

A photograph of two women in a brightly lit room with colorful decorations. One woman is seen from the back, wearing a dark top and glasses on her head. The other woman is facing her, smiling, with long brown hair and wearing a blue cardigan over a striped shirt.

People Matter Survey

2024

Have your say

People matter survey

2024

Have your say

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<ul style="list-style-type: none">• Scorecard: engagement index• Engagement• Scorecard: satisfaction, stress, intention to stay, inclusion• Satisfaction• Work-related stress levels• Work-related stress causes• Burnout levels• Intention to stay	<ul style="list-style-type: none">• Inclusion• Scorecard: emotional effects of work• Scorecard: negative behaviour• Bullying• Sexual harassment• Discrimination• Violence and aggression• Satisfaction with complaint processes	<ul style="list-style-type: none">• Highest scoring• Lowest scoring• Most improved• Most declined• Biggest positive difference from your comparator• Biggest negative difference from your comparator

Detailed results

Senior leadership	Workgroup climate	Job and manager factors	Public sector values	Topical questions	Demographics
<ul style="list-style-type: none">• Senior leadership questions	<ul style="list-style-type: none">• Scorecard• Quality service delivery• Innovation• Workgroup support• Safe to speak up	<ul style="list-style-type: none">• Scorecard• Manager leadership• Manager support• Workload• Learning and development• Job enrichment• Meaningful work• Flexible working	<ul style="list-style-type: none">• Scorecard• Responsiveness• Integrity• Impartiality• Accountability• Respect• Leadership• Human rights	<ul style="list-style-type: none">• Questions on topical issues including understanding the charter of human right and providing frank and impartial advice	<ul style="list-style-type: none">• Age, gender, variations in sex characteristics and sexual orientation• Aboriginal and/or Torres Strait Islander• Disability• Cultural diversity• Employment• Adjustments• Caring• Categories• Primary role
<p>Organisational climate</p> <ul style="list-style-type: none">• Scorecard• Organisational integrity• Collaboration• Safety climate• Patient safety climate				<p>Custom questions</p> <ul style="list-style-type: none">• Questions requested by your organisation	

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 2023 and 2022.

This means you'll be able to compare about 98% 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: [Survey questions: People matter survey 2024 \(DOCX, 83 pages\)](#) to see how we asked questions and defined concepts in the 2024 survey.

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Job and manager factors

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- Job enrichment
- Meaningful work
- Flexible working

Public sector values

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

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Custom questions

- Questions requested by your organisation

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

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 employee experience results when fewer than 10 people in a work group have responded to the survey
- don't release employee experience 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



Responsiveness



Integrity



Impartiality



Accountability



Respect



Leadership



Human Rights

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'.

Alexandra District Health

Beaufort and Skipton Health Service

Beechworth Health Service

Boort District Health

Casterton Memorial Hospital

Central Highlands Rural Health

Cohuna District Hospital

Corryong Health

East Wimmera Health Service

Great Ocean Road Health

Heathcote Health

Hesse Rural Health Service

Heywood Rural Health

Inglewood and Districts Health Service

Kerang District Health

Kooweerup Regional Health Service

Mallee Track Health and Community Service

Mansfield District Hospital

Moyne Health Services

NCN Health

Omeo District Health

Orbost Regional Health

Robinvale District Health Services

Rochester and Elmore District Health Service

Rural Northwest Health

Seymour Health

South Gippsland Hospital

Tallangatta Health Service

Terang and Mortlake Health Service

Timboon and District Healthcare Service

Yarram and District Health Service

Yarrawonga Health

Yea and District Memorial Hospital

Report overview

Your response rate

What this is

This is how many staff in your organisation did the survey in 2024.

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.

2023

44%
(172)

Comparator	56%
Public Sector	42%

2024

34%
(134)

Comparator	58%
Public Sector	44%

People matter survey

2024

Have your say

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- Satisfaction with complaint processes

Key differences

- Highest scoring
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- Most improved
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- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

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- Taking action questions

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- Job enrichment
- Meaningful work
- Flexible working

Public sector values

- Scorecard
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- Accountability
- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Custom questions

- Questions requested by your organisation

Demographics

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- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
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- Adjustments
- Caring
- Categories
- Primary role



People outcomes

Your employee engagement index

What is this

Engaged employees are committed to their organisation's goals and values, and motivated to contribute to organisational success.

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.

2023

61

Comparator	73
Public Sector	68

2024

62

Comparator	74
Public Sector	69

People outcomes

Engagement question results 1 of 2

What is this

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

Your group's engagement index

Your 2024 index is 62.

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 group's overall, lowest and highest scores with your own.

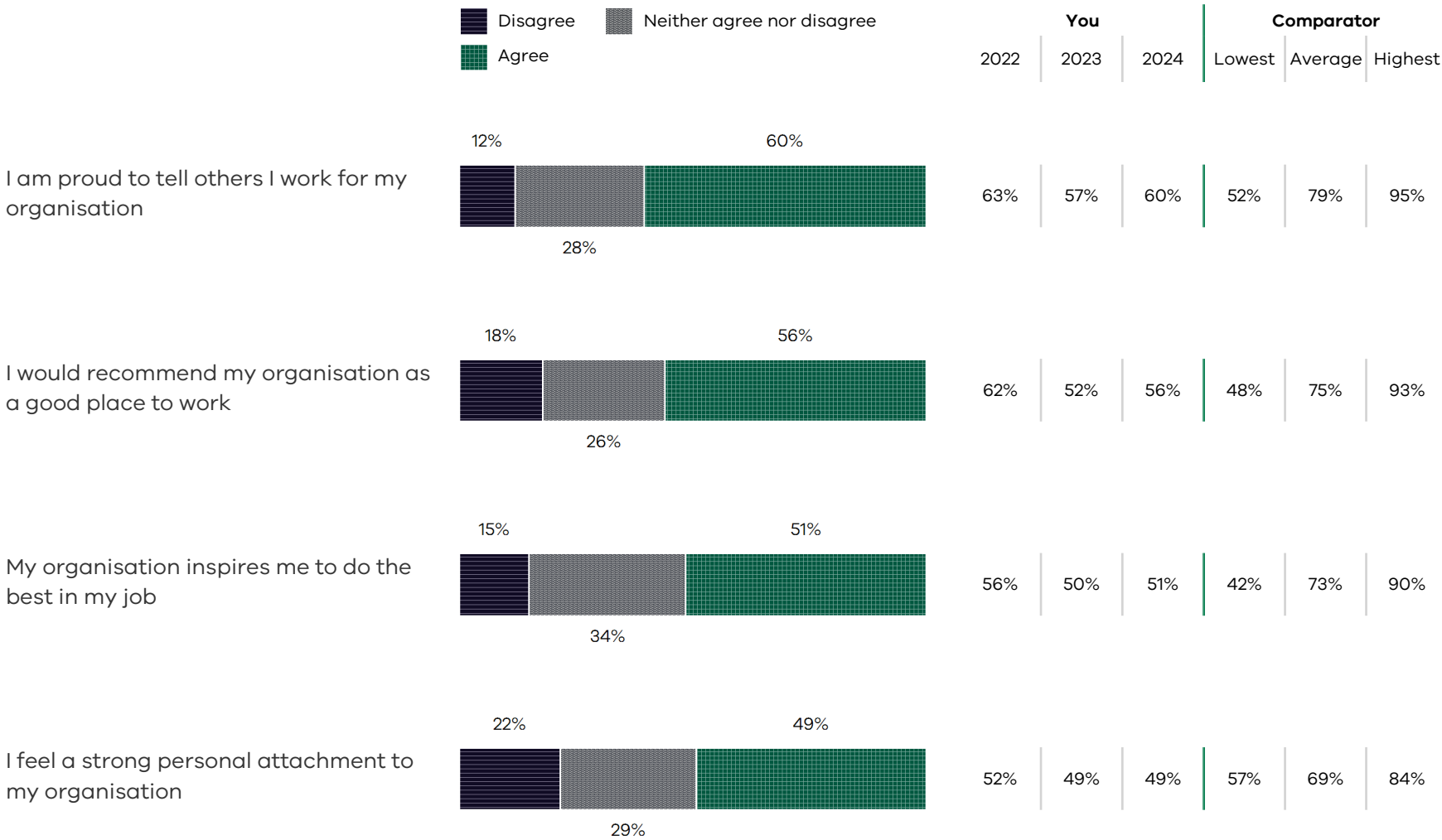
Example

60% 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



People outcomes

Engagement question results 2 of 2

What is this

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

Your group's engagement index

Your 2024 index is 62.

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.
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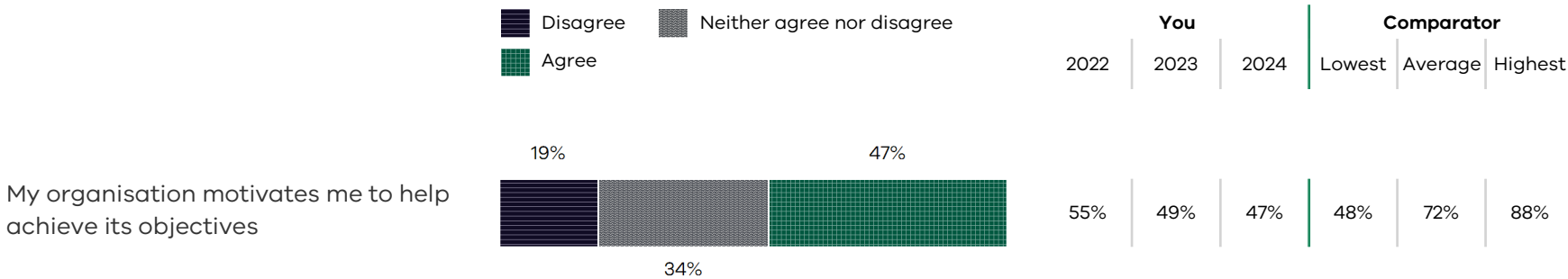
Example

47% of your staff who did the survey agreed or strongly agreed with 'My organisation motivates me to help achieve its objectives'.

Survey question

Your results

Benchmark agree results



People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What is this

This scorecard provides overall results for satisfaction, high to severe work-related stress, intention to stay and inclusion. There are more people outcomes scorecards throughout this report.

Why this is important

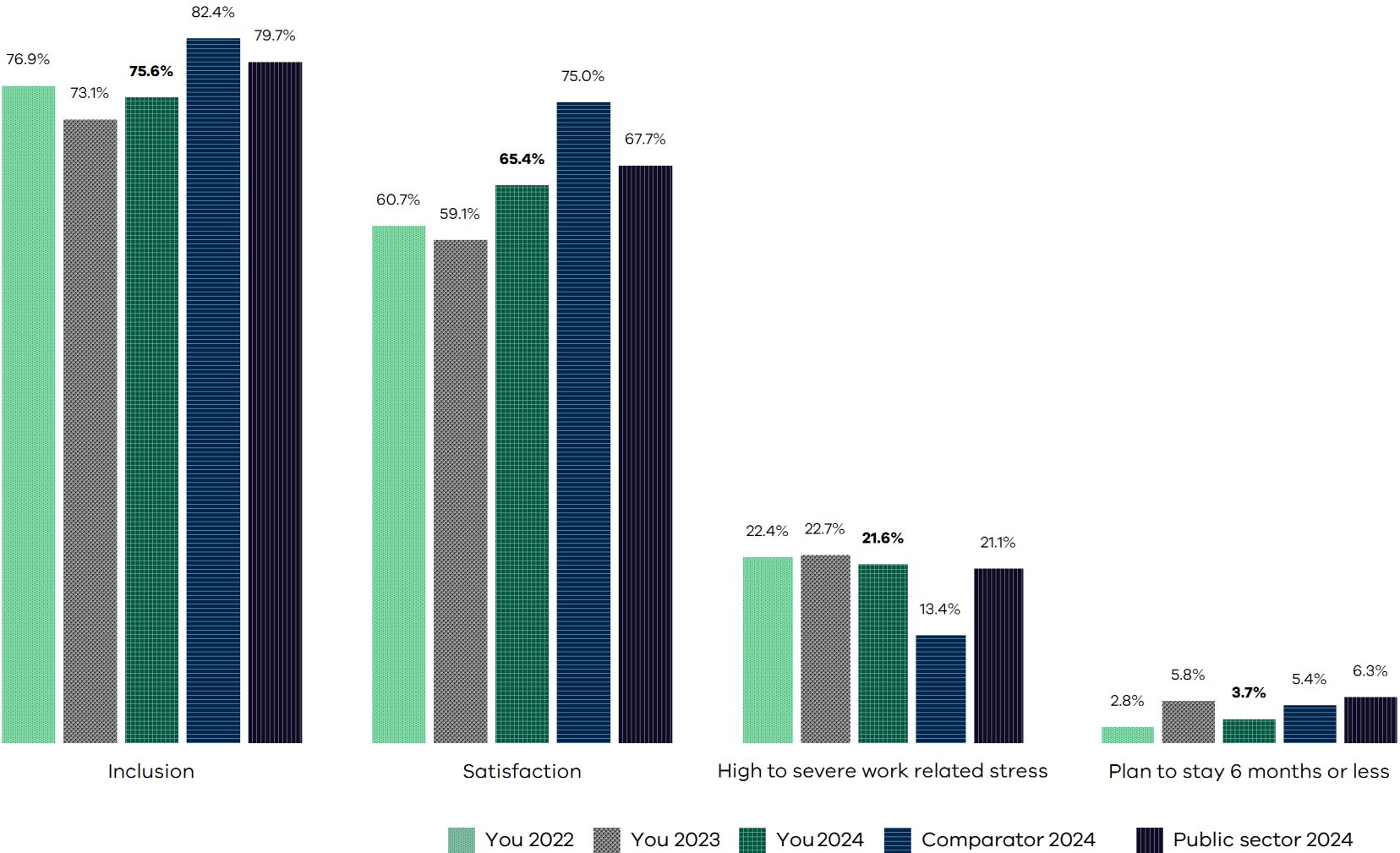
This page shows which outcomes are performing well and which outcomes you can look to improve.

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 2024:
- 75.6% of your staff who did the survey responded positively to questions about Inclusion.
- Compared to:
- 82.4% of staff in your comparator group and 79.7% of staff across the public sector.



People outcomes

Satisfaction question results

What is this

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 group's overall, lowest and highest scores with your own.

Example

73% 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

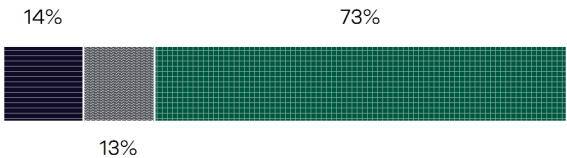
Your results

Benchmark satisfied results



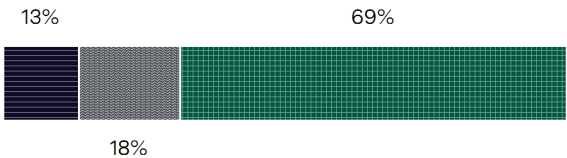
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

Considering everything, how satisfied are you with your current job



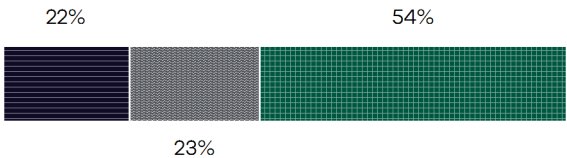
72%	66%	73%	65%	80%	93%
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How satisfied are you with the work/life balance in your current job



60%	60%	69%	64%	76%	90%
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How satisfied are you with your career development within your current organisation



50%	51%	54%	52%	69%	87%
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People outcomes

Work-related stress levels

What is this

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.

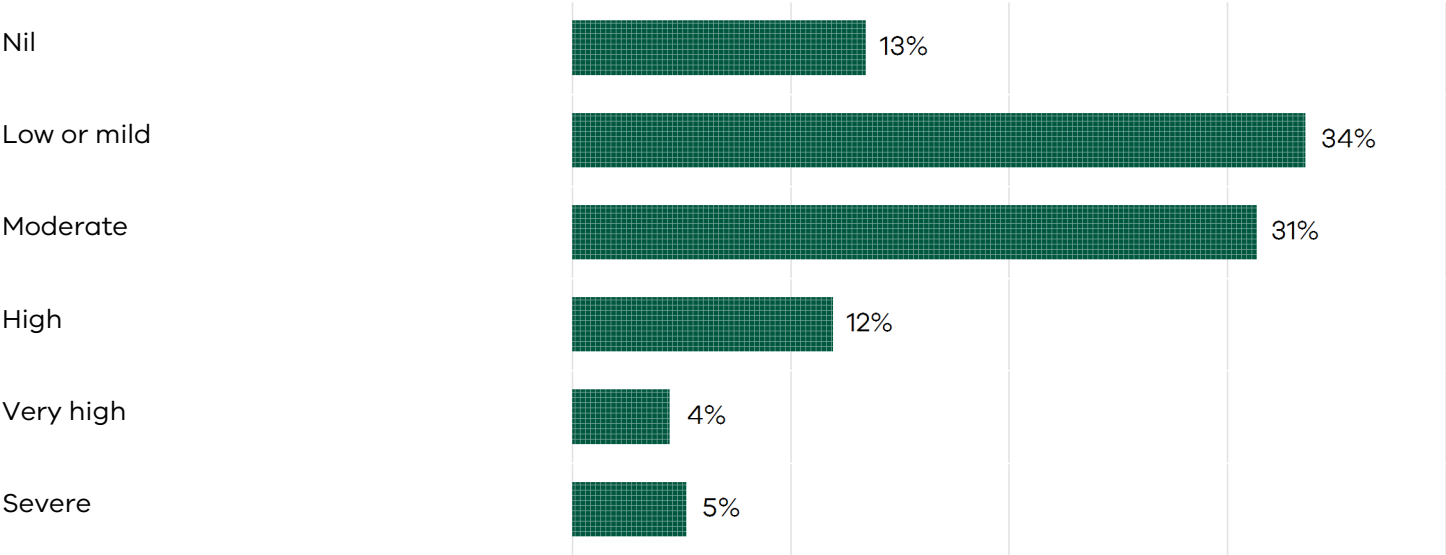
The graph at the top shows how staff in your group rated their current levels of work-related stress.

The numbers below show the percentage of staff in your group who said they experienced high to severe stress in 2024 compared to 2023, your comparator and the public sector.

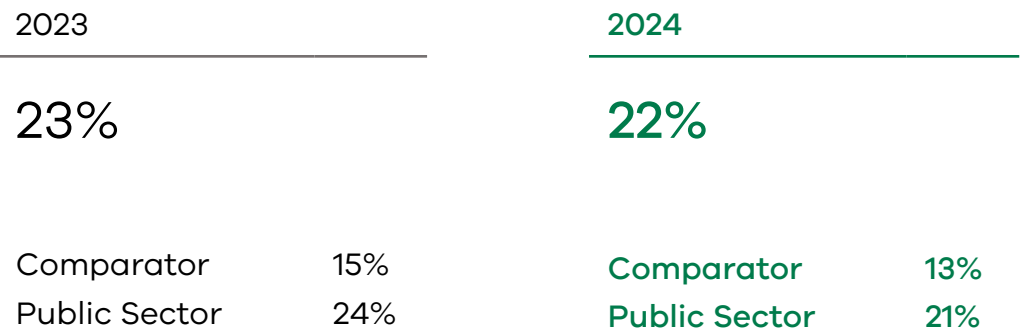
Example

22% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 13% of staff in your comparator group and 21% of staff across the public sector.

How would you rate your current level of work-related stress? (You 2024)



Reported levels of high to severe stress



People outcomes

Work-related stress causes

What is this

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

87% of your staff who did the survey said they experienced mild to severe stress. Of that 87%, 41% said the top reason was 'Workload' .



Experienced some work-related stress Did not experience some work-related stress

Of those that experienced work related stress it was from ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Workload	57%	41%	44%	48%
Time pressure	33%	32%	39%	41%
Organisation or workplace change	10%	26%	8%	12%
Management of work (e.g. supervision, training, information, support)	13%	15%	10%	12%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	19%	15%	14%	13%
Technology or equipment	9%	15%	8%	8%
Competing home and work responsibilities	14%	14%	14%	13%
Unclear job expectations	10%	13%	9%	12%
Job security	6%	13%	4%	9%
Dealing with clients, patients or stakeholders	14%	11%	16%	18%

People outcomes

Work-related stress

What is this

This is how manageable your staff feels their stress at your organisation.

Why this is important

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

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 group's overall, lowest and highest scores with your own.

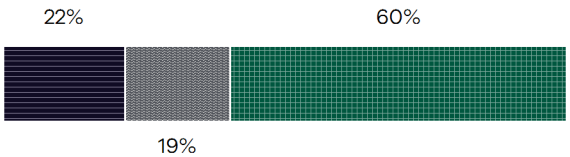
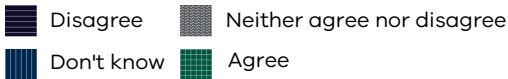
Example

60% of your staff who did the survey said the amount of stress in their job was manageable.

Survey question

The amount of stress in my job is manageable

Your results



Benchmark agree results

Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	Not asked	Not asked	60%	56%	70%	84%

People outcomes

Burnout levels

What is this

This is the level of burnout experienced by employees in response to work-related factors.

Why this is important

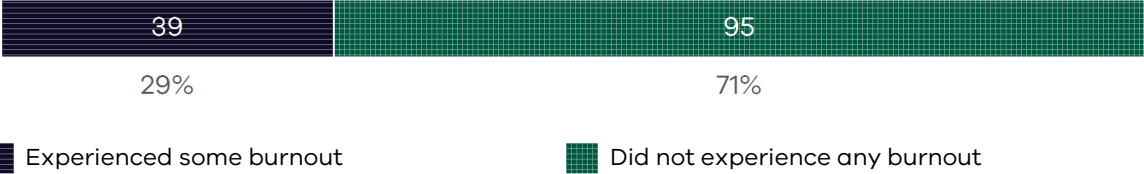
Burnout can negatively affect people's health and wellbeing as well as their performance and behaviour.

How to read this

In the survey, we ask staff to tell us if they have experienced being burned out at work, as shown in the visual above the table.

Example

29% of your staff who did the survey said they felt burnout at work. Of that 29%, 52% rated their level as 'Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out'.



Overall, based on your definition of burnout, how would you rate your level of burnout?	You 2023	You 2024	Comparator 2024	Public sector 2024
Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out	41%	52%	47%	49%
I enjoy my work. I have no symptoms of burnout	24%	19%	30%	20%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	22%	19%	16%	21%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	9%	6%	4%	6%
I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help	4%	4%	2%	3%

People outcomes

Intention to stay

What is this

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 how long they intend to work at their organisation.

Example

11% of your group who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

Employees plan to work at your organisation for...	You 2023	You 2024	Comparator 2024	Public sector 2024
6 months or less	6%	4%	5%	6%
Over 6 months and up to 1 year	6%	11%	8%	9%
Over 1 year and up to 3 years	30%	26%	22%	24%
Over 3 years and up to 5 years	12%	19%	17%	16%
Over 5 years	46%	40%	48%	45%

People outcomes

Inclusion question results

What is this

This is how many staff experience that they belong, and can be themselves, at work.

Why this is important

When people feel like they belong, they can bring their true selves and lived experience to their work and workplace. This leads to increased productivity, wellbeing and better outcomes for the community.

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 group's overall, lowest and highest scores with your own.

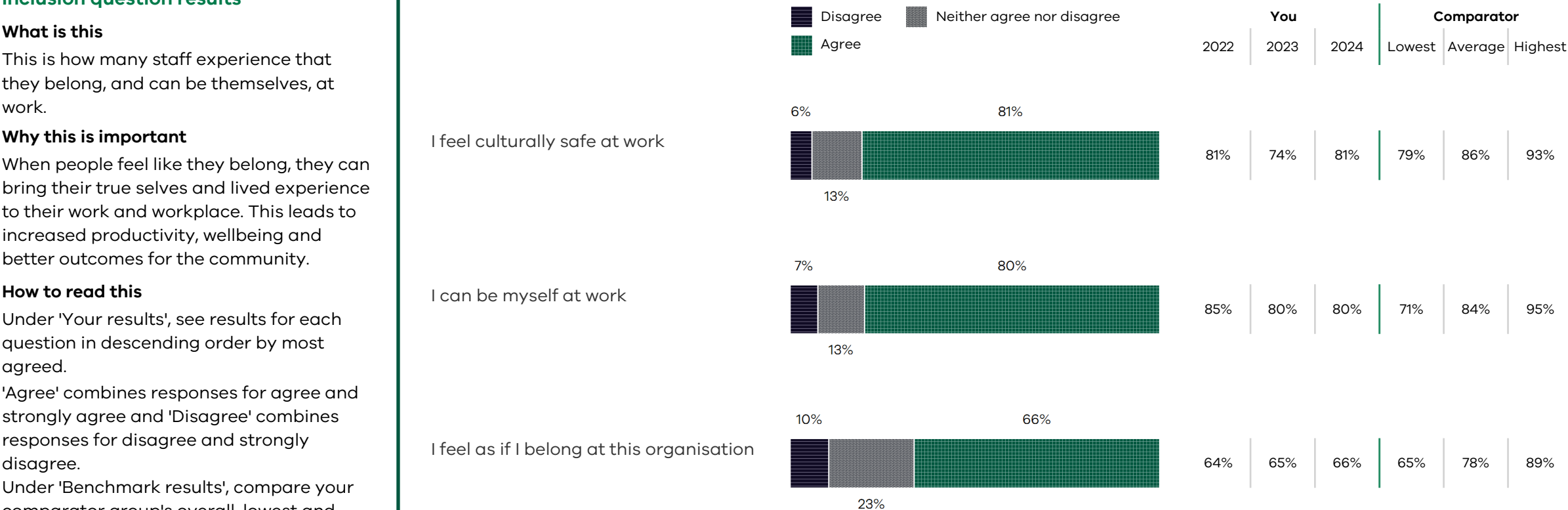
Example

81% 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



People outcomes

Inclusion - Barriers to success

What is this

This is a list of things that staff felt were barriers to their success at work.

Why this is important

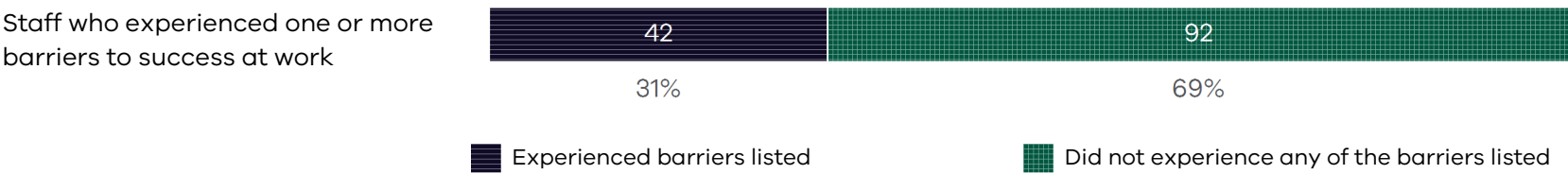
These results can show areas of focus for improvement to enable employee success in the workplace.

How to read this

In the survey, we ask staff to select from a list, any barriers they have experienced and believe to have hindered their success at work. They can select more than one option.
In descending order, the table shows the top 10 answers.

Example

12% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My caring responsibilities'.



During the last 12 months, employees experienced barriers to their success due to ...	You 2023	You 2024	Comparator 2024	Public sector 2024
My caring responsibilities	13%	12%	6%	7%
My age	9%	10%	5%	7%
My mental health	-	9%	6%	7%
My flexible working	9%	9%	5%	6%
My physical health	-	8%	4%	4%

People outcomes

Inclusion - Witnessed barriers to success

What is this

This is a list of things that staff witnessed were barriers to their success of other employees at work.

Why this is important

These results can show areas of focus for improvement to enable employee success in the workplace.

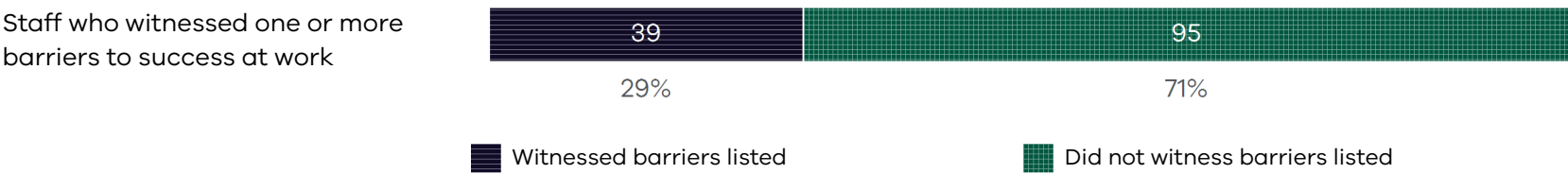
How to read this

In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one option.

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

Example

10% of your staff who did the survey said they have witnessed barriers to success of other employees in the last 12 months due to 'Caring responsibilities'.



During the last 12 months, employees witnessed barriers to the success of other employees due to their ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Caring responsibilities	9%	10%	5%	7%
Mental health	-	10%	6%	7%
Flexible working	19%	10%	5%	9%
Physical health	-	7%	4%	4%

People outcomes

Scorecard: emotional effects of work

What is this

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.

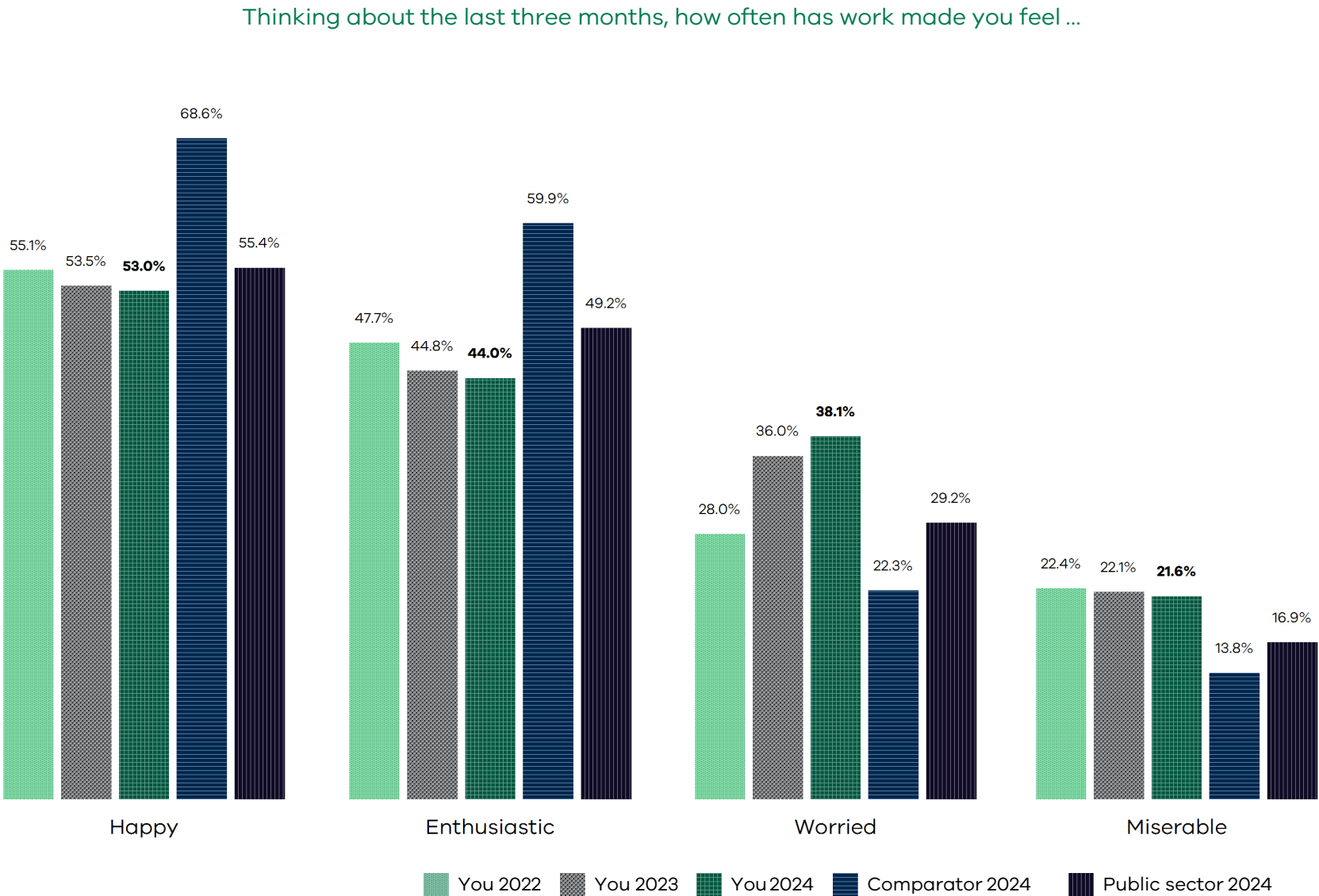
How to read this

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 group and the public sector.

Example

- In 2024:
- 53.0% of your staff who did the survey said work made them feel happy.
- Compared to:
- 68.6% of staff in your comparator group and 55.4% of staff across the public sector.



People outcomes

Scorecard: negative behaviours

What is this

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 group and the public sector.

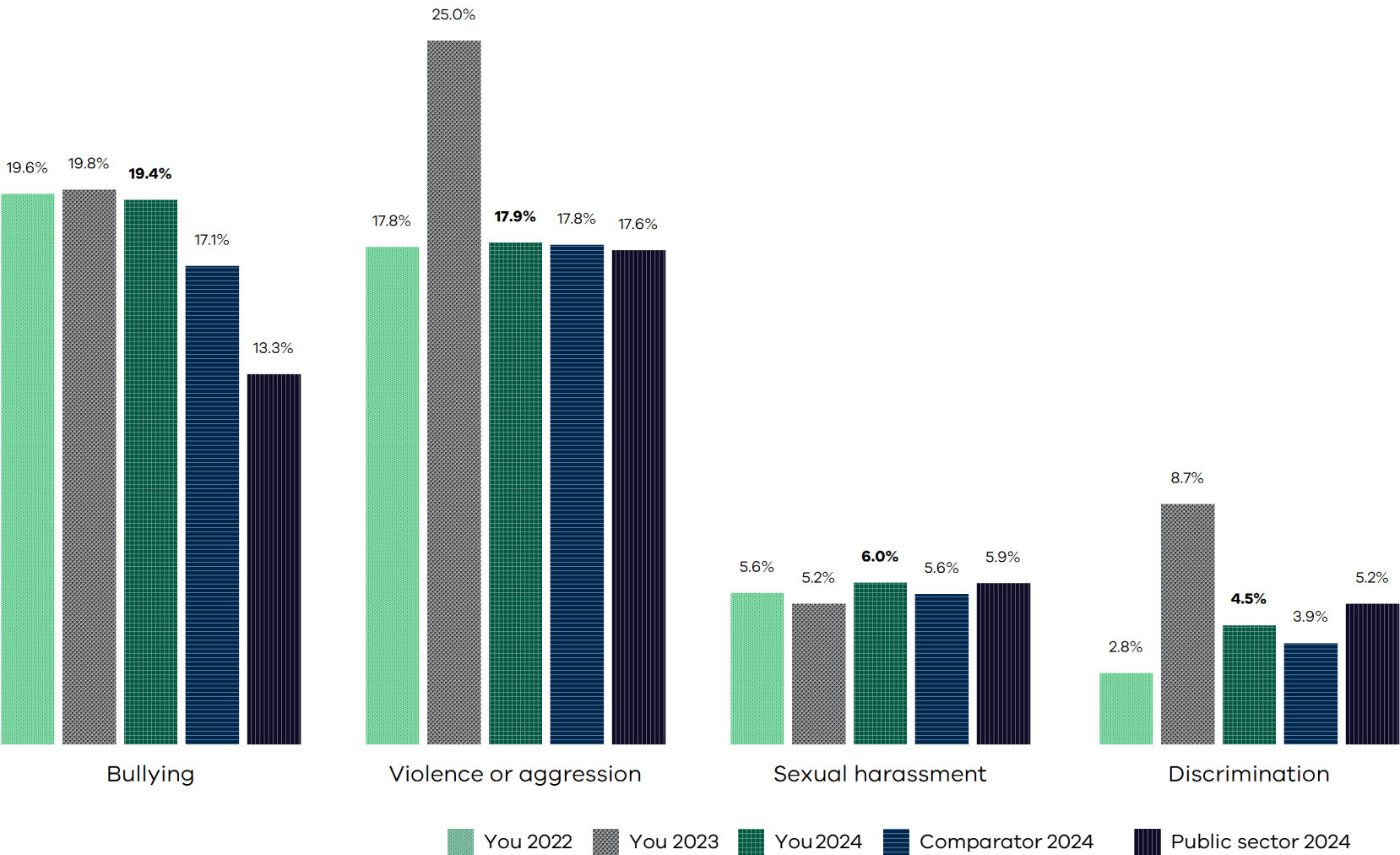
Example

In 2024:

- 19.4% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months.

Compared to:

- 17.1% of staff in your comparator group and 13.3% of staff across the public sector.



People outcomes

Bullying

What is this

This is repeated unreasonable behaviour directed at an employee that creates a risk to their health and safety.

Why this is important

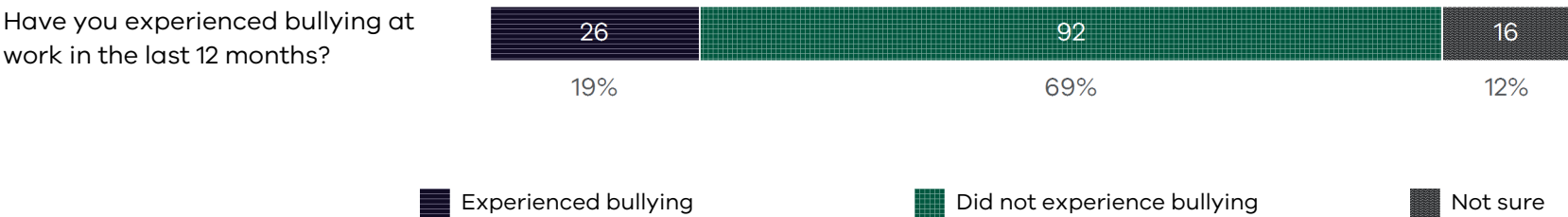
Bullying can have an immediate and longterm negative impact on those involved, including those who witness bullying.

How to read this

In the survey, we asked staff to tell us if they'd experienced bullying at work. If they did, they could tell us with one or more answers what they experienced. In descending order, the table shows the answers.

Example

19% of your staff who did the survey said they experienced bullying. Of that 19%, 58% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.



If you experienced bullying, what type of bullying did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	56%	58%	64%	69%
Other	18%	35%	16%	15%
Exclusion or isolation	41%	31%	38%	42%
Intimidation and/or threats	41%	27%	36%	30%
Withholding essential information for me to do my job	15%	23%	23%	28%
Verbal abuse	12%	15%	22%	21%
Interference with my personal property and/or work equipment	6%	12%	7%	4%
Being assigned meaningless tasks unrelated to my job	0%	8%	10%	13%
Being given impossible assignment(s)	0%	4%	4%	9%

People outcomes

Telling someone about the bullying

What is this

This is if staff told someone when they experienced bullying.

Why this is important

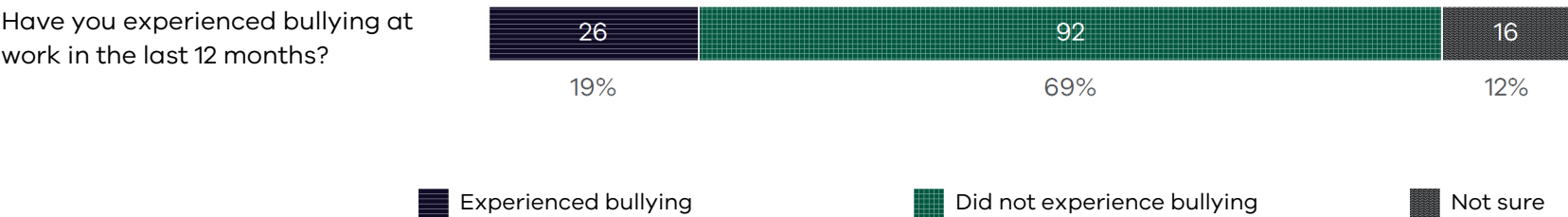
By understanding how staff report bullying, organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced bullying at work. If they did, they could tell us with one or more answers who they told about it. In descending order, the table shows the answers.

Example

- 19% of your staff who did the survey said they experienced bullying, of which
- 54% said the top way they reported the bullying was 'Told a manager'.
 - 77% said they didn't submit a formal complaint.



Did you tell anyone about the bullying?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	41%	54%	42%	50%
Told a colleague	41%	42%	38%	41%
Told human resources	12%	42%	17%	13%
Told a friend or family member	32%	31%	33%	35%
Submitted a formal complaint	18%	23%	14%	12%
Told the person the behaviour was not OK	18%	19%	12%	16%
Told employee assistance program (EAP) or peer support	9%	15%	7%	10%
Told someone else	9%	12%	12%	11%
I did not tell anyone about the bullying	12%	4%	11%	12%

People outcomes

Bullying - reasons for not submitting a formal complaint

What is this

This is why staff who experienced bullying chose not to submit a formal complaint.

Why this is important

By understanding this, organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

77% of your staff who experienced bullying did not submit a formal complaint, of which:

- 50% said the top reason was 'I didn't think it would make a difference'.



What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	39%	50%	48%	52%
I believed there would be negative consequences for my reputation	36%	35%	41%	49%
I believed there would be negative consequences for my career	29%	20%	22%	38%
I didn't think it was serious enough	11%	15%	15%	18%
I didn't feel safe to report the incident	7%	15%	14%	20%
I didn't need to because I made the bullying stop	7%	10%	4%	6%
I didn't know who to talk to	7%	10%	3%	5%
Other	14%	10%	19%	16%
I believed there would be negative consequences for the person I was going to complain about	21%	5%	7%	10%
I didn't know how to make a complaint	0%	5%	2%	5%

People outcomes

Perpetrators of bullying

What is this

This is who staff have said are responsible for bullying.

Why this is important

Understanding where bullying happens means organisations can work out what action to take.

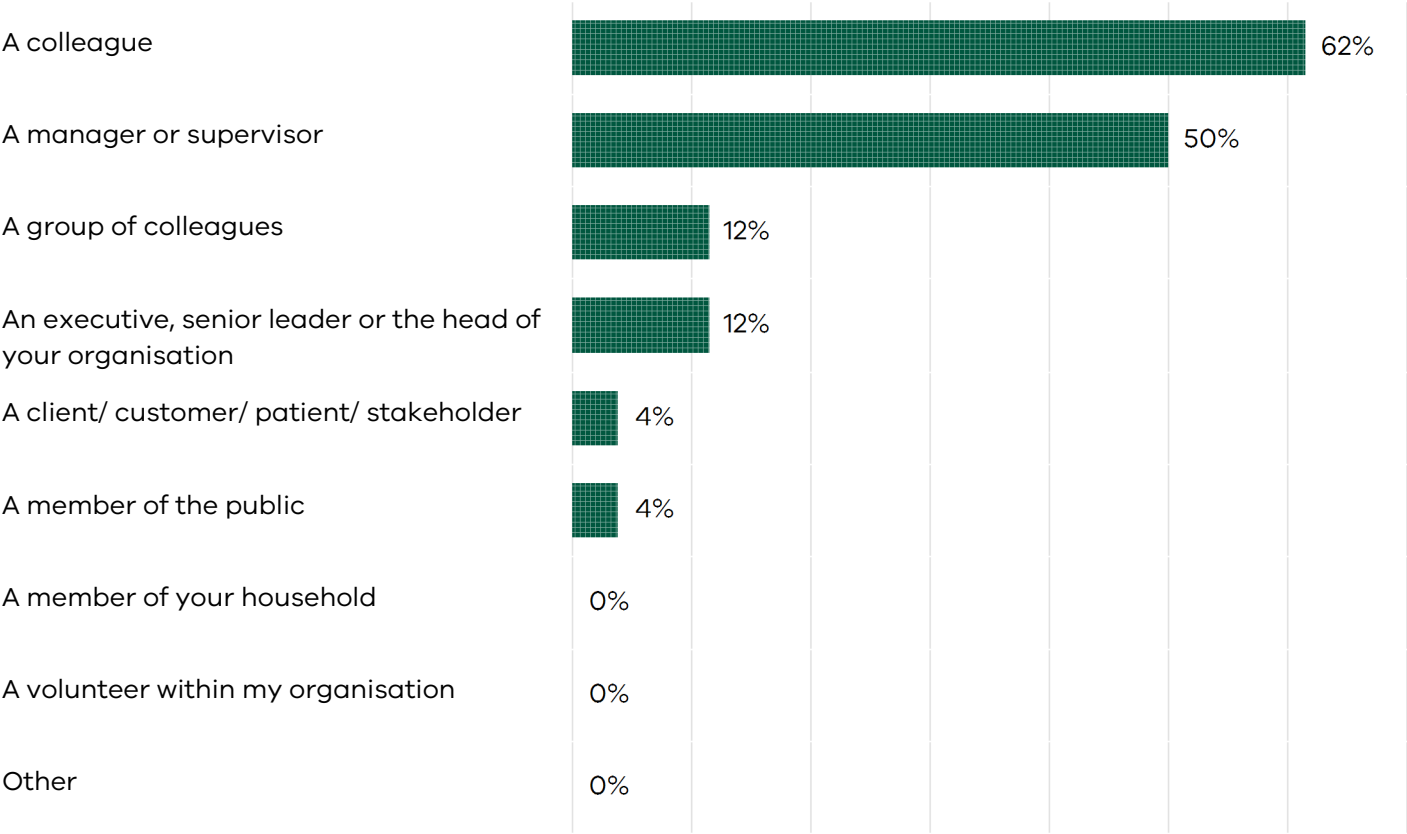
How to read this

In this year's survey, 19% of your staff said they experienced bullying. If they did, they could tell us with one or more answers who the perpetrator was. In descending order, the bar chart shows the perpetrators with the largest number of responses. Each row is one perpetrator or group of perpetrators.

Example

19% of your staff who did the survey said they experienced bullying. Of that 19%, 62% said it was by 'A colleague'.

26 people (19% of staff) experienced bullying (You 2024)



People outcomes

Relationship to perpetrator

What is this

This provides further detail on who staff have said are responsible for bullying within your organisation.

Why this is important

Understanding where bullying happens means organisations can work out what action to take.

How to read this

In this year's survey, 19% of your staff said they experienced bullying.

If they experienced bullying from within the organisation, they could tell us their relationship to the perpetrator.

The bar chart shows, in descending order, how many employees linked the bullying to different workplace relationships.

Example

19% of your staff who did the survey said they experienced bullying.

Of that 19%, 96% said it was by someone within the organisation.

Of that 96%, 36% said it was 'They were in my workgroup'.

25 people (96% of staff who experienced bullying) experienced bullying from within your organisation (You 2024)

They were in my workgroup

36%

They were my immediate manager or supervisor

36%

They were outside my workgroup

24%

They were someone I supervise or manage

16%

People outcomes

Sexual harassment

What is this

This is non-consensual or unwelcome sexual behaviour that could cause an employee to feel offended, humiliated or intimidated.

Why this is important

Sexual harassment can have an immediate and long-term negative impact on those involved, including those who witness sexual harassment.

Why there is no data here

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

People outcomes

Discrimination

What is this

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

Why this is important

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

Why there is no data here

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

We do this to protect the respondents.

People outcomes

Violence and aggression

What is this

This is when staff are abused, threatened or assaulted in a situation related to their work.

Why this is important

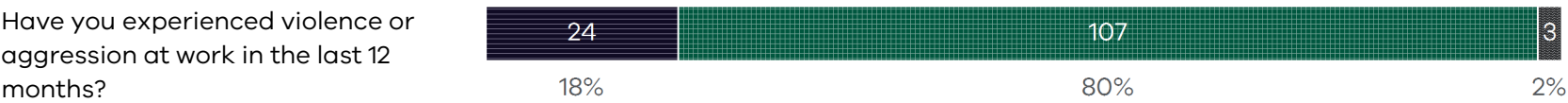
Violence and aggression can have an immediate and long-term negative impact on those involved, including those who witness violence and aggression.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression. If they did, they could tell us with one or more answers what they experienced. In descending order, the table shows the answers.

Example

18% of your staff who did the survey said they experienced violence or aggression. Of that 18%, 75% said it was 'Abusive language'.



Experienced violence or aggression Did not experience violence or aggression Not sure

If you experienced violence or aggression, what type did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	77%	75%	78%	81%
Intimidating behaviour	44%	58%	58%	71%
Threats of violence	30%	29%	22%	38%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	49%	29%	30%	26%
Stalking, including cyber-stalking	2%	4%	1%	1%
Damage to my property or work equipment	12%	0%	2%	9%
Other	7%	0%	4%	3%

People outcomes

Telling someone about violence and aggression

What is this

This is who staff told about what violence and aggression they experienced.

Why this is important

Understanding this means organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression. If they did, they could tell us with one or more answers who they told. In descending order, the table shows the answers.

Example

- 18% of your staff who did the survey said they experienced violence or aggression, of which
- 71% said the top way they reported the violence or aggression was 'Told a manager'.
 - 42% said they didn't submit a formal incident report



Did you tell anyone about the incident?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	44%	71%	53%	58%
Submitted a formal incident report	56%	58%	41%	36%
Told the person the behaviour was not OK	33%	38%	29%	30%
Told a colleague	47%	29%	39%	45%
Told a friend or family member	23%	17%	14%	19%
Told human resources	5%	4%	8%	4%
Told someone else	2%	4%	6%	5%
I did not tell anyone about the incident(s)	2%	4%	5%	7%
Told employee assistance program (EAP) or peer support	2%	0%	3%	4%

People outcomes

Violence and aggression - reasons for not submitting a formal incident report

What is this

This is why staff who experienced violence or aggression chose not to submit a formal incident report.

Why this is important

By understanding this, organisations can work out what action to take.

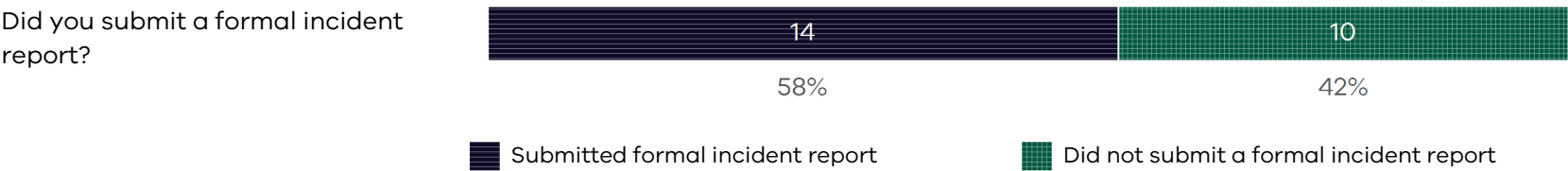
How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression at work. We then asked them if they submitted a formal incident report. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

42% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 50% said the top reason was 'I didn't think it was serious enough'.



What was your reason for not submitting a formal incident report?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it was serious enough	42%	50%	27%	32%
I didn't think it would make a difference	26%	50%	35%	39%
I didn't know how to make a complaint	0%	20%	1%	3%
I believed there would be negative consequences for the person I was going to complain about	5%	10%	4%	4%
I didn't need to because I made the violence or aggression stop	21%	10%	11%	14%
Other	16%	10%	31%	23%
I believed there would be negative consequences for my reputation	11%	0%	18%	15%
I believed there would be negative consequences for my career	16%	0%	12%	12%
I didn't know who to talk to	0%	0%	1%	2%
I didn't feel safe to report the incident	0%	0%	6%	6%

People outcomes

Perpetrators of violence and aggression

What is this

This is who staff have said are responsible for violence and aggression.

Why this is important

Understanding this means organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression.

If they did, they could tell us with one or more answers who the perpetrator was.

In descending order, the bar chart shows the perpetrators with the largest number of responses.

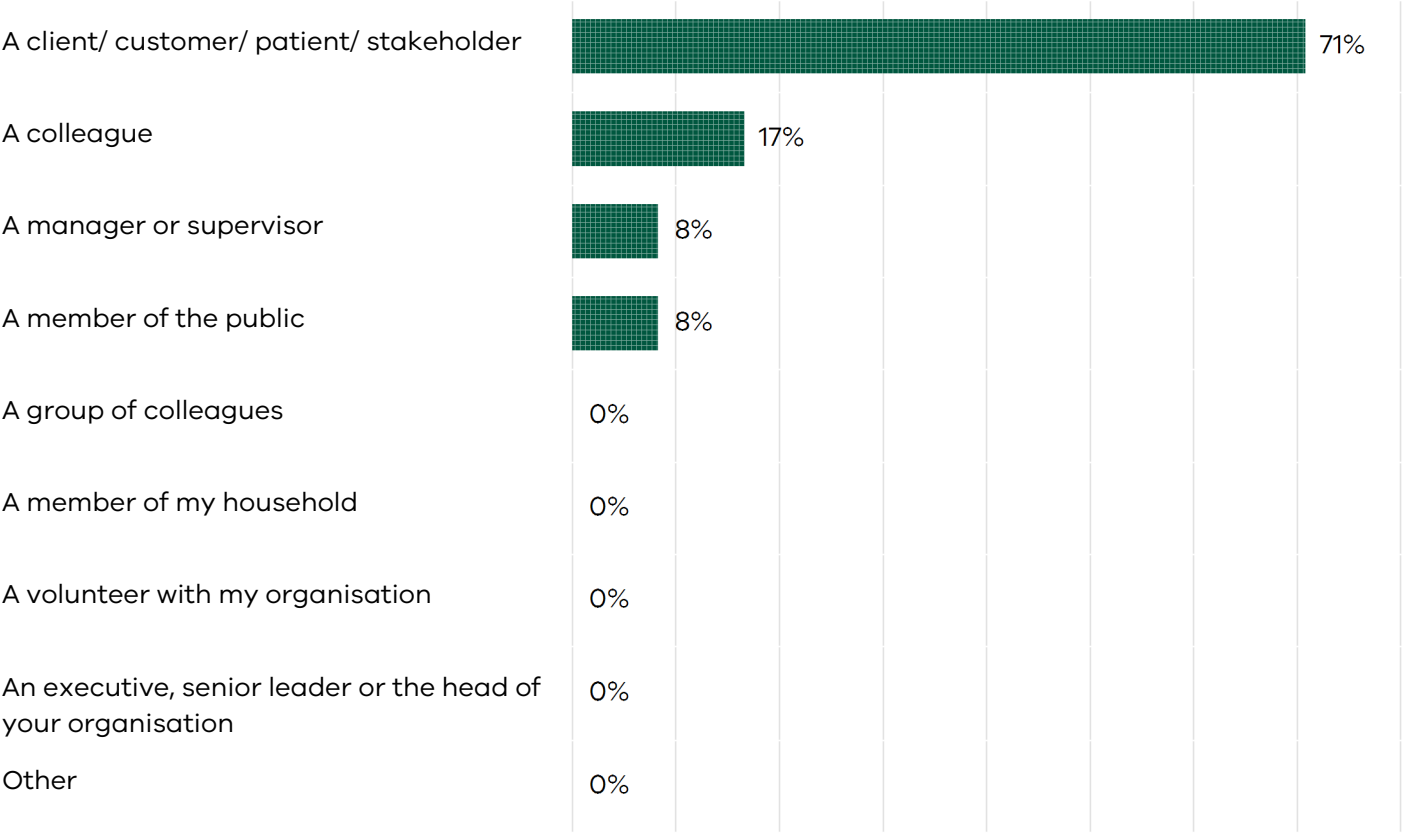
Each row is one perpetrator or group of perpetrators.

Example

18% of your staff who did the survey said they experienced violence or aggression.

Of that 18%, 71% said it was by 'A client/ customer/ patient/ stakeholder'.

24 people (18% of staff) experienced violence or aggression (You 2024)



Negative behaviour

Witnessing negative behaviours

What is this

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

29% of your staff who did the survey said they witnessed some negative behaviour at work.

71% said 'No, I have not witnessed any of the situations above'.

Have you witnessed any negative behaviour at work in the last 12 months?



■ Witnessed some negative behaviour ■ Did not witness some negative behaviour

During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	You 2024	Comparator 2024	Public sector 2024
No, I have not witnessed any of the situations above	66%	71%	77%	77%
Bullying of a colleague	25%	22%	17%	15%
Discrimination against a colleague	12%	12%	8%	9%
Violence or aggression against a colleague	5%	3%	4%	6%
Sexual harassment of a colleague	1%	0%	1%	2%

Negative behaviour

Taking action when witnessing negative behaviours

What is this

This is what your staff did when they witnessed negative behaviour at work.

Why this is important

What staff do when they witness negative behaviour may help organisations understand what support their staff need.

How to read this

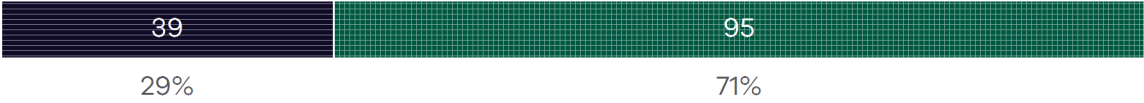
In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work. If they did, they could tell us with one or more answers what action they took. In descending order, the table shows the answers.

Example

29% of your staff who did the survey witnessed negative behaviour, of which:

- 74% said the top action they took was 'Spoke to the person who experienced the behaviour'.

Have you witnessed any negative behaviour at work in the last 12 months?



■ Witnessed some negative behaviour ■ Did not witness some negative behaviour

When you witnessed these behaviour(s), did you do any of the following?	You 2023	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	78%	74%	66%	71%
Told the person the behaviour was not OK	17%	33%	20%	24%
Told a colleague	19%	26%	15%	21%
Told a manager	29%	26%	38%	40%

People outcomes

Negative behaviour - satisfaction with making a formal complaint

What is this

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

Why this is important

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

How to read this

Under 'Your results', see results for each type of negative behaviour in descending order by most satisfied.

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

Example

64% of staff were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

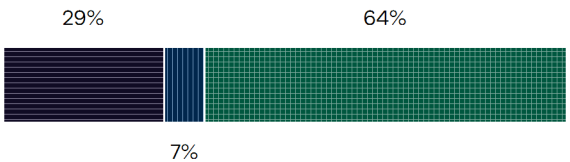
Survey question

Were you satisfied with the way your formal complaint was handled

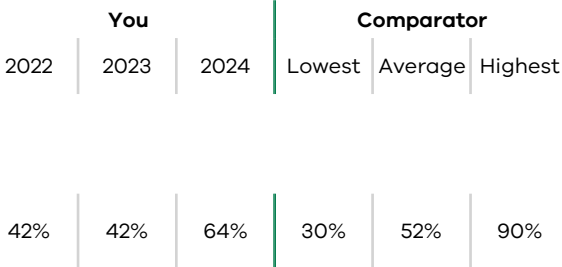
Your results



Violence or aggression



Benchmark satisfied results



People matter survey

2024

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Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Custom questions

- Questions requested by your organisation

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role



Key differences

Highest scoring questions

What is this

These are the questions your group had the highest agreement or satisfaction with in 2024.

How to read this

Use this data to see where your group has the highest agreement or satisfaction with questions from the 2024 survey.

In this table, your score for this year is shown in the 'You 2024' column.

You can also compare your 2024 scores against your 2023 scores and your 2024 comparator group.

Example

On the first row 'Meaningful work', the 'You 2024' column shows 94% of your staff who did the survey agreed with 'I can make a worthwhile contribution at work'. In the 'Change from 2023' column, you have a +3% change, which is a positive trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Meaningful work	I can make a worthwhile contribution at work	94%	+3%	94%
Meaningful work	I achieve something important through my work	92%	-0%	94%
Job enrichment	I understand how my job helps my organisation achieve its goals	90%	+9%	93%
Meaningful work	I get a sense of accomplishment from my work	89%	+6%	90%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	88%	+13%	90%
Job enrichment	I can use my skills and knowledge in my job	87%	-3%	93%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	87%	+12%	89%
Collaboration	I am able to work effectively with others outside my immediate workgroup	84%	+1%	87%
Job enrichment	I clearly understand what I am expected to do in this job	84%	+1%	91%
Patient safety climate	I am encouraged by my colleagues to report any patient safety concerns I may have	81%	+3%	85%

Key differences

Lowest scoring questions

What is this

These are the questions your group had the lowest agreement or satisfaction with in 2024.

How to read this

Use this data to see where your group has the lowest agreement or satisfaction with questions from the 2024 survey.

In this table, your score for this year is shown in the 'You 2024' column.

You can also compare your 2024 scores against your 2023 scores and your 2024 comparator group.

Example

On the first row 'Taking action', the 'You 2024' column shows 32% of your staff who did the survey agreed with 'My organisation has made improvements based on the survey results from last year'. In the 'Change from 2023' column, you have a +9% change, which is a positive trend.

Question group	Lowest scoring questions	You 2024	Change from 2023	Comparator 2024
Taking action	My organisation has made improvements based on the survey results from last year	32%	+9%	45%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	38%	+5%	60%
Safety climate	All levels of my organisation are involved in the prevention of stress	39%	+9%	57%
Organisational integrity	I have an equal chance at promotion in my organisation	39%	+2%	54%
Organisational integrity	I believe the promotion processes in my organisation are fair	40%	+6%	55%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	42%	+9%	59%
Learning and development	I am satisfied with the opportunities to progress in my organisation	44%	+1%	60%
Patient safety climate	This health service does a good job of training new and existing staff	45%	-4%	64%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	46%	+6%	60%
Learning and development	My organisation places a high priority on the learning and development of staff	46%	-6%	70%

Key differences

Most improved

What is this

This is where staff feel their group 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 2023' column.

When you use this data, focus on the increase instead of individual numbers.

This is because the increase from 2023 shows you where the most positive changes are happening in your organisation.

Example

On the first row 'Topical', the 'You 2024' column shows 88% of your staff who did the survey agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

In the 'Increase from 2023' column, you have a 13% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	88%	+13%	90%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	87%	+12%	89%
Manager support	I receive meaningful recognition when I do good work	60%	+11%	66%
Innovation	My workgroup is quick to respond to opportunities to do things better	72%	+11%	74%
Senior leadership	Senior leaders demonstrate honesty and integrity	53%	+11%	69%
Taking action	My organisation has made improvements based on the survey results from last year	32%	+9%	45%
Collaboration	Workgroups across my organisation willingly share information with each other	58%	+9%	64%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	66%	+9%	71%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	42%	+9%	59%
Satisfaction	How satisfied are you with the work/life balance in your current job	69%	+9%	76%

Key differences

Most declined

What is this

This is where staff feel their group 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 2023' column.

When you use this data, focus on the decrease instead of individual numbers.

This is because the decrease from 2023 shows you where the most negative changes are happening in your organisation.

Example

On the first row 'Learning and development', the 'You2024' column shows 46% of your staff who did the survey agreed with 'My organisation places a high priority on the learning and development of staff'.

In the 'Decrease from 2023' column, you have a 6% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Learning and development	My organisation places a high priority on the learning and development of staff	46%	-6%	70%
Workgroup support	People in my workgroup work together effectively to get the job done	76%	-5%	80%
Patient safety climate	This health service does a good job of training new and existing staff	45%	-4%	64%
Workgroup support	People in my workgroup treat each other with respect	75%	-3%	77%
Organisational integrity	My organisation is committed to earning a high level of public trust	63%	-3%	81%
Job enrichment	I can use my skills and knowledge in my job	87%	-3%	93%
Patient safety climate	The culture in my work area makes it easy to learn from the errors of others	54%	-3%	68%
Engagement	My organisation motivates me to help achieve its objectives	47%	-2%	72%
Job enrichment	I have the authority to do my job effectively	66%	-1%	83%
Inclusion	I can be myself at work	80%	-0%	84%

Key differences

Biggest positive difference from comparator

What is this

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 2024 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 'Workgroup support', the 'You 2024' column shows 73% of your staff who did the survey agreed with 'People in my workgroup are politically impartial in their work'.

The 'Difference' column, shows that agreement for this question was 0% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Workgroup support	People in my workgroup are politically impartial in their work	73%	+0%	73%

Key differences

Biggest negative difference from comparator

What is this

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 2024 survey compared to your comparator group.

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

Example

On the first row 'Engagement', the 'You 2024' column shows 47% of your staff who did the survey agreed with 'My organisation motivates me to help achieve its objectives'.

The 'Difference' column, shows that agreement for this question was 25% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Engagement	My organisation motivates me to help achieve its objectives	47%	-25%	72%
Learning and development	My organisation places a high priority on the learning and development of staff	46%	-24%	70%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	47%	-23%	70%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	38%	-22%	60%
Engagement	My organisation inspires me to do the best in my job	51%	-21%	73%
Patient safety climate	This health service does a good job of training new and existing staff	45%	-20%	64%
Engagement	I feel a strong personal attachment to my organisation	49%	-19%	69%
Engagement	I would recommend my organisation as a good place to work	56%	-19%	75%
Senior leadership	Senior leaders provide clear strategy and direction	47%	-19%	66%
Senior leadership	Senior leaders model my organisation's values	51%	-19%	70%

People matter survey

2024

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- Scorecard
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Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

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- Caring
- Categories
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Taking action

What is this

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 group's overall, lowest and highest scores with your own.

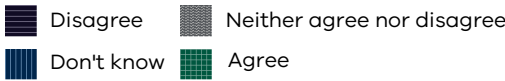
Example

46% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this year's survey'.

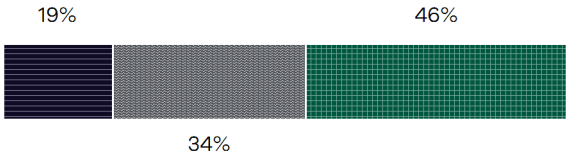
Survey question

Your results

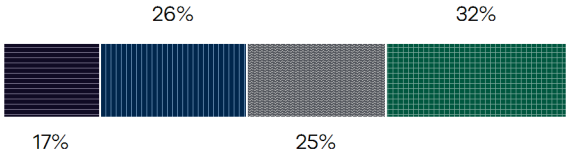
Benchmark agree results



I believe my organisation will make improvements based on the results of this year's survey



My organisation has made improvements based on the survey results from last year



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	50%	41%	46%	32%	60%	78%
	37%	23%	32%	16%	45%	71%

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay
- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate
- Patient safety climate

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support
- Safe to speak up

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

Public sector values

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

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Custom questions

- Questions requested by your organisation

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role



Senior leadership

Senior leadership

What is this

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 group's overall, lowest and highest scores with your own.

Example

53% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

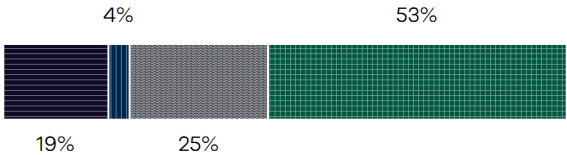
Survey question

Your results

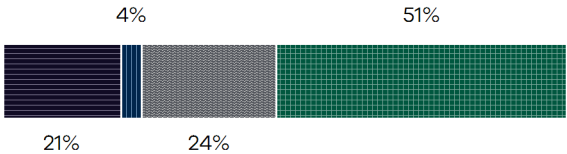
Benchmark agree results



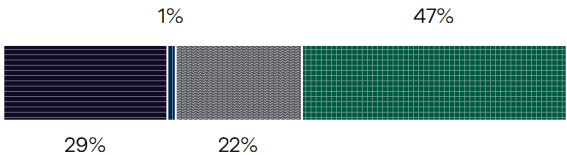
Senior leaders demonstrate honesty and integrity



Senior leaders model my organisation's values



Senior leaders provide clear strategy and direction



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

55%	42%	53%	48%	69%	88%
57%	46%	51%	55%	70%	88%
50%	39%	47%	45%	66%	89%

People matter survey

2024

Have your say

Overview

Report overview

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- Survey's theoretical framework
- Your comparator group
- Your response rate

Result summary

People outcomes

- Scorecard: engagement index
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- Work-related stress causes
- Burnout levels
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- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
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- Violence and aggression
- Satisfaction with complaint processes

Key differences

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

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- Taking action questions

Detailed results

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- Senior leadership questions

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- Safety climate
- Patient safety climate

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- Scorecard
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- Workgroup support
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- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

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- Questions requested by your organisation

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- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role



Organisational climate

Scorecard

What is this

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.

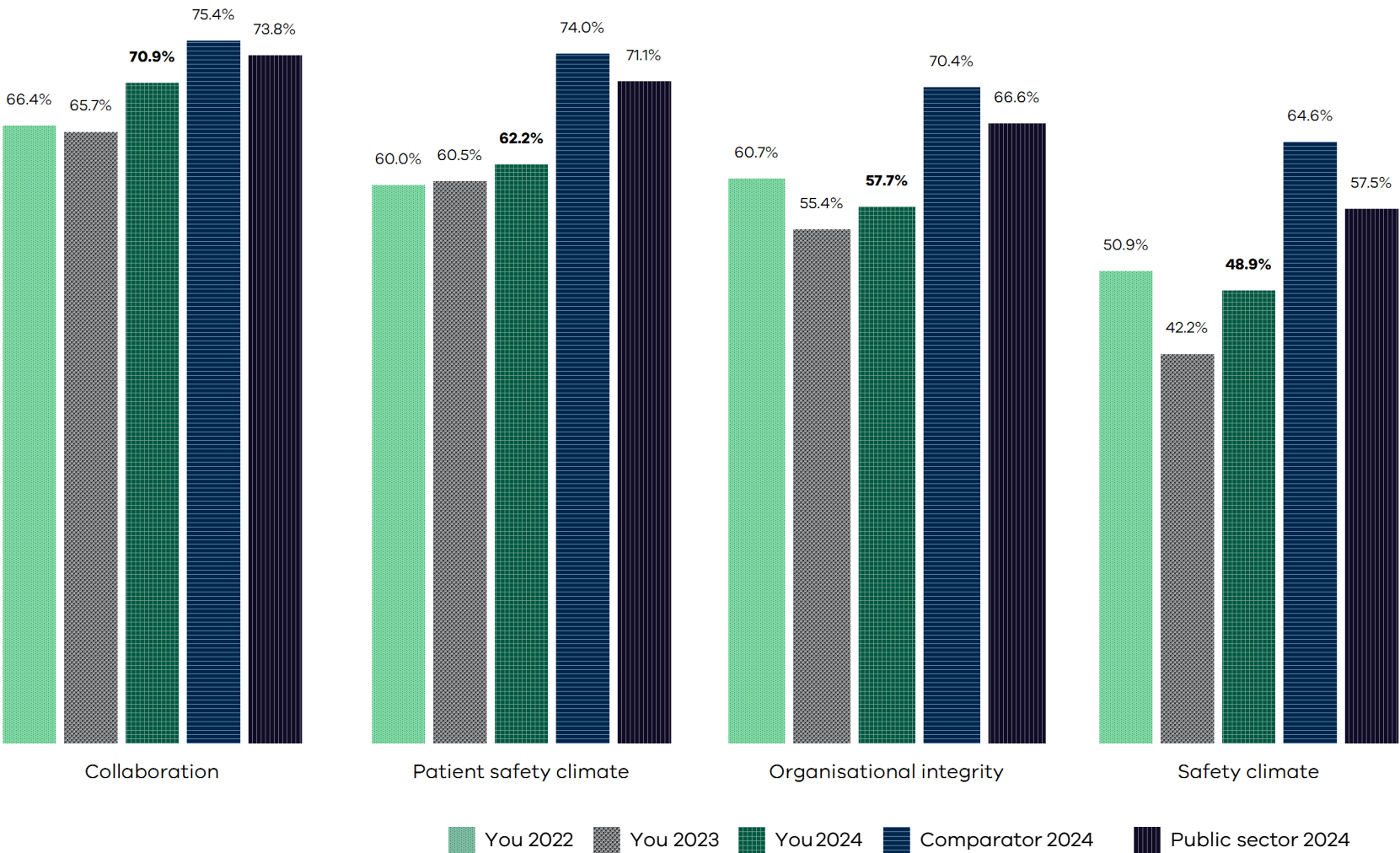
Example

In 2024:

- 70.9% of your staff who did the survey responded positively to questions about Collaboration.

Compared to:

- 75.4% of staff in your comparator group and 73.8% of staff across the public sector.



Organisational climate

Organisational integrity 1 of 2

What is this

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 group's overall, lowest and highest scores with your own.

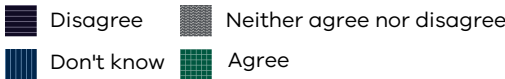
Example

78% 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'.

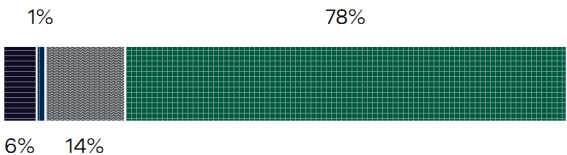
Survey question

Your results

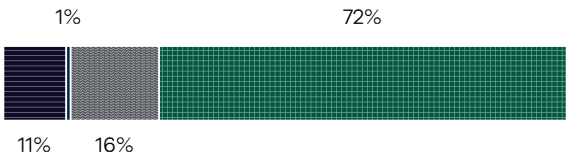
Benchmark agree results



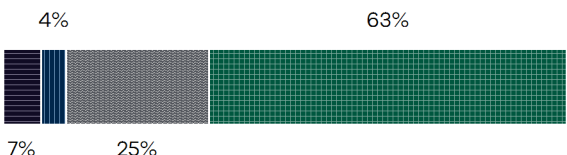
My organisation encourages employees to act in ways that are consistent with human rights



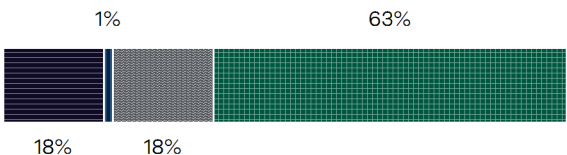
My organisation encourages respectful workplace behaviours



My organisation is committed to earning a high level of public trust



My organisation does not tolerate improper conduct



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	79%	73%	78%	74%	85%	100%
	72%	66%	72%	67%	80%	95%
	75%	66%	63%	55%	81%	95%
	64%	60%	63%	52%	73%	91%

Organisational climate

Organisational integrity 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.

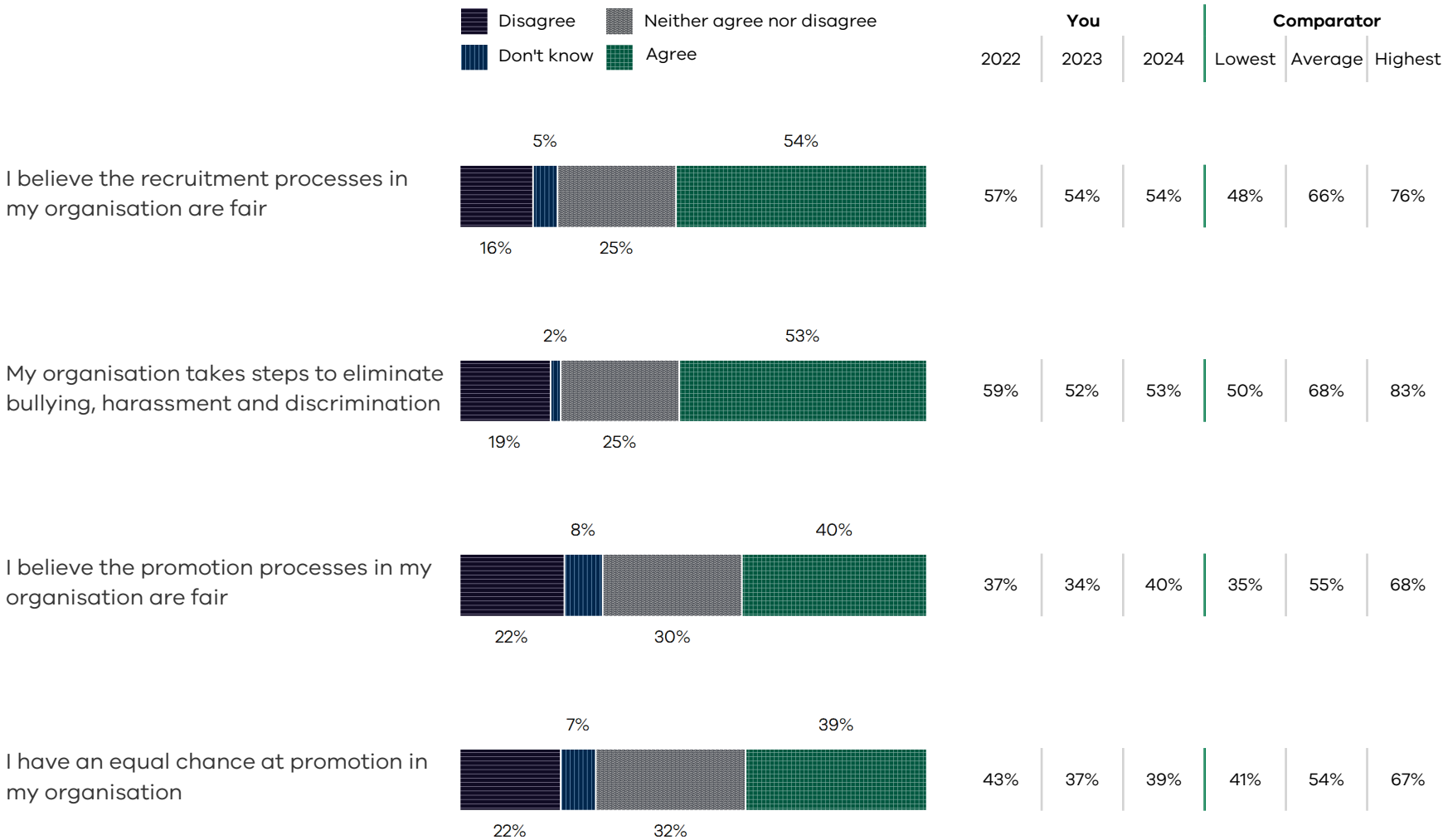
Example

54% of your staff who did the survey agreed or strongly agreed with 'I believe the recruitment processes in my organisation are fair'.

Survey question

Your results

Benchmark agree results



Organisational climate

Collaboration

What is this

This shows how well the workgroups in your organisation work together and share information.

Why this is important

Improving these results can improve the cohesiveness of your organisation and allow for greater intra-organisational collaboration.

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 group's overall, lowest and highest scores with your own.

Example

84% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

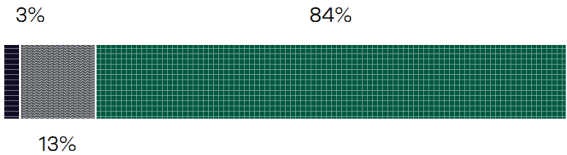
Survey question

Your results

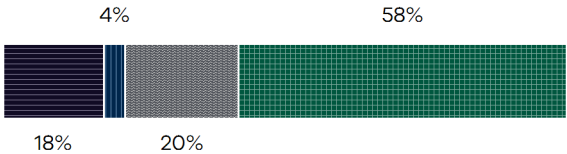
Benchmark agree results



I am able to work effectively with others outside my immediate workgroup



Workgroups across my organisation willingly share information with each other



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	85%	83%	84%	77%	87%	96%
	48%	49%	58%	35%	64%	78%

Organisational climate

Safety climate 1 of 2

What is this

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 group's overall, lowest and highest scores with your own.

Example

79% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

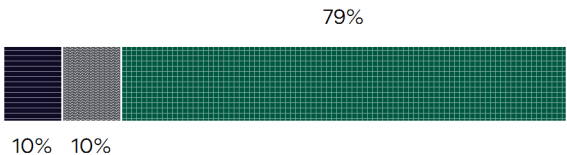
Survey question

Your results

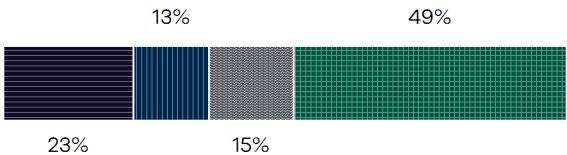
Benchmark agree results



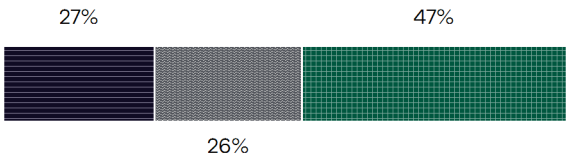
My organisation provides a physically safe work environment



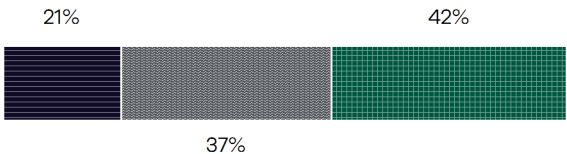
My organisation has effective procedures in place to support employees who may experience stress



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



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

81%	78%	79%	69%	85%	96%
-----	-----	-----	-----	-----	-----

54%	40%	49%	39%	63%	83%
-----	-----	-----	-----	-----	-----

56%	39%	47%	45%	64%	85%
-----	-----	-----	-----	-----	-----

39%	33%	42%	45%	59%	77%
-----	-----	-----	-----	-----	-----

Organisational climate

Safety climate 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.

Example

39% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.

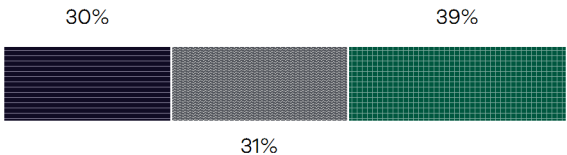
Survey question

Your results

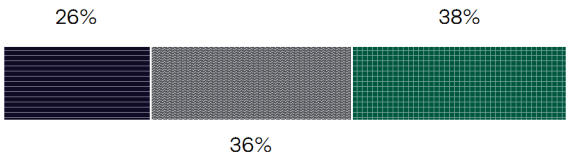
Benchmark agree results



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



Senior leaders show support for stress prevention through involvement and commitment



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	32%	30%	39%	32%	57%	80%
	43%	33%	38%	35%	60%	83%

Organisational climate

Patient safety climate 1 of 2

What is this

This is the safety culture in a healthcare workplace.

Why this is important

A good patient safety climate means safe, high-quality care and experiences. The Victorian Managed Insurance Authority and the Victorian Quality Council developed these tools.

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 group's overall, lowest and highest scores with your own.

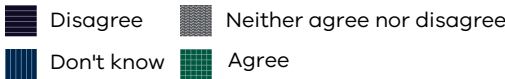
Example

81% of your staff who did the survey agreed or strongly agreed with 'I am encouraged by my colleagues to report any patient safety concerns I may have'.

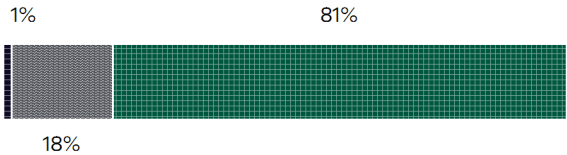
Survey question

Your results

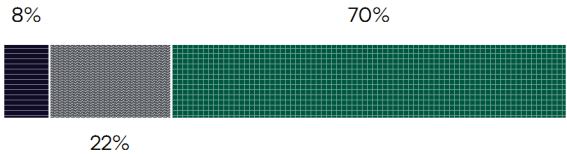
Benchmark agree results



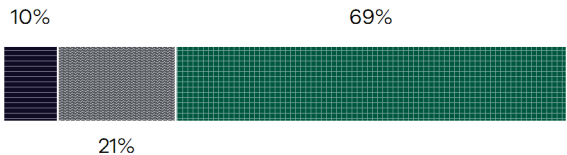
I am encouraged by my colleagues to report any patient safety concerns I may have



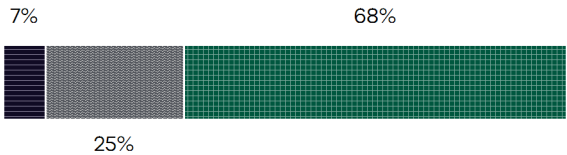
I would recommend a friend or relative to be treated as a patient here



My suggestions about patient safety would be acted upon if I expressed them to my manager



Management is driving us to be a safety-centred organisation



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	79%	78%	81%	74%	85%	96%
	73%	66%	70%	58%	79%	94%
	69%	61%	69%	66%	79%	96%
	64%	63%	68%	61%	78%	96%

Organisational climate

Patient safety climate 2 of 2

What is this

This is the safety culture in a healthcare workplace.

Why this is important

A good patient safety climate means safe, high-quality care and experiences. The Victorian Managed Insurance Authority and the Victorian Quality Council developed these tools.

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 group's overall, lowest and highest scores with your own.

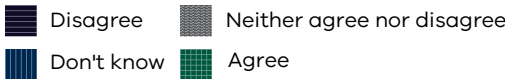
Example

60% of your staff who did the survey agreed or strongly agreed with 'Patient care errors are handled appropriately in my work area'.

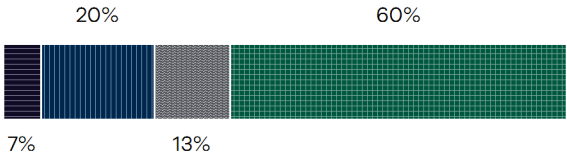
Survey question

Your results

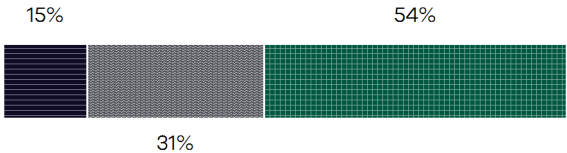
Benchmark agree results



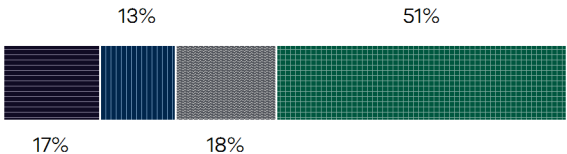
Patient care errors are handled appropriately in my work area



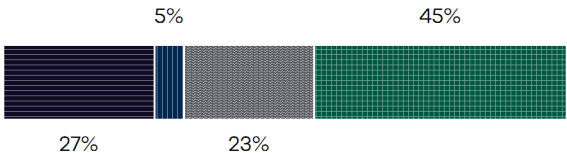
The culture in my work area makes it easy to learn from the errors of others



Trainees in my discipline are adequately supervised



This health service does a good job of training new and existing staff



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	54%	59%	60%	57%	72%	87%
	50%	56%	54%	52%	68%	83%
	46%	52%	51%	44%	67%	84%
	44%	49%	45%	41%	64%	88%

People matter survey

2024

Have your say

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Report overview

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Key differences

- Highest scoring
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- Most declined
- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

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- Disability
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- Adjustments
- Caring
- Categories
- Primary role



Workgroup climate

Scorecard

What is this

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

Why this is important

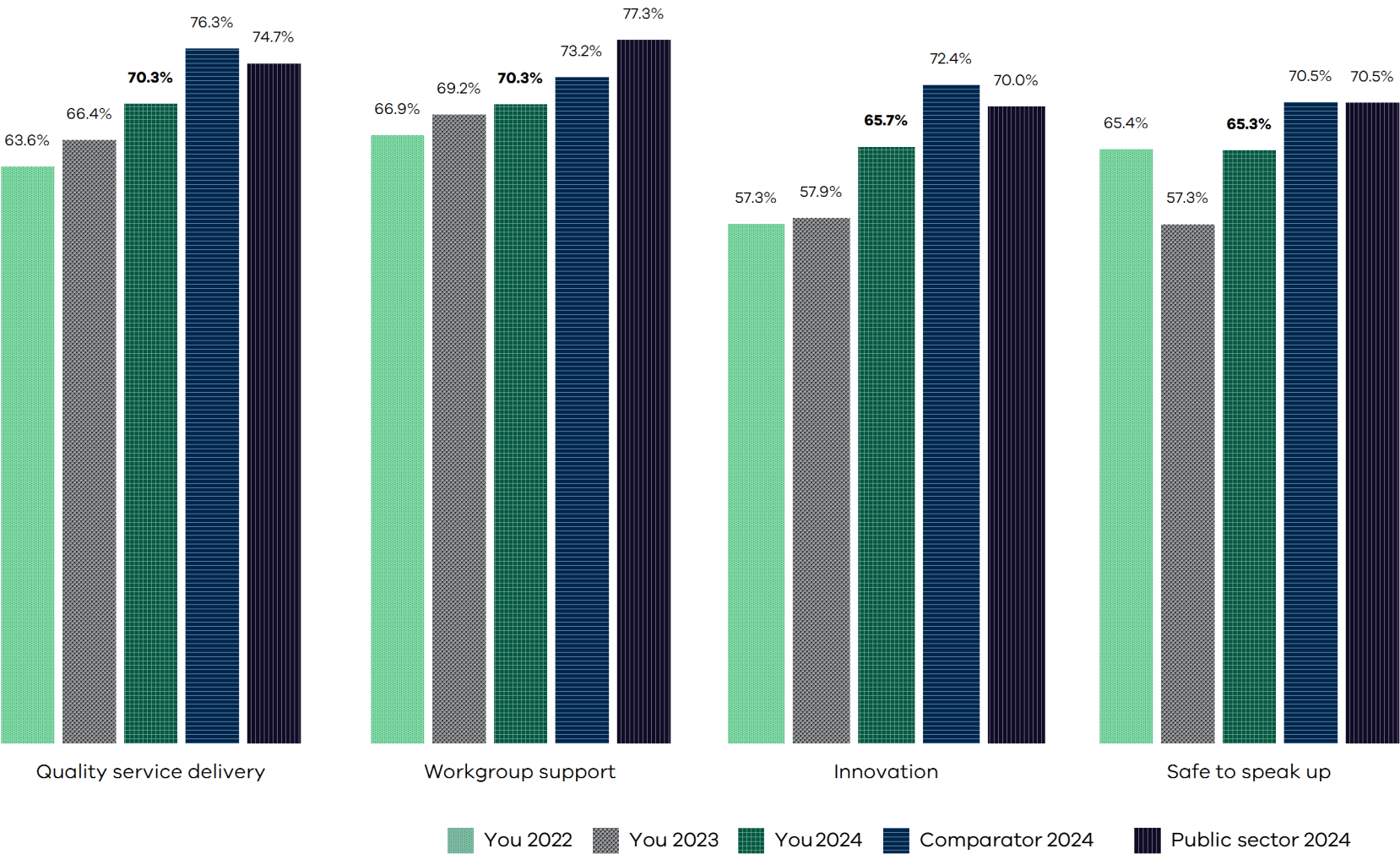
This page shows which factors are performing well and which factors you can look to improve.

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 2024:
- 70.3% of your staff who did the survey responded positively to questions about Quality service delivery.
- Compared to:
- 76.3% of staff in your comparator group and 74.7% of staff across the public sector.



Workgroup climate

Quality service delivery

What is this

This is how well workgroups in your organisation operate to deliver quality services.

Why this is important

The public sector must provide highquality 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 group's overall, lowest and highest scores with your own.

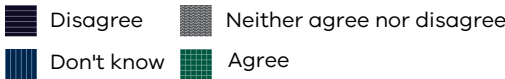
Example

78% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

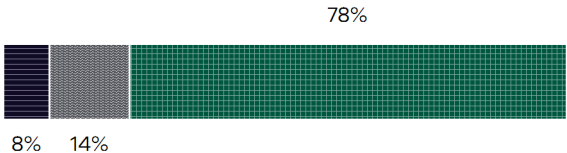
Survey question

Your results

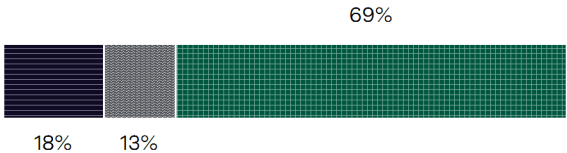
Benchmark agree results



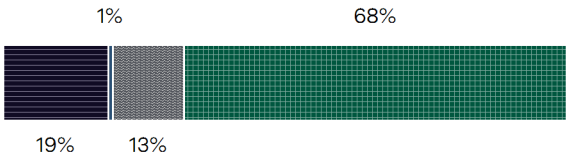
My workgroup provides high quality advice and services



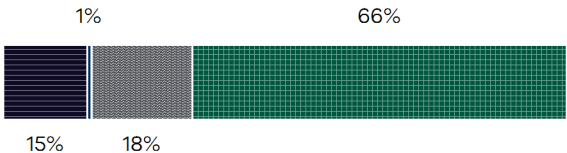
My workgroup has clear lines of responsibility



My workgroup acts fairly and without bias



My workgroup uses its resources well



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	74%	72%	78%	62%	82%	95%
	62%	65%	69%	52%	77%	89%
	59%	66%	68%	55%	72%	87%
	60%	62%	66%	60%	75%	93%

Workgroup climate

Innovation

What is this

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 quality services.

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 group's overall, lowest and highest scores with your own.

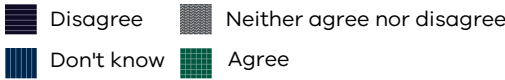
Example

72% of your staff who did the survey agreed or strongly agreed with 'My workgroup is quick to respond to opportunities to do things better'.

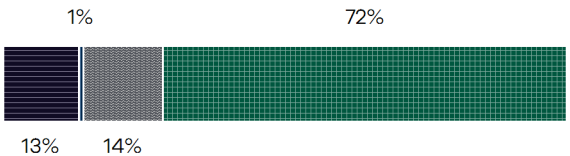
Survey question

Your results

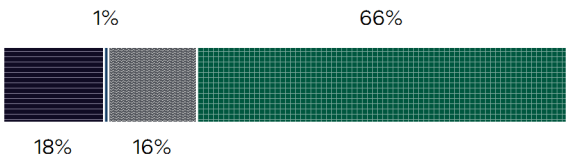
Benchmark agree results



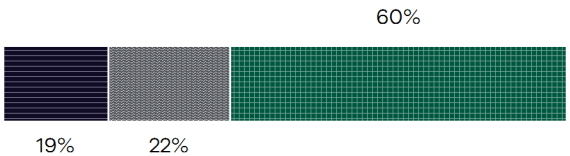
My workgroup is quick to respond to opportunities to do things better



My workgroup learns from failures and mistakes



My workgroup encourages employee creativity



2022	You		2024	Comparator		
	2023			Lowest	Average	Highest
	60%	61%	72%	53%	74%	85%
	60%	59%	66%	53%	74%	88%
	52%	54%	60%	54%	70%	83%

Workgroup climate

Workgroup support 1 of 2

What is this

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 group's overall, lowest and highest scores with your own.

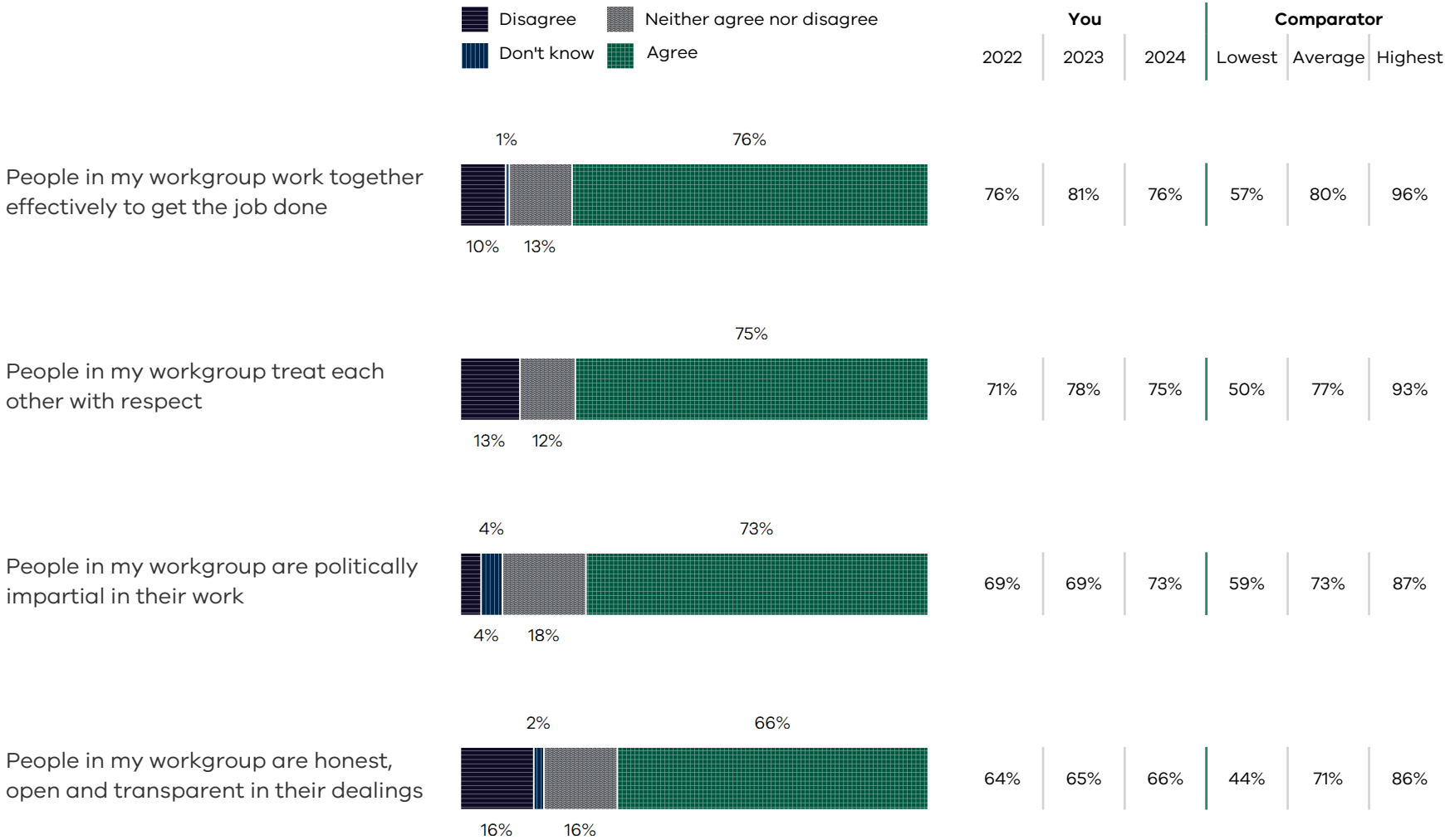
Example

76% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

Survey question

Your results

Benchmark agree results



Workgroup climate

Workgroup support 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.

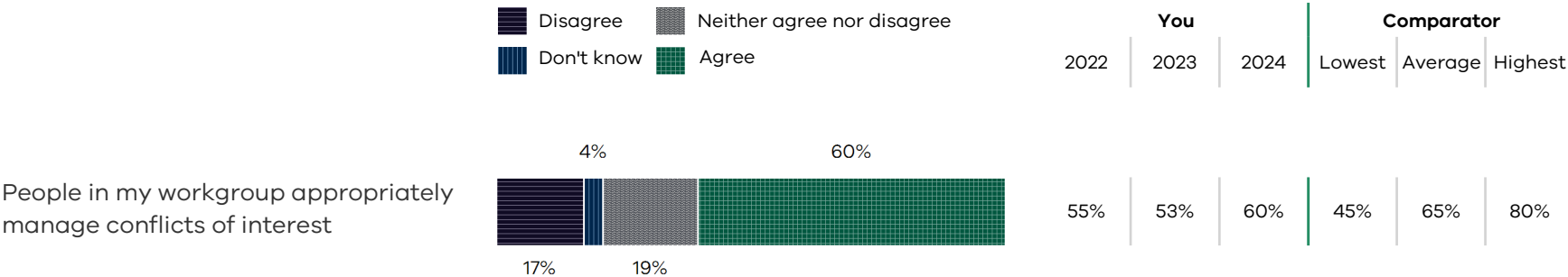
Example

60% of your 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



Workgroup climate

Safe to speak up

What is this

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 group's overall, lowest and highest scores with your own.

Example

66% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.

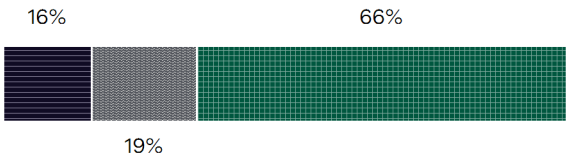
Survey question

Your results

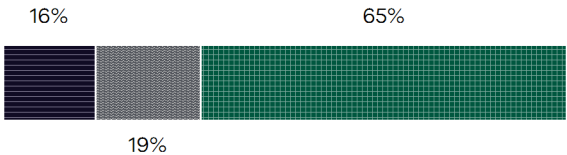
Benchmark agree results



I feel safe to challenge inappropriate behaviour at work



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



2022	You		2024	Comparator		
	2023			Lowest	Average	Highest

64%	56%	66%	54%	71%	87%
-----	-----	-----	-----	-----	-----

66%	58%	65%	50%	70%	86%
-----	-----	-----	-----	-----	-----

People matter survey

2024

Have your say

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- Highest scoring
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- Most improved
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- Biggest positive difference from your comparator
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Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Custom questions

- Questions requested by your organisation

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role



Job and manager factors

Scorecard 1 of 2

What is this

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.

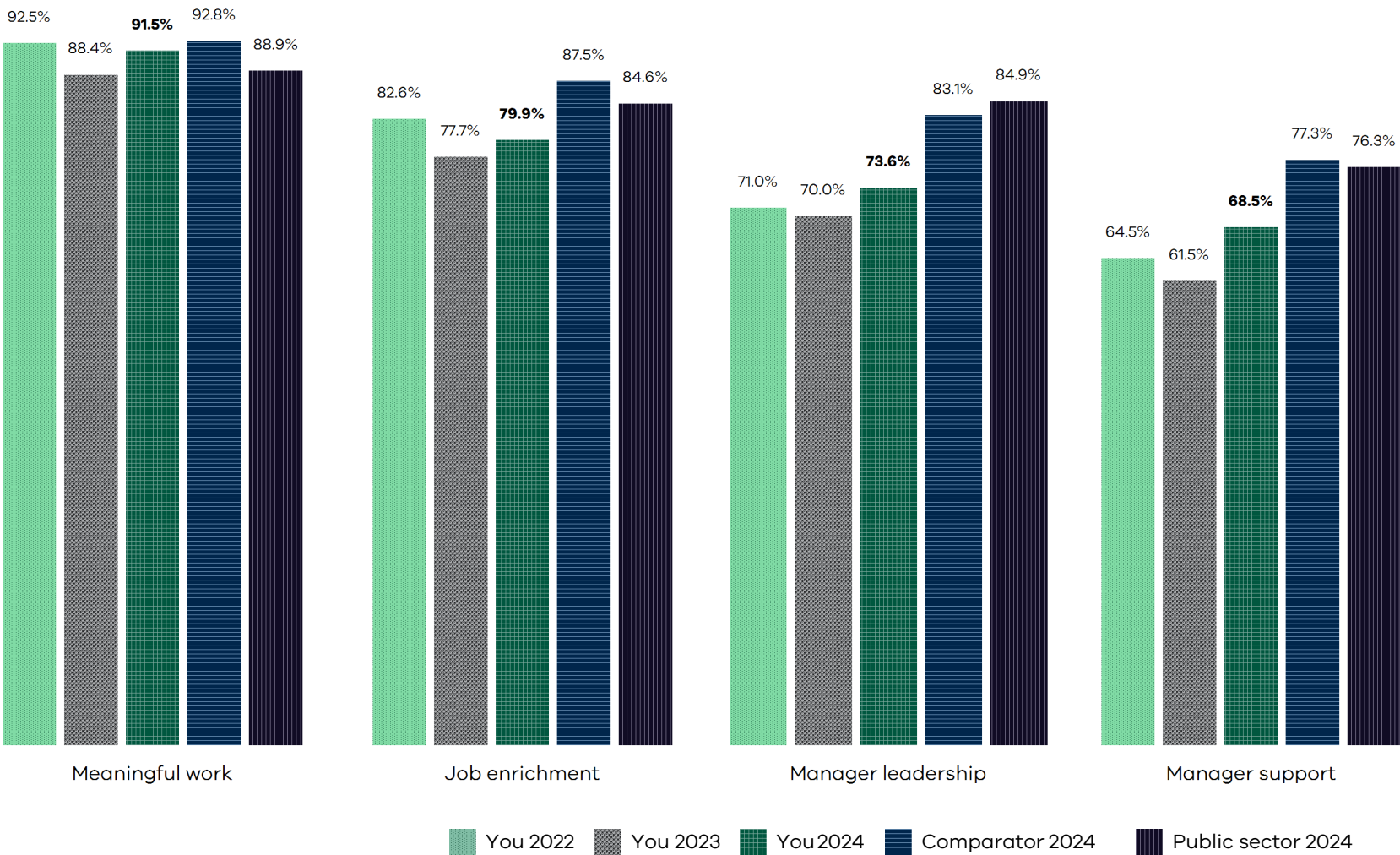
Example

In 2024:

- 91.5% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 92.8% of staff in your comparator group and 88.9% of staff across the public sector.



Job and manager factors

Scorecard 2 of 2

What is this

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.

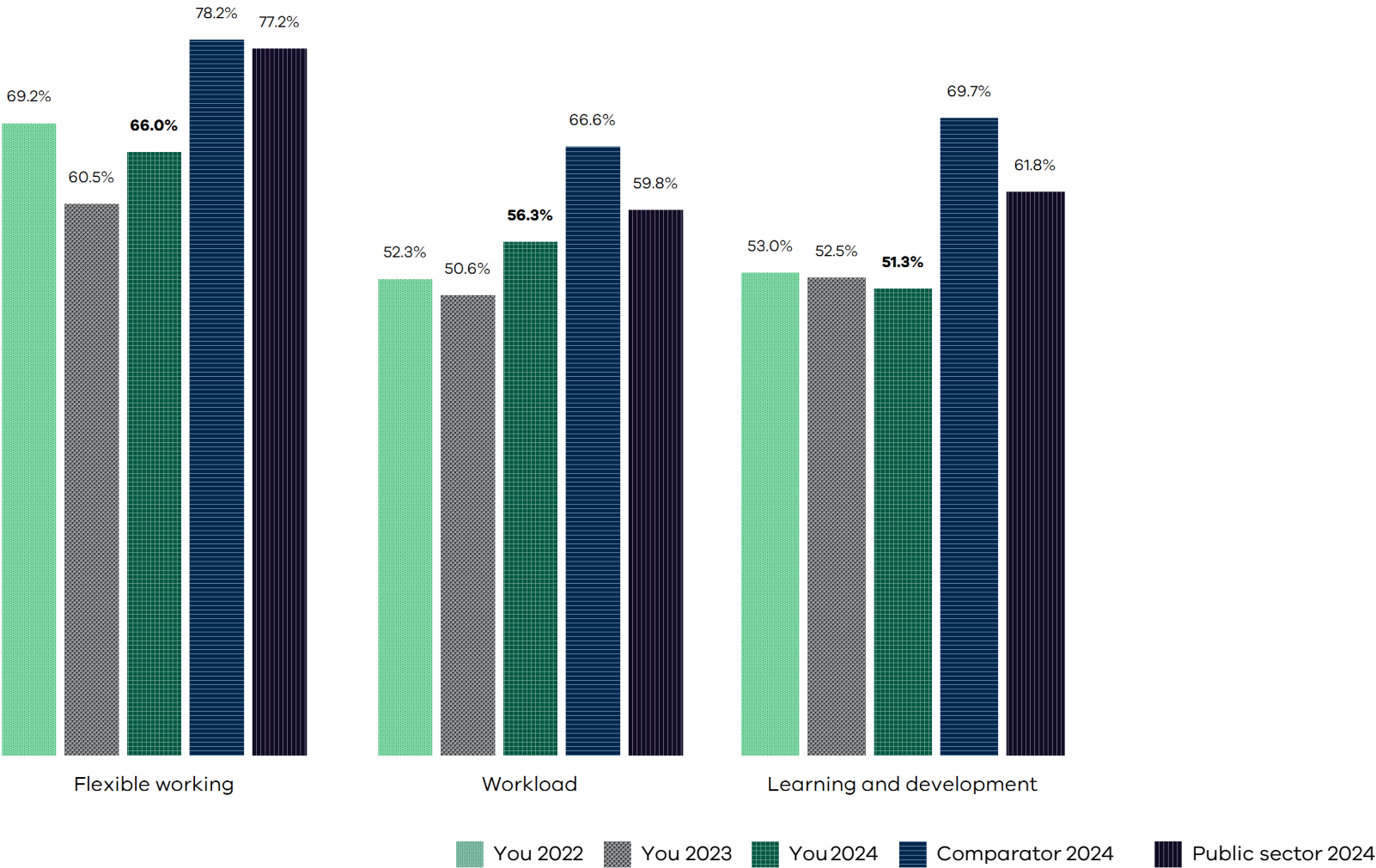
Example

In 2024:

- 66.0% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 78.2% of staff in your comparator group and 77.2% of staff across the public sector.



Job and manager factors

Manager leadership

What is this

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 group's overall, lowest and highest scores with your own.

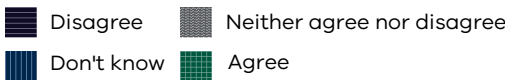
Example

75% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

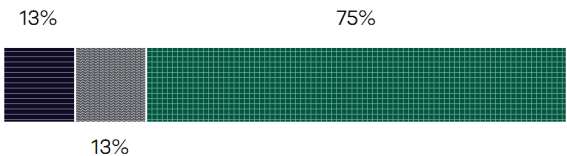
Survey question

Your results

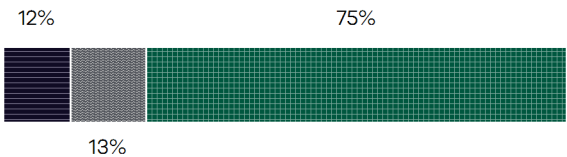
Benchmark agree results



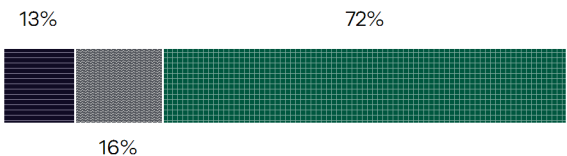
My manager demonstrates honesty and integrity



My manager treats employees with dignity and respect



My manager models my organisation's values



2022	You		2024	Comparator		
	2023			Lowest	Average	Highest
	69%	69%	75%	67%	83%	93%
	75%	74%	75%	69%	84%	95%
	69%	67%	72%	68%	83%	93%

Job and manager factors

Manager support 1 of 2

What is this

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 group's overall, lowest and highest scores with your own.

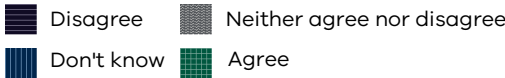
Example

75% of your staff who did the survey agreed or strongly agreed with 'I can discuss problems or issues with my manager'.

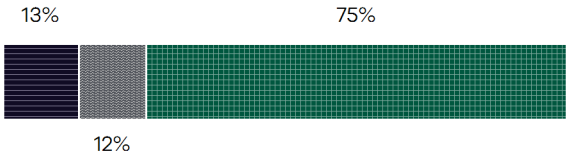
Survey question

Your results

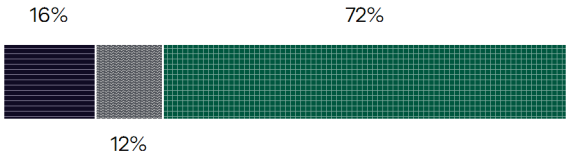
Benchmark agree results



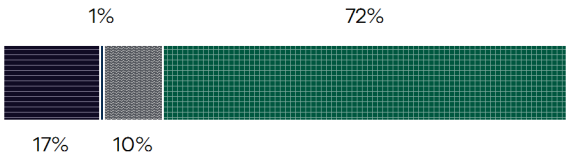
I can discuss problems or issues with my manager



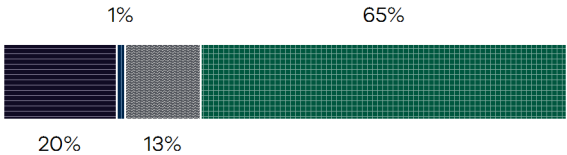
My manager listens to what I have to say



My manager provides me with enough support when I need it



My manager gives me feedback that helps me improve my performance



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

73%	67%	75%	68%	82%	95%
79%	65%	72%	69%	82%	95%
71%	67%	72%	64%	81%	94%
51%	59%	65%	60%	76%	90%

Job and manager factors

Manager support 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.

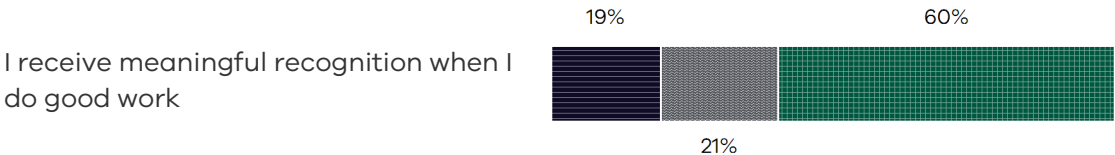
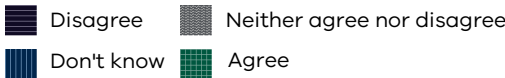
Example

60% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

Survey question

Your results

Benchmark agree results



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
49%	49%	60%	49%	66%	81%

Job and manager factors

Workload

What is this

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 group's overall, lowest and highest scores with your own.

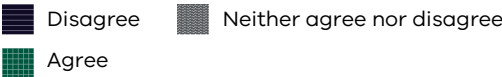
Example

59% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

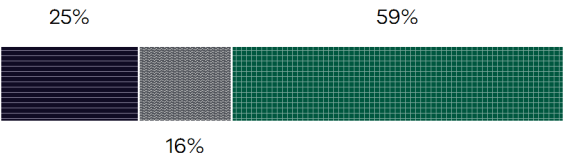
Survey question

Your results

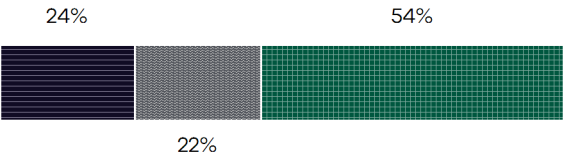
Benchmark agree results



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



I have enough time to do my job effectively



2022	You		2024	Comparator		
	2023			Lowest	Average	Highest

57%	52%	59%	58%	69%	87%
-----	-----	-----	-----	-----	-----

48%	49%	54%	48%	65%	85%
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Job and manager factors

Learning and development

What is this

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 group's overall, lowest and highest scores with your own.

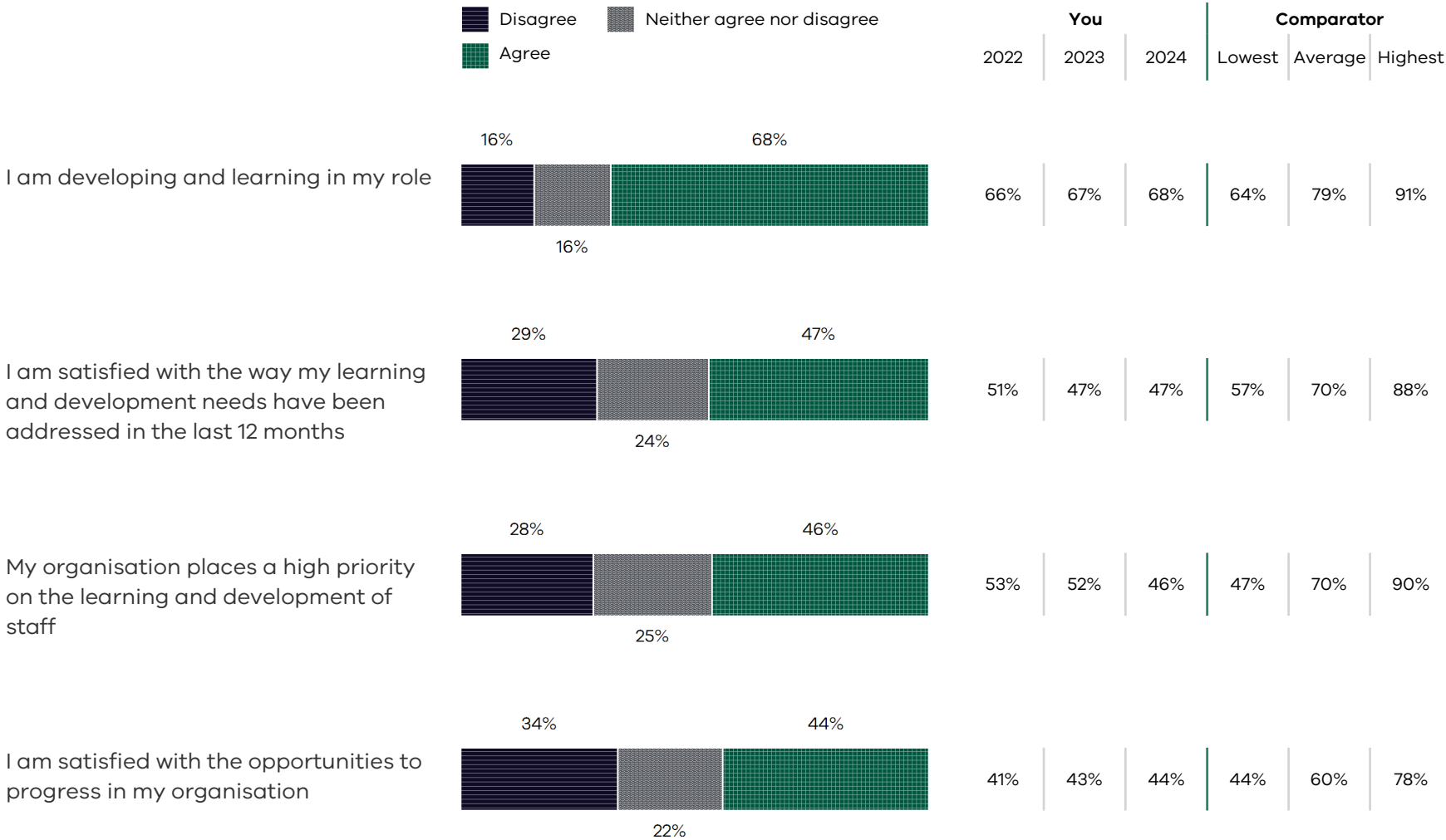
Example

68% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 1 of 2

What is this

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 group's overall, lowest and highest scores with your own.

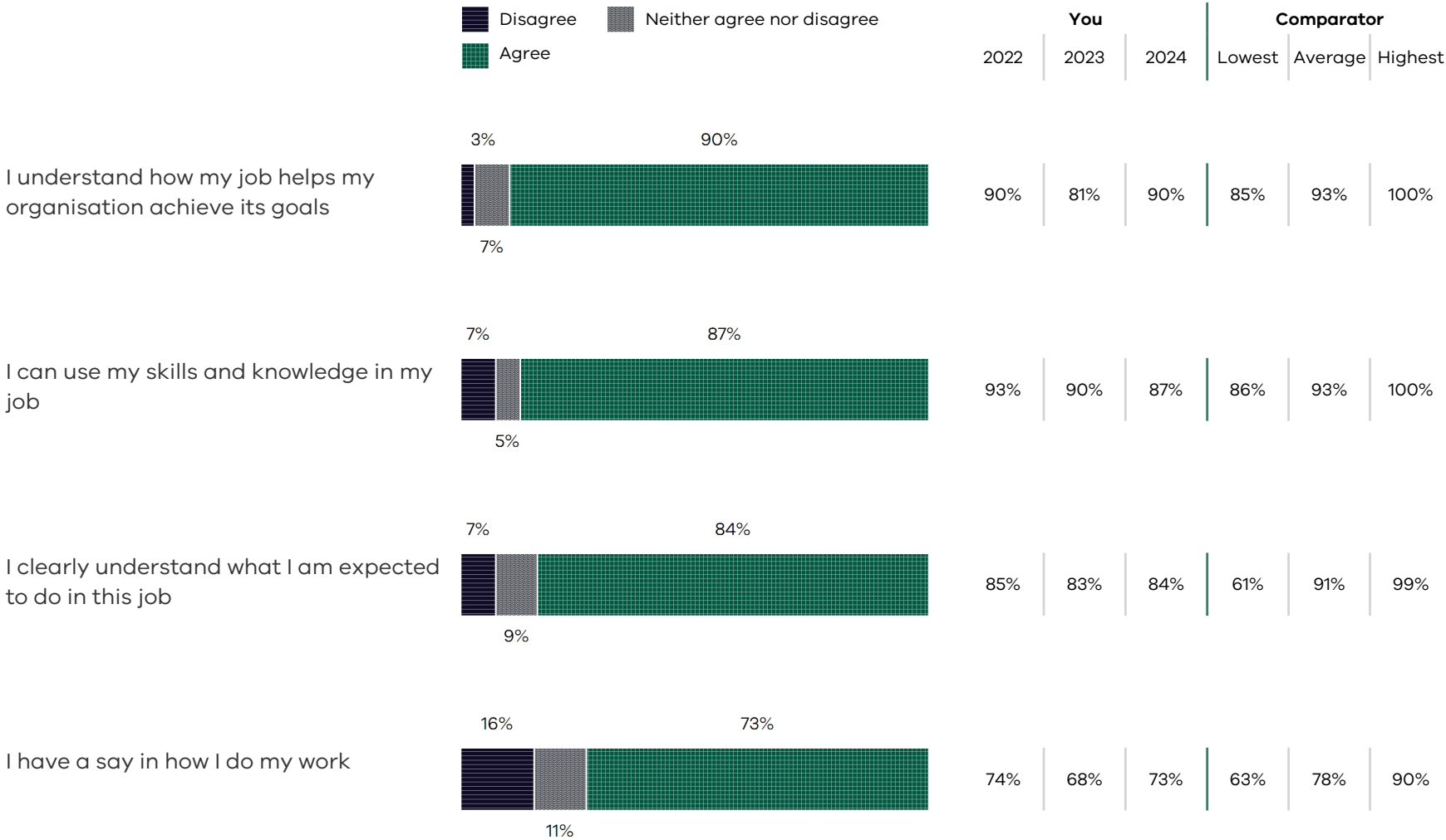
Example

90% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.

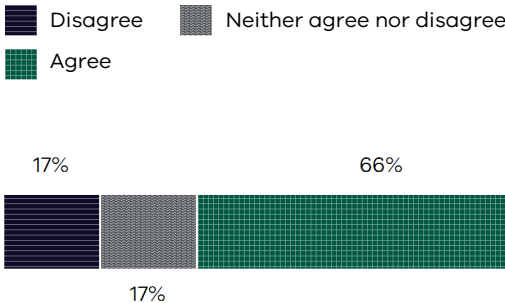
Example

66% of your staff who did the survey agreed or strongly agreed with 'I have the authority to do my job effectively'.

Survey question

I have the authority to do my job effectively

Your results



Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I have the authority to do my job effectively	71%	67%	66%	55%	83%	94%

Job and manager factors

Meaningful work

What is this

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 group's overall, lowest and highest scores with your own.

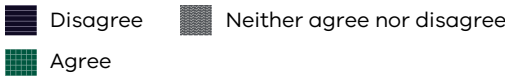
Example

94% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.

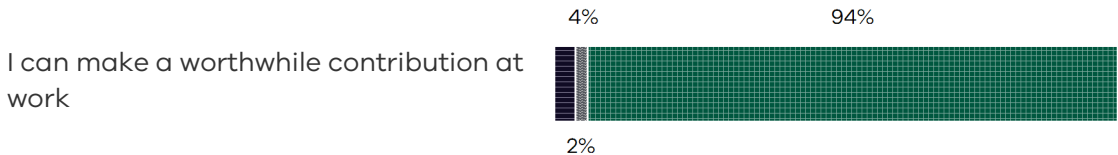
Survey question

Your results

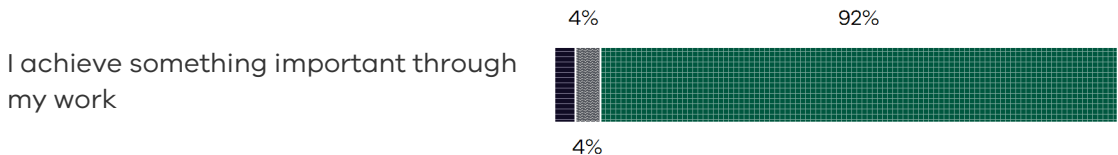
Benchmark agree results



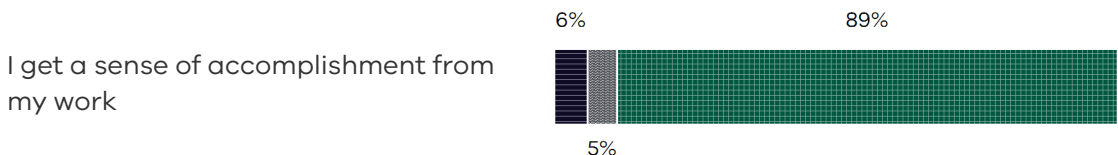
You			Comparator		
2022	2023	2024	Lowest	Average	Highest



94%	91%	94%	84%	94%	100%
-----	-----	-----	-----	-----	------



94%	92%	92%	88%	94%	100%
-----	-----	-----	-----	-----	------



89%	83%	89%	84%	90%	97%
-----	-----	-----	-----	-----	-----

Job and manager factors

Flexible working

What is this

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 group's overall, lowest and highest scores with your own.

Example

72% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

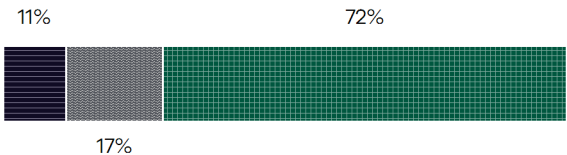
Survey question

Your results

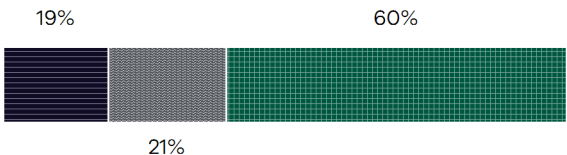
Benchmark agree results



My manager supports working flexibly



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



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
74%	66%	72%	61%	82%	94%
64%	55%	60%	54%	74%	87%

People matter survey

2024

Have your say

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- Satisfaction with complaint processes

Key differences

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

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- Taking action questions

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- Scorecard
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- Innovation
- Workgroup support
- Safe to speak up

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- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

Public sector values

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

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Custom questions

- Questions requested by your organisation

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Public sector values

Scorecard 1 of 2

What is this

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

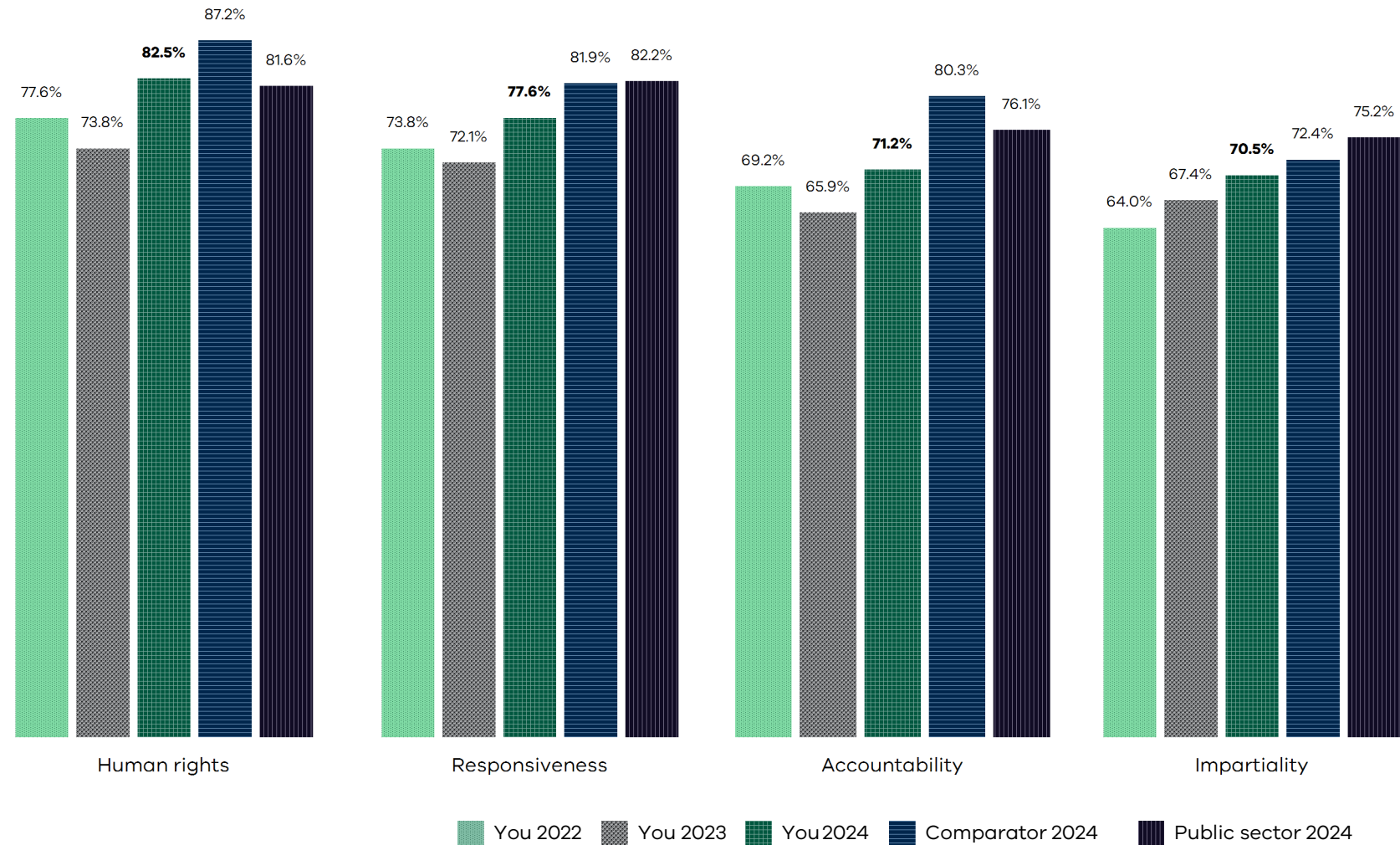
There’s a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

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 2024:
- 82.5% of your staff who did the survey responded positively to questions about Human rights.
- Compared to:
- 87.2% of staff in your comparator group and 81.6% of staff across the public sector.



Public sector values

Scorecard 2 of 2

What is this

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

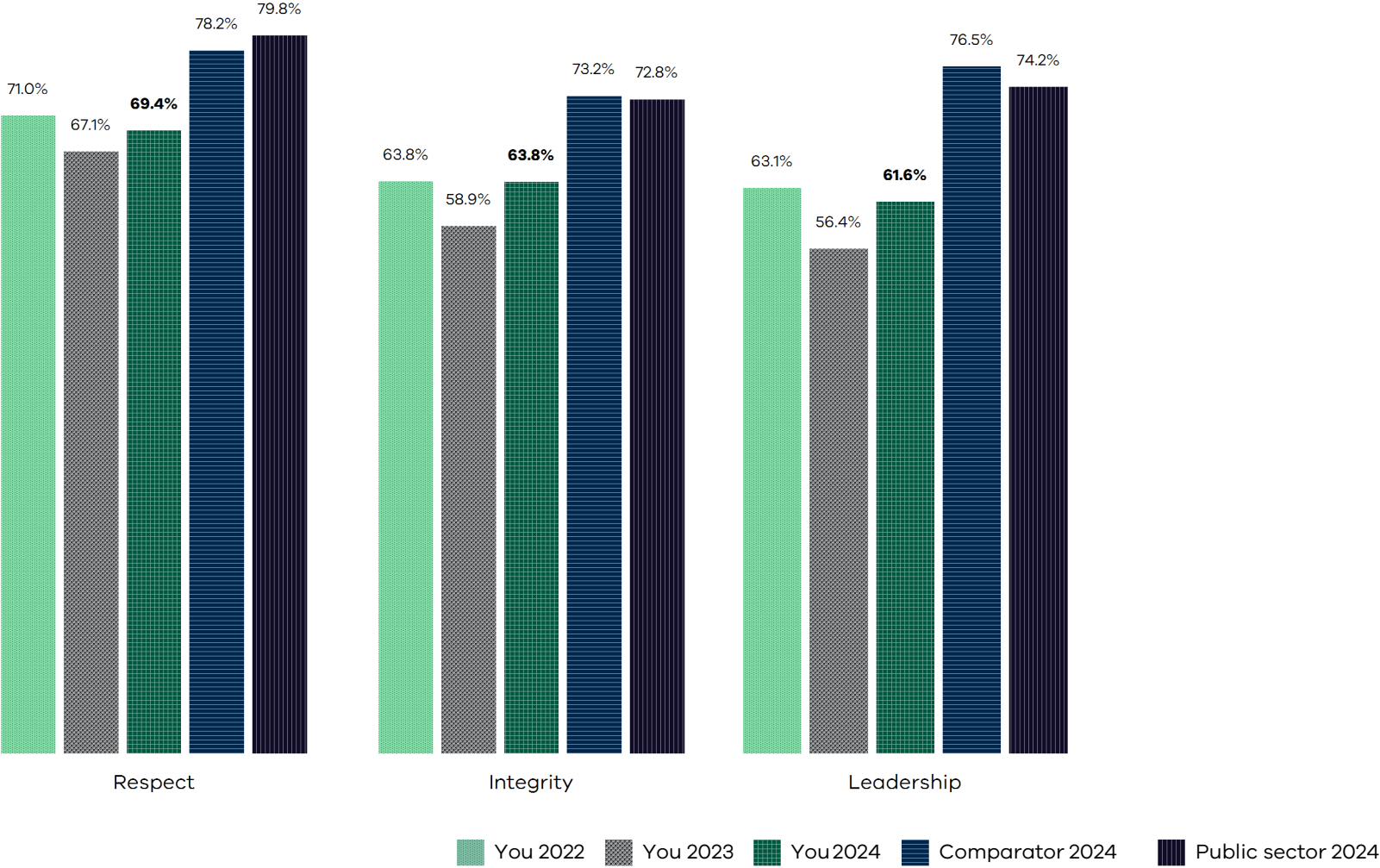
There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

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 2024:
- 69.4% of your staff who did the survey responded positively to questions about Respect.
- Compared to:
- 78.2% of staff in your comparator group and 79.8% of staff across the public sector.



Public sector values

Responsiveness

What is this

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 group's overall, lowest and highest scores with your own.

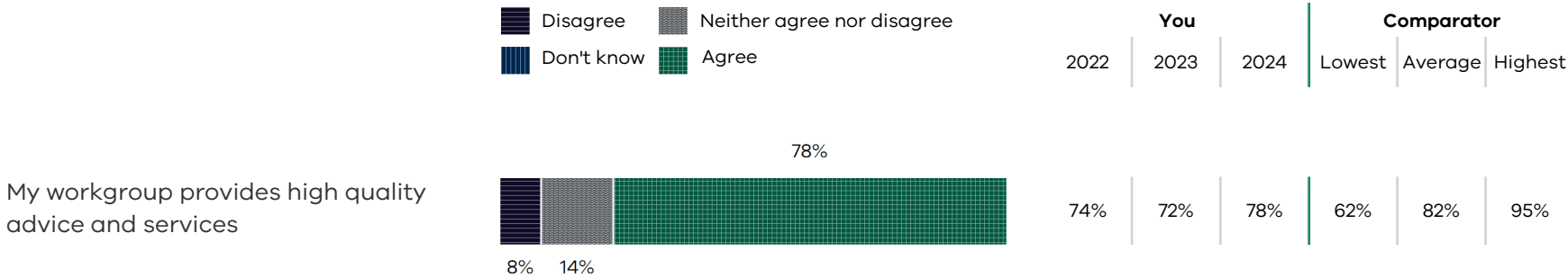
Example

78% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question

Your results

Benchmark agree results



Public sector values

Integrity 1 of 2

What is this

Integrity is being honest and transparent, conducting ourselves properly and using our powers responsibly.

Why this is important

The Victorian community needs 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 group's overall, lowest and highest scores with your own.

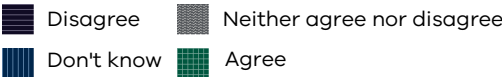
Example

75% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

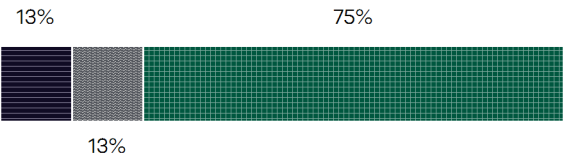
Survey question

Your results

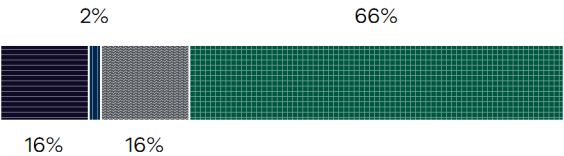
Benchmark agree results



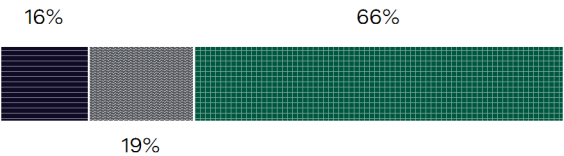
My manager demonstrates honesty and integrity



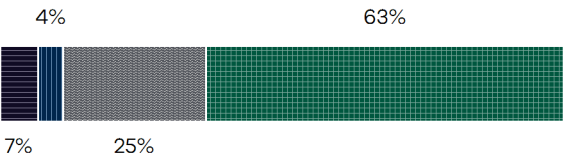
People in my workgroup are honest, open and transparent in their dealings



I feel safe to challenge inappropriate behaviour at work



My organisation is committed to earning a high level of public trust



2022	You		2024	Comparator		
	2023			Lowest	Average	Highest

69%	69%	75%	67%	83%	93%
-----	-----	-----	-----	-----	-----

64%	65%	66%	44%	71%	86%
-----	-----	-----	-----	-----	-----

64%	56%	66%	54%	71%	87%
-----	-----	-----	-----	-----	-----

75%	66%	63%	55%	81%	95%
-----	-----	-----	-----	-----	-----

Public sector values

Integrity 2 of 2

What is this

Integrity is being honest and transparent, conducting ourselves properly and using our powers responsibly.

Why this is important

The Victorian community needs 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 group's overall, lowest and highest scores with your own.

Example

63% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

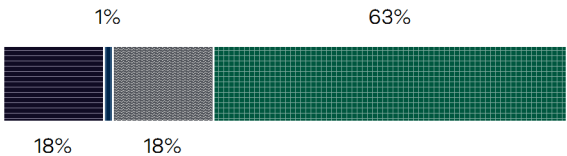
Survey question

Your results

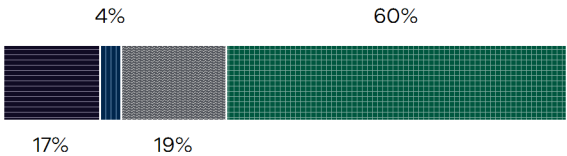
Benchmark agree results



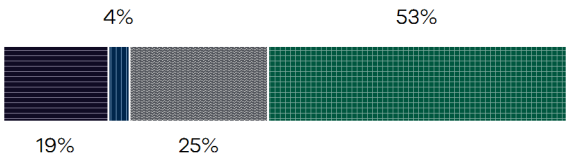
My organisation does not tolerate improper conduct



People in my workgroup appropriately manage conflicts of interest



Senior leaders demonstrate honesty and integrity



2022	You		2024	Comparator		
	2023			Lowest	Average	Highest
	64%	60%	63%	52%	73%	91%
	55%	53%	60%	45%	65%	80%
	55%	42%	53%	48%	69%	88%

Public sector values

Impartiality

What is this

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 group's overall, lowest and highest scores with your own.

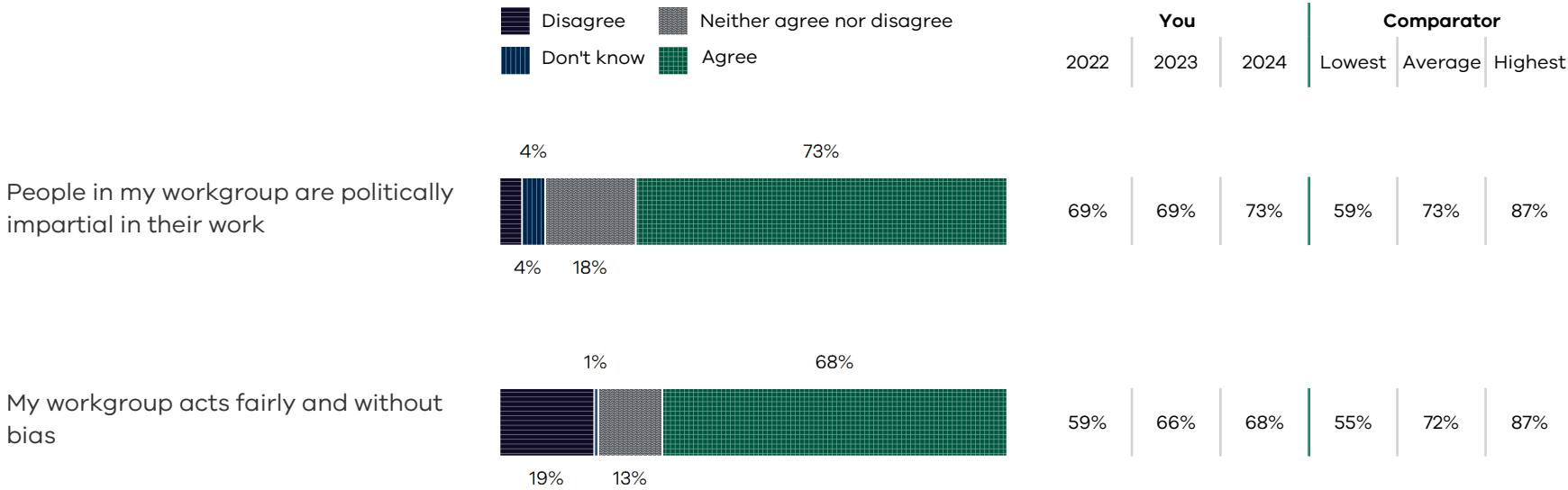
Example

73% 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



Public sector values

Accountability 1 of 2

What is this

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 group's overall, lowest and highest scores with your own.

Example

90% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

Survey question

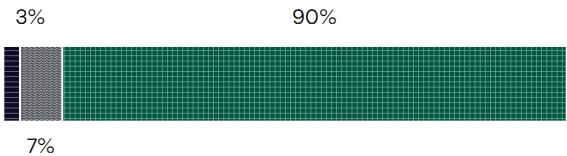
Your results

Benchmark agree results



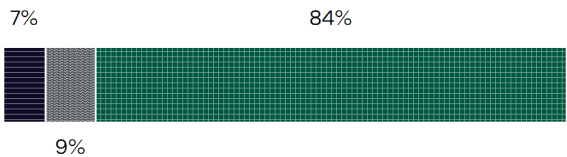
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

I understand how my job helps my organisation achieve its goals



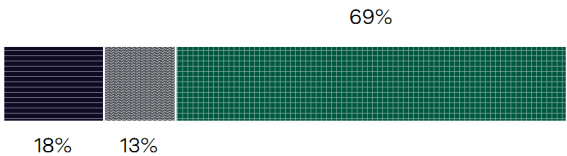
90%	81%	90%	85%	93%	100%
-----	-----	-----	-----	-----	------

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



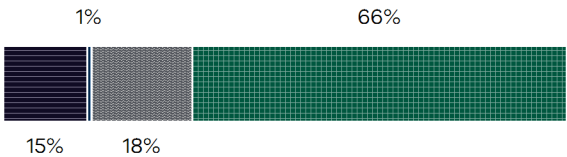
85%	83%	84%	61%	91%	99%
-----	-----	-----	-----	-----	-----

My workgroup has clear lines of responsibility



62%	65%	69%	52%	77%	89%
-----	-----	-----	-----	-----	-----

My workgroup uses its resources well



60%	62%	66%	60%	75%	93%
-----	-----	-----	-----	-----	-----

Public sector values

Accountability 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.

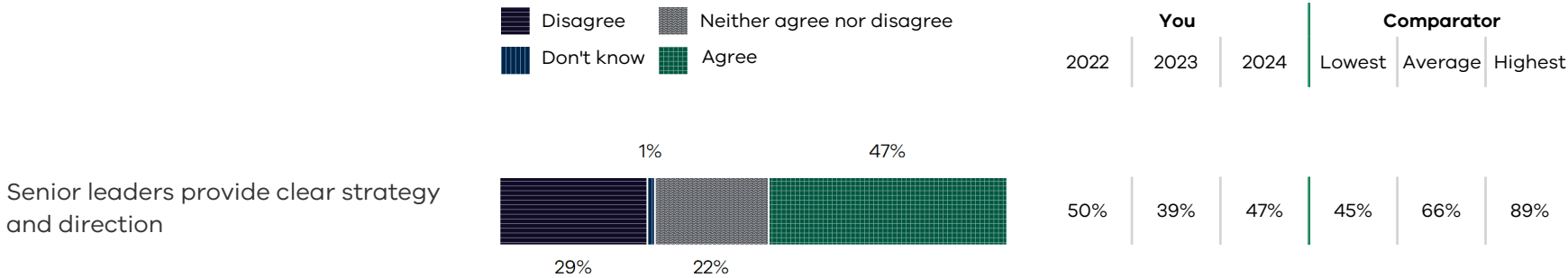
Example

47% 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



Public sector values

Respect 1 of 2

What is this

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 group's overall, lowest and highest scores with your own.

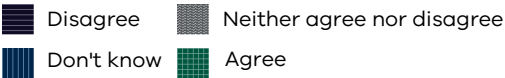
Example

75% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

Survey question

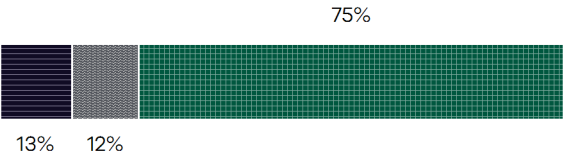
Your results

Benchmark agree results



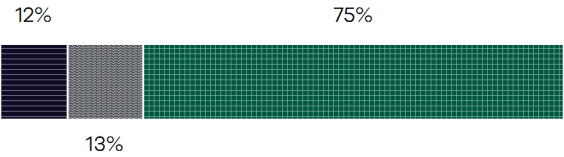
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

People in my workgroup treat each other with respect



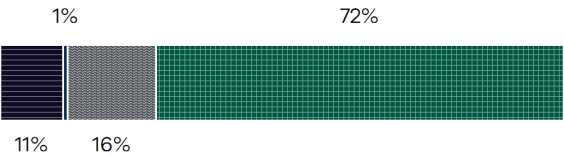
71%	78%	75%	50%	77%	93%
-----	-----	-----	-----	-----	-----

My manager treats employees with dignity and respect



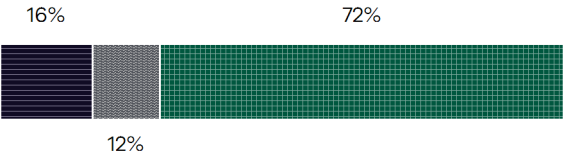
75%	74%	75%	69%	84%	95%
-----	-----	-----	-----	-----	-----

My organisation encourages respectful workplace behaviours



72%	66%	72%	67%	80%	95%
-----	-----	-----	-----	-----	-----

My manager listens to what I have to say



79%	65%	72%	69%	82%	95%
-----	-----	-----	-----	-----	-----

Public sector values

Respect 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.

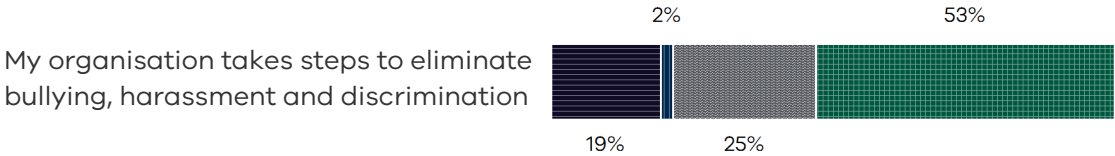
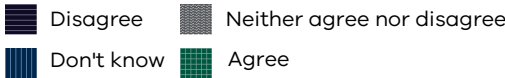
Example

53% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question

Your results

Benchmark agree results



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	59%	52%	53%	50%	68%	83%

Public sector values

Leadership

What is this

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 group's overall, lowest and highest scores with your own.

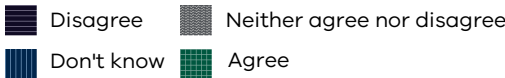
Example

72% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

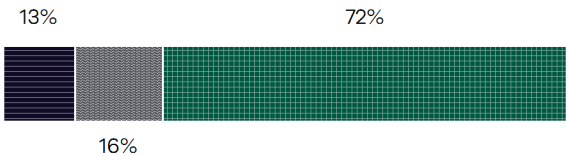
Survey question

Your results

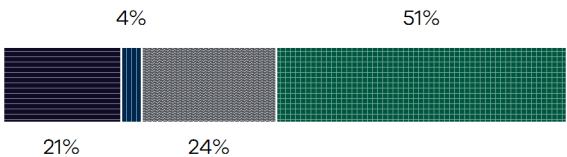
Benchmark agree results



My manager models my organisation's values



Senior leaders model my organisation's values



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
69%	67%	72%	68%	83%	93%
57%	46%	51%	55%	70%	88%

Public sector values

Human rights

What is this

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 group's overall, lowest and highest scores with your own.

Example

87% of your staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

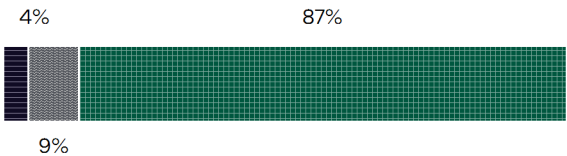
Survey question

Your results

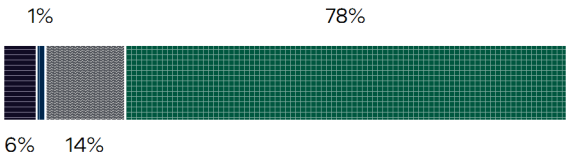
Benchmark agree results



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



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



People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay
- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate
- Patient safety climate

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support
- Safe to speak up

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

Public sector values

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

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Custom questions

- Questions requested by your organisation

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role



Topical questions

Topical questions

What is this

This is a group of survey questions that don't fit into our existing factor groups.

Why this is important

Answers to these questions provide useful information to help you understand your employees.

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 group's overall, lowest and highest scores with your own.

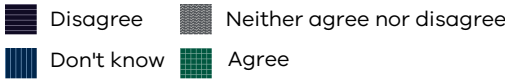
Example

88% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

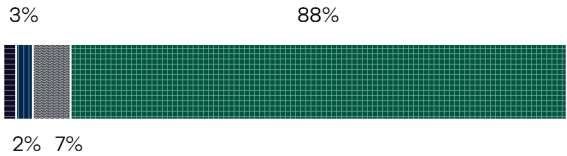
Survey question

Your results

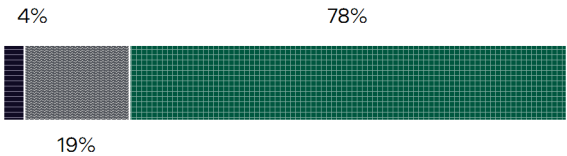
Benchmark agree results



I understand how the Code of Conduct for Victorian public sector employees applies to my work



I am proud to work in the public sector



2022	You		Comparator		
	2023	2024	Lowest	Average	Highest

Not asked	75%	88%	80%	90%	97%
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Not asked	Not asked	78%	71%	88%	98%
-----------	-----------	-----	-----	-----	-----

People matter survey

2024

Have your say

Overview

Report overview

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- Employment
- Adjustments
- Caring
- Categories
- Primary role



Custom questions

What is this

Your organisation asked 4 custom questions as part of the 2024 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 responded favourably to each question. In this report, 'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

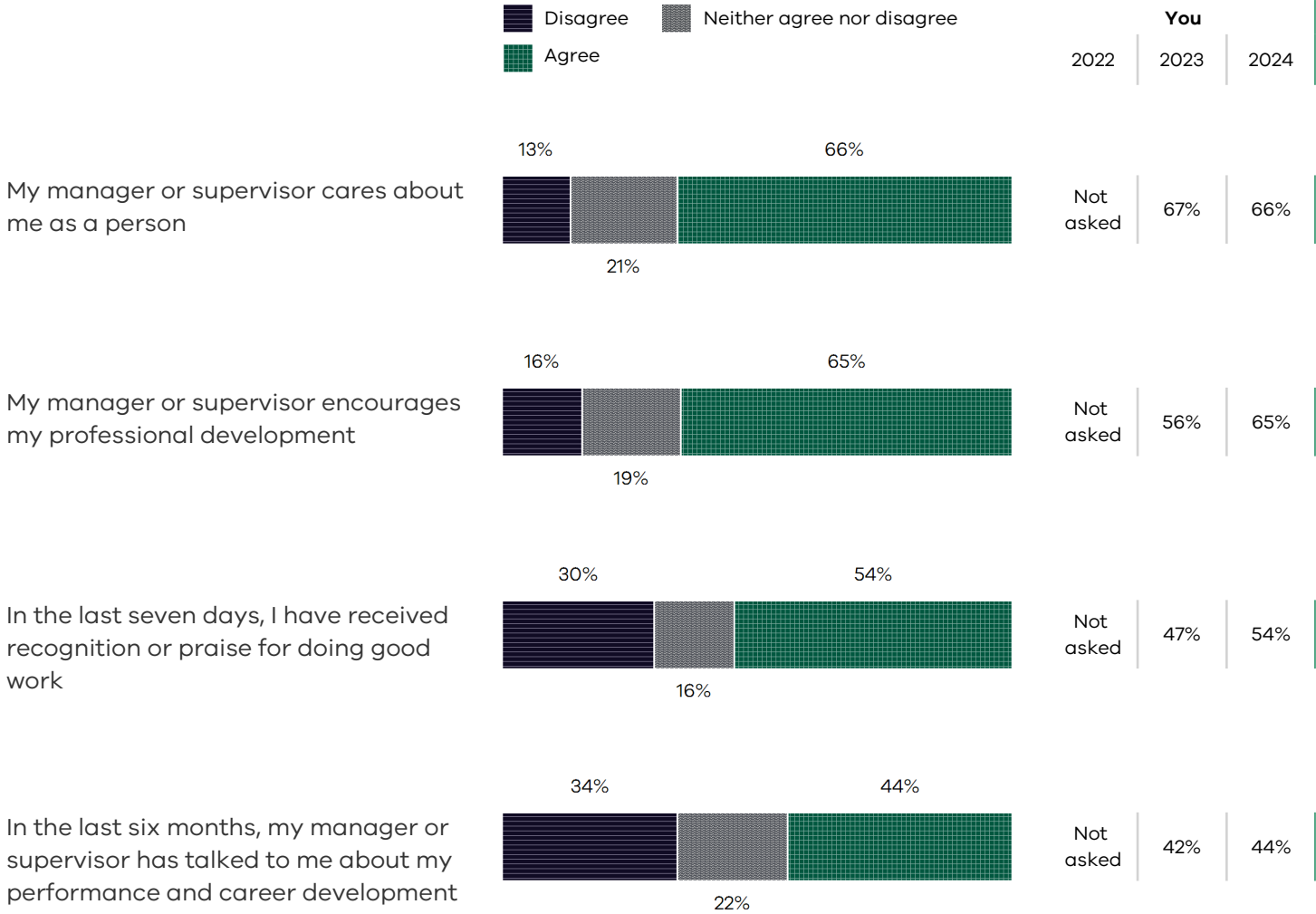
Example

66% of staff who did the survey agreed with the question 'My manager or supervisor cares about me as a person'.

Survey question

Your results

Benchmark agree results



People matter survey

2024

Have your say

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- Categories
- Primary role



Demographics

Age, gender, variations in sex characteristics and sexual orientation

What is this

This is how staff describe their age, gender, variations in sex characteristics and sexual orientation.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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

Age	(n)	%
15-34 years	11	8%
35-54 years	65	49%
55+ years	47	35%
Prefer not to say	11	8%

Gender	(n)	%
Woman	103	77%
Man	17	13%
Prefer not to say	14	10%
Non-binary and I use a different term	0	0%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	1	1%
No	121	90%
Prefer not to say	12	9%

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

	(n)	%
Yes	0	0%
No	123	92%
Don't know	2	1%
Prefer not to say	9	7%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	100	75%
Prefer not to say	25	19%
Asexual	3	2%
Bisexual	3	2%
Gay or lesbian	2	1%
Don't know	1	1%
I use a different term	0	0%
Pansexual	0	0%

Demographics

Aboriginal and/or Torres Strait Islander employees

What is this

This is staff who identify as Aboriginal and/or Torres Strait Islander.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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

Aboriginal and/or Torres Strait Islander	(n)	%
Yes	1	1%
Non Aboriginal and/or Torres Strait Islander	128	96%
Prefer not to say	5	4%

Demographics

Disability

What is this

This is staff who identify as a person with disability and how they share that information.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

This is staff who identify as a person with disability and how they share that information.

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

How we protect anonymity and privacy

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

Are you a person with disability?	(n)	%
Yes	11	8%
No	116	87%
Prefer not to say	7	5%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	7	64%
No	4	36%
Prefer not to say	0	0%

Demographics

Cultural diversity 1 of 2

What is this

These are the personal characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.
The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

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

Country of birth	(n)	%
Born in Australia	100	75%
Not born in Australia	18	13%
Prefer not to say	16	12%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Italian	6	30%
Tagalog	6	30%
Filipino	5	25%
Mandarin	3	15%
Auslan	2	10%
Other	2	10%
Australian Indigenous Language	1	5%
Cantonese	1	5%
Arabic	0	0%
Greek	0	0%
Gujarati	0	0%
Hindi	0	0%

Language other than English used with family or community	(n)	%
Yes	20	15%
No	108	81%
Prefer not to say	6	4%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Macedonian	0	0%
Malayalam	0	0%
Persian	0	0%
Punjabi	0	0%
Sinhalese	0	0%
Spanish	0	0%
Tamil	0	0%
Telugu	0	0%
Turkish	0	0%
Urdu	0	0%
Vietnamese	0	0%

Demographics

Cultural diversity 2 of 2

What is this

This is the cultural identity and religion of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.
The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

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Cultural identity	(n)	%
Australian	96	72%
Prefer not to say	13	10%
East and/or South-East Asian	10	7%
English, Irish, Scottish and/or Welsh	10	7%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	7	5%
Central Asian	4	3%
New Zealander	2	1%
Maori	1	1%
North American	1	1%
Other	1	1%
Aboriginal and/or Torres Strait Islander	0	0%
African	0	0%
Central and/or South American	0	0%
Middle Eastern	0	0%
Pacific Islander	0	0%
South Asian	0	0%

Religion	(n)	%
No religion	62	46%
Christianity	47	35%
Prefer not to say	19	14%
Other	3	2%
Buddhism	2	1%
Judaism	1	1%
Hinduism	0	0%
Islam	0	0%
Sikhism	0	0%

Demographics

Employment characteristics 1 of 2

What is this

These are the employment characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.
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Working arrangement	(n)	%
Full-Time	37	28%
Part-Time	97	72%

Gross base salary (ongoing/fixed term only)	(n)	%
Below \$80k	62	53%
\$80k to \$120k	37	31%
\$120k to \$160k	6	5%
\$160k to \$200k	0	0%
\$200k or more	1	1%
Prefer not to say	12	10%

Organisational tenure	(n)	%
<1 year	14	10%
1 to less than 2 years	26	19%
2 to less than 5 years	27	20%
5 to less than 10 years	37	28%
10 to less than 20 years	23	17%
More than 20 years	7	5%

Management responsibility	(n)	%
Non-manager	113	84%
Other manager	15	11%
Manager of other manager(s)	6	4%

Employment type	(n)	%
Ongoing and executive	101	75%
Other	19	14%
Fixed term	14	10%

Frontline worker	(n)	%
Yes	76	57%
No	58	43%

Demographics

Employment characteristics 2 of 2

What is this

These are the employment characteristics of staff.

Why this is important

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Primary workplace location over the last 3 months	(n)	%
Rural	128	96%
Large regional city	4	3%
Other	2	1%
Melbourne CBD	0	0%
Melbourne: Suburbs	0	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	44	33%
A frontline or service delivery location	67	50%
Home or private location	7	5%
A shared office space (where two or more organisations share the same workspace)	10	7%
Isolated or remote location/s where access to communications and help from others is difficult	5	4%
Other	14	10%

Flexible work	(n)	%
Part-time	49	37%
I do not use any flexible work arrangements	43	32%
Shift swap	29	22%
Flexible start and finish times	21	16%
Study leave	19	14%
Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours	18	13%
Working from an alternative location (e.g. home, hub/shared work space)	16	12%
Purchased leave	7	5%
Other	5	4%
Working more hours over fewer days	5	4%
Job sharing	2	1%

Demographics

Adjustments

What is this

These are adjustments staff requested to perform in their role.

Why this is important

This shows organisations how flexible they are in adjusting for staff.

How to read this

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Have you requested any of the following adjustments at work?

	(n)	%
No, I have not requested adjustments	87	65%
Flexible working arrangements	28	21%
Physical modifications or improvements to the workplace	13	10%
Career development support strategies	7	5%
Other	4	3%
Accessible communications technologies	3	2%
Job redesign or role sharing	2	1%

Why did you make this request?

	(n)	%
Work-life balance	18	38%
Caring responsibilities	17	36%
Family responsibilities	15	32%
Health	13	28%
Other	8	17%
Study commitments	3	6%
Disability	1	2%

What was your experience with making this request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	26	55%
The adjustments I needed were not made	12	26%
The adjustments I needed were made but the process was unsatisfactory	9	19%

Demographics

Caring

What is this

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

Each table shows the breakdown of responses from your survey.

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

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Caring responsibilities	(n)	%
None of the above	49	37%
Frail or aged person(s)	26	19%
Secondary school aged child(ren)	24	18%
Prefer not to say	18	13%
Primary school aged child(ren)	17	13%
Person(s) with a medical condition	14	10%
Child(ren) - younger than preschool age	9	7%
Preschool aged child(ren)	8	6%
Person(s) with disability	6	4%
Person(s) with a mental illness	5	4%
Other	3	2%

Demographics

Employment categories

What is this

This shows how many people in each employee category responded to the survey.

Why this is important

This helps you assess how representative of your organisation your survey was.

How to read this

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

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

How we protect anonymity and privacy

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Which of the following categories best describes your current position?	(n)	%
Nursing employees	51	38%
Management, Administration and Corporate support	34	25%
Support services	20	15%
Allied health - assistant	14	10%
Other health and social care	6	4%
Allied health - therapy discipline	5	4%
Community development	4	3%
Allied health - science discipline	0	0%
Counselling	0	0%
Lived experience specific worker	0	0%
Medical employees	0	0%
Pastoral / spiritual care	0	0%

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

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

How to read this

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

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

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Which of the following best describes the primary operational area in which you work?

	(n)	%
Hospital-based services	54	40%
Community-based services	37	28%
Residential aged care services	31	23%
Corporate services	12	9%
Mental health care services	0	0%
Prison-based services	0	0%

Is your primary work role in one of the following areas?

	(n)	%
Administration	26	19%
Aged care	57	43%
Critical care	1	1%
Drug and alcohol	0	0%
Emergency	5	4%
Maternity care	0	0%
Medical	8	6%
Mental health	1	1%
Mixed medical/surgical	5	4%
Neonatal care	0	0%
Palliative care	0	0%
Paediatrics	0	0%
Peri-operative	1	1%
Rehabilitation	1	1%
Surgical	0	0%
Other	29	22%



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