

A photograph of two women in a brightly lit room with colorful decorations. One woman, with long dark hair in a ponytail and glasses on her head, is seen from the back. The other woman, with long brown hair, is smiling and looking towards the first woman. The background is filled with colorful paper decorations and streamers.

People Matter Survey

2024

Have your say

People matter survey

2024

Have your say

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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 96% 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.

Overview

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- Highest scoring
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- Most improved
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- Senior leadership questions

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Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Report overview

Privacy and anonymity

To protect you, we:

- use an anonymous survey link and everyone in your organisation receives the same survey link
- de-identify all survey response data provided to your organisation
- don't collect your name, date of birth or employee ID
- don't release employee experience results when fewer than 10 people in a work group have responded to the survey
- don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total
- don't link the free-text comment reporting to any other survey information

Read more in [our privacy policy](#).

Report overview

Survey's theoretical framework

What this is

The framework provides an overview of the workplace factors and outcomes that the survey measures.

Why this is important

Based on theory and research, the framework focuses on core themes that help guide organisations in creating better workplaces.

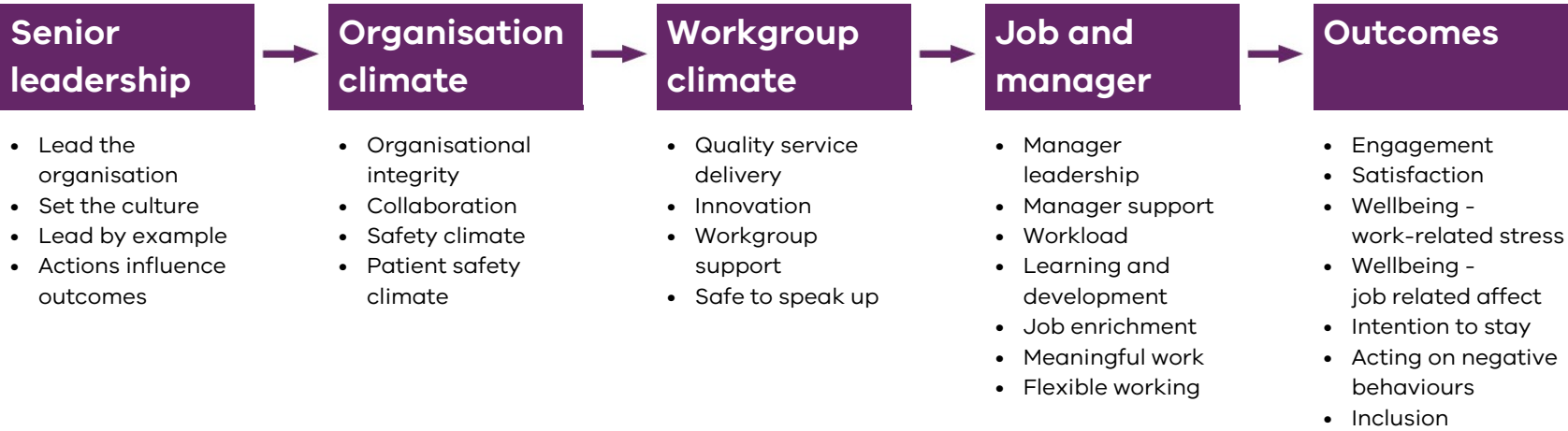
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

Our public sector values

The public sector values inform the professional and ethical conduct of everyone who works in the public sector.

As such, these values underpin the theoretical framework of the survey.

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



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



Responsiveness



Integrity



Impartiality



Accountability



Respect



Leadership



Human Rights

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Alexandra District Health

Alpine Health

Beaufort and Skipton Health Service

Beechworth Health Service

Boort District Health

Casterton Memorial Hospital

Central Highlands Rural Health

Cohuna District Hospital

East Wimmera Health Service

Great Ocean Road Health

Heathcote Health

Hesse Rural Health Service

Heywood Rural Health

Inglewood and Districts Health Service

Kerang District Health

Kooweerup Regional Health Service

Mallee Track Health and Community Service

Mansfield District Hospital

Moyne Health Services

NCN Health

Omeo District Health

Orbost Regional Health

Robinvale District Health Services

Rochester and Elmore District Health Service

Rural Northwest Health

Seymour Health

South Gippsland Hospital

Tallangatta Health Service

Terang and Mortlake Health Service

Timboon and District Healthcare Service

Yarram and District Health Service

Yarrawonga Health

Yea and District Memorial Hospital

Report overview

Your response rate

What this is

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

Why this is important

The higher the response rate, the more your results will reflect how staff feel. If less than 100 completed the survey, consider how much one person could change your results.

For example, if only 25 people did the survey, 1 person would account for 4% of any result. In this example, if your survey result and comparator group result or previous survey result are within 4% of each other, there is very little difference in the results.

How to read this

The number in the brackets () shows how many staff completed the survey this year.

2023

57%
(90)

| | |
|---------------|-----|
| Comparator | 56% |
| Public Sector | 42% |

2024

19%
(27)

| | |
|---------------|-----|
| Comparator | 57% |
| Public Sector | 44% |

People matter survey

2024

Have your say

Overview

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- Your comparator group
- Your response rate

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- Burnout levels
- Intention to stay
- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression

Key differences

- Highest scoring
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- Taking action questions

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- Flexible working

Public sector values

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- Leadership
- Human rights

Topical questions

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

Custom questions

- Questions requested by your organisation



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

62

| | |
|---------------|----|
| Comparator | 72 |
| Public Sector | 68 |

2024

69

| | |
|---------------|----|
| Comparator | 73 |
| 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 69.

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.

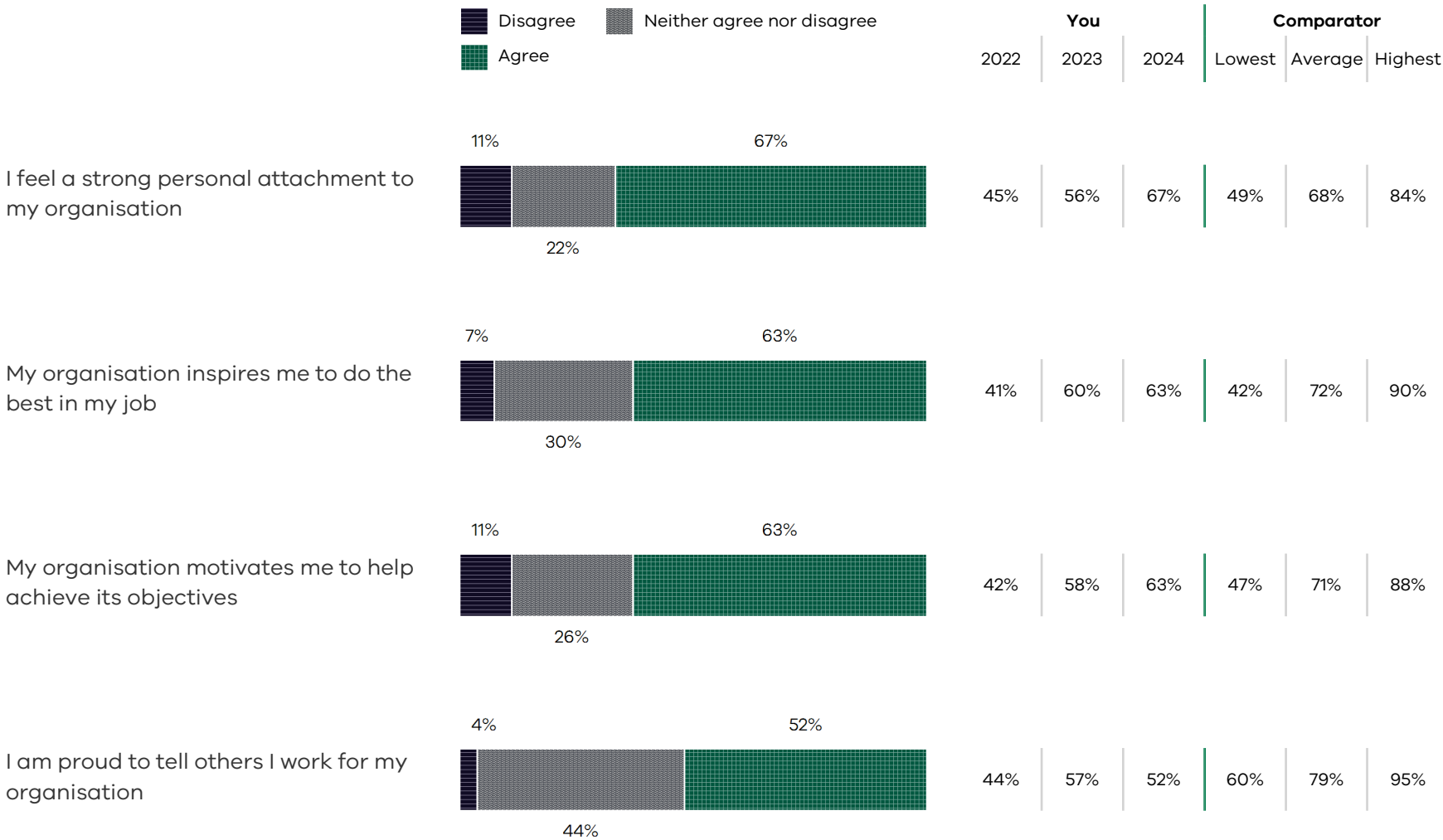
Example

67% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

Survey question

Your results

Benchmark agree results



People outcomes

Engagement question results 2 of 2

What is this

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

Your group's engagement index

Your 2024 index is 69.

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.

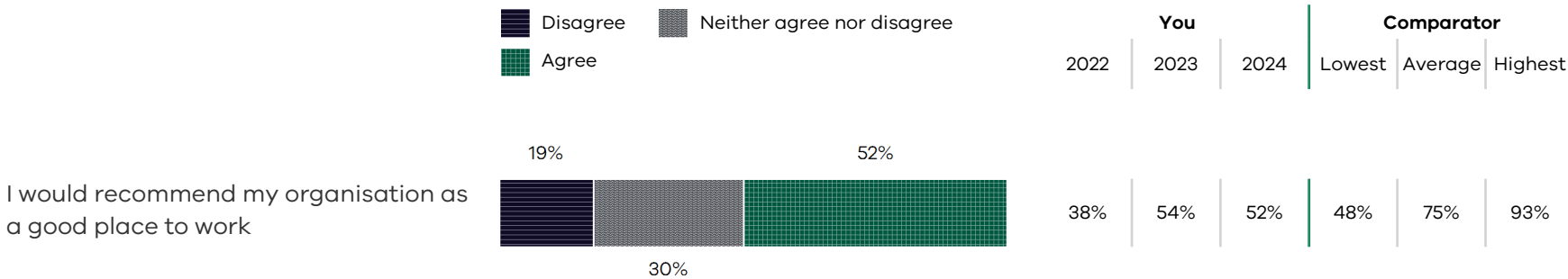
Example

52% 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



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

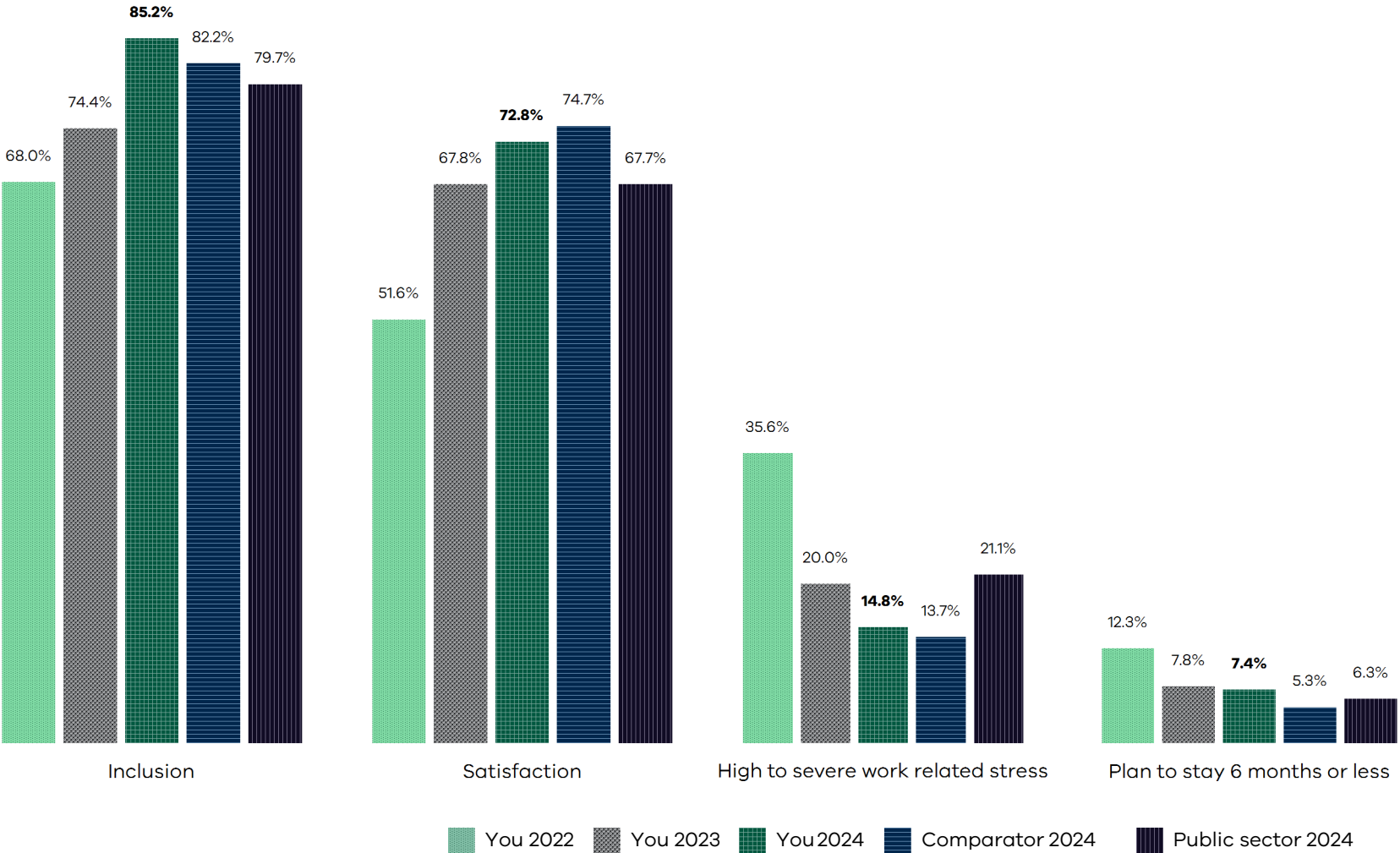
This page shows which outcomes are performing well and which outcomes you can look to improve.

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:
- 85.2% of your staff who did the survey responded positively to questions about Inclusion.
- Compared to:
- 82.2% 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

85% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

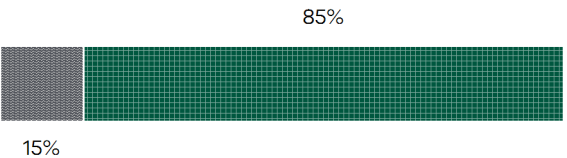
Survey question

Your results

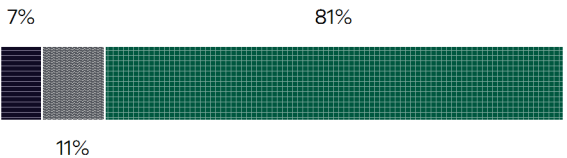
Benchmark satisfied results



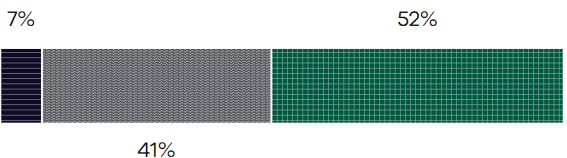
Considering everything, how satisfied are you with your current job



How satisfied are you with the work/life balance in your current job



How satisfied are you with your career development within your current organisation



| 2022 | You | | 2024 | Comparator | | |
|------|------|-----|------|------------|---------|---------|
| | 2023 | | | Lowest | Average | Highest |
| | | | | | | |
| | 53% | 70% | 85% | 65% | 80% | 93% |
| | | | | | | |
| | 59% | 70% | 81% | 64% | 76% | 90% |
| | | | | | | |
| | 42% | 63% | 52% | 54% | 69% | 87% |

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.

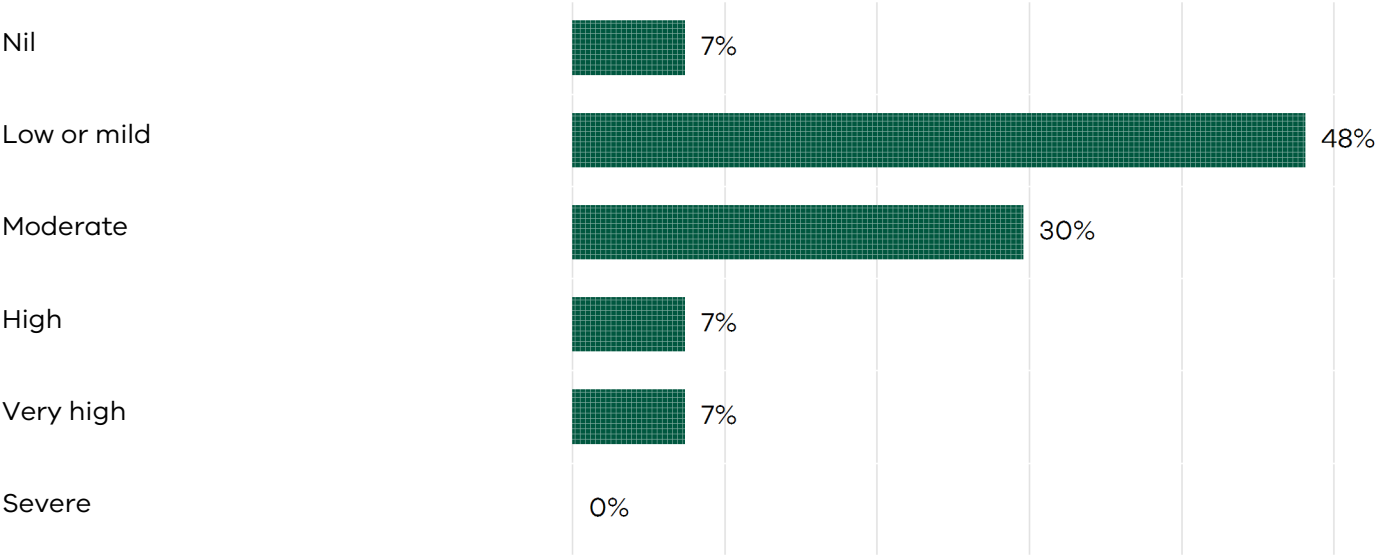
The graph at the top shows how staff in your group rated their current levels of work-related stress.

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

15% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 14% 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 | |
|---------------|-----|---------------|-----|
| 20% | | 15% | |
| Comparator | 16% | Comparator | 14% |
| 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

93% of your staff who did the survey said they experienced mild to severe stress. Of that 93%, 36% 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 | 45% | 36% | 44% | 48% |
| Time pressure | 35% | 28% | 39% | 41% |
| Organisation or workplace change | 15% | 28% | 9% | 12% |
| Dealing with clients, patients or stakeholders | 19% | 20% | 16% | 18% |
| Other | 13% | 20% | 14% | 13% |
| Unclear job expectations | 12% | 12% | 9% | 12% |
| Content, variety, or difficulty of work | 9% | 8% | 8% | 11% |
| Management of work (e.g. supervision, training, information, support) | 13% | 8% | 10% | 12% |
| Social environment (e.g. relationships with colleagues, manager or senior leaders) | 19% | 8% | 14% | 13% |
| Incivility, bullying, harassment or discrimination | 7% | 8% | 9% | 7% |

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.

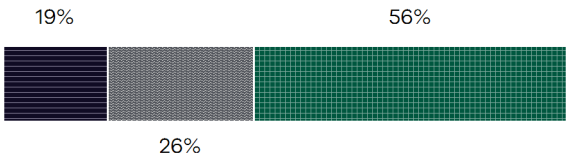
Example

56% of your staff who did the survey said the amount of stress in their job was manageable.

Survey question

The amount of stress in my job is manageable

Your results



Benchmark agree results

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

People outcomes

Burnout levels

What is this

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

Why this is important

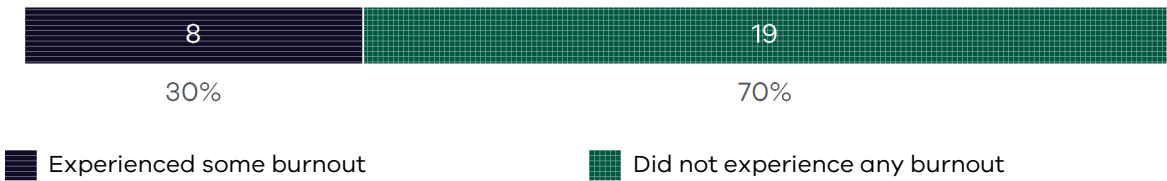
Burnout can affect negatively affect peoples health and wellbeing as well as their performance and behaviour.

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

30% of your staff who did the survey said they felt burnout at work.
Of that 30%, 48% 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 | 37% | 48% | 48% | 49% |
| I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion | 21% | 30% | 16% | 21% |
| I enjoy my work. I have no symptoms of burnout | 28% | 22% | 30% | 20% |
| The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot | 10% | 0% | 4% | 6% |
| I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help | 4% | 0% | 2% | 3% |

People outcomes

Intention to stay

What is this

This is what your staff intend to do with their careers in the near future.

Why this is important

In the public sector, we want to attract, keep, motivate and engage staff.

How to read this

In the survey, we ask staff to tell us how long they intend to work at their organisation.

Example

15% 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 | 8% | 7% | 5% | 6% |
| Over 6 months and up to 1 year | 11% | 15% | 8% | 9% |
| Over 1 year and up to 3 years | 23% | 19% | 22% | 24% |
| Over 3 years and up to 5 years | 16% | 19% | 17% | 16% |
| Over 5 years | 42% | 41% | 47% | 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.

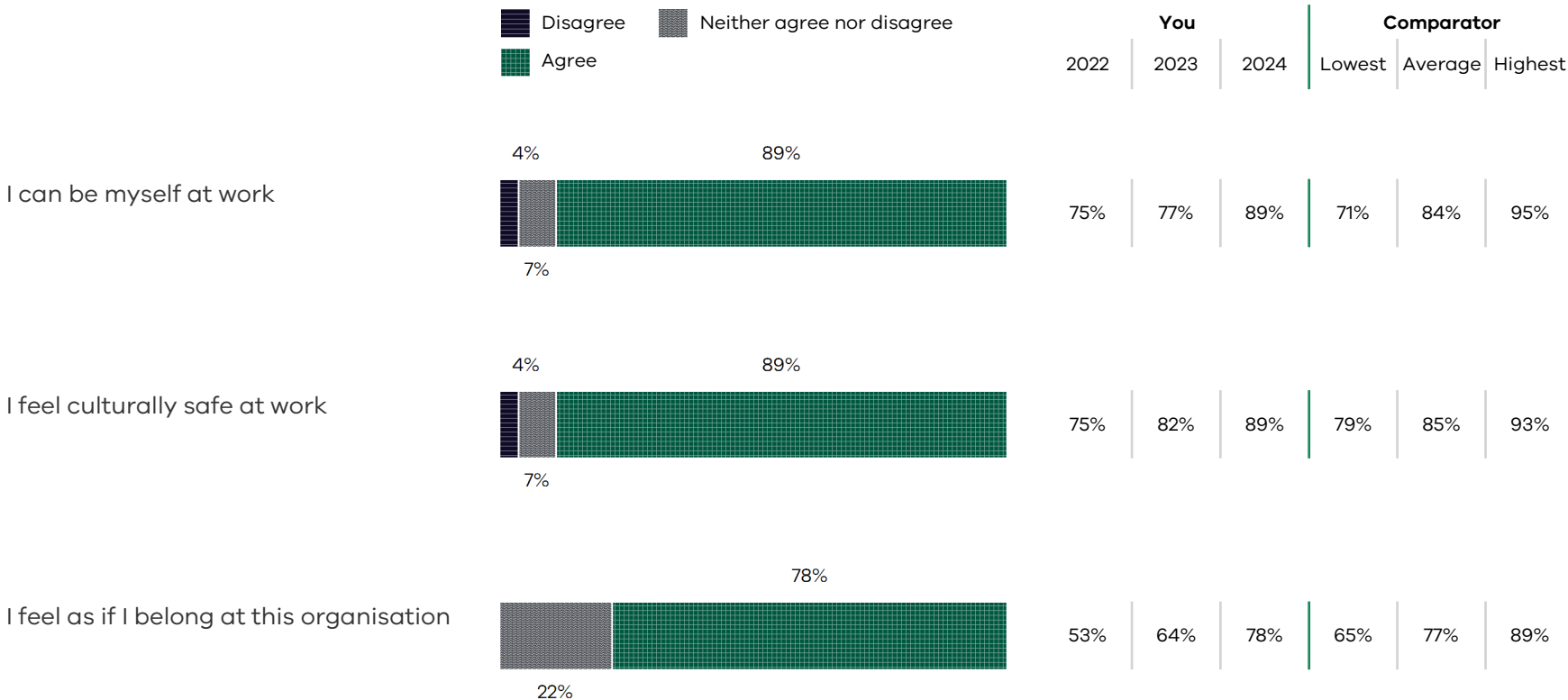
Example

89% of your staff who did the survey agreed or strongly agreed with 'I can be myself at work'.

Survey question

Your results

Benchmark agree results



People outcomes

Inclusion - Barriers to success

What is this

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

Why this is important

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

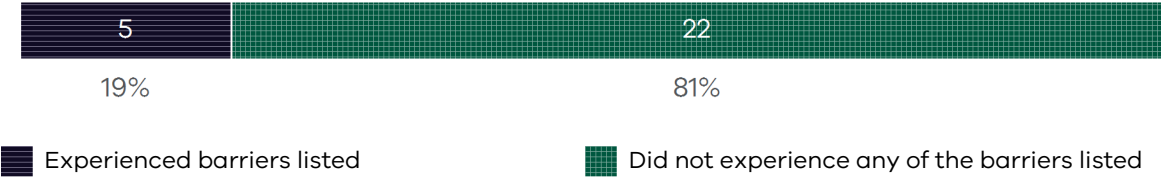
How to read this

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

Why there are no further details

We've not published the results for individual response options. We do this to protect participant anonymity.

Staff who experienced one or more barriers to success at work



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.

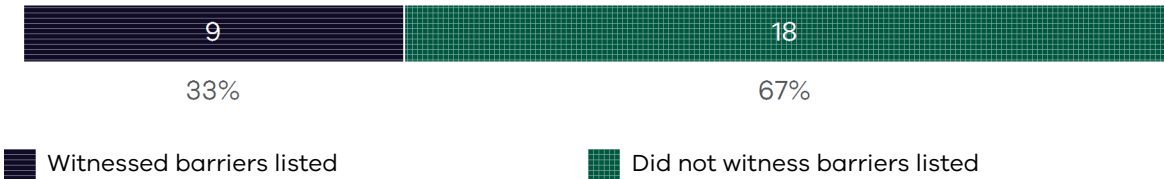
How to read this

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.

Why there are no further details

We've not published the results for individual response options. We do this to protect participant anonymity.

Staff who witnessed one or more barriers to success at work



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.

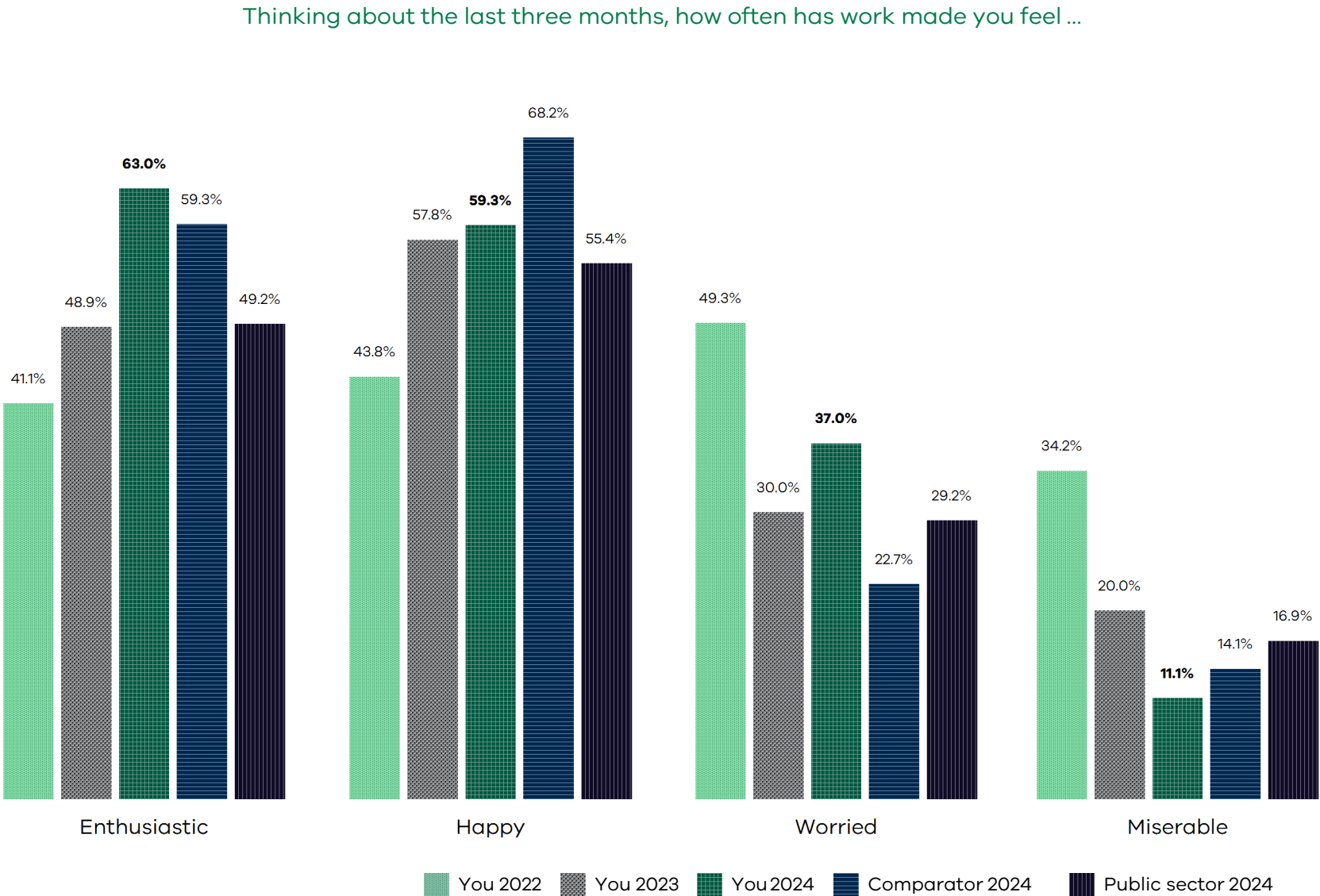
How to read this

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:
- 59.3% of your staff who did the survey said work made them feel happy.
- Compared to:
- 68.2% of staff in your comparator group and 55.4% of staff across the public sector.



People outcomes

Scorecard: negative behaviours

What is this

This is how many staff have experienced negative behaviours at work in the past 12 months.

Why this is important

Negative behaviours can be detrimental to health and wellbeing as well as performance and behaviour.

How to read this

Each label represents a question in the survey about negative behaviour. Each result is the percentage of staff who said they experienced bullying, sexual harassment, discrimination or violence and aggression in the past 12 months.

You can compare these with your comparator group and the public sector.

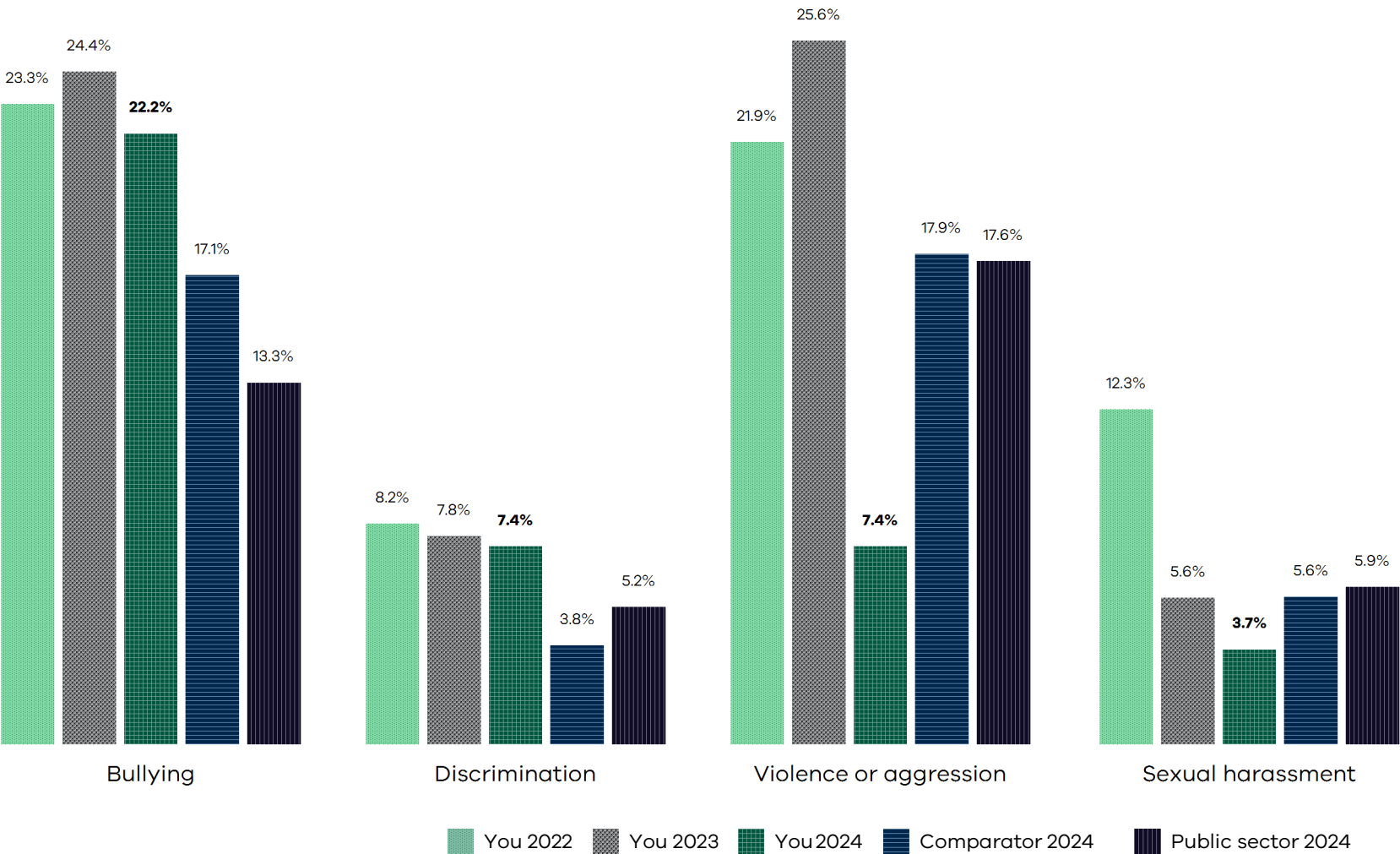
Example

In 2024:

- 22.2% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months.

Compared to:

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



People outcomes

Bullying

What is this

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

Why this is important

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

Why there is no data here

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

We do this to protect the respondents.

People outcomes

Sexual harassment

What is this

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

Why this is important

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

Why there is no data here

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

People outcomes

Discrimination

What is this

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

Why this is important

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

Why there is no data here

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

We do this to protect the respondents.

People outcomes

Violence and aggression

What is this

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

Why this is important

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

Why there is no data here

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



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

26% of your staff who did the survey said they witnessed some negative behaviour at work.

74% said 'No, I have not witnessed any of the situations above'.



| 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 | 71% | 74% | 77% | 77% |
| Bullying of a colleague | 18% | 19% | 17% | 15% |
| Discrimination against a colleague | 17% | 15% | 8% | 9% |
| Violence or aggression against a colleague | 9% | 4% | 4% | 6% |
| Sexual harassment of a colleague | 3% | 0% | 1% | 2% |

People matter survey

2024

Have your say

| Overview | | | |
|---|---|---|--|
| Report overview | Result summary | | |
| <ul style="list-style-type: none">About your reportPrivacy and anonymitySurvey's theoretical frameworkYour comparator groupYour response rate | People outcomes <ul style="list-style-type: none">Scorecard: engagement indexEngagementScorecard: satisfaction, stress, intention to stay, inclusionSatisfactionWork-related stress levelsWork-related stress causesBurnout levelsIntention to stay | Key differences <ul style="list-style-type: none">InclusionScorecard: emotional effects of workScorecard: negative behaviourBullyingSexual harassmentDiscriminationViolence and aggression | Taking action <ul style="list-style-type: none">Taking action questions |

| Detailed results | | | | | |
|---|--|--|--|---|--|
| Senior leadership | Workgroup climate | Job and manager factors | Public sector values | Topical questions | Custom questions |
| <ul style="list-style-type: none">Senior leadership questions Organisational climate <ul style="list-style-type: none">ScorecardOrganisational integrityCollaborationSafety climatePatient safety climate | <ul style="list-style-type: none">ScorecardQuality service deliveryInnovationWorkgroup supportSafe to speak up | <ul style="list-style-type: none">ScorecardManager leadershipManager supportWorkloadLearning and developmentJob enrichmentMeaningful workFlexible working | <ul style="list-style-type: none">ScorecardResponsivenessIntegrityImpartialityAccountabilityRespectLeadershipHuman rights | <ul style="list-style-type: none">Questions on topical issues including understanding the charter of human right and providing frank and impartial advice | <ul style="list-style-type: none">Questions requested by your organisation |

Key differences

Highest scoring questions

What is this

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

How to read this

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

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

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

Example

On the first row 'Meaningful work', the 'You 2024' column shows 100% of your staff who did the survey agreed with 'I achieve something important through my work'. In the 'Change from 2023' column, you have a +4% change, which is a positive trend.

| Question group | Highest scoring questions | You 2024 | Change from 2023 | Comparator 2024 |
|--------------------------|---|----------|------------------|-----------------|
| Meaningful work | I achieve something important through my work | 100% | +4% | 94% |
| Meaningful work | I can make a worthwhile contribution at work | 100% | +6% | 94% |
| Job enrichment | I can use my skills and knowledge in my job | 100% | +9% | 93% |
| Organisational integrity | My organisation encourages employees to act in ways that are consistent with human rights | 100% | +20% | 85% |
| Collaboration | I am able to work effectively with others outside my immediate workgroup | 96% | +11% | 87% |
| Patient safety climate | I am encouraged by my colleagues to report any patient safety concerns I may have | 96% | +16% | 85% |
| Job enrichment | I understand how my job helps my organisation achieve its goals | 96% | +12% | 93% |
| Patient safety climate | Management is driving us to be a safety-centred organisation | 96% | +21% | 77% |
| Safety climate | My organisation provides a physically safe work environment | 96% | +19% | 85% |
| Patient safety climate | My suggestions about patient safety would be acted upon if I expressed them to my manager | 96% | +21% | 78% |

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 'Safety climate', the 'You 2024' column shows 41% of your staff who did the survey agreed with 'All levels of my organisation are involved in the prevention of stress'. In the 'Change from 2023' column, you have a -0% change, which is a neutral trend.

| Question group | Lowest scoring questions | You 2024 | Change from 2023 | Comparator 2024 |
|--------------------------|---|----------|------------------|-----------------|
| Safety climate | All levels of my organisation are involved in the prevention of stress | 41% | -0% | 57% |
| Taking action | My organisation has made improvements based on the survey results from last year | 41% | +3% | 45% |
| Patient safety climate | This health service does a good job of training new and existing staff | 41% | -7% | 64% |
| Patient safety climate | Trainees in my discipline are adequately supervised | 44% | -7% | 67% |
| Organisational integrity | I believe the promotion processes in my organisation are fair | 48% | -4% | 55% |
| Safety climate | In my workplace, there is good communication about psychological safety issues that affect me | 48% | +1% | 58% |
| Satisfaction | How satisfied are you with your career development within your current organisation | 52% | -11% | 69% |
| Engagement | I am proud to tell others I work for my organisation | 52% | -5% | 79% |
| Engagement | I would recommend my organisation as a good place to work | 52% | -3% | 75% |
| Workload | I have enough time to do my job effectively | 56% | +2% | 64% |

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 'Taking action', the 'You 2024' column shows 74% of your staff who did the survey agreed with 'I believe my organisation will make improvements based on the results of this year's survey'. In the 'Increase from 2023' column, you have a 23% increase, which is a positive trend.

| Question group | Most improved from last year | You 2024 | Increase from 2023 | Comparator 2024 |
|--------------------------|---|----------|--------------------|-----------------|
| Taking action | I believe my organisation will make improvements based on the results of this year's survey | 74% | +23% | 60% |
| Patient safety climate | Management is driving us to be a safety-centred organisation | 96% | +21% | 77% |
| Patient safety climate | My suggestions about patient safety would be acted upon if I expressed them to my manager | 96% | +21% | 78% |
| Organisational integrity | My organisation encourages employees to act in ways that are consistent with human rights | 100% | +20% | 85% |
| Safety climate | My organisation provides a physically safe work environment | 96% | +19% | 85% |
| Patient safety climate | I am encouraged by my colleagues to report any patient safety concerns I may have | 96% | +16% | 85% |
| Satisfaction | Considering everything, how satisfied are you with your current job | 85% | +15% | 80% |
| Organisational integrity | I have an equal chance at promotion in my organisation | 63% | +15% | 54% |
| Workgroup support | People in my workgroup are politically impartial in their work | 85% | +14% | 73% |
| Manager support | I receive meaningful recognition when I do good work | 67% | +13% | 66% |

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 'Satisfaction', the 'You 2024' column shows 52% of your staff who did the survey agreed with 'How satisfied are you with your career development within your current organisation'.

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 |
|--------------------------|---|----------|--------------------|-----------------|
| Satisfaction | How satisfied are you with your career development within your current organisation | 52% | -11% | 69% |
| Manager support | My manager provides me with enough support when I need it | 70% | -9% | 80% |
| Innovation | My workgroup is quick to respond to opportunities to do things better | 63% | -8% | 74% |
| Manager support | My manager gives me feedback that helps me improve my performance | 70% | -7% | 76% |
| Patient safety climate | This health service does a good job of training new and existing staff | 41% | -7% | 64% |
| Patient safety climate | Trainees in my discipline are adequately supervised | 44% | -7% | 67% |
| Innovation | My workgroup learns from failures and mistakes | 67% | -6% | 73% |
| Engagement | I am proud to tell others I work for my organisation | 52% | -5% | 79% |
| Organisational integrity | I believe the recruitment processes in my organisation are fair | 63% | -5% | 66% |
| Organisational integrity | My organisation does not tolerate improper conduct | 63% | -5% | 73% |

Key differences

Biggest positive difference from comparator

What is this

This is where your staff have agreed more to a question compared to staff at similar organisations.

How to read this

Use this data to see where your organisation has the biggest positive difference with questions from the 2024 survey compared to your comparator group.

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

Example

On the first row 'Patient safety climate', the 'You 2024' column shows 96% of your staff who did the survey agreed with 'Management is driving us to be a safety-centred organisation'.

The 'Difference' column, shows that agreement for this question was 19% higher than in your comparator.

| Question group | Biggest positive difference from comparator | You 2024 | Difference | Comparator 2024 |
|--------------------------|---|----------|------------|-----------------|
| Patient safety climate | Management is driving us to be a safety-centred organisation | 96% | +19% | 77% |
| Patient safety climate | My suggestions about patient safety would be acted upon if I expressed them to my manager | 96% | +18% | 78% |
| Organisational integrity | My organisation encourages employees to act in ways that are consistent with human rights | 100% | +15% | 85% |
| Taking action | I believe my organisation will make improvements based on the results of this year's survey | 74% | +14% | 60% |
| Workgroup support | People in my workgroup work together effectively to get the job done | 93% | +13% | 80% |
| Workgroup support | People in my workgroup are politically impartial in their work | 85% | +12% | 73% |
| Safety climate | My organisation provides a physically safe work environment | 96% | +12% | 85% |
| Safe to speak up | People in my workgroup are able to bring up problems and tough issues | 81% | +11% | 70% |
| Patient safety climate | I am encouraged by my colleagues to report any patient safety concerns I may have | 96% | +11% | 85% |
| Flexible working | My manager supports working flexibly | 93% | +11% | 82% |

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 52% of your staff who did the survey agreed with 'I am proud to tell others I work for my organisation'.

The 'Difference' column, shows that agreement for this question was 27% lower than in your comparator.

| Question group | Biggest negative difference from comparator | You 2024 | Difference | Comparator 2024 |
|------------------------|---|----------|------------|-----------------|
| Engagement | I am proud to tell others I work for my organisation | 52% | -27% | 79% |
| Patient safety climate | This health service does a good job of training new and existing staff | 41% | -23% | 64% |
| Engagement | I would recommend my organisation as a good place to work | 52% | -23% | 75% |
| Patient safety climate | Trainees in my discipline are adequately supervised | 44% | -22% | 67% |
| Satisfaction | How satisfied are you with your career development within your current organisation | 52% | -17% | 69% |
| Safety climate | All levels of my organisation are involved in the prevention of stress | 41% | -16% | 57% |
| Work-related stress | The amount of stress in my job is manageable | 56% | -15% | 70% |
| Patient safety climate | I would recommend a friend or relative to be treated as a patient here | 67% | -12% | 79% |
| Safe to speak up | I feel safe to challenge inappropriate behaviour at work | 59% | -11% | 71% |
| Innovation | My workgroup is quick to respond to opportunities to do things better | 63% | -11% | 74% |

People matter survey

2024

Have your say

| Overview | | | |
|---|--|--|--|
| Result summary | | | |
| Report overview | People outcomes | | Taking action |
| <ul style="list-style-type: none">About your reportPrivacy and anonymitySurvey's theoretical frameworkYour comparator groupYour response rate | <ul style="list-style-type: none">Scorecard: engagement indexEngagementScorecard: satisfaction, stress, intention to stay, inclusionSatisfactionWork-related stress levelsWork-related stress causesBurnout levelsIntention to stay | <ul style="list-style-type: none">InclusionScorecard: emotional effects of workScorecard: negative behaviourBullyingSexual harassmentDiscriminationViolence and aggression | <ul style="list-style-type: none">Highest scoringLowest scoringMost improvedMost declinedBiggest positive difference from your comparatorBiggest negative difference from your comparator |
| <div>Taking action questions</div> | | | |

| Detailed results | | | | | |
|--|--|--|--|---|--|
| Senior leadership | Workgroup climate | Job and manager factors | Public sector values | Topical questions | Custom questions |
| <ul style="list-style-type: none">Senior leadership questions <div>Organisational climate</div> <ul style="list-style-type: none">ScorecardOrganisational integrityCollaborationSafety climatePatient safety climate | <ul style="list-style-type: none">ScorecardQuality service deliveryInnovationWorkgroup supportSafe to speak up | <ul style="list-style-type: none">ScorecardManager leadershipManager supportWorkloadLearning and developmentJob enrichmentMeaningful workFlexible working | <ul style="list-style-type: none">ScorecardResponsivenessIntegrityImpartialityAccountabilityRespectLeadershipHuman rights | <ul style="list-style-type: none">Questions on topical issues including understanding the charter of human right and providing frank and impartial advice | <ul style="list-style-type: none">Questions requested by your organisation |

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

74% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this year's survey'.

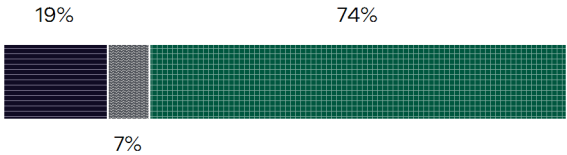
Survey question

Your results

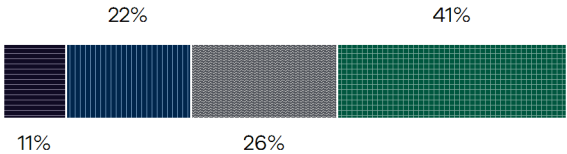
Benchmark agree results



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



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



| 2022 | You | | | Comparator | | |
|------|------|------|------|------------|---------|---------|
| | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| | 34% | 51% | 74% | 32% | 60% | 78% |
| | 27% | 38% | 41% | 16% | 45% | 71% |

People matter survey

2024

Have your say

Overview

Result summary

Report overview

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

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation



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.

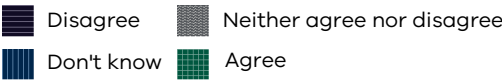
Example

67% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

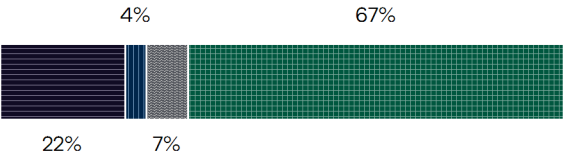
Survey question

Your results

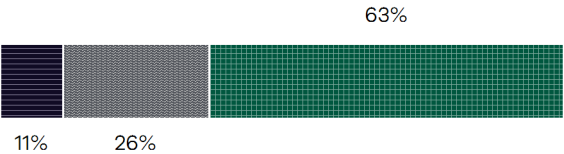
Benchmark agree results



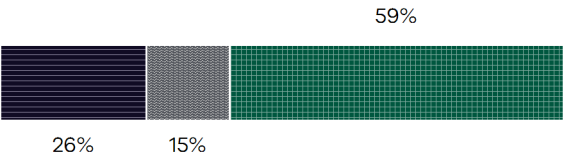
Senior leaders demonstrate honesty and integrity



Senior leaders model my organisation's values



Senior leaders provide clear strategy and direction



| 2022 | You | | | Comparator | | |
|------|------|------|-----|------------|---------|---------|
| | 2023 | 2024 | | Lowest | Average | Highest |
| | 34% | 54% | 67% | 48% | 68% | 88% |
| | 40% | 60% | 63% | 51% | 70% | 88% |
| | 37% | 58% | 59% | 45% | 66% | 89% |

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation



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.

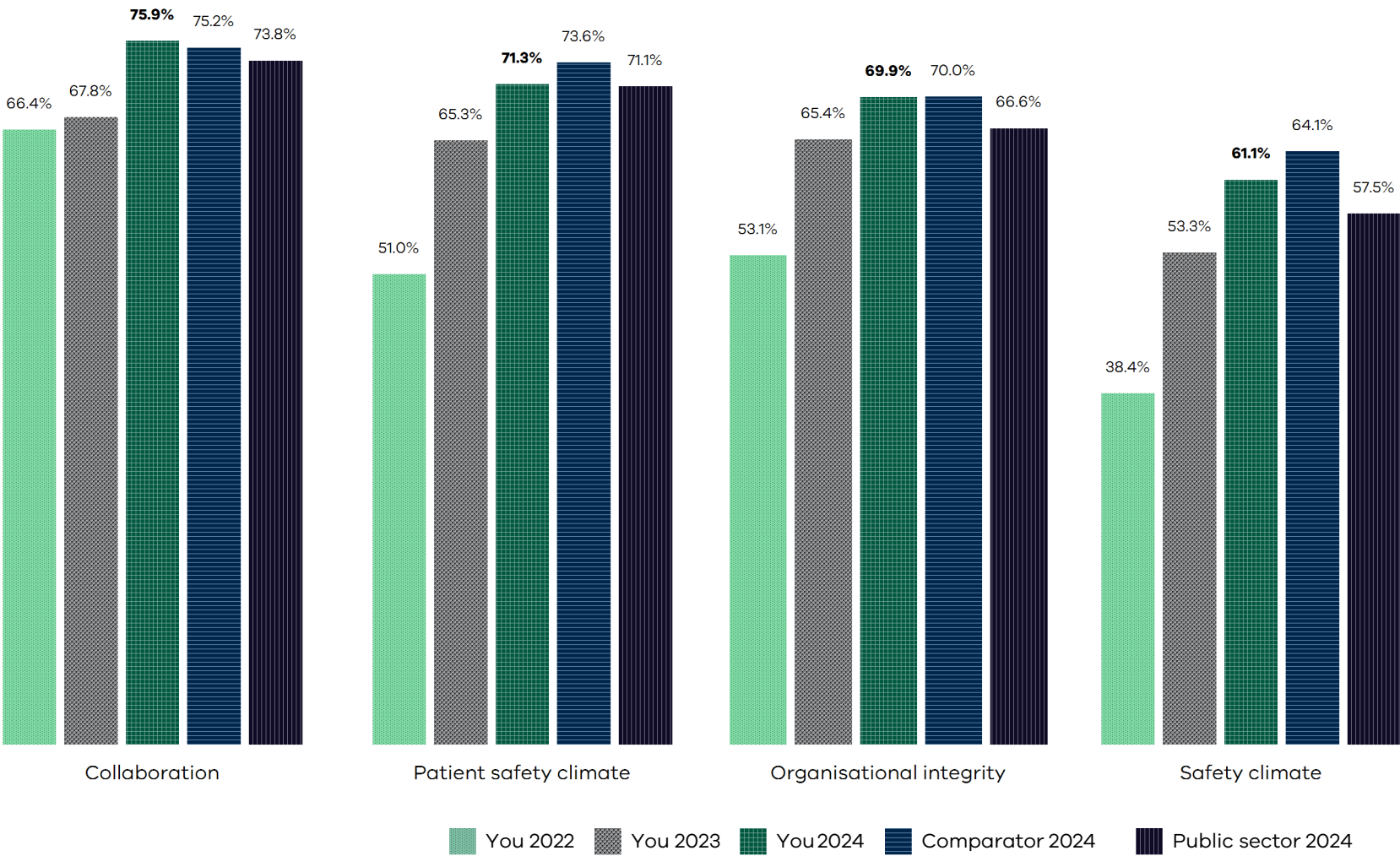
Example

In 2024:

- 75.9% of your staff who did the survey responded positively to questions about Collaboration.

Compared to:

- 75.2% 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.

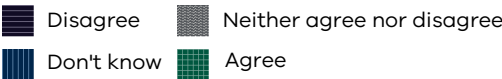
Example

100% 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

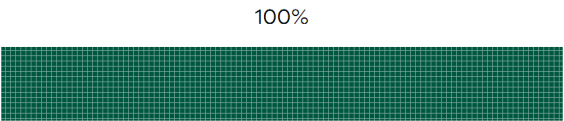
Your results

Benchmark agree results



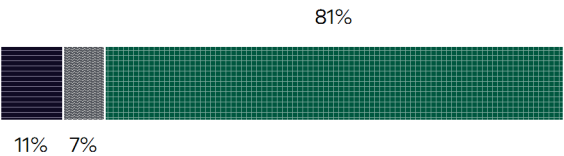
| 2022 | You | | | Comparator | | |
|------|------|------|--|------------|---------|---------|
| | 2023 | 2024 | | Lowest | Average | Highest |

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



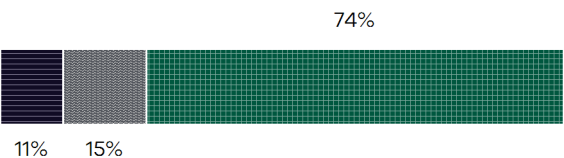
| | | | | | |
|-----|-----|------|-----|-----|-----|
| 74% | 80% | 100% | 74% | 85% | 94% |
|-----|-----|------|-----|-----|-----|

My organisation encourages respectful workplace behaviours



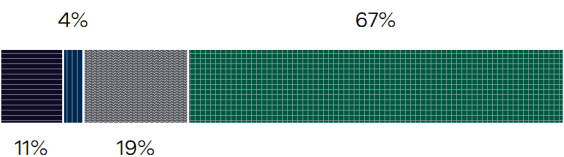
| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 67% | 79% | 81% | 67% | 80% | 95% |
|-----|-----|-----|-----|-----|-----|

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



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 47% | 71% | 74% | 55% | 81% | 95% |
|-----|-----|-----|-----|-----|-----|

My organisation takes steps to eliminate bullying, harassment and discrimination



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 49% | 58% | 67% | 50% | 67% | 83% |
|-----|-----|-----|-----|-----|-----|

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

63% of your staff who did the survey agreed or strongly agreed with 'I believe the recruitment processes in my organisation are fair'.

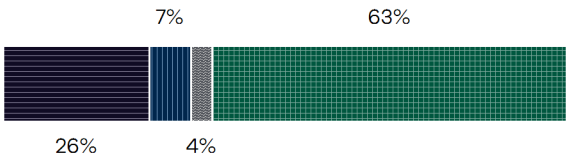
Survey question

Your results

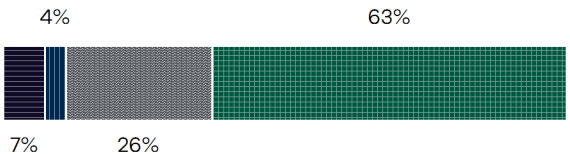
Benchmark agree results



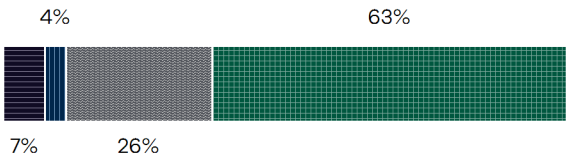
I believe the recruitment processes in my organisation are fair



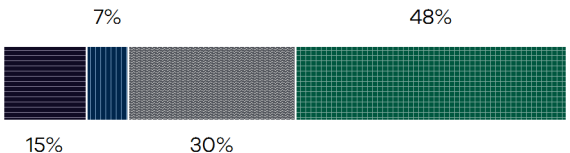
I have an equal chance at promotion in my organisation



My organisation does not tolerate improper conduct



I believe the promotion processes in my organisation are fair



| 2022 | You | | | Comparator | | |
|------|------|------|-----|------------|---------|---------|
| | 2023 | 2024 | | Lowest | Average | Highest |
| | 51% | 68% | 63% | 48% | 66% | 76% |
| | 41% | 48% | 63% | 39% | 54% | 67% |
| | 53% | 68% | 63% | 52% | 73% | 91% |
| | 42% | 52% | 48% | 35% | 55% | 68% |

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

96% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

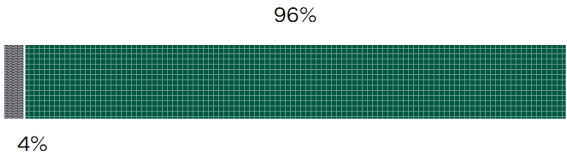
Survey question

Your results

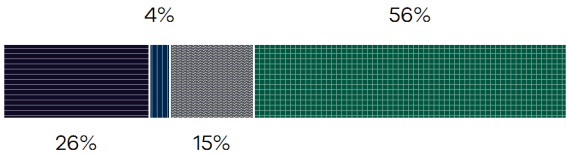
Benchmark agree results



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



Workgroups across my organisation willingly share information with each other



| 2022 | You | | | Comparator | | |
|------|------|------|-----|------------|---------|---------|
| | 2023 | 2024 | | Lowest | Average | Highest |
| | 84% | 86% | 96% | 77% | 87% | 94% |
| | 49% | 50% | 56% | 35% | 64% | 78% |

Organisational climate

Safety climate 1 of 2

What is this

This is how well staff feel your organisation supports safety at work.

Why this is important

A safe workplace is a key outcome of Leading the way and the Victorian public sector mental health and wellbeing charter.

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

Example

96% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

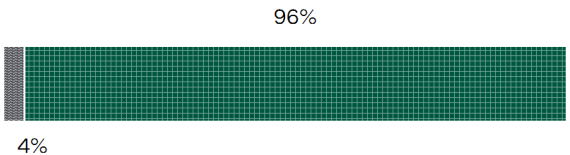
Survey question

Your results

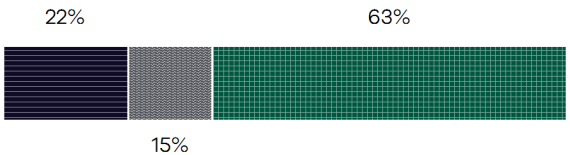
Benchmark agree results



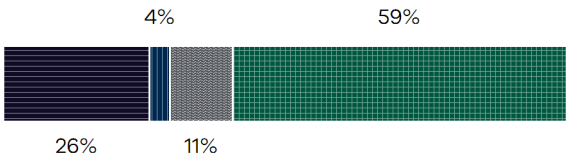
My organisation provides a physically safe work environment



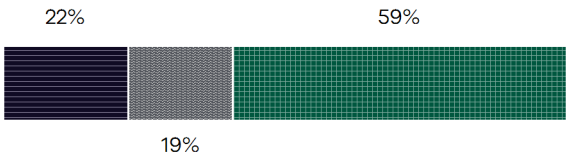
Senior leaders consider the psychological health of employees to be as important as productivity



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



Senior leaders show support for stress prevention through involvement and commitment



| 2022 | You | | | Comparator | | |
|------|------|------|--|------------|---------|---------|
| | 2023 | 2024 | | Lowest | Average | Highest |

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 71% | 78% | 96% | 69% | 85% | 95% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 34% | 53% | 63% | 45% | 64% | 85% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 37% | 51% | 59% | 39% | 62% | 83% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 29% | 50% | 59% | 35% | 59% | 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

48% of your staff who did the survey agreed or strongly agreed with 'In my workplace, there is good communication about psychological safety issues that affect me'.

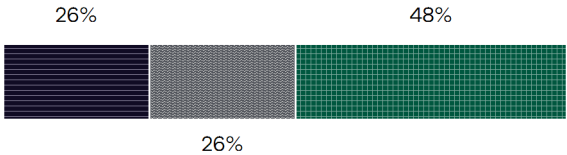
Survey question

Your results

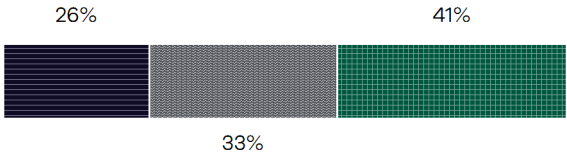
Benchmark agree results



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



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



| | You | | | Comparator | | |
|---|------|------|------|------------|---------|---------|
| | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| In my workplace, there is good communication about psychological safety issues that affect me | 29% | 47% | 48% | 42% | 58% | 77% |
| All levels of my organisation are involved in the prevention of stress | 30% | 41% | 41% | 32% | 57% | 80% |

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

96% of your staff who did the survey agreed or strongly agreed with 'I am encouraged by my colleagues to report any patient safety concerns I may have'.

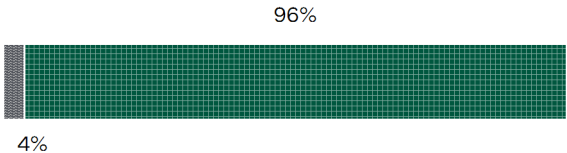
Survey question

Your results

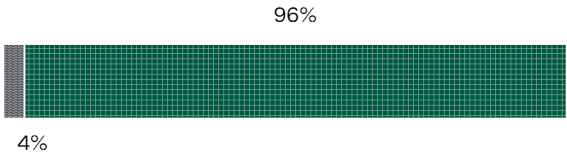
Benchmark agree results



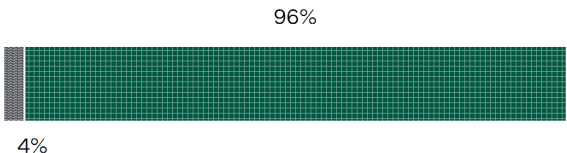
I am encouraged by my colleagues to report any patient safety concerns I may have



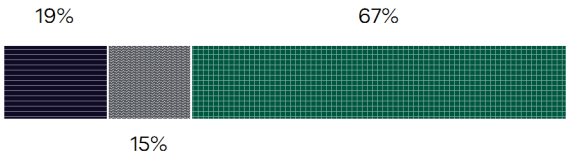
Management is driving us to be a safety-centred organisation



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



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



| 2022 | You | | | Comparator | | |
|------|------|------|--|------------|---------|---------|
| | 2023 | 2024 | | Lowest | Average | Highest |

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 73% | 80% | 96% | 74% | 85% | 95% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 55% | 76% | 96% | 61% | 77% | 94% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 60% | 76% | 96% | 66% | 78% | 93% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 52% | 68% | 67% | 58% | 79% | 94% |
|-----|-----|-----|-----|-----|-----|

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

67% of your staff who did the survey agreed or strongly agreed with 'Patient care errors are handled appropriately in my work area'.

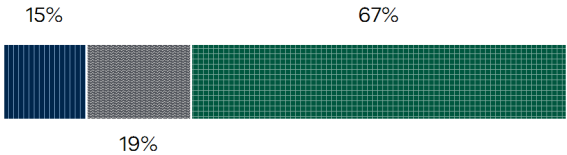
Survey question

Your results

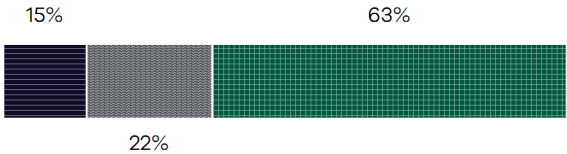
Benchmark agree results



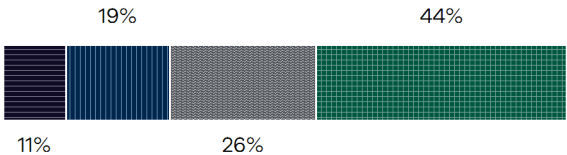
Patient care errors are handled appropriately in my work area



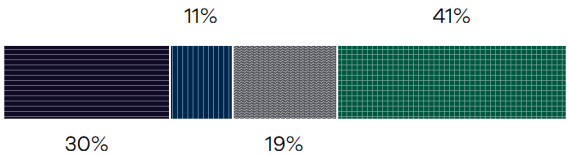
The culture in my work area makes it easy to learn from the errors of others



Trainees in my discipline are adequately supervised



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



| 2022 | You | | | Comparator | | |
|------|------|------|--|------------|---------|---------|
| | 2023 | 2024 | | Lowest | Average | Highest |

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 51% | 70% | 67% | 57% | 71% | 87% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 47% | 54% | 63% | 52% | 68% | 83% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 40% | 51% | 44% | 45% | 67% | 84% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 32% | 48% | 41% | 45% | 64% | 88% |
|-----|-----|-----|-----|-----|-----|

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation



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

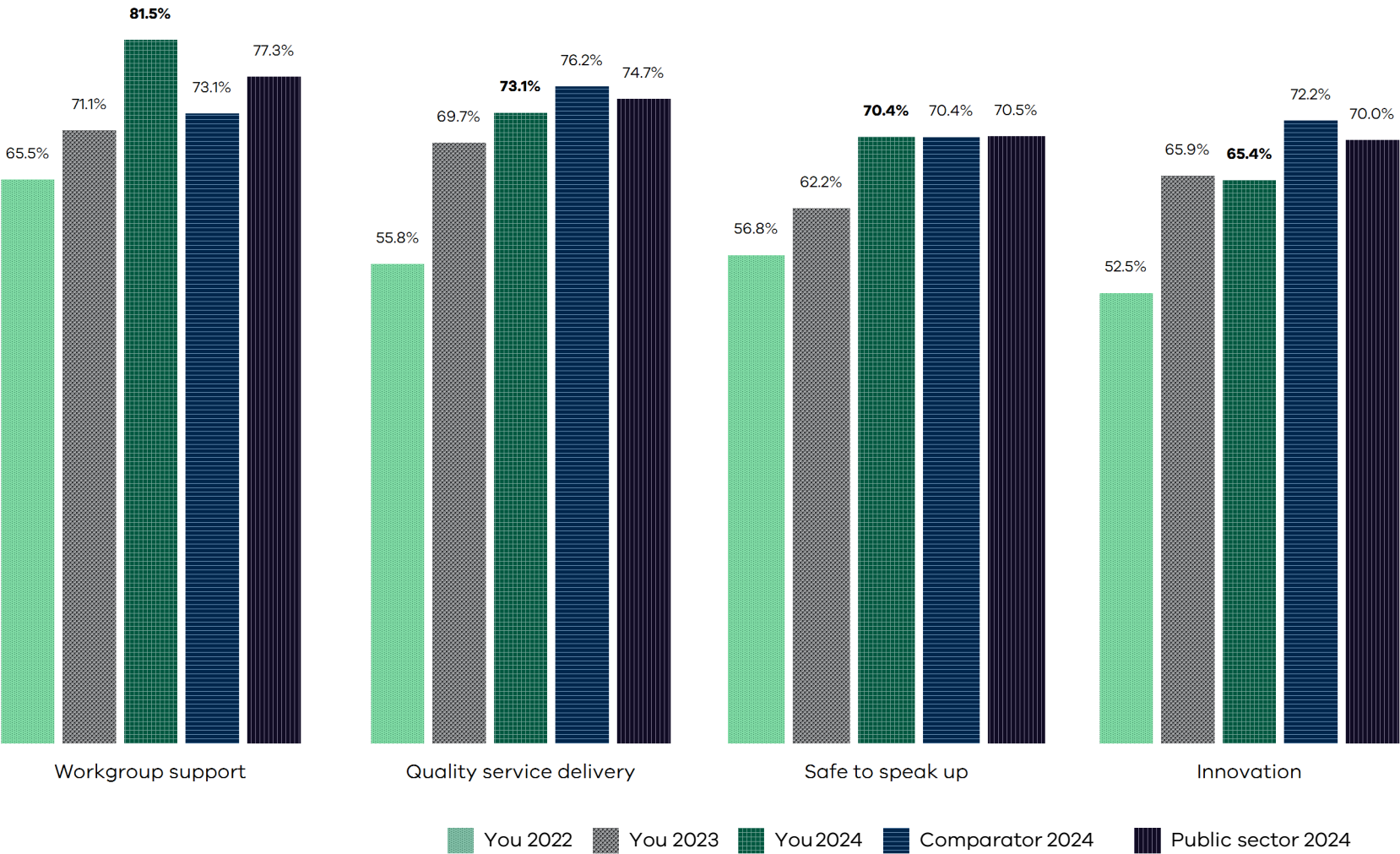
This page shows which factors are performing well and which factors you can look to improve.

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:
- 81.5% of your staff who did the survey responded positively to questions about Workgroup support
- Compared to:
- 73.1% 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.

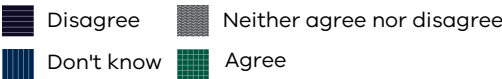
Example

78% of your staff who did the survey agreed or strongly agreed with 'My workgroup has clear lines of responsibility'.

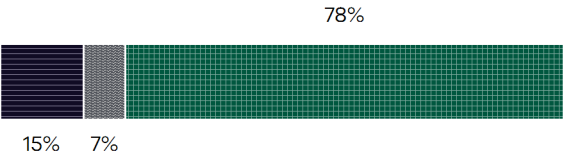
Survey question

Your results

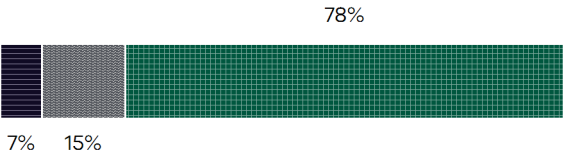
Benchmark agree results



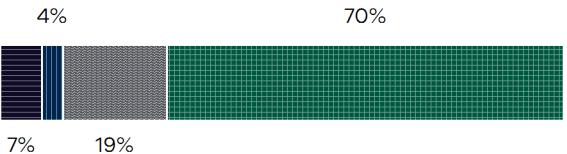
My workgroup has clear lines of responsibility



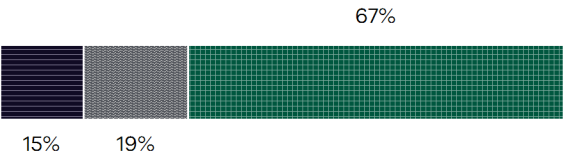
My workgroup provides high quality advice and services



My workgroup acts fairly and without bias



My workgroup uses its resources well



| 2022 | You | | | Comparator | | |
|------|------|------|-----|------------|---------|---------|
| | 2023 | 2024 | | Lowest | Average | Highest |
| | 58% | 79% | 78% | 52% | 77% | 89% |
| | 62% | 74% | 78% | 62% | 82% | 95% |
| | 52% | 62% | 70% | 55% | 72% | 87% |
| | 52% | 63% | 67% | 60% | 74% | 93% |

Workgroup climate

Innovation

What is this

This is how well staff feel their workgroup innovates its operations.

Why this is important

Innovation can reduce costs, create public value and lead to higher quality services.

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

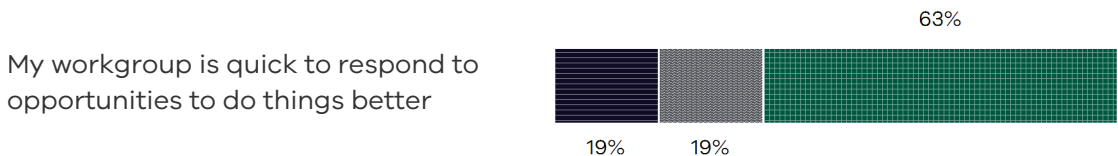
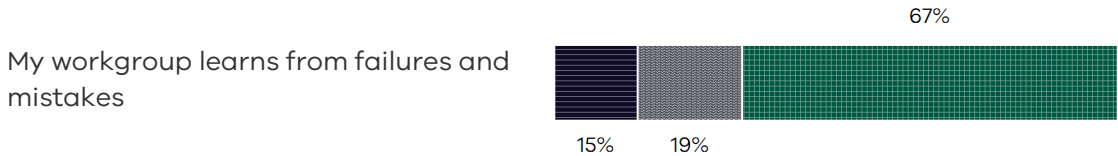
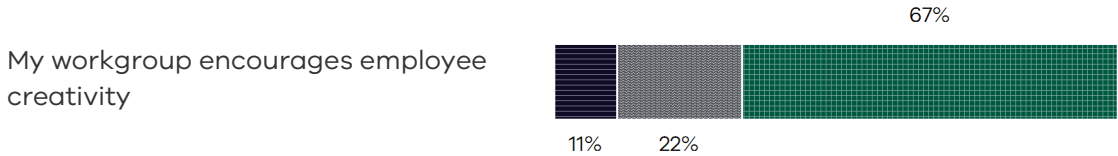
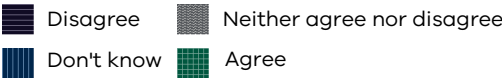
Example

67% of your staff who did the survey agreed or strongly agreed with 'My workgroup encourages employee creativity'.

Survey question

Your results

Benchmark agree results



| | You | | | Comparator | | |
|---|------|------|------|------------|---------|---------|
| | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| My workgroup encourages employee creativity | 48% | 54% | 67% | 54% | 69% | 83% |
| My workgroup learns from failures and mistakes | 53% | 72% | 67% | 53% | 73% | 88% |
| My workgroup is quick to respond to opportunities to do things better | 56% | 71% | 63% | 53% | 74% | 85% |

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.

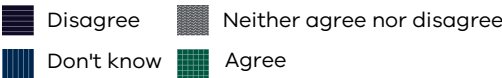
Example

93% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

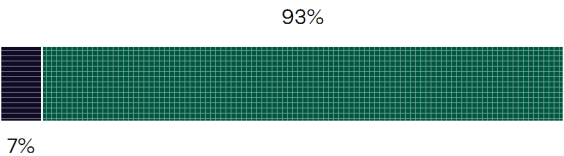
Survey question

Your results

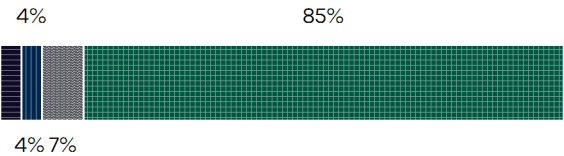
Benchmark agree results



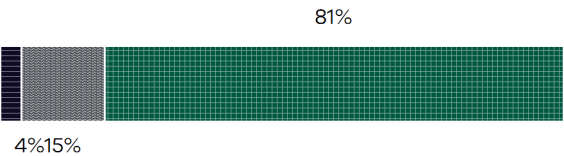
People in my workgroup work together effectively to get the job done



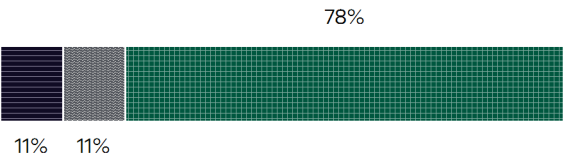
People in my workgroup are politically impartial in their work



People in my workgroup treat each other with respect



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



| 2022 | You | | 2024 | Comparator | | |
|------|------|--|------|------------|---------|---------|
| | 2023 | | | Lowest | Average | Highest |

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 73% | 84% | 93% | 57% | 80% | 96% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 70% | 71% | 85% | 59% | 73% | 87% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 73% | 76% | 81% | 50% | 77% | 93% |
|-----|-----|-----|-----|-----|-----|

| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 59% | 64% | 78% | 44% | 71% | 86% |
|-----|-----|-----|-----|-----|-----|

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.

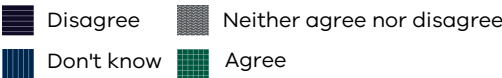
Example

70% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

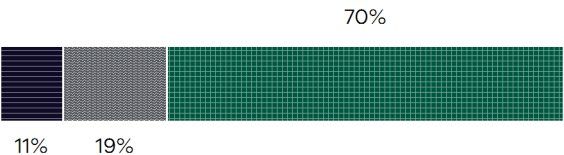
Survey question

Your results

Benchmark agree results



People in my workgroup appropriately manage conflicts of interest



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

81% 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'.

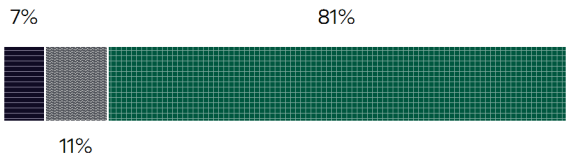
Survey question

Your results

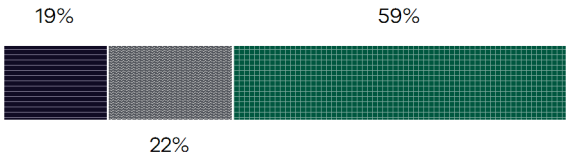
Benchmark agree results



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



I feel safe to challenge inappropriate behaviour at work



| You | | | Comparator | | |
|------|------|------|------------|---------|---------|
| 2022 | 2023 | 2024 | Lowest | Average | Highest |
| 64% | 69% | 81% | 50% | 70% | 86% |
| 49% | 56% | 59% | 54% | 71% | 87% |

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation



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.

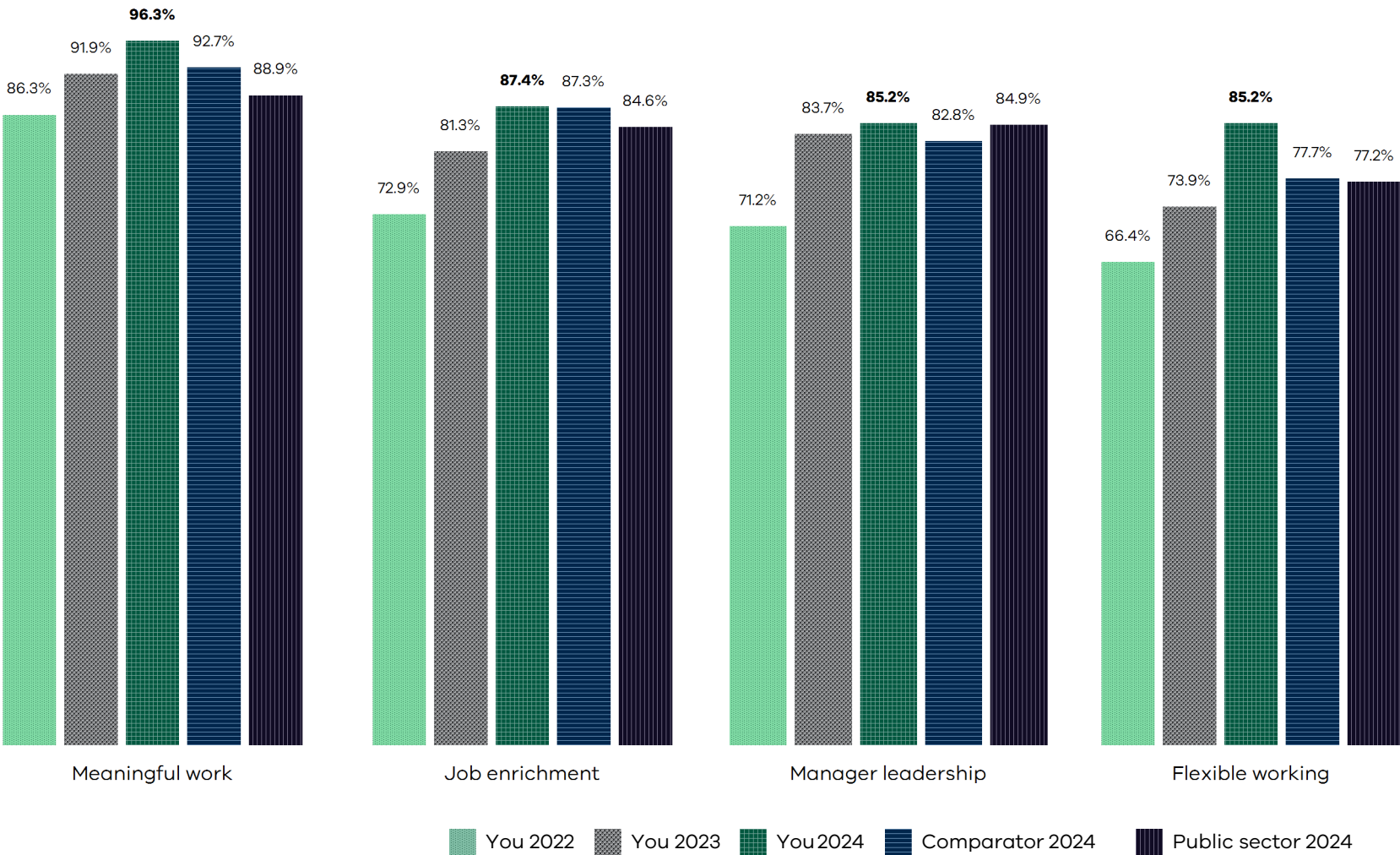
Example

In 2024:

- 96.3% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 92.7% 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.

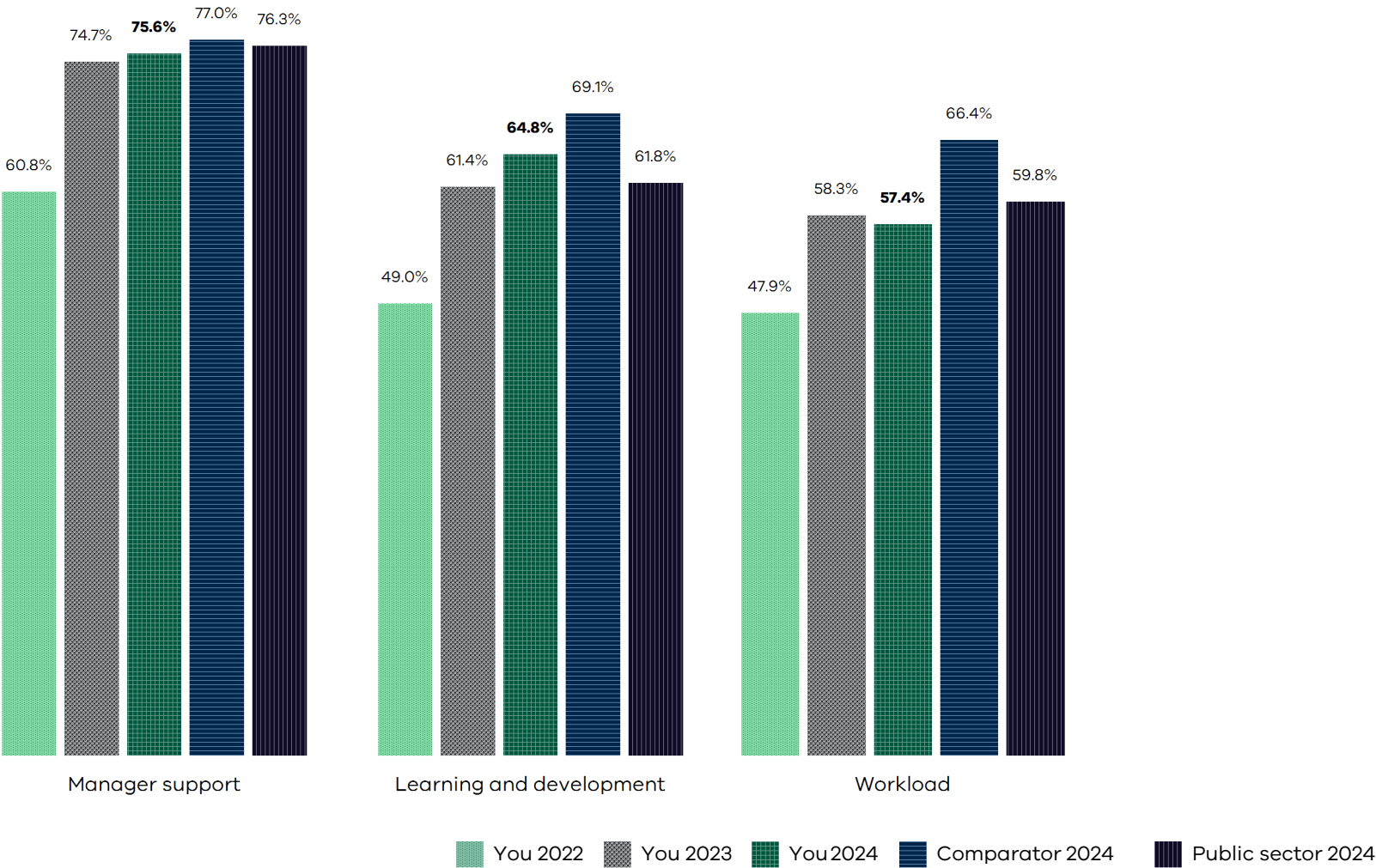
Example

In 2024:

- 75.6% of your staff who did the survey responded positively to questions about Manager support.

Compared to:

- 77.0% of staff in your comparator group and 76.3% 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.

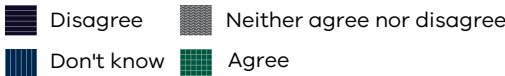
Example

93% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

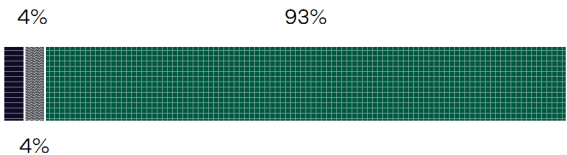
Your results

Benchmark agree results



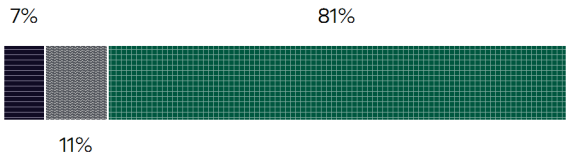
| You | | | Comparator | | |
|------|------|------|------------|---------|---------|
| 2022 | 2023 | 2024 | Lowest | Average | Highest |

My manager treats employees with dignity and respect



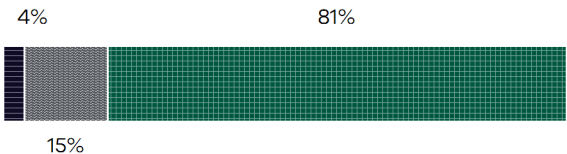
| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 79% | 90% | 93% | 69% | 84% | 95% |
|-----|-----|-----|-----|-----|-----|

My manager demonstrates honesty and integrity



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 68% | 79% | 81% | 67% | 82% | 93% |
|-----|-----|-----|-----|-----|-----|

My manager models my organisation's values



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 66% | 82% | 81% | 68% | 82% | 93% |
|-----|-----|-----|-----|-----|-----|

Job and manager factors

Manager support 1 of 2

What is this

This is how supported staff feel by their direct manager.

Why this is important

Supportive managers can give staff clarity, appreciation and positive feedback and coaching.

This can lead to higher satisfaction, performance and capacity to do work.

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

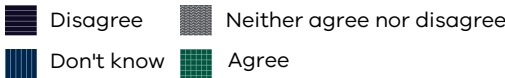
Example

89% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

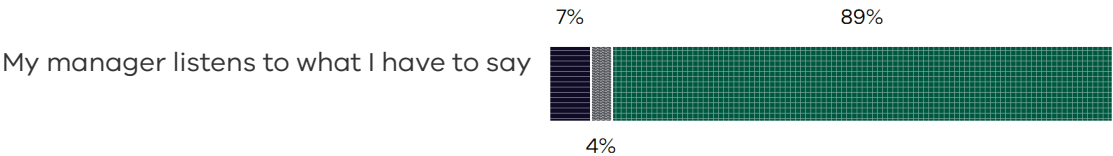
Survey question

Your results

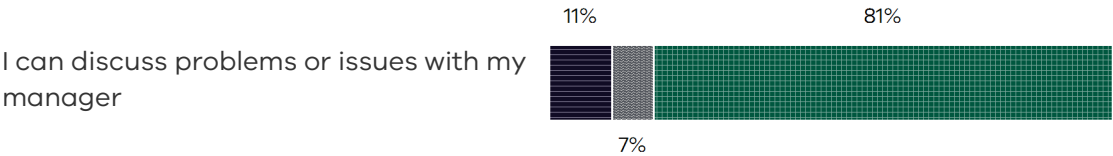
Benchmark agree results



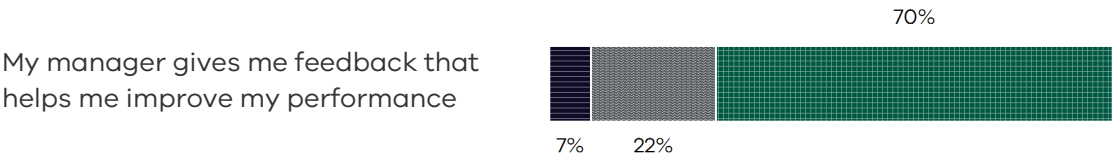
| 2022 | You | | 2024 | Comparator | | |
|------|------|------|------|------------|---------|---------|
| | 2023 | 2024 | | Lowest | Average | Highest |



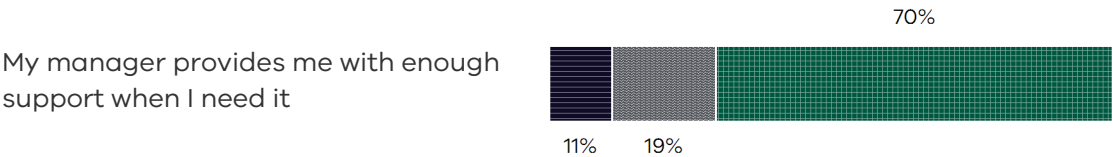
| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 68% | 83% | 89% | 69% | 81% | 95% |
|-----|-----|-----|-----|-----|-----|



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 71% | 80% | 81% | 68% | 81% | 95% |
|-----|-----|-----|-----|-----|-----|



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 60% | 78% | 70% | 60% | 76% | 90% |
|-----|-----|-----|-----|-----|-----|



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 64% | 79% | 70% | 64% | 80% | 94% |
|-----|-----|-----|-----|-----|-----|

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.

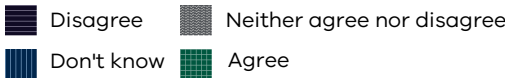
Example

67% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

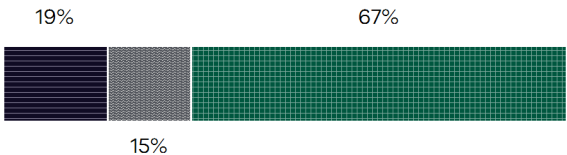
Survey question

Your results

Benchmark agree results



I receive meaningful recognition when I do good work



| You | | | Comparator | | |
|------|------|------|------------|---------|---------|
| 2022 | 2023 | 2024 | Lowest | Average | Highest |
| 40% | 53% | 67% | 49% | 66% | 81% |

Job and manager factors

Workload

What is this

This is how staff feel about workload and time pressure.

Why this is important

Workload and time pressure are the most prominent causes of work-related stress.

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

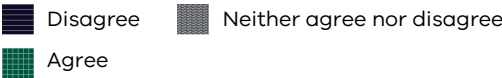
Example

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

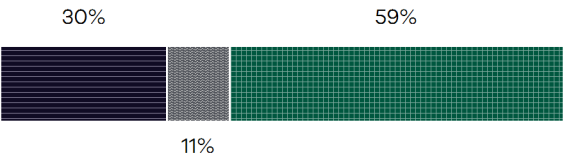
Survey question

Your results

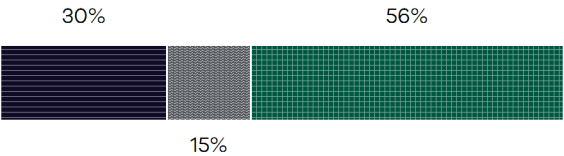
Benchmark agree results



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



I have enough time to do my job effectively



| | You | | | Comparator | | |
|--|------|------|------|------------|---------|---------|
| | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| The workload I have is appropriate for the job that I do | 49% | 63% | 59% | 58% | 68% | 87% |
| I have enough time to do my job effectively | 47% | 53% | 56% | 48% | 64% | 85% |

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.

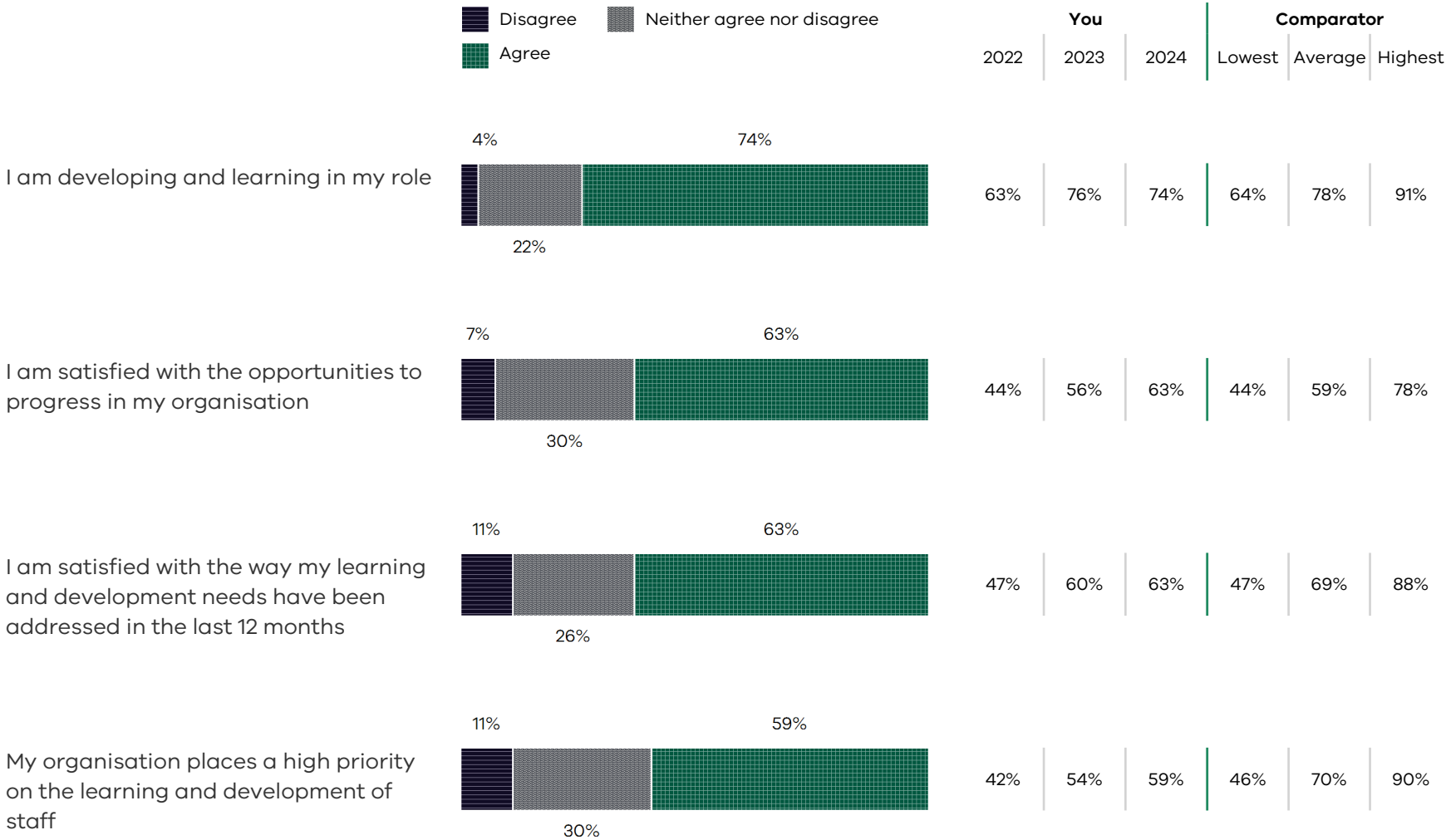
Example

74% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 1 of 2

What is this

This is how staff feel about their autonomy at work and role clarity.

Why this is important

Job enrichment is one of the main drivers of employee engagement and workplace wellbeing.

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

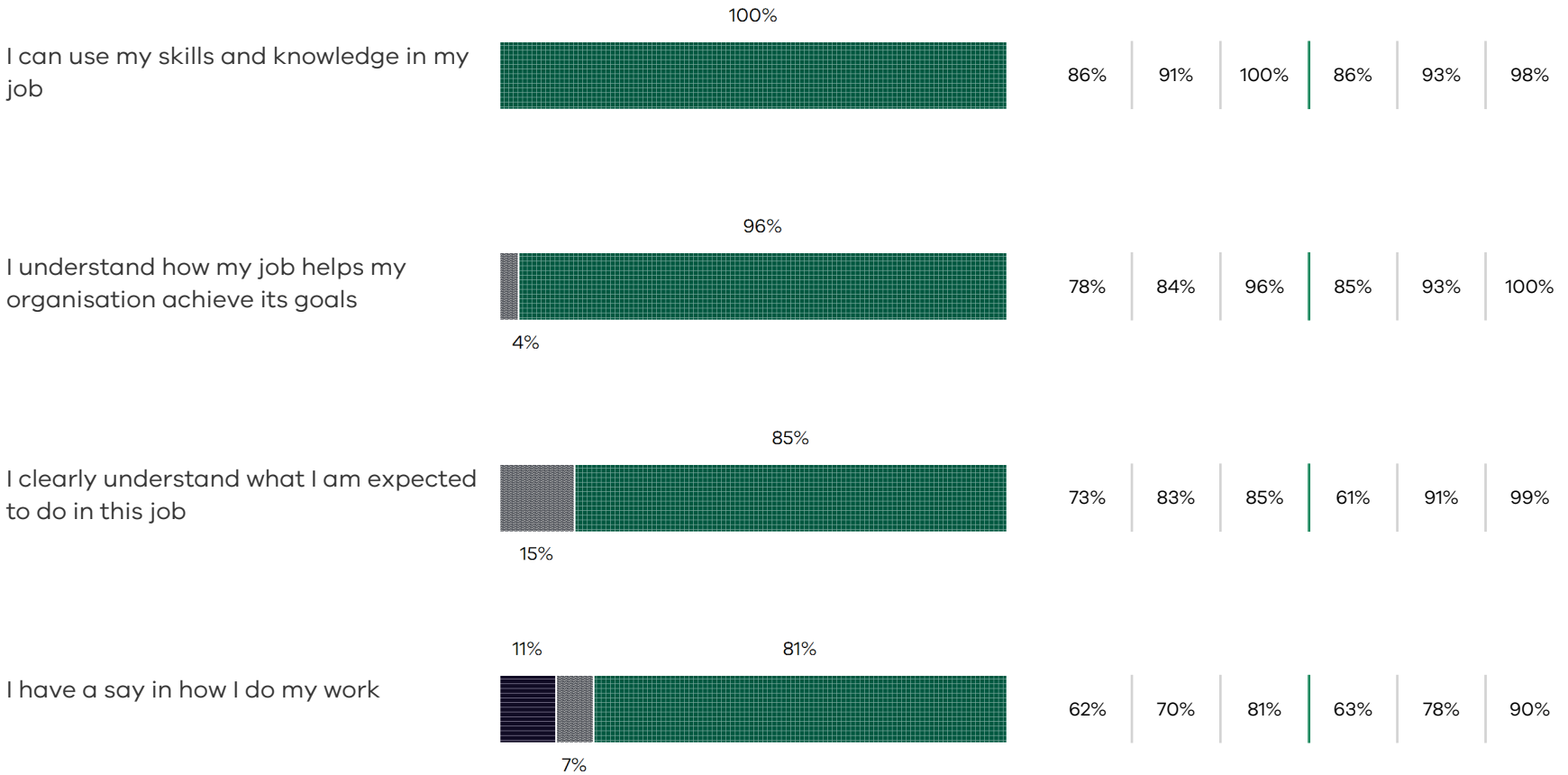
Example

100% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 2 of 2

What is this

This is how staff feel about their autonomy at work and role clarity.

Why this is important

Job enrichment is one of the main drivers of employee engagement and workplace wellbeing.

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

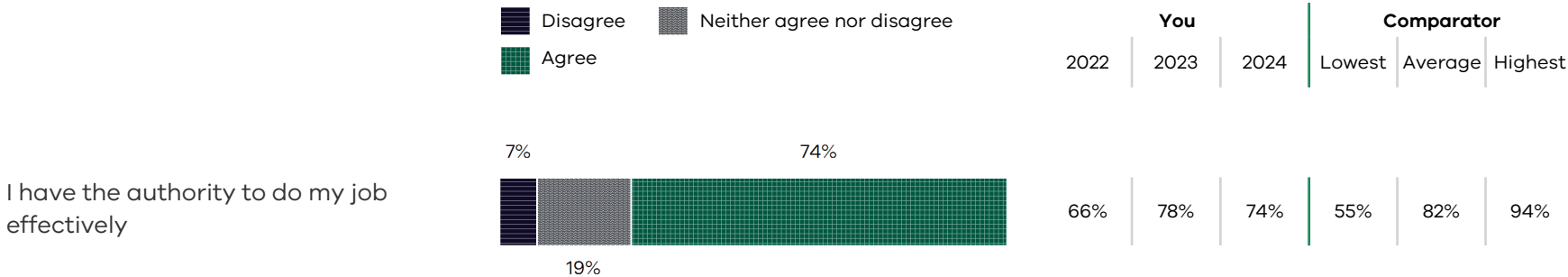
Example

74% of your staff who did the survey agreed or strongly agreed with 'I have the authority to do my job effectively'.

Survey question

Your results

Benchmark agree results



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.

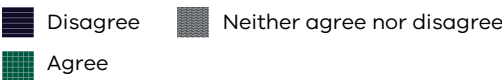
Example

100% of your staff who did the survey agreed or strongly agreed with 'I achieve something important through my work'.

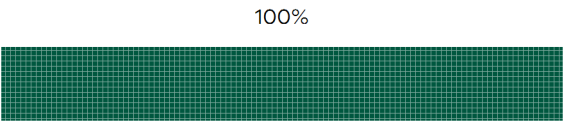
Survey question

Your results

Benchmark agree results



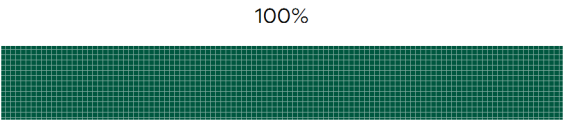
I achieve something important through my work



| 2022 | You | | | Comparator | | |
|------|------|------|--|------------|---------|---------|
| | 2023 | 2024 | | Lowest | Average | Highest |

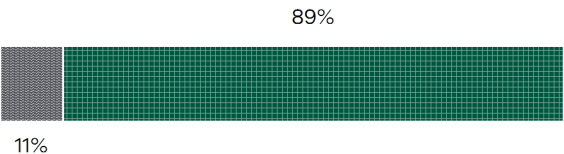
| | | | | | |
|-----|-----|------|-----|-----|-----|
| 90% | 96% | 100% | 88% | 94% | 99% |
|-----|-----|------|-----|-----|-----|

I can make a worthwhile contribution at work



| | | | | | |
|-----|-----|------|-----|-----|-----|
| 89% | 94% | 100% | 84% | 94% | 99% |
|-----|-----|------|-----|-----|-----|

I get a sense of accomplishment from my work



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 79% | 86% | 89% | 84% | 90% | 97% |
|-----|-----|-----|-----|-----|-----|

Job and manager factors

Flexible working

What is this

This is how well your organisation supports staff to work flexibly.

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

Example

93% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

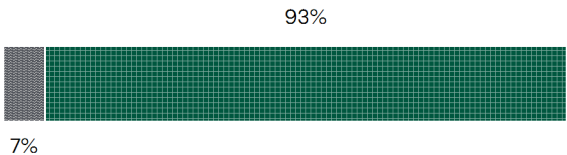
Survey question

Your results

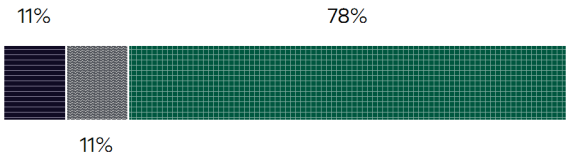
Benchmark agree results



My manager supports working flexibly



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



| 2022 | You | | 2024 | Comparator | | |
|------|------|-----|------|------------|---------|---------|
| | 2023 | | | Lowest | Average | Highest |
| | 73% | 83% | 93% | 61% | 82% | 94% |
| | 60% | 64% | 78% | 54% | 74% | 87% |

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation



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.

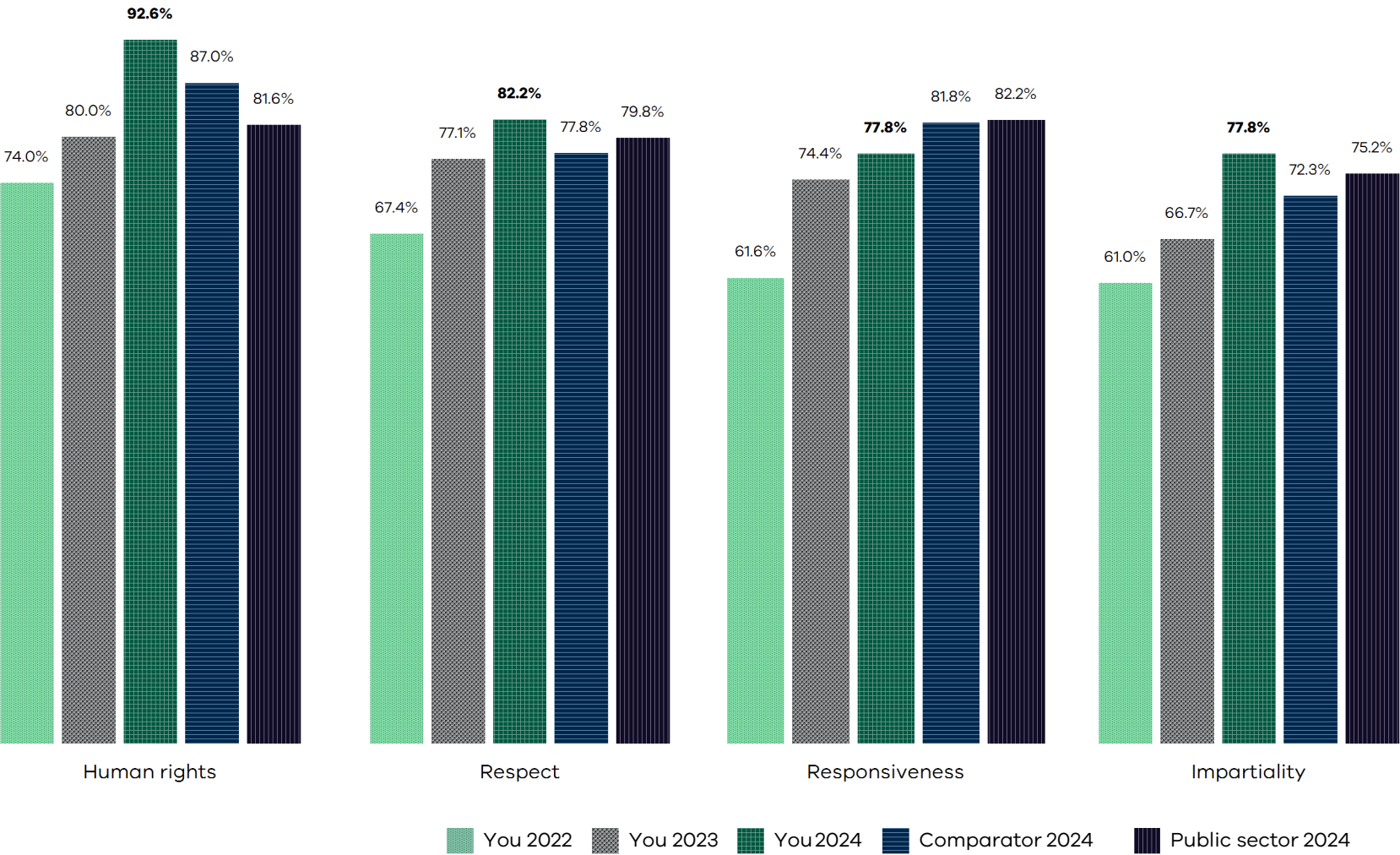
Example

In 2024:

- 92.6% of your staff who did the survey responded positively to questions about Human rights.

Compared to:

- 87.0% of staff in your comparator group and 81.6% of staff across the public sector.



Public sector values

Scorecard 2 of 2

What is this

This is a set of 7 values that form the basis for the professional and ethical conduct of everyone who works in the public sector.

Why this is important

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

How to read this

Each label represents a group of questions in the survey about public sector values. Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

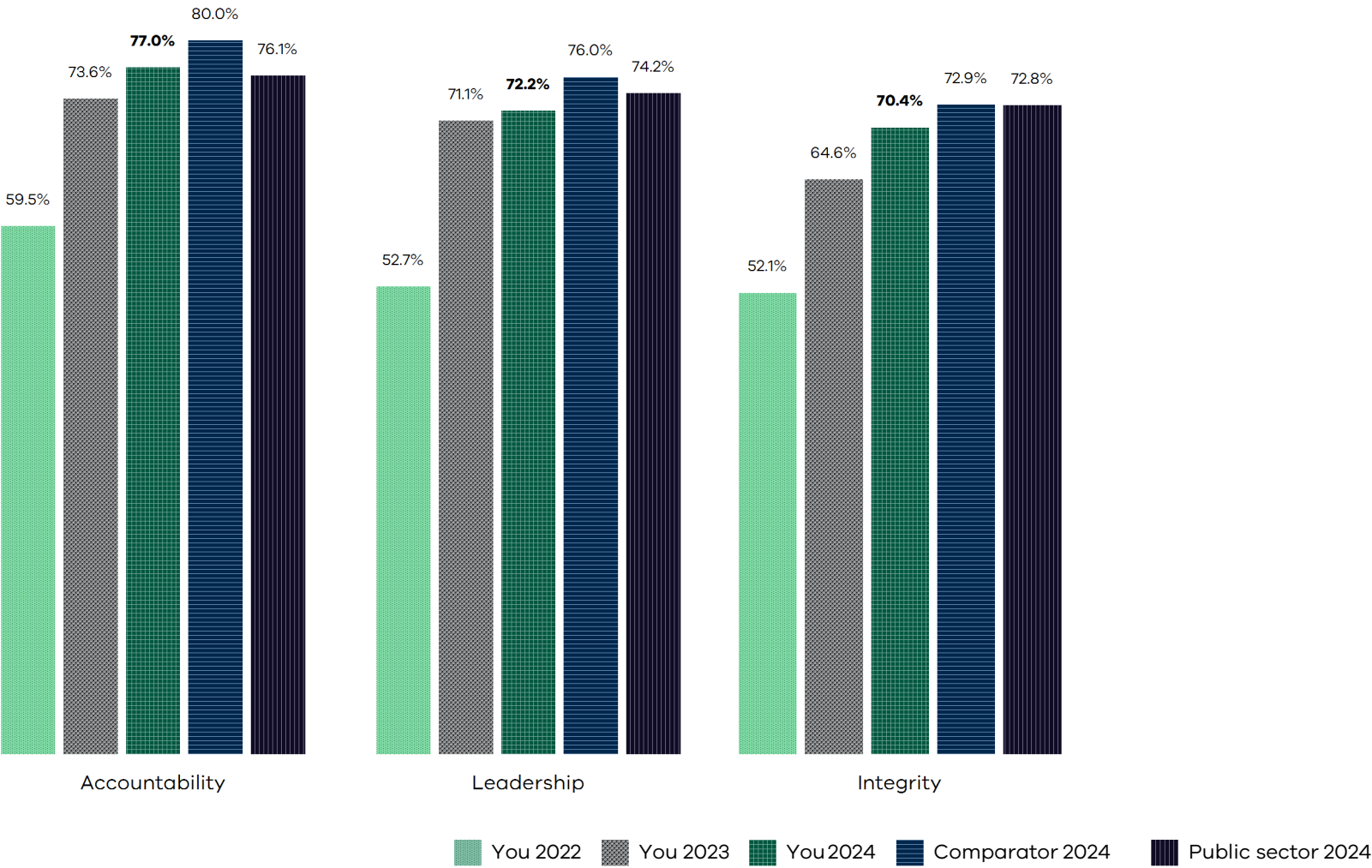
Example

In 2024:

- 77.0% of your staff who did the survey responded positively to questions about Accountability.

Compared to:

- 80.0% 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.

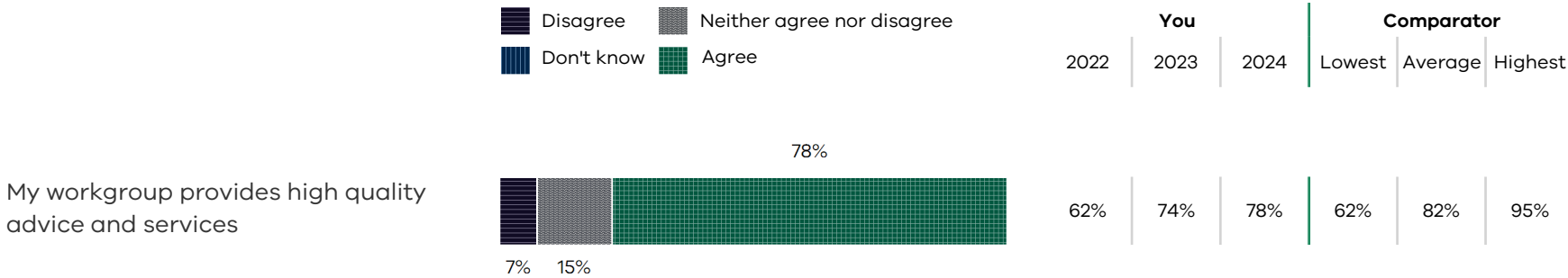
Example

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

Survey question

Your results

Benchmark agree results



Public sector values

Integrity 1 of 2

What is this

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

Why this is important

The Victorian community needs high trust in how everyone in the public sector works and what they do.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.
'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

Example

81% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question

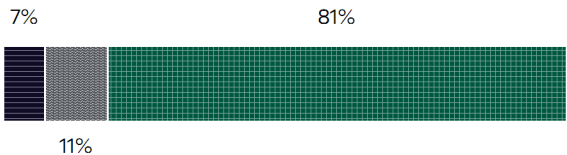
Your results

Benchmark agree results



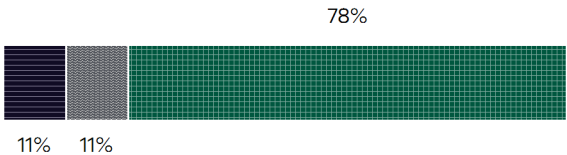
| You | | | Comparator | | |
|------|------|------|------------|---------|---------|
| 2022 | 2023 | 2024 | Lowest | Average | Highest |

My manager demonstrates honesty and integrity



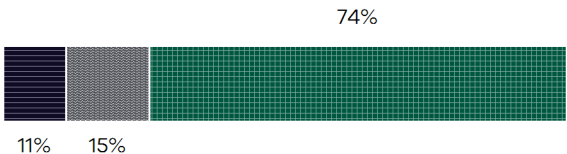
| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 68% | 79% | 81% | 67% | 82% | 93% |
|-----|-----|-----|-----|-----|-----|

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



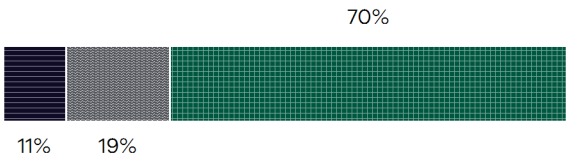
| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 59% | 64% | 78% | 44% | 71% | 86% |
|-----|-----|-----|-----|-----|-----|

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



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 47% | 71% | 74% | 55% | 81% | 95% |
|-----|-----|-----|-----|-----|-----|

People in my workgroup appropriately manage conflicts of interest



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 53% | 60% | 70% | 45% | 65% | 80% |
|-----|-----|-----|-----|-----|-----|

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

67% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

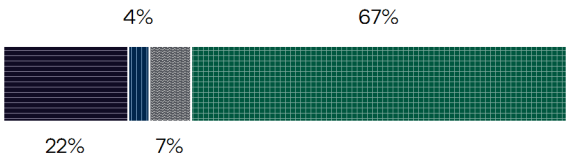
Survey question

Your results

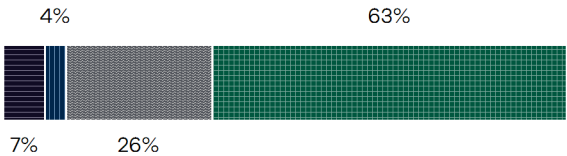
Benchmark agree results



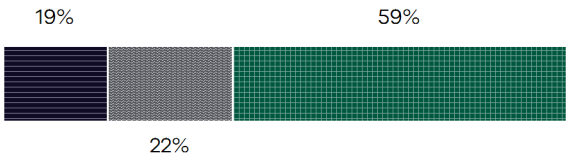
Senior leaders demonstrate honesty and integrity



My organisation does not tolerate improper conduct



I feel safe to challenge inappropriate behaviour at work



| You | | | Comparator | | |
|------|------|------|------------|---------|---------|
| 2022 | 2023 | 2024 | Lowest | Average | Highest |
| 34% | 54% | 67% | 48% | 68% | 88% |
| 53% | 68% | 63% | 52% | 73% | 91% |
| 49% | 56% | 59% | 54% | 71% | 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.

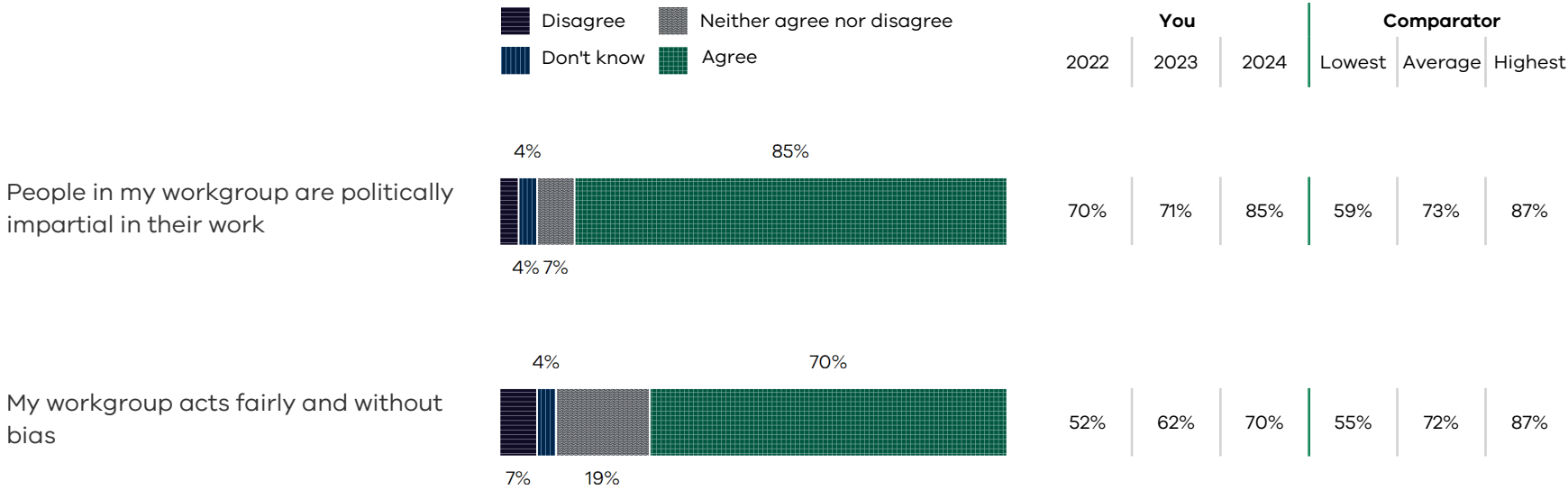
Example

85% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

Survey question

Your results

Benchmark agree results



Public sector values

Accountability 1 of 2

What is this

Accountability is if your staff feel they work to clear objectives in a transparent manner and can accept responsibility for decisions.

Why this is important

As we all make decisions on behalf of Victorians, we must be accountable in the resources we use.

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

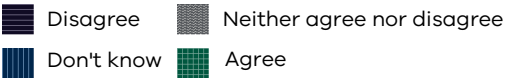
Example

96% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

Survey question

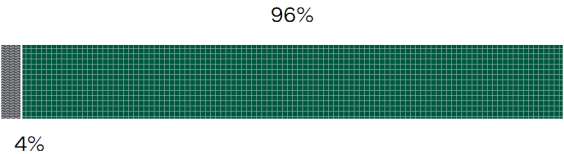
Your results

Benchmark agree results



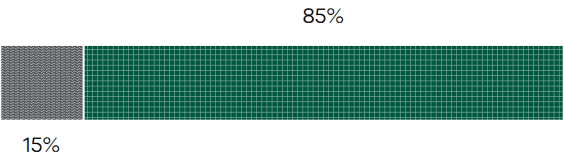
| You | | | Comparator | | |
|------|------|------|------------|---------|---------|
| 2022 | 2023 | 2024 | Lowest | Average | Highest |

I understand how my job helps my organisation achieve its goals



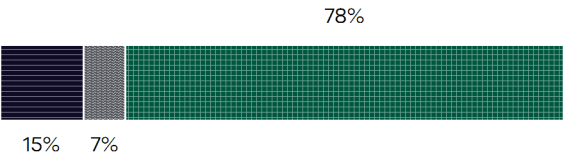
| | | | | | |
|-----|-----|-----|-----|-----|------|
| 78% | 84% | 96% | 85% | 93% | 100% |
|-----|-----|-----|-----|-----|------|

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



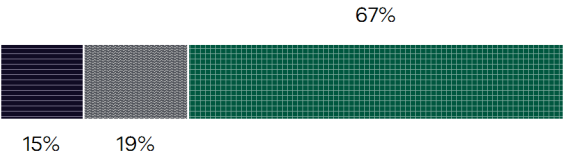
| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 73% | 83% | 85% | 61% | 91% | 99% |
|-----|-----|-----|-----|-----|-----|

My workgroup has clear lines of responsibility



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 58% | 79% | 78% | 52% | 77% | 89% |
|-----|-----|-----|-----|-----|-----|

My workgroup uses its resources well



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 52% | 63% | 67% | 60% | 74% | 93% |
|-----|-----|-----|-----|-----|-----|

Public sector values

Accountability 2 of 2

What is this

Accountability is if your staff feel they work to clear objectives in a transparent manner and can accept responsibility for decisions.

Why this is important

As we all make decisions on behalf of Victorians, we must be accountable in the resources we use.

How to read this

Under 'Your results' see results for each question in descending order by most agreed.
'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

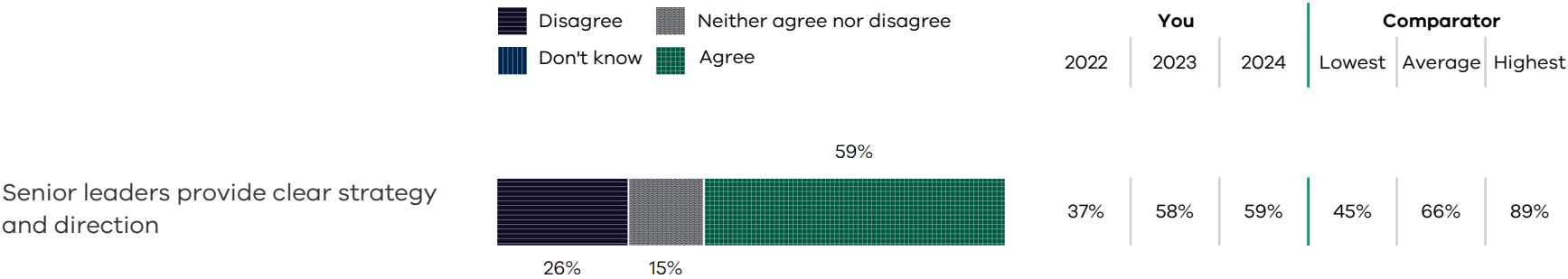
Example

59% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

Benchmark agree results



Public sector values

Respect 1 of 2

What is this

Respect is how your staff feel they're treated in the workplace and community.

Why this is important

All staff need to treat their colleagues and Victorians with respect.

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

Example

93% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

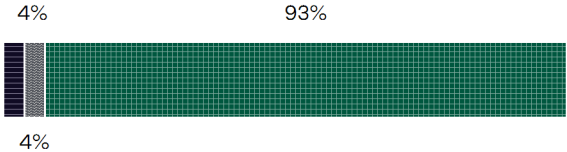
Your results

Benchmark agree results



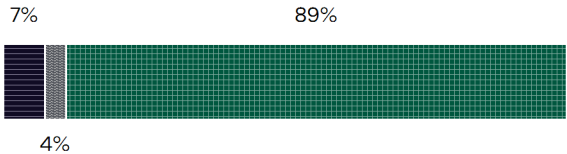
| You | | | Comparator | | |
|------|------|------|------------|---------|---------|
| 2022 | 2023 | 2024 | Lowest | Average | Highest |

My manager treats employees with dignity and respect



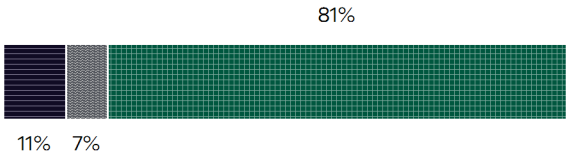
| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 79% | 90% | 93% | 69% | 84% | 95% |
|-----|-----|-----|-----|-----|-----|

My manager listens to what I have to say



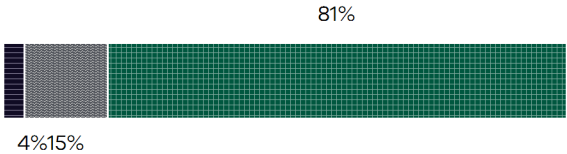
| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 68% | 83% | 89% | 69% | 81% | 95% |
|-----|-----|-----|-----|-----|-----|

My organisation encourages respectful workplace behaviours



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 67% | 79% | 81% | 67% | 80% | 95% |
|-----|-----|-----|-----|-----|-----|

People in my workgroup treat each other with respect



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 73% | 76% | 81% | 50% | 77% | 93% |
|-----|-----|-----|-----|-----|-----|

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.

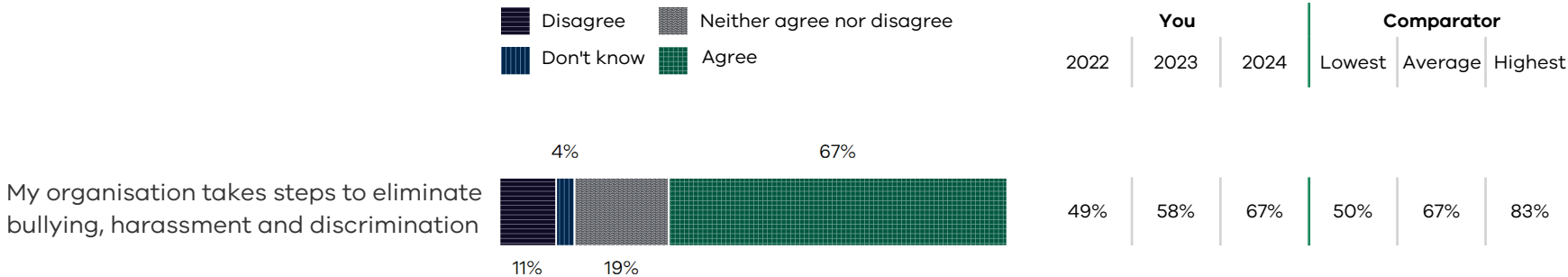
Example

67% 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



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.

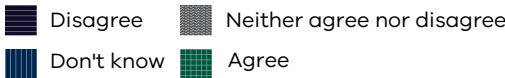
Example

81% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

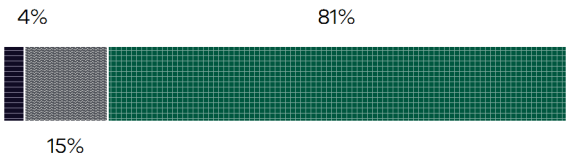
Survey question

Your results

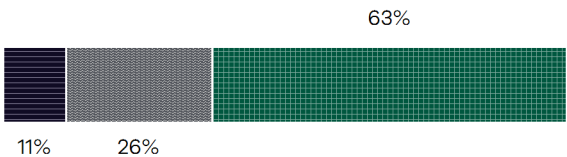
Benchmark agree results



My manager models my organisation's values



Senior leaders model my organisation's values



| You | | | Comparator | | |
|------|------|------|------------|---------|---------|
| 2022 | 2023 | 2024 | Lowest | Average | Highest |
| 66% | 82% | 81% | 68% | 82% | 93% |
| 40% | 60% | 63% | 51% | 70% | 88% |

Public sector values

Human rights

What is this

Human rights is how your staff feel their organisation upholds basic human rights.

Why this is important

Using the Victorian Charter of Human Rights, organisations must consider human rights in how they work and act.

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

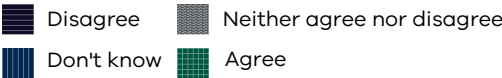
Example

100% 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

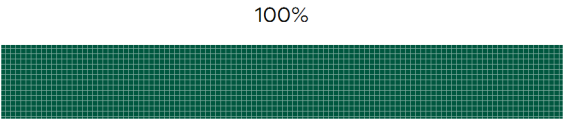
Your results

Benchmark agree results



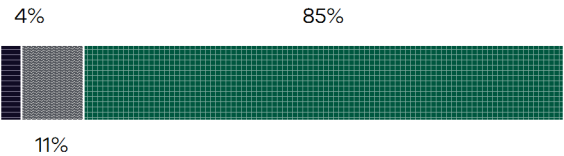
| You | | | Comparator | | |
|------|------|------|------------|---------|---------|
| 2022 | 2023 | 2024 | Lowest | Average | Highest |

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



| | | | | | |
|-----|-----|------|-----|-----|-----|
| 74% | 80% | 100% | 74% | 85% | 94% |
|-----|-----|------|-----|-----|-----|

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



| | | | | | |
|-----|-----|-----|-----|-----|-----|
| 74% | 80% | 85% | 78% | 89% | 97% |
|-----|-----|-----|-----|-----|-----|

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation



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.

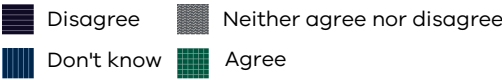
Example

93% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

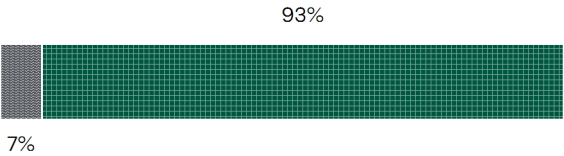
Survey question

Your results

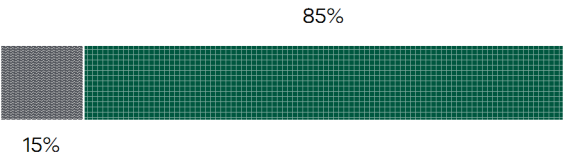
Benchmark agree results



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



I am proud to work in the public sector



| You | | | Comparator | | |
|------|------|------|------------|---------|---------|
| 2022 | 2023 | 2024 | Lowest | Average | Highest |

| | | | | | |
|-----------|-----|-----|-----|-----|-----|
| Not asked | 80% | 93% | 80% | 90% | 97% |
|-----------|-----|-----|-----|-----|-----|

| | | | | | |
|-----------|-----------|-----|-----|-----|-----|
| Not asked | Not asked | 85% | 71% | 87% | 98% |
|-----------|-----------|-----|-----|-----|-----|

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2024

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- Respect
- Leadership
- Human rights

Topical questions

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

Custom questions

- Questions requested by your organisation

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.

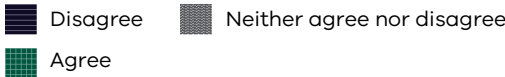
Example

89% of staff who did the survey agreed with the question 'I know how to report incidents and near misses on VHIMS'.

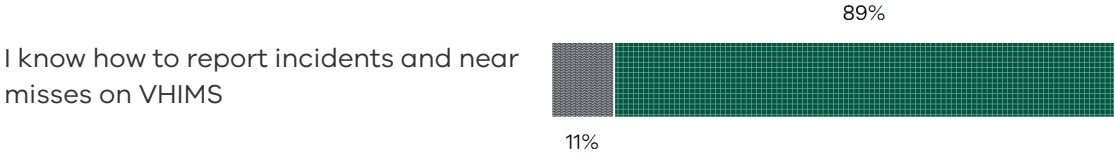
Survey question

Your results

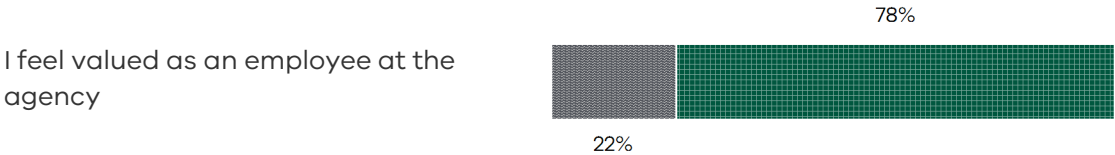
Benchmark agree results



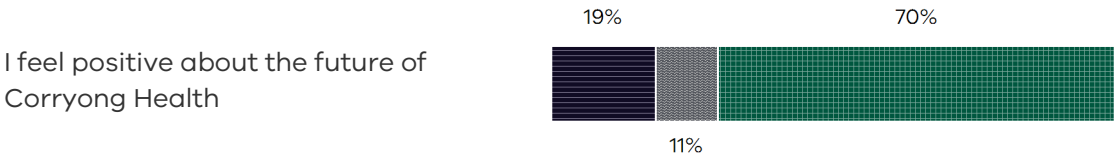
| You | | |
|------|------|------|
| 2022 | 2023 | 2024 |



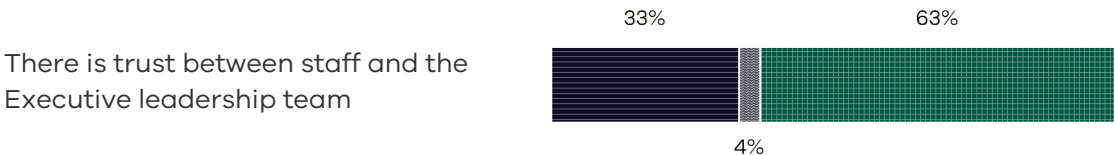
| | | |
|-----------|-----------|-----|
| Not asked | Not asked | 89% |
|-----------|-----------|-----|



| | | |
|-----------|-----|-----|
| Not asked | 70% | 78% |
|-----------|-----|-----|



| | | |
|-----------|-----------|-----|
| Not asked | Not asked | 70% |
|-----------|-----------|-----|



| | | |
|-----------|-----|-----|
| Not asked | 49% | 63% |
|-----------|-----|-----|

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.

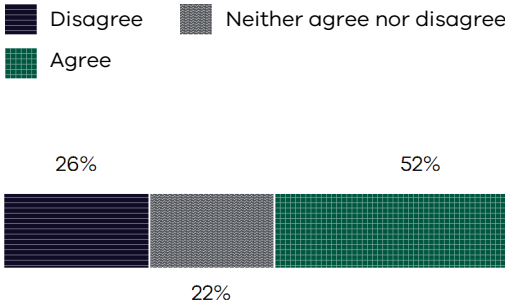
Example

52% of staff who did the survey agreed with the question 'Relevant information affecting the agency as a whole is communicated to the workforce'.

Survey question

Relevant information affecting the agency as a whole is communicated to the workforce

Your results



Benchmark agree results

| You | | |
|-----------|------|------|
| 2022 | 2023 | 2024 |
| Not asked | 71% | 52% |



**Victorian
Public Sector
Commission**



vpsc.vic.gov.au/peoplemattersurvey