Leave my organisation for another Victorian public sector organisation	2						2
Leave my organisation for another public service organisation	2						1
Leave my organisation for a private sector organisation	3						2
Leave my organisation to take up full-time or part-time study	0						1
Retire	3						3
Take a career break	1						1
Leave my organisation — Other	2						2
Don't know	6						6

Career intentions

	Yes %		% yes 2017
Percent of those that plan to leave your organisation excluding retire			
If you have plans to leave your organisation in the near future, what major factors are influencing your decision to leave			
Opportunity to broaden experience	22		21
To seek/take a promotion elsewhere	10		8
Lack of flexible work arrangements for managing (e.g. family/caring commitments)	16		17
Desire to relocate interstate or overseas	4		7
Better location / reduce travel time	10		3
Limited opportunities to gain further experience at my organisation	23		20
My interests do not match my job role	6		7
A lack of involvement in decisions affecting my job and career	17		12
My workload is excessive	17		16
Lack of future career opportunities at my organisation	30		32
A lack of recognition for doing a good job	21		19
For better remuneration	8		9
Poor relationship with my supervisor	15		12
Lack of developmental/educational opportunities	10		12
Lack of confidence in senior leadership	32		27
Lack of organisational stability	12		16
End of contract/secondment	2		3
Other	12		14

Change management

	Yes %	No %
In the past 12 months, has your current workgroup been directly affected by significant workplace change	59	41

	Yes %
Percent of those affected by significant workplace change	
What were the main changes that affected your workgroup in the last 12 months	
Substantial change in your work priorities	37
Substantial change in your type of work	21
Organisational restructure	45
Change in management above your direct line manager	31
Change in direct line manager	33
Increase in employee numbers	52
Decrease in employee numbers	8
Change in physical workplace (e.g. moved to a new building, existing workplace renovated)	15
Other	16

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement
My workgroup was provided with sufficient information on how the change would impact on the team	17	29	28	23	3	**26**
My workgroup was provided with adequate support during the change process	16	29	30	22	3	**25**
My workgroup was kept well informed throughout the change process	17	30	28	21	3	**25**
People in my workgroup generally coped well with the change	9	24	29	34	4	**38**
The change was managed well in my workgroup	13	24	32	28	4	**32**
My organisation's leadership supports staff to work in an environment of change	14	24	31	27	5	**31**

Diversity and inclusion

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement	% agreement 2017
Working in your organisation							
My organisation fosters an environment where all staff are treated fairly and with respect	7	16	16	47	14	**61**	58
My organisation fosters an environment of inclusiveness	7	13	20	47	13	**60**	55

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	Don't Know %	% agreement	% agreement 2017
There is a positive culture within my organisation in relation to employees from varied cultural backgrounds	1	2	11	54	26	6	**80**	79
There is a positive culture within my organisation in relation to employees with disability	2	12	28	26	12	20	**38**	35
There is a positive culture within my organisation in relation to employees who are Aboriginal and/or Torres Strait Islander	1	2	16	45	23	13	**68**	56
There is a positive culture within my organisation in relation to employees who identify as LGBTI (lesbian, gay, bisexual, transgender or gender diverse and intersex)	1	1	12	48	30	8	**78**	72
There is a positive culture within my organisation in relation to employees who have caring responsibilities	3	10	14	46	20	7	**66**	68
There is a positive culture within my organisation in relation to employees who work part-time	3	12	14	46	20	6	**66**	69
There is a positive culture within my organisation in relation to employees who use flexible work practices	4	13	14	44	20	5	**64**	65
There is a positive culture within my organisation in relation to employees of different age groups	2	7	14	49	24	5	**73**	75
There is a positive culture within my organisation in relation to employees of different sexes/genders	1	4	13	51	27	4	**78**	80

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement	% agreement 2017
How colleagues and managers support diversity							
Senior managers actively support diversity in the workplace	2	6	29	49	14	**62**	60
My supervisor works effectively with people from diverse backgrounds	2	4	26	51	17	**68**	67
My supervisor actively supports diversity in the workplace	2	5	29	47	17	**64**	63
My work colleagues actively support diversity in the workplace	1	3	22	57	17	**74**	71
The people in my work group and colleagues have a positive attitude towards employees with diverse backgrounds	1	3	18	60	19	**79**	77

Diversity and inclusion

	Yes	No		% yes
	%	%		2017
Flexible working arrangements in your workplace				
I am aware of my organisation's policies and procedures on flexible working arrangements	78	22		81
I currently make use of one or more flexible working arrangements	28	72		26

	Yes		% yes
	%		2017
Percent of those that use flexible working arrangements			
Flexible working arrangements used			
Shift swap	42		33
Working more hours over fewer days	16		14
Flexible start and finish times	36		39
Working remotely	18		15
Part-time	33		40
Job sharing	5		6
Study leave	1		2
Purchased leave	2		3
Using leave to work flexible hours	15		16

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	% agreement	% agreement
	%	%	%	%	%		2017
I am confident that if I requested a flexible working arrangement in the future, it would be given due consideration	8	12	22	43	15	**58**	58

Learning and development

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement
My organisation places a high priority on the learning and development of staff	5	15	18	49	14	**63**
When people start in new jobs in the organisation, they are given enough guidance and training	8	25	25	35	8	**43**
My manager encourages and supports my participation in learning and development opportunities	5	11	19	49	16	**65**
Working in the organisation provides me with the opportunity to maintain or increase my professional knowledge and skills	6	12	19	50	13	**63**

	Yes %	No %	Not sure %
In the past 12 months, have your learning and development needs been identified and agreed with your supervisor	40	50	11

	Yes, fully %	Yes, partially %	No %
Percent of those whose learning and development needs have been identified and agreed			
To date, have your learning and development needs been addressed in the agreed timeframe	65	26	9

	Yes %
Percent of those whose learning and development needs have not been addressed	
What is the reason(s) why the agreed learning and development did not take place in the agreed timeframe	
My supervisor hasn't had the time	20
I haven't had the time	20
There is no money in the budget	33
Appropriate learning and development opportunities have not occurred	52
I've changed work areas or jobs	3
Other things have taken priority	28
Other	28

Learning and development

	Yes %	No %	Not sure %
In the past 12 months, have you undertaken any skills development activities? Examples could include attending a course, online learning, or mentoring/coaching	78	21	1

Percent of those who undertook skills development

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement
The skills development activities you have undertaken in the last 12 months have: Helped you do your job better	1	6	13	63	17	80
The skills development activities you have undertaken in the last 12 months have: Help you advance your career development	6	21	32	29	12	41

Percent of all respondents

	Very dissatisfied %	Dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied %	Very satisfied %	% satisfied
Overall, how satisfied are you with your own access to learning and development opportunities within your organisation	6	19	27	38	10	48

Sexual harassment

	Yes %		% yes 2017
In the last year, have you experienced any of the following behaviours in this organisation			
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	8		7
Intrusive questions about your private life or comments about your physical appearance	9		8
Unwelcome touching, hugging, cornering or kissing	1		2
Inappropriate physical contact (including momentary or brief physical contact)	2		2
Repeated or inappropriate invitations to go out on dates	0		0
Sexual gestures, indecent exposure or inappropriate display of the body	1		1
Any other unwelcome conduct of a sexual nature	0		1
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	0		0
Sexually explicit email or SMS message	0		0
Request or pressure for sex or other sexual acts	0		0
Sexually explicit pictures, posters or gifts that made you feel offended	0		0
Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc)	0		0
Inappropriate staring or leering that made you feel intimidated	2		1
No, I have not experienced any of the above behaviours	85		87

Percent of those who experienced the above behaviours

	Not intimidated at all %	2 %	3 %	4 %	Extremely intimidated %
On a scale of 1 to 5, overall how intimidated did the behaviour/s make you feel	26	25	25	16	7

	Not offended at all %	2 %	3 %	4 %	Extremely offended %
On a scale of 1 to 5, overall how offended did the behaviour/s make you feel	11	26	28	24	12

Sexual harassment

	Yes %		% yes 2017
Percent of those who experienced behaviours consistent with sexual harassment			
Which of the following best describes the person who behaved in that way			
Colleague	61		57
Group of colleagues	22		20
My immediate manager or supervisor	18		15
A more senior manager than my manager	11		11
Someone I supervise or manage	3		4
Client/customer/patient/stakeholder	26		26
Member of the public	17		23
When the harassment happened to you, did you respond in any of the following ways			
Tried to laugh it off or forget about it	46		50
Pretended it didn't bother you	47		45
Avoided the person(s) by staying away from them	29		29
Told the person the behaviour was not OK	33		32
Avoided locations where the behaviour might occur	15		14
Took time off work	8		6
Sought a transfer to another role/location/roster	3		3
Told someone else about what happened	29		26
Submitted a formal complaint	6		4
Other	5		5

Sexual harassment

	Yes %			% yes 2017
Percent of those that did not submit a formal complaint				
Please tell us why you did not submit a formal complaint				
I believed there would be negative consequences for my reputation	40			35
I believed there would be negative consequences for my career	29			23
I didn't think it would make a difference	49			47
I believed there would be negative consequences for the person I was going to complain about	14			10
I didn't need to because I made the harassment stop	21			24
I didn't need to because I no longer had contact with the harasser(s)	16			16
I didn't know who to talk to or how to make a complaint	4			3
I was advised not to by a colleague or colleagues	4			3
I was advised not to by family or friend/s	0			0
Other	16			19

	Yes %	No %	Not sure %	% yes 2017
Percent of those who submitted a formal complaint				
Were you satisfied with the way your formal complaint was handled	21	57	21	50

Wellbeing

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement	% agreement 2017
Support from your organisation							
My organisation provides a safe work environment	3	9	15	57	16	**73**	74
My organisation encourages and supports employees to have a good work/life balance	7	17	21	43	12	**55**	59
My organisation has effective procedures in place to support employees who may experience stress	7	11	16	47	19	**65**	69
Working with clients							
I have the ability and skills to deal with difficult clients	1	2	9	69	19	**88**	
My organisation provides me with appropriate training and guidance to manage clients	3	14	23	50	10	**60**	

	Very dissatisfied %	Dissatisfied %	Neither satisfied nor dissatisfied %	Satisfied %	Very satisfied %	% satisfied	% satisfied 2017
Work/Life balance							
Considering your work and life priorities, how satisfied are you with the work/life balance in your current job	5	16	24	45	11	**56**	58

Wellbeing

	Nil %	Low / mild %	Moderate %	High %	Very high %	Severe %	High to severe %	% high to severe 2017
Work related stress								
How would you rate your current, overall stress level in relation to work-related stress	10	35	32	14	7	2	**24**	20

	Yes %
Percent of those with work related stress	
Thinking about your work-related stress, what are the main causes of stress	
Nature of work and work demands (See next question for a further breakdown)	61
Unclear job expectations	16
Inflexible working hours or arrangements	19
Level of support from supervisor	22
Level of support from colleagues	5
Relationship/s with supervisor/s	13
Relationship/s with colleague/s	7
Relationship/s with subordinate/s	2
Organisation or workplace change (e.g. restructure, change of work conditions etc.)	30
Incivility, bullying or harassment	10
Physical environment (e.g. seating, heating, cooling etc.)	7
Job security	8
Impact of non-work related circumstances	12

Wellbeing

	Yes %
Percent of those who selected nature of work and work demands as a cause of stress	
Thinking about the nature of your work and work demands, what are the main causes of stress	
Work that doesn't utilise your skills and experience	19
Work that requires skills and experience you don't have	11
Repetitive tasks	6
Difficulty of tasks	8
Amount of work	30
Time pressure	48
Shift rosters	23
Unclear job expectations	7
Work demands that conflict with other work demands	22
Your level of say in how you do and manage your work	10
Physical demands of work	6
Emotional demands of work	22
Dealing with clients/patients	13
Other	11

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement
The workload I have is appropriate for the job that I do	5	16	23	50	6	56
I have control over the workplace issues that cause me stress	15	44	24	15	1	16

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% disagreement
Work related stress regularly has a negative impact on my personal life	5	27	23	35	11	31

Wellbeing

	Strongly disagree %	Disagree %	Neither agree nor disagree %	Agree %	Strongly agree %	% agreement	% agreement 2017
Psychological Health in the Workplace							
Senior managers act quickly to correct problems or issues that affect an employee's psychological health	10	18	28	36	8	**45**	41
Senior managers act decisively when a concern around an employee's psychological status is raised	8	14	30	38	10	**48**	47
Senior managers show support for stress prevention through involvement and commitment	10	17	28	37	9	**45**	49
The psychological wellbeing of employees is a priority for my organisation	6	11	17	48	18	**67**	69
In my organisation, senior managers clearly consider the psychological health of employees to be important	7	13	22	44	14	**58**	61
In my organisation, senior managers consider the psychological health of employees to be as important as productivity	13	20	24	32	11	**43**	46
In my workplace, there is good communication about psychological safety issues that affect me	6	13	25	44	12	**56**	59
Information about workplace psychological wellbeing is always brought to my attention by my immediate supervisor	8	18	29	35	10	**45**	44
My contributions to resolving occupational health and safety concerns in my workplace are listened to	7	10	33	41	9	**50**	50
In my organisation, participation and consultation in psychological health and safety occurs with employees, unions, and health and safety representatives	4	7	29	50	10	**60**	60
In my organisation, employees are encouraged to become involved in psychological health matters	3	6	20	57	13	**71**	73
The prevention of stress involves all levels of the organisation	4	6	12	46	33	**78**	79