# People Matter Survey 2024

## Have your say

Kooweerup Regional Health Service
2024 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

# People matter survey 2024

Have your say

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- Your comparator group
- Your response rate

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- Discrimination
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- Accountability
- Respect
- Leadership
- Human rights

### Topical questions

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

### Demographics

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

# Report overview

## About your report

The results in this report help your organisation build a positive workplace culture with integrity that live the public sector values.

### Report contents

The visual on the right shows you what sections we've included in this report for your organisation's survey results.

### Comparing data in this report

Your organisation took part in the survey in 2023 and 2022.

This means you'll be able to compare about 98% of this year's survey with your previous results.

### Rounding of percentages

In this report, we round numbers up or down to their nearest whole percentage.

This means some percentages may not add up to 100%.

### Survey questions and definitions

Download Survey questions: Survey questions: People matter survey 2024 (DOCX, 83 pages) to see how we asked questions and defined concepts in the 2024 survey.

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# 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.

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

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

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

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

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

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

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

# Report overview

## Your comparator group

**What this is**

This is a list of similar organisations to yours.

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

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

**How we use this in your report**

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

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

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

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

Corryong Health

East Wimmera Health Service

Great Ocean Road Health

Heathcote Health

Hesse Rural Health Service

Heywood Rural Health

Inglewood and Districts Health Service

Kerang District Health

Mallee Track Health and Community Service

Mansfield District Hospital

Moyne Health Services

NCN Health

Omeo District Health

Orbost Regional Health

Robinvale District Health Services

Rochester and Elmore District Health Service

Rural Northwest Health

Seymour Health

South Gippsland Hospital

Tallangatta Health Service

Terang and Mortlake Health Service

Timboon and District Healthcare Service

Yarram and District Health Service

Yarrawonga Health

Yea and District Memorial Hospital

## Report overview

### Your response rate

**What this is**

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

**Why this is important**

The higher the response rate, the more your results will reflect how staff feel.

If less than 100 completed the survey, consider how much one person could change your results.

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

**How to read this**

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

| 2023 | |
|---|---|
| 44% (100) | |
| Comparator | 56% |
| Public Sector | 42% |

| 2024 | |
|---|---|
| 40% (91) | |
| Comparator | 57% |
| Public Sector | 44% |

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## People outcomes

### Your employee engagement index

**What is this**

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

The employee engagement index is a score out of 100. It is a weighting of all engagement question responses.

The weightings for each engagement response are:

- strongly agree is 100 points
- agree is 75 points
- neither agree nor disagree is 50 points
- disagree is 25 points
- strongly disagree is 0 points

**Why this is important**

High engagement may lead to greater satisfaction and lower absences, turnover and workplace stress.

| 2023 | |
|---|---|
| 74 | |
| Comparator | 72 |
| Public Sector | 68 |

| 2024 | |
|---|---|
| 75 | |
| 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 75.

**Why this is important**

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

**How to read this**

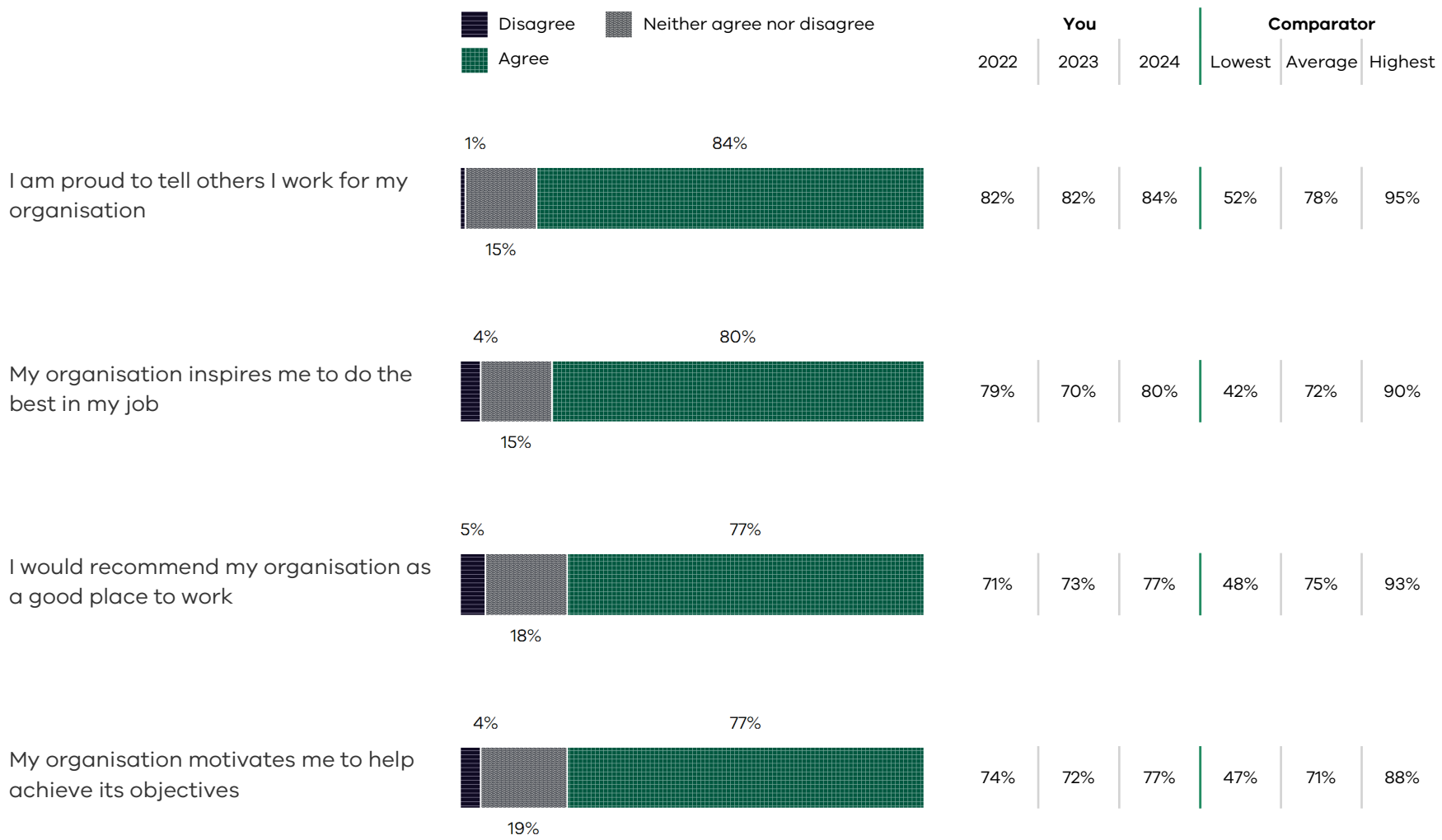
Under 'Your results', see results for each question in descending order by most agreed.

'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**

84% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.



# 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 75.

**Why this is important**

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

**How to read this**

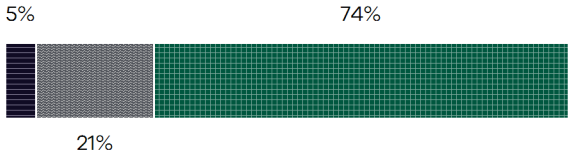
Under 'Your results', see results for each question in descending order by most agreed.

'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**

74% 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 | | | | | |
|---|---|---|---|---|---|---|---|
| | Disagree / Neither agree nor disagree / Agree | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| I feel a strong personal attachment to my organisation |   | 78% | 75% | 74% | 49% | 68% | 84% |

# 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.

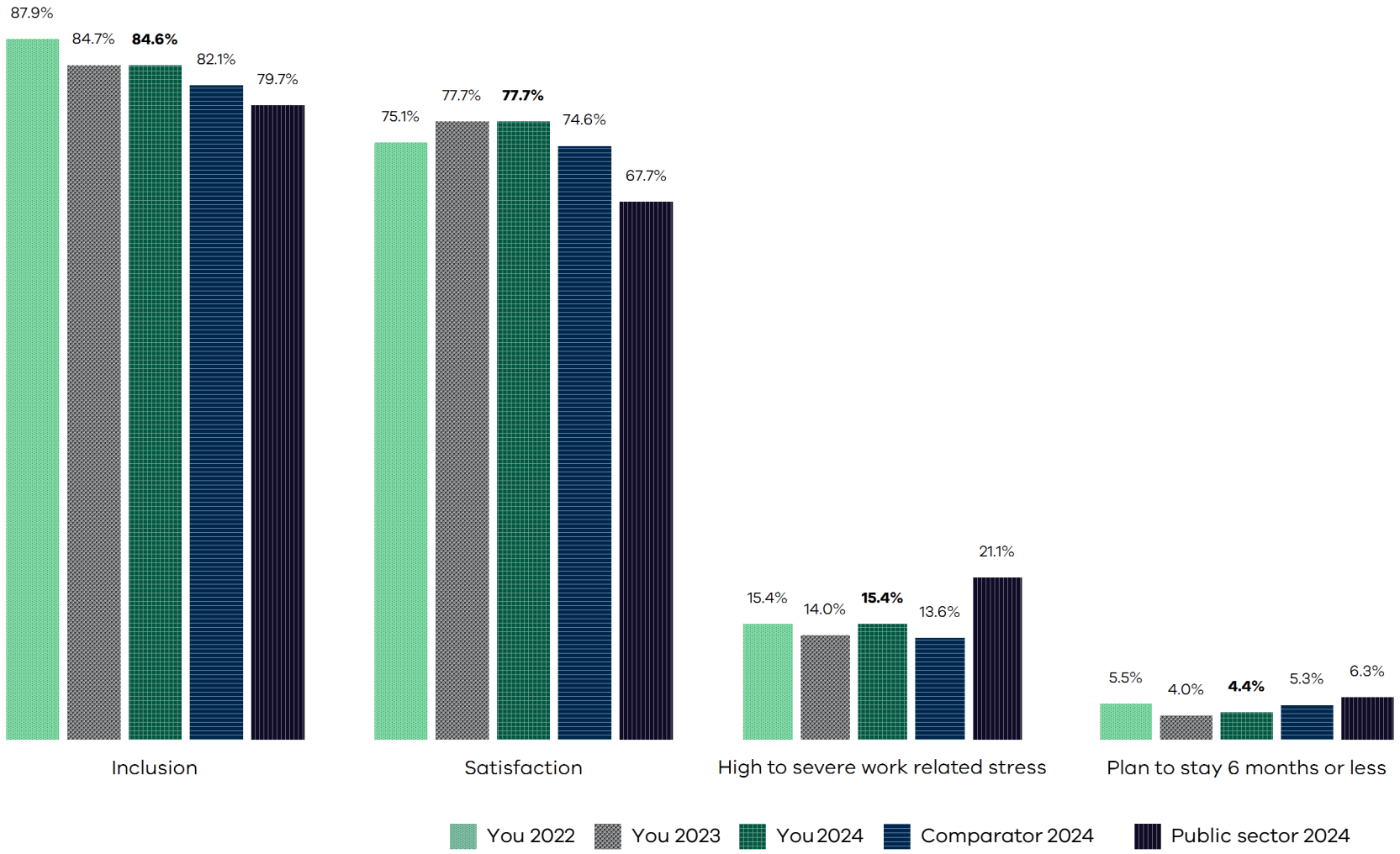
**Example**

In 2024:

- 84.6% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 82.1% 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**

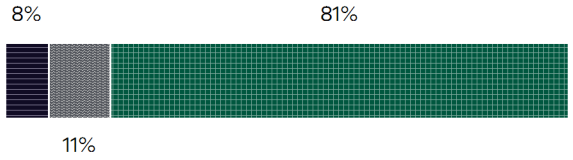
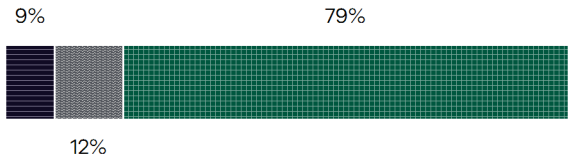
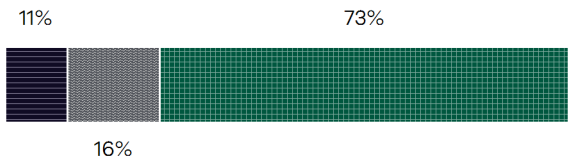
Under 'Your results" see results for each question in descending order by most satisfied.

'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**

81% 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 | | | | | |
|---|---|---|---|---|---|---|---|
| | Dissatisfied / Neither satisfied nor dissatisfied / Satisfied | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| Considering everything, how satisfied are you with your current job |   | 82% | 82% | 81% | 65% | 80% | 93% |
| How satisfied are you with the work/life balance in your current job |   | 73% | 81% | 79% | 64% | 76% | 90% |
| How satisfied are you with your career development within your current organisation |   | 70% | 70% | 73% | 52% | 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.

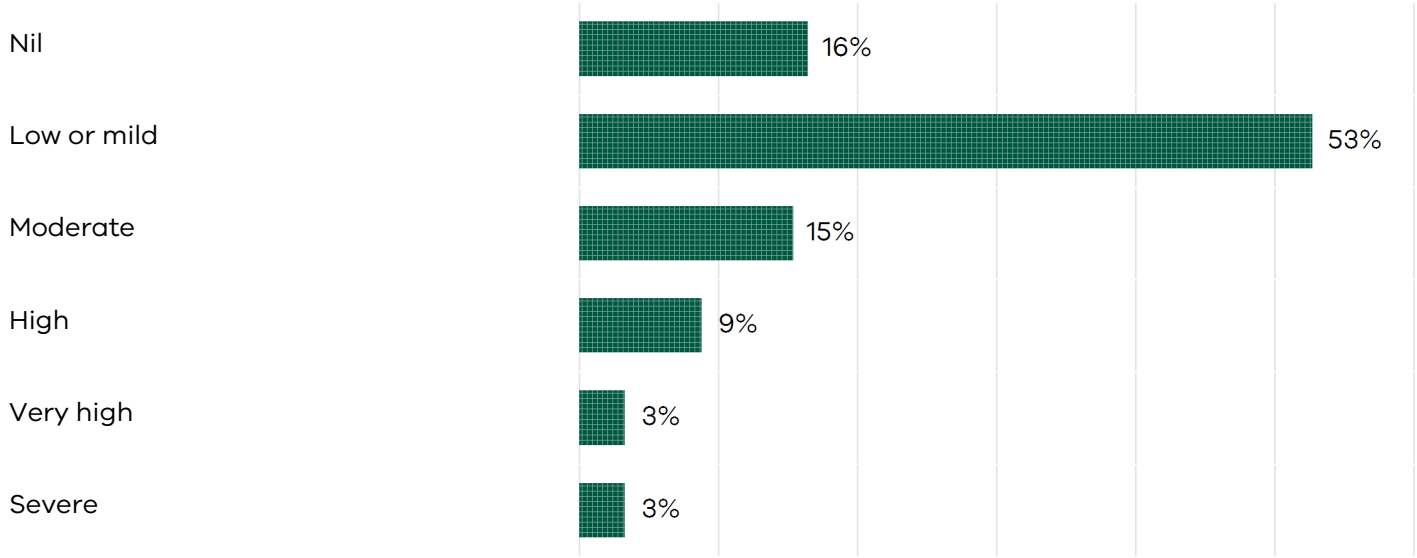
The graph at the top shows how staff in your group rated their current levels of work-related stress.

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 | |
|---|---|---|---|
| 14% | | 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**

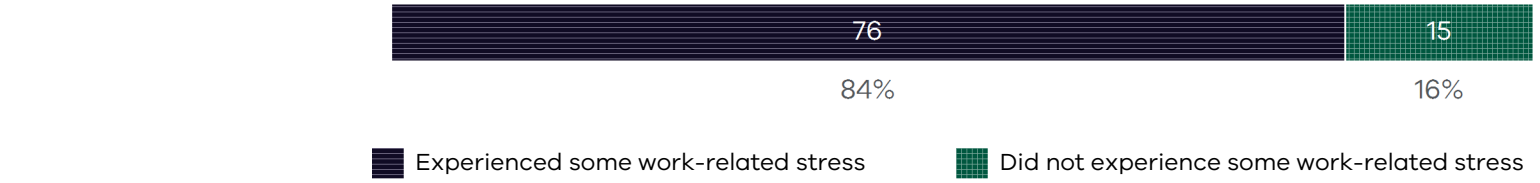
In the survey, we ask staff to tell us if they have experienced mild to severe stress at work, as shown in the visual above the table.

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**

84% of your staff who did the survey said they experienced mild to severe stress. Of that 84%, 50% 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 | 55% | 50% | 43% | 48% |
| Time pressure | 38% | 41% | 39% | 41% |
| Organisation or workplace change | 8% | 24% | 9% | 12% |
| Dealing with clients, patients or stakeholders | 13% | 13% | 16% | 18% |
| Other | 12% | 13% | 14% | 13% |
| Work schedule or hours | 12% | 12% | 8% | 7% |
| Unclear job expectations | 9% | 11% | 9% | 12% |
| Job security | 0% | 9% | 5% | 9% |
| Incivility, bullying, harassment or discrimination | 14% | 8% | 9% | 7% |
| Competing home and work responsibilities | 14% | 8% | 14% | 13% |

# 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**

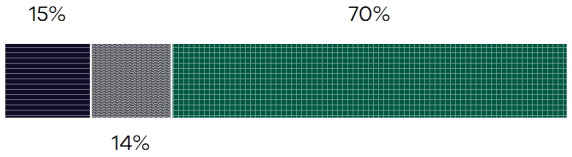
Under 'Your results', see results for each question in descending order by most agreed.

'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**

70% of your staff who did the survey said the amount of stress in their job was manageable.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | Disagree, Neither agree nor disagree, Don't know, Agree | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| The amount of stress in my job is manageable |   | Not asked | Not asked | 70% | 56% | 70% | 84% |

# People outcomes

## Burnout levels

**What is this**

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

**Why this is important**

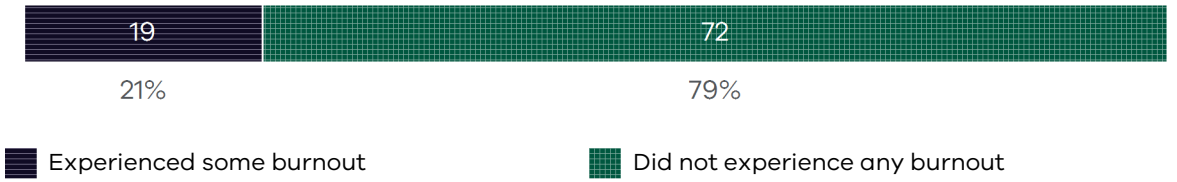
Burnout can affect negatively affect peoples health and wellbeing as well as their performance and behaviour.

**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**

21% of your staff who did the survey said they felt burnout at work.
Of that 21%, 51% 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 | 45% | 51% | 47% | 49% |
| I enjoy my work. I have no symptoms of burnout | 34% | 29% | 30% | 20% |
| I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion | 16% | 14% | 16% | 21% |
| The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot | 1% | 3% | 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 | 3% | 3% | 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**

7% 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 | 4% | 4% | 5% | 6% |
| Over 6 months and up to 1 year | 4% | 7% | 9% | 9% |
| Over 1 year and up to 3 years | 23% | 21% | 22% | 24% |
| Over 3 years and up to 5 years | 20% | 19% | 17% | 16% |
| Over 5 years | 49% | 49% | 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**

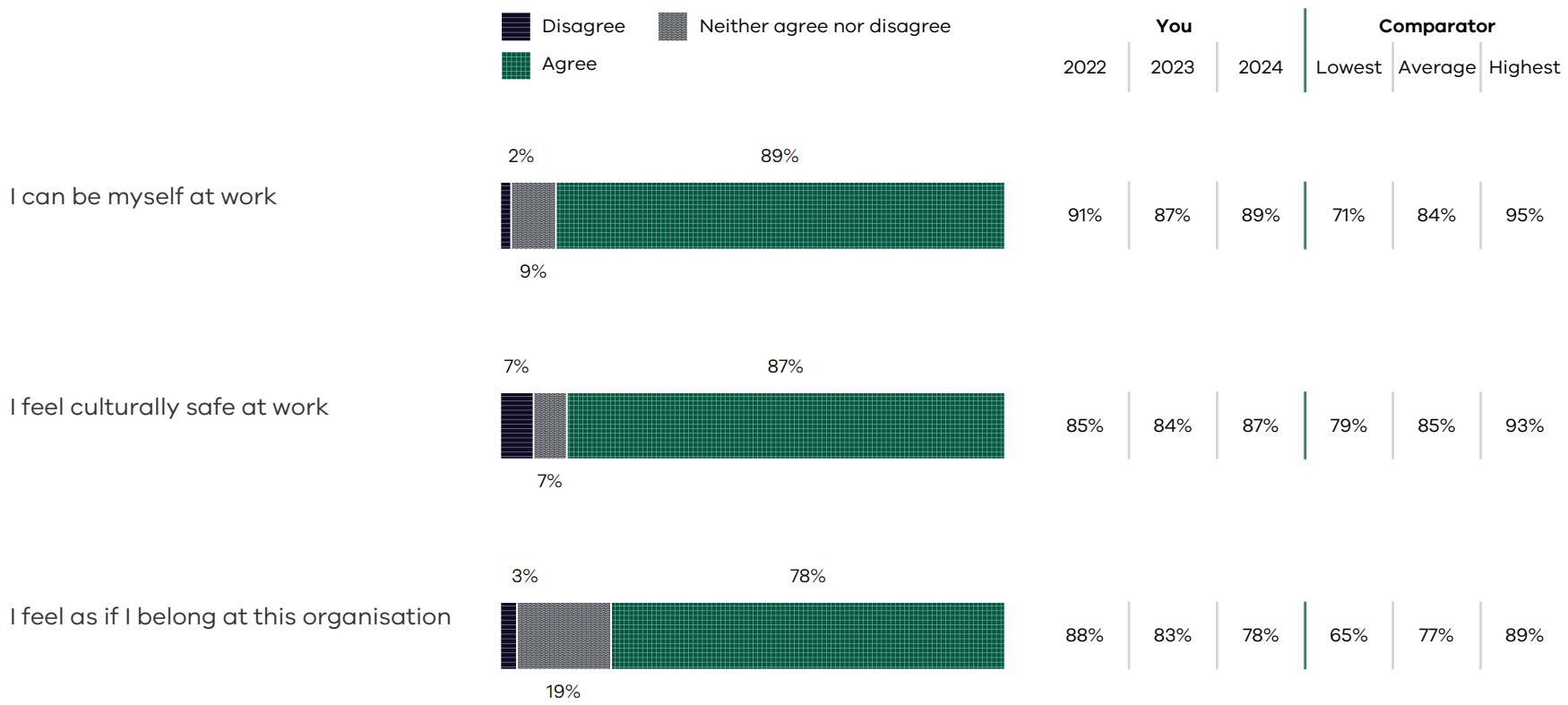
Under 'Your results', see results for each question in descending order by most agreed.

'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'.



# 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.

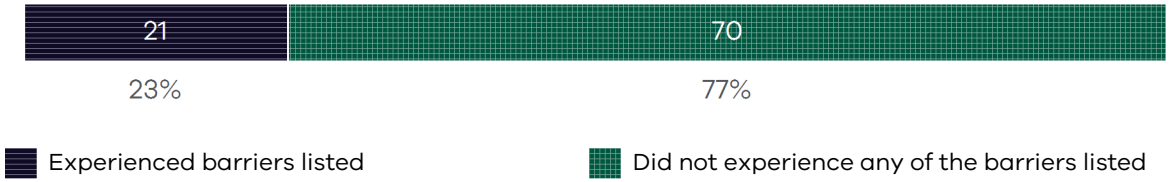
**How to read this**

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**

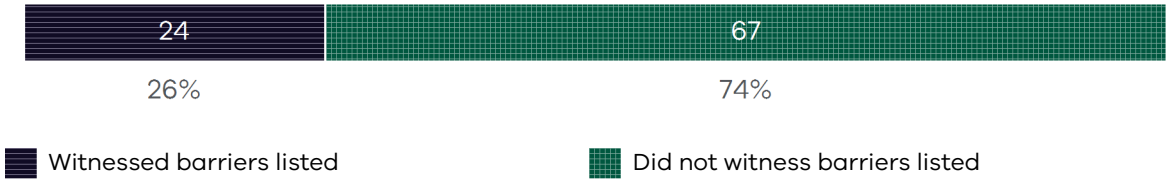
In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one option.

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

**Example**

11% of your staff who did the survey said they have witnessed barriers to success of other employees in the last 12 months due to 'Cultural background'.

Staff who witnessed one or more barriers to success at work




| During the last 12 months, employees witnessed barriers to the success of other employees due to their ... | You 2023 | You 2024 | Comparator 2024 | Public sector 2024 |
|---|---|---|---|---|
| Cultural background | 14% | 11% | 4% | 5% |

# 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**

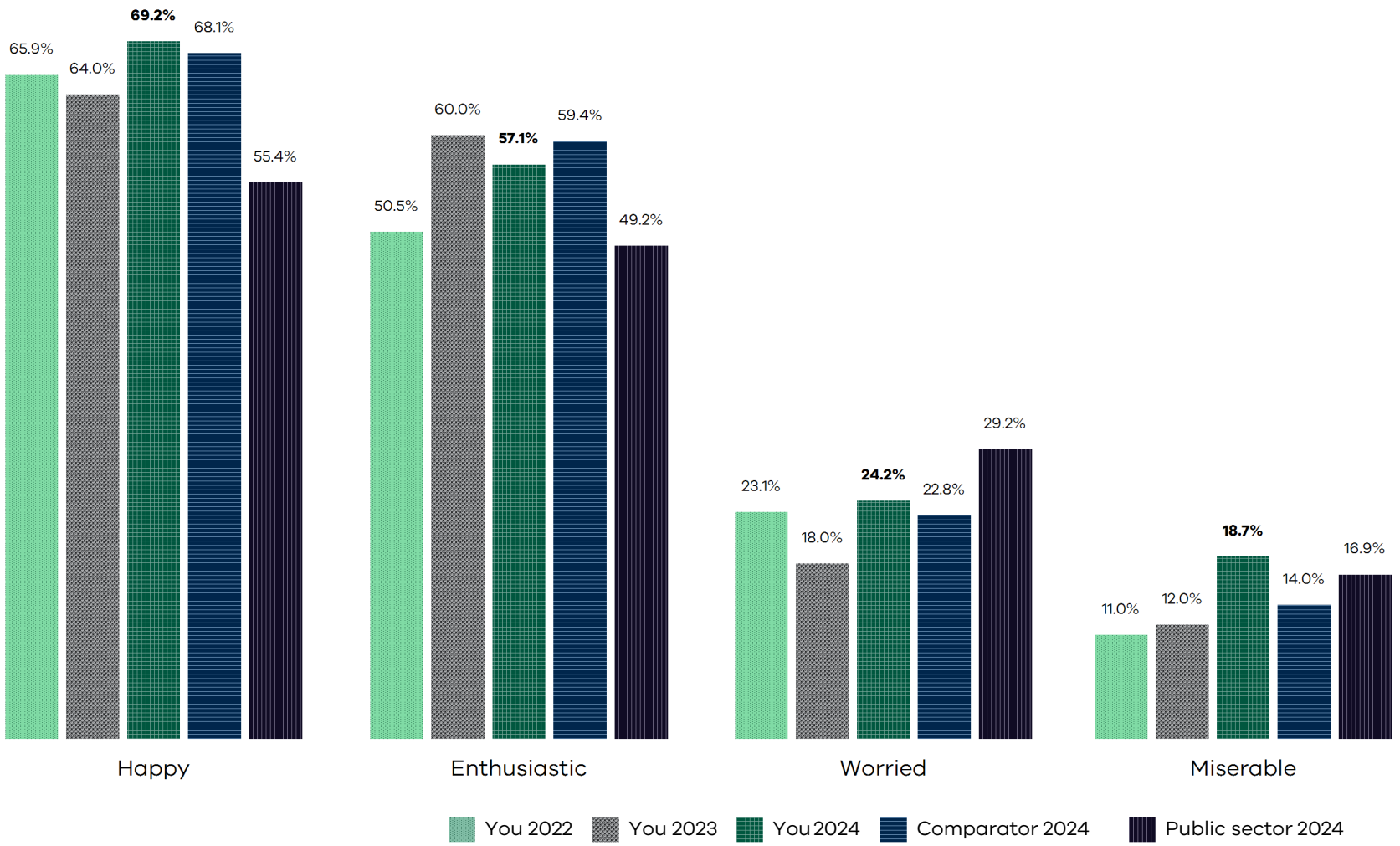
In 2024:

- 69.2% of your staff who did the survey said work made them feel happy.

Compared to:

- 68.1% of staff in your comparator group and 55.4% of staff across the public sector.

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



# People outcomes

## Scorecard: negative behaviours

**What is this**

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

**Why this is important**

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

**How to read this**

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

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

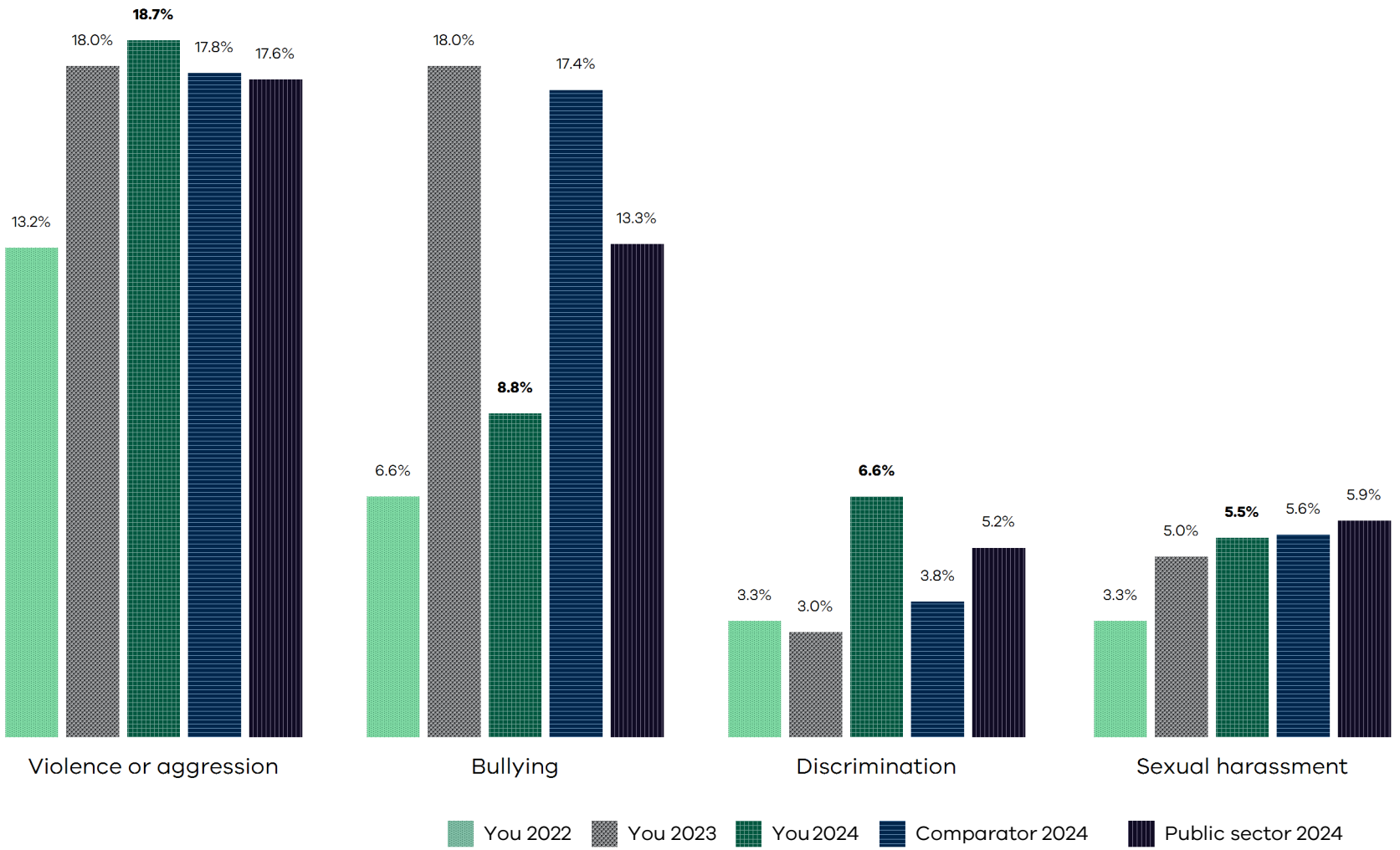
**Example**

In 2024:

- 18.7% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months.

Compared to:

- 17.8% of staff in your comparator group and 17.6% of staff across the public sector.



# People outcomes

## Bullying

**What is this**

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

**Why this is important**

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

**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.

### How to read this

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

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

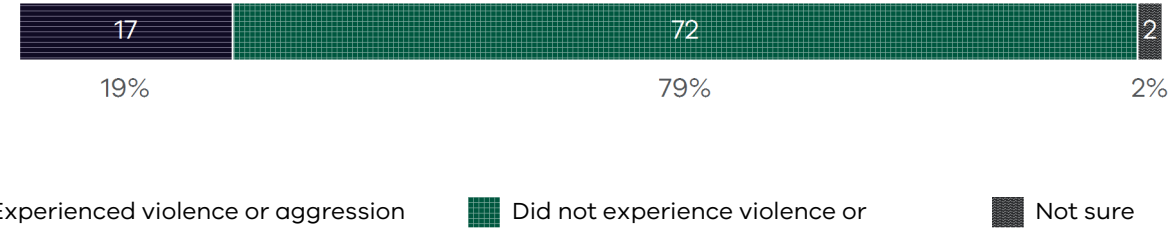
In descending order, the table shows the answers.

### Example

19% of your staff who did the survey said they experienced violence or aggression.

Of that 19%, 53% said it was 'Abusive language'.

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




| If you experienced violence or aggression, what type did you experience? | You 2023 | You 2024 | Comparator 2024 | Public sector 2024 |
|---|---|---|---|---|
| Abusive language | 56% | 53% | 79% | 81% |
| Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects) | 50% | 53% | 29% | 26% |
| Intimidating behaviour | 44% | 35% | 58% | 71% |
| Threats of violence | 28% | 18% | 23% | 38% |
| Other | 6% | 12% | 3% | 3% |
| Damage to my property or work equipment | 6% | 0% | 2% | 9% |
| Stalking, including cyber-stalking | 0% | 0% | 1% | 1% |

# People outcomes

## Telling someone about violence and aggression

**What is this**

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

**Why this is important**

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

**How to read this**

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

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

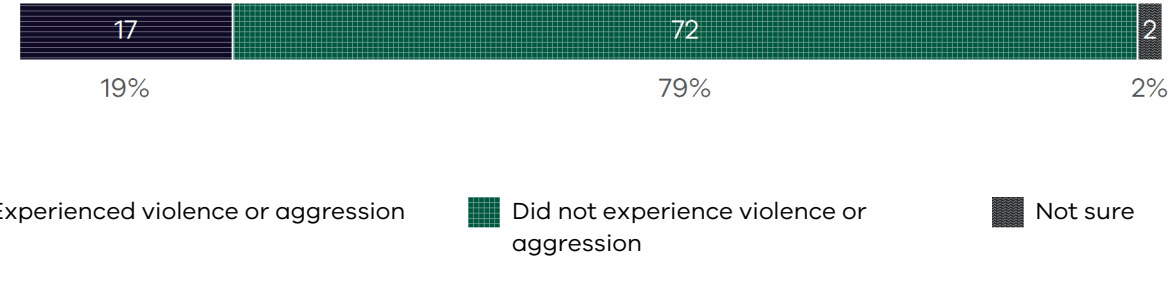
In descending order, the table shows the answers.

**Example**

19% of your staff who did the survey said they experienced violence or aggression, of which

- 53% said the top way they reported the violence or agression was 'Submitted a formal incident report'.
- 47% said they didn't submit a formal incident report

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




| Did you tell anyone about the incident? | You 2023 | You 2024 | Comparator 2024 | Public sector 2024 |
|---|---|---|---|---|
| Submitted a formal incident report | 28% | 53% | 41% | 36% |
| Told a manager | 67% | 53% | 53% | 58% |
| Told a colleague | 50% | 12% | 39% | 45% |
| Told the person the behaviour was not OK | 22% | 12% | 30% | 30% |
| Told human resources | 0% | 6% | 8% | 4% |
| Told a friend or family member | 0% | 6% | 14% | 19% |
| Told employee assistance program (EAP) or peer support | 0% | 6% | 2% | 4% |
| I did not tell anyone about the incident(s) | 0% | 6% | 5% | 7% |
| Told someone else | 6% | 0% | 6% | 5% |

# People outcomes

## Perpetrators of violence and aggression

**What is this**

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

**Why this is important**

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

**How to read this**

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

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

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

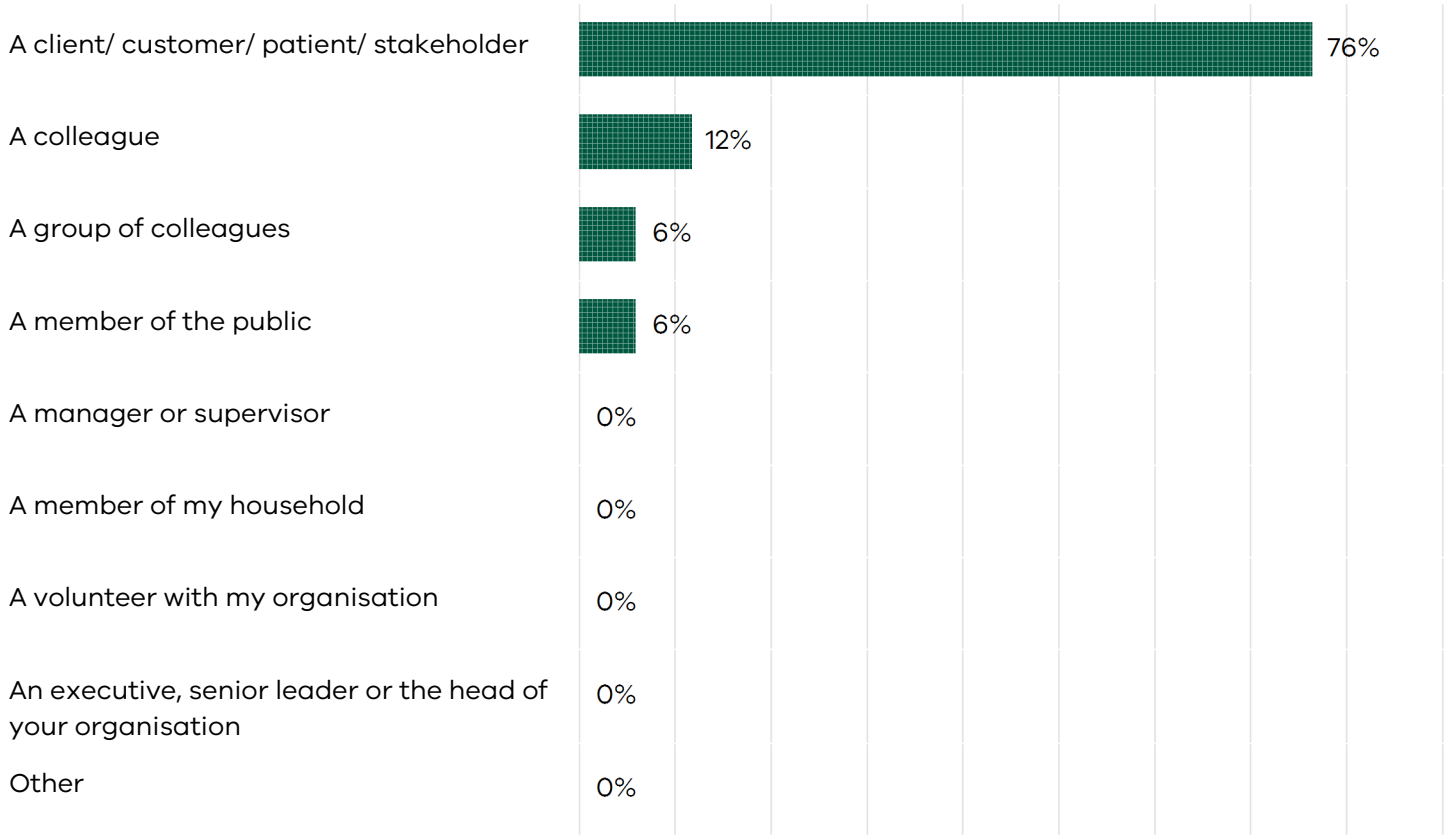
Each row is one perpetrator or group of perpetrators.

**Example**

19% of your staff who did the survey said they experienced violence or aggression.

Of that 19%, 76% said it was by 'A client/ customer/ patient/ stakeholder'.

17 people (19% of staff) experienced violence or aggression (You 2024)



# Negative behaviour

## Witnessing negative behaviours

**What is this**

This is where staff witnessed people acting in a negative way against a colleague.

**Why this is important**

Witnessing negative behaviour can still have a negative impact on the person, as it does on the victim.

**How to read this**

In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.

They could tell us with one or more answers if they witnessed negative behaviour and what type they witnessed.

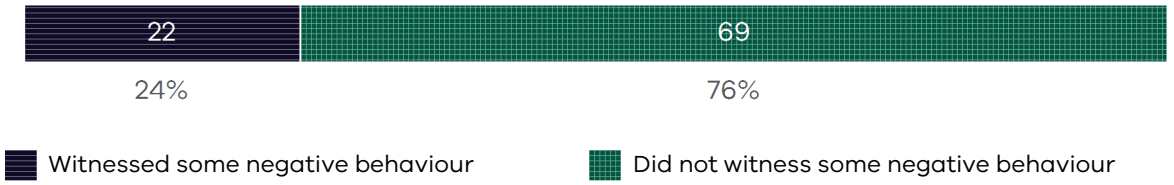
In descending order, the table shows the answers.

**Example**

24% of your staff who did the survey said they witnessed some negative behaviour at work.

76% said 'No, I have not witnessed any of the situations above'.

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




| During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work? | You 2023 | You 2024 | Comparator 2024 | Public sector 2024 |
|---|---|---|---|---|
| No, I have not witnessed any of the situations above | 83% | 76% | 77% | 77% |
| Bullying of a colleague | 14% | 14% | 17% | 15% |
| Discrimination against a colleague | 8% | 12% | 8% | 9% |
| Violence or aggression against a colleague | 3% | 4% | 4% | 6% |
| Sexual harassment of a colleague | 1% | 1% | 1% | 2% |

# Negative behaviour

## Taking action when witnessing negative behaviours

**What is this**

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

**Why this is important**

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

**How to read this**

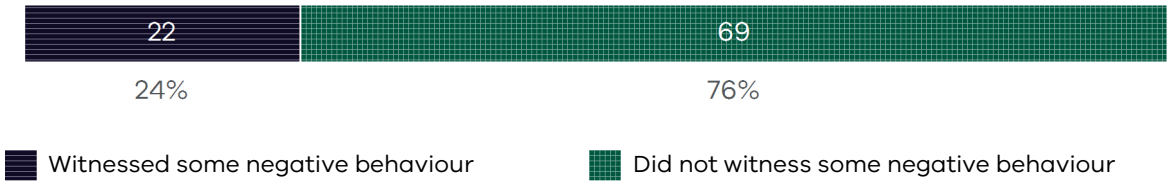
In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.
If they did, they could tell us with one or more answers what action they took.
In descending order, the table shows the answers.

**Example**

24% of your staff who did the survey witnessed negative behaviour, of which:

- 50% said the top action they took was 'Spoke to the person who experienced the behaviour'.

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




| When you witnessed these behaviour(s), did you do any of the following? | You 2023 | You 2024 | Comparator 2024 | Public sector 2024 |
|---|---|---|---|---|
| Spoke to the person who experienced the behaviour | 76% | 50% | 67% | 71% |
| Told a manager | 59% | 50% | 37% | 40% |

# People matter survey 2024

Have your say

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- Discrimination
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- Lowest scoring
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### Public sector values

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

### Topical questions

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

### Demographics

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

## Key differences

### Highest scoring questions

**What is this**

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

**How to read this**

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

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

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

**Example**

On the first row 'Meaningful work', the 'You 2024' column shows 98% of your staff who did the survey agreed with 'I can make a worthwhile contribution at work'. In the 'Change from 2023' column, you have a +3% change, which is a positive trend.

| Question group | Highest scoring questions | You 2024 | Change from 2023 | Comparator 2024 |
|---|---|---|---|---|
| Meaningful work | I can make a worthwhile contribution at work | 98% | +3% | 94% |
| Meaningful work | I achieve something important through my work | 97% | +5% | 94% |
| Meaningful work | I get a sense of accomplishment from my work | 96% | +6% | 90% |
| Job enrichment | I understand how my job helps my organisation achieve its goals | 96% | +1% | 93% |
| Job enrichment | I clearly understand what I am expected to do in this job | 95% | +2% | 91% |
| Job enrichment | I can use my skills and knowledge in my job | 93% | +2% | 93% |
| Topical | I understand how the Code of Conduct for Victorian public sector employees applies to my work | 93% | +5% | 90% |
| Inclusion | I can be myself at work | 89% | +2% | 84% |
| Manager leadership | My manager treats employees with dignity and respect | 89% | -1% | 84% |
| Human rights | I understand how the Charter of Human Rights and Responsibilities applies to my work | 88% | +1% | 89% |

# Key differences

## Lowest scoring questions

**What is this**

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

**How to read this**

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

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

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

**Example**

On the first row 'Taking action', the 'You 2024' column shows 30% of your staff who did the survey agreed with 'My organisation has made improvements based on the survey results from last year'. In the 'Change from 2023' column, you have a -7% change, which is a negative trend.

| Question group | Lowest scoring questions | You 2024 | Change from 2023 | Comparator 2024 |
|---|---|---|---|---|
| Taking action | My organisation has made improvements based on the survey results from last year | 30% | -7% | 45% |
| Collaboration | Workgroups across my organisation willingly share information with each other | 51% | -15% | 64% |
| Taking action | I believe my organisation will make improvements based on the results of this year's survey | 52% | -5% | 60% |
| Organisational integrity | I have an equal chance at promotion in my organisation | 52% | -6% | 54% |
| Organisational integrity | I believe the promotion processes in my organisation are fair | 54% | -3% | 55% |
| Learning and development | I am satisfied with the opportunities to progress in my organisation | 56% | -3% | 59% |
| Safety climate | All levels of my organisation are involved in the prevention of stress | 58% | -4% | 57% |
| Learning and development | My organisation places a high priority on the learning and development of staff | 58% | -12% | 70% |
| Safety climate | Senior leaders show support for stress prevention through involvement and commitment | 58% | -10% | 59% |
| Workload | I have enough time to do my job effectively | 59% | -4% | 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 'Safety climate', the 'You 2024' column shows 75% of your staff who did the survey agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.
In the 'Increase from 2023' column, you have a 11% increase, which is a positive trend.

| Question group | Most improved from last year | You 2024 | Increase from 2023 | Comparator 2024 |
|---|---|---|---|---|
| Safety climate | My organisation has effective procedures in place to support employees who may experience stress | 75% | +11% | 62% |
| Engagement | My organisation inspires me to do the best in my job | 80% | +10% | 72% |
| Manager support | My manager provides me with enough support when I need it | 87% | +7% | 80% |
| Quality service delivery | My workgroup provides high quality advice and services | 86% | +6% | 82% |
| Meaningful work | I get a sense of accomplishment from my work | 96% | +6% | 90% |
| Flexible working | My manager supports working flexibly | 84% | +6% | 82% |
| Topical | I understand how the Code of Conduct for Victorian public sector employees applies to my work | 93% | +5% | 90% |
| Engagement | My organisation motivates me to help achieve its objectives | 77% | +5% | 71% |
| Manager support | I can discuss problems or issues with my manager | 86% | +5% | 81% |
| Meaningful work | I achieve something important through my work | 97% | +5% | 94% |

## 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 'Collaboration', the 'You 2024' column shows 51% of your staff who did the survey agreed with 'Workgroups across my organisation willingly share information with each other'.
In the 'Decrease from 2023' column, you have a 15% decrease, which is a negative trend.

| Question group | Largest decline from last year | You 2024 | Decrease from 2023 | Comparator 2024 |
|---|---|---|---|---|
| Collaboration | Workgroups across my organisation willingly share information with each other | 51% | -15% | 64% |
| Patient safety climate | Management is driving us to be a safety-centred organisation | 73% | -13% | 78% |
| Learning and development | My organisation places a high priority on the learning and development of staff | 58% | -12% | 70% |
| Organisational integrity | I believe the recruitment processes in my organisation are fair | 60% | -11% | 66% |
| Workload | The workload I have is appropriate for the job that I do | 60% | -11% | 68% |
| Safety climate | Senior leaders show support for stress prevention through involvement and commitment | 58% | -10% | 59% |
| Collaboration | I am able to work effectively with others outside my immediate workgroup | 84% | -9% | 87% |
| Safety climate | Senior leaders consider the psychological health of employees to be as important as productivity | 64% | -9% | 64% |
| Safety climate | My organisation provides a physically safe work environment | 79% | -8% | 85% |
| Safe to speak up | People in my workgroup are able to bring up problems and tough issues | 70% | -8% | 70% |

## 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 'Safety climate', the 'You 2024' column shows 75% of your staff who did the survey agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.
The 'Difference' column, shows that agreement for this question was 13% higher than in your comparator.

| Question group | Biggest positive difference from comparator | You 2024 | Difference | Comparator 2024 |
|---|---|---|---|---|
| Safety climate | My organisation has effective procedures in place to support employees who may experience stress | 75% | +13% | 62% |
| Manager support | I receive meaningful recognition when I do good work | 75% | +9% | 66% |
| Engagement | My organisation inspires me to do the best in my job | 80% | +8% | 72% |
| Manager support | My manager provides me with enough support when I need it | 87% | +7% | 80% |
| Engagement | My organisation motivates me to help achieve its objectives | 77% | +6% | 71% |
| Engagement | I feel a strong personal attachment to my organisation | 74% | +6% | 68% |
| Meaningful work | I get a sense of accomplishment from my work | 96% | +6% | 90% |
| Manager leadership | My manager treats employees with dignity and respect | 89% | +5% | 84% |
| Inclusion | I can be myself at work | 89% | +5% | 84% |
| Engagement | I am proud to tell others I work for my organisation | 84% | +5% | 78% |

## 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 'Taking action', the 'You 2024' column shows 30% of your staff who did the survey agreed with 'My organisation has made improvements based on the survey results from last year'. The 'Difference' column, shows that agreement for this question was 16% lower than in your comparator.

| Question group | Biggest negative difference from comparator | You 2024 | Difference | Comparator 2024 |
|---|---|---|---|---|
| Taking action | My organisation has made improvements based on the survey results from last year | 30% | -16% | 45% |
| Collaboration | Workgroups across my organisation willingly share information with each other | 51% | -14% | 64% |
| Learning and development | My organisation places a high priority on the learning and development of staff | 58% | -12% | 70% |
| Taking action | I believe my organisation will make improvements based on the results of this year's survey | 52% | -8% | 60% |
| Workload | The workload I have is appropriate for the job that I do | 60% | -8% | 68% |
| Innovation | My workgroup encourages employee creativity | 63% | -7% | 70% |
| Organisational integrity | I believe the recruitment processes in my organisation are fair | 60% | -6% | 66% |
| Safety climate | My organisation provides a physically safe work environment | 79% | -6% | 85% |
| Patient safety climate | Management is driving us to be a safety-centred organisation | 73% | -5% | 78% |
| Workload | I have enough time to do my job effectively | 59% | -5% | 64% |

# People matter survey 2024

Have your say

## Overview

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

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- Highest scoring
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### Job and manager factors

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- 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

### Demographics

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

## 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**

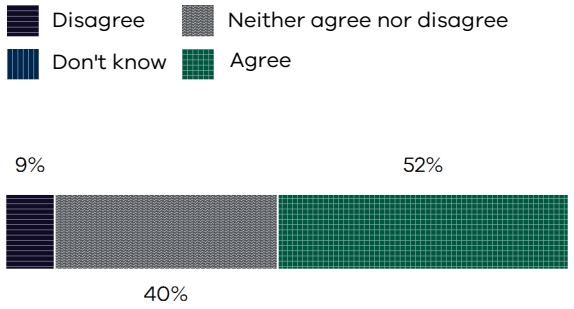
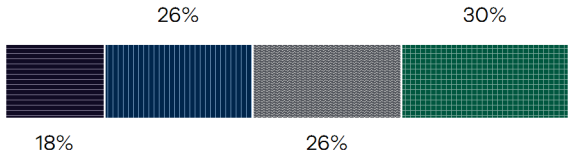
Under 'Your results', see results for each question in descending order by most agreed.

'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**

52% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this year's survey'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| I believe my organisation will make improvements based on the results of this year's survey |   | 59% | 57% | 52% | 32% | 60% | 78% |
| My organisation has made improvements based on the survey results from last year |   | 36% | 36% | 30% | 16% | 45% | 71% |

# People matter survey 2024

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### 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

### Demographics

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

# Senior leadership

## Senior leadership

**What is this**

This is how supported staff feel by senior leaders in their organisation and how well they believe senior leaders communicate.

**Why this is important**

Supportive senior leaders who communicate well mean staff may feel more connected to their work and organisation.

**How to read this**

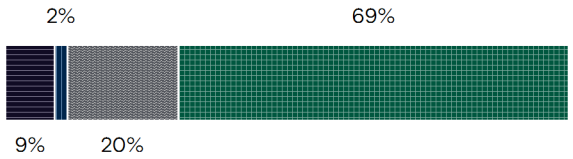
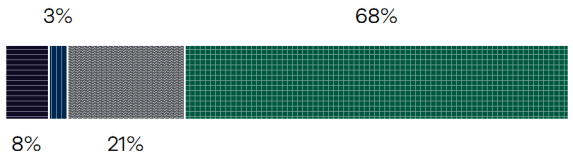
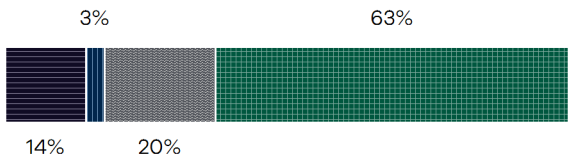
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

69% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

| Survey question | Your results | You | | | Comparator | | |
|---|---|---|---|---|---|---|---|
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| Senior leaders demonstrate honesty and integrity |   | 73% | 73% | 69% | 48% | 68% | 88% |
| Senior leaders model my organisation's values |   | 75% | 73% | 68% | 51% | 70% | 88% |
| Senior leaders provide clear strategy and direction |   | 71% | 70% | 63% | 45% | 66% | 89% |

# People matter survey 2024

Have your say

## Overview

### Report overview

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- Your response rate

## Result summary

### People outcomes

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- 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
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### Public sector values

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- Accountability
- Respect
- Leadership
- Human rights

### Topical questions

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

### Demographics

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

# 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.

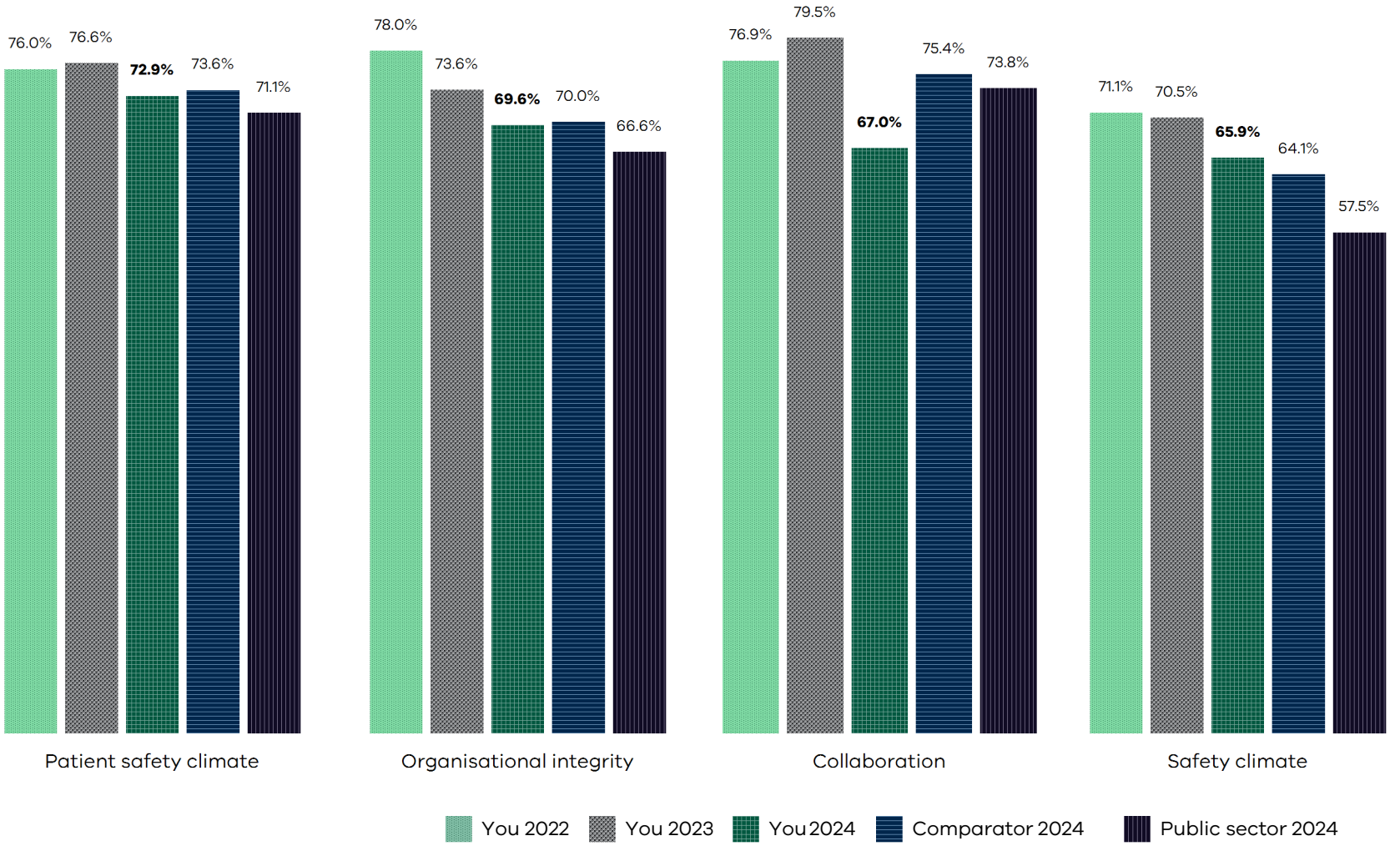
### Example

In 2024:

- 72.9% of your staff who did the survey responded positively to questions about Patient safety climate.

Compared to:

- 73.6% of staff in your comparator group and 71.1% 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**

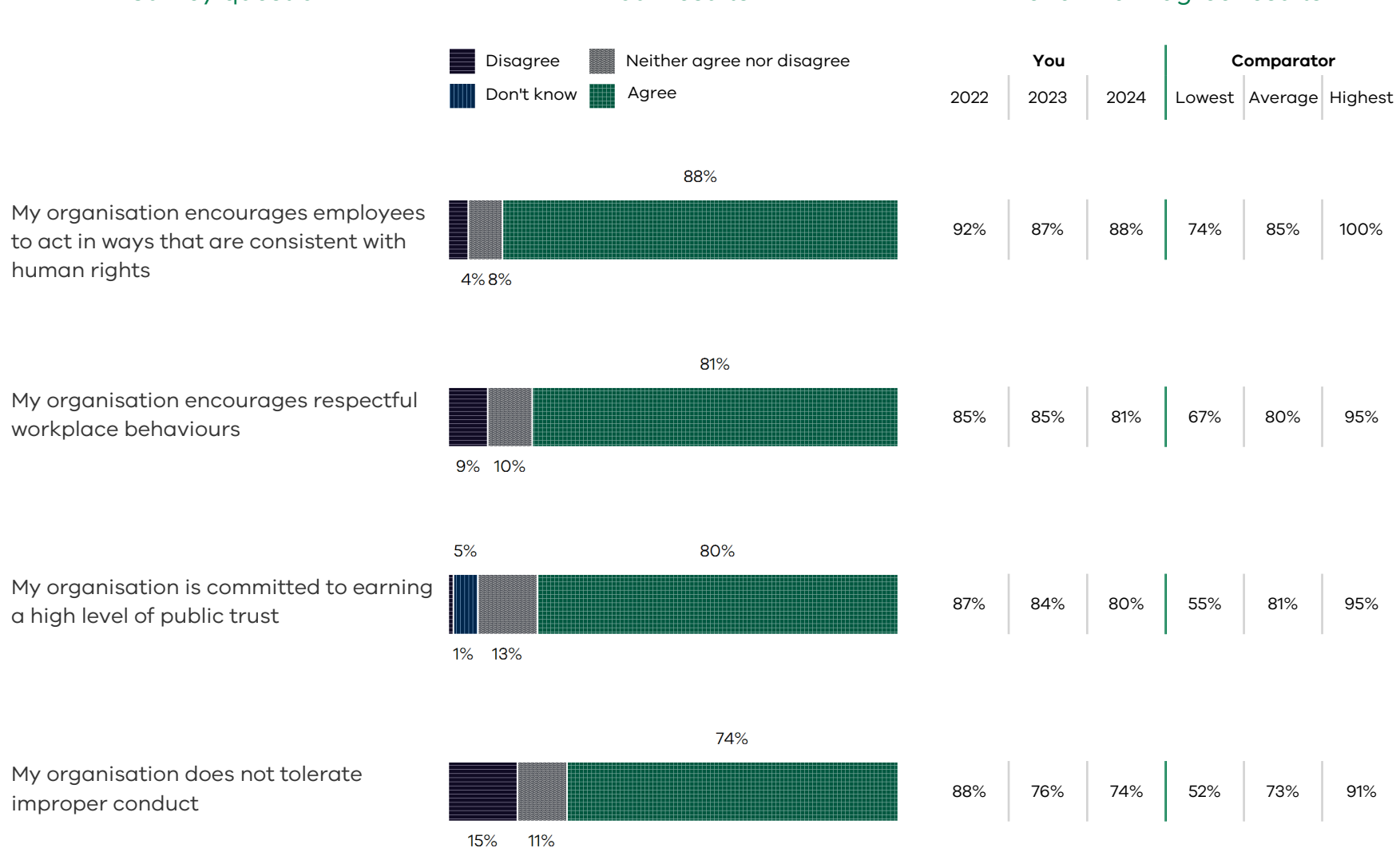
Under 'Your results', see results for each question in descending order by most agreed.

'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**

88% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.



# Organisational climate

## Organisational integrity 2 of 2

**What is this**

This is how much trust staff have in your organisation's ability to operate, implement policy and deliver services for Victorians.

**Why this is important**

We need the community to have high trust in how we work and what we do.

**How to read this**

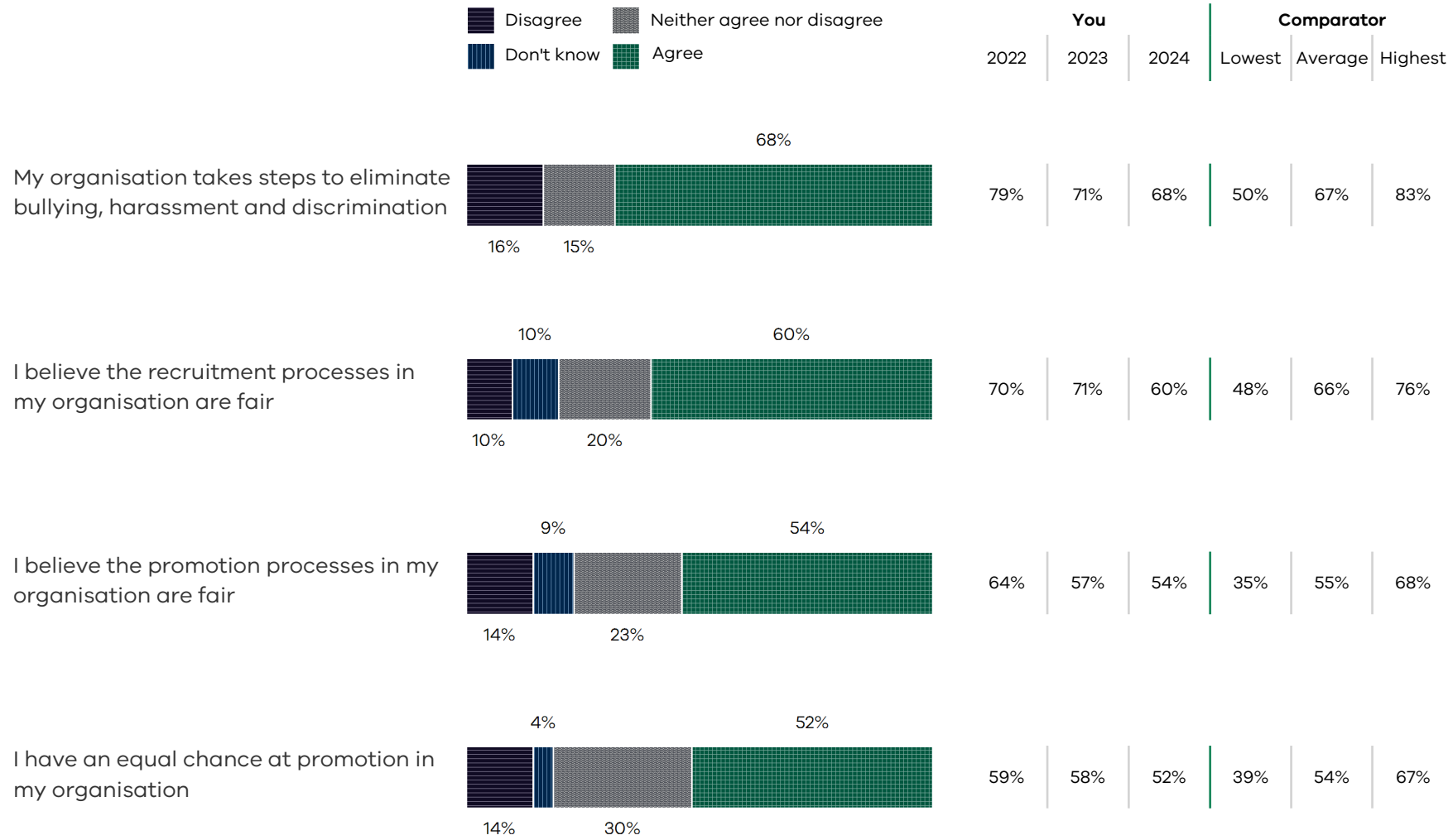
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

68% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.



# Organisational climate

## Collaboration

**What is this**

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

**Why this is important**

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

**How to read this**

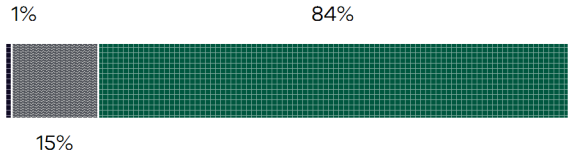
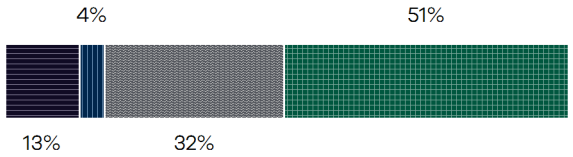
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

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

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | Disagree, Neither agree nor disagree, Don't know, Agree | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| I am able to work effectively with others outside my immediate workgroup |   | 89% | 93% | 84% | 77% | 87% | 96% |
| Workgroups across my organisation willingly share information with each other |   | 65% | 66% | 51% | 35% | 64% | 78% |

# Organisational climate

## Safety climate 1 of 2

**What is this**

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

**Why this is important**

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

**How to read this**

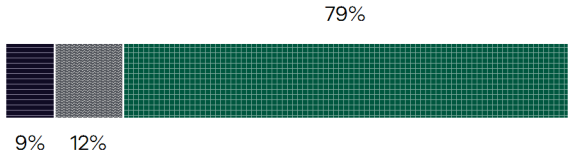
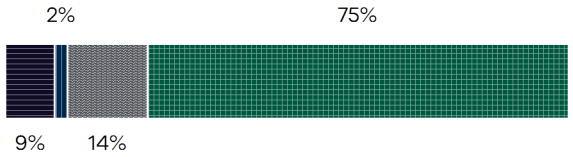
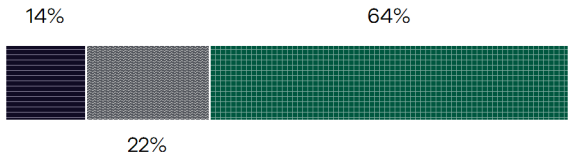
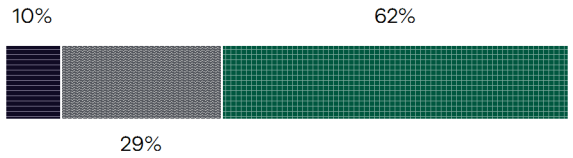
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

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

| Survey question | Your results | You | | | Comparator | | |
|---|---|---|---|---|---|---|---|
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| My organisation provides a physically safe work environment |  | 91% | 87% | 79% | 69% | 85% | 96% |
| My organisation has effective procedures in place to support employees who may experience stress |  | 65% | 64% | 75% | 39% | 62% | 83% |
| Senior leaders consider the psychological health of employees to be as important as productivity |  | 75% | 73% | 64% | 45% | 64% | 85% |
| In my workplace, there is good communication about psychological safety issues that affect me |  | 66% | 69% | 62% | 42% | 58% | 77% |

# Organisational climate

## Safety climate 2 of 2

**What is this**

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

**Why this is important**

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

**How to read this**

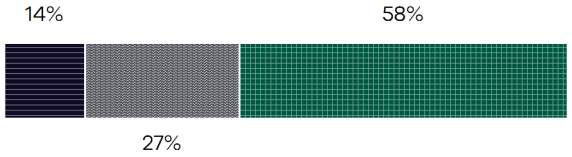
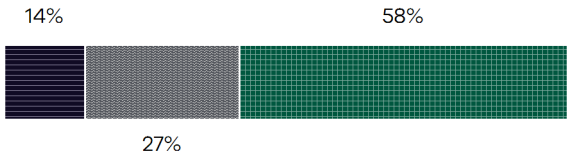
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

58% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | Disagree, Neither agree nor disagree, Don't know, Agree | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| All levels of my organisation are involved in the prevention of stress |   | 62% | 62% | 58% | 32% | 57% | 80% |
| Senior leaders show support for stress prevention through involvement and commitment |   | 68% | 68% | 58% | 35% | 59% | 83% |

# Organisational climate

## Patient safety climate 1 of 2

**What is this**

This is the safety culture in a healthcare workplace.

**Why this is important**

A good patient safety climate means safe, high-quality care and experiences.

The Victorian Managed Insurance Authority and the Victorian Quality Council developed these tools.

**How to read this**

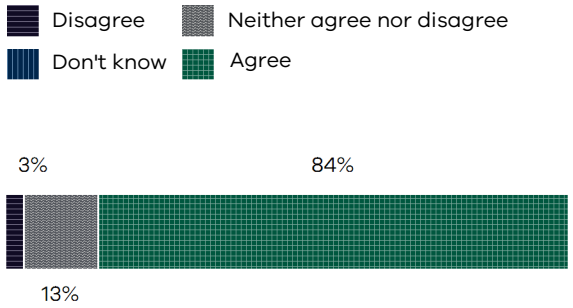
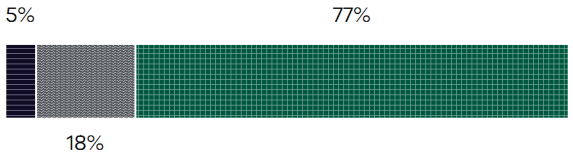
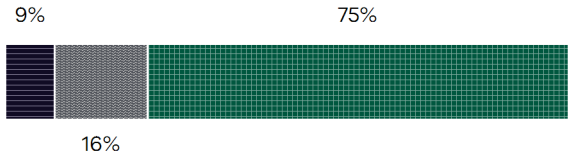
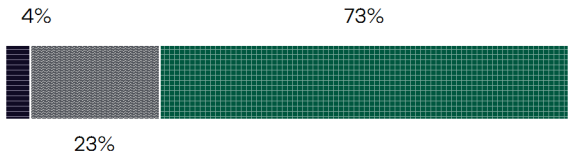
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

84% 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 | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| I am encouraged by my colleagues to report any patient safety concerns I may have |   | 92% | 89% | 84% | 74% | 85% | 96% |
| My suggestions about patient safety would be acted upon if I expressed them to my manager |   | 89% | 83% | 77% | 66% | 78% | 96% |
| I would recommend a friend or relative to be treated as a patient here |   | 74% | 75% | 75% | 58% | 79% | 94% |
| Management is driving us to be a safety-centred organisation |   | 85% | 86% | 73% | 61% | 78% | 96% |

# Organisational climate

## Patient safety climate 2 of 2

**What is this**

This is the safety culture in a healthcare workplace.

**Why this is important**

A good patient safety climate means safe, high-quality care and experiences.

The Victorian Managed Insurance Authority and the Victorian Quality Council developed these tools.

**How to read this**

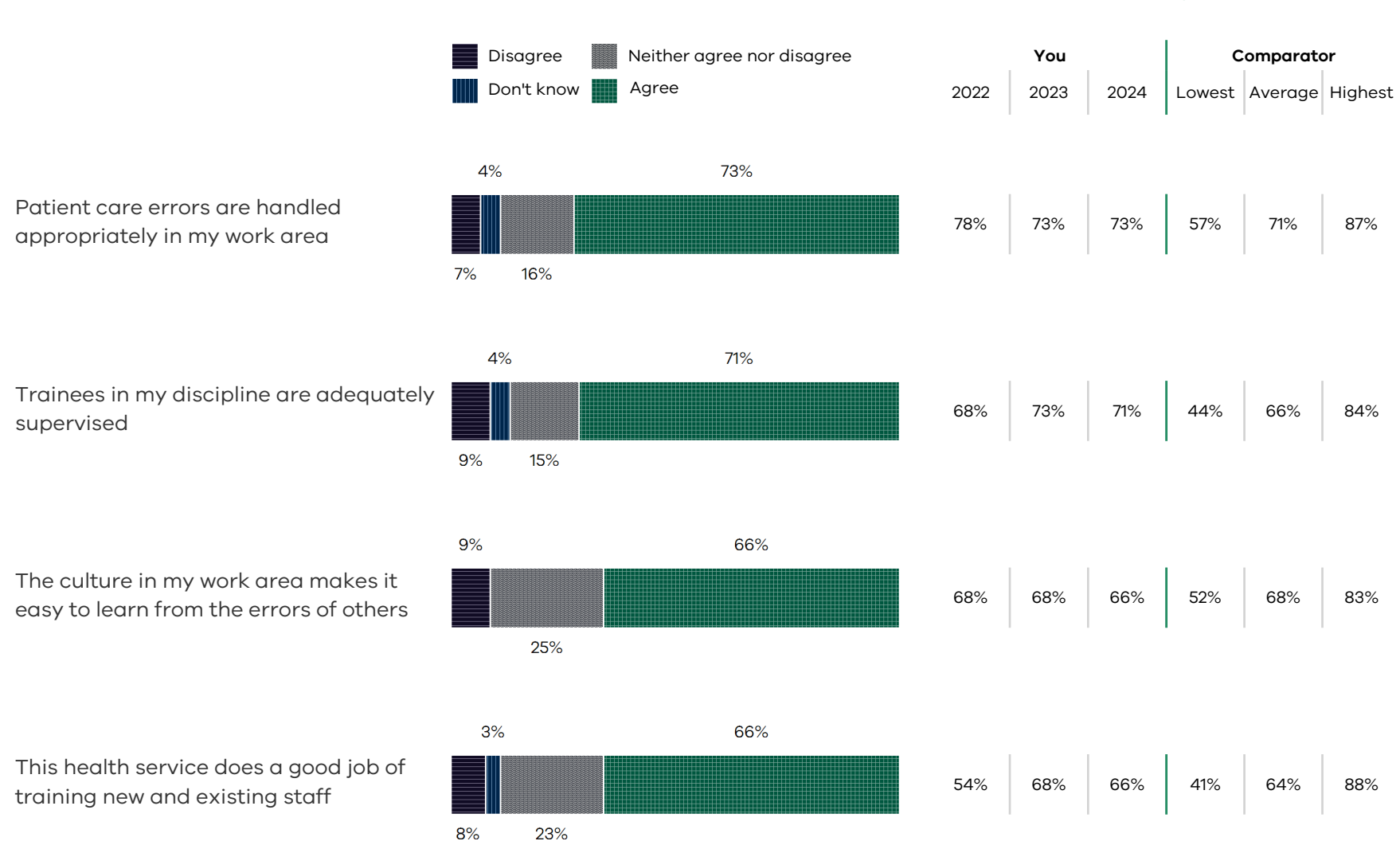
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

73% of your staff who did the survey agreed or strongly agreed with 'Patient care errors are handled appropriately in my work area'.



# People matter survey 2024

Have your say

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- Your comparator group
- Your response rate

## Result summary

### People outcomes

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- Burnout levels
- Intention to stay
- Inclusion
- Scorecard: emotional effects of work
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- 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

### Demographics

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

# 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.

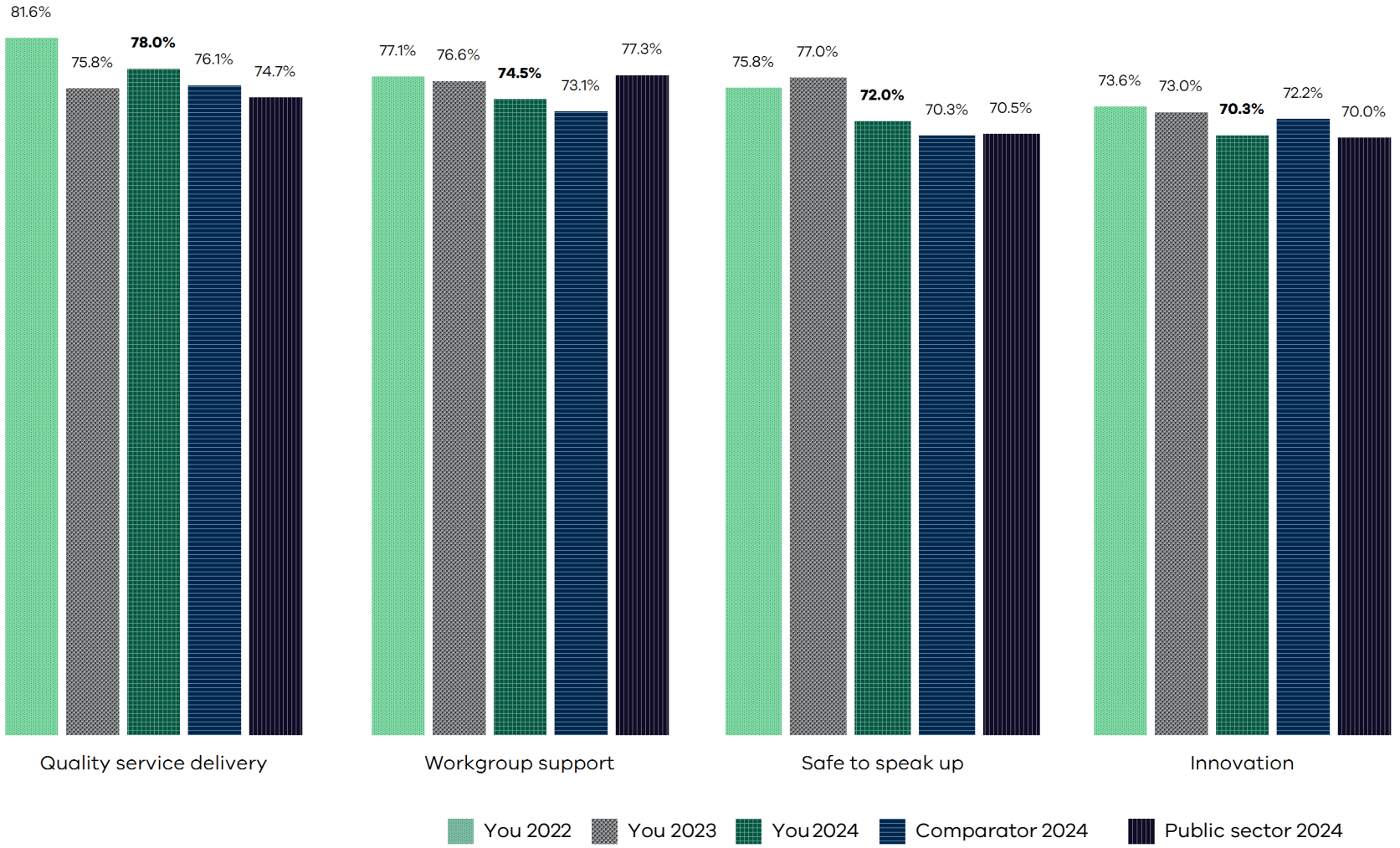
### Example

In 2024:

- 78.0% of your staff who did the survey responded positively to questions about Quality service delivery.

Compared to:

- 76.1% of staff in your comparator group and 74.7% of staff across the public sector.



# Workgroup climate

## Quality service delivery

**What is this**

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

**Why this is important**

The public sector must provide highquality services in a timely way to meet the needs of Victorians.

Workgroups need to be motivated, make impartial decisions and have clear accountabilities.

**How to read this**

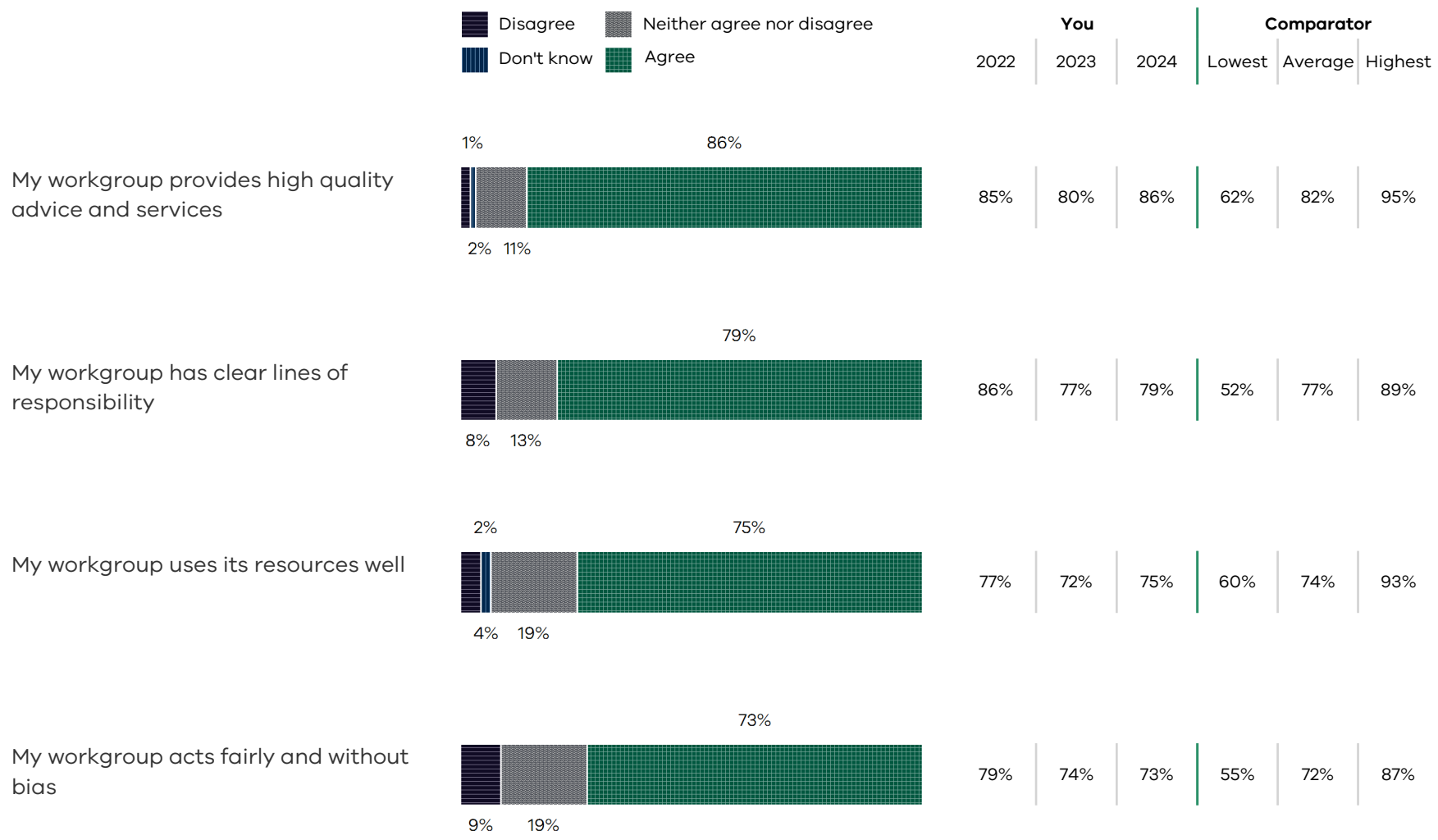
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

86% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.



# Workgroup climate

## Innovation

### What is this

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

### Why this is important

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

### How to read this

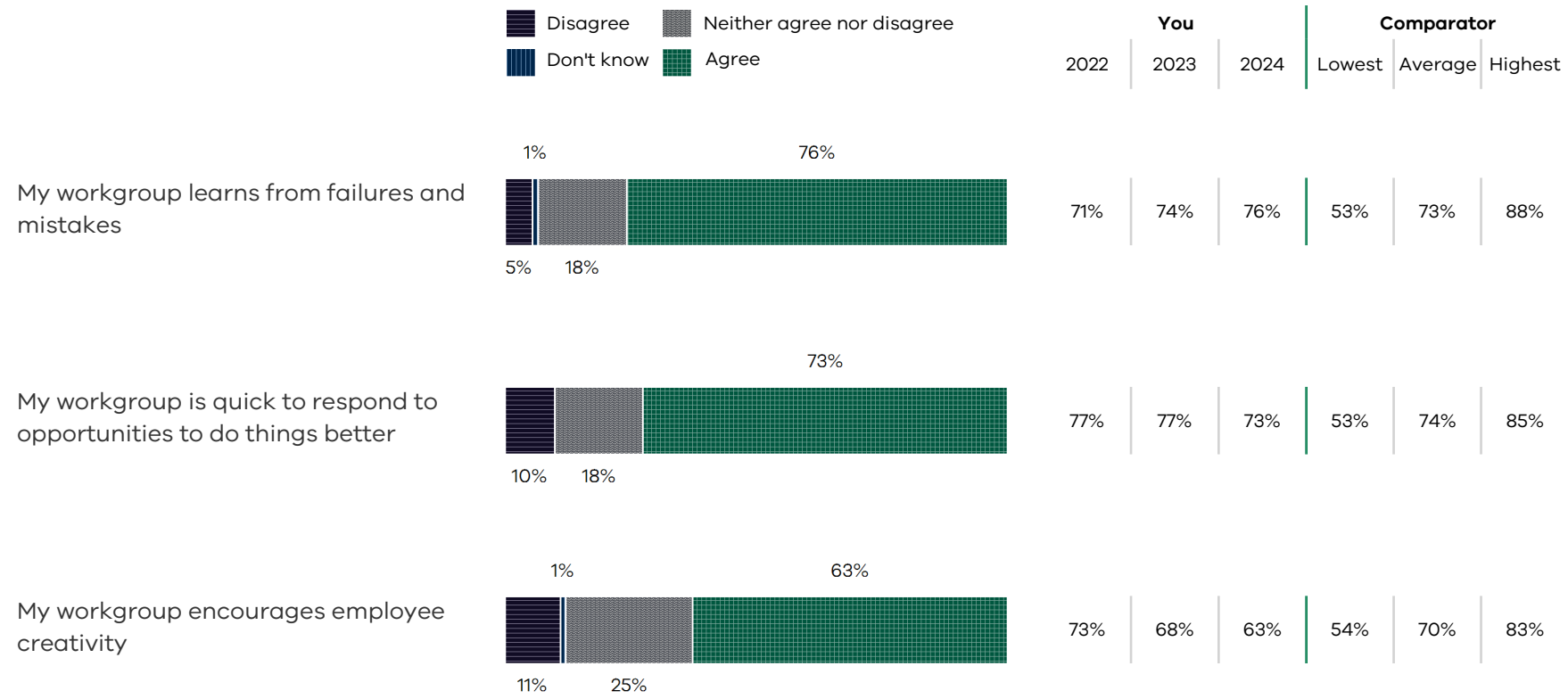
Under 'Your results', see results for each question in descending order by most agreed.

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

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

### Example

76% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.



# Workgroup climate

## Workgroup support 1 of 2

**What is this**

This is how well staff feel people work together and support each other in your organisation.

**Why this is important**

Collaboration can lead to higher team satisfaction, performance and effectiveness.

**How to read this**

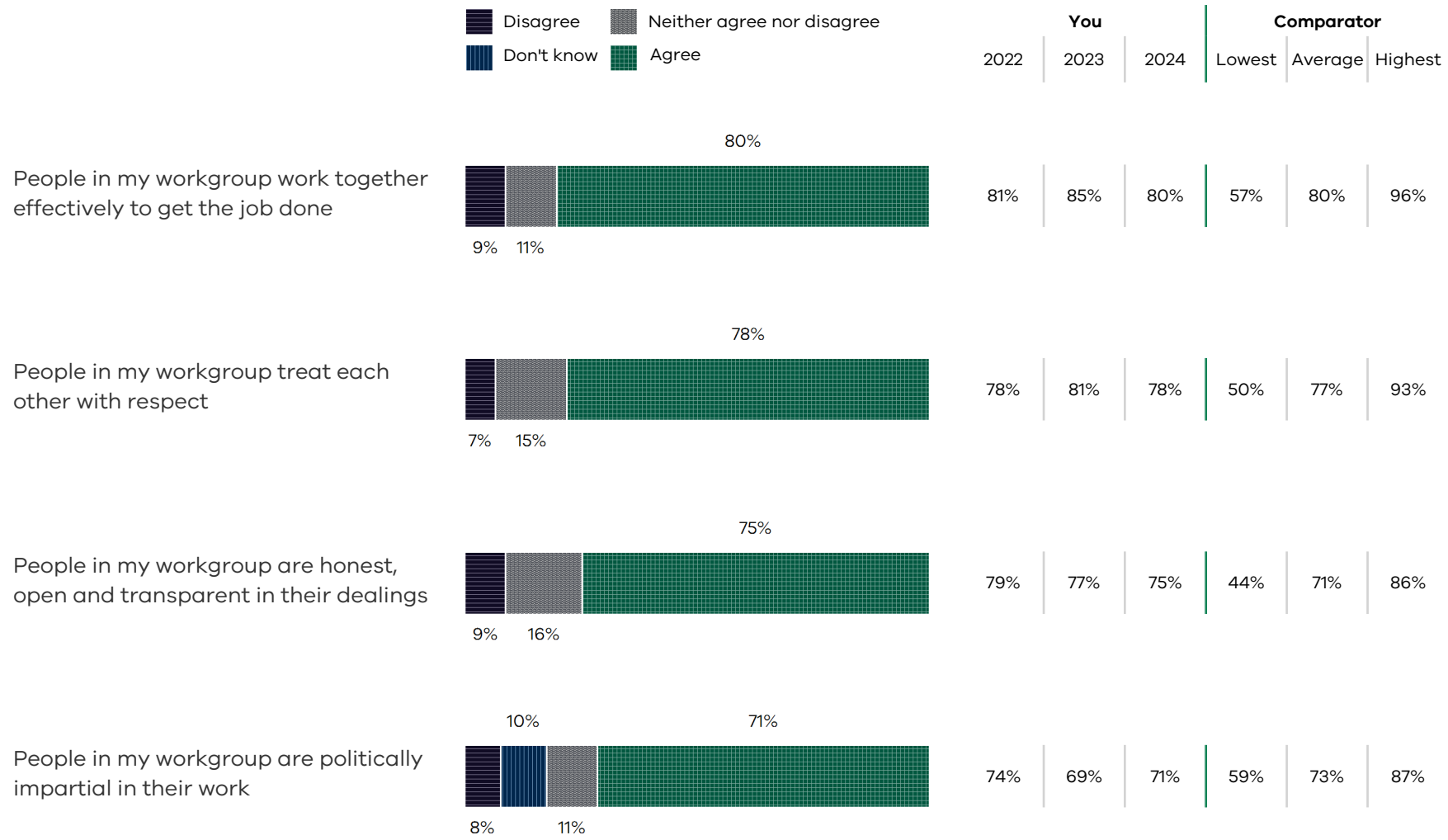
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

80% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.



# Workgroup climate

## Workgroup support 2 of 2

**What is this**

This is how well staff feel people work together and support each other in your organisation.

**Why this is important**

Collaboration can lead to higher team satisfaction, performance and effectiveness.

**How to read this**

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

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

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

**Example**

68% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | Disagree, Neither agree nor disagree, Don't know, Agree | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| People in my workgroup appropriately manage conflicts of interest | 7%, 68%, 10%, 15% | 74% | 71% | 68% | 45% | 64% | 80% |

# 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**

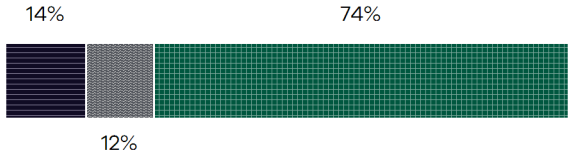
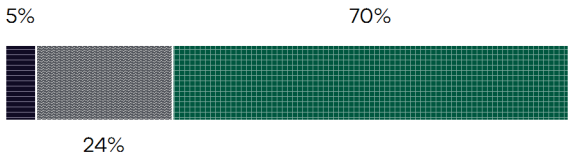
Under 'Your results', see results for each question in descending order by most agreed.

'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**

74% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | Disagree, Neither agree nor disagree, Don't know, Agree | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| I feel safe to challenge inappropriate behaviour at work |   | 73% | 76% | 74% | 54% | 70% | 87% |
| People in my workgroup are able to bring up problems and tough issues |   | 79% | 78% | 70% | 50% | 70% | 86% |

# People matter survey 2024

Have your say

## Overview

### Report overview

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

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- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
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- Intention to stay
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- Scorecard: emotional effects of work
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- Bullying
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### Key differences

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

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### Organisational climate

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### Workgroup climate

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- Quality service delivery
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### Job and manager factors

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### Topical questions

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

### Demographics

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

# Job and manager factors

## Scorecard 1 of 2

### What is this

This scorecard provides overall results for each job and manager factor in the survey's theoretical framework.

### Why this is important

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

### How to read this

Each label represents a group of questions in the survey about job and manager factors.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

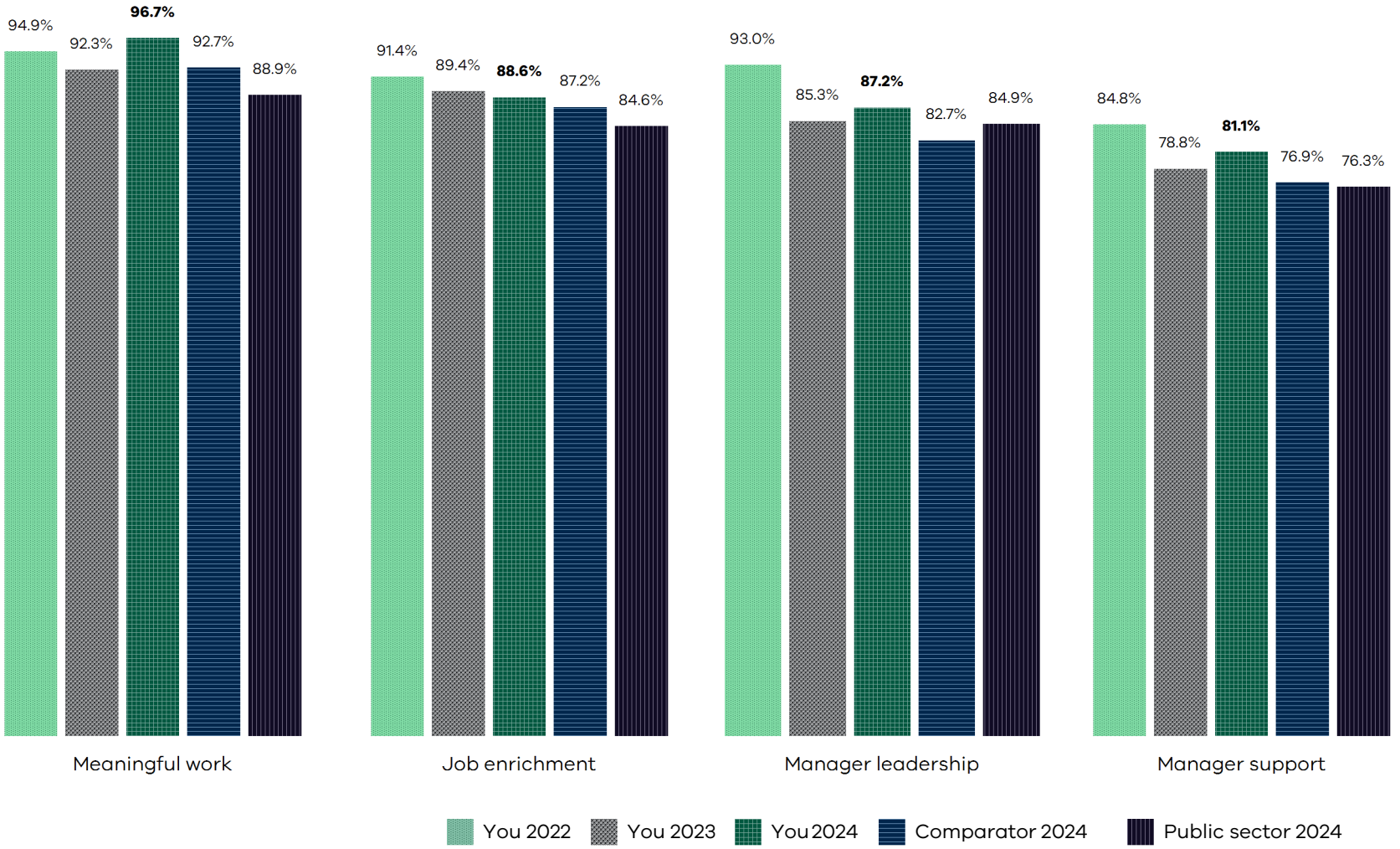
### Example

In 2024:

- 96.7% 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.

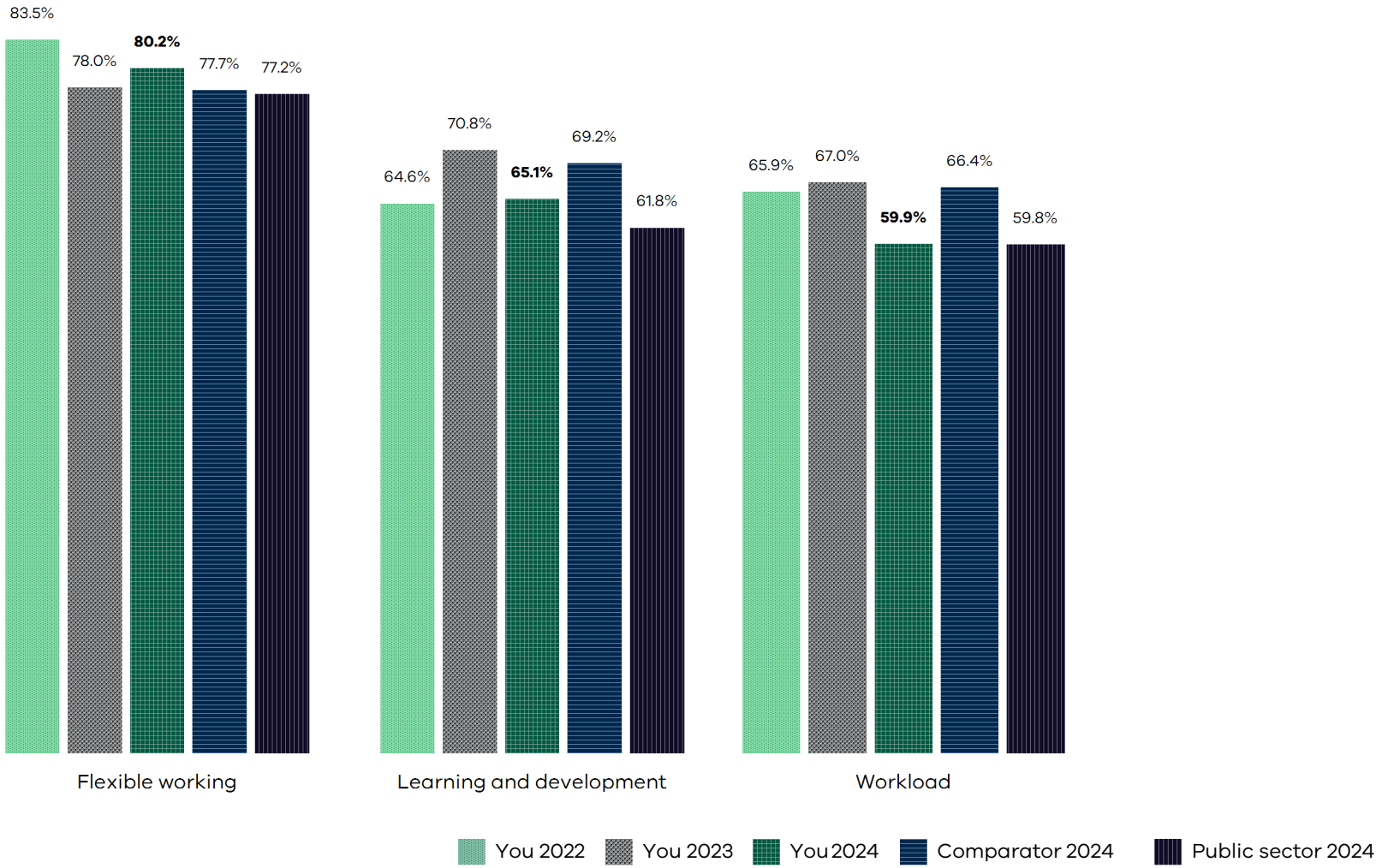
### Example

In 2024:

- 80.2% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 77.7% of staff in your comparator group and 77.2% of staff across the public sector.



# Job and manager factors

## Manager leadership

**What is this**

This is how well staff perceive their direct managers lead.

**Why this is important**

Great managers can foster the right environment for staff engagement.

They can act as role models for your organisation's strategy and values.

**How to read this**

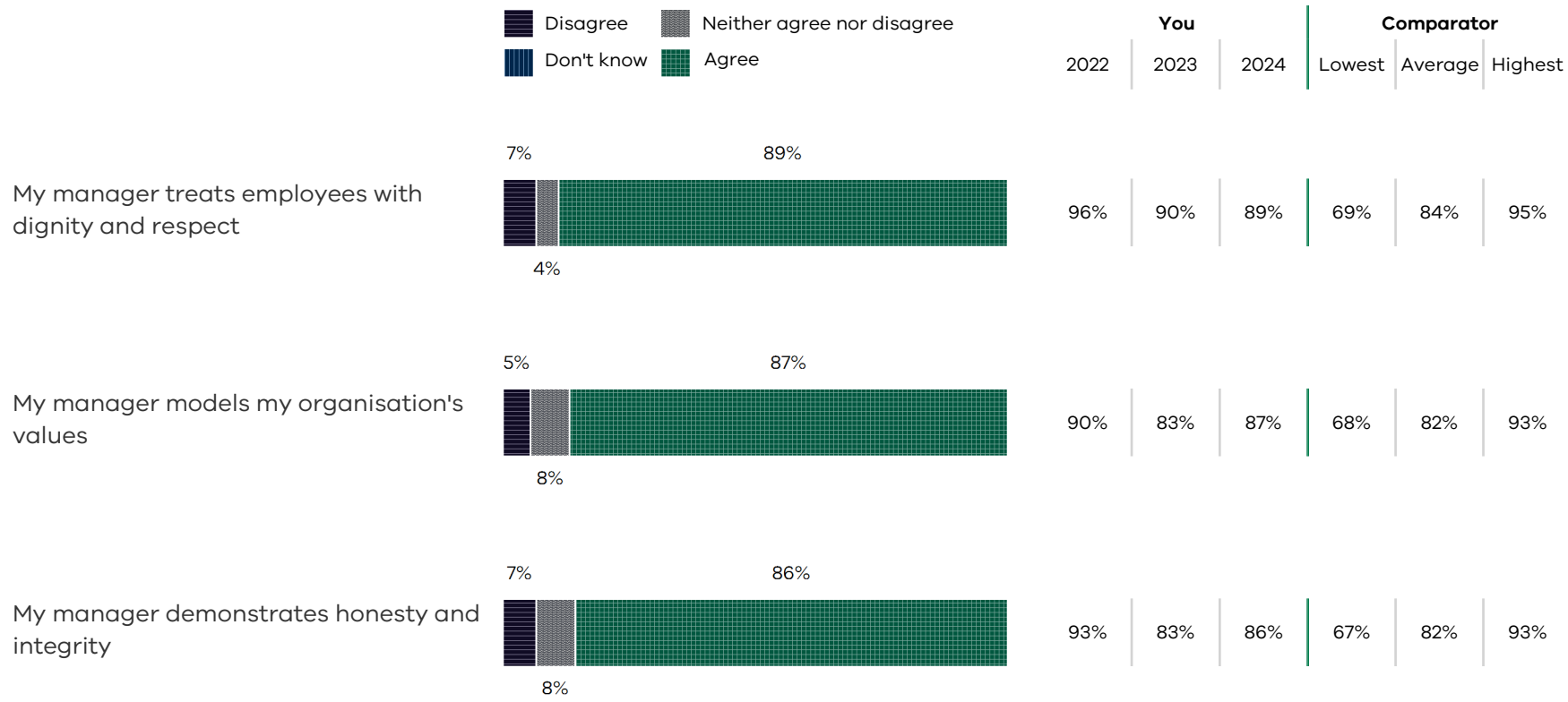
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

89% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.



# Job and manager factors

## Manager support 1 of 2

**What is this**

This is how supported staff feel by their direct manager.

**Why this is important**

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

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

**How to read this**

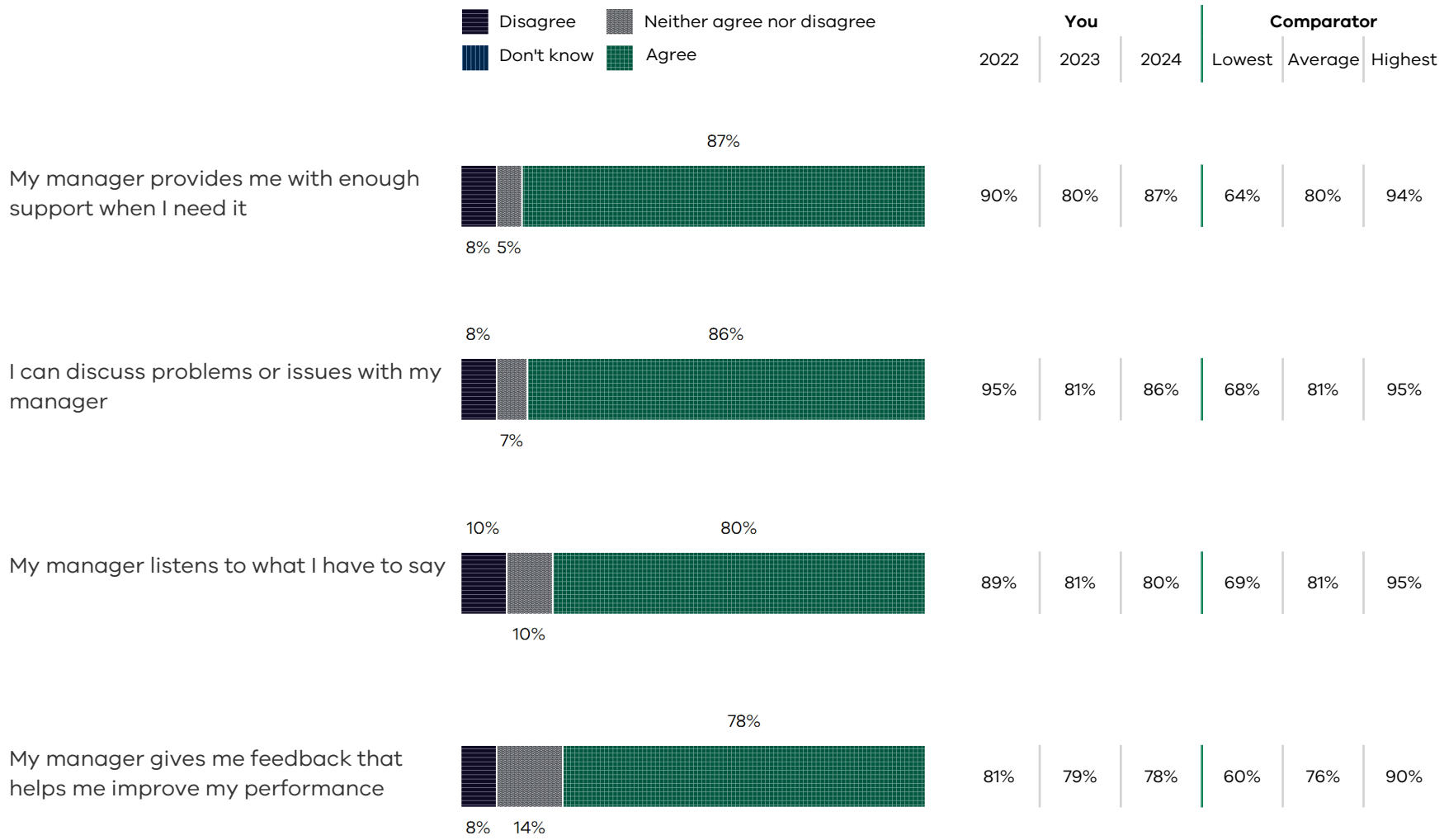
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

87% of your staff who did the survey agreed or strongly agreed with 'My manager provides me with enough support when I need it'.



# 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**

75% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | Disagree, Neither agree nor disagree, Don't know, Agree | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| I receive meaningful recognition when I do good work | 11%, 14%, 75% | 69% | 73% | 75% | 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**

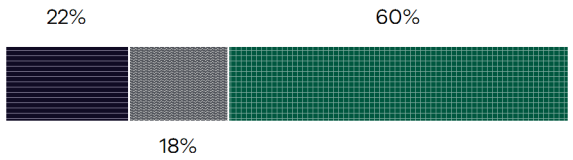
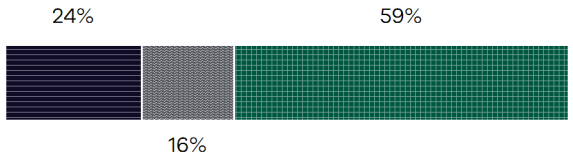
Under 'Your results', see results for each question in descending order by most agreed.

'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**

60% 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 | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| The workload I have is appropriate for the job that I do |   | 68% | 71% | 60% | 58% | 68% | 87% |
| I have enough time to do my job effectively |   | 64% | 63% | 59% | 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**

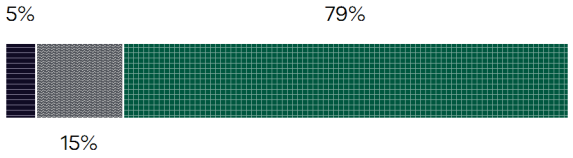
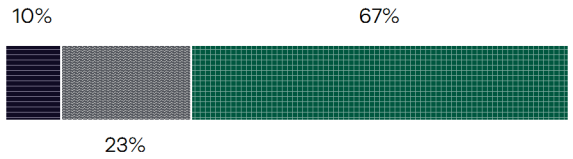
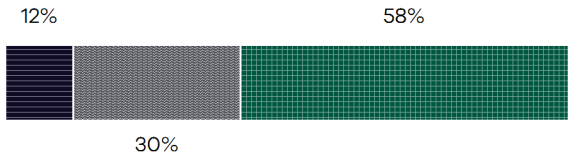
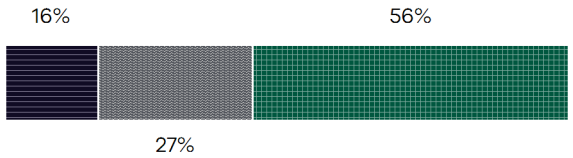
Under 'Your results', see results for each question in descending order by most agreed.

'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**

79% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

| Survey question | Your results | You | | | Comparator | | |
|---|---|---|---|---|---|---|---|
| | Disagree / Neither agree nor disagree / Agree | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| I am developing and learning in my role |   | 75% | 80% | 79% | 64% | 78% | 91% |
| I am satisfied with the way my learning and development needs have been addressed in the last 12 months |   | 63% | 74% | 67% | 47% | 69% | 88% |
| My organisation places a high priority on the learning and development of staff |   | 59% | 70% | 58% | 46% | 70% | 90% |
| I am satisfied with the opportunities to progress in my organisation |   | 62% | 59% | 56% | 44% | 59% | 78% |

# 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**

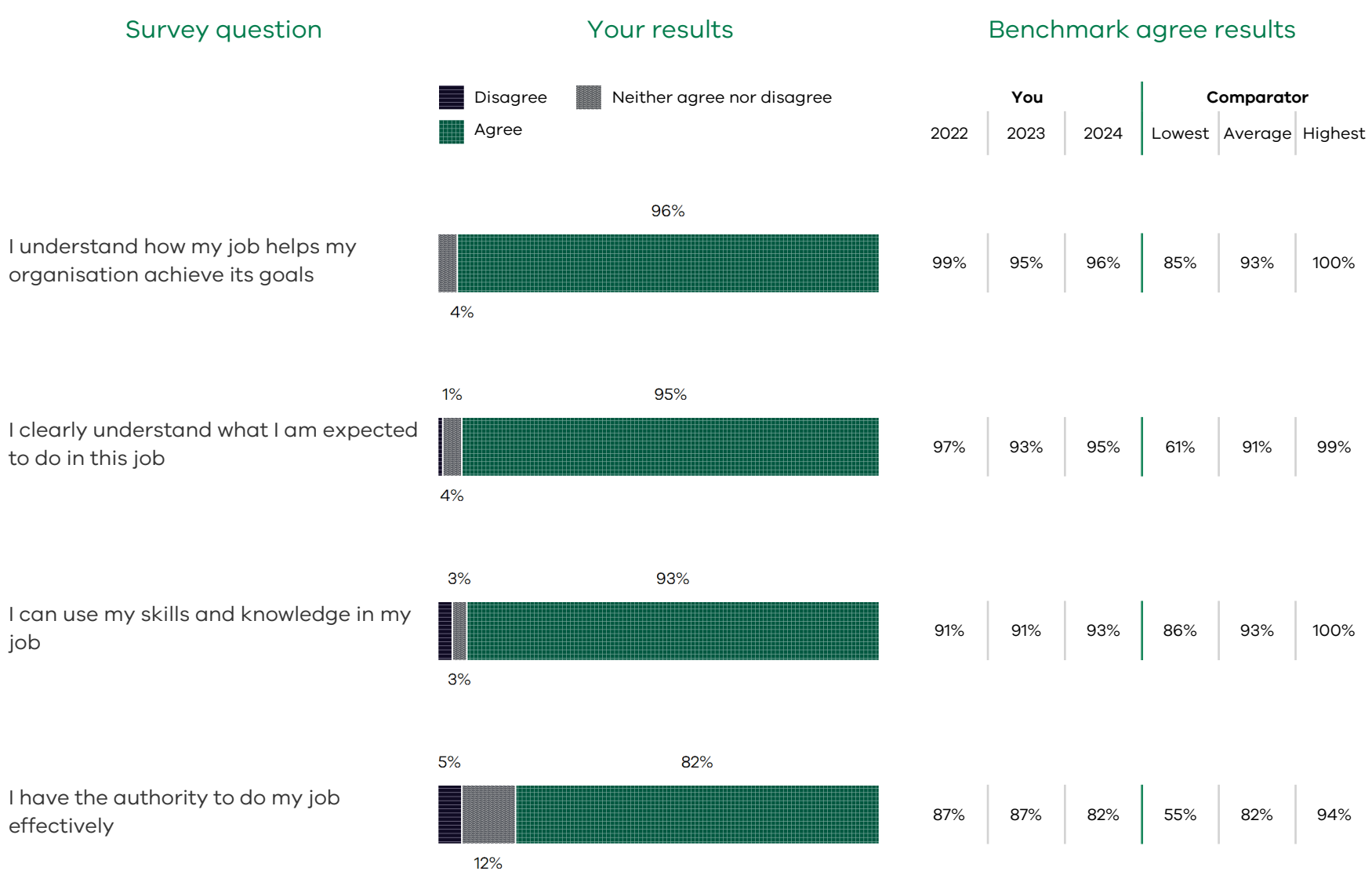
Under 'Your results', see results for each question in descending order by most agreed.

'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**

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



# 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**

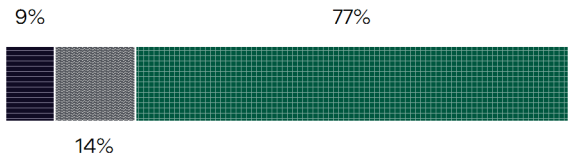
Under 'Your results', see results for each question in descending order by most agreed.

'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**

77% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| I have a say in how I do my work |   | 84% | 81% | 77% | 63% | 78% | 90% |

# 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**

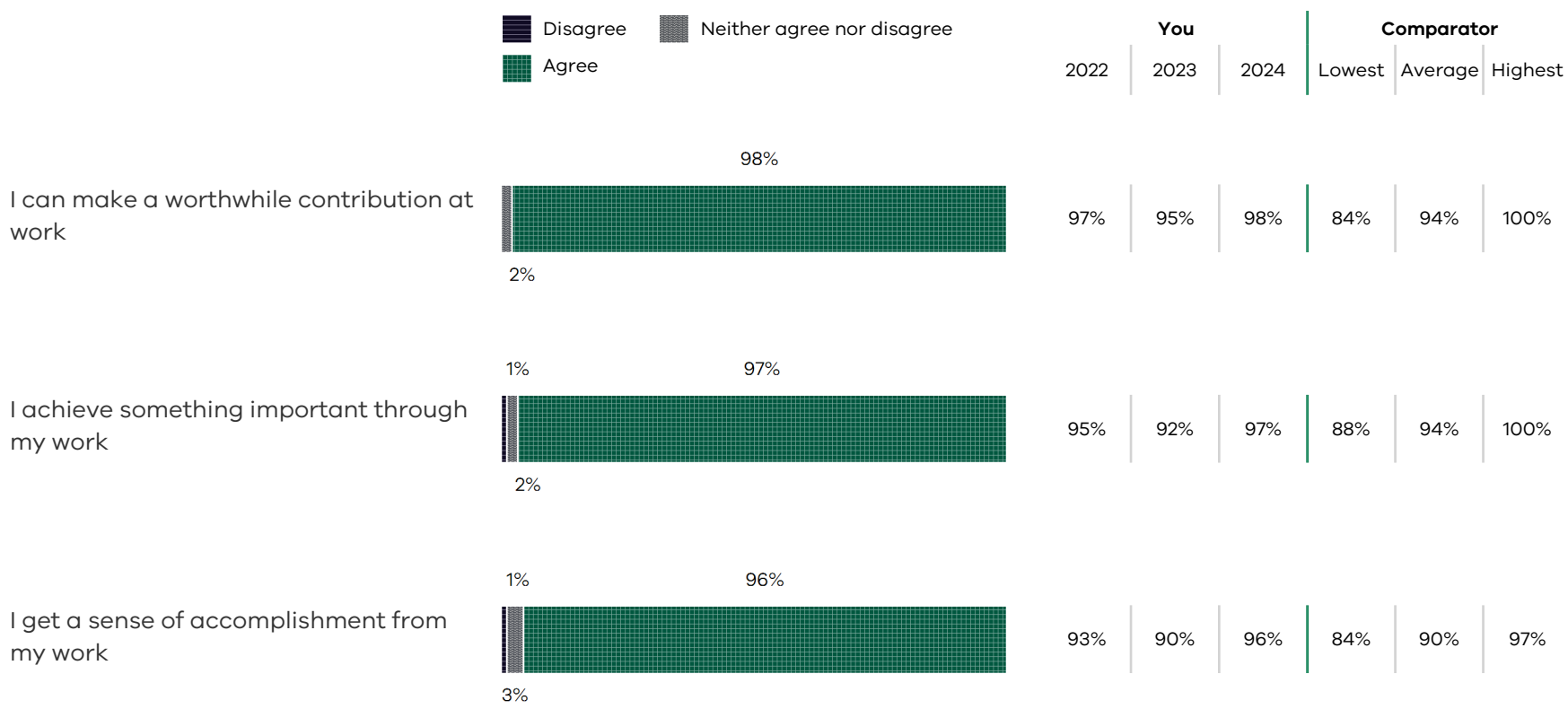
Under 'Your results', see results for each question in descending order by most agreed.

'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**

98% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.



# 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**

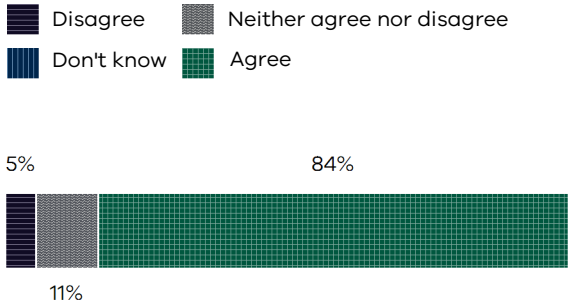
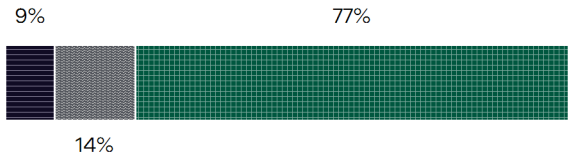
Under 'Your results', see results for each question in descending order by most agreed.

'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**

84% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| My manager supports working flexibly |  | 89% | 78% | 84% | 61% | 82% | 94% |
| I am confident that if I requested a flexible work arrangement, it would be given due consideration |  | 78% | 78% | 77% | 54% | 74% | 87% |

# People matter survey 2024

Have your say

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- Survey's theoretical framework
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- 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

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

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- Taking action questions

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### 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

### Demographics

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

# Public sector values

## Scorecard 1 of 2

### What is this

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

### Why this is important

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

### How to read this

Each label represents a group of questions in the survey about public sector values.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

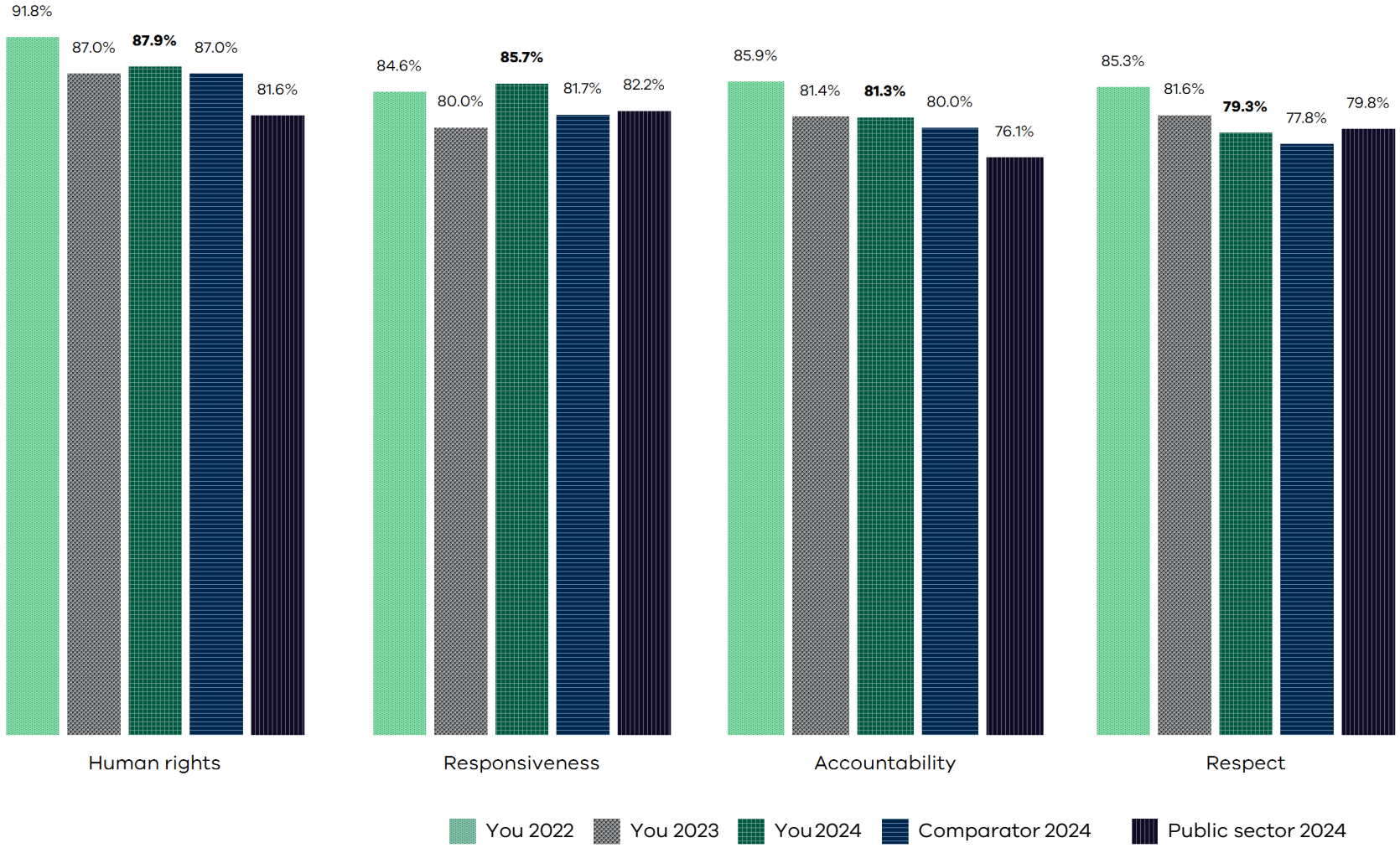
### Example

In 2024:

- 87.9% 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.

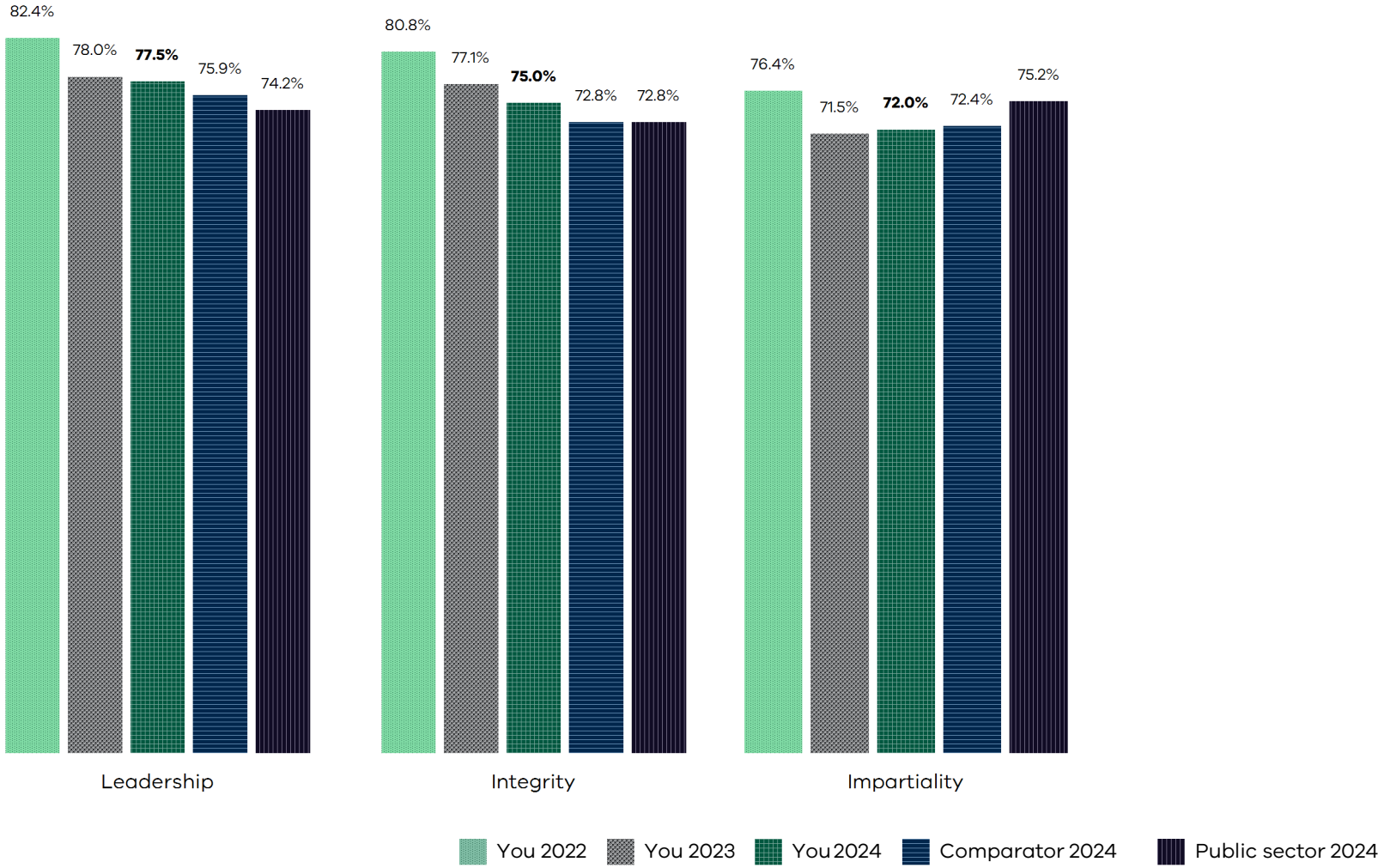
### Example

In 2024:

- 77.5% of your staff who did the survey responded positively to questions about Leadership.

Compared to:

- 75.9% of staff in your comparator group and 74.2% 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**

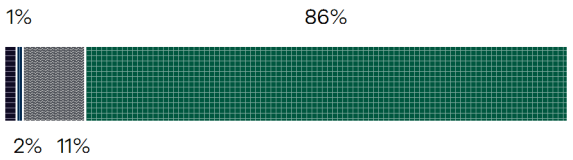
Under 'Your results', see results for each question in descending order by most agreed.

'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**

86% 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 | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| My workgroup provides high quality advice and services |  | 85% | 80% | 86% | 62% | 82% | 95% |

# 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**

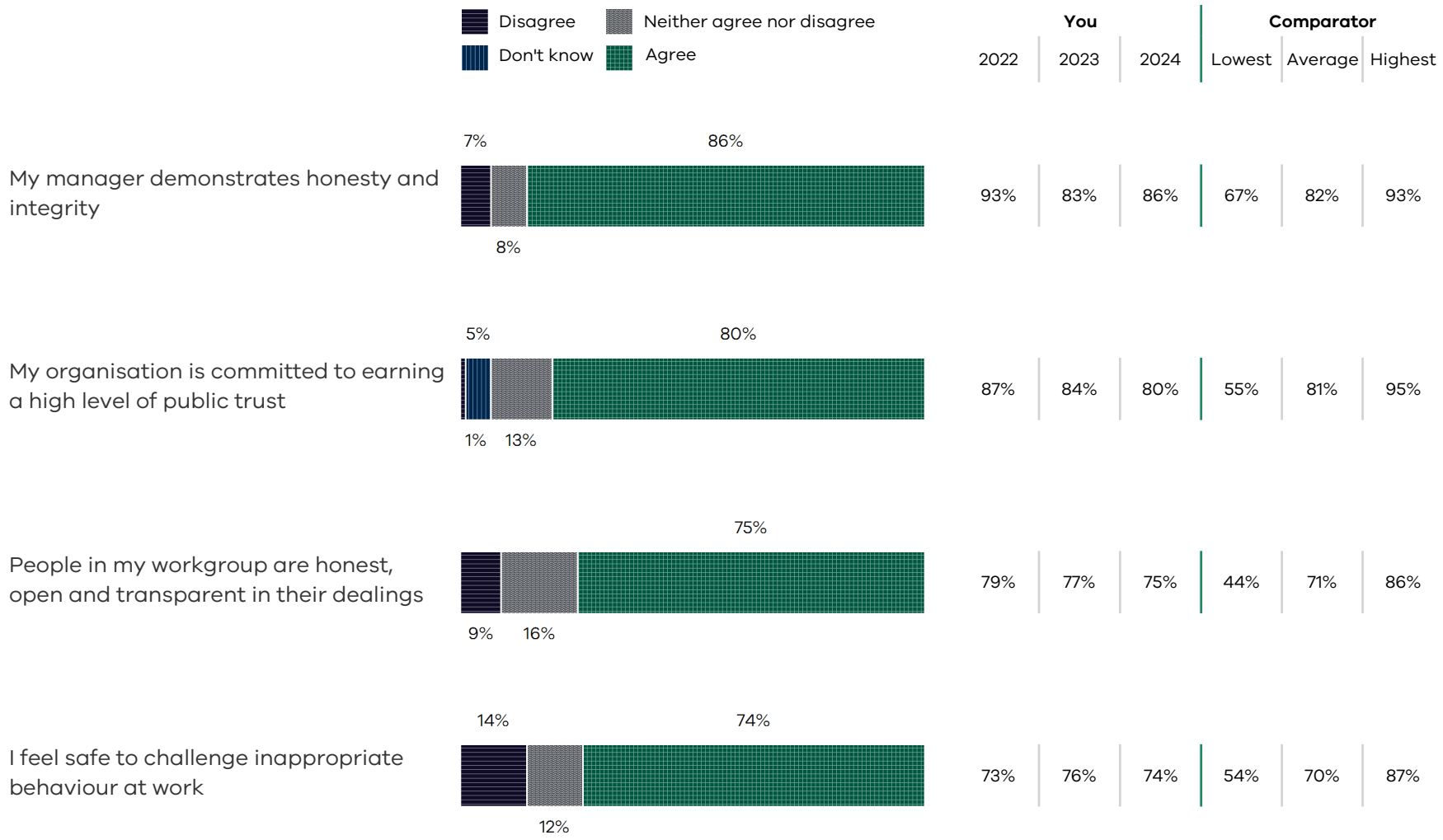
Under 'Your results', see results for each question in descending order by most agreed.

'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**

86% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.



# 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**

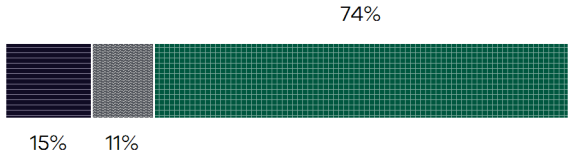
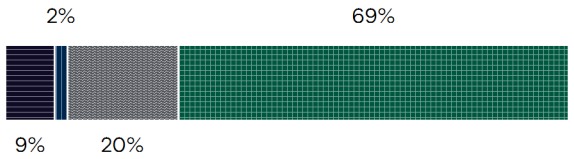
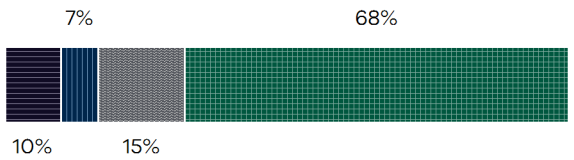
Under 'Your results', see results for each question in descending order by most agreed.

'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**

74% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| My organisation does not tolerate improper conduct |   | 88% | 76% | 74% | 52% | 73% | 91% |
| Senior leaders demonstrate honesty and integrity |   | 73% | 73% | 69% | 48% | 68% | 88% |
| People in my workgroup appropriately manage conflicts of interest |   | 74% | 71% | 68% | 45% | 64% | 80% |

# Public sector values

## Impartiality

### What is this

Impartiality is how your staff feel an organisation makes informed decisions and provides stable advice on merit, without bias, favouritism or self interest.

### Why this is important

We all have an obligation to be impartial and make objective and fair decisions that are open to scrutiny.

### How to read this

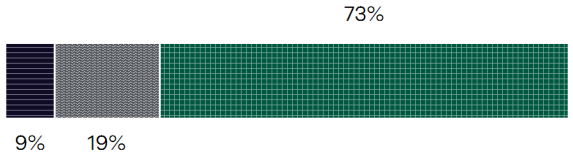
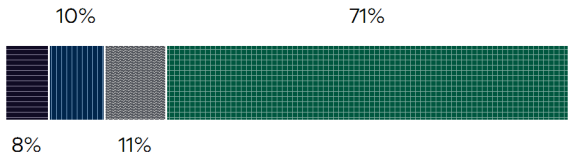
Under 'Your results', see results for each question in descending order by most agreed.

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

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

### Example

73% of your staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| My workgroup acts fairly and without bias |   | 79% | 74% | 73% | 55% | 72% | 87% |
| People in my workgroup are politically impartial in their work |   | 74% | 69% | 71% | 59% | 73% | 87% |

# 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**

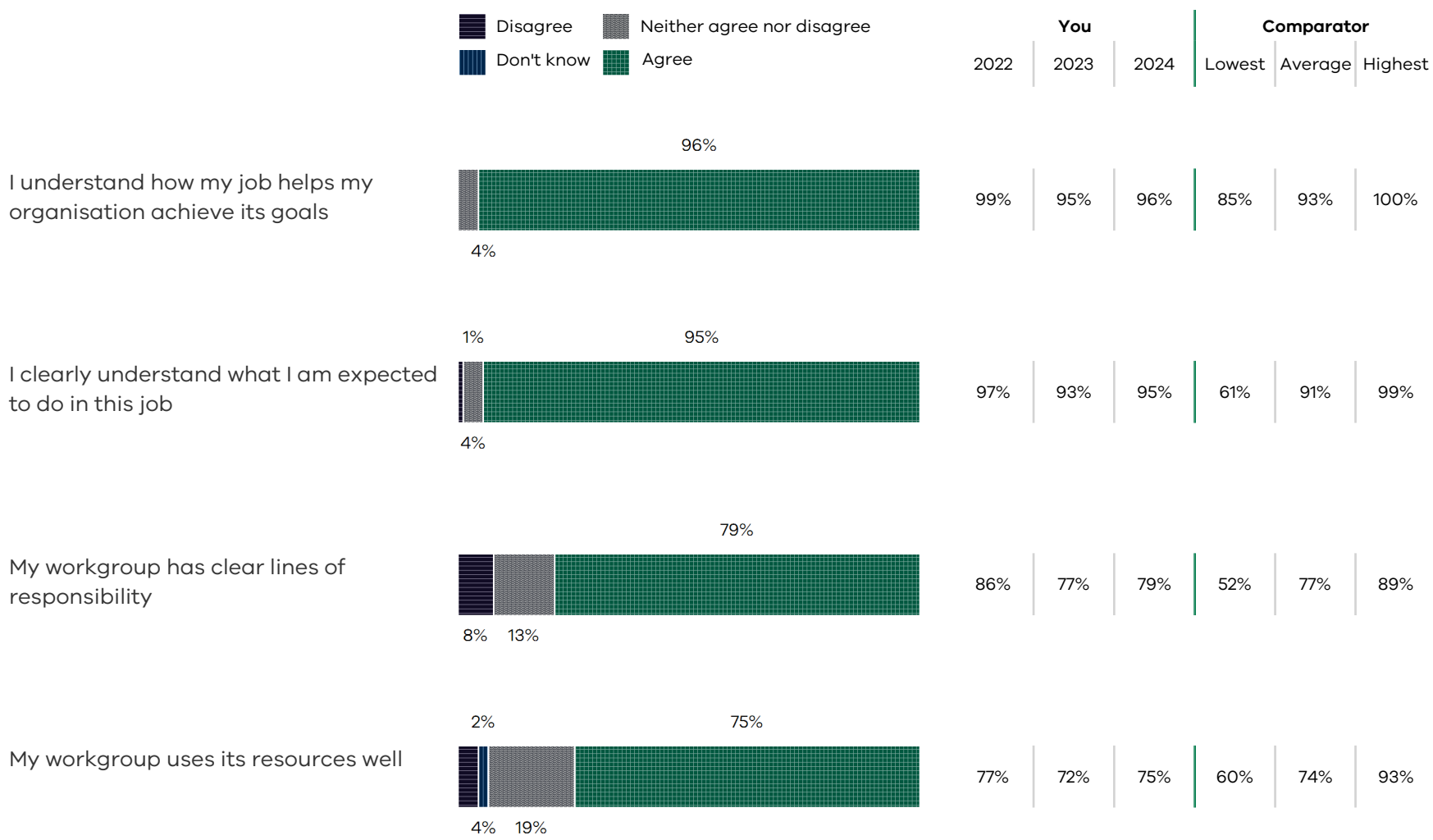
Under 'Your results', see results for each question in descending order by most agreed.

'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'.



# 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**

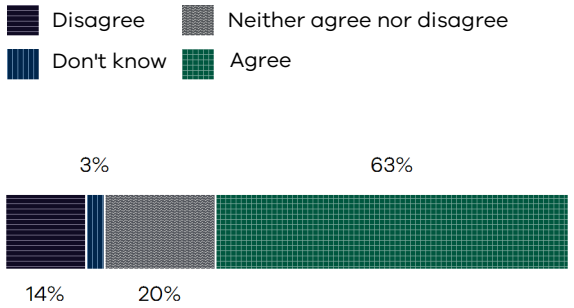
Under 'Your results'' see results for each question in descending order by most agreed.

'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**

63% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| Senior leaders provide clear strategy and direction |  | 71% | 70% | 63% | 45% | 66% | 89% |

# 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**

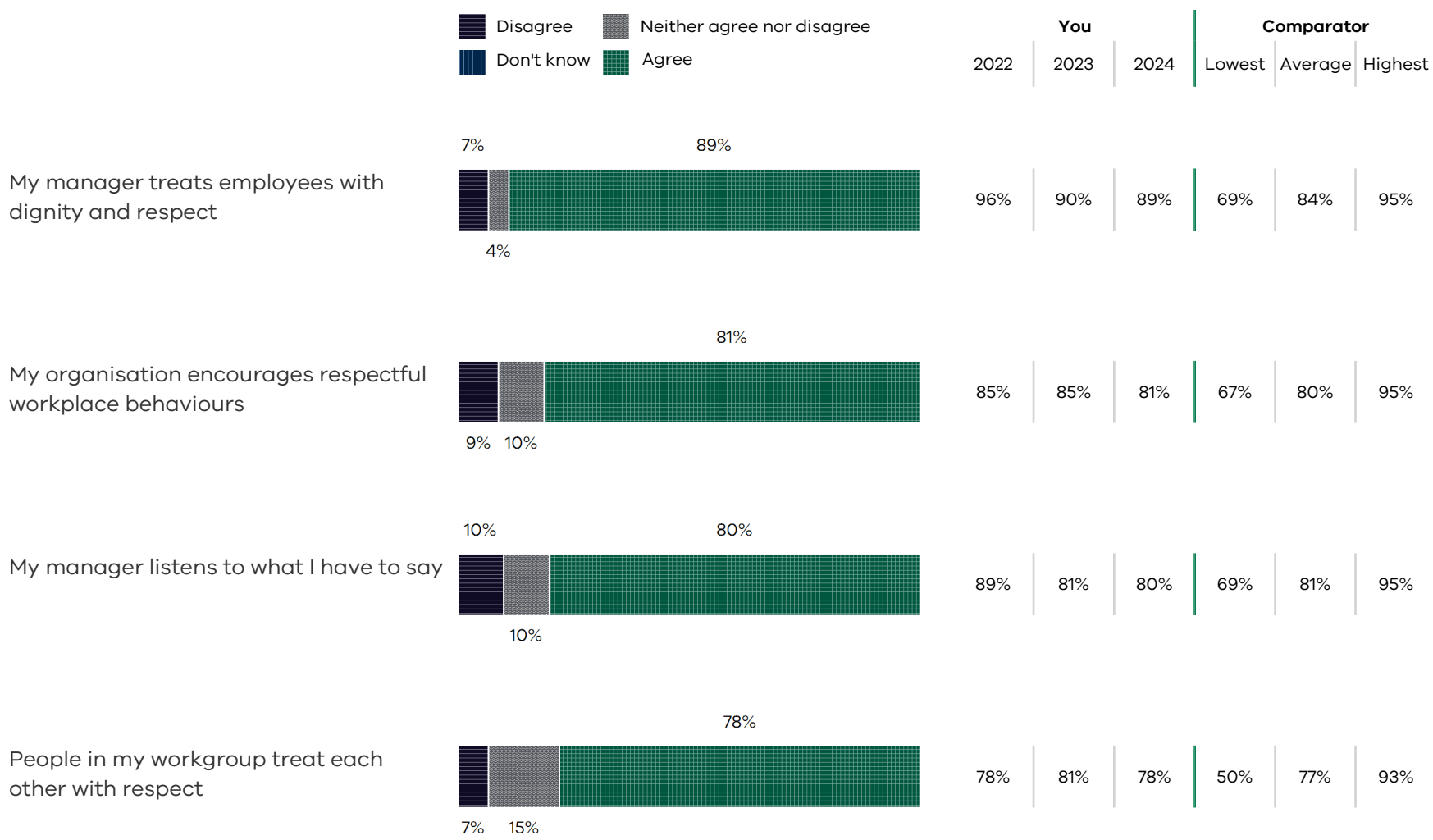
Under 'Your results', see results for each question in descending order by most agreed.

'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**

89% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.



# Public sector values

## Respect 2 of 2

**What is this**

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

**Why this is important**

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

**How to read this**

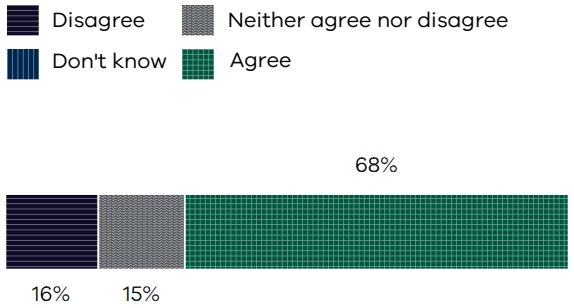
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

68% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| My organisation takes steps to eliminate bullying, harassment and discrimination |  | 79% | 71% | 68% | 50% | 67% | 83% |

# Public sector values

## Leadership

### What is this

Leadership is how your staff feel an organisation implements and promotes the public sector values.

### Why this is important

Good leadership plays a role in the development of workplace culture.

It also gives Victorians confidence that staff in the public sector behave to a high standard.

### How to read this

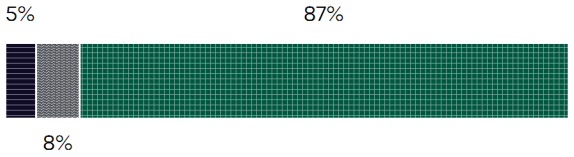
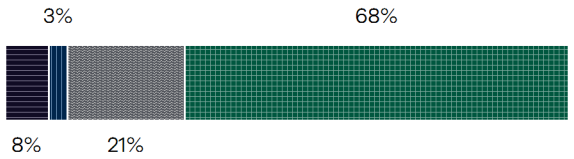
Under 'Your results', see results for each question in descending order by most agreed.

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

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

### Example

87% 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 | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| My manager models my organisation's values |   | 90% | 83% | 87% | 68% | 82% | 93% |
| Senior leaders model my organisation's values |   | 75% | 73% | 68% | 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**

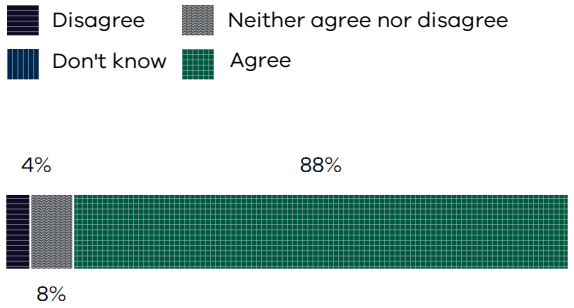
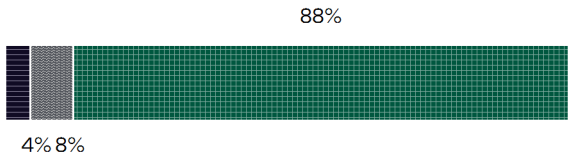
Under 'Your results', see results for each question in descending order by most agreed.

'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**

88% of your staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

| Survey question | Your results | Benchmark agree results | | | | | |
|---|---|---|---|---|---|---|---|
| | | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| I understand how the Charter of Human Rights and Responsibilities applies to my work |   | 91% | 87% | 88% | 78% | 89% | 97% |
| My organisation encourages employees to act in ways that are consistent with human rights |   | 92% | 87% | 88% | 74% | 85% | 100% |

# 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

### Demographics

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

# Topical questions

## Topical questions

**What is this**

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

**Why this is important**

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

**How to read this**

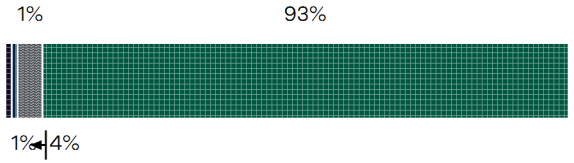
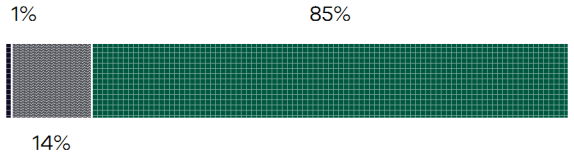
Under 'Your results', see results for each question in descending order by most agreed.

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

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

**Example**

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 | | | | | |
|---|---|---|---|---|---|---|---|
| | Disagree, Neither agree nor disagree, Don't know, Agree | You | | | Comparator | | |
| | | 2022 | 2023 | 2024 | Lowest | Average | Highest |
| I understand how the Code of Conduct for Victorian public sector employees applies to my work |   | Not asked | 88% | 93% | 80% | 90% | 97% |
| I am proud to work in the public sector |   | Not asked | Not asked | 85% | 71% | 87% | 98% |

# People matter survey 2024

Have your say

## Overview

### Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
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- 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

### Demographics

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

# Demographics

## Age, gender, variations in sex characteristics and sexual orientation

**What is this**

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

**Why this is important**

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

**How to read this**

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

**How we protect anonymity and privacy**

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

| Age | (n) | % |
|---|---|---|
| 15-34 years | **17** | 19% |
| 35-54 years | **35** | 38% |
| 55+ years | **33** | 36% |
| Prefer not to say | **6** | 7% |

| Gender | (n) | % |
|---|---|---|
| Woman | **74** | 81% |
| Man | **13** | 14% |
| Prefer not to say | **4** | 4% |
| Non-binary and I use a different term | **0** | 0% |

| Are you trans, non-binary or gender diverse? | (n) | % |
|---|---|---|
| Yes | **0** | 0% |
| No | **85** | 93% |
| Prefer not to say | **6** | 7% |

| To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)? | (n) | % |
|---|---|---|
| Yes | **1** | 1% |
| No | **74** | 81% |
| Don't know | **5** | 5% |
| Prefer not to say | **11** | 12% |

| How do you describe your sexual orientation? | (n) | % |
|---|---|---|
| Straight (heterosexual) | **58** | 64% |
| Prefer not to say | **26** | 29% |
| Asexual | **2** | 2% |
| Don't know | **2** | 2% |
| I use a different term | **2** | 2% |
| Bisexual | **1** | 1% |
| Gay or lesbian | **0** | 0% |
| Pansexual | **0** | 0% |

# Demographics

## Aboriginal and/or Torres Strait Islander employees

**What is this**

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

**Why this is important**

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

**How to read this**

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

**How we protect anonymity and privacy**

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

| Aboriginal and/or Torres Strait Islander | (n) | % |
|---|---|---|
| Yes | **1** | 1% |
| Non Aboriginal and/or Torres Strait Islander | **82** | 90% |
| Prefer not to say | **8** | 9% |

# Demographics

## Disability

**What is this**

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

**Why this is important**

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

**How to read this**

Each table shows the breakdown of responses from your survey.
This is staff who identify as a person with disability and how they share that information.
The (n) column shows the number of respondents in each category.

**How we protect anonymity and privacy**

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

| Are you a person with disability? | (n) | % |
|---|---|---|
| Yes | **3** | 3% |
| No | **81** | 89% |
| Prefer not to say | **7** | 8% |

# Demographics

## Cultural diversity 1 of 2

**What is this**

These are the personal characteristics of staff.

**Why this is important**

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

**How to read this**

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

**How we protect anonymity and privacy**

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

| Country of birth | (n) | % |
|---|---|---|
| Born in Australia | **70** | 77% |
| Not born in Australia | **14** | 15% |
| Prefer not to say | **7** | 8% |

| Language other than English used with family or community | (n) | % |
|---|---|---|
| Yes | **10** | 11% |
| No | **72** | 79% |
| Prefer not to say | **9** | 10% |

| If you use another language with your family or community, what language(s) do you use? | (n) | % |
|---|---|---|
| Punjabi | **4** | 40% |
| Hindi | **3** | 30% |
| Malayalam | **3** | 30% |
| Filipino | **1** | 10% |
| Sinhalese | **1** | 10% |
| Tamil | **1** | 10% |
| Arabic | **0** | 0% |
| Auslan | **0** | 0% |
| Australian Indigenous Language | **0** | 0% |
| Cantonese | **0** | 0% |
| Greek | **0** | 0% |
| Gujarati | **0** | 0% |

| If you use another language with your family or community, what language(s) do you use? | (n) | % |
|---|---|---|
| Italian | **0** | 0% |
| Macedonian | **0** | 0% |
| Mandarin | **0** | 0% |
| Other | **0** | 0% |
| Persian | **0** | 0% |
| Spanish | **0** | 0% |
| Tagalog | **0** | 0% |
| Telugu | **0** | 0% |
| Turkish | **0** | 0% |
| Urdu | **0** | 0% |
| Vietnamese | **0** | 0% |

# Demographics

## Cultural diversity 2 of 2

**What is this**

This is the cultural identity and religion of staff.

**Why this is important**

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

**How to read this**

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

**How we protect anonymity and privacy**

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

| Cultural identity | (n) | % |
|---|---|---|
| Australian | **67** | 74% |
| Prefer not to say | **9** | 10% |
| English, Irish, Scottish and/or Welsh | **8** | 9% |
| South Asian | **5** | 5% |
| East and/or South-East Asian | **4** | 4% |
| Aboriginal and/or Torres Strait Islander | **1** | 1% |
| African | **1** | 1% |
| Central Asian | **1** | 1% |
| European (including Western, Eastern and South-Eastern European, and Scandinavian) | **1** | 1% |
| North American | **1** | 1% |
| Central and/or South American | **0** | 0% |
| Maori | **0** | 0% |
| Middle Eastern | **0** | 0% |
| New Zealander | **0** | 0% |
| Other | **0** | 0% |
| Pacific Islander | **0** | 0% |

| Religion | (n) | % |
|---|---|---|
| No religion | **41** | 45% |
| Christianity | **25** | 27% |
| Prefer not to say | **12** | 13% |
| Other | **6** | 7% |
| Sikhism | **4** | 4% |
| Hinduism | **2** | 2% |
| Buddhism | **1** | 1% |
| Islam | **0** | 0% |
| Judaism | **0** | 0% |

# Demographics

## Employment characteristics 1 of 2

**What is this**

These are the employment characteristics of staff.

**Why this is important**

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

**How to read this**

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

**How we protect anonymity and privacy**

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

| Working arrangement | (n) | % |
|---|---|---|
| Full-Time | **18** | 20% |
| Part-Time | **73** | 80% |

| Gross base salary (ongoing/fixed term only) | (n) | % |
|---|---|---|
| Below $80k | **48** | 57% |
| $80k to $120k | **13** | 15% |
| $120k to $160k | **2** | 2% |
| $160k to $200k | **0** | 0% |
| $200k or more | **0** | 0% |
| Prefer not to say | **21** | 25% |

| Organisational tenure | (n) | % |
|---|---|---|
| <1 year | **7** | 8% |
| 1 to less than 2 years | **12** | 13% |
| 2 to less than 5 years | **20** | 22% |
| 5 to less than 10 years | **20** | 22% |
| 10 to less than 20 years | **20** | 22% |
| More than 20 years | **12** | 13% |

| Management responsibility | (n) | % |
|---|---|---|
| Non-manager | **76** | 84% |
| Other manager | **10** | 11% |
| Manager of other manager(s) | **5** | 5% |

| Employment type | (n) | % |
|---|---|---|
| Ongoing and executive | **77** | 85% |
| Other | **10** | 11% |
| Fixed term | **4** | 4% |

| Frontline worker | (n) | % |
|---|---|---|
| Yes | **66** | 73% |
| No | **25** | 27% |

# Demographics

## Employment characteristics 2 of 2

**What is this**

These are the employment characteristics of staff.

**Why this is important**

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

**How to read this**

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

**How we protect anonymity and privacy**

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

| Primary workplace location over the last 3 months | (n) | % |
|---|---|---|
| Rural | **39** | 43% |
| Melbourne: Suburbs | **28** | 31% |
| Large regional city | **17** | 19% |
| Other | **7** | 8% |
| Melbourne CBD | **0** | 0% |

| What have been your main places of work over the last 3-months? | (n) | % |
|---|---|---|
| Your employer's office | **32** | 35% |
| A frontline or service delivery location | **44** | 48% |
| Home or private location | **10** | 11% |
| A shared office space (where two or more organisations share the same workspace) | **4** | 4% |
| Isolated or remote location/s where access to communications and help from others is difficult | **2** | 2% |
| Other | **10** | 11% |

| Flexible work | (n) | % |
|---|---|---|
| Part-time | **46** | 51% |
| I do not use any flexible work arrangements | **20** | 22% |
| Shift swap | **19** | 21% |
| Flexible start and finish times | **15** | 16% |
| Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours | **10** | 11% |
| Study leave | **8** | 9% |
| Other | **5** | 5% |
| Working from an alternative location (e.g. home, hub/shared work space) | **3** | 3% |
| Working more hours over fewer days | **3** | 3% |
| Job sharing | **1** | 1% |
| Purchased leave | **0** | 0% |

# Demographics

## Adjustments

**What is this**

These are adjustments staff requested to perform in their role.

**Why this is important**

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

**How to read this**

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

**How we protect anonymity and privacy**

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

| Have you requested any of the following adjustments at work? | (n) | % |
|---|---|---|
| No, I have not requested adjustments | **66** | 73% |
| Flexible working arrangements | **21** | 23% |
| Physical modifications or improvements to the workplace | **6** | 7% |
| Career development support strategies | **1** | 1% |
| Job redesign or role sharing | **1** | 1% |
| Other | **1** | 1% |
| Accessible communications technologies | **0** | 0% |

| Why did you make this request? | (n) | % |
|---|---|---|
| Caring responsibilities | **11** | 44% |
| Family responsibilities | **10** | 40% |
| Health | **7** | 28% |
| Work-life balance | **5** | 20% |
| Other | **3** | 12% |
| Disability | **1** | 4% |
| Study commitments | **0** | 0% |

| What was your experience with making this request? | (n) | % |
|---|---|---|
| The adjustments I needed were made and the process was satisfactory | **17** | 68% |
| The adjustments I needed were not made | **5** | 20% |
| The adjustments I needed were made but the process was unsatisfactory | **3** | 12% |

# Demographics

## Caring

**What is this**

These are staff-reported caring responsibilities.

**Why this is important**

This shows organisations what caring responsibilities their staff have.

**How to read this**

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

**How we protect anonymity and privacy**

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

| Caring responsibilities | (n) | % |
|---|---|---|
| None of the above | **32** | 35% |
| Primary school aged child(ren) | **16** | 18% |
| Child(ren) - younger than preschool age | **15** | 16% |
| Frail or aged person(s) | **15** | 16% |
| Prefer not to say | **12** | 13% |
| Preschool aged child(ren) | **9** | 10% |
| Secondary school aged child(ren) | **9** | 10% |
| Person(s) with disability | **7** | 8% |
| Person(s) with a medical condition | **5** | 5% |
| Person(s) with a mental illness | **2** | 2% |
| Other | **1** | 1% |

# Demographics

## Employment categories

**What is this**

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

**Why this is important**

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

**How to read this**

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

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

**How we protect anonymity and privacy**

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

| Which of the following categories best describes your current position? | (n) | % |
|---|---|---|
| Nursing employees | **36** | 40% |
| Allied health - assistant | **14** | 15% |
| Management, Administration and Corporate support | **10** | 11% |
| Other health and social care | **10** | 11% |
| Support services | **10** | 11% |
| Allied health - therapy discipline | **7** | 8% |
| Community development | **4** | 4% |
| Allied health - science discipline | **0** | 0% |
| Counselling | **0** | 0% |
| Lived experience specific worker | **0** | 0% |
| Medical employees | **0** | 0% |
| Pastoral / spiritual care | **0** | 0% |

# Demographics

## Primary role

**What is this**

This shows the primary role of your staff.

**Why this is important**

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

**How to read this**

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

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

**How we protect anonymity and privacy**

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

| Which of the following best describes the primary operational area in which you work? | (n) | % |
|---|---|---|
| Residential aged care services | **37** | 41% |
| Hospital-based services | **27** | 30% |
| Community-based services | **23** | 25% |
| Corporate services | **3** | 3% |
| Mental health care services | **1** | 1% |
| Prison-based services | **0** | 0% |

| Is your primary work role in one of the following areas? | (n) | % |
|---|---|---|
| Administration | **11** | 12% |
| Aged care | **63** | 69% |
| Critical care | **0** | 0% |
| Drug and alcohol | **0** | 0% |
| Emergency | **0** | 0% |
| Maternity care | **0** | 0% |
| Medical | **0** | 0% |
| Mental health | **0** | 0% |
| Mixed medical/surgical | **0** | 0% |
| Neonatal care | **0** | 0% |
| Palliative care | **0** | 0% |
| Paediatrics | **1** | 1% |
| Peri-operative | **0** | 0% |
| Rehabilitation | **2** | 2% |
| Surgical | **0** | 0% |
| Other | **14** | 15% |

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