Ambulance Victoria
2024 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

Have your say

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- 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
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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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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.

Senior leadership → **Organisation climate** → **Workgroup climate** → **Job and manager** → **Outcomes**

- Lead the organisation
- Set the culture
- Lead by example
- Actions influence outcomes

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

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

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

- Engagement
- Satisfaction
- Wellbeing - work-related stress
- Wellbeing - job related affect
- Intention to stay
- Acting on negative behaviours
- Inclusion

The public sector values that underpin the framework and all public sector organisations

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

We try to make sure they're in the same industry your organisation is in.

Some organisations may not have taken part in the survey previously. This means your comparator group may be different to previous years.

How we use this in your report

In this report, we compare your organisation's survey results to your comparator group's results.

This is so you can compare how your organisation is doing in your industry or to similar organisations.

We refer to your comparator group in this report as 'comparator'.

Alfred Health

Austin Health

Dental Health Services Victoria

Melbourne Health

Monash Health

Northern Health

Peninsula Health

Peter MacCallum Cancer Centre

Royal Children's Hospital

Royal Victorian Eye and Ear Hospital

Royal Women's Hospital

The Queen Elizabeth Centre

Tweddle Child and Family Health Service

Victorian Institute of Forensic Mental Health

Western Health

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	
19% (1513)	
Comparator	30%
Public Sector	42%

2024	
15% (1168)	
Comparator	32%
Public Sector	44%

People matter survey 2024

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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	
50	
Comparator	71
Public Sector	68

2024	
47	
Comparator	71
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 47.

Why this is important

High engagement drives greater productivity, employee wellbeing and lower absences, turnover and workplace stress.

How to read this

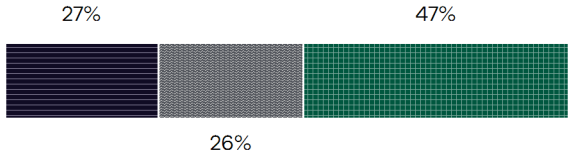
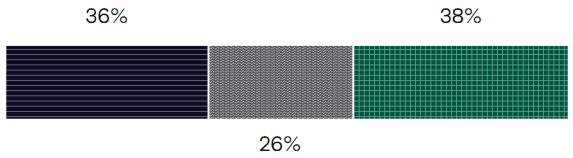
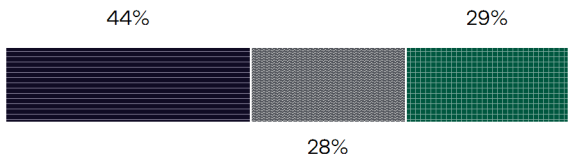
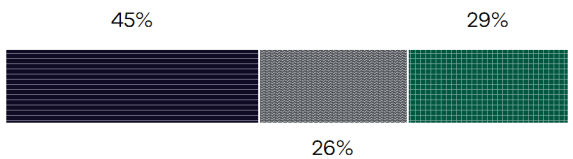
Under 'Your results', see results for each question in descending order by most agreed.

'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

47% 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	You			Comparator		
	Disagree / Neither agree nor disagree / Agree	2022	2023	2024	Lowest	Average	Highest
I am proud to tell others I work for my organisation		57%	55%	47%	64%	80%	92%
I feel a strong personal attachment to my organisation		46%	43%	38%	53%	64%	75%
My organisation inspires me to do the best in my job		34%	32%	29%	57%	69%	86%
My organisation motivates me to help achieve its objectives		35%	32%	29%	59%	68%	89%

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 47.

Why this is important

High engagement drives greater productivity, employee wellbeing and lower absences, turnover and workplace stress.

How to read this

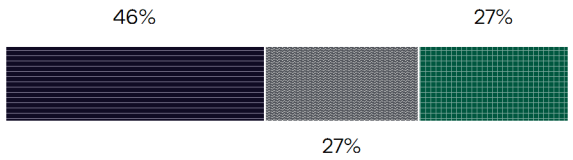
Under 'Your results', see results for each question in descending order by most agreed.

'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

27% of your staff who did the survey agreed or strongly agreed with 'I would recommend my organisation as a good place to work'.

Survey question	Your results	Benchmark agree results					
	Disagree / Neither agree nor disagree / Agree	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I would recommend my organisation as a good place to work		34%	31%	27%	56%	73%	89%

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.

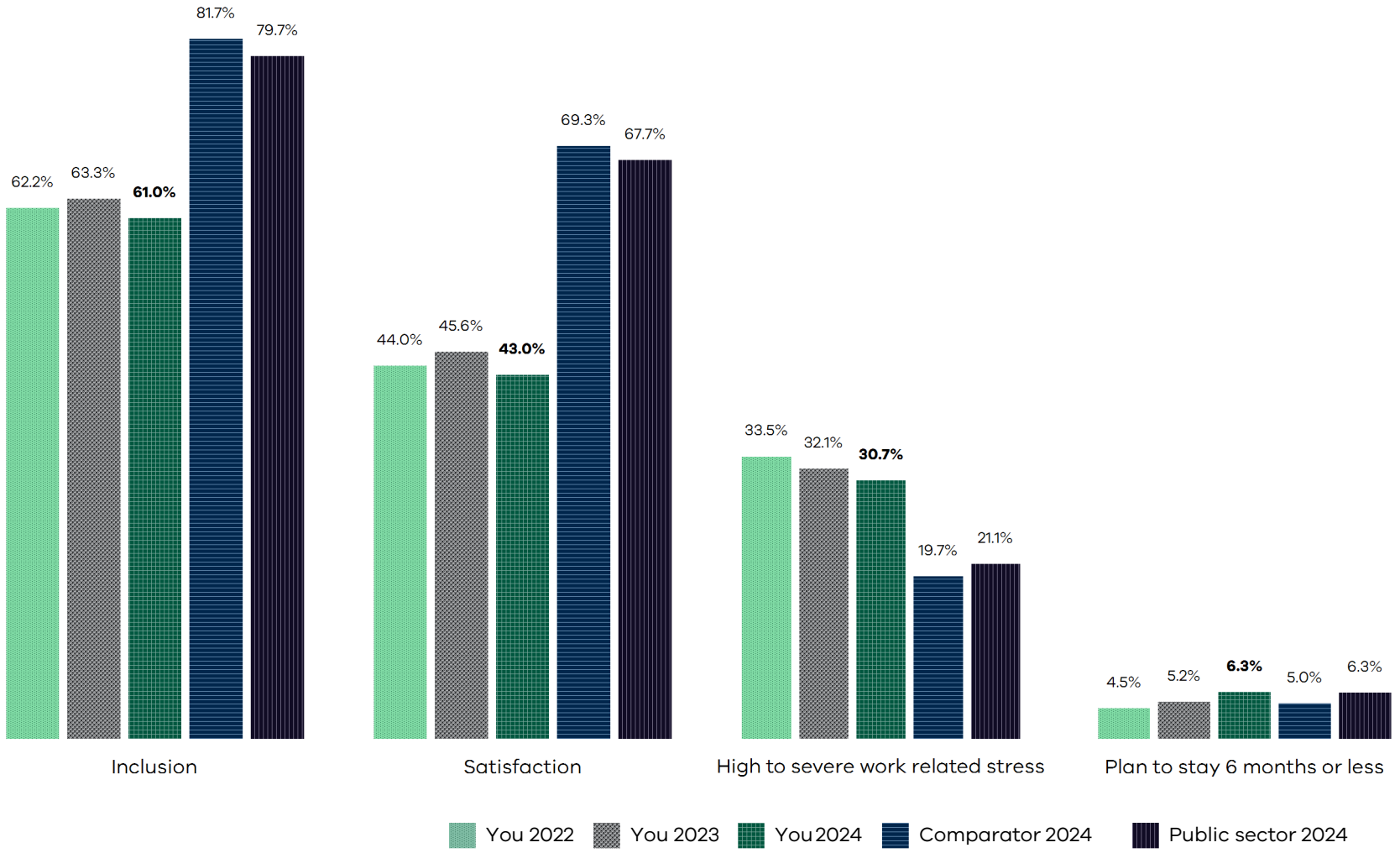
Example

In 2024:

- 61.0% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 81.7% 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

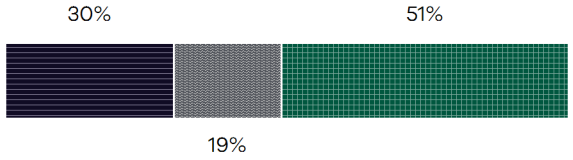
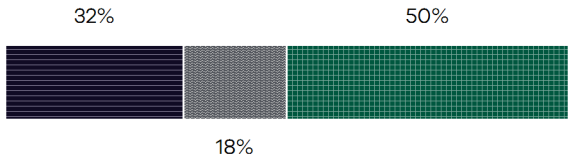
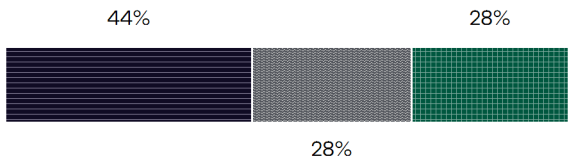
Under 'Your results" see results for each question in descending order by most satisfied.

'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

51% 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	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
Considering everything, how satisfied are you with your current job		51%	53%	51%	71%	75%	86%
How satisfied are you with the work/life balance in your current job		46%	51%	50%	66%	70%	86%
How satisfied are you with your career development within your current organisation		34%	33%	28%	53%	63%	72%

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.

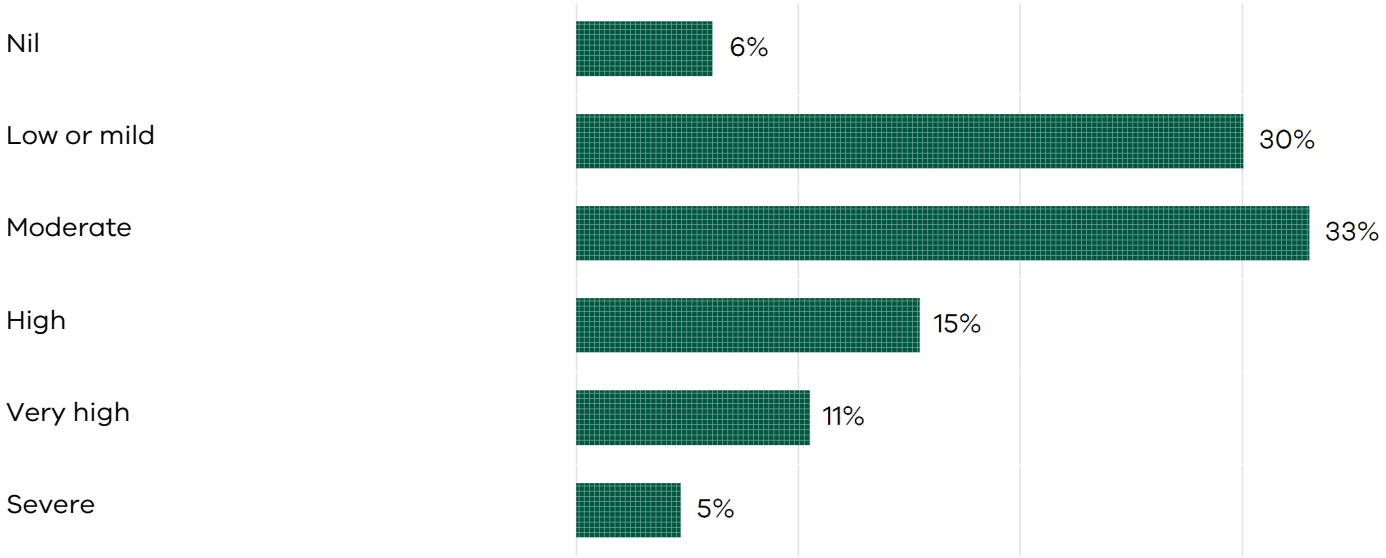
The graph at the top shows how staff in your group rated their current levels of work-related stress.

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

31% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 20% 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

2023		2024	
32%		31%	
Comparator	22%	Comparator	20%
Public Sector	24%	Public Sector	21%

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

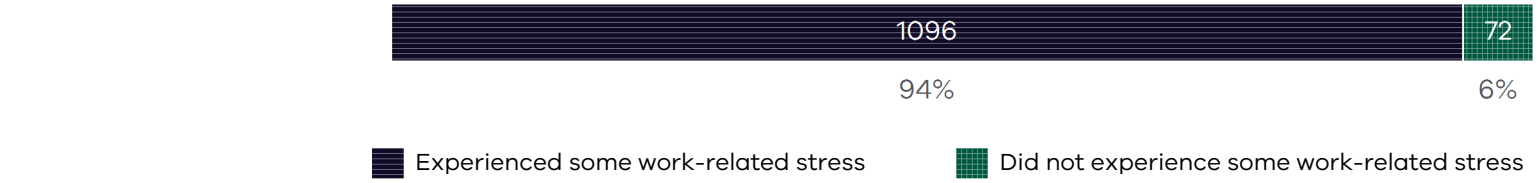
In the survey, we ask staff to tell us if they have experienced mild to severe stress at work, as shown in the visual above the table.

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

94% of your staff who did the survey said they experienced mild to severe stress. Of that 94%, 37% said the top reason was 'Workload' .



Of those that experienced work related stress it was from ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Workload	43%	37%	50%	48%
Time pressure	27%	22%	40%	41%
Organisation or workplace change	14%	21%	8%	12%
Work that doesn't match my skills or experience	19%	19%	5%	6%
Competing home and work responsibilities	19%	18%	14%	13%
Other	18%	18%	13%	13%
Work schedule or hours	22%	18%	9%	7%
Management of work (e.g. supervision, training, information, support)	17%	17%	12%	12%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	15%	16%	14%	13%
Dealing with clients, patients or stakeholders	11%	15%	20%	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

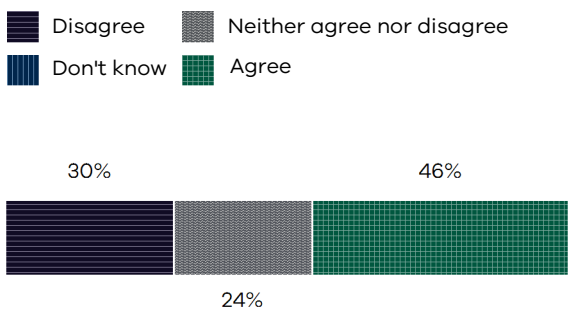
Under 'Your results', see results for each question in descending order by most agreed.

'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

46% of your staff who did the survey said the amount of stress in their job was manageable.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
The amount of stress in my job is manageable		Not asked	Not asked	46%	59%	62%	83%

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

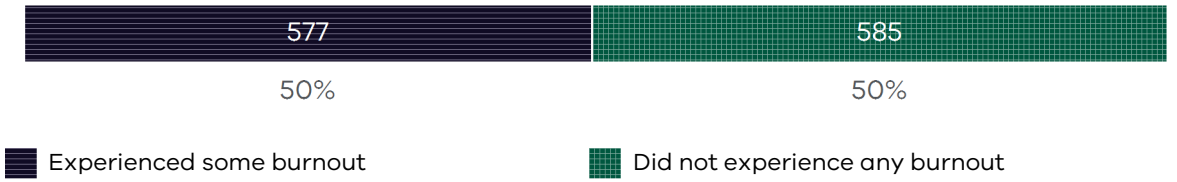
Burnout can affect negatively affect peoples health and wellbeing as well as their performance and behaviour.

How to read this

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

Example

50% of your staff who did the survey said they felt burnout at work.
Of that 50%, 41% 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	39%	41%	49%	49%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	27%	28%	21%	21%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	13%	14%	6%	6%
I enjoy my work. I have no symptoms of burnout	13%	10%	20%	20%
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	8%	8%	3%	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

8% 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	5%	6%	5%	6%
Over 6 months and up to 1 year	7%	8%	8%	9%
Over 1 year and up to 3 years	17%	21%	22%	24%
Over 3 years and up to 5 years	15%	15%	16%	16%
Over 5 years	57%	50%	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

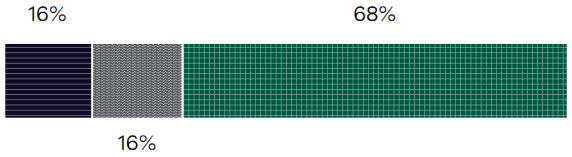
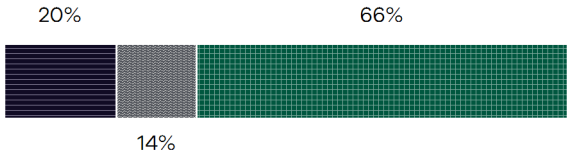
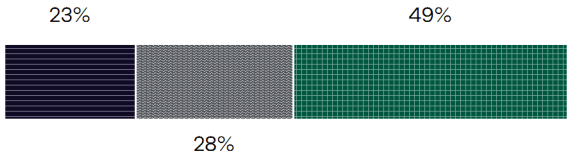
Under 'Your results', see results for each question in descending order by most agreed.

'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

68% 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					
	Disagree / Neither agree nor disagree / Agree	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I feel culturally safe at work		67%	69%	68%	75%	85%	89%
I can be myself at work		65%	67%	66%	73%	83%	88%
I feel as if I belong at this organisation		54%	54%	49%	67%	77%	87%

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

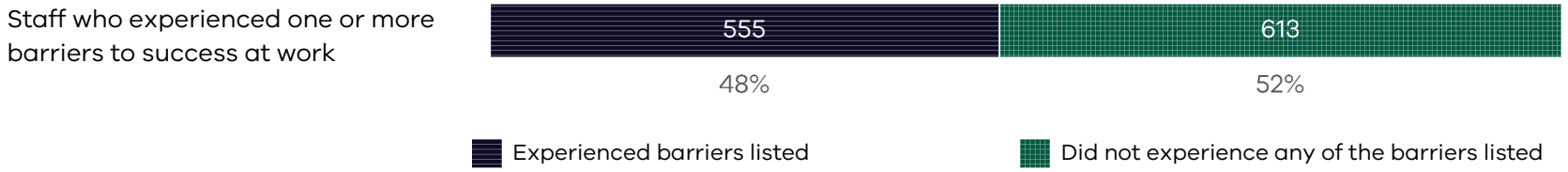
These results can show areas of focus for improvement to enable employee success in the workplace.

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

20% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My sex'.



During the last 12 months, employees experienced barriers to their success due to ...	You 2023	You 2024	Comparator 2024	Public sector 2024
My sex	20%	20%	3%	4%
My age	16%	19%	7%	7%
My flexible working	17%	16%	7%	6%
My caring responsibilities	13%	14%	7%	7%
My mental health	10%	10%	6%	7%
My physical health	5%	4%	4%	4%
My industrial activity	3%	4%	1%	1%
My cultural background	3%	4%	4%	3%
My gender identity	4%	3%	1%	1%
My race	3%	3%	2%	2%

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.

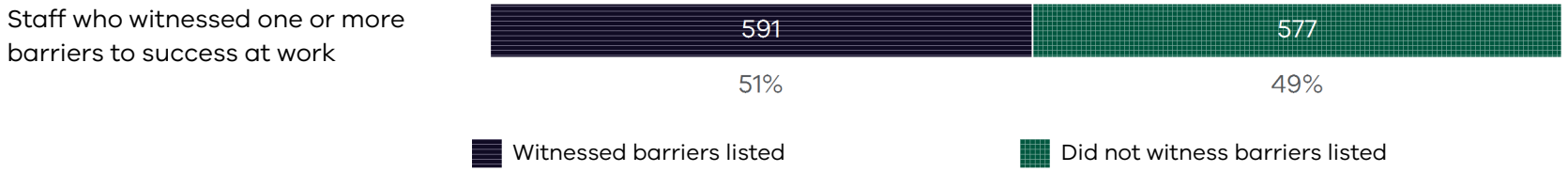
How to read this

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

28% of your staff who did the survey said they have witnessed barriers to success of other employees in the last 12 months due to 'Flexible working'.



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
Flexible working	31%	28%	10%	9%
Sex	24%	24%	4%	5%
Caring responsibilities	21%	20%	8%	7%
Age	18%	18%	6%	6%
Mental health	14%	13%	6%	7%
Industrial activity	5%	9%	1%	2%
Physical health	8%	7%	4%	4%
Gender identity	6%	6%	2%	2%
Cultural background	5%	5%	7%	5%
Race	5%	4%	4%	3%

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

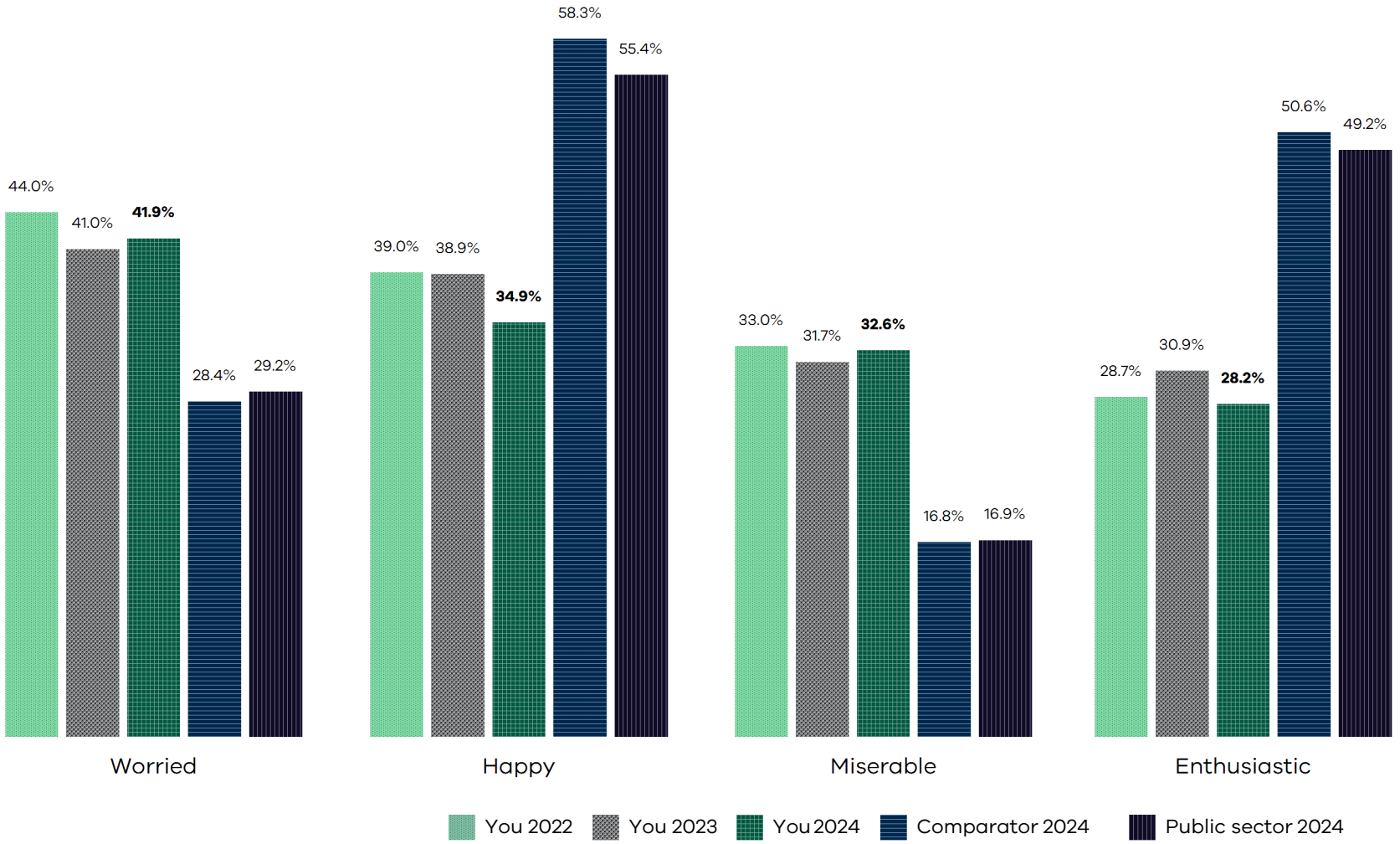
In 2024:

- 34.9% of your staff who did the survey said work made them feel happy.

Compared to:

- 58.3% of staff in your comparator group and 55.4% of staff across the public sector.

Thinking about the last three months, how often has work made you feel ...



People outcomes

Scorecard: negative behaviours

What 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.

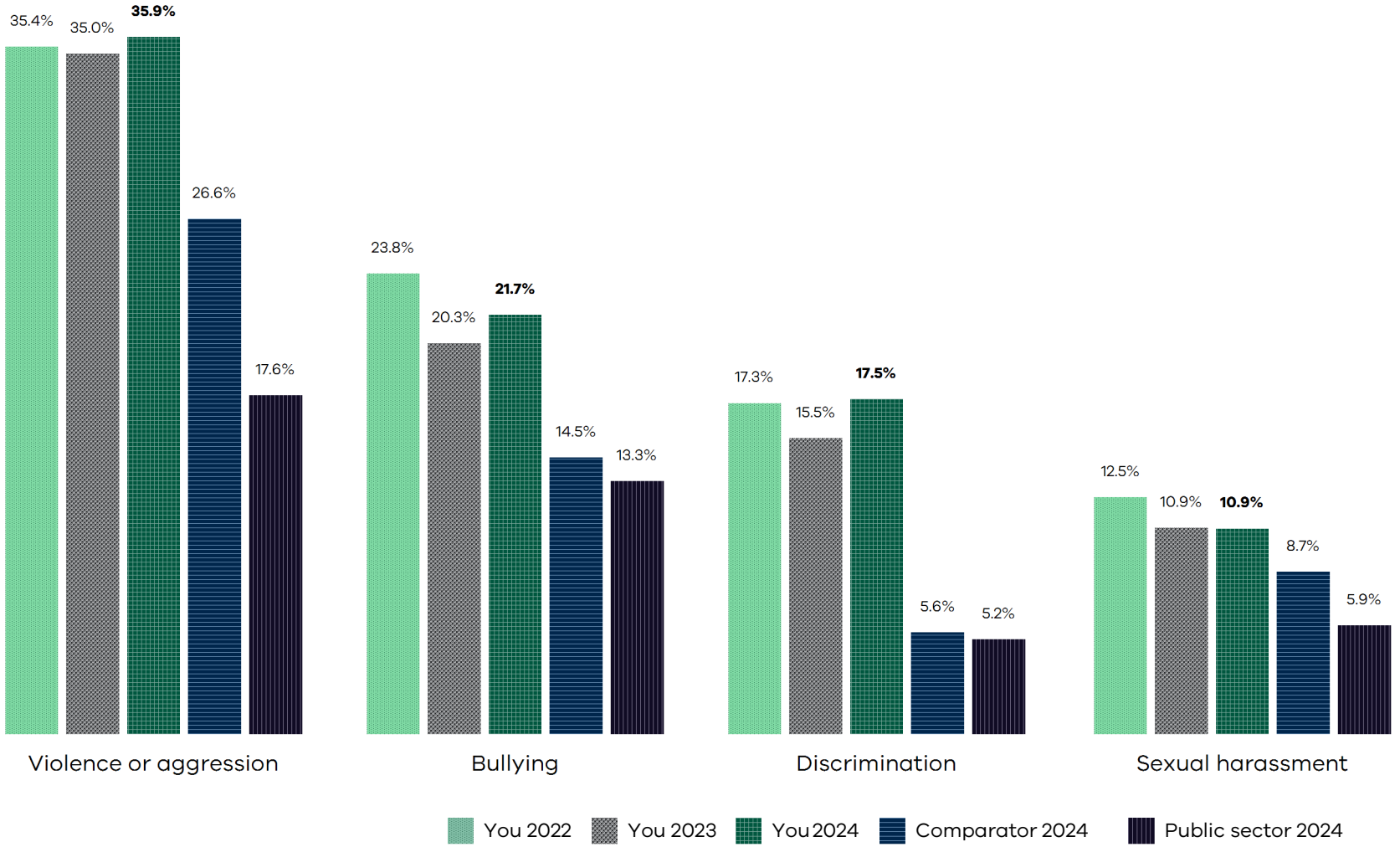
Example

In 2024:

- 35.9% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months.

Compared to:

- 26.6% of staff in your comparator group and 17.6% 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.

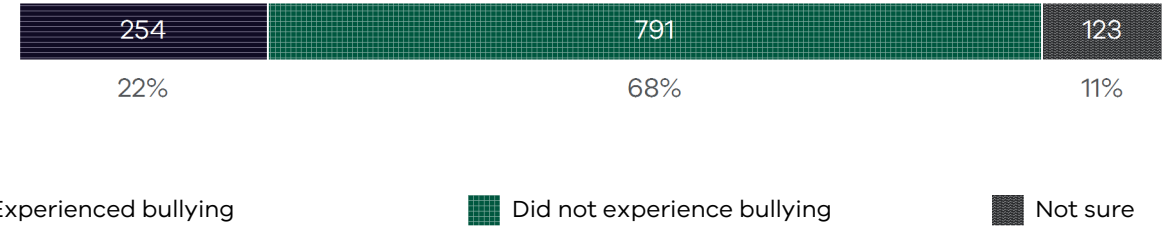
In descending order, the table shows the answers.

Example

22% of your staff who did the survey said they experienced bullying.

Of that 22%, 75% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

Have you experienced bullying at work in the last 12 months?



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)	64%	75%	69%	69%
Exclusion or isolation	48%	44%	38%	42%
Intimidation and/or threats	36%	34%	30%	30%
Withholding essential information for me to do my job	30%	29%	22%	28%
Verbal abuse	16%	17%	22%	21%
Other	14%	13%	15%	15%
Being assigned meaningless tasks unrelated to my job	14%	10%	13%	13%
Being given impossible assignment(s)	7%	5%	8%	9%
Interference with my personal property and/or work equipment	6%	4%	4%	4%

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.

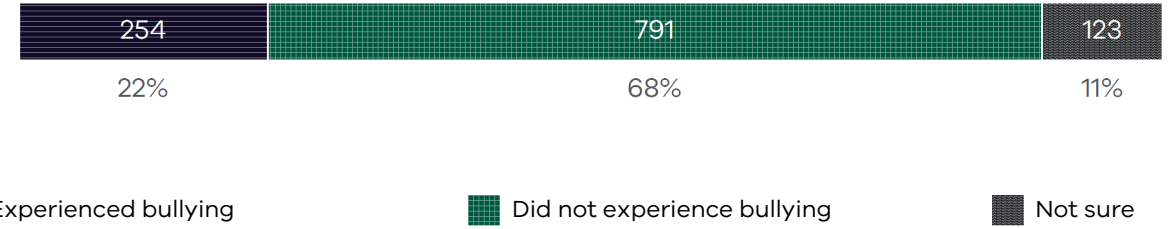
In descending order, the table shows the answers.

Example

22% of your staff who did the survey said they experienced bullying, of which

- 45% said the top way they reported the bullying was 'Told a manager'.
- 75% said they didn't submit a formal complaint.

Have you experienced bullying at work in the last 12 months?



Did you tell anyone about the bullying?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	46%	45%	48%	50%
Told a colleague	40%	39%	43%	41%
Told a friend or family member	37%	31%	36%	35%
Submitted a formal complaint	19%	25%	13%	12%
Told the person the behaviour was not OK	16%	17%	16%	16%
I did not tell anyone about the bullying	13%	13%	12%	12%
Told employee assistance program (EAP) or peer support	8%	11%	8%	10%
Told someone else	13%	9%	11%	11%
Told human resources	7%	8%	10%	13%

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.

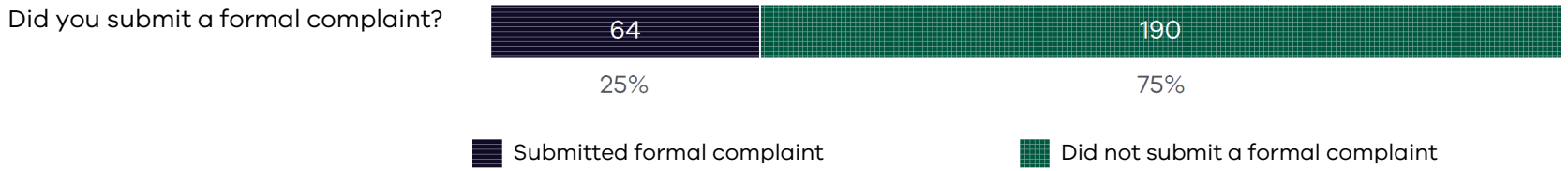
How to read this

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

75% of your staff who experienced bullying did not submit a formal complaint, of which:

- 59% 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	57%	59%	53%	52%
I believed there would be negative consequences for my reputation	57%	49%	47%	49%
I believed there would be negative consequences for my career	46%	46%	35%	38%
Other	14%	25%	15%	16%
I didn't feel safe to report the incident	17%	17%	20%	20%
I thought the complaint process would be embarrassing or difficult	14%	13%	12%	12%
I didn't think it was serious enough	9%	12%	21%	18%
I didn't need to because I made the bullying stop	7%	8%	6%	6%
I believed there would be negative consequences for the person I was going to complain about	7%	6%	11%	10%
I was advised not to	6%	4%	5%	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, 22% 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.

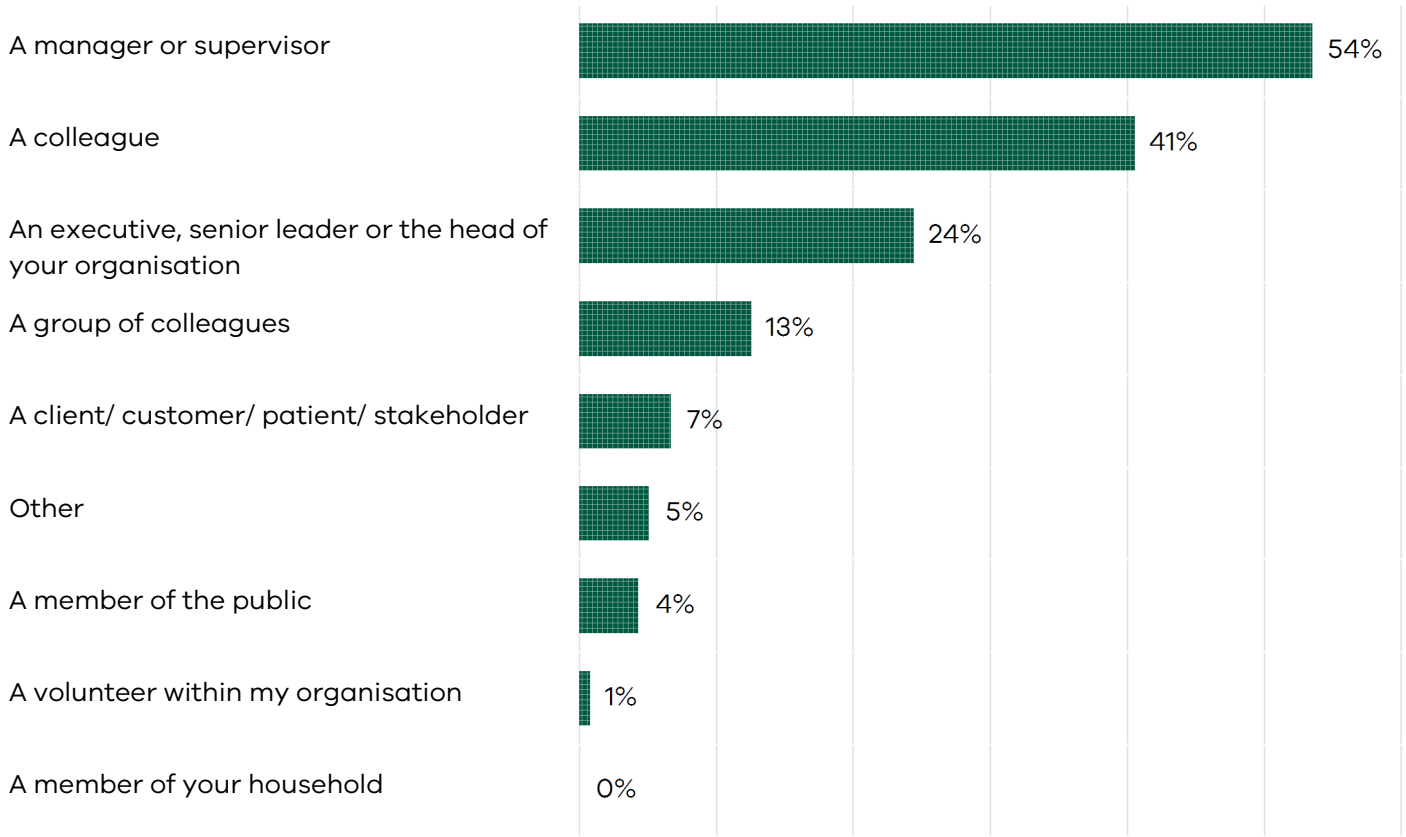
Each row is one perpetrator or group of perpetrators.

Example

22% of your staff who did the survey said they experienced bullying.

Of that 22%, 54% said it was by 'A manager or supervisor'.

254 people (22% 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, 22% 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.

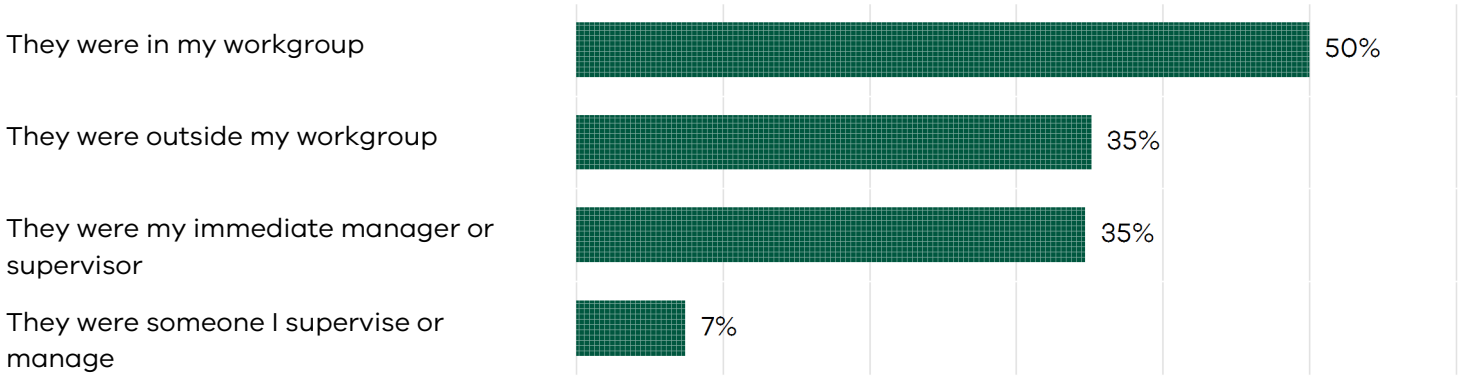
Example

22% of your staff who did the survey said they experienced bullying.

Of that 22%, 95% said it was by someone within the organisation.

Of that 95%, 50% said it was 'They were in my workgroup'.

242 people (95% of staff who experienced bullying) experienced bullying from within your organisation (You 2024)



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.

How to read this

In the survey, we asked staff to tell us if they'd experienced sexual harassment at work.

If they did, they could tell us with one or more answers what they experienced.

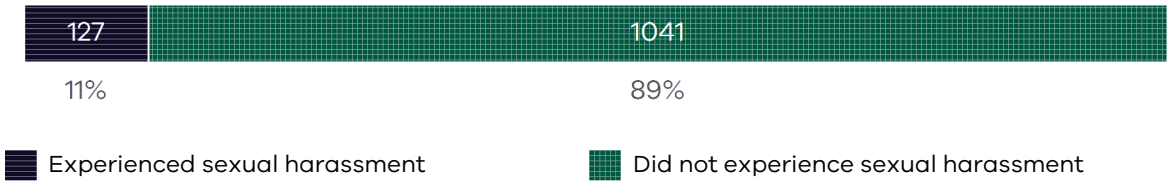
In descending order, the table shows the top 10 answers.

Example

11% of your staff who did the survey said they experienced sexual harassment.

Of those, 63% said the top type was 'Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)'.

Have you experienced sexual harassment at work in the last 12 months?



Behaviours reported	You 2023	You 2024	Comparator 2024	Public sector 2024
Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)	67%	63%	55%	53%
Intrusive questions about my private life or comments about my physical appearance	52%	50%	53%	50%
Inappropriate physical contact	18%	28%	26%	23%
Inappropriate staring or leering that made me feel intimidated	16%	21%	20%	17%
Unwelcome touching, hugging, cornering or kissing	18%	20%	21%	20%
Sexual gestures, indecent exposure or inappropriate display of the body	11%	12%	13%	9%
Any other unwelcome conduct of a sexual nature	5%	9%	9%	9%
Repeated or inappropriate invitations to go out on dates	4%	6%	5%	5%
Request or pressure for sex or other sexual act	1%	4%	2%	2%
Sexually explicit posts or messages on social media	2%	2%	1%	1%

People outcomes

Response to sexual harassment

What is this

This is how staff responded when they experienced sexual harassment.

Why this is important

How staff respond when they experience sexual harassment may help organisations work out what action they need to take.

How to read this

In the survey, we asked staff to tell us if they'd experienced sexual harassment at work.

If they did, they could tell us with one or more answers how they responded.

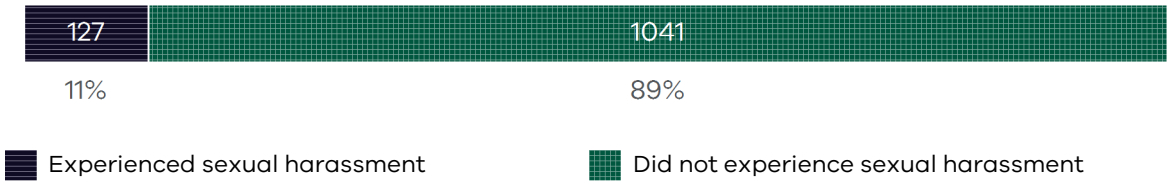
In descending order, the table shows the top 10 answers.

Example

11% of your staff who did the survey said they experienced sexual harassment.

Of those, 47% said the top response was 'Pretended it didn't bother me'.

Have you experienced sexual harassment at work in the last 12 months?



When the harassment happened to you, did you respond in any of the following ways?	You 2023	You 2024	Comparator 2024	Public sector 2024
Pretended it didn't bother me	40%	47%	37%	40%
Tried to laugh it off or forget about it	44%	46%	38%	39%
Avoided the person(s) by staying away from them	33%	39%	37%	36%
Told the person the behaviour was not OK	33%	30%	43%	34%
Told a colleague	23%	27%	34%	30%
Told a friend or family member	19%	24%	22%	21%
Avoided locations where the behaviour might occur	16%	11%	13%	14%
Told a manager	17%	11%	27%	24%
Took time off work	12%	7%	4%	5%
Submitted a formal complaint	8%	6%	10%	7%

People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What is this

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

Why this is important

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

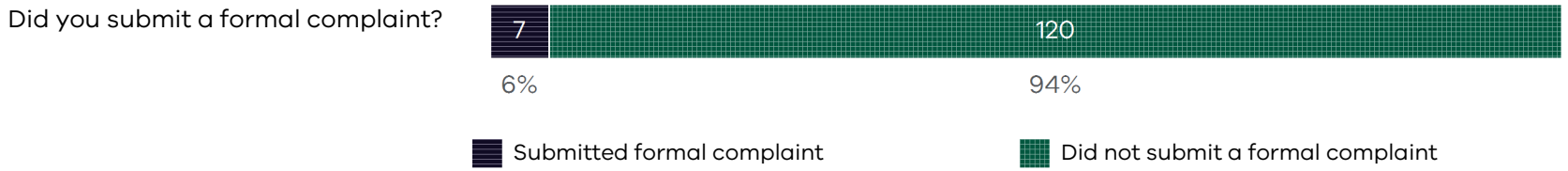
How to read this

In the survey, we asked staff to tell us if they'd experienced sexual harassment at work. We then asked them if they submitted a formal complaint. 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

94% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 58% 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	58%	58%	39%	40%
I didn't think it was serious enough	44%	40%	51%	46%
I believed there would be negative consequences for my reputation	33%	29%	19%	26%
I believed there would be negative consequences for my career	26%	26%	11%	17%
I didn't need to because I no longer had contact with the person(s) who harassed me	19%	17%	12%	10%
I thought the complaint process would be embarrassing or difficult	8%	14%	9%	10%
Other	5%	11%	14%	14%
I didn't need to because I made the harassment stop	7%	9%	11%	10%
I believed there would be negative consequences for the person I was going to complain about	11%	8%	9%	11%
I didn't feel safe to report the incident	10%	7%	6%	7%

People outcomes

Perpetrators of sexual harassment

What is this

This is who staff have said are responsible for sexual harassment.

Why this is important

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

How to read this

In this year's survey, 11% of your staff said they experienced sexual harassment.

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.

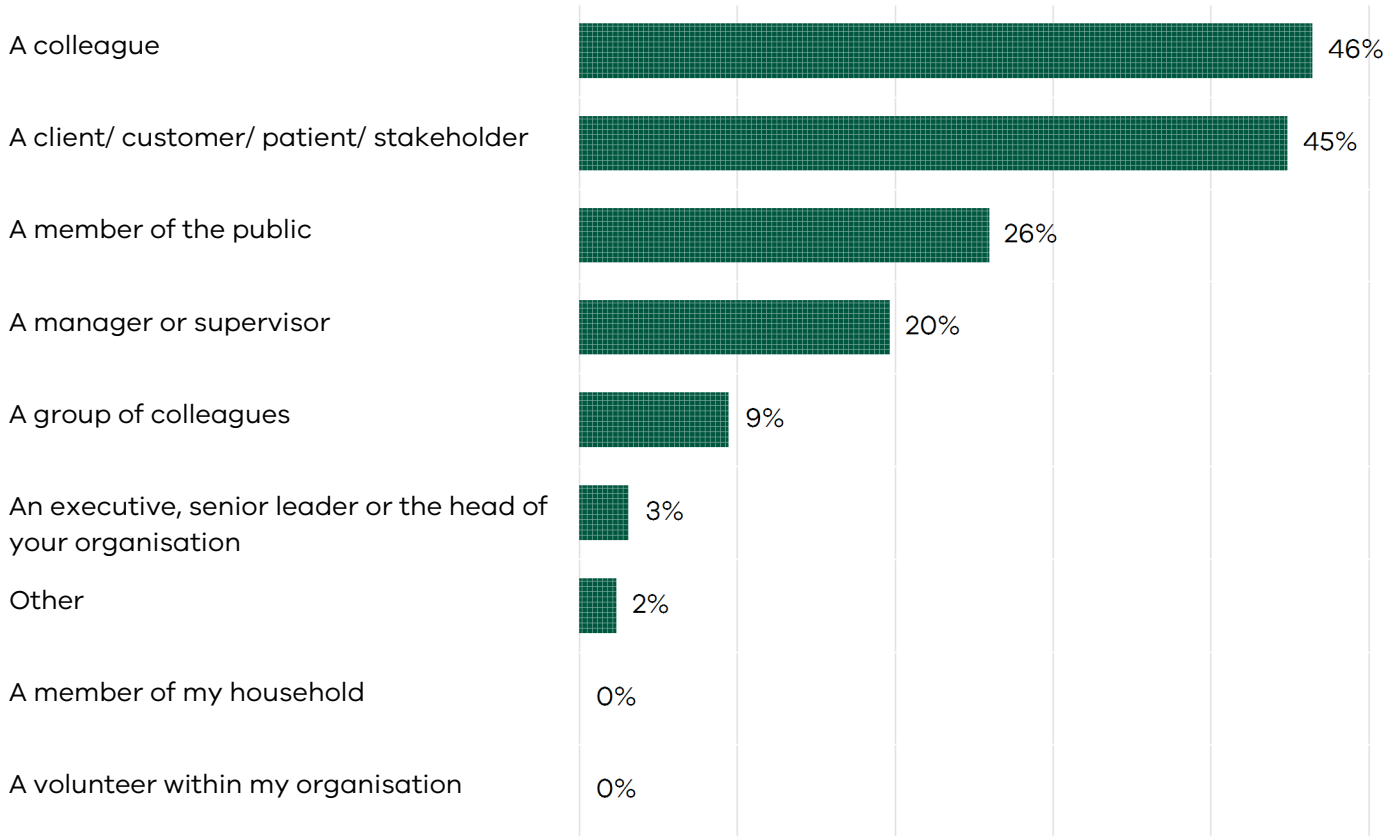
Each row is one perpetrator or group of perpetrators.

Example

11% of your staff who did the survey said they experienced sexual harassment.

Of that 11%, 46% said it was by 'A colleague'.

127 people (11% of staff) experienced sexual harassment (You 2024)



People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

In this year's survey, 11% of your staff said they experienced sexual harassment.

If they experienced sexual harassment 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 sexual harassment to different workplace relationships.

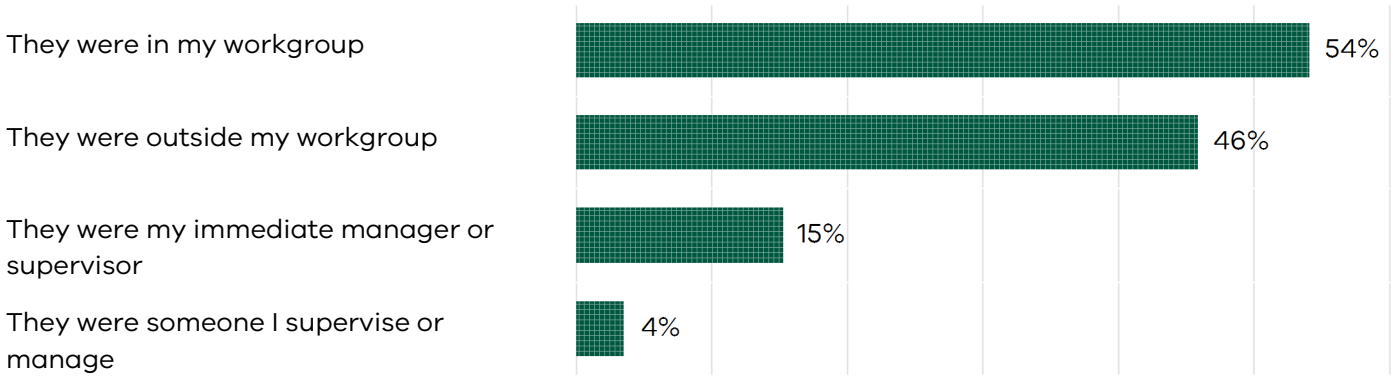
Example

11% of your staff who did the survey said they experienced sexual harassment.

Of that 11%, 67% said it was by someone within the organisation.

Of that 67%, 54% said it was 'They were in my workgroup'.

85 people (67% of staff who experienced harassment) experienced harassment from within your organisation (You 2024)



People outcomes

Frequency of sexual harassment

What is this

This is how often staff experienced sexual harassment.

Why this is important

Understanding the frequency staff experienced sexual harassment may help organisations work out what action to take.

How to read this

In this year's survey, 11% of your staff said they experienced sexual harassment.

If they did, they could tell us how often they experienced this behaviour.

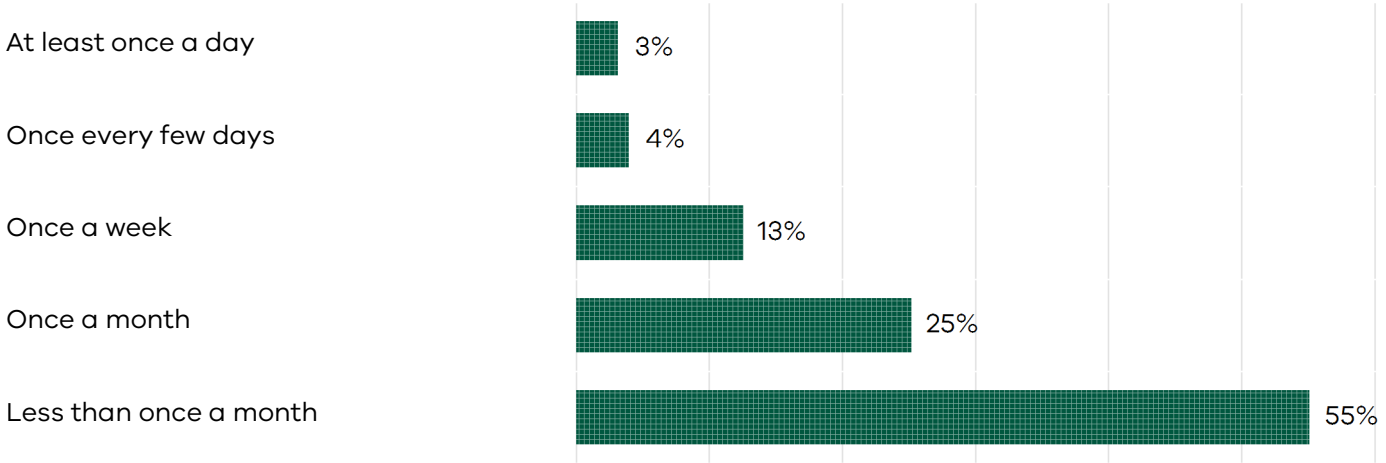
The graph shows how often staff were experiencing sexual harassment.

Example

11% of your staff who did the survey said they experienced sexual harassment.

Of that 11%, 3% said it was 'At least once a day'.

How often have you experienced the behaviour(s)? (You 2024)



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.

How to read this

In the survey, we asked staff to tell us if they'd experienced discrimination.
If they did, they could tell us with one or more answers what what attributes the discrimination was based on.
In descending order, the table shows the top 10 types.

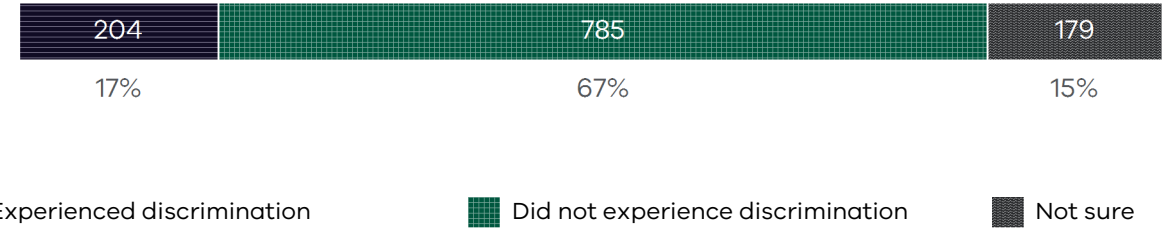
What results are shown

Results for response options with 10 or more responses.

Example

17% of your staff who did the survey said they experienced discrimination.
Of that 17%, 36% said it was 'My sex'.

Have you experienced discrimination at work in the last 12 months?



Why were you discriminated against?	You 2023	You 2024	Comparator 2024	Public sector 2024
My sex	34%	36%	13%	18%
My age	32%	34%	24%	27%
My parent or carer status (including pregnancy and breastfeeding)	23%	25%	12%	13%
My employment activity	35%	23%	29%	28%
My gender identity	9%	9%	5%	6%
My industrial and/or political activity	5%	7%	4%	6%
My race	6%	7%	30%	21%
My personal association with someone who has any of the above attributes (whether as a relative or otherwise)	6%	7%	6%	7%
My disability	8%	5%	8%	11%

People outcomes

Type of discrimination

What is this

This is what types of discrimination staff report experiencing in their organisation.

Why this is important

Understanding what types of discrimination happen means an organisation can work out what action to take.

How to read this

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

If they did, they could tell us with one or more answers what they experienced.

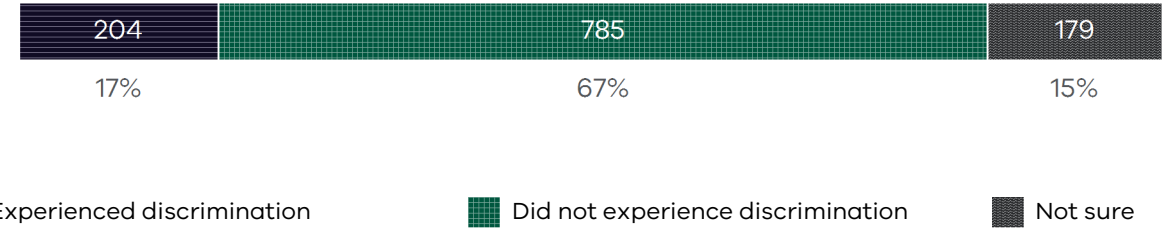
In descending order, the table shows the top 10 types.

Example

17% of your staff who did the survey said they experienced discrimination.

Of that 17%, 54% said it was 'Opportunities for promotion'.

Have you experienced discrimination at work in the last 12 months?



If you experienced discrimination, what type of discrimination did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Opportunities for promotion	60%	54%	32%	35%
Opportunities for training or professional development	34%	31%	25%	24%
Denied flexible work arrangements or other adjustments	30%	31%	23%	22%
Opportunities for transfer/secondment	29%	27%	7%	12%
Other	19%	20%	43%	41%
Employment security - threats of dismissal or termination	10%	10%	9%	12%
Access to leave	5%	6%	10%	8%
Pay or conditions offered by employer	12%	5%	8%	10%

People outcomes

Telling someone about the discrimination

What is this

This is who staff told about the discrimination they experienced.

Why this is important

Understanding who staff tell about their discrimination can inform how organisations can support staff.

How to read this

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

If they did, they could tell us with one or more answers who they told.

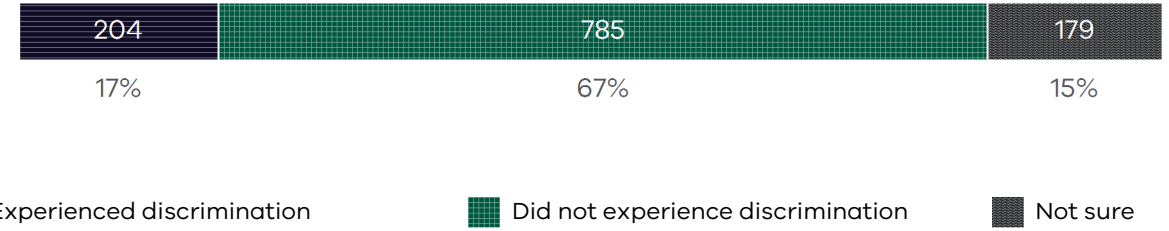
In descending order, the table shows the answers.

Example

17% of your staff who did the survey said they experienced discrimination, of which

- 32% said the top way they reported the discrimination was 'Told a friend or family member'.
- 85% said they didn't submit a formal complaint.

Have you experienced discrimination at work in the last 12 months?



Did you tell anyone about the discrimination?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a friend or family member	27%	32%	32%	32%
Told a manager	30%	32%	25%	29%
Told a colleague	35%	31%	38%	38%
I did not tell anyone about the discrimination	28%	29%	23%	24%
Submitted a formal complaint	15%	15%	8%	8%
Told human resources	6%	9%	9%	11%
Told someone else	17%	9%	14%	14%
Told employee assistance program (EAP) or peer support	7%	7%	8%	9%
Told the person the behaviour was not OK	6%	5%	10%	9%

People outcomes

Discrimination - reasons for not submitting a formal complaint

What is this

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

Why this is important

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

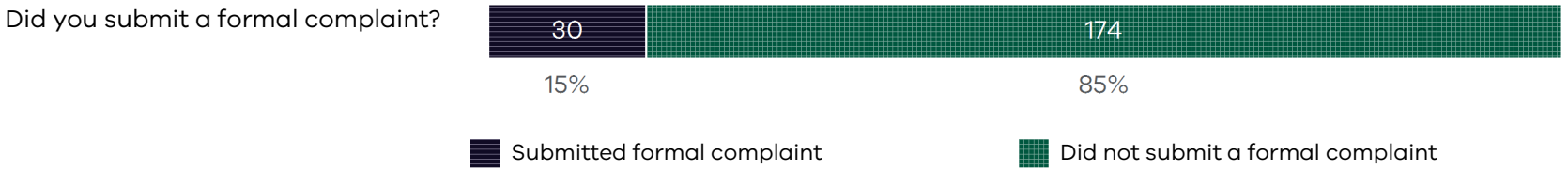
How to read this

In the survey, we asked staff to tell us if they'd experienced discrimination at work. We then asked them if they submitted a formal complaint. 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

85% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 66% 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	67%	66%	59%	59%
I believed there would be negative consequences for my career	56%	52%	43%	49%
I believed there would be negative consequences for my reputation	52%	51%	45%	51%
I didn't feel safe to report the incident	16%	17%	21%	20%
Other	11%	14%	11%	11%
I thought the complaint process would be embarrassing or difficult	12%	11%	11%	13%
I didn't think it was serious enough	8%	8%	16%	14%
I believed there would be negative consequences for the person I was going to complain about	5%	6%	9%	8%
I was advised not to	4%	4%	4%	5%
I didn't know who to talk to	4%	1%	6%	6%

People outcomes

Perpetrators of discrimination

What is this

This is who staff have said are responsible for discrimination.

Why this is important

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

How to read this

In this year's survey, 17% of your staff said they experienced discrimination.

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.

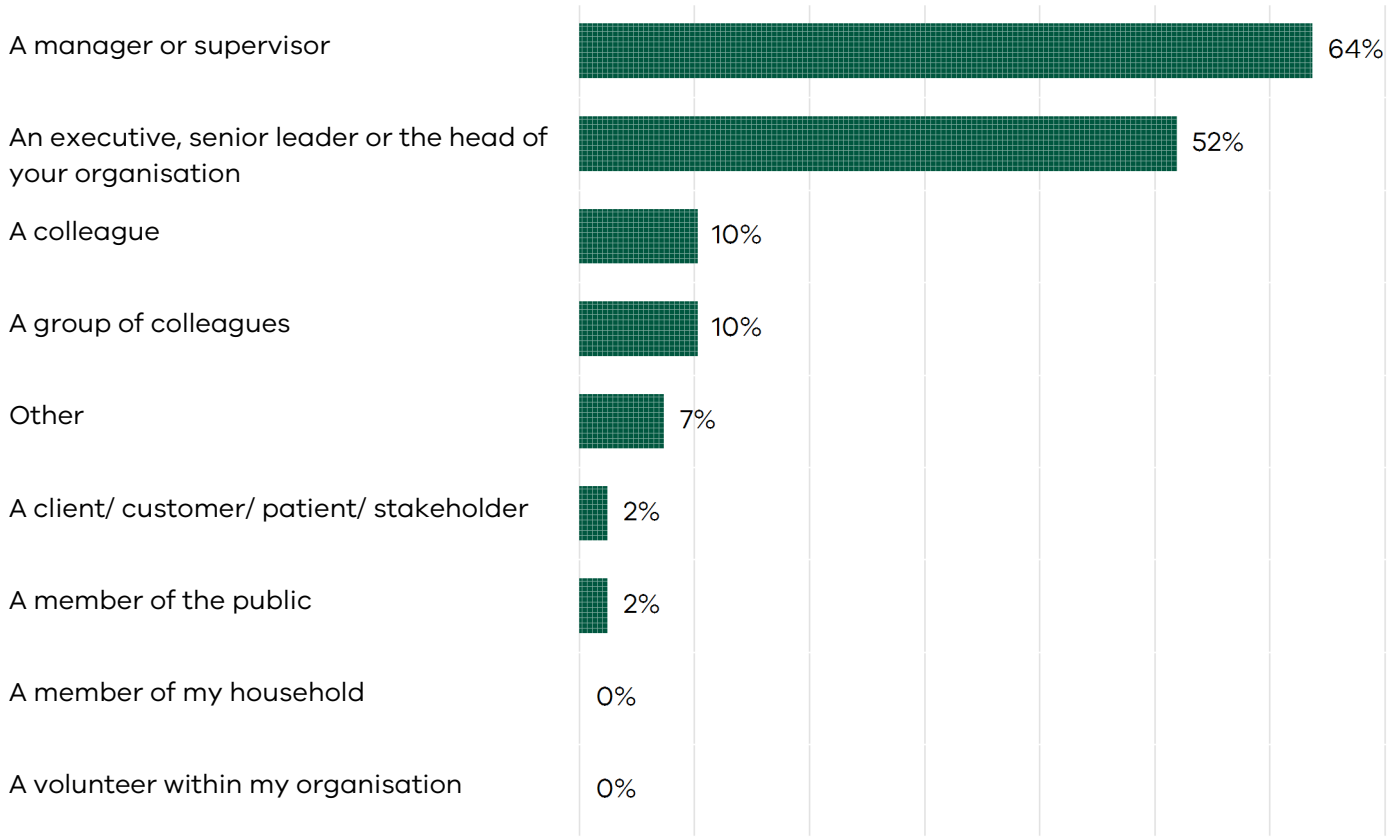
Each row is one perpetrator or group of perpetrators.

Example

17% of your staff who did the survey said they experienced discrimination.

Of that 17%, 64% said it was by 'A manager or supervisor'.

204 people (17% of staff) experienced discrimination (You 2024)



People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

In this year's survey, 17% of your staff said they experienced discrimination.

If they experienced discrimination 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 discrimination to different workplace relationships.

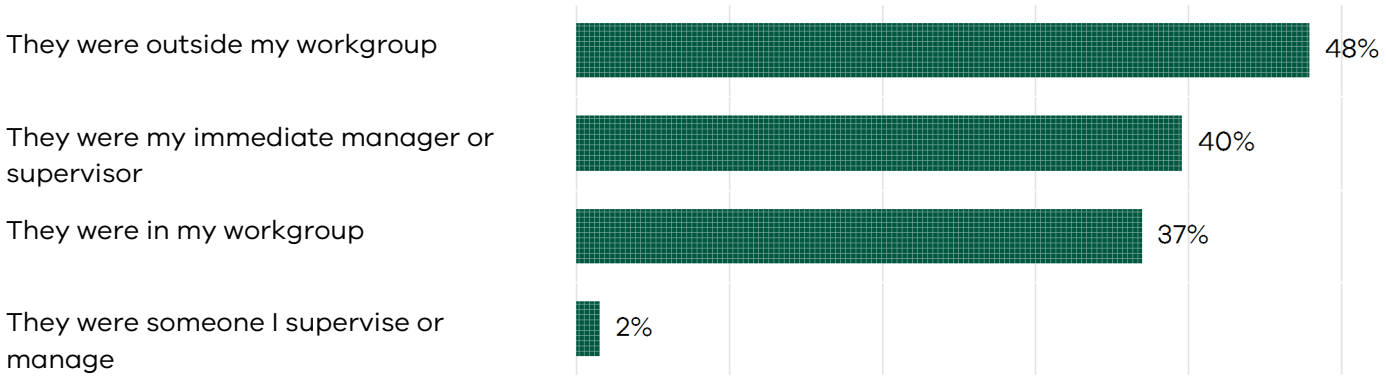
Example

17% of your staff who did the survey said they experienced discrimination.

Of that 17%, 94% said it was by someone within the organisation.

Of that 94%, 48% said it was 'They were outside my workgroup'.

192 people (94% of staff who experienced discrimination) experienced discrimination from within your organisation (You 2024)



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.

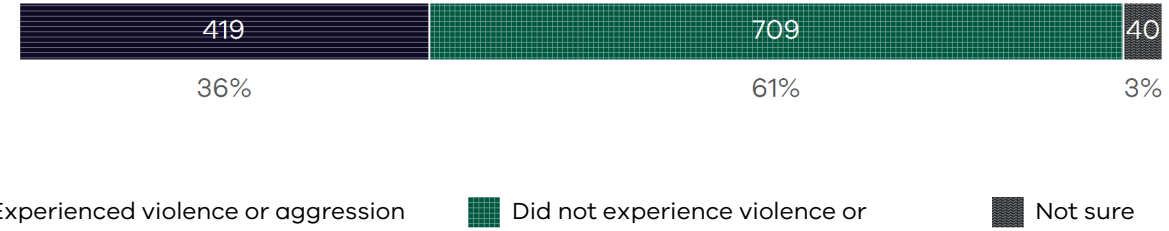
In descending order, the table shows the answers.

Example

36% of your staff who did the survey said they experienced violence or aggression.

Of that 36%, 90% said it was 'Abusive language'.

Have you experienced violence or aggression at work in the last 12 months?



If you experienced violence or aggression, what type did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	88%	90%	85%	81%
Intimidating behaviour	71%	76%	71%	71%
Threats of violence	63%	65%	41%	38%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	32%	31%	33%	26%
Damage to my property or work equipment	7%	7%	12%	9%
Stalking, including cyber-stalking	0%	2%	1%	1%
Other	2%	2%	2%	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.

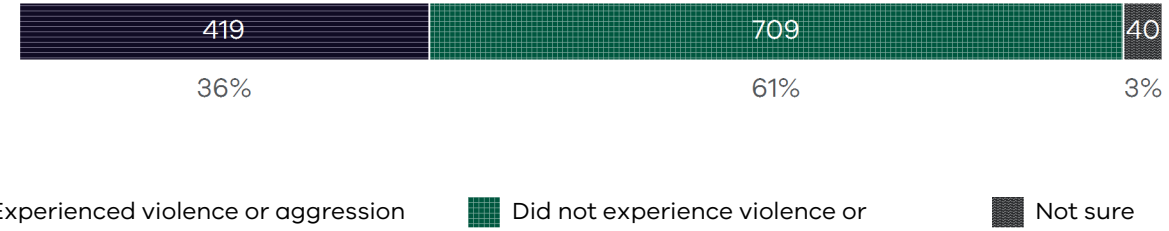
In descending order, the table shows the answers.

Example

36% of your staff who did the survey said they experienced violence or aggression, of which

- 39% said the top way they reported the violence or agression was 'Told a colleague'.
- 67% said they didn't submit a formal incident report

Have you experienced violence or aggression at work in the last 12 months?



Did you tell anyone about the incident?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a colleague	38%	39%	48%	45%
Told a manager	37%	39%	57%	58%
Submitted a formal incident report	35%	33%	40%	36%
Told the person the behaviour was not OK	27%	32%	35%	30%
Told a friend or family member	21%	21%	20%	19%
I did not tell anyone about the incident(s)	18%	16%	6%	7%
Told someone else	6%	7%	5%	5%
Told employee assistance program (EAP) or peer support	5%	4%	3%	4%
Told human resources	2%	1%	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.

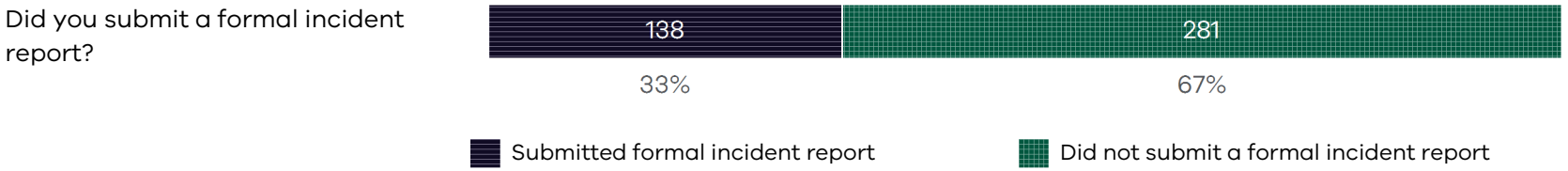
How to read this

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

67% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 58% said the top reason was 'I didn't think it would make a difference'.



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 would make a difference	49%	58%	37%	39%
I didn't think it was serious enough	38%	31%	36%	32%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	31%	25%	15%	14%
Other	12%	18%	24%	23%
I didn't need to because I made the violence or aggression stop	19%	15%	16%	14%
I believed there would be negative consequences for my reputation	13%	14%	11%	15%
I believed there would be negative consequences for my career	9%	10%	8%	12%
I thought the complaint process would be embarrassing or difficult	5%	4%	3%	4%
I didn't feel safe to report the incident	4%	3%	4%	6%
I believed there would be negative consequences for the person I was going to complain about	3%	2%	3%	4%

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.

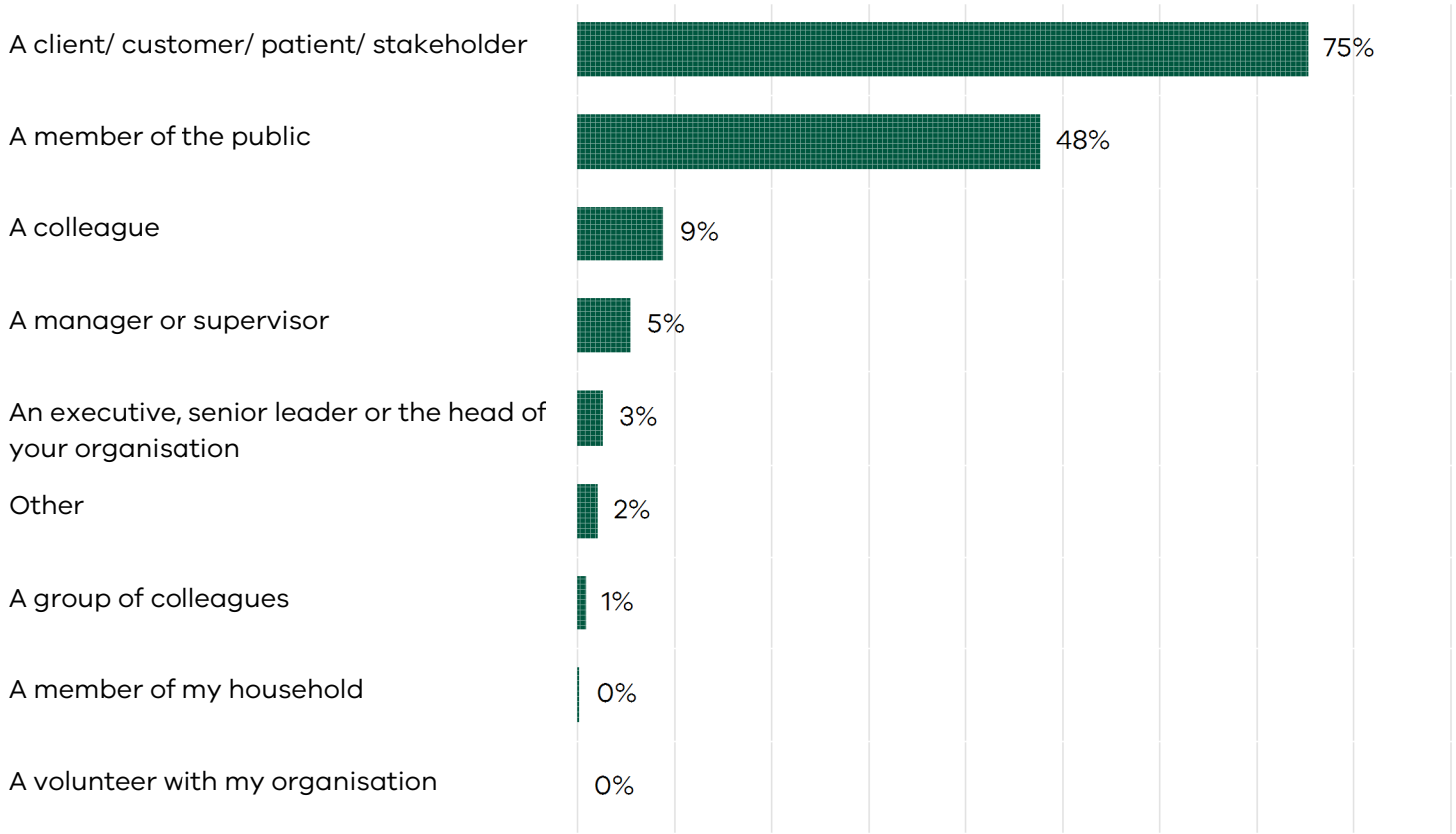
Each row is one perpetrator or group of perpetrators.

Example

36% of your staff who did the survey said they experienced violence or aggression.

Of that 36%, 75% said it was by 'A client/ customer/ patient/ stakeholder'.

419 people (36% of staff) experienced violence or aggression (You 2024)



People outcomes

Relationship to perpetrator

What is this

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

Why this is important

Understanding where violence or aggression happens means organisations can work out what action to take.

How to read this

In this year's survey, 36% of your staff said they experienced violence or aggression.

If they experienced violence or aggression 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 violence or aggression to different workplace relationships.

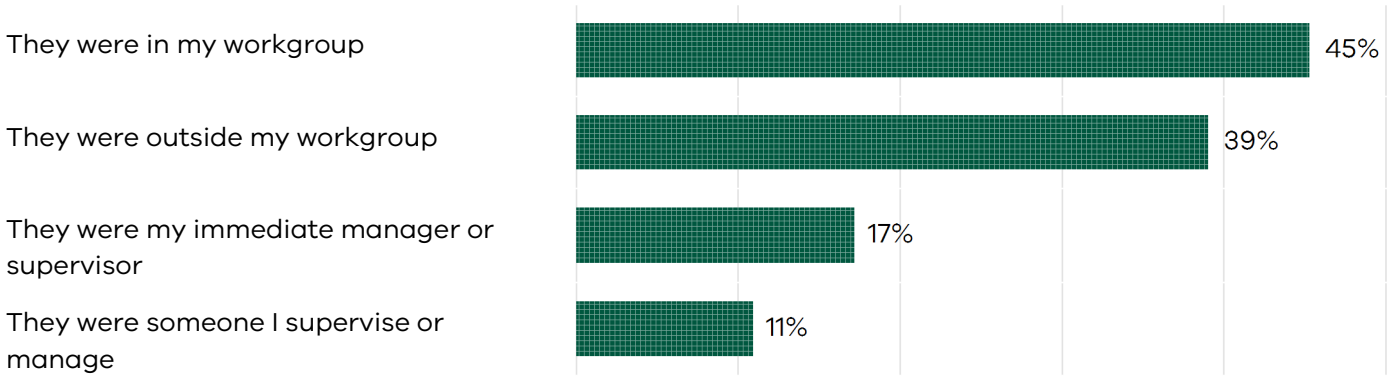
Example

36% of your staff who did the survey said they experienced violence or aggression.

Of that 36%, 15% said it was by someone within the organisation.

Of that 15%, 45% said it was 'They were in my workgroup'.

64 people (15% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (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.

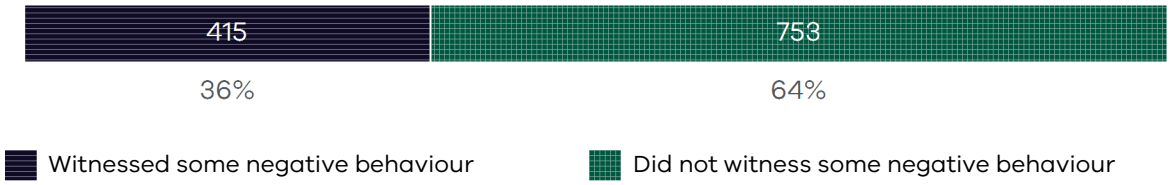
In descending order, the table shows the answers.

Example

36% of your staff who did the survey said they witnessed some negative behaviour at work.

64% said 'No, I have not witnessed any of the situations above'.

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



During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	You 2024	Comparator 2024	Public sector 2024
No, I have not witnessed any of the situations above	68%	64%	73%	77%
Bullying of a colleague	18%	23%	16%	15%
Discrimination against a colleague	18%	18%	10%	9%
Violence or aggression against a colleague	6%	8%	9%	6%
Sexual harassment of a colleague	3%	4%	2%	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

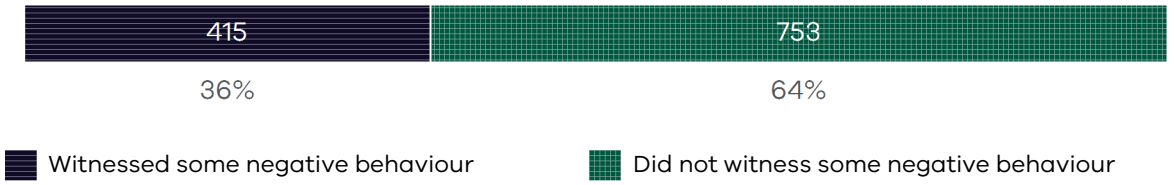
In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.
If they did, they could tell us with one or more answers what action they took.
In descending order, the table shows the answers.

Example

36% of your staff who did the survey witnessed negative behaviour, of which:

- 72% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 6% took no action.

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



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	70%	72%	71%	71%
Told a manager	36%	35%	40%	40%
Told the person the behaviour was not OK	30%	30%	28%	24%
Spoke to the person who behaved in a negative way	22%	26%	24%	20%
Told a colleague	14%	14%	23%	21%
Submitted a formal complaint	11%	10%	8%	6%
Took no action	9%	6%	7%	7%
Other	5%	5%	6%	6%
Told human resources	6%	4%	5%	7%

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.

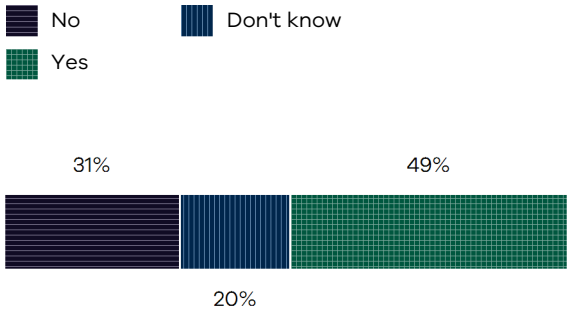
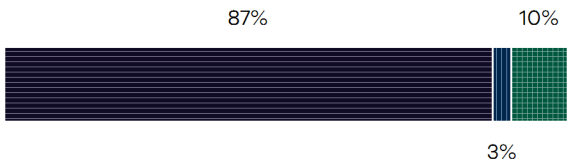
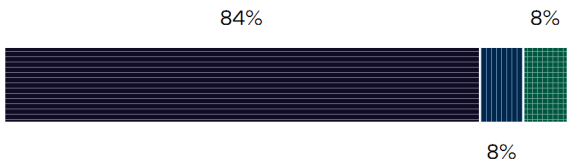
How to read this

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

49% of staff were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Survey question	Your results	Benchmark satisfied results					
		You			Comparator		
Were you satisfied with the way your formal complaint was handled		2022	2023	2024	Lowest	Average	Highest
Violence or aggression		47%	53%	49%	35%	59%	63%
Discrimination		6%	6%	10%	4%	12%	30%
Bullying		5%	9%	8%	11%	24%	32%

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

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- Scorecard: satisfaction, stress, intention to stay, inclusion
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- 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

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- Highest scoring
- Lowest scoring
- Most improved
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- 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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- Accountability
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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

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- 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 'Job enrichment', the 'You 2024' column shows 82% of your staff who did the survey agreed with 'I can use my skills and knowledge in my job'. 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
Job enrichment	I can use my skills and knowledge in my job	82%	+3%	94%
Meaningful work	I can make a worthwhile contribution at work	81%	+0%	94%
Meaningful work	I achieve something important through my work	79%	-1%	93%
Manager leadership	My manager treats employees with dignity and respect	79%	+0%	86%
Job enrichment	I understand how my job helps my organisation achieve its goals	78%	+1%	92%
Job enrichment	I clearly understand what I am expected to do in this job	78%	-1%	91%
Manager leadership	My manager demonstrates honesty and integrity	74%	+0%	83%
Collaboration	I am able to work effectively with others outside my immediate workgroup	73%	-3%	86%
Workgroup support	People in my workgroup work together effectively to get the job done	72%	-7%	81%
Manager support	My manager listens to what I have to say	71%	-2%	81%

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 8% 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 -4% change, which is a negative 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	8%	-4%	35%
Organisational integrity	I believe the promotion processes in my organisation are fair	14%	-1%	49%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	15%	-5%	50%
Organisational integrity	I have an equal chance at promotion in my organisation	17%	-3%	50%
Learning and development	I am satisfied with the opportunities to progress in my organisation	20%	-4%	56%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	21%	-1%	53%
Senior leadership	Senior leaders provide clear strategy and direction	21%	-4%	63%
Safety climate	All levels of my organisation are involved in the prevention of stress	21%	-1%	46%
Organisational integrity	I believe the recruitment processes in my organisation are fair	22%	-0%	64%
Learning and development	My organisation places a high priority on the learning and development of staff	24%	-3%	65%

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 'Patient safety climate', the 'You 2024' column shows 44% of your staff who did the survey agreed with 'Trainees in my discipline are adequately supervised'.

In the 'Increase from 2023' column, you have a 4% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Patient safety climate	Trainees in my discipline are adequately supervised	44%	+4%	69%
Job enrichment	I can use my skills and knowledge in my job	82%	+3%	94%
Workload	I have enough time to do my job effectively	49%	+2%	58%
Workload	The workload I have is appropriate for the job that I do	47%	+2%	62%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	44%	+2%	65%
Job enrichment	I understand how my job helps my organisation achieve its goals	78%	+1%	92%
Patient safety climate	This health service does a good job of training new and existing staff	35%	+1%	65%
Manager leadership	My manager demonstrates honesty and integrity	74%	+0%	83%
Job enrichment	I have a say in how I do my work	58%	+0%	76%
Manager leadership	My manager treats employees with dignity and respect	79%	+0%	86%

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 'Organisational integrity', the 'You 2024' column shows 57% of your staff who did the survey agreed with 'My organisation is committed to earning a high level of public trust'.
In the 'Decrease from 2023' column, you have a 11% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Organisational integrity	My organisation is committed to earning a high level of public trust	57%	-11%	80%
Engagement	I am proud to tell others I work for my organisation	47%	-8%	80%
Workgroup support	People in my workgroup work together effectively to get the job done	72%	-7%	81%
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	55%	-6%	72%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	54%	-6%	69%
Quality service delivery	My workgroup acts fairly and without bias	54%	-6%	70%
Patient safety climate	Management is driving us to be a safety-centred organisation	48%	-6%	76%
Satisfaction	How satisfied are you with your career development within your current organisation	28%	-5%	63%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	28%	-5%	67%
Engagement	I feel a strong personal attachment to my organisation	38%	-5%	64%

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.

As there are no questions with a positive difference from your comparator, there is no data to show on this page.

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 27% of your staff who did the survey agreed with 'I would recommend my organisation as a good place to work'.
The 'Difference' column, shows that agreement for this question was 46% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Engagement	I would recommend my organisation as a good place to work	27%	-46%	73%
Organisational integrity	I believe the recruitment processes in my organisation are fair	22%	-42%	64%
Senior leadership	Senior leaders provide clear strategy and direction	21%	-42%	63%
Senior leadership	Senior leaders model my organisation's values	25%	-42%	67%
Learning and development	My organisation places a high priority on the learning and development of staff	24%	-41%	65%
Senior leadership	Senior leaders demonstrate honesty and integrity	25%	-40%	65%
Engagement	My organisation inspires me to do the best in my job	29%	-40%	69%
Engagement	My organisation motivates me to help achieve its objectives	29%	-39%	68%
Organisational integrity	My organisation does not tolerate improper conduct	33%	-39%	72%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	28%	-39%	67%

People matter survey 2024

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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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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

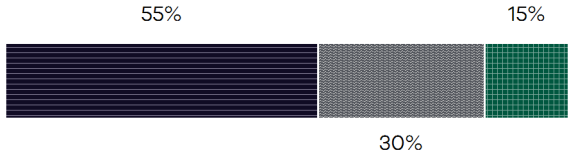
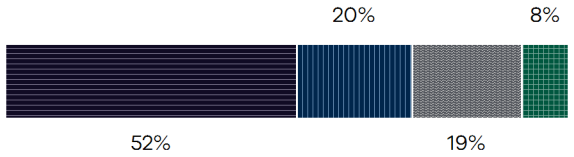
Under 'Your results', see results for each question in descending order by most agreed.

'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

15% 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					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this year's survey		22%	19%	15%	39%	50%	70%
My organisation has made improvements based on the survey results from last year		14%	12%	8%	24%	35%	55%

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- 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

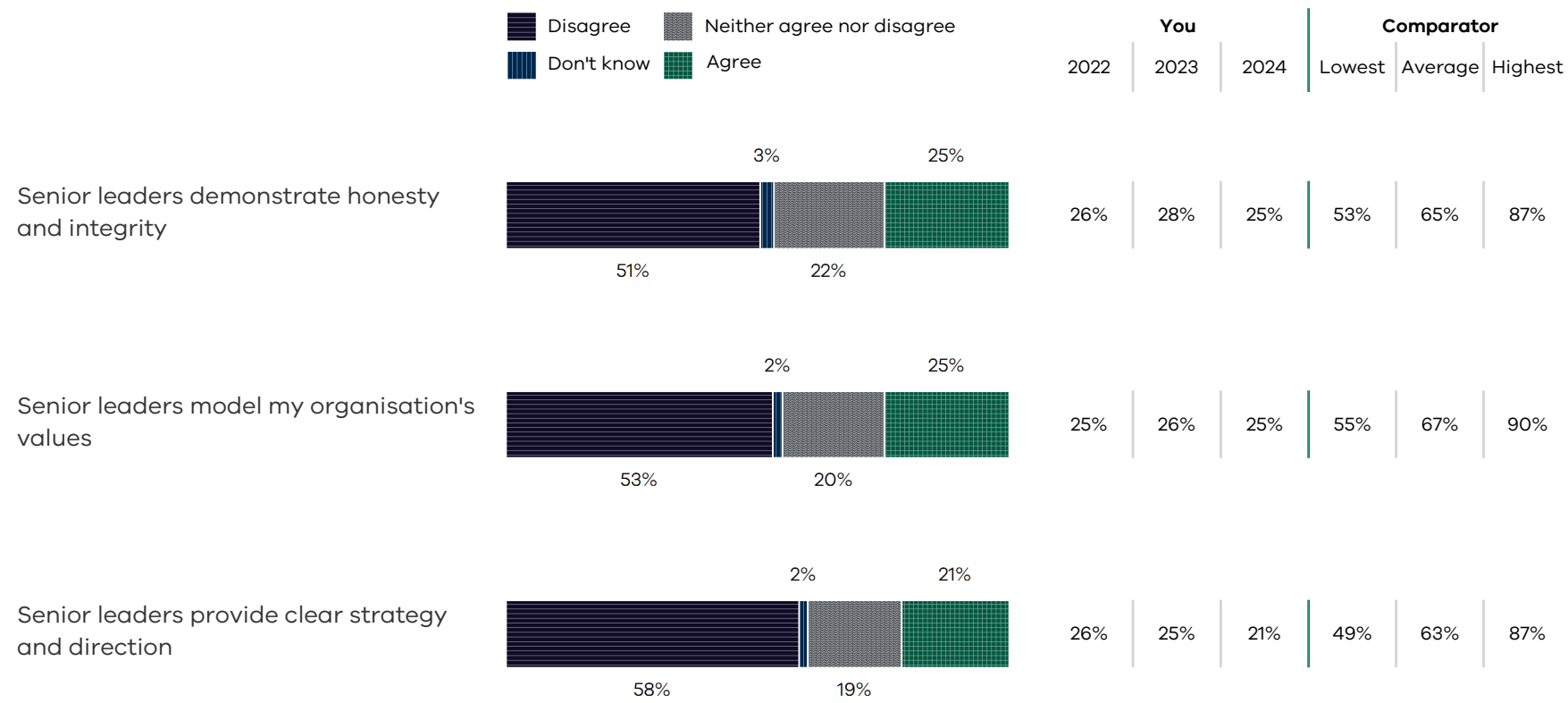
Under 'Your results', see results for each question in descending order by most agreed.

'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

25% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.



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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.

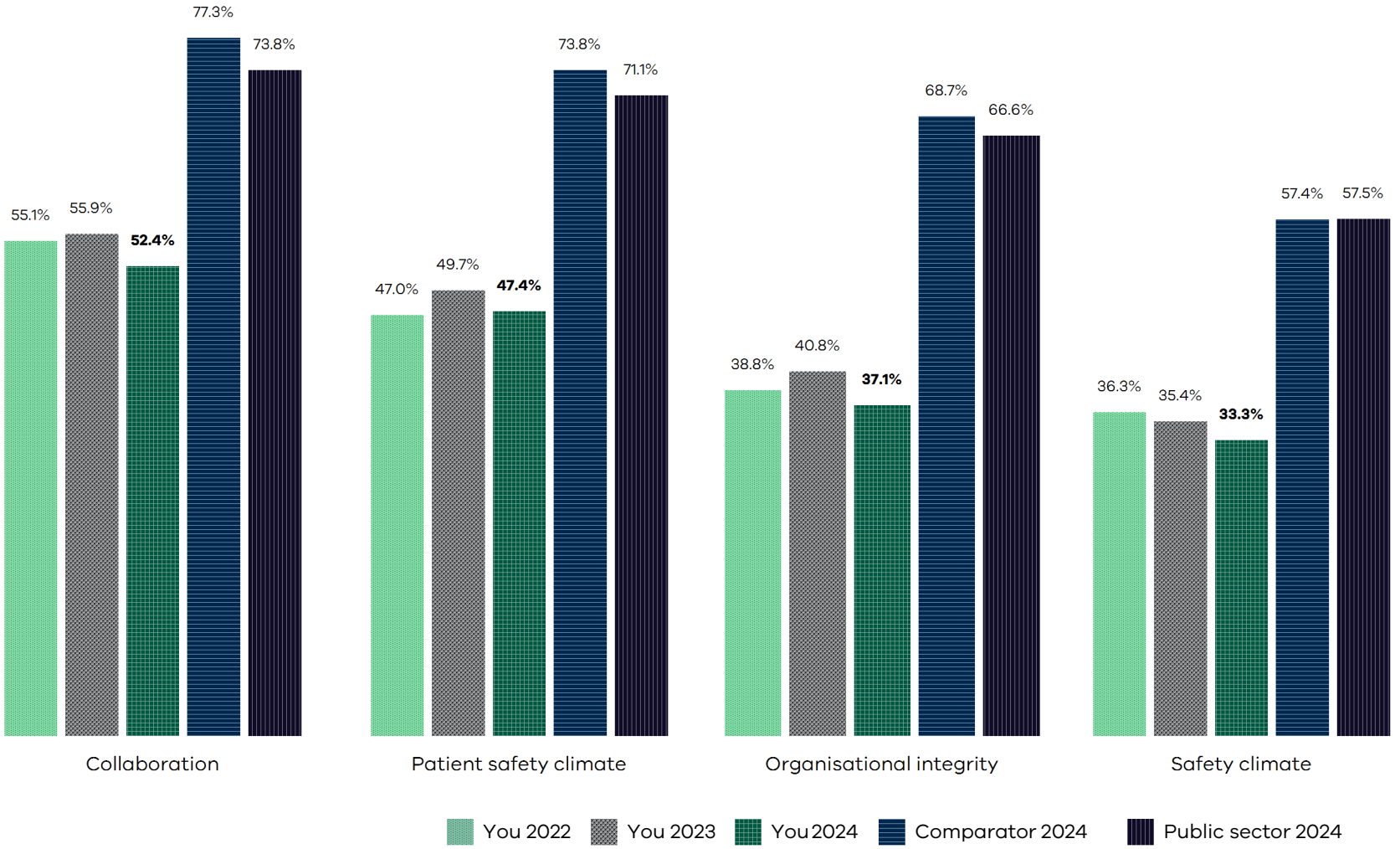
Example

In 2024:

- 52.4% of your staff who did the survey responded positively to questions about Collaboration.

Compared to:

- 77.3% 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

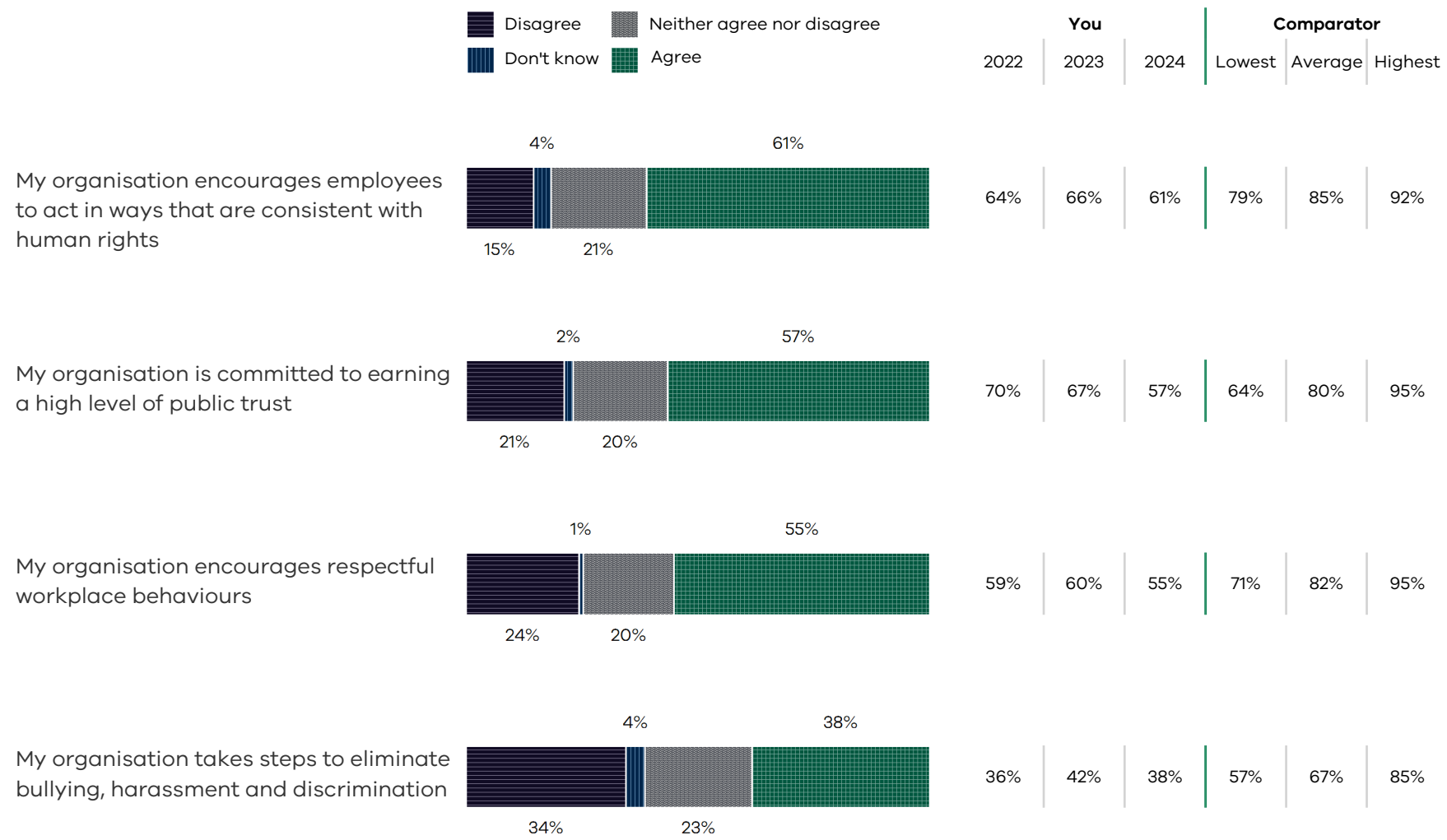
Under 'Your results', see results for each question in descending order by most agreed.

'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

61% 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'.



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

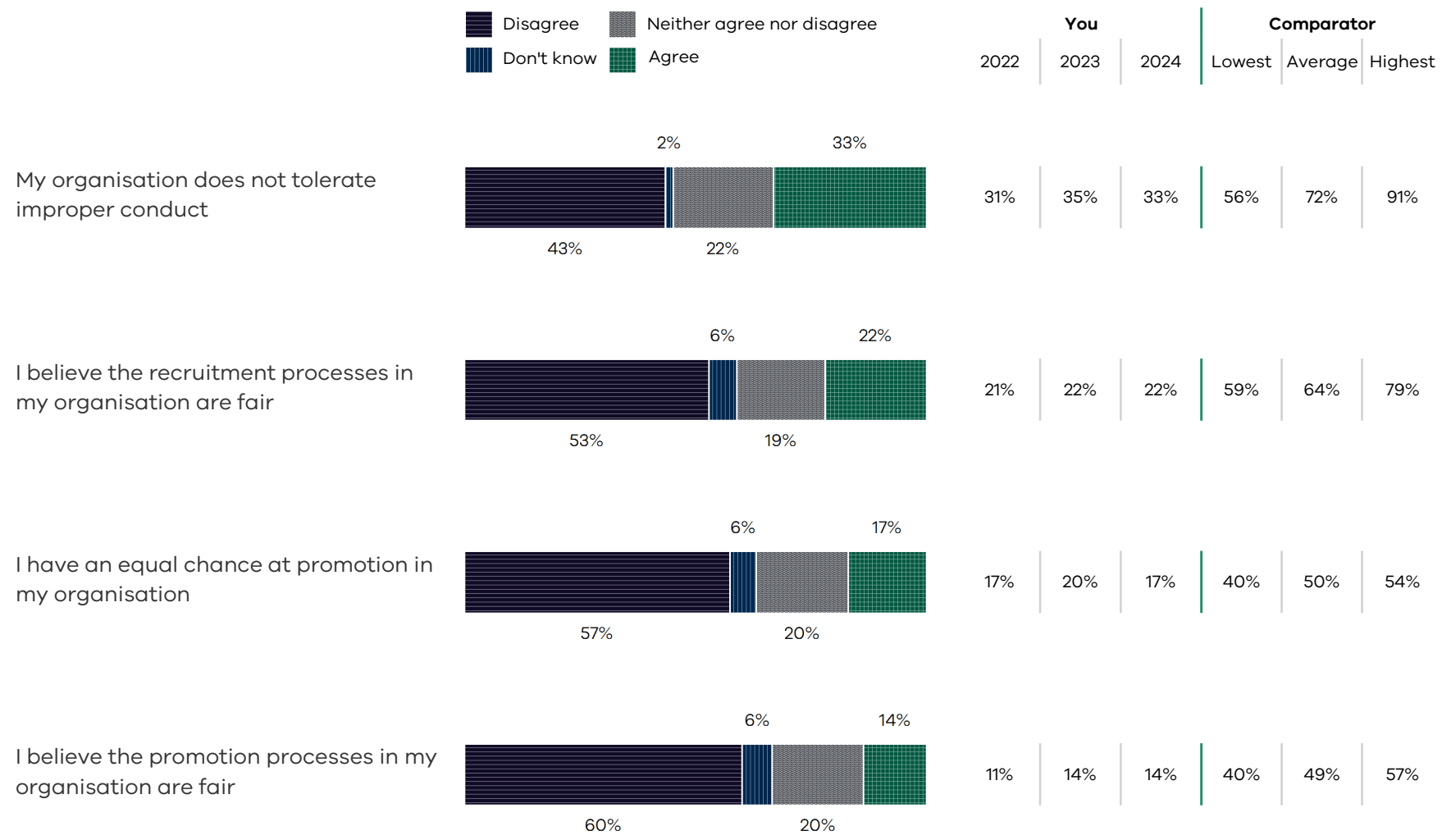
Under 'Your results', see results for each question in descending order by most agreed.

'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

33% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.



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

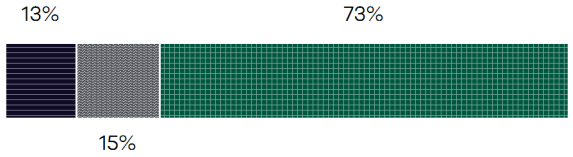
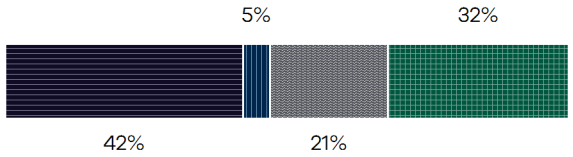
Under 'Your results', see results for each question in descending order by most agreed.

'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

73% 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					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup		77%	76%	73%	81%	86%	93%
Workgroups across my organisation willingly share information with each other		34%	36%	32%	51%	68%	76%

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

56% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question	Your results	You			Comparator		
	Disagree / Neither agree nor disagree / Don't know / Agree	2022	2023	2024	Lowest	Average	Highest
My organisation provides a physically safe work environment	1% 56% 26% 17%	62%	58%	56%	53%	80%	92%
In my workplace, there is good communication about psychological safety issues that affect me	34% 40% 26%	45%	44%	40%	47%	53%	72%
My organisation has effective procedures in place to support employees who may experience stress	3% 36% 42% 18%	38%	37%	36%	46%	53%	66%
Senior leaders consider the psychological health of employees to be as important as productivity	56% 25% 19%	28%	28%	25%	49%	58%	83%

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

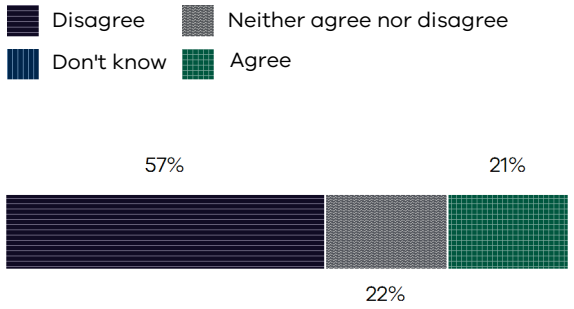
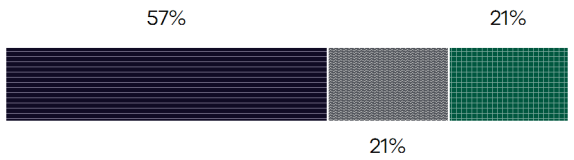
Under 'Your results', see results for each question in descending order by most agreed.

'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

21% 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					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
All levels of my organisation are involved in the prevention of stress		22%	22%	21%	40%	46%	72%
Senior leaders show support for stress prevention through involvement and commitment		23%	22%	21%	46%	53%	73%

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

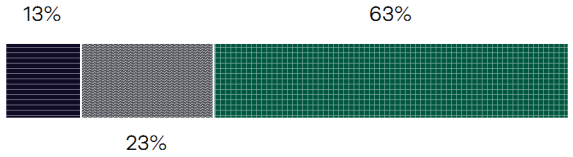
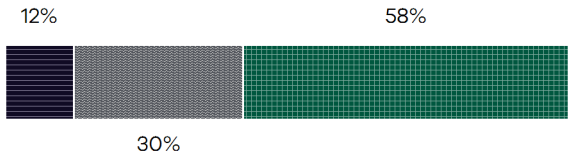
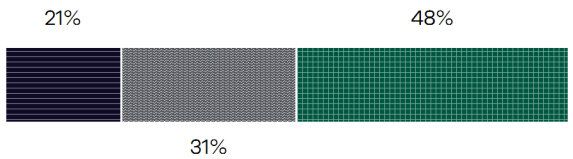
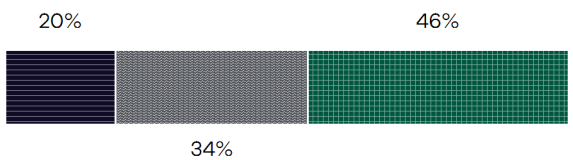
Under 'Your results', see results for each question in descending order by most agreed.

'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

63% of your staff who did the survey agreed or strongly agreed with 'I would recommend a friend or relative to be treated as a patient here'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I would recommend a friend or relative to be treated as a patient here		68%	67%	63%	34%	77%	93%
I am encouraged by my colleagues to report any patient safety concerns I may have		59%	62%	58%	71%	83%	96%
Management is driving us to be a safety-centred organisation		53%	54%	48%	64%	76%	89%
My suggestions about patient safety would be acted upon if I expressed them to my manager		47%	51%	46%	64%	76%	82%

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

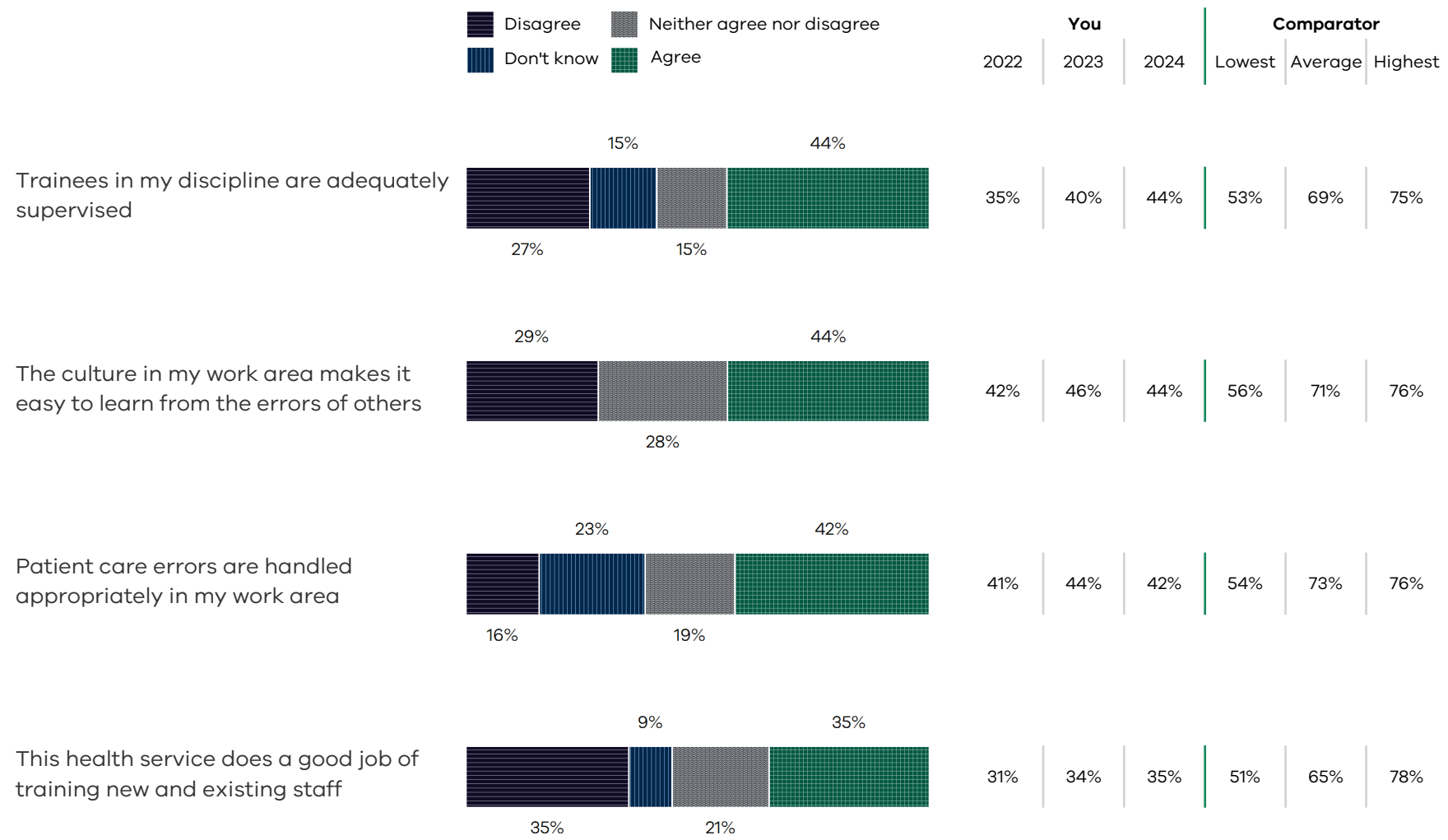
Under 'Your results', see results for each question in descending order by most agreed.

'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

44% of your staff who did the survey agreed or strongly agreed with 'Trainees in my discipline are adequately supervised'.



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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.

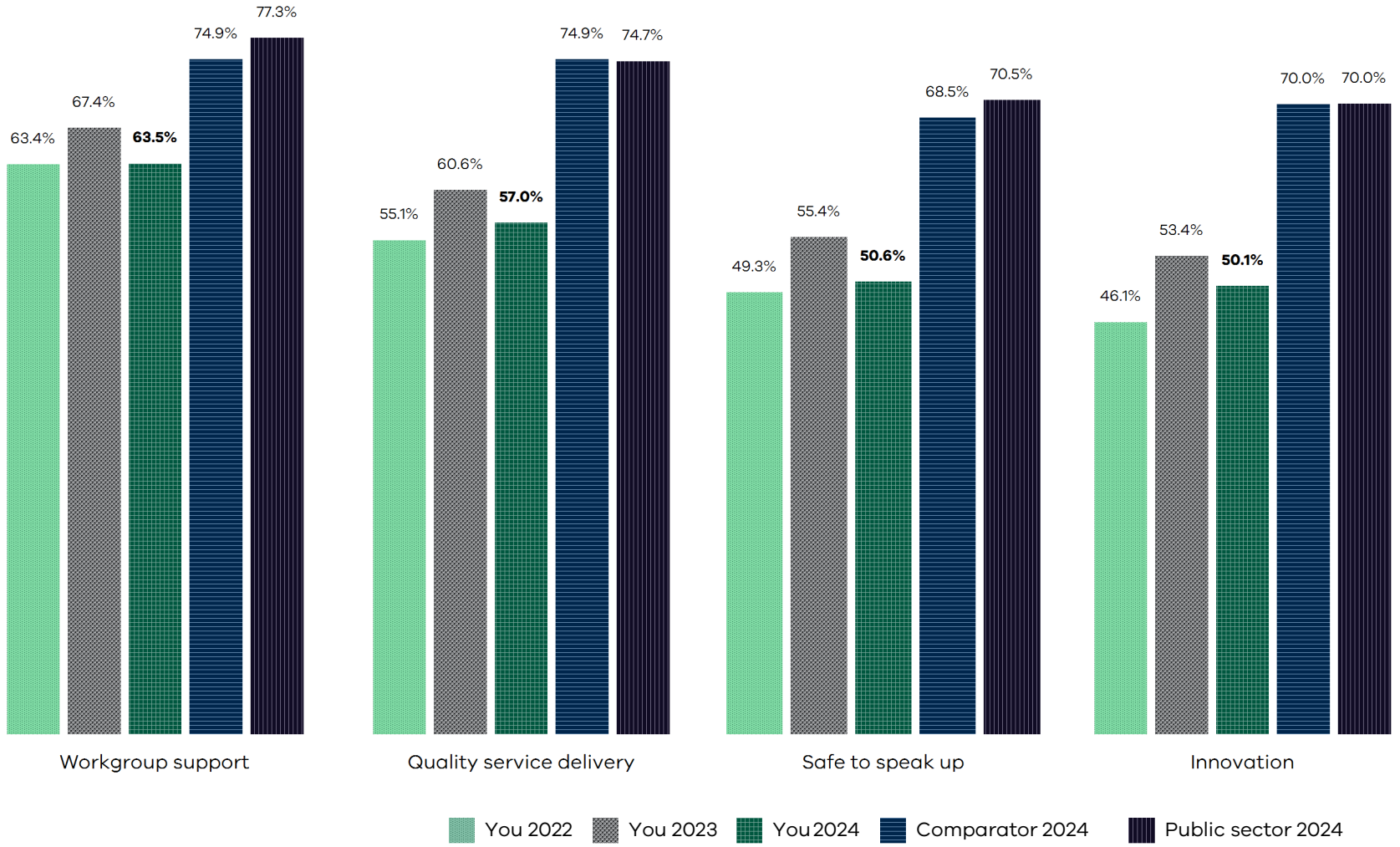
Example

In 2024:

- 63.5% of your staff who did the survey responded positively to questions about Workgroup support.

Compared to:

- 74.9% of staff in your comparator group and 77.3% 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

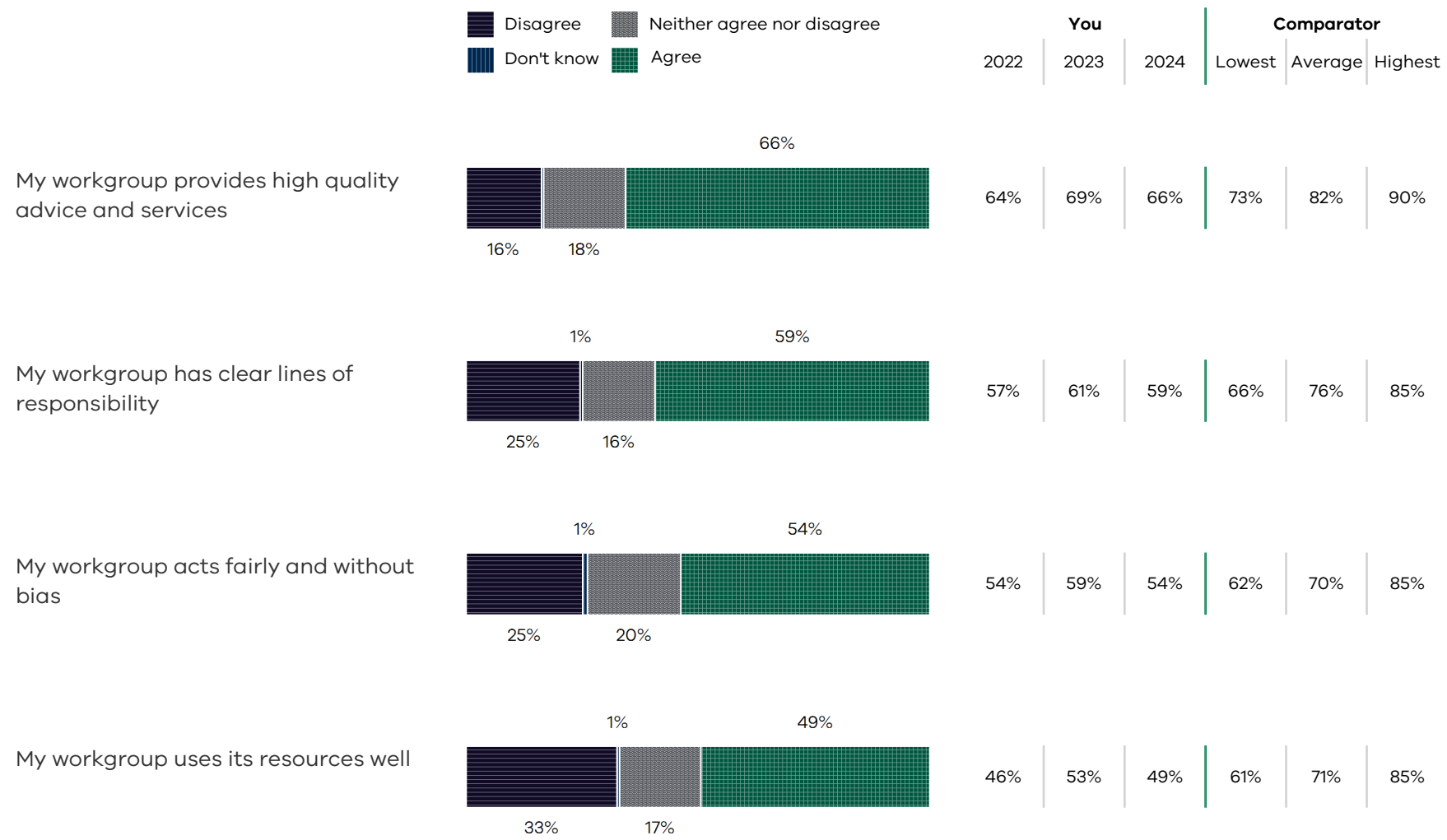
Under 'Your results', see results for each question in descending order by most agreed.

'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

66% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.



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

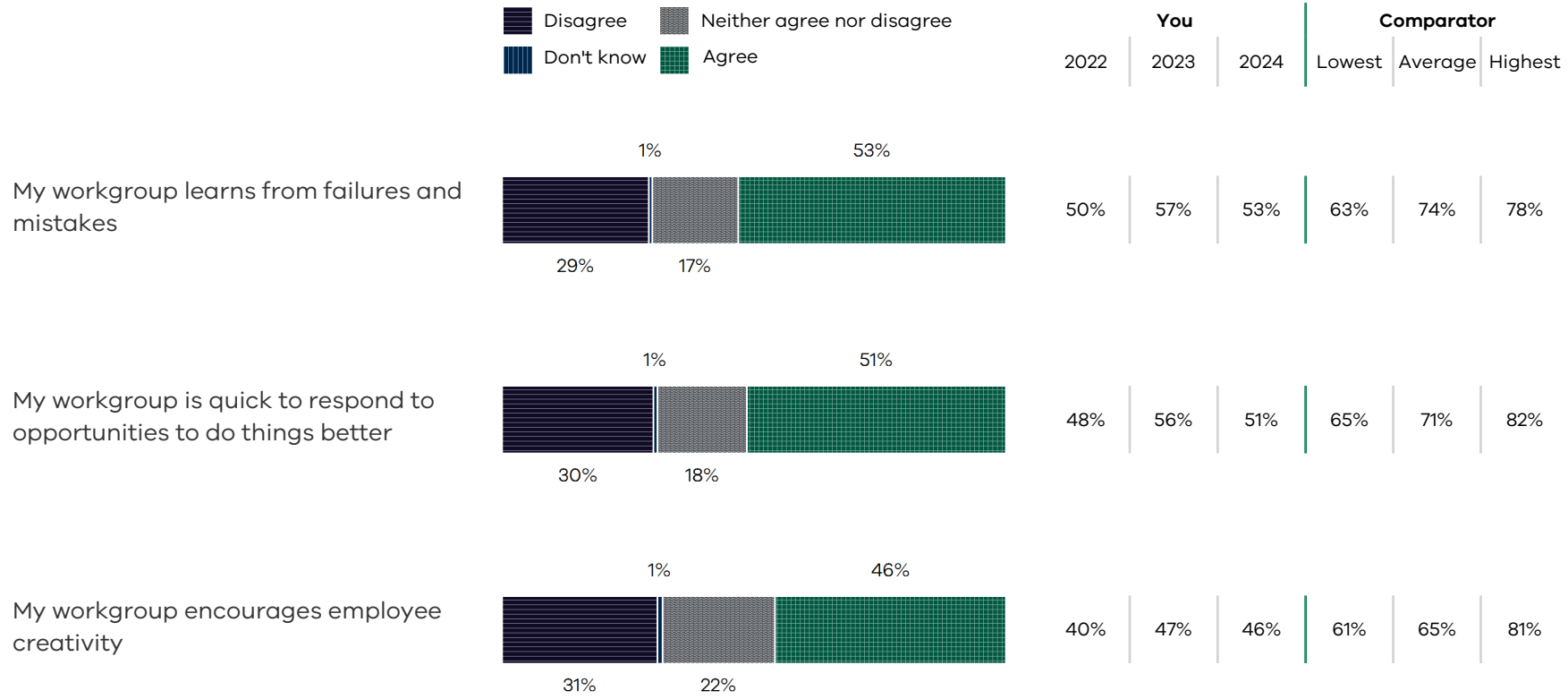
Under 'Your results', see results for each question in descending order by most agreed.

'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

53% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.



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

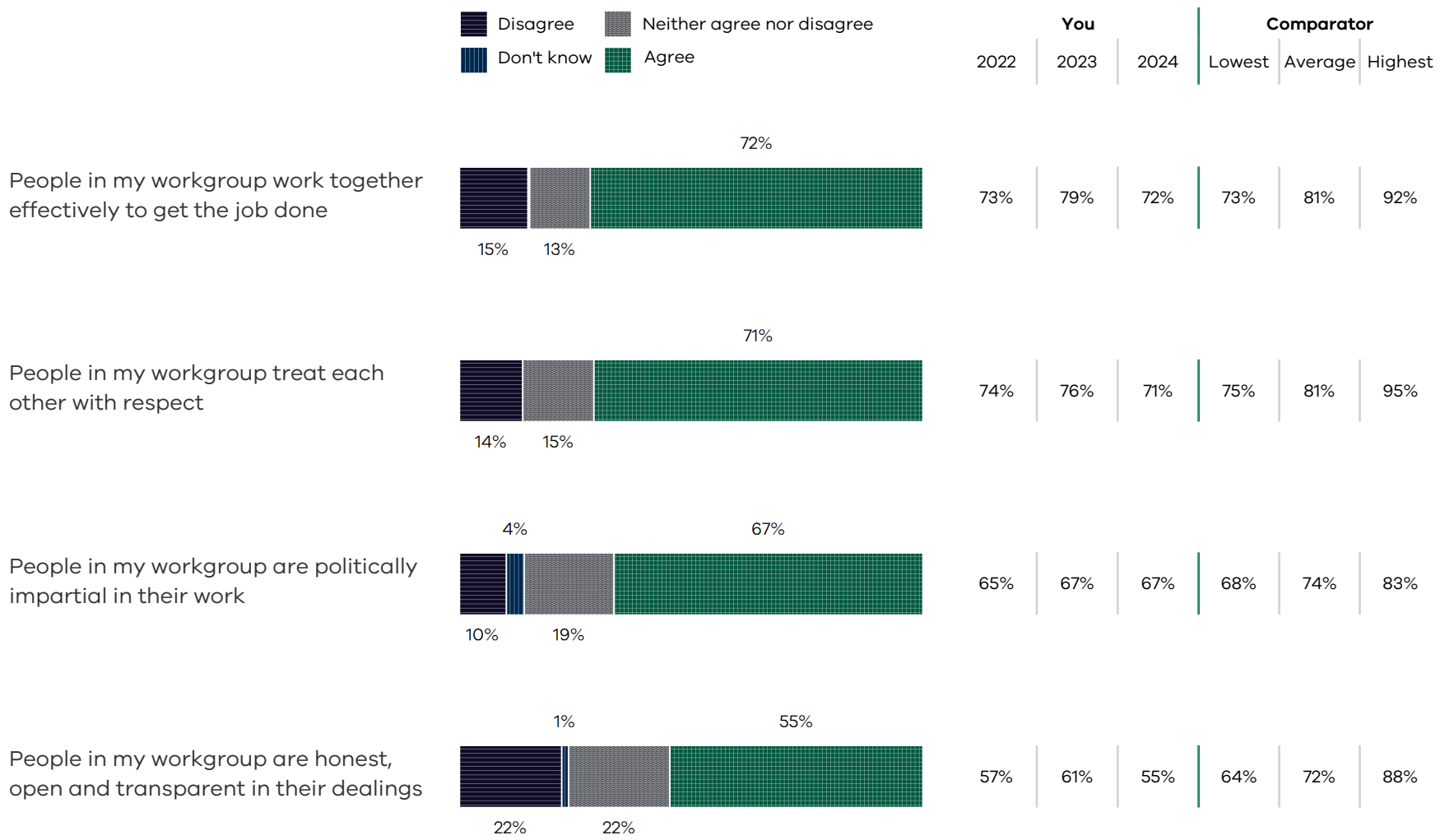
Under 'Your results', see results for each question in descending order by most agreed.

'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

72% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.



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

53% 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					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
People in my workgroup appropriately manage conflicts of interest	6%, 53%, 20%, 20%	49%	54%	53%	61%	67%	77%

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

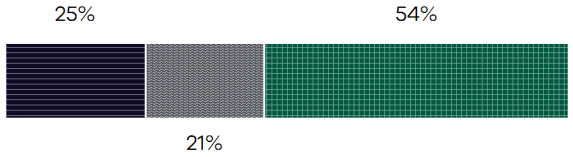
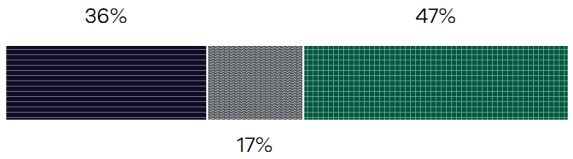
Under 'Your results', see results for each question in descending order by most agreed.

'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

54% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.

Survey question	Your results	Benchmark agree results					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
People in my workgroup are able to bring up problems and tough issues		53%	60%	54%	64%	69%	75%
I feel safe to challenge inappropriate behaviour at work		45%	51%	47%	62%	68%	80%

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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

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
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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.

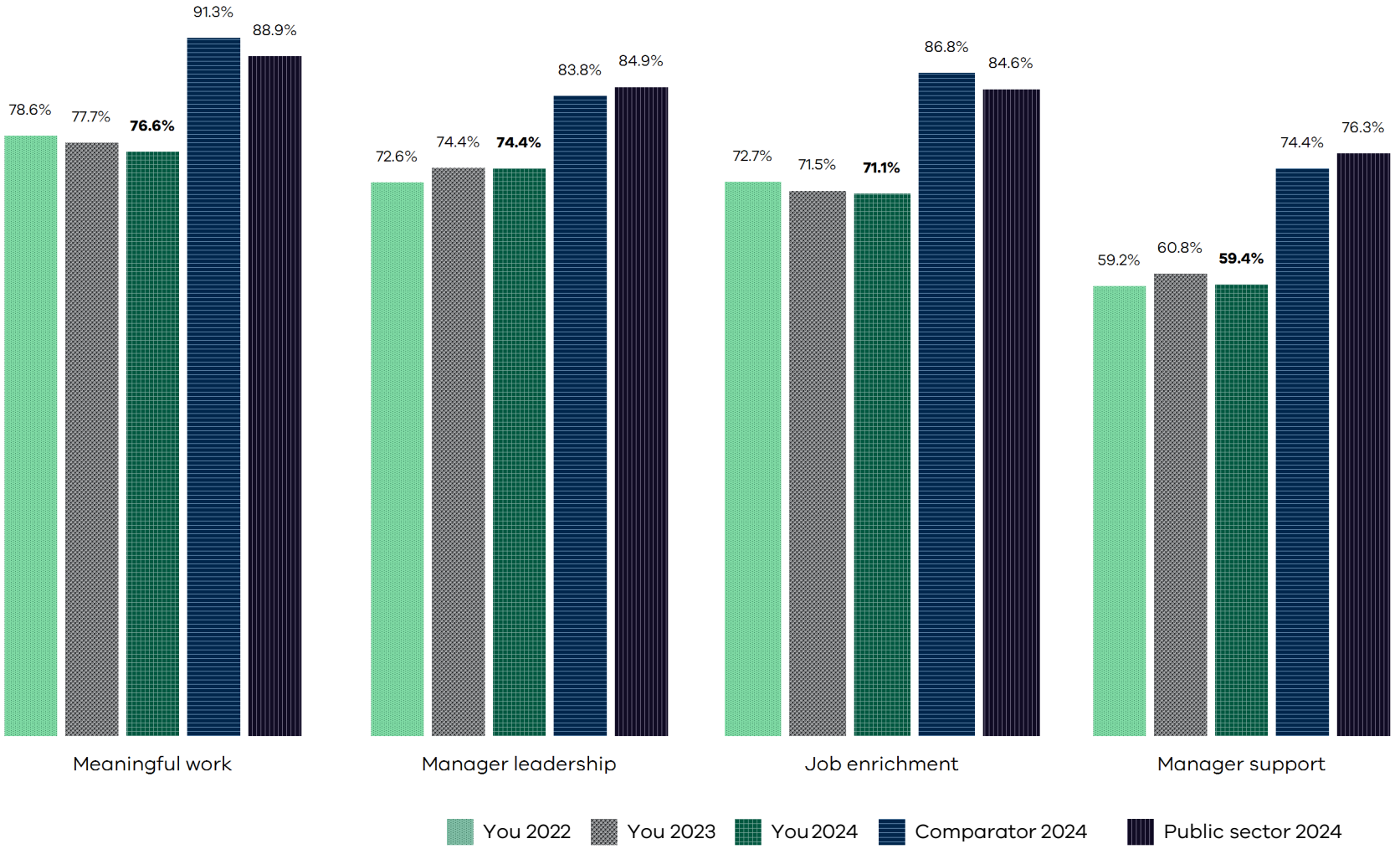
Example

In 2024:

- 76.6% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 91.3% 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.

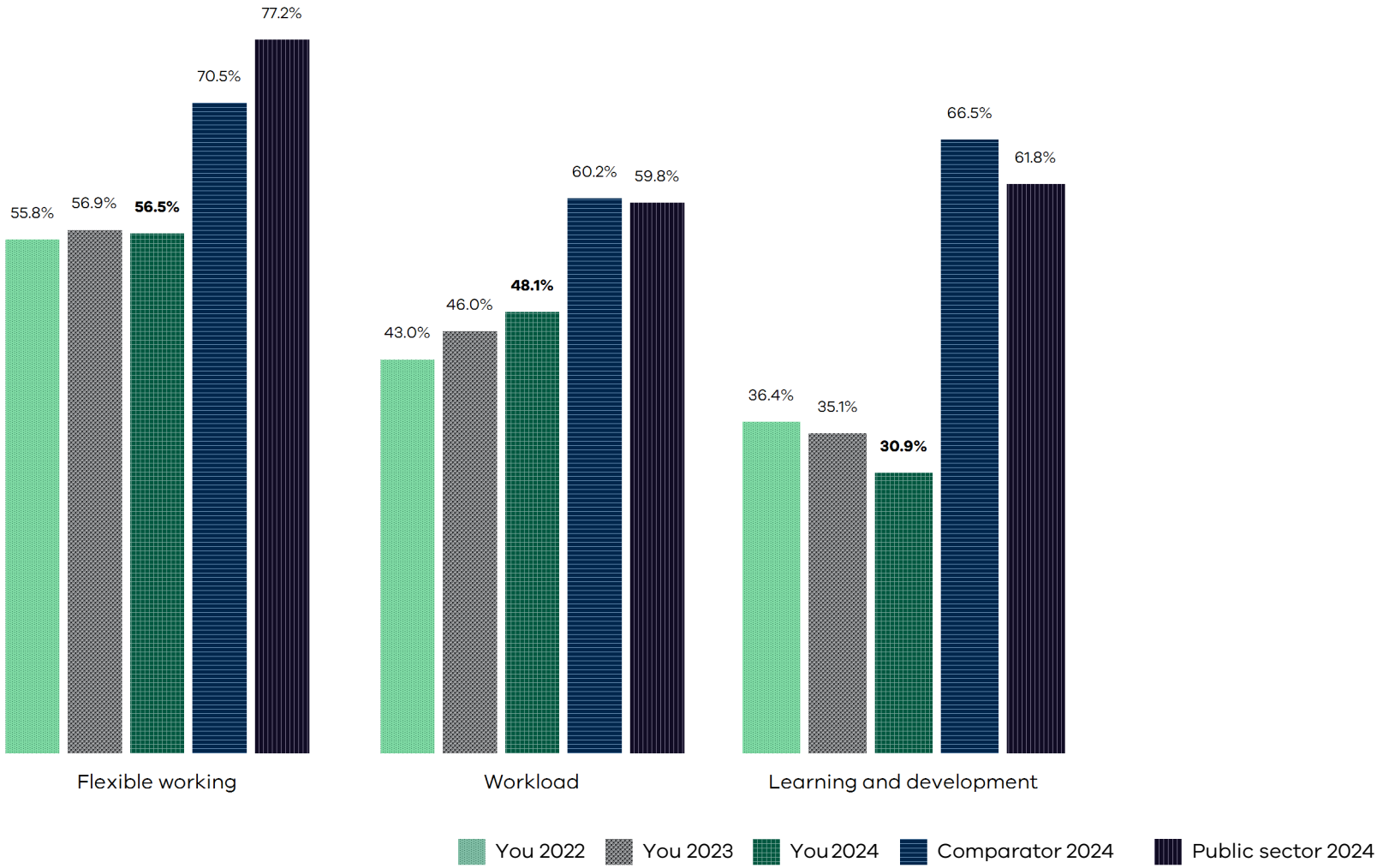
Example

In 2024:

- 56.5% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 70.5% 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

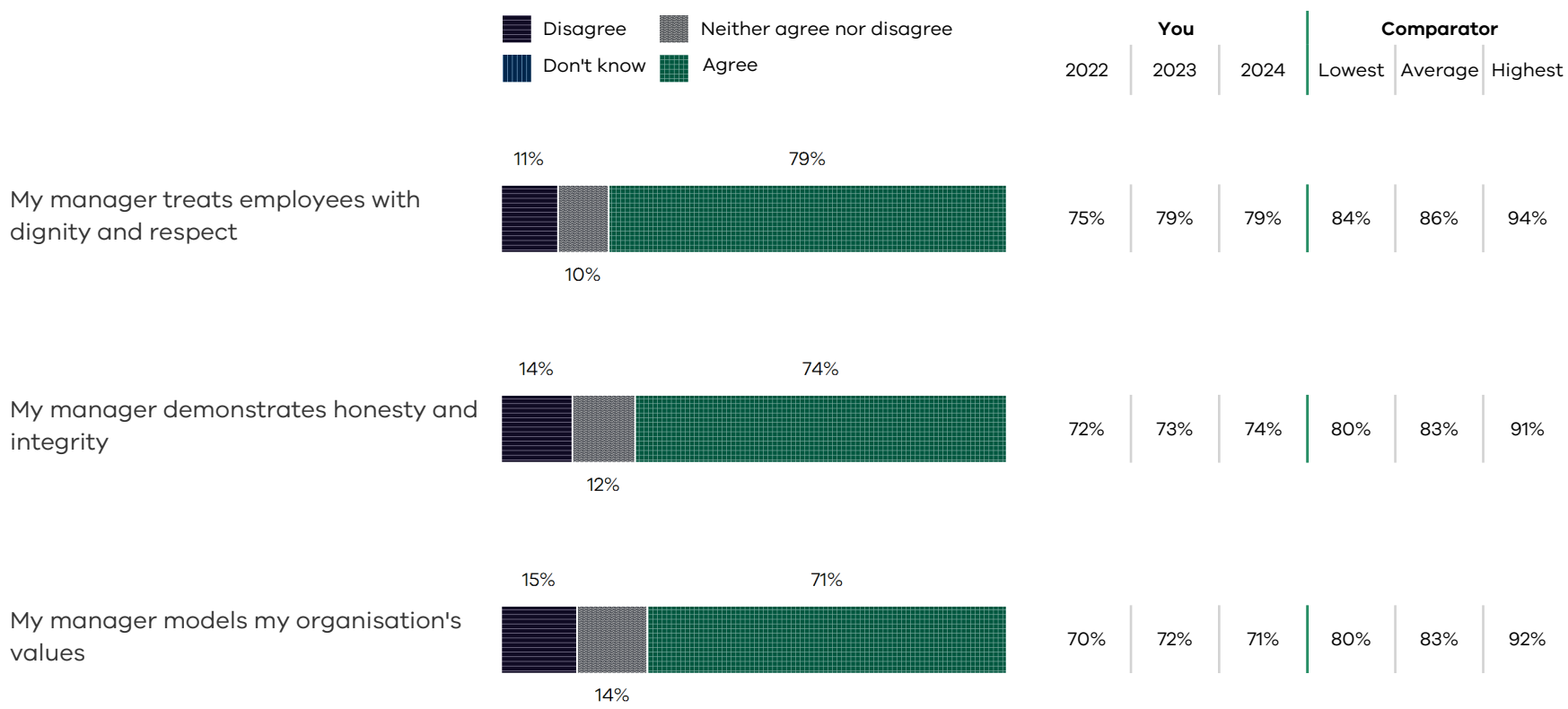
Under 'Your results', see results for each question in descending order by most agreed.

'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

79% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.



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

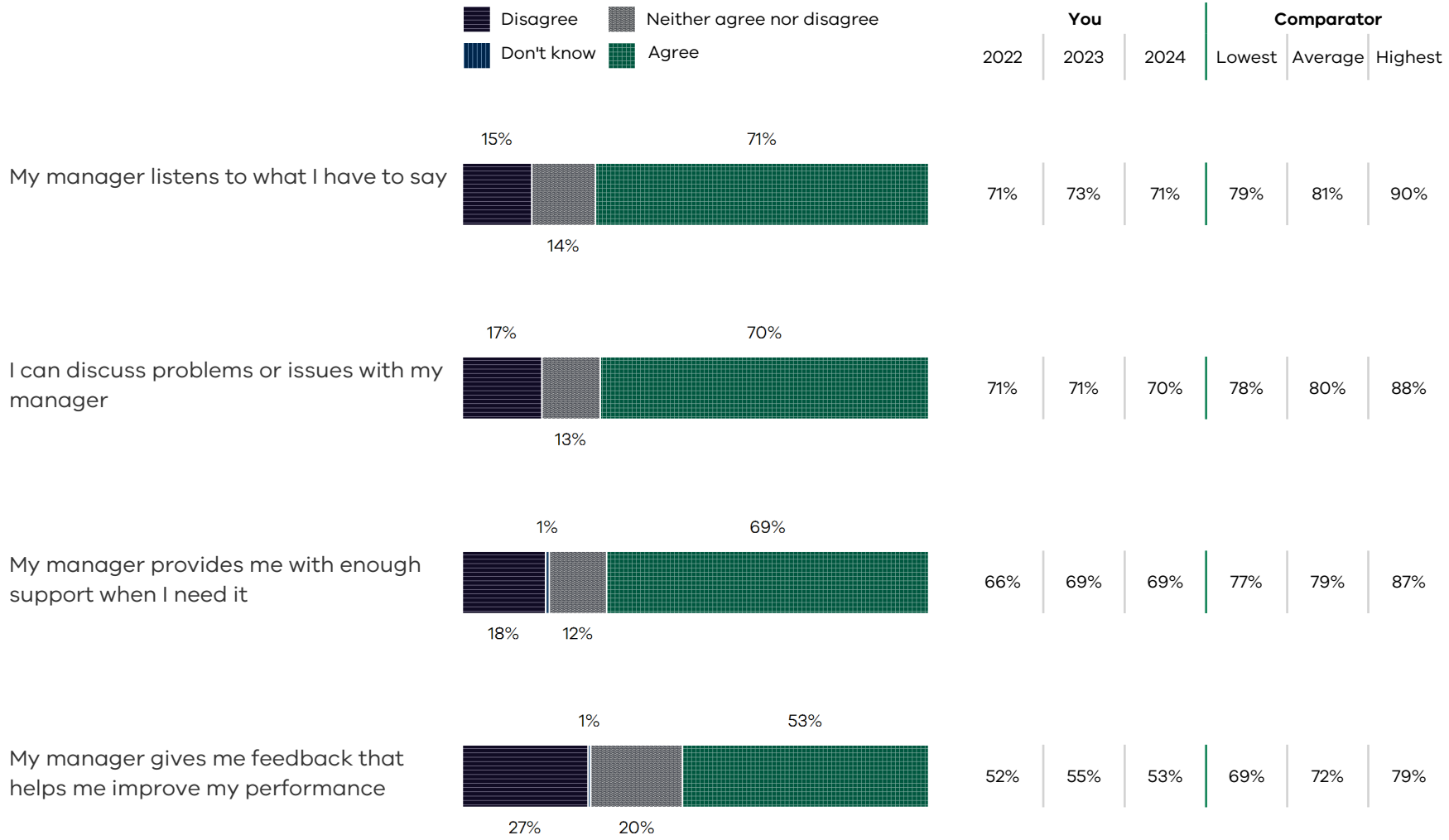
Under 'Your results', see results for each question in descending order by most agreed.

'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

71% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.



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

34% 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					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I receive meaningful recognition when I do good work	43%, 24%, 34%	36%	36%	34%	56%	61%	71%

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

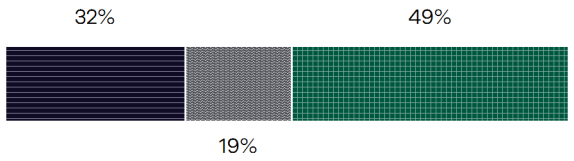
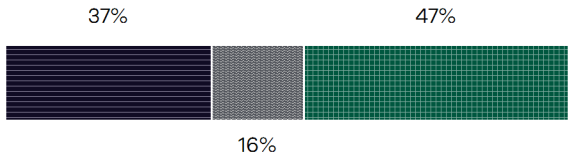
Under 'Your results', see results for each question in descending order by most agreed.

'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

49% of your staff who did the survey agreed or strongly agreed with 'I have enough time to do my job effectively'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I have enough time to do my job effectively		44%	47%	49%	54%	58%	66%
The workload I have is appropriate for the job that I do		42%	45%	47%	59%	62%	71%

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

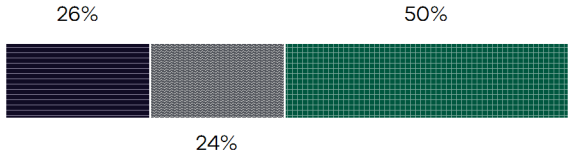
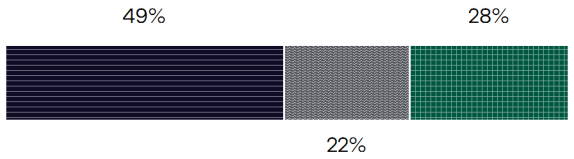
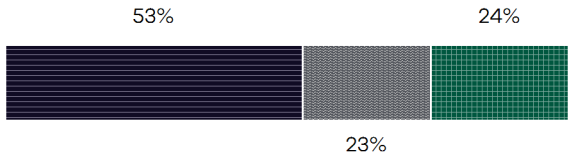
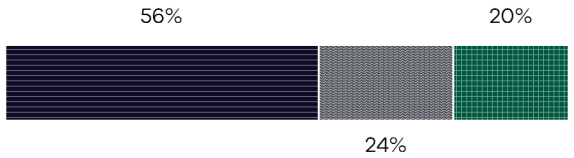
Under 'Your results', see results for each question in descending order by most agreed.

'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

50% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question	Your results	You			Comparator		
	Disagree / Neither agree nor disagree / Agree	2022	2023	2024	Lowest	Average	Highest
I am developing and learning in my role		55%	55%	50%	66%	79%	90%
I am satisfied with the way my learning and development needs have been addressed in the last 12 months		35%	34%	28%	56%	67%	75%
My organisation places a high priority on the learning and development of staff		30%	27%	24%	47%	65%	82%
I am satisfied with the opportunities to progress in my organisation		26%	25%	20%	43%	56%	60%

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

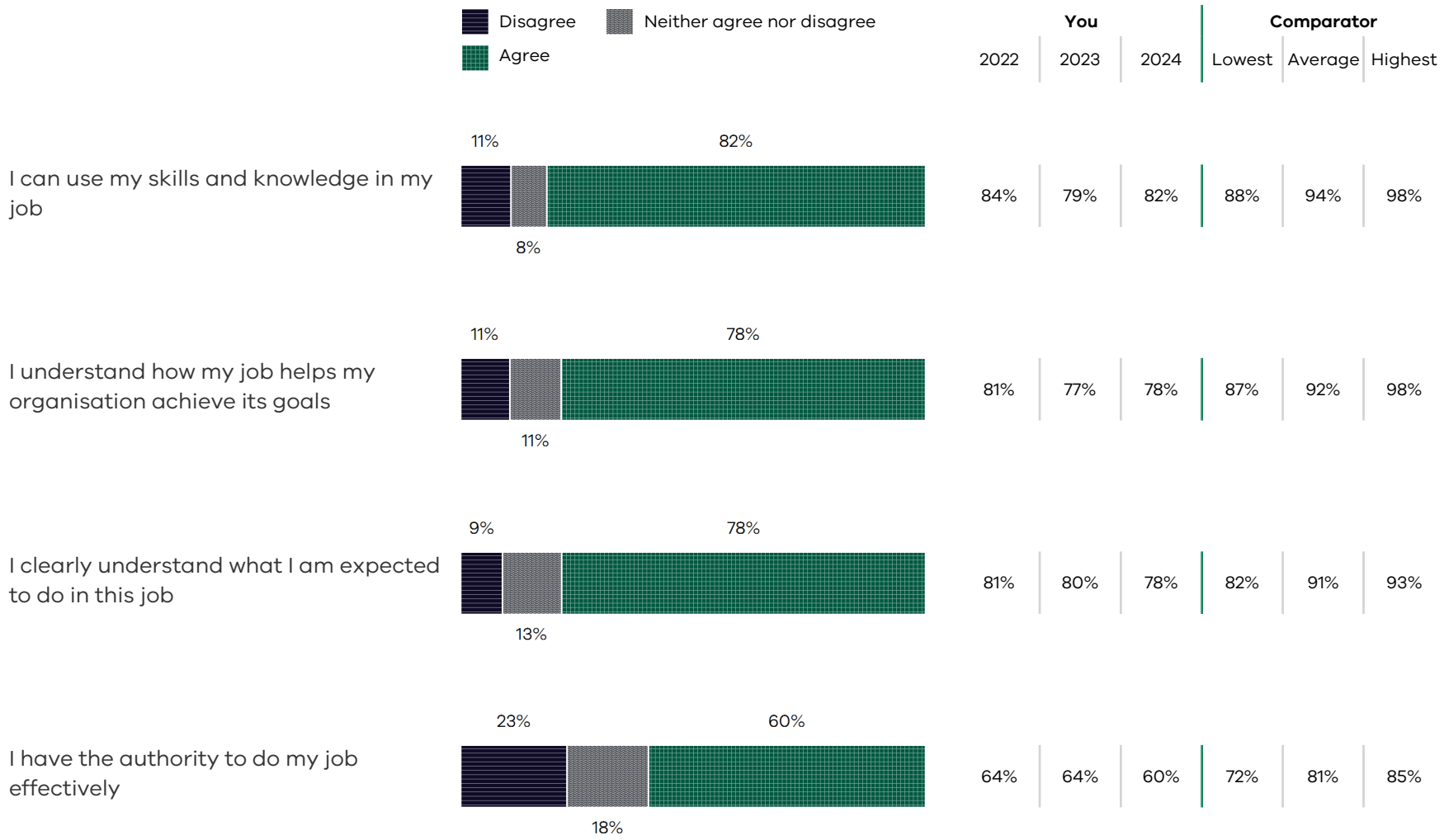
Under 'Your results', see results for each question in descending order by most agreed.

'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

82% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.



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

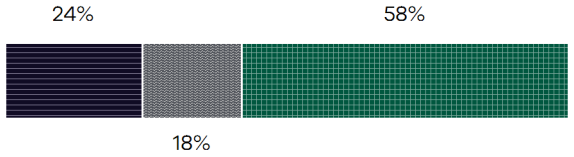
Under 'Your results', see results for each question in descending order by most agreed.

'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

58% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I have a say in how I do my work		55%	58%	58%	73%	76%	85%

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

81% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.

Survey question	Your results	You			Comparator		
	Disagree / Neither agree nor disagree / Agree	2022	2023	2024	Lowest	Average	Highest
I can make a worthwhile contribution at work	8% / 11% / 81%	82%	81%	81%	87%	94%	96%
I achieve something important through my work	8% / 13% / 79%	81%	81%	79%	86%	93%	98%
I get a sense of accomplishment from my work	14% / 16% / 70%	72%	72%	70%	77%	87%	95%

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

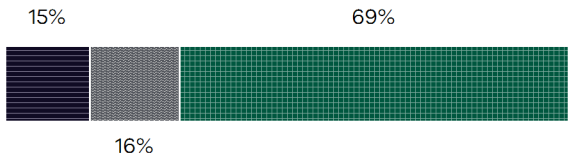
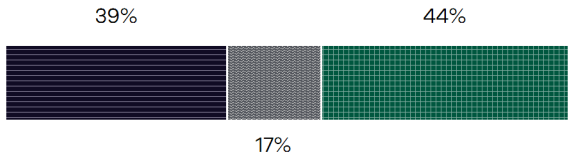
Under 'Your results', see results for each question in descending order by most agreed.

'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

69% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My manager supports working flexibly		67%	71%	69%	73%	76%	83%
I am confident that if I requested a flexible work arrangement, it would be given due consideration		44%	42%	44%	58%	65%	75%

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- Highest scoring
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- Biggest positive difference from your comparator
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- Respect
- Leadership
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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

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.

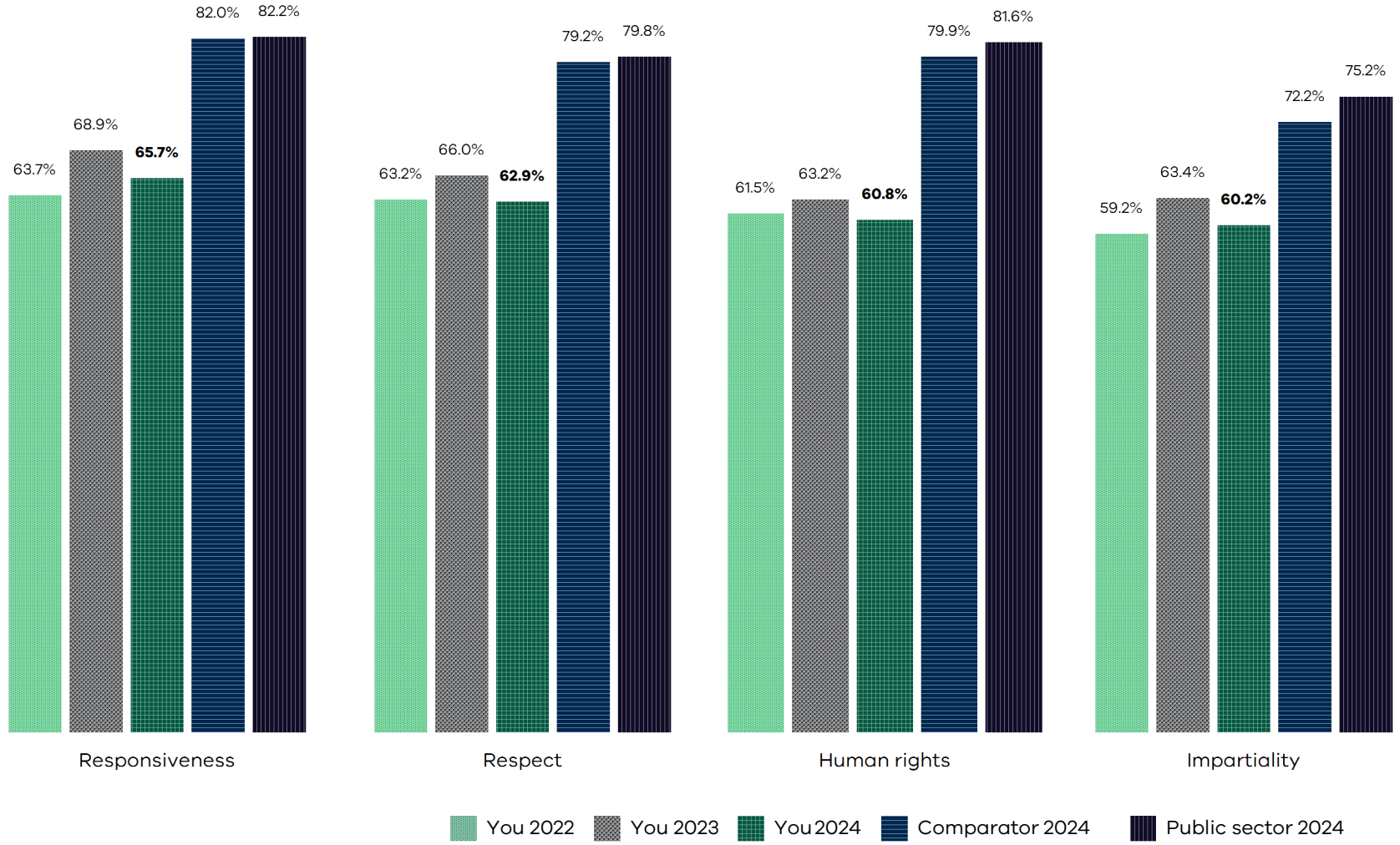
Example

In 2024:

- 65.7% of your staff who did the survey responded positively to questions about Responsiveness.

Compared to:

- 82.0% of staff in your comparator group and 82.2% 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.

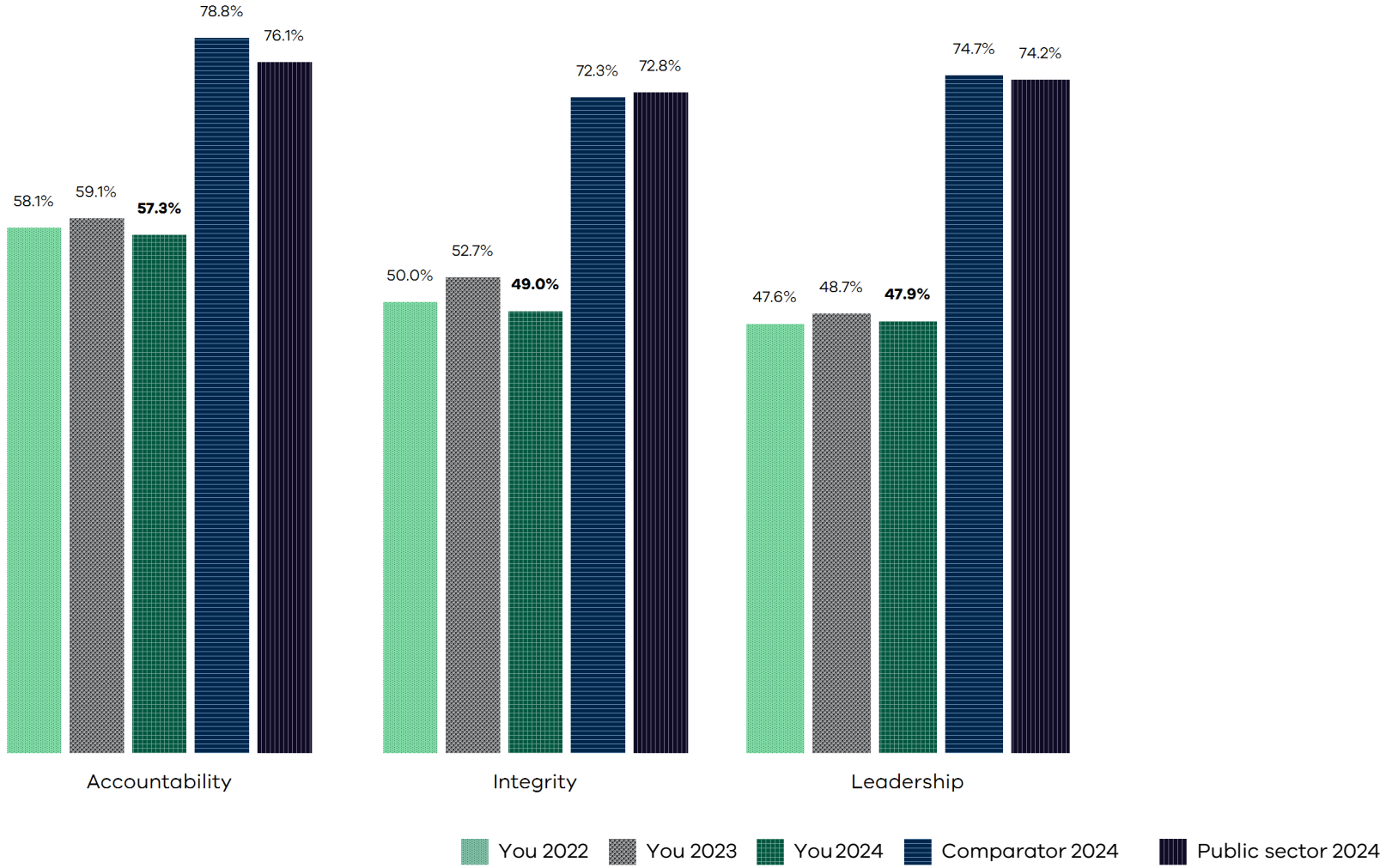
Example

In 2024:

- 57.3% of your staff who did the survey responded positively to questions about Accountability.

Compared to:

- 78.8% of staff in your comparator group and 76.1% 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

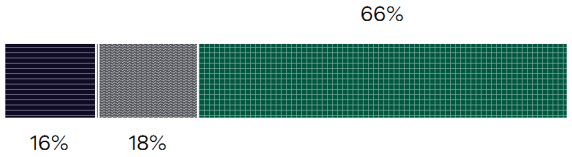
Under 'Your results', see results for each question in descending order by most agreed.

'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

66% 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					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My workgroup provides high quality advice and services		64%	69%	66%	73%	82%	90%

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

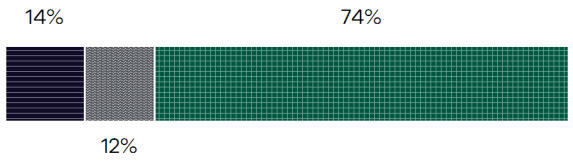
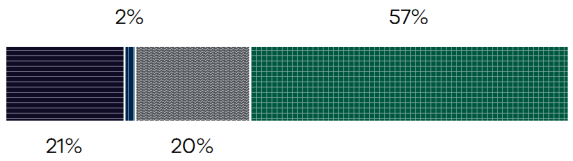
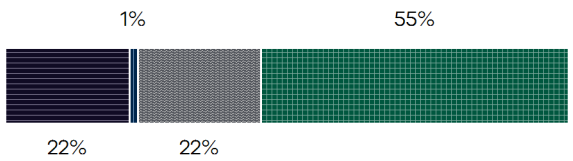
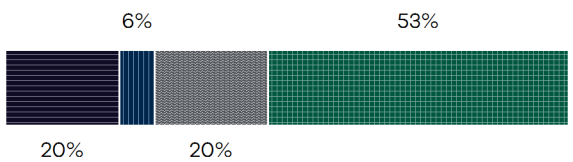
Under 'Your results', see results for each question in descending order by most agreed.

'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

74% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question	Your results	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My manager demonstrates honesty and integrity		72%	73%	74%	80%	83%	91%
My organisation is committed to earning a high level of public trust		70%	67%	57%	64%	80%	95%
People in my workgroup are honest, open and transparent in their dealings		57%	61%	55%	64%	72%	88%
People in my workgroup appropriately manage conflicts of interest		49%	54%	53%	61%	67%	77%

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

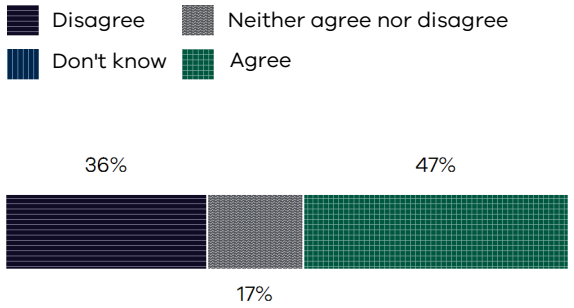
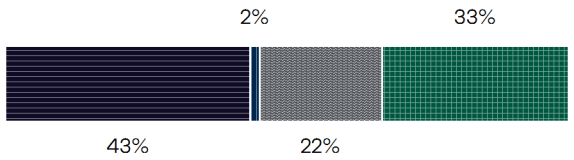
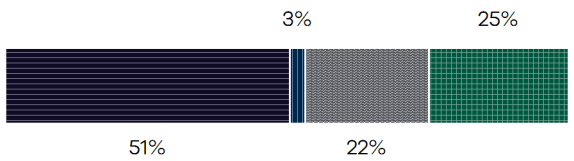
Under 'Your results', see results for each question in descending order by most agreed.

'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

47% 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					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I feel safe to challenge inappropriate behaviour at work		45%	51%	47%	62%	68%	80%
My organisation does not tolerate improper conduct		31%	35%	33%	56%	72%	91%
Senior leaders demonstrate honesty and integrity		26%	28%	25%	53%	65%	87%

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

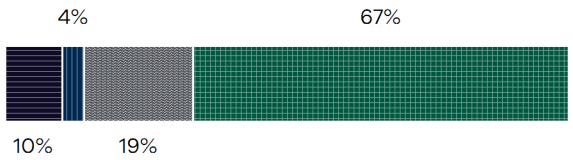
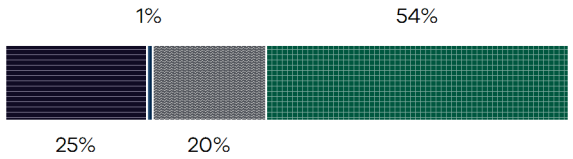
Under 'Your results', see results for each question in descending order by most agreed.

'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

67% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
People in my workgroup are politically impartial in their work		65%	67%	67%	68%	74%	83%
My workgroup acts fairly and without bias		54%	59%	54%	62%	70%	85%

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

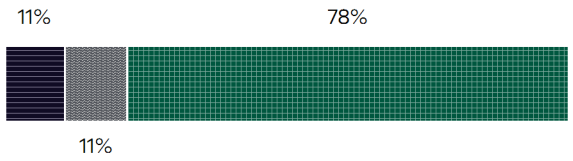
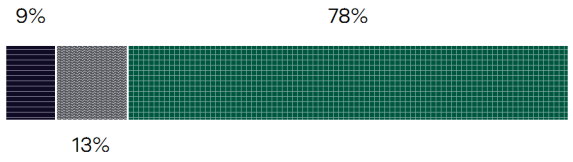
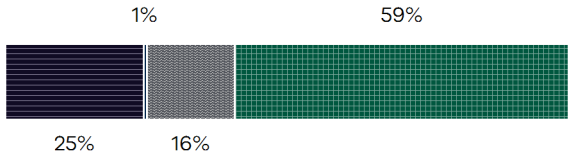
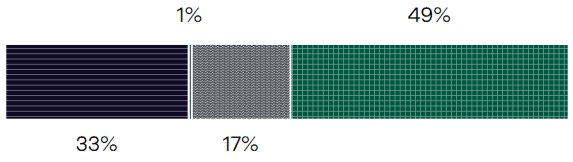
Under 'Your results', see results for each question in descending order by most agreed.

'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

78% 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	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals		81%	77%	78%	87%	92%	98%
I clearly understand what I am expected to do in this job		81%	80%	78%	82%	91%	93%
My workgroup has clear lines of responsibility		57%	61%	59%	66%	76%	85%
My workgroup uses its resources well		46%	53%	49%	61%	71%	85%

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

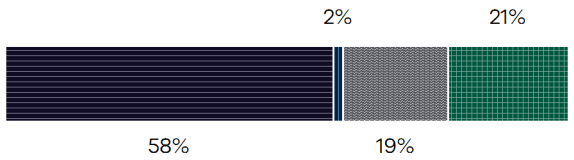
Under 'Your results'' see results for each question in descending order by most agreed.

'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

21% 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					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
Senior leaders provide clear strategy and direction		26%	25%	21%	49%	63%	87%

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

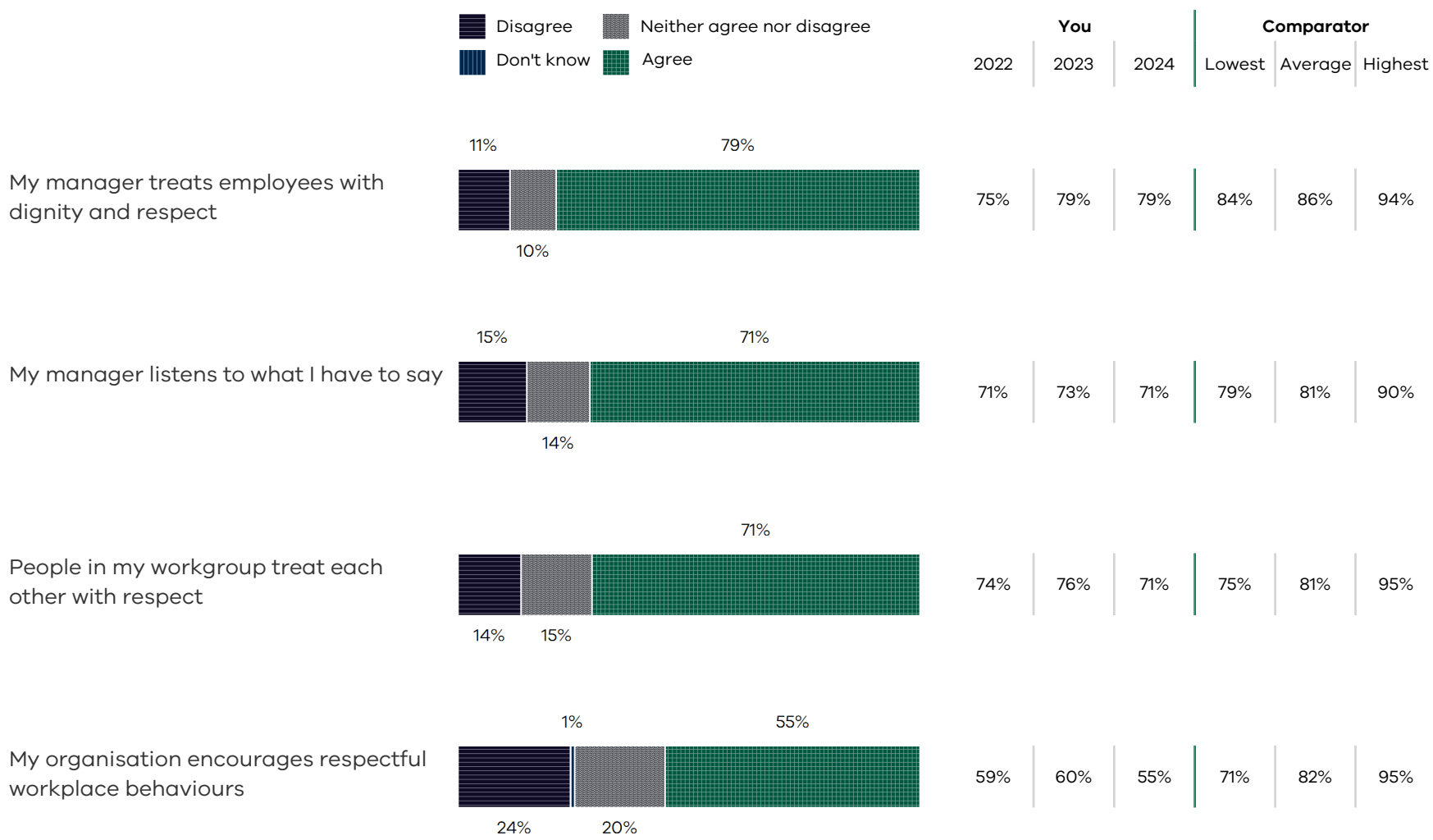
Under 'Your results', see results for each question in descending order by most agreed.

'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

79% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.



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

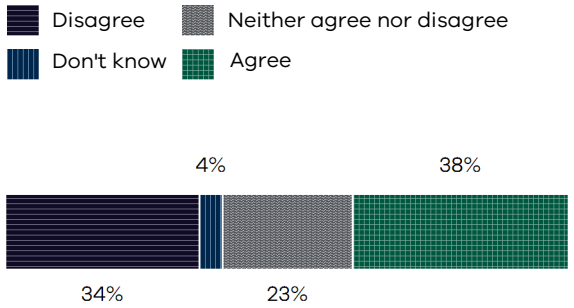
Under 'Your results', see results for each question in descending order by most agreed.

'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

38% 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
My organisation takes steps to eliminate bullying, harassment and discrimination		36%	42%	38%	57%	67%	85%

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

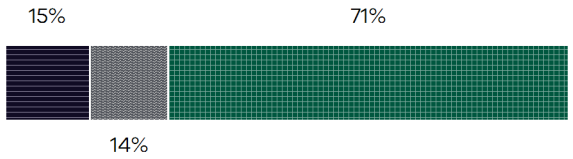
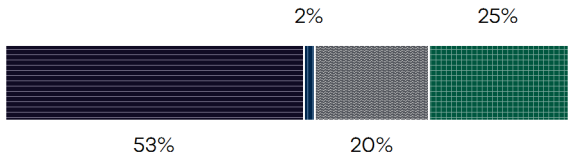
Under 'Your results', see results for each question in descending order by most agreed.

'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

71% 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					
	Disagree, Neither agree nor disagree, Don't know, Agree	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My manager models my organisation's values		70%	72%	71%	80%	83%	92%
Senior leaders model my organisation's values		25%	26%	25%	55%	67%	90%

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

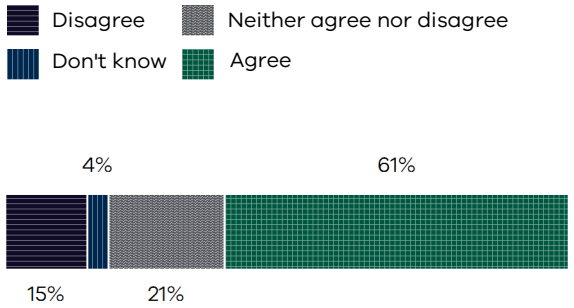
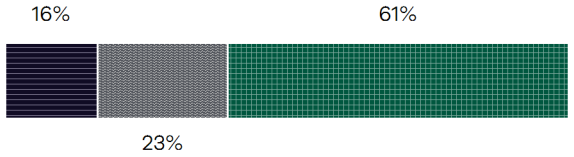
Under 'Your results', see results for each question in descending order by most agreed.

'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

61% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question	Your results	Benchmark agree results					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights		64%	66%	61%	79%	85%	92%
I understand how the Charter of Human Rights and Responsibilities applies to my work		59%	61%	61%	71%	75%	89%

People matter survey 2024

Have your say

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- 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

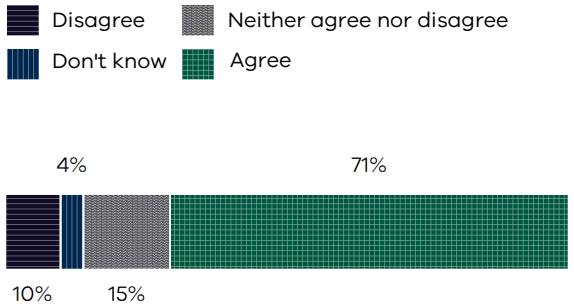
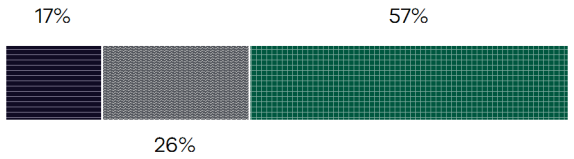
Under 'Your results', see results for each question in descending order by most agreed.

'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

71% 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					
		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work		Not asked	74%	71%	75%	79%	94%
I am proud to work in the public sector		Not asked	Not asked	57%	77%	87%	93%

People matter survey 2024

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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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- Employment
- Adjustments
- Caring
- Categories
- Primary role

Custom questions

What is this

Your organisation asked 5 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.

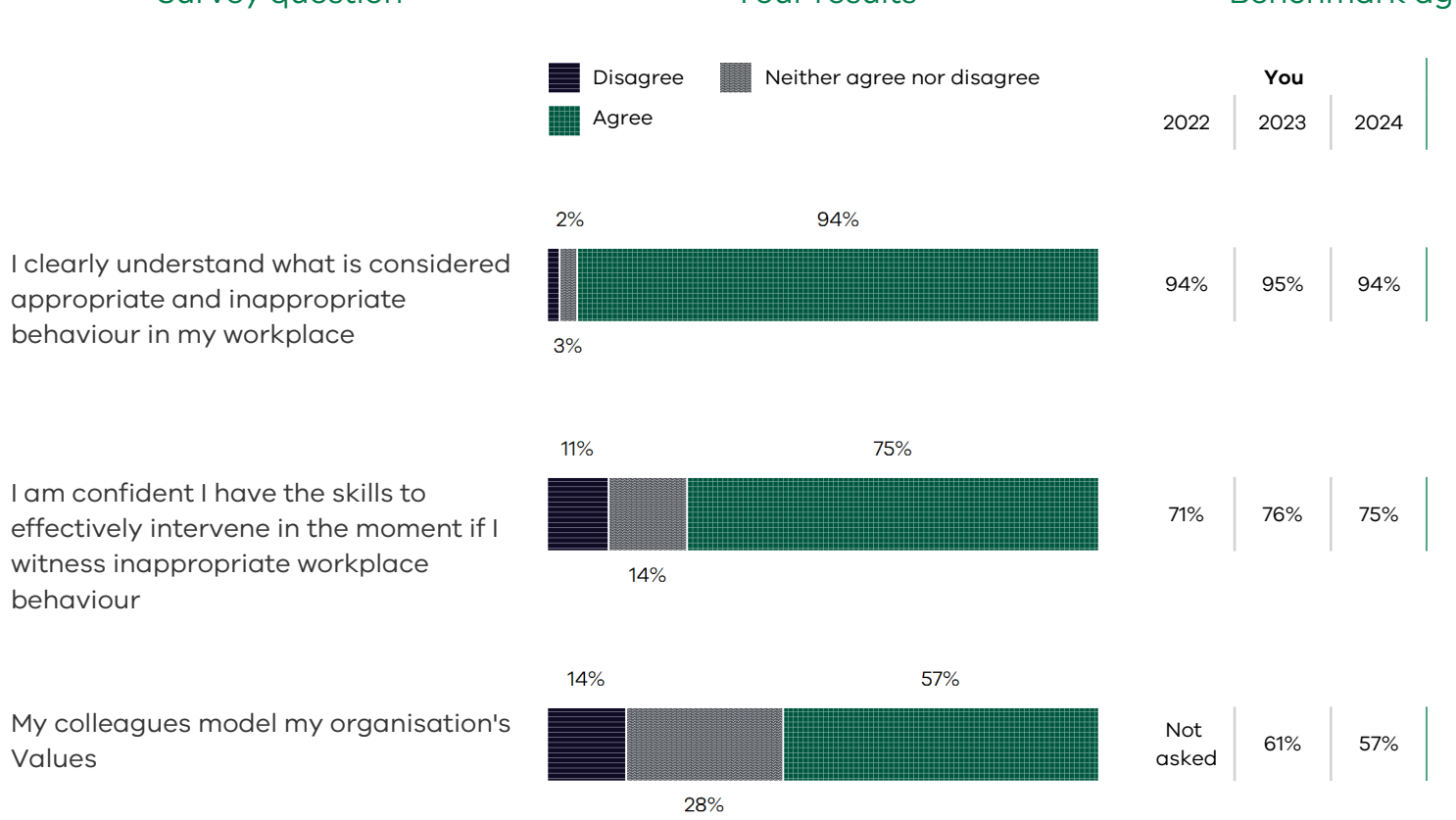
How to read this

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

94% of staff who did the survey agreed with the question 'I clearly understand what is considered appropriate and inappropriate behaviour in my workplace'.



Custom questions

What is this

Your organisation asked 5 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

The table shows you responses to the question 'AV's current level of effort with regard to social and environmental responsibility is...'.

Example

18% of staff who did the survey responded '5' to the question.

AV's current level of effort with regard to social and environmental responsibility is..	You 2023	You 2024
10 - Excellent	4%	3%
9	4%	3%
8	16%	15%
7	17%	15%
6	15%	15%
5	20%	18%
4	9%	9%
3	6%	9%
2	3%	3%
1 - Poor	7%	9%

Custom questions

What is this

Your organisation asked 5 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

The table shows you responses to the question 'AV's current progress towards achieving a safe, fair and inclusive culture is...'.

Example

15% of staff who did the survey responded '1 - Poor' to the question.

AV's current progress towards achieving a safe, fair and inclusive culture is..	You 2023	You 2024
10 - Excellent	4%	3%
9	6%	5%
8	14%	12%
7	14%	14%
6	14%	13%
5	16%	14%
4	9%	9%
3	8%	8%
2	4%	5%
1 - Poor	11%	15%

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- Caring
- 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	**247**	21%
35-54 years	**617**	53%
55+ years	**203**	17%
Prefer not to say	**101**	9%

Gender	(n)	%
Woman	**546**	47%
Man	**497**	43%
Prefer not to say	**119**	10%
Non-binary and I use a different term	**6**	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	**5**	0%
No	**1051**	90%
Prefer not to say	**112**	10%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?	(n)	%
Yes	**3**	0%
No	**1041**	89%
Don't know	**21**	2%
Prefer not to say	**103**	9%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	**871**	75%
Prefer not to say	**161**	14%
Bisexual	**46**	4%
Gay or lesbian	**42**	4%
Asexual	**25**	2%
I use a different term	**12**	1%
Don't know	**6**	1%
Pansexual	**5**	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
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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	**18**	2%
Non Aboriginal and/or Torres Strait Islander	**1066**	91%
Prefer not to say	**84**	7%

Identified as Aboriginal and/or Torres Strait Islander on your organisations HR system?	(n)	%
Yes	**7**	39%
No	**9**	50%
Don't know	**1**	6%
Prefer not to say	**1**	6%

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

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Are you a person with disability?	(n)	%
Yes	**83**	7%
No	**1000**	86%
Prefer not to say	**85**	7%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	**45**	54%
No	**35**	42%
Prefer not to say	**3**	4%

Which statement most accurately reflects your decision not to share your disability information within your organisation?	(n)	%
I feel that sharing my disability information will reflect negatively on me	**20**	57%
I do not require any adjustments to be made to perform my role	**6**	17%
My disability does not impact on my ability to perform my role	**6**	17%
Other	**3**	9%

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.
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How we protect anonymity and privacy

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Country of birth	(n)	%
Born in Australia	**953**	82%
Not born in Australia	**128**	11%
Prefer not to say	**87**	7%

Language other than English used with family or community	(n)	%
Yes	**96**	8%
No	**970**	83%
Prefer not to say	**102**	9%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Other	**43**	45%
Italian	**16**	17%
Hindi	**8**	8%
Vietnamese	**7**	7%
Arabic	**5**	5%
Greek	**5**	5%
Mandarin	**5**	5%
Spanish	**5**	5%
Urdu	**5**	5%
Cantonese	**4**	4%
Punjabi	**4**	4%
Auslan	**3**	3%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Macedonian	**2**	2%
Sinhalese	**2**	2%
Gujarati	**1**	1%
Malayalam	**1**	1%
Persian	**1**	1%
Turkish	**1**	1%
Australian Indigenous Language	**0**	0%
Filipino	**0**	0%
Tagalog	**0**	0%
Tamil	**0**	0%
Telugu	**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.
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How we protect anonymity and privacy

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Cultural identity	(n)	%
Australian	**917**	79%
Prefer not to say	**112**	10%
English, Irish, Scottish and/or Welsh	**108**	9%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	**76**	7%
East and/or South-East Asian	**28**	2%
Aboriginal and/or Torres Strait Islander	**15**	1%
Other	**15**	1%
New Zealander	**12**	1%
South Asian	**10**	1%
Middle Eastern	**5**	0%
North American	**5**	0%
African	**4**	0%
Central and/or South American	**4**	0%
Maori	**4**	0%
Central Asian	**3**	0%
Pacific Islander	**2**	0%

Religion	(n)	%
No religion	**682**	58%
Christianity	**285**	24%
Prefer not to say	**149**	13%
Other	**27**	2%
Buddhism	**10**	1%
Hinduism	**5**	0%
Judaism	**5**	0%
Islam	**3**	0%
Sikhism	**2**	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.
The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

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Working arrangement	(n)	%
Full-Time	**978**	84%
Part-Time	**190**	16%

Gross base salary (ongoing/fixed term only)	(n)	%
Below $80k	**63**	6%
$80k to $120k	**365**	32%
$120k to $160k	**380**	34%
$160k to $200k	**100**	9%
$200k or more	**53**	5%
Prefer not to say	**166**	15%

Organisational tenure	(n)	%
<1 year	**50**	4%
1 to less than 2 years	**79**	7%
2 to less than 5 years	**215**	18%
5 to less than 10 years	**238**	20%
10 to less than 20 years	**378**	32%
More than 20 years	**208**	18%

Management responsibility	(n)	%
Non-manager	**843**	72%
Other manager	**178**	15%
Manager of other manager(s)	**147**	13%

Employment type	(n)	%
Ongoing and executive	**1051**	90%
Fixed term	**63**	5%
Other	**54**	5%

Frontline worker	(n)	%
Yes	**695**	60%
No	**473**	40%

Demographics

Employment characteristics 2 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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How we protect anonymity and privacy

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Primary workplace location over the last 3 months	(n)	%
Melbourne: Suburbs	**665**	57%
Rural	**257**	22%
Large regional city	**185**	16%
Melbourne CBD	**45**	4%
Other	**16**	1%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	**459**	39%
A frontline or service delivery location	**635**	54%
Home or private location	**385**	33%
A shared office space (where two or more organisations share the same workspace)	**62**	5%
Isolated or remote location/s where access to communications and help from others is difficult	**42**	4%
Other	**24**	2%

Flexible work	(n)	%
I do not use any flexible work arrangements	**439**	38%
Shift swap	**241**	21%
Working from an alternative location (e.g. home, hub/shared work space)	**239**	20%
Flexible start and finish times	**211**	18%
Part-time	**117**	10%
Working more hours over fewer days	**106**	9%
Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours	**104**	9%
Other	**84**	7%
Purchased leave	**16**	1%
Study leave	**5**	0%
Job sharing	**4**	0%

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

How we protect anonymity and privacy

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Have you requested any of the following adjustments at work?	(n)	%
No, I have not requested adjustments	**737**	63%
Flexible working arrangements	**369**	32%
Physical modifications or improvements to the workplace	**64**	5%
Career development support strategies	**40**	3%
Other	**14**	1%
Job redesign or role sharing	**13**	1%
Accessible communications technologies	**12**	1%

Why did you make this request?	(n)	%
Caring responsibilities	**198**	46%
Work-life balance	**158**	37%
Family responsibilities	**151**	35%
Health	**145**	34%
Other	**38**	9%
Disability	**22**	5%
Study commitments	**19**	4%

What was your experience with making this request?	(n)	%
The adjustments I needed were made and the process was satisfactory	**188**	44%
The adjustments I needed were made but the process was unsatisfactory	**122**	28%
The adjustments I needed were not made	**121**	28%

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	**388**	33%
Primary school aged child(ren)	**253**	22%
Secondary school aged child(ren)	**217**	19%
Child(ren) - younger than preschool age	**132**	11%
Frail or aged person(s)	**129**	11%
Prefer not to say	**116**	10%
Preschool aged child(ren)	**109**	9%
Person(s) with a medical condition	**80**	7%
Person(s) with disability	**60**	5%
Person(s) with a mental illness	**51**	4%
Other	**35**	3%

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)	%
Other health and social care	**523**	45%
Management, Administration and Corporate support	**417**	36%
Medical employees	**120**	10%
Allied health - therapy discipline	**27**	2%
Nursing employees	**25**	2%
Allied health - science discipline	**23**	2%
Support services	**10**	1%
Allied health - assistant	**8**	1%
Community development	**3**	0%
Pastoral / spiritual care	**3**	0%
Lived experience specific worker	**2**	0%
Counselling	**1**	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.

How we protect anonymity and privacy

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Which of the following best describes the primary operational area in which you work?	(n)	%
Community-based services	**675**	58%
Corporate services	**380**	33%
Hospital-based services	**100**	9%
Mental health care services	**5**	0%
Prison-based services	**1**	0%
Residential aged care services	**1**	0%

Is your primary work role in one of the following areas?	(n)	%
Administration	**240**	21%
Aged care	**0**	0%
Critical care	**44**	4%
Drug and alcohol	**1**	0%
Emergency	**632**	54%
Maternity care	**0**	0%
Medical	**41**	4%
Mental health	**7**	1%
Mixed medical/surgical	**0**	0%
Neonatal care	**0**	0%
Palliative care	**0**	0%
Paediatrics	**0**	0%
Peri-operative	**0**	0%
Rehabilitation	**0**	0%
Surgical	**0**	0%
Other	**197**	17%

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