



People Matter Survey

2024

Have your say

People matter survey

2024

Have your say

Overview

Result summary

Report overview

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

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

Detailed results

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

Report overview

About your report

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

Report contents

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

Comparing data in this report

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

This means you'll be able to compare about 96% of this year's survey with your previous results.

Rounding of percentages

In this report, we round numbers up or down to their nearest whole percentage. This means some percentages may not add up to 100%.

Survey questions and definitions

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

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- Your comparator group
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Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Report overview

Privacy and anonymity

To protect you, we:

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

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

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

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

Our public sector values

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

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

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



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



Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Alfred Health	Victorian Institute of Forensic Mental Health
Austin Health	Western Health
Dental Health Services Victoria	
Melbourne Health	
Monash Health	
Peninsula Health	
Peter MacCallum Cancer Centre	
Royal Children's Hospital	
Royal Victorian Eye and Ear Hospital	
Royal Women's Hospital	
The Queen Elizabeth Centre	
Tweddle Child and Family Health Service	

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

14%
(1026)

Comparator	31%
Public Sector	42%

2024

32%
(2648)

Comparator	32%
Public Sector	44%

People matter survey

2024

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- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

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

Topical questions

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Custom questions

- Questions requested by your organisation

Demographics

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- Adjustments
- Caring
- Categories
- Primary role



People outcomes

Your employee engagement index

What is this

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

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

The weightings for each engagement response are:

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

Why this is important

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

2023

65

Comparator	71
Public Sector	68

2024

69

Comparator	71
Public Sector	69

People outcomes

Engagement question results 1 of 2

What is this

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

Your group's engagement index

Your 2024 index is 69.

Why this is important

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

How to read this

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

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

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

Example

71% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

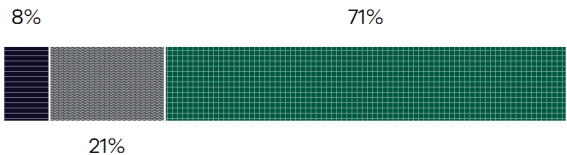
Survey question

Your results

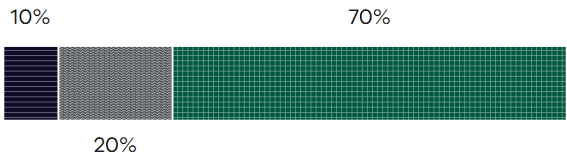
Benchmark agree results



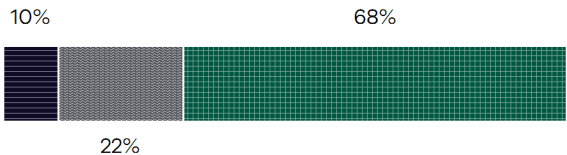
I am proud to tell others I work for my organisation



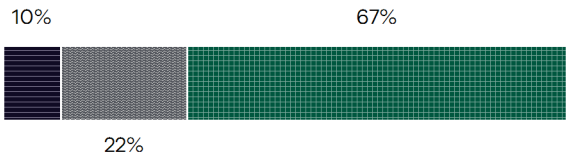
I would recommend my organisation as a good place to work



My organisation motivates me to help achieve its objectives



My organisation inspires me to do the best in my job



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	58%	63%	71%	64%	81%	92%
	56%	62%	70%	56%	73%	89%
	55%	63%	68%	59%	68%	89%
	55%	63%	67%	57%	69%	86%

People outcomes

Engagement question results 2 of 2

What is this

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

Your group's engagement index

Your 2024 index is 69.

Why this is important

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

How to read this

Under 'Your results', see results for each question in descending order by most agreed.
'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.
Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

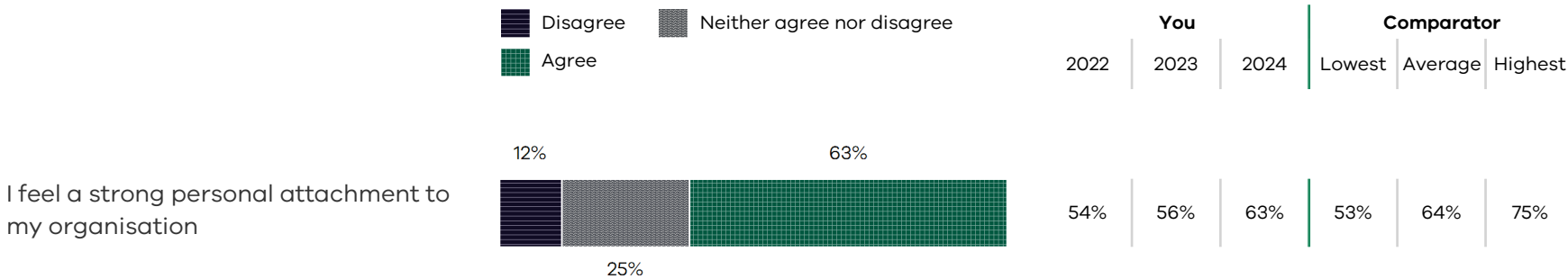
Example

63% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

Survey question

Your results

Benchmark agree results



People outcomes

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

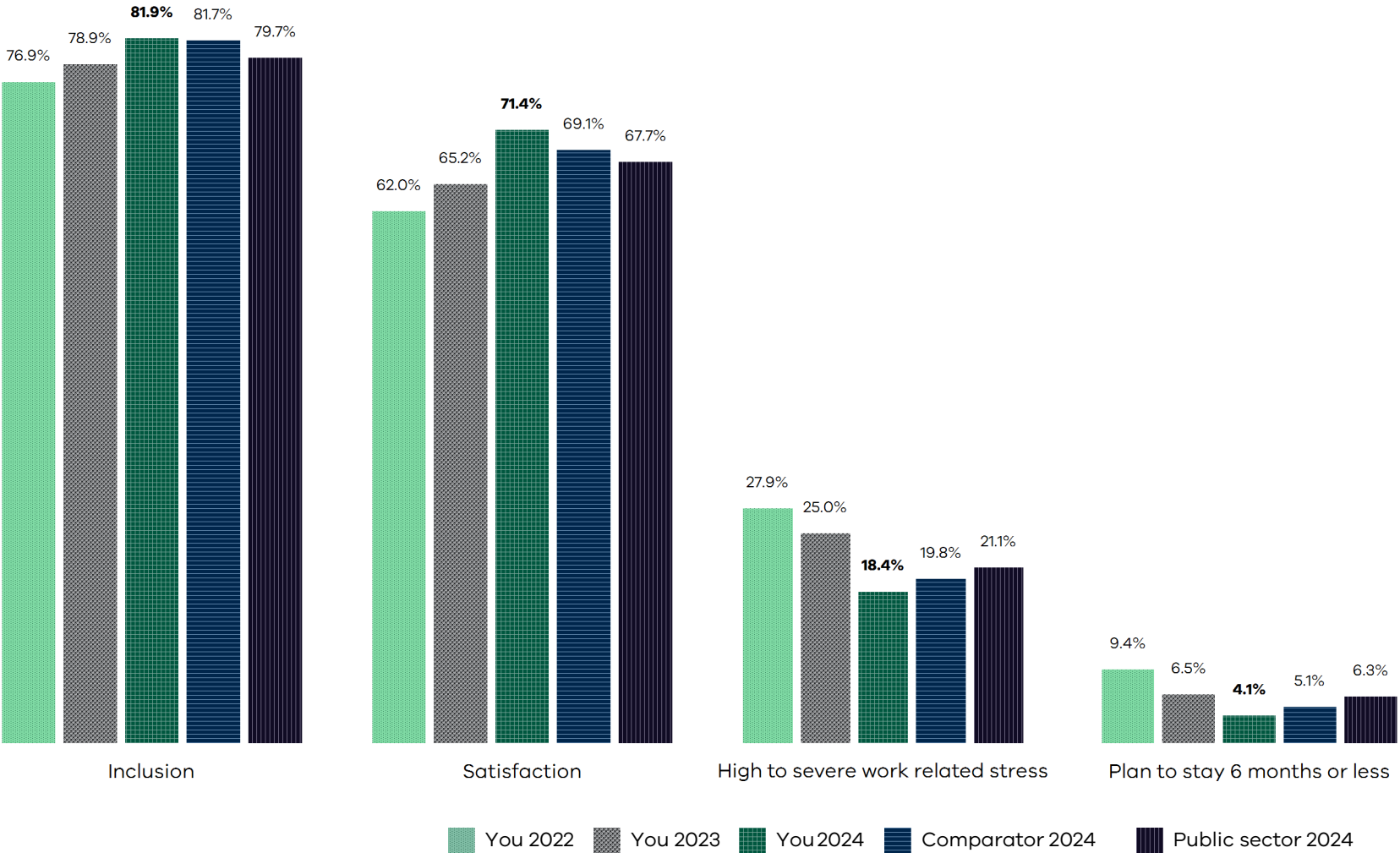
This page shows which outcomes are performing well and which outcomes you can look to improve.

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:
- 81.9% of your staff who did the survey responded positively to questions about Inclusion.
- Compared to:
- 81.7% of staff in your comparator group and 79.7% of staff across the public sector.



People outcomes

Satisfaction question results

What is this

This is how satisfied staff are with their jobs, work-life balance and career development.

Why this is important

High satisfaction may lead to improved engagement, performance and lower absences and turnover.

How to read this

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

'Satisfied' combines responses for satisfied and very satisfied and 'Dissatisfied' combines responses for dissatisfied and very dissatisfied.

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

Example

76% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

Survey question

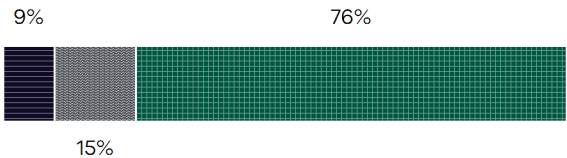
Your results

Benchmark satisfied results



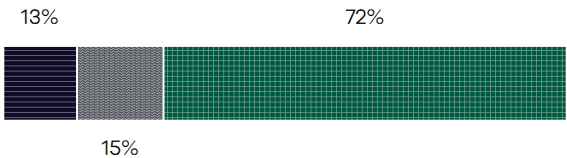
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

Considering everything, how satisfied are you with your current job



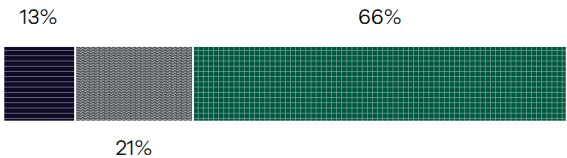
67%	70%	76%	71%	75%	86%
-----	-----	-----	-----	-----	-----

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



60%	66%	72%	66%	70%	86%
-----	-----	-----	-----	-----	-----

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



60%	59%	66%	53%	63%	72%
-----	-----	-----	-----	-----	-----

People outcomes

Work-related stress levels

What is this

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

Why this is important

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

How to read this

In this survey we asked staff to tell us their stress level.

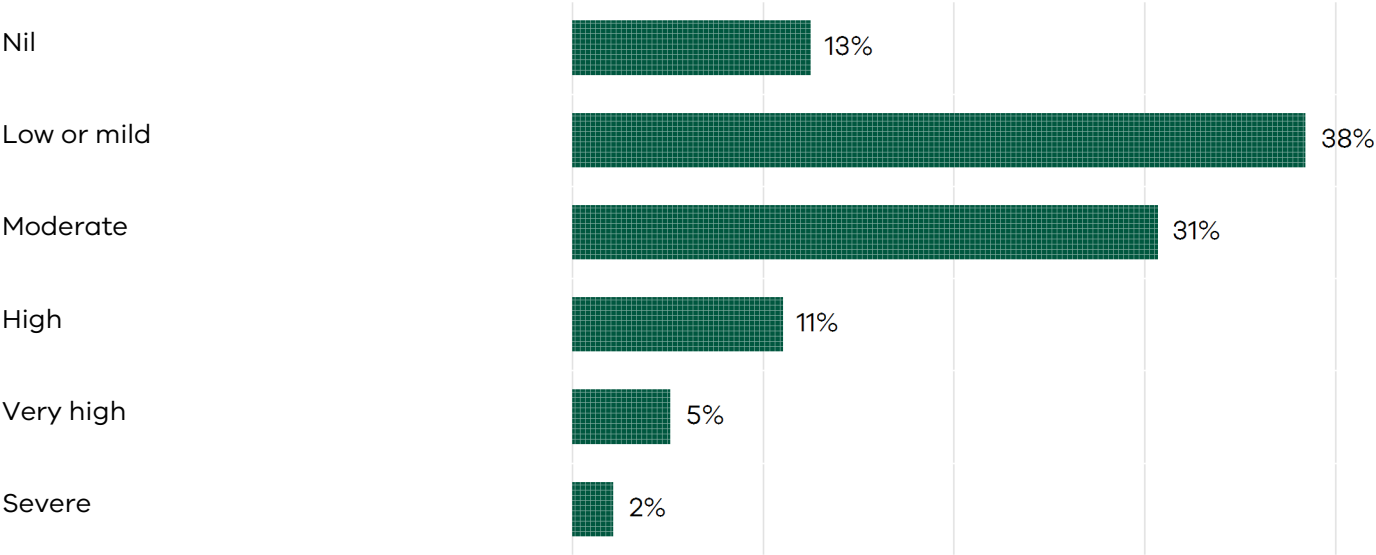
The graph at the top shows how staff in your group rated their current levels of work-related stress.

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

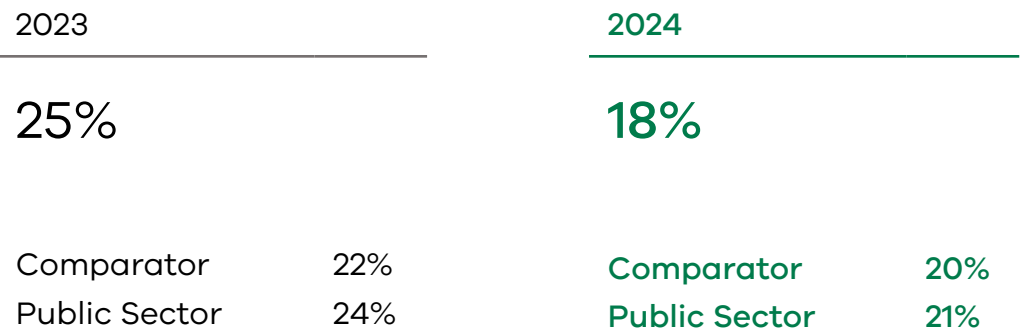
Example

18% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 20% of staff in your comparator group and 21% of staff across the public sector.

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



Reported levels of high to severe stress



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

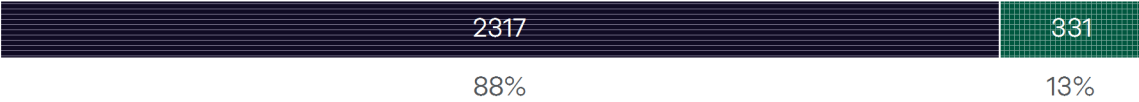
In the survey, we ask staff to tell us if they have experienced mild to severe stress at work, as shown in the visual above the table.

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

88% of your staff who did the survey said they experienced mild to severe stress. Of that 88%, 55% said the top reason was 'Workload' .



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

Of those that experienced work related stress it was from ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Workload	50%	55%	50%	48%
Time pressure	41%	44%	40%	41%
Dealing with clients, patients or stakeholders	18%	20%	20%	18%
Other	12%	14%	13%	13%
Competing home and work responsibilities	16%	14%	14%	13%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	12%	11%	14%	13%
Content, variety, or difficulty of work	11%	11%	13%	11%
Management of work (e.g. supervision, training, information, support)	11%	10%	12%	12%
Work schedule or hours	6%	8%	10%	7%
Organisation or workplace change	12%	8%	8%	12%

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.

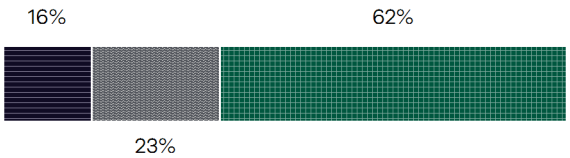
Example

62% of your staff who did the survey said the amount of stress in their job was manageable.

Survey question

The amount of stress in my job is manageable

Your results



Benchmark agree results

2022	You		2024	Comparator		
	2023			Lowest	Average	Highest
	Not asked	Not asked	62%	59%	63%	83%

People outcomes

Burnout levels

What is this

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

Why this is important

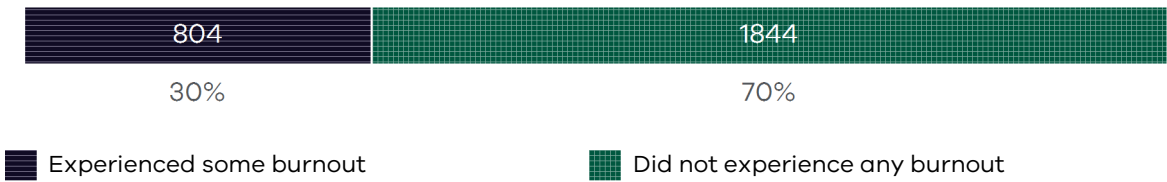
Burnout can affect negatively affect peoples health and wellbeing as well as their performance and behaviour.

How to read this

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

Example

30% of your staff who did the survey said they felt burnout at work.
Of that 30%, 48% rated their level as 'Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out' .



Overall, based on your definition of burnout, how would you rate your level of burnout?	You 2023	You 2024	Comparator 2024	Public sector 2024
Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out	46%	48%	50%	49%
I enjoy my work. I have no symptoms of burnout	17%	21%	20%	20%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	24%	21%	21%	21%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	8%	6%	6%	6%
I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help	4%	3%	3%	3%

People outcomes

Intention to stay

What is this

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

Why this is important

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

How to read this

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

Example

6% 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	7%	4%	5%	6%
Over 6 months and up to 1 year	8%	6%	8%	9%
Over 1 year and up to 3 years	26%	20%	23%	24%
Over 3 years and up to 5 years	15%	16%	16%	16%
Over 5 years	45%	53%	48%	45%

People outcomes

Inclusion question results

What is this

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

Why this is important

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

How to read this

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

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

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

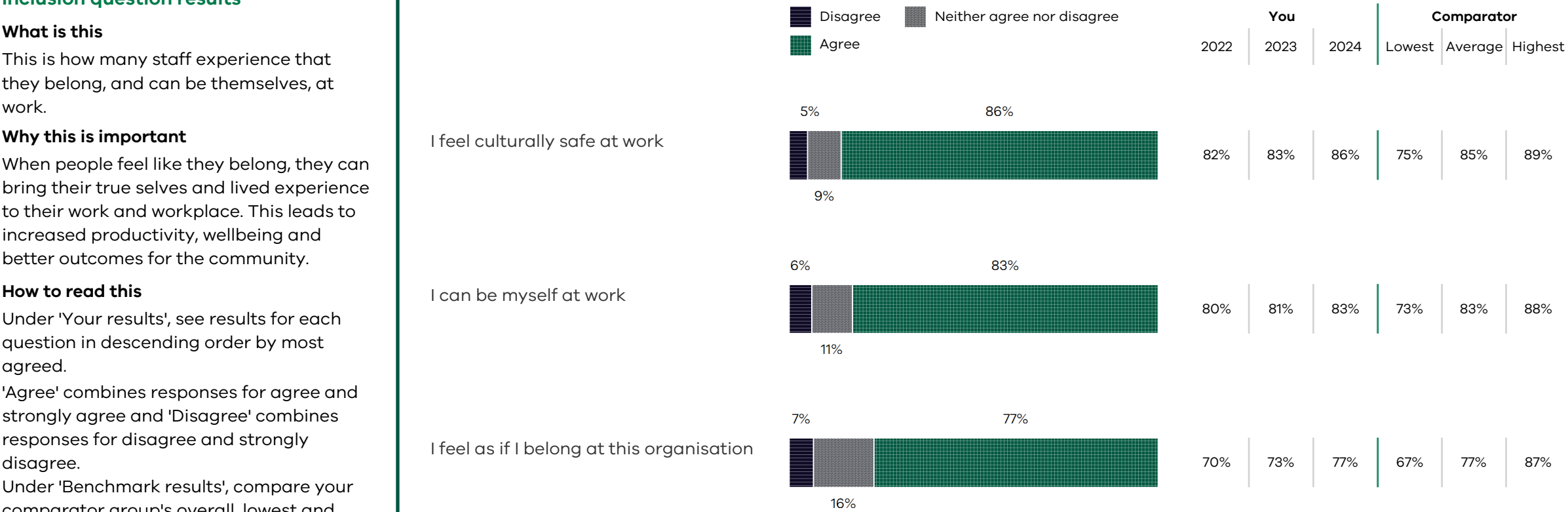
Example

86% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question

Your results

Benchmark agree results



People outcomes

Inclusion - Barriers to success

What is this

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

Why this is important

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

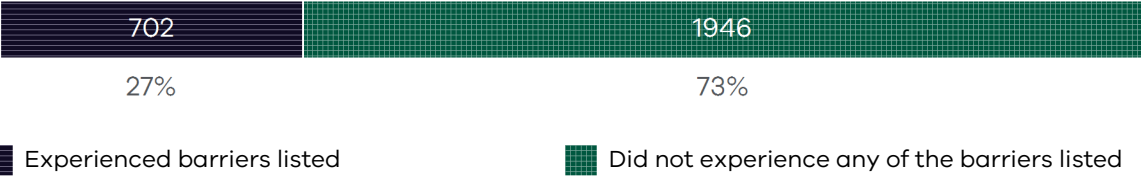
How to read this

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

Example

8% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My caring responsibilities'.

Staff who experienced one or more barriers to success at work



During the last 12 months, employees experienced barriers to their success due to ...	You 2023	You 2024	Comparator 2024	Public sector 2024
My caring responsibilities	6%	8%	7%	7%
My flexible working	7%	7%	7%	6%
My mental health	6%	6%	7%	7%
My age	5%	6%	7%	7%
My cultural background	4%	5%	4%	3%
My physical health	4%	4%	4%	4%
My race	2%	3%	2%	2%
My sex	1%	3%	3%	4%
My physical features	-	1%	1%	1%
My disability	1%	1%	1%	2%

People outcomes

Inclusion - Witnessed barriers to success

What is this

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

Why this is important

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

How to read this

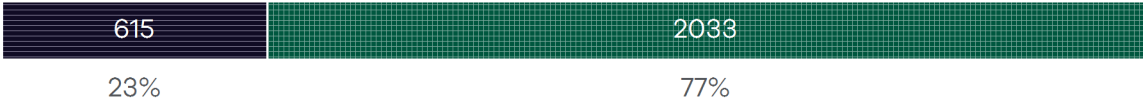
In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one option.

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

Example

9% of your staff who did the survey said they have witnessed barriers to success of other employees in the last 12 months due to 'Flexible working'.

Staff who witnessed one or more barriers to success at work



■ Witnessed barriers listed

■ Did not witness barriers listed

During the last 12 months, employees witnessed barriers to the success of other employees due to their ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Flexible working	9%	9%	11%	9%
Cultural background	8%	7%	7%	5%
Caring responsibilities	7%	7%	8%	7%
Age	5%	6%	6%	6%
Mental health	6%	5%	7%	7%
Physical health	3%	4%	4%	4%
Race	4%	4%	4%	3%
Sex	3%	2%	4%	5%
Industrial activity	2%	1%	2%	2%
Gender identity	1%	1%	2%	2%

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

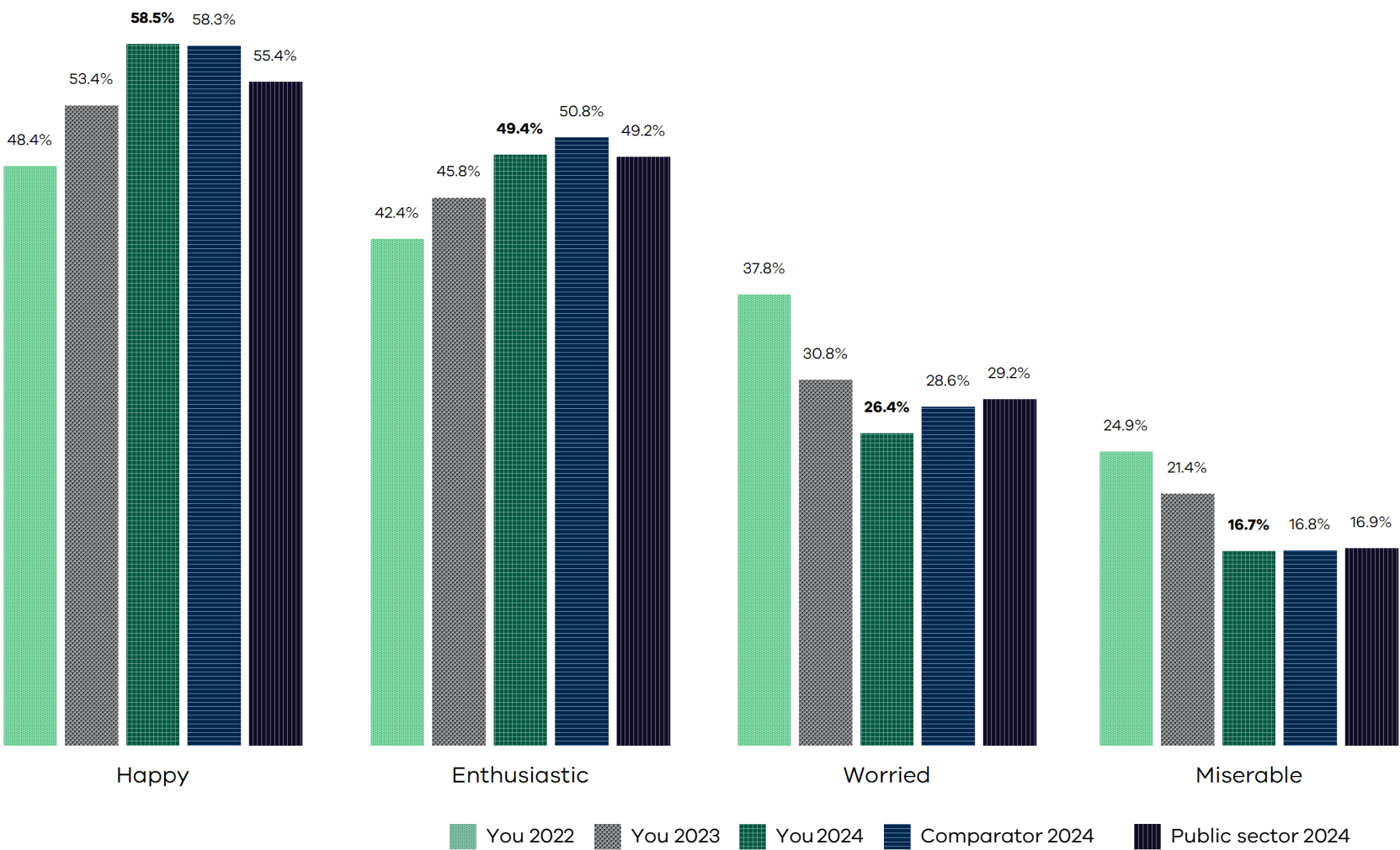
In 2024:

- 58.5% of your staff who did the survey said work made them feel happy.

Compared to:

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

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



People outcomes

Scorecard: negative behaviours

What is this

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

Why this is important

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

How to read this

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

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

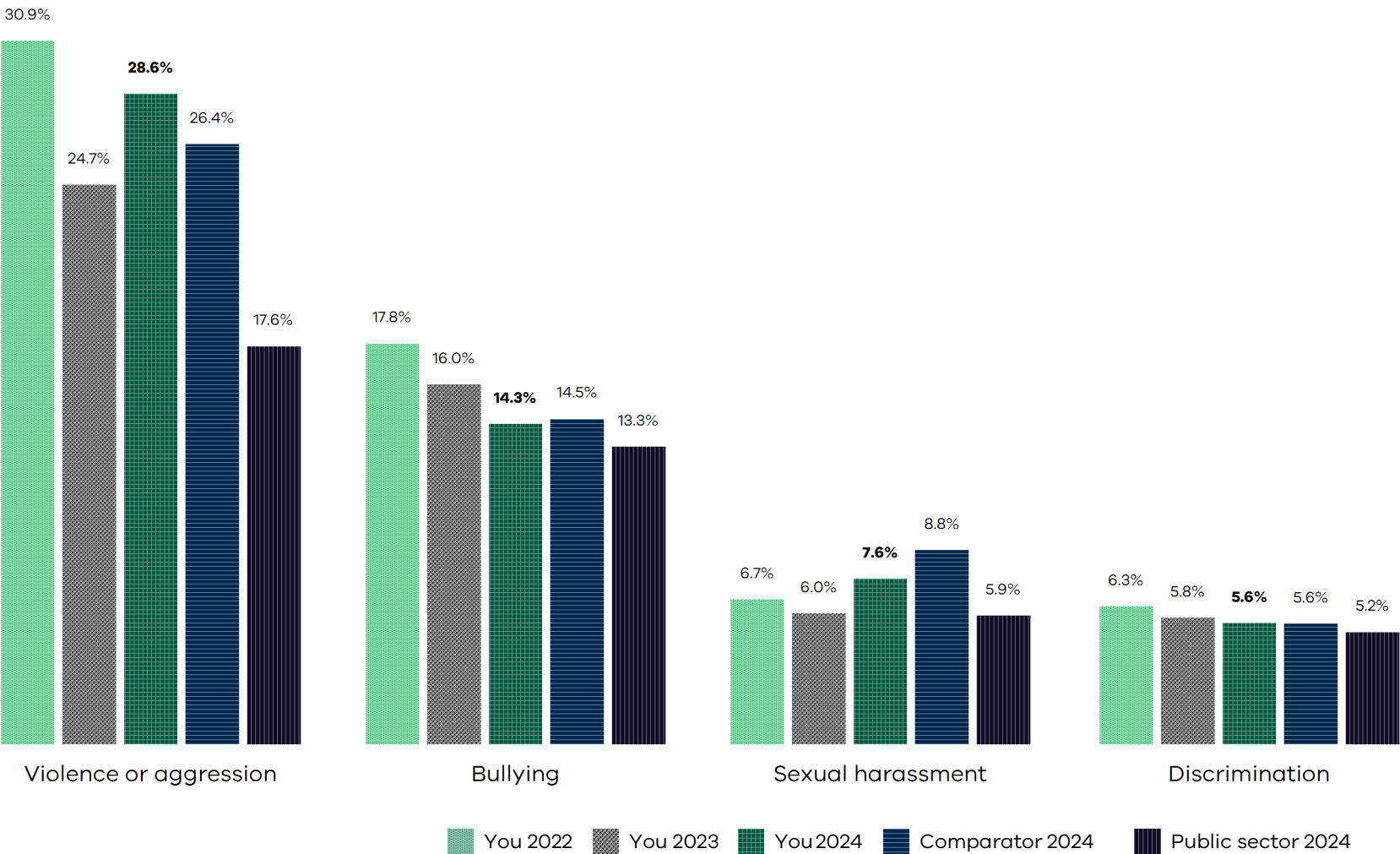
Example

In 2024:

- 28.6% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months.

Compared to:

- 26.4% of staff in your comparator group and 17.6% of staff across the public sector.



People outcomes

Bullying

What is this

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

Why this is important

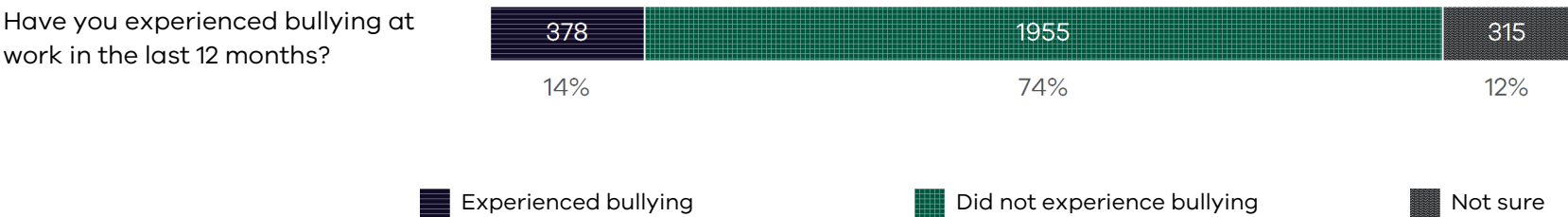
Bullying can have an immediate and longterm negative impact on those involved, including those who witness bullying.

How to read this

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

Example

14% of your staff who did the survey said they experienced bullying. Of that 14%, 62% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.



If you experienced bullying, what type of bullying did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	74%	62%	70%	69%
Exclusion or isolation	45%	40%	38%	42%
Intimidation and/or threats	35%	29%	30%	30%
Verbal abuse	21%	23%	22%	21%
Withholding essential information for me to do my job	19%	20%	23%	28%
Other	15%	16%	15%	15%
Being assigned meaningless tasks unrelated to my job	15%	10%	13%	13%
Interference with my personal property and/or work equipment	5%	6%	4%	4%
Being given impossible assignment(s)	8%	5%	8%	9%

People outcomes

Telling someone about the bullying

What is this

This is if staff told someone when they experienced bullying.

Why this is important

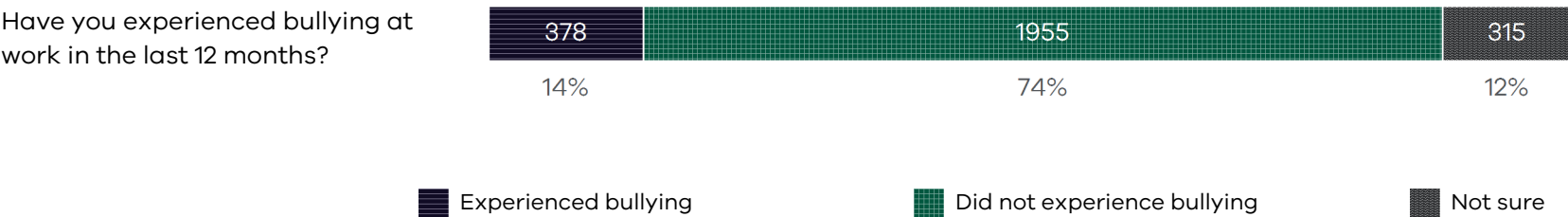
By understanding how staff report bullying, organisations can plan how to support and protect staff.

How to read this

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

Example

- 14% of your staff who did the survey said they experienced bullying, of which
- 49% said the top way they reported the bullying was 'Told a manager'.
 - 88% said they didn't submit a formal complaint.



Did you tell anyone about the bullying?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	55%	49%	48%	50%
Told a colleague	37%	36%	44%	41%
Told a friend or family member	28%	34%	36%	35%
Told the person the behaviour was not OK	18%	17%	16%	16%
I did not tell anyone about the bullying	10%	13%	12%	12%
Told someone else	10%	13%	11%	11%
Submitted a formal complaint	12%	12%	13%	12%
Told human resources	9%	7%	11%	13%
Told employee assistance program (EAP) or peer support	9%	7%	8%	10%

People outcomes

Bullying - reasons for not submitting a formal complaint

What is this

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

Why this is important

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

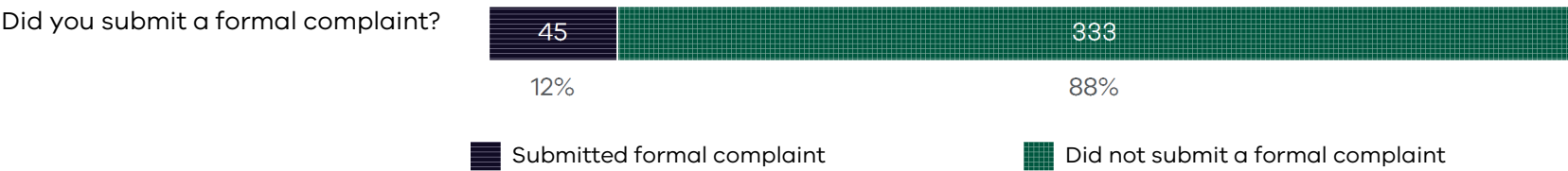
How to read this

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

Example

88% of your staff who experienced bullying did not submit a formal complaint, of which:

- 54% said the top reason was 'I didn't think it would make a difference'.



What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	62%	54%	52%	52%
I believed there would be negative consequences for my reputation	46%	45%	47%	49%
I believed there would be negative consequences for my career	34%	34%	35%	38%
I didn't think it was serious enough	15%	20%	21%	18%
I didn't feel safe to report the incident	19%	19%	20%	20%
Other	14%	13%	15%	16%
I believed there would be negative consequences for the person I was going to complain about	13%	11%	11%	10%
I thought the complaint process would be embarrassing or difficult	14%	9%	13%	12%
I didn't need to because I made the bullying stop	6%	8%	6%	6%
I didn't know who to talk to	4%	7%	5%	5%

People outcomes

Perpetrators of bullying

What is this

This is who staff have said are responsible for bullying.

Why this is important

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

How to read this

In this year's survey, 14% of your staff said they experienced bullying.

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

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

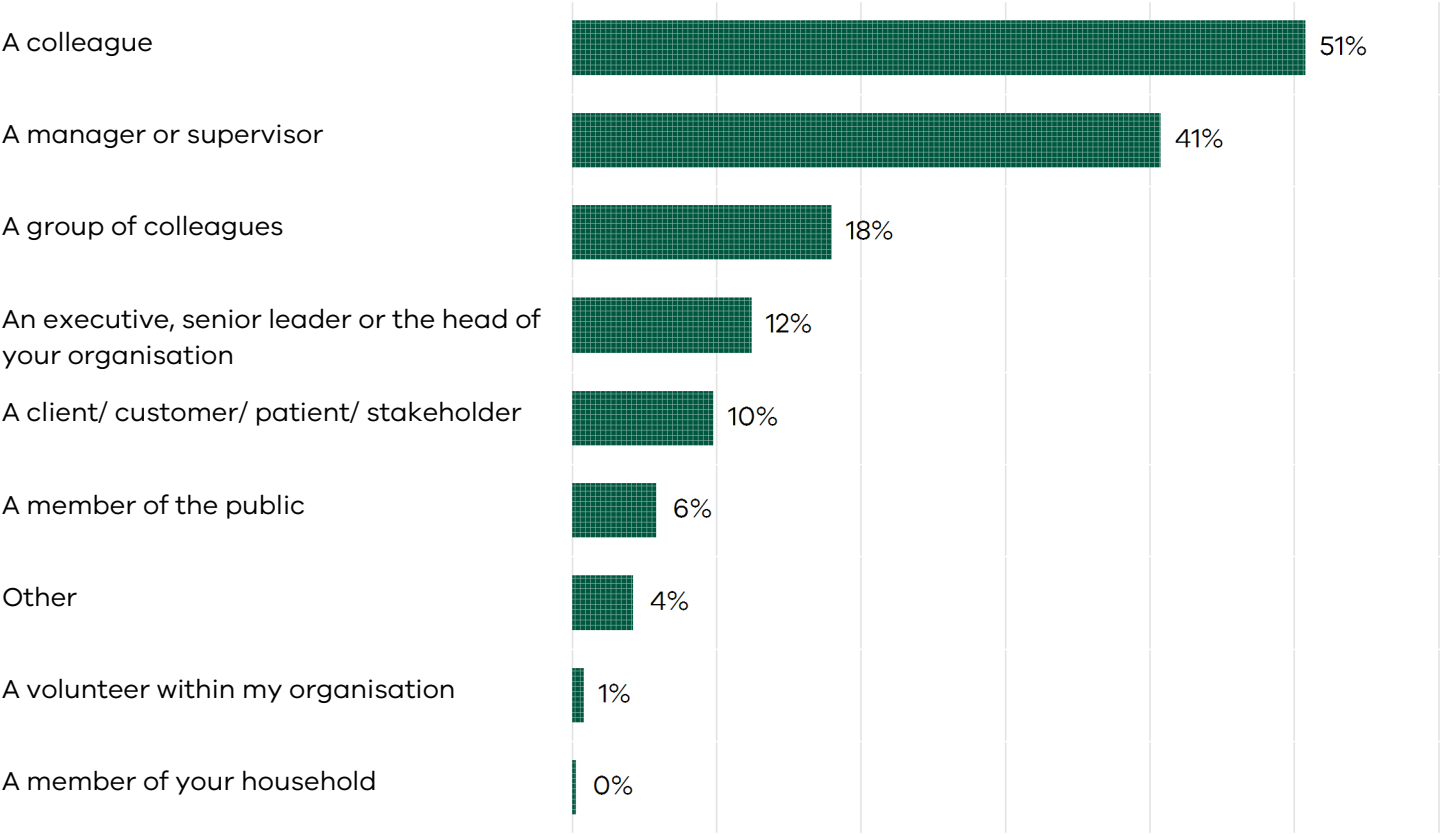
Each row is one perpetrator or group of perpetrators.

Example

14% of your staff who did the survey said they experienced bullying.

Of that 14%, 51% said it was by 'A colleague'.

378 people (14% of staff) experienced bullying (You 2024)



People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

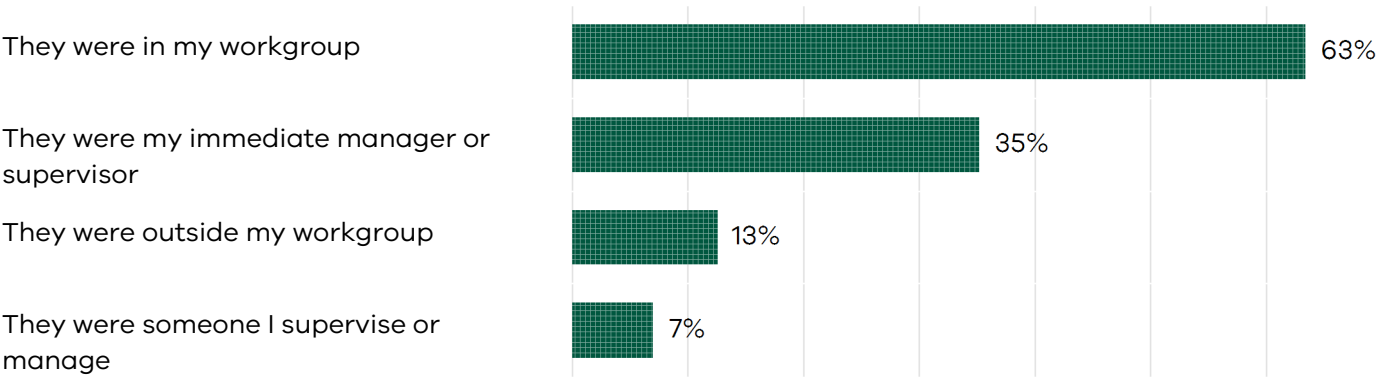
How to read this

In this year's survey, 14% of your staff said they experienced bullying. If they experienced bullying from within the organisation, they could tell us their relationship to the perpetrator. The bar chart shows, in descending order, how many employees linked the bullying to different workplace relationships.

Example

14% of your staff who did the survey said they experienced bullying. Of that 14%, 95% said it was by someone within the organisation. Of that 95%, 63% said it was 'They were in my workgroup'.

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



People outcomes

Sexual harassment

What is this

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

Why this is important

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

How to read this

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

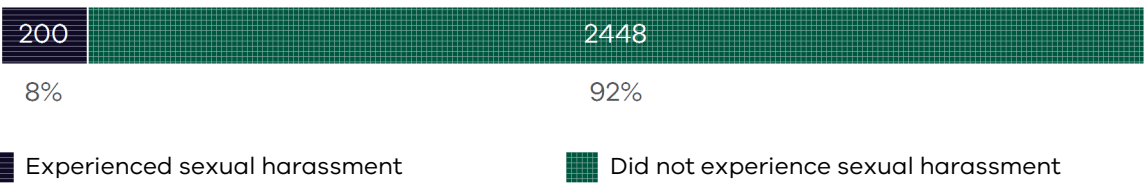
If they did, they could tell us with one or more answers what they experienced.

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

Example

8% of your staff who did the survey said they experienced sexual harassment. Of those, 56% said the top type was 'Intrusive questions about my private life or comments about my physical appearance'.

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



Behaviours reported

Behaviours reported	You 2023	You 2024	Comparator 2024	Public sector 2024
Intrusive questions about my private life or comments about my physical appearance	50%	56%	53%	50%
Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)	47%	55%	55%	53%
Inappropriate physical contact	27%	36%	25%	23%
Unwelcome touching, hugging, cornering or kissing	19%	20%	21%	20%
Inappropriate staring or leering that made me feel intimidated	18%	19%	20%	17%
Sexual gestures, indecent exposure or inappropriate display of the body	15%	15%	13%	9%
Any other unwelcome conduct of a sexual nature	6%	7%	10%	9%
Repeated or inappropriate invitations to go out on dates	5%	5%	5%	5%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	2%	3%	2%	3%
Request or pressure for sex or other sexual act	2%	2%	2%	2%

People outcomes

Response to sexual harassment

What is this

This is how staff responded when they experienced sexual harassment.

Why this is important

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

How to read this

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

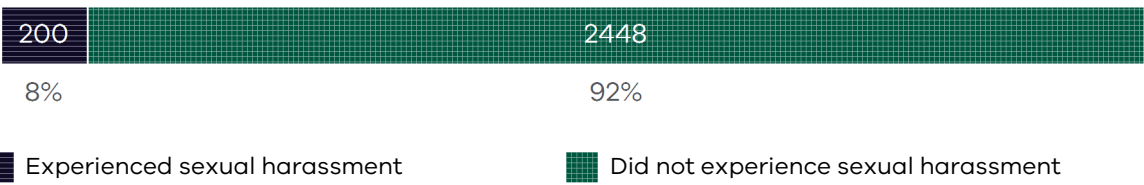
If they did, they could tell us with one or more answers how they responded.

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

Example

8% of your staff who did the survey said they experienced sexual harassment. Of those, 40% said the top response was 'Avoided the person(s) by staying away from them'.

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



When the harassment happened to you, did you respond in any of the following ways?	You 2023	You 2024	Comparator 2024	Public sector 2024
Avoided the person(s) by staying away from them	32%	40%	36%	36%
Pretended it didn't bother me	50%	40%	37%	40%
Tried to laugh it off or forget about it	35%	38%	38%	39%
Told the person the behaviour was not OK	37%	37%	43%	34%
Told a colleague	29%	34%	34%	30%
Told a friend or family member	21%	25%	21%	21%
Told a manager	23%	24%	27%	24%
Avoided locations where the behaviour might occur	16%	20%	13%	14%
Took time off work	5%	8%	4%	5%
Submitted a formal complaint	11%	7%	10%	7%

People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What is this

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

Why this is important

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

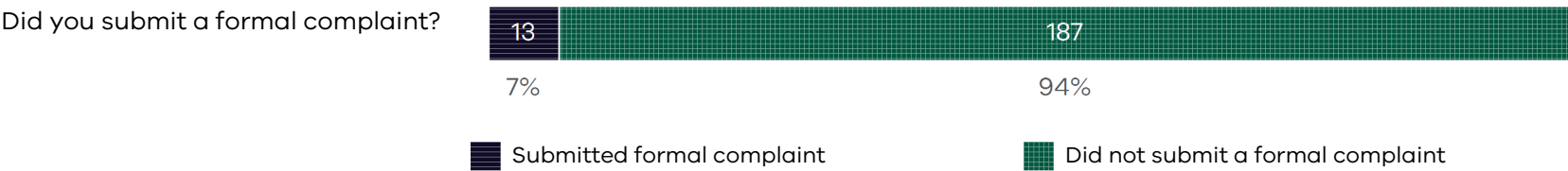
How to read this

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

Example

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

- 48% said the top reason was 'I didn't think it was serious enough'.



What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it was serious enough	56%	48%	51%	46%
I didn't think it would make a difference	44%	47%	39%	40%
I believed there would be negative consequences for my reputation	18%	21%	19%	26%
Other	13%	15%	14%	14%
I thought the complaint process would be embarrassing or difficult	9%	13%	9%	10%
I believed there would be negative consequences for my career	16%	12%	11%	17%
I believed there would be negative consequences for the person I was going to complain about	9%	10%	9%	11%
I didn't need to because I no longer had contact with the person(s) who harassed me	11%	10%	12%	10%
I didn't need to because I made the harassment stop	9%	7%	12%	10%
I didn't feel safe to report the incident	7%	7%	5%	7%

People outcomes

Perpetrators of sexual harassment

What is this

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

Why this is important

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

How to read this

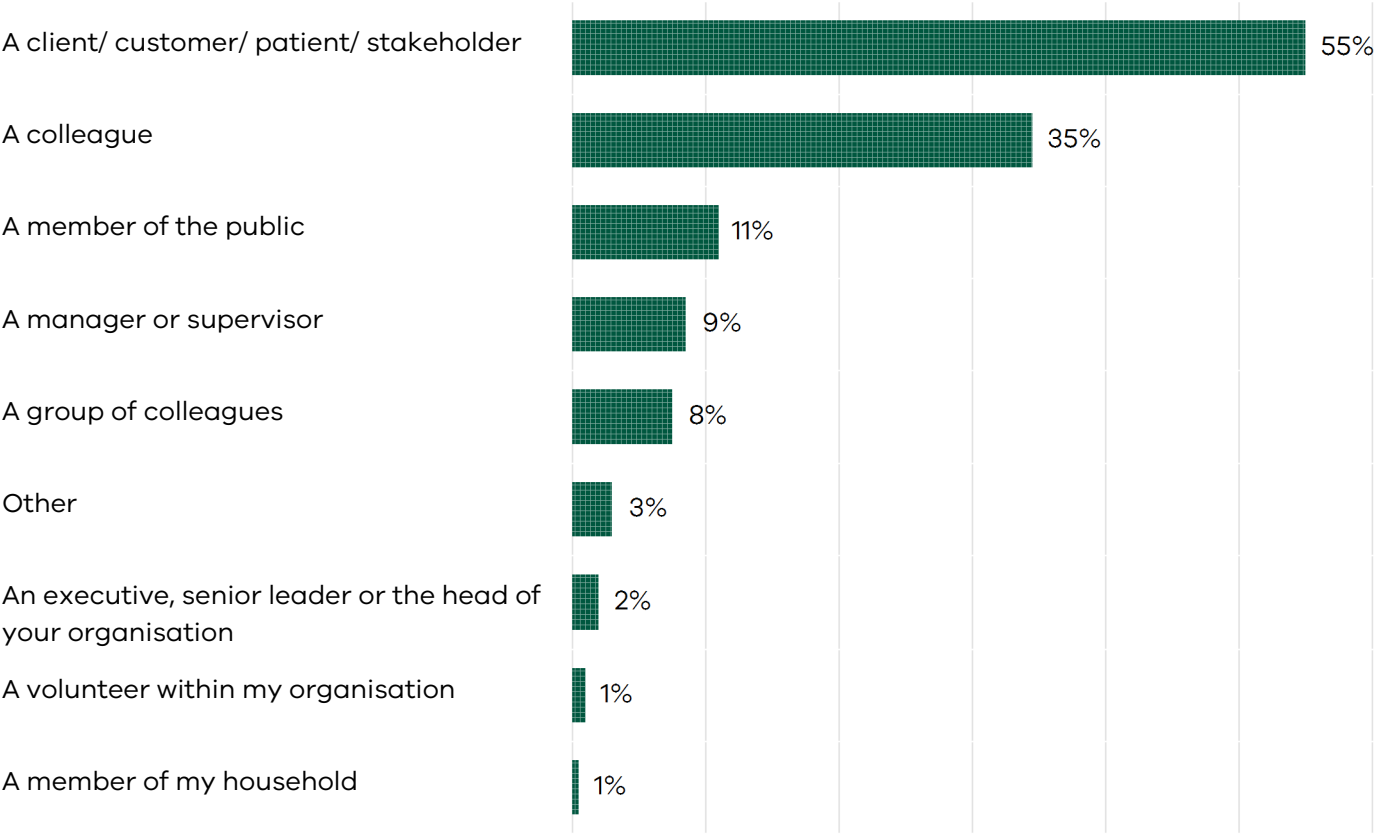
In this year's survey, 8% of your staff said they experienced sexual harassment. If they did, they could tell us with one or more answers who the perpetrator was. In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

8% of your staff who did the survey said they experienced sexual harassment. Of that 8%, 55% said it was by 'A client/ customer/ patient/ stakeholder'.

200 people (8% of staff) experienced sexual harassment (You 2024)



People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

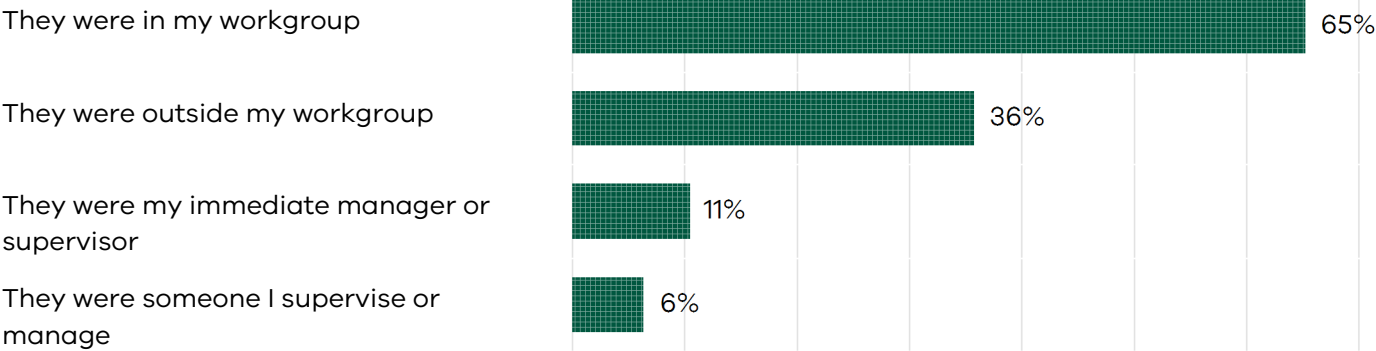
In this year's survey, 8% of your staff said they experienced sexual harassment. If they experienced sexual harassment from within the organisation, they could tell us their relationship to the perpetrator.

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

Example

8% of your staff who did the survey said they experienced sexual harassment. Of that 8%, 48% said it was by someone within the organisation. Of that 48%, 65% said it was 'They were in my workgroup'.

95 people (48% of staff who experienced harassment) experienced harassment from within your organisation (You 2024)



People outcomes

Frequency of sexual harassment

What is this

This is how often staff experienced sexual harassment.

Why this is important

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

How to read this

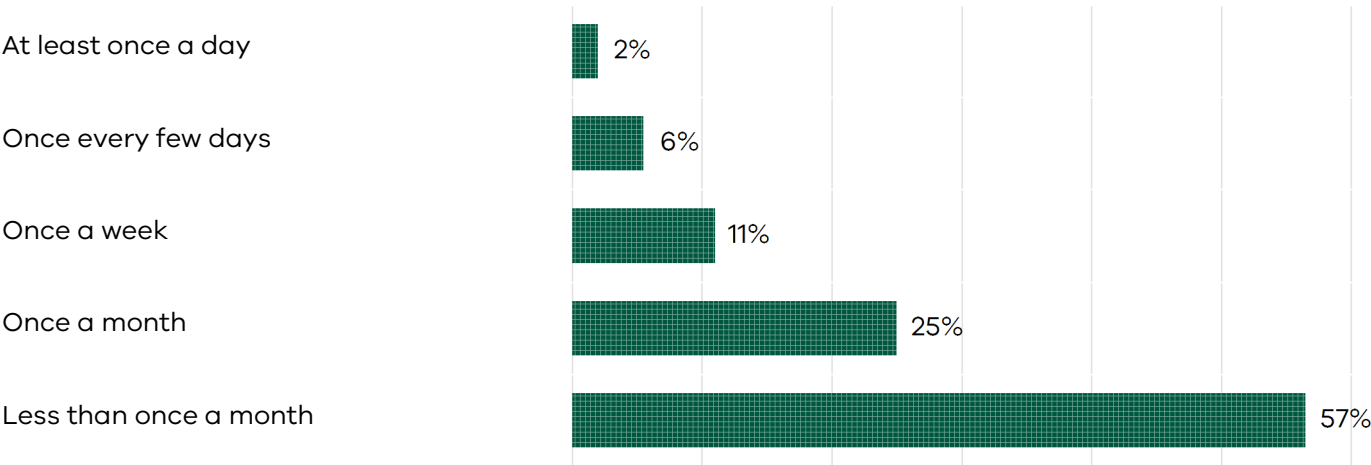
In this year’s survey, 8% of your staff said they experienced sexual harassment. If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

Example

8% of your staff who did the survey said they experienced sexual harassment. Of that 8%, 2% said it was 'At least once a day'.

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



People outcomes

Discrimination

What is this

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

Why this is important

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

How to read this

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

If they did, they could tell us with one or more answers what what attributes the discrimination was based on.

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

What results are shown

Results for response options with 10 or more responses.

Example

6% of your staff who did the survey said they experienced discrimination. Of that 6%, 38% said it was 'My race'.



Why were you discriminated against?	You 2023	You 2024	Comparator 2024	Public sector 2024
My race	20%	38%	29%	21%
My employment activity	42%	28%	29%	28%
My age	-	23%	24%	27%
My parent or carer status (including pregnancy and breastfeeding)	-	9%	12%	13%
My disability	-	9%	8%	11%
My sex	-	8%	13%	18%
My physical features	-	7%	8%	7%

People outcomes

Type of discrimination

What is this

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

Why this is important

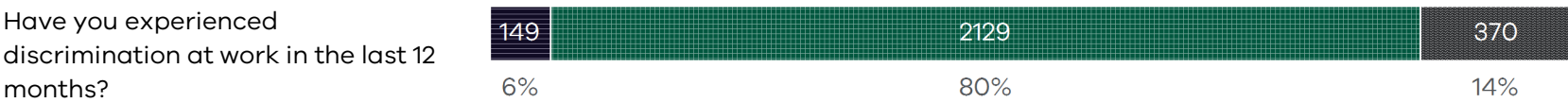
Understanding what types of discrimination happen means an organisation can work out what action to take.

How to read this

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

Example

6% of your staff who did the survey said they experienced discrimination. Of that 6%, 49% said it was 'Other'.



Experienced discrimination Did not experience discrimination Not sure

If you experienced discrimination, what type of discrimination did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Other	43%	49%	43%	41%
Opportunities for promotion	20%	35%	31%	35%
Denied flexible work arrangements or other adjustments	25%	20%	23%	22%
Opportunities for training or professional development	27%	19%	26%	24%
Access to leave	17%	9%	11%	8%
Pay or conditions offered by employer	7%	8%	8%	10%
Employment security - threats of dismissal or termination	8%	5%	10%	12%
Opportunities for transfer/secondment	12%	4%	8%	12%

People outcomes

Telling someone about the discrimination

What is this

This is who staff told about the discrimination they experienced.

Why this is important

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

How to read this

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

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

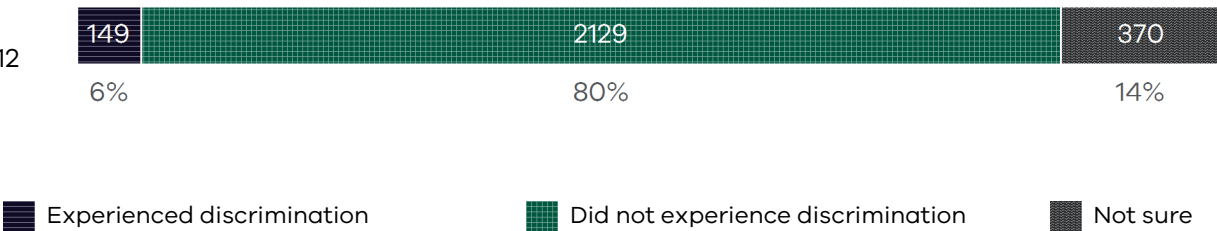
In descending order, the table shows the answers.

Example

6% of your staff who did the survey said they experienced discrimination, of which

- 32% said the top way they reported the discrimination was 'Told a colleague'.
- 90% said they didn't submit a formal complaint.

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



Did you tell anyone about the discrimination?

	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a colleague	35%	32%	38%	38%
I did not tell anyone about the discrimination	28%	28%	23%	24%
Told a friend or family member	30%	28%	32%	32%
Told a manager	38%	22%	26%	29%
Told someone else	5%	14%	14%	14%
Told the person the behaviour was not OK	8%	11%	10%	9%
Submitted a formal complaint	3%	10%	8%	8%
Told human resources	5%	7%	9%	11%
Told employee assistance program (EAP) or peer support	3%	5%	8%	9%

People outcomes

Discrimination - reasons for not submitting a formal complaint

What is this

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

Why this is important

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

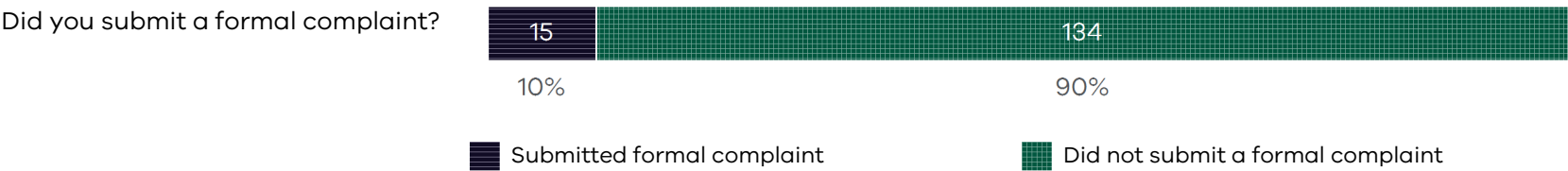
How to read this

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

Example

90% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 53% said the top reason was 'I didn't think it would make a difference'.



What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	53%	53%	60%	59%
I believed there would be negative consequences for my career	33%	39%	43%	49%
I believed there would be negative consequences for my reputation	36%	38%	46%	51%
I didn't feel safe to report the incident	12%	22%	21%	20%
I didn't think it was serious enough	12%	18%	16%	14%
I thought the complaint process would be embarrassing or difficult	12%	14%	11%	13%
I didn't know who to talk to	9%	9%	6%	6%
Other	10%	7%	11%	11%
I believed there would be negative consequences for the person I was going to complain about	10%	5%	9%	8%
I didn't know how to make a complaint	5%	4%	4%	5%

People outcomes

Perpetrators of discrimination

What is this

This is who staff have said are responsible for discrimination.

Why this is important

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

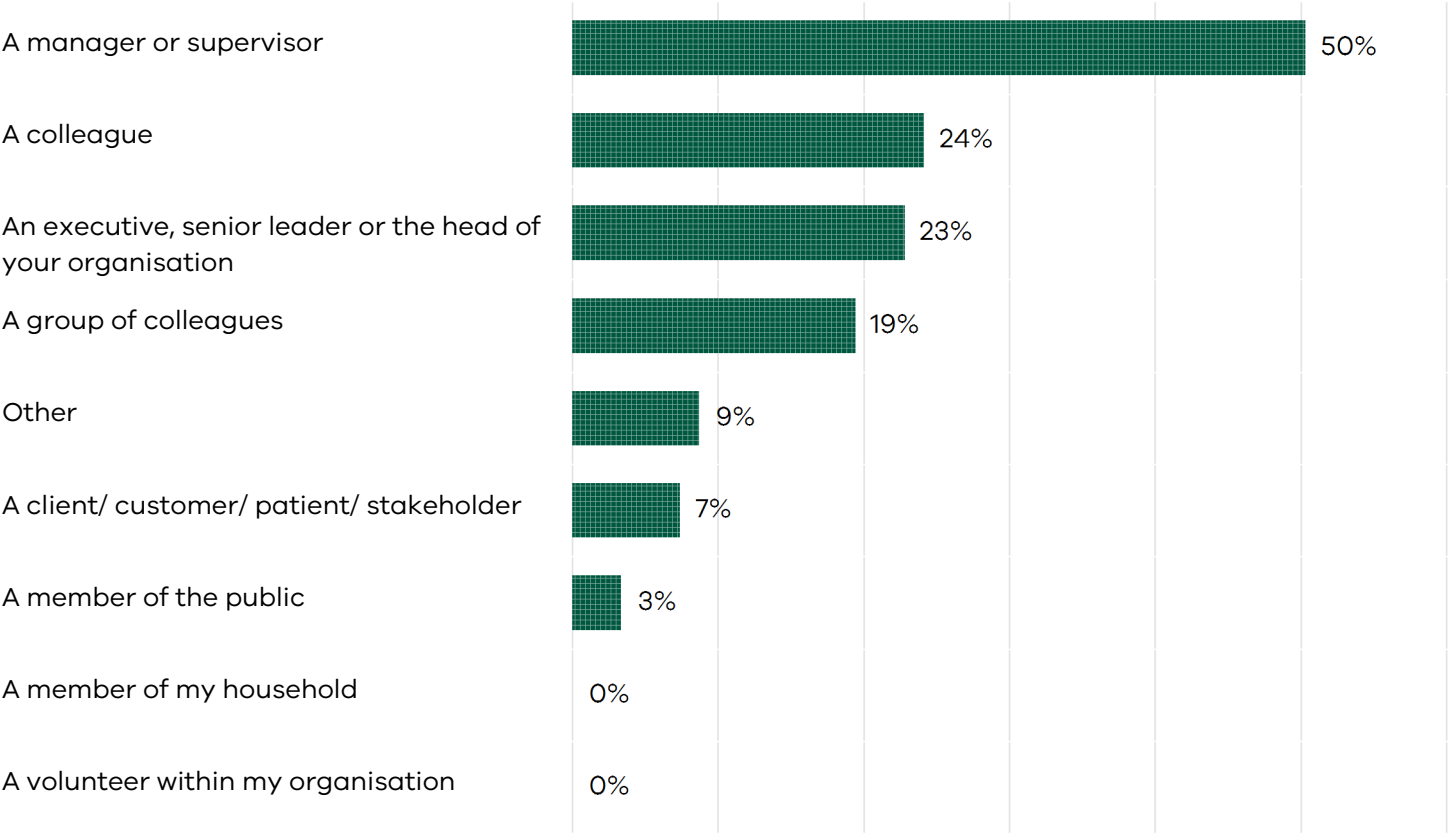
How to read this

In this year's survey, 6% of your staff said they experienced discrimination. If they did, they could tell us with one or more answers who the perpetrator was. In descending order, the bar chart shows the perpetrators with the largest number of responses. Each row is one perpetrator or group of perpetrators.

Example

6% of your staff who did the survey said they experienced discrimination. Of that 6%, 50% said it was by 'A manager or supervisor'.

149 people (6% of staff) experienced discrimination (You 2024)



People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

In this year's survey, 6% of your staff said they experienced discrimination.

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

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

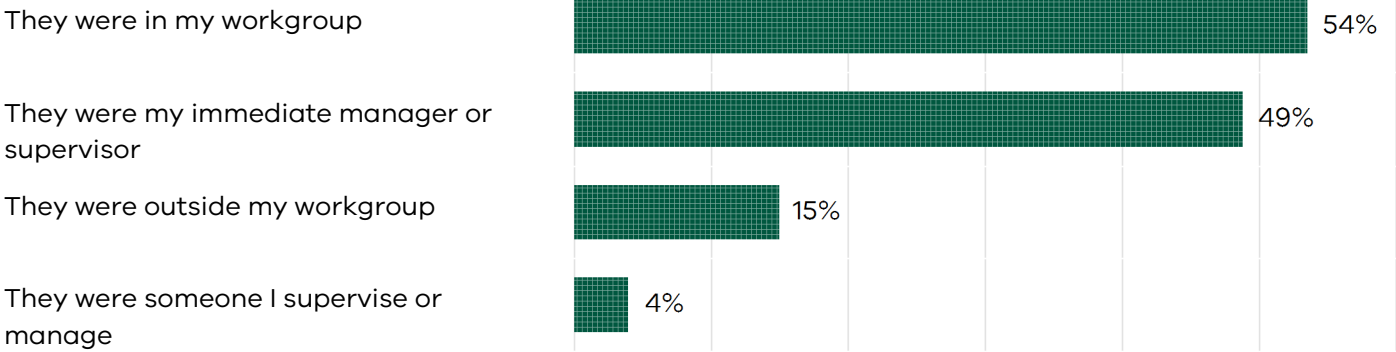
Example

6% of your staff who did the survey said they experienced discrimination.

Of that 6%, 85% said it was by someone within the organisation.

Of that 85%, 54% said it was 'They were in my workgroup'.

127 people (85% of staff who experienced discrimination) experienced discrimination from within your organisation (You 2024)



People outcomes

Violence and aggression

What is this

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

Why this is important

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

How to read this

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

Example

29% of your staff who did the survey said they experienced violence or aggression. Of that 29%, 85% said it was 'Abusive language'.



If you experienced violence or aggression, what type did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	85%	85%	84%	81%
Intimidating behaviour	72%	72%	71%	71%
Threats of violence	41%	41%	41%	38%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	30%	30%	33%	26%
Damage to my property or work equipment	12%	14%	12%	9%
Other	4%	2%	2%	3%
Stalking, including cyber-stalking	2%	2%	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

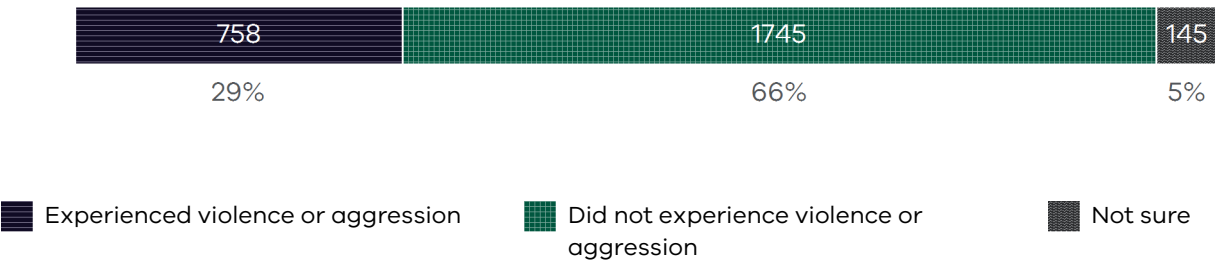
In the survey, we asked staff to tell us if they'd experienced violence or aggression. If they did, they could tell us with one or more answers who they told. In descending order, the table shows the answers.

Example

29% of your staff who did the survey said they experienced violence or aggression, of which

- 62% said the top way they reported the violence or aggression was 'Told a manager'.
- 55% said they didn't submit a formal incident report

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



Did you tell anyone about the incident?

	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	56%	62%	57%	58%
Told a colleague	46%	47%	49%	45%
Submitted a formal incident report	42%	45%	39%	36%
Told the person the behaviour was not OK	35%	35%	35%	30%
Told a friend or family member	18%	21%	20%	19%
Told someone else	6%	5%	5%	5%
I did not tell anyone about the incident(s)	6%	4%	6%	7%
Told employee assistance program (EAP) or peer support	4%	3%	3%	4%
Told human resources	4%	2%	3%	4%

People outcomes

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

What is this

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

Why this is important

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

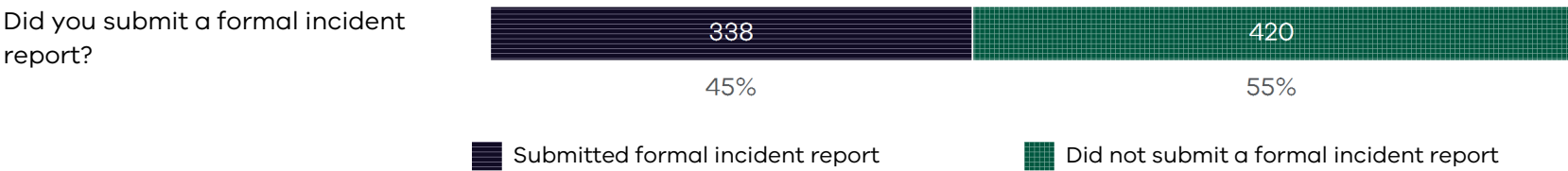
How to read this

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

Example

55% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 36% said the top reason was 'I didn't think it would make a difference'.



What was your reason for not submitting a formal incident report?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	41%	36%	37%	39%
I didn't think it was serious enough	40%	36%	35%	32%
Other	18%	24%	24%	23%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	16%	15%	15%	14%
I didn't need to because I made the violence or aggression stop	15%	13%	16%	14%
I believed there would be negative consequences for my reputation	11%	8%	11%	15%
I believed there would be negative consequences for my career	12%	8%	8%	12%
I believed there would be negative consequences for the person I was going to complain about	5%	4%	3%	4%
I didn't feel safe to report the incident	4%	3%	4%	6%
I thought the complaint process would be embarrassing or difficult	4%	3%	4%	4%

People outcomes

Perpetrators of violence and aggression

What is this

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

Why this is important

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

How to read this

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

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

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

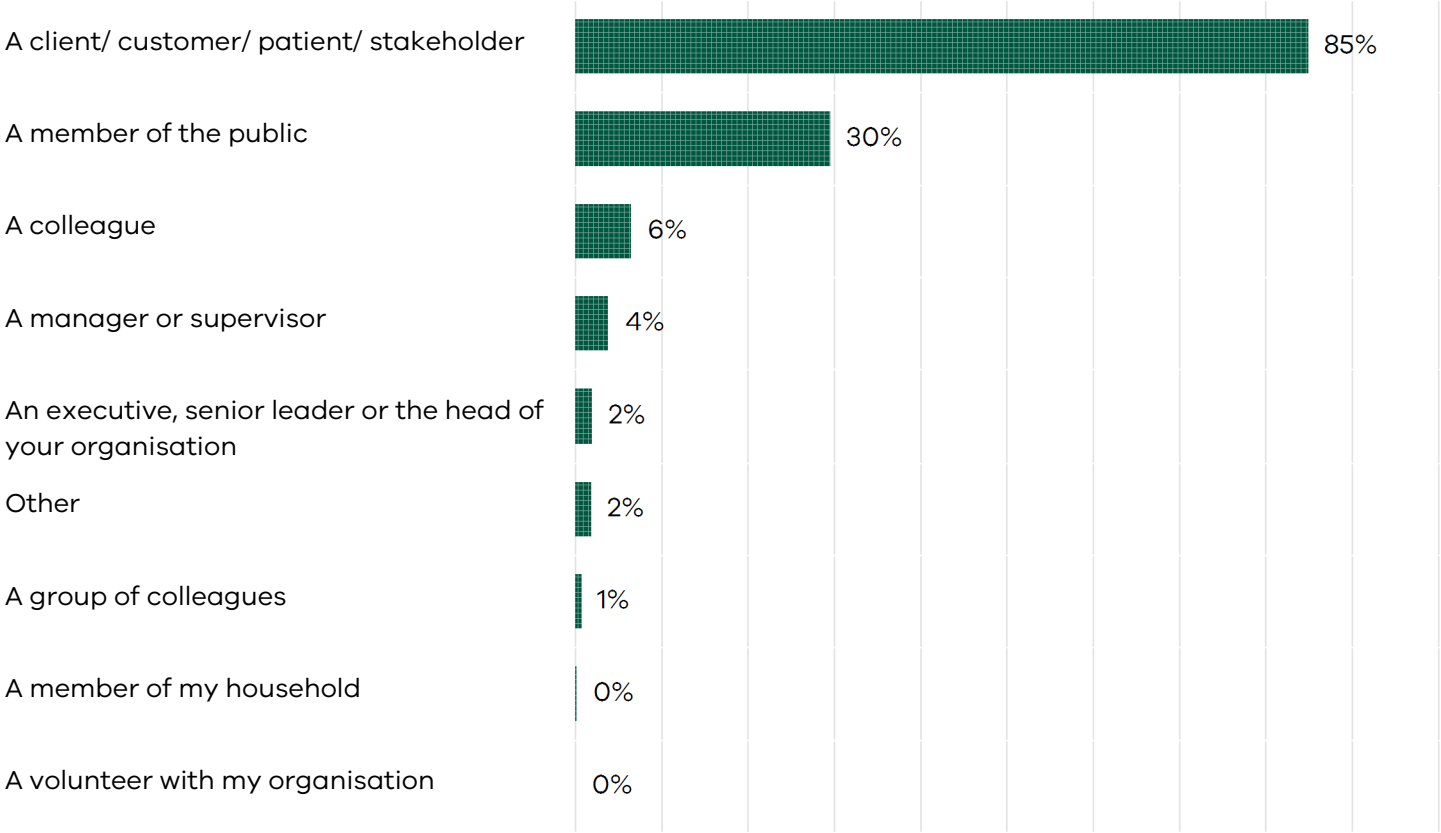
Each row is one perpetrator or group of perpetrators.

Example

29% of your staff who did the survey said they experienced violence or aggression.

Of that 29%, 85% said it was by 'A client/ customer/ patient/ stakeholder'.

758 people (29% of staff) experienced violence or aggression (You 2024)



People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

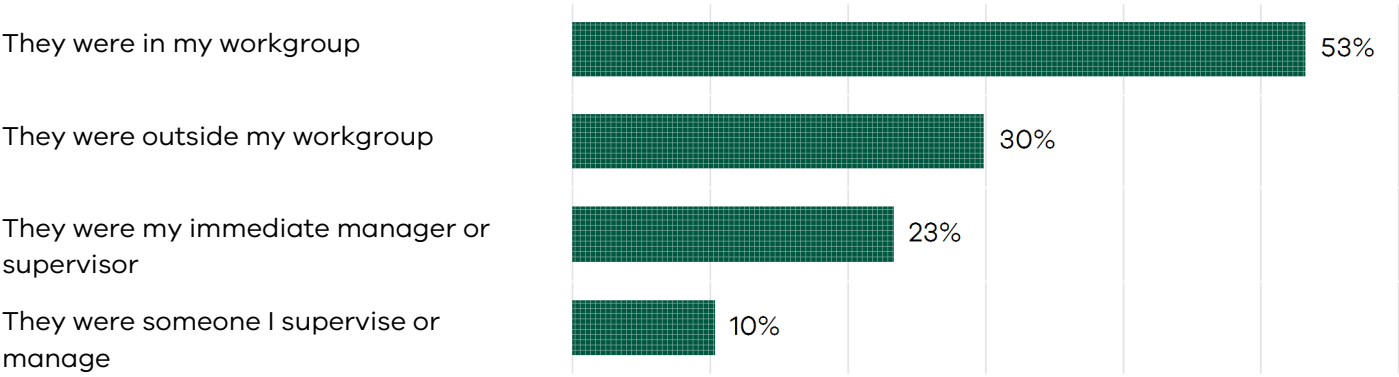
In this year's survey, 29% of your staff said they experienced violence or aggression. If they experienced violence or aggression from within the organisation, they could tell us their relationship to the perpetrator.

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

Example

29% of your staff who did the survey said they experienced violence or aggression. Of that 29%, 10% said it was by someone within the organisation. Of that 10%, 53% said it was 'They were in my workgroup'.

77 people (10% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You 2024)



Negative behaviour

Witnessing negative behaviours

What is this

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

Why this is important

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

How to read this

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

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

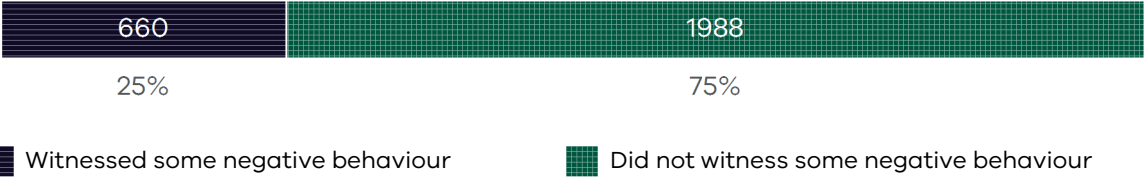
In descending order, the table shows the answers.

Example

25% of your staff who did the survey said they witnessed some negative behaviour at work.

75% 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	73%	75%	72%	77%
Bullying of a colleague	17%	13%	16%	15%
Violence or aggression against a colleague	9%	10%	9%	6%
Discrimination against a colleague	10%	9%	10%	9%
Sexual harassment of a colleague	1%	2%	2%	2%

Negative behaviour

Taking action when witnessing negative behaviours

What is this

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

Why this is important

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

How to read this

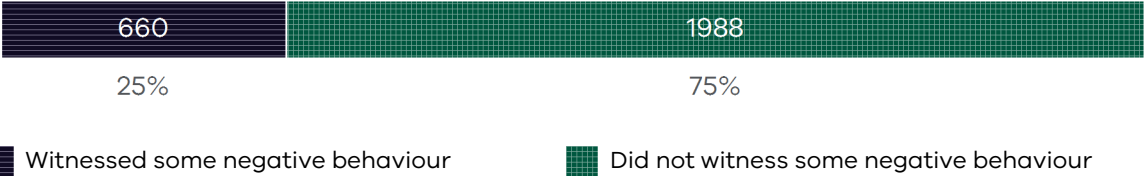
In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work. If they did, they could tell us with one or more answers what action they took. In descending order, the table shows the answers.

Example

25% of your staff who did the survey witnessed negative behaviour, of which:

- 76% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 5% took no action.

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



When you witnessed these behaviour(s), did you do any of the following?	You 2023	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	73%	76%	71%	71%
Told a manager	40%	37%	40%	40%
Told the person the behaviour was not OK	27%	33%	28%	24%
Spoke to the person who behaved in a negative way	25%	25%	24%	20%
Told a colleague	18%	20%	23%	21%
Submitted a formal complaint	7%	9%	8%	6%
Other	7%	7%	6%	6%
Took no action	4%	5%	7%	7%
Told human resources	4%	4%	5%	7%

People outcomes

Negative behaviour - satisfaction with making a formal complaint

What is this

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

Why this is important

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

How to read this

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

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

Example

56% of staff were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.



People matter survey

2024

Have your say

OverviewResult summary

Report overview

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

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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



Key differences

Highest scoring questions

What is this

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

How to read this

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

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

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

Example

On the first row 'Job enrichment', the 'You 2024' column shows 95% of your staff who did the survey agreed with 'I can use my skills and knowledge in my job'. In the 'Change from 2023' column, you have a +2% change, which is a positive trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Job enrichment	I can use my skills and knowledge in my job	95%	+2%	94%
Meaningful work	I can make a worthwhile contribution at work	94%	+1%	94%
Job enrichment	I understand how my job helps my organisation achieve its goals	94%	+2%	92%
Meaningful work	I achieve something important through my work	93%	+1%	93%
Job enrichment	I clearly understand what I am expected to do in this job	93%	+3%	90%
Topical	I am proud to work in the public sector	88%	Not asked	86%
Meaningful work	I get a sense of accomplishment from my work	88%	+3%	87%
Manager leadership	My manager treats employees with dignity and respect	87%	+3%	86%
Collaboration	I am able to work effectively with others outside my immediate workgroup	86%	+1%	86%
Inclusion	I feel culturally safe at work	86%	+3%	85%

Key differences

Lowest scoring questions

What is this

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

How to read this

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

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

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

Example

On the first row 'Taking action', the 'You 2024' column shows 32% of your staff who did the survey agreed with 'My organisation has made improvements based on the survey results from last year'. In the 'Change from 2023' column, you have a -1% 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	32%	-1%	35%
Safety climate	All levels of my organisation are involved in the prevention of stress	47%	+5%	46%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	49%	-0%	50%
Organisational integrity	I believe the promotion processes in my organisation are fair	52%	+4%	49%
Organisational integrity	I have an equal chance at promotion in my organisation	52%	-1%	50%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	53%	+4%	54%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	54%	+6%	53%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	56%	+5%	52%
Workload	I have enough time to do my job effectively	57%	+4%	58%
Learning and development	I am satisfied with the opportunities to progress in my organisation	59%	+5%	55%

Key differences

Most improved

What is this

This is where staff feel their group has most improved.

How to read this

Use this data to see if your organisation has a developing or changing trend.

In this table, your trend is shown in the 'Increase from 2023' column.

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

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

Example

On the first row 'Patient safety climate', the 'You 2024' column shows 65% of your staff who did the survey agreed with 'I would recommend a friend or relative to be treated as a patient here'.

In the 'Increase from 2023' column, you have a 10% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	65%	+10%	78%
Engagement	I am proud to tell others I work for my organisation	71%	+9%	81%
Patient safety climate	Patient care errors are handled appropriately in my work area	73%	+9%	73%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	81%	+8%	78%
Engagement	I would recommend my organisation as a good place to work	70%	+8%	73%
Patient safety climate	This health service does a good job of training new and existing staff	66%	+8%	65%
Collaboration	Workgroups across my organisation willingly share information with each other	69%	+7%	68%
Satisfaction	How satisfied are you with your career development within your current organisation	66%	+7%	63%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	67%	+7%	67%
Senior leadership	Senior leaders provide clear strategy and direction	67%	+7%	63%

Key differences

Most declined

What is this

This is where staff feel their group has most declined.

How to read this

Use this data to see if your organisation has a developing or changing trend.

In this table, your trend is shown in the 'Decrease from 2023' column.

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

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

Example

On the first row 'Organisational integrity', the 'You 2024' column shows 52% of your staff who did the survey agreed with 'I have an equal chance at promotion in my organisation'.

In the 'Decrease from 2023' column, you have a 1% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Organisational integrity	I have an equal chance at promotion in my organisation	52%	-1%	50%
Taking action	My organisation has made improvements based on the survey results from last year	32%	-1%	35%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	49%	-0%	50%

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 'Senior leadership', the 'You 2024' column shows 67% of your staff who did the survey agreed with 'Senior leaders provide clear strategy and direction'.

The 'Difference' column, shows that agreement for this question was 4% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Senior leadership	Senior leaders provide clear strategy and direction	67%	+4%	63%
Satisfaction	How satisfied are you with your career development within your current organisation	66%	+4%	63%
Learning and development	I am satisfied with the opportunities to progress in my organisation	59%	+4%	55%
Senior leadership	Senior leaders model my organisation's values	70%	+4%	66%
Manager support	My manager gives me feedback that helps me improve my performance	75%	+3%	71%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	56%	+3%	52%
Senior leadership	Senior leaders demonstrate honesty and integrity	68%	+3%	65%
Job enrichment	I have the authority to do my job effectively	84%	+3%	81%
Patient safety climate	My suggestions about patient safety would be acted upon if I expressed them to my manager	79%	+3%	75%
Manager leadership	My manager models my organisation's values	86%	+3%	83%

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 'Patient safety climate', the 'You 2024' column shows 65% of your staff who did the survey agreed with 'I would recommend a friend or relative to be treated as a patient here'.

The 'Difference' column, shows that agreement for this question was 14% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	65%	-14%	78%
Engagement	I am proud to tell others I work for my organisation	71%	-9%	81%
Organisational integrity	My organisation is committed to earning a high level of public trust	75%	-5%	80%
Engagement	I would recommend my organisation as a good place to work	70%	-3%	73%
Safety climate	My organisation provides a physically safe work environment	78%	-3%	81%
Taking action	My organisation has made improvements based on the survey results from last year	32%	-3%	35%
Quality service delivery	My workgroup provides high quality advice and services	80%	-2%	82%
Engagement	I feel a strong personal attachment to my organisation	63%	-2%	64%
Workload	I have enough time to do my job effectively	57%	-1%	58%
Engagement	My organisation inspires me to do the best in my job	67%	-1%	69%

People matter survey

2024

Have your say

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

Detailed results					
Senior leadership	Workgroup climate	Job and manager factors	Public sector values	Topical questions	Demographics
<ul style="list-style-type: none">Senior leadership questions Organisational climate <ul style="list-style-type: none">ScorecardOrganisational integrityCollaborationSafety climatePatient safety climate	<ul style="list-style-type: none">ScorecardQuality service deliveryInnovationWorkgroup supportSafe to speak up	<ul style="list-style-type: none">ScorecardManager leadershipManager supportWorkloadLearning and developmentJob enrichmentMeaningful workFlexible working	<ul style="list-style-type: none">ScorecardResponsivenessIntegrityImpartialityAccountabilityRespectLeadershipHuman rights	<ul style="list-style-type: none">Questions on topical issues including understanding the charter of human right and providing frank and impartial advice Custom questions <ul style="list-style-type: none">Questions requested by your organisation	<ul style="list-style-type: none">Age, gender, variations in sex characteristics and sexual orientationAboriginal and/or Torres Strait IslanderDisabilityCultural diversityEmploymentAdjustmentsCaringCategoriesPrimary 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.

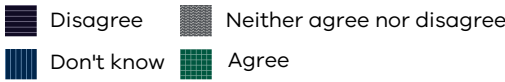
Example

49% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this year's survey'.

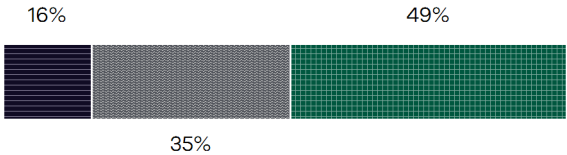
Survey question

Your results

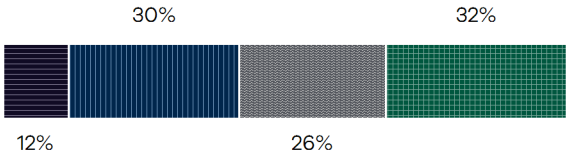
Benchmark agree results



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



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	41%	49%	49%	39%	50%	70%
	24%	33%	32%	24%	35%	55%

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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



Senior leadership

Senior leadership

What is this

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

Why this is important

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

How to read this

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

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

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

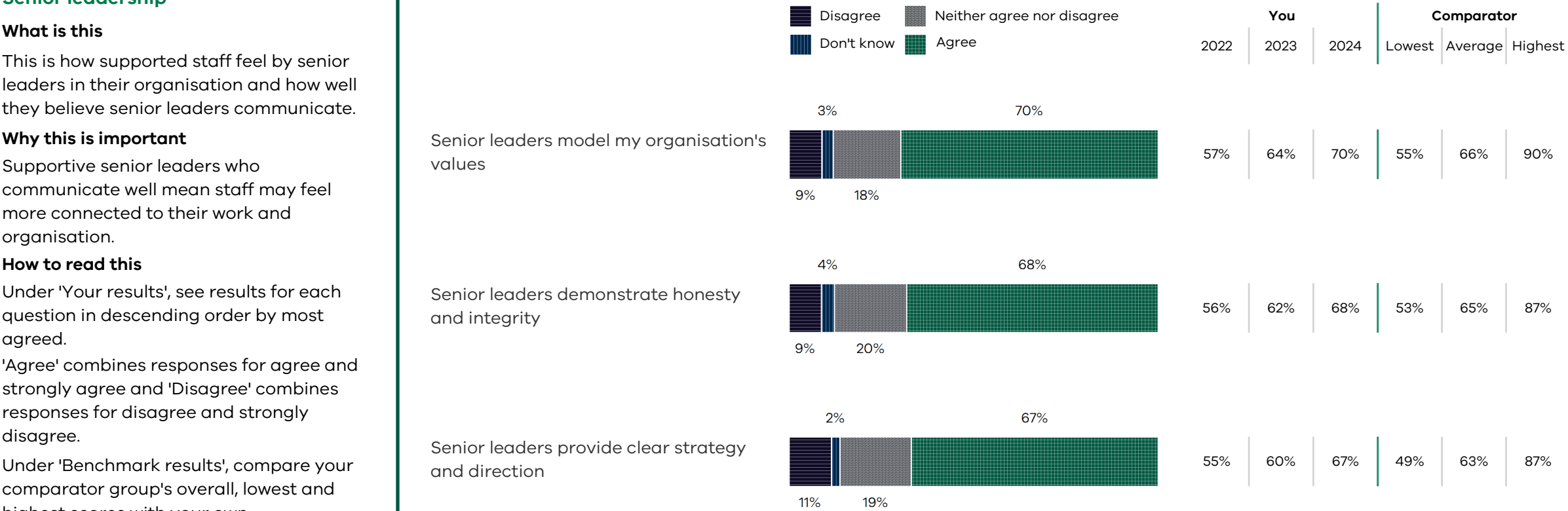
Example

70% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question

Your results

Benchmark agree results



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
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- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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



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.

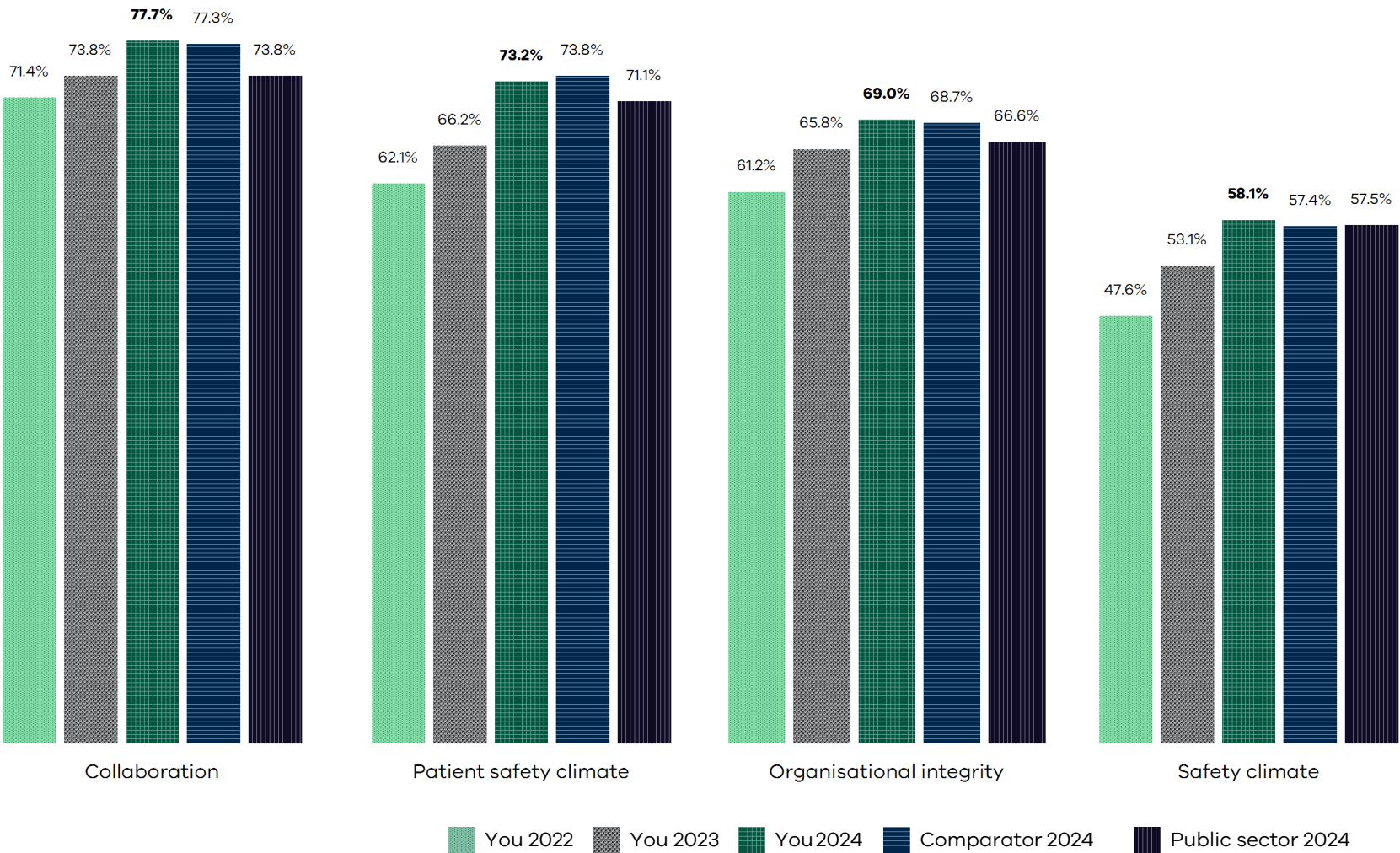
Example

In 2024:

- 77.7% of your staff who did the survey responded positively to questions about Collaboration.

Compared to:

- 77.3% of staff in your comparator group and 73.8% of staff across the public sector.



Organisational climate

Organisational integrity 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

Example

85% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question

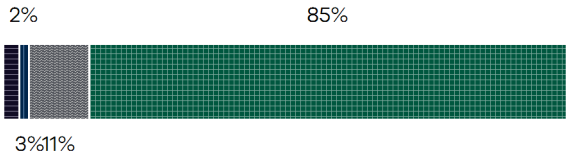
Your results

Benchmark agree results



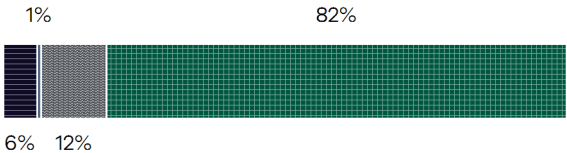
2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

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



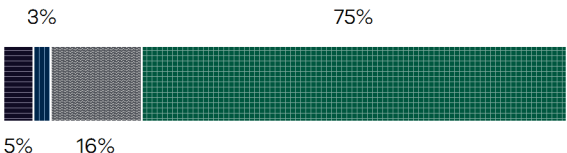
76%	80%	85%	79%	85%	92%
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My organisation encourages respectful workplace behaviours



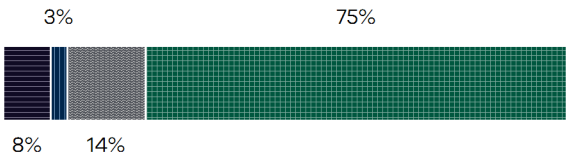
74%	78%	82%	71%	82%	95%
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My organisation is committed to earning a high level of public trust



65%	72%	75%	64%	80%	95%
-----	-----	-----	-----	-----	-----

My organisation does not tolerate improper conduct



65%	69%	75%	56%	72%	91%
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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.

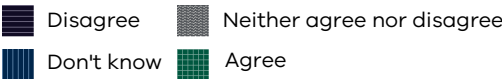
Example

66% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

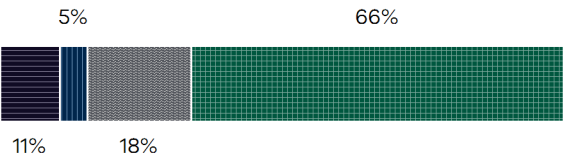
Survey question

Your results

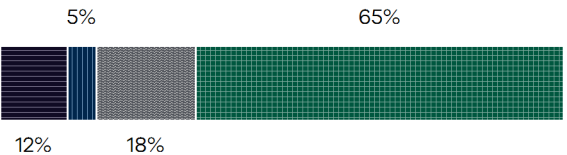
Benchmark agree results



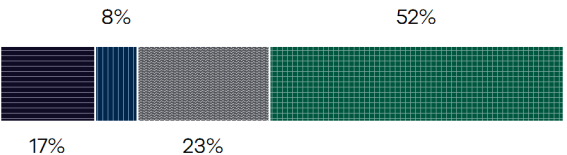
My organisation takes steps to eliminate bullying, harassment and discrimination



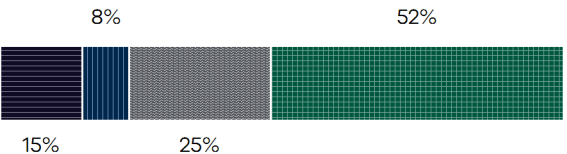
I believe the recruitment processes in my organisation are fair



I have an equal chance at promotion in my organisation



I believe the promotion processes in my organisation are fair



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	58%	63%	66%	57%	67%	85%
	59%	63%	65%	59%	64%	79%
	49%	54%	52%	40%	50%	54%
	44%	48%	52%	40%	49%	57%

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

86% 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

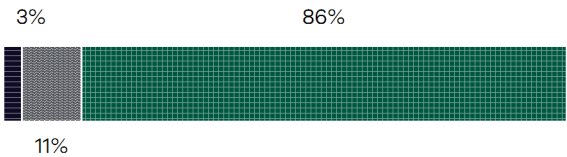
Your results

Benchmark agree results



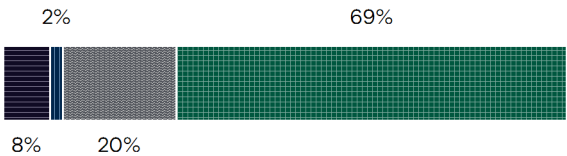
2022	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest

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



82%	85%	86%	81%	86%	93%
-----	-----	-----	-----	-----	-----

Workgroups across my organisation willingly share information with each other



61%	62%	69%	51%	68%	76%
-----	-----	-----	-----	-----	-----

Organisational climate

Safety climate 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

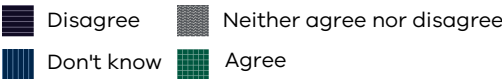
Example

78% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

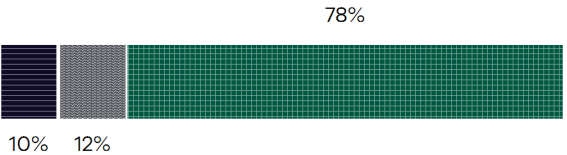
Survey question

Your results

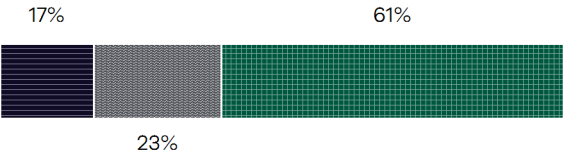
Benchmark agree results



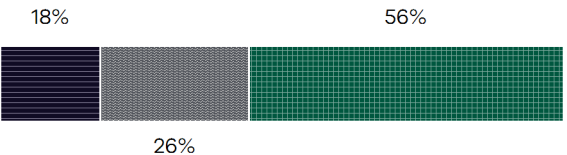
My organisation provides a physically safe work environment



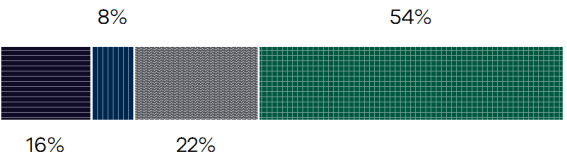
Senior leaders consider the psychological health of employees to be as important as productivity



Senior leaders show support for stress prevention through involvement and commitment



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	68%	74%	78%	53%	81%	92%
	50%	55%	61%	49%	58%	83%
	45%	51%	56%	46%	52%	73%
	44%	48%	54%	46%	53%	66%

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

53% of your staff who did the survey agreed or strongly agreed with 'In my workplace, there is good communication about psychological safety issues that affect me'.

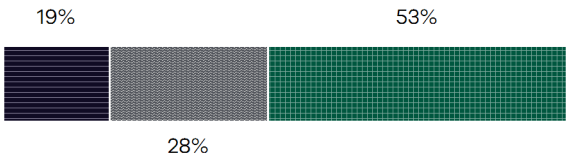
Survey question

Your results

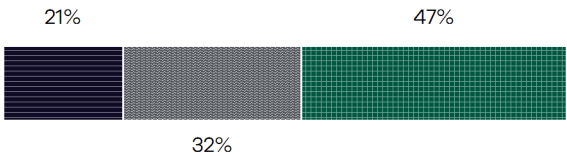
Benchmark agree results



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



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	43%	49%	53%	47%	54%	72%
	37%	42%	47%	40%	46%	72%

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'.

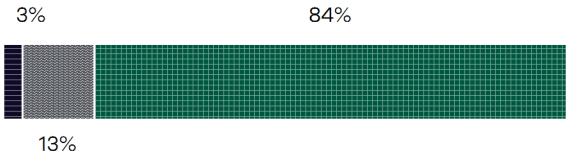
Survey question

Your results

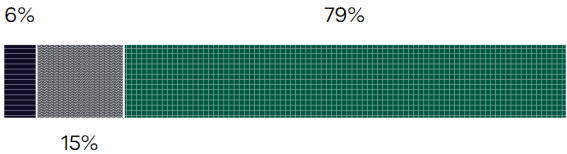
Benchmark agree results



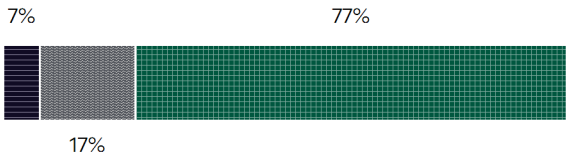
I am encouraged by my colleagues to report any patient safety concerns I may have



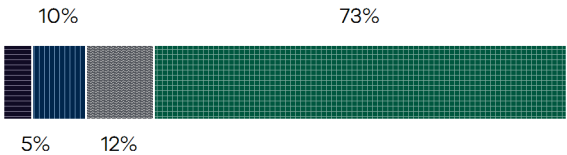
My suggestions about patient safety would be acted upon if I expressed them to my manager



Management is driving us to be a safety-centred organisation



Patient care errors are handled appropriately in my work area



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	78%	79%	84%	71%	83%	96%
	69%	72%	79%	64%	75%	82%
	65%	70%	77%	64%	76%	89%
	65%	65%	73%	54%	73%	76%

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.

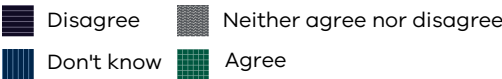
Example

73% of your staff who did the survey agreed or strongly agreed with 'The culture in my work area makes it easy to learn from the errors of others'.

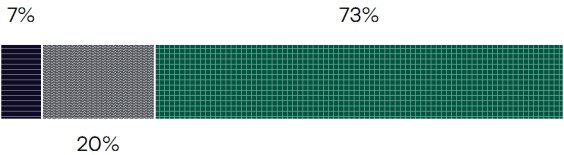
Survey question

Your results

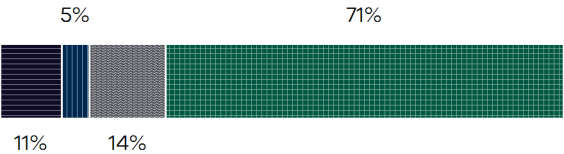
Benchmark agree results



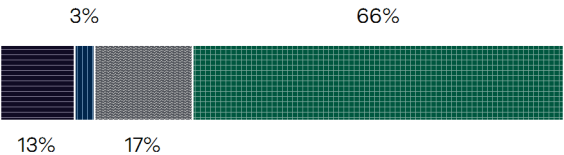
The culture in my work area makes it easy to learn from the errors of others



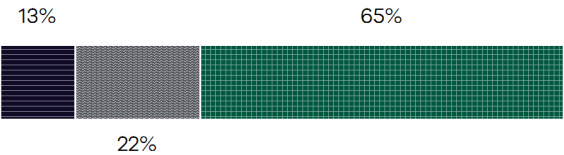
Trainees in my discipline are adequately supervised



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



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	61%	66%	73%	56%	70%	76%
	59%	65%	71%	53%	69%	75%
	50%	58%	66%	51%	65%	78%
	51%	54%	65%	34%	78%	93%

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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



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

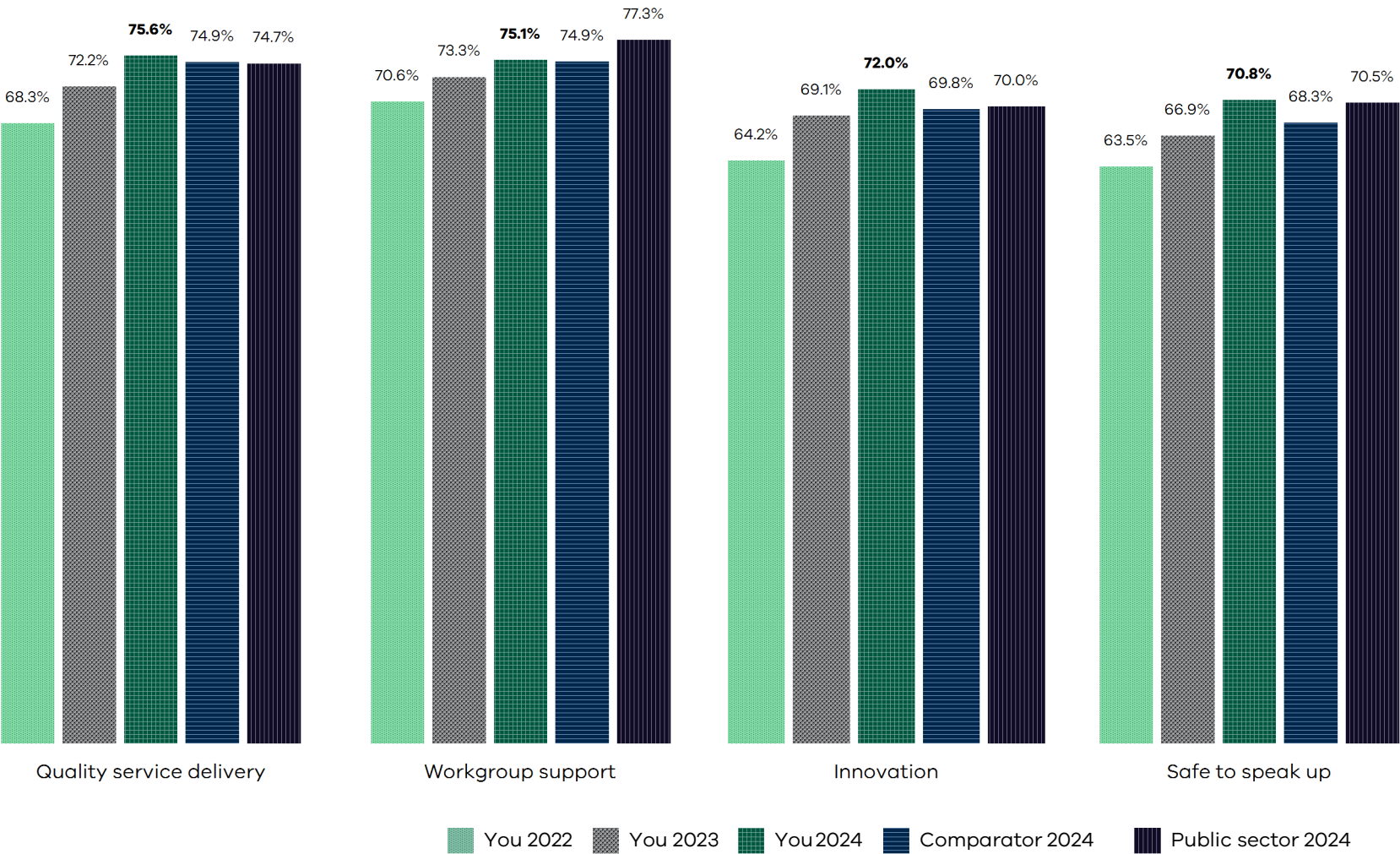
This page shows which factors are performing well and which factors you can look to improve.

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:
- 75.6% of your staff who did the survey responded positively to questions about Quality service delivery.
- Compared to:
- 74.9% 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

80% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

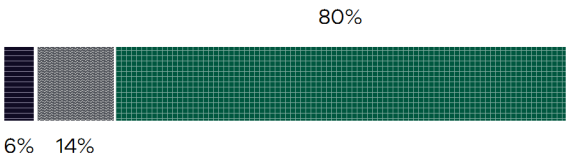
Survey question

Your results

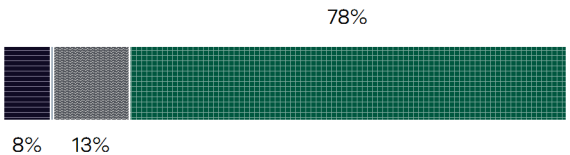
Benchmark agree results



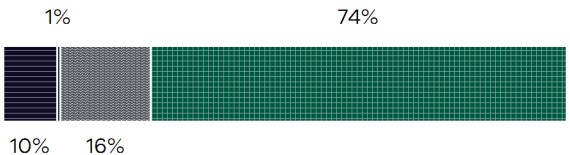
My workgroup provides high quality advice and services



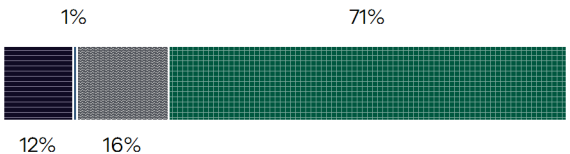
My workgroup has clear lines of responsibility



My workgroup uses its resources well



My workgroup acts fairly and without bias



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

71%	78%	80%	73%	82%	90%
-----	-----	-----	-----	-----	-----

72%	73%	78%	66%	76%	85%
-----	-----	-----	-----	-----	-----

65%	69%	74%	61%	71%	85%
-----	-----	-----	-----	-----	-----

65%	68%	71%	62%	70%	85%
-----	-----	-----	-----	-----	-----

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.

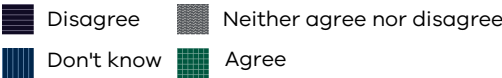
Example

75% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.

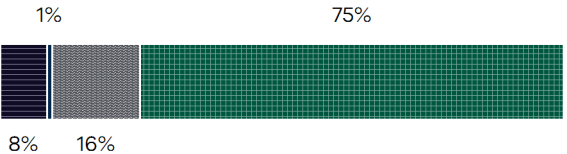
Survey question

Your results

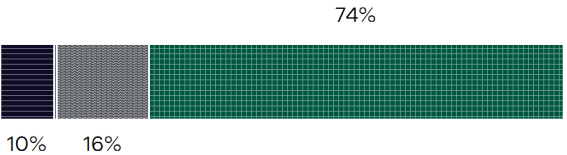
Benchmark agree results



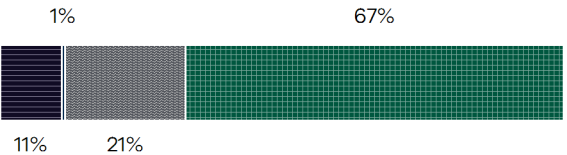
My workgroup learns from failures and mistakes



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



My workgroup encourages employee creativity



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
67%	71%	75%	63%	74%	78%
66%	69%	74%	65%	71%	82%
60%	66%	67%	61%	65%	81%

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.

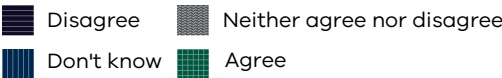
Example

82% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

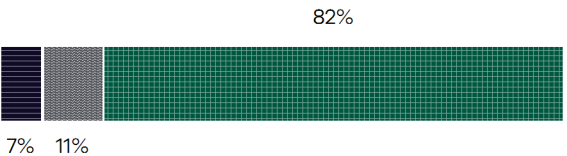
Survey question

Your results

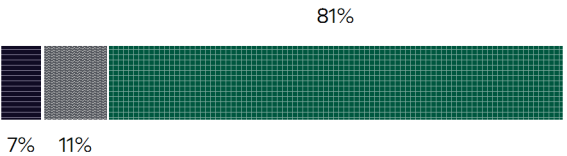
Benchmark agree results



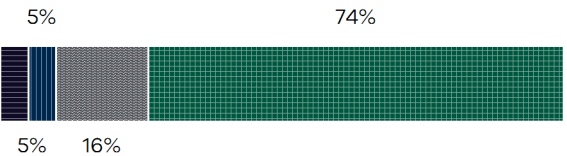
People in my workgroup treat each other with respect



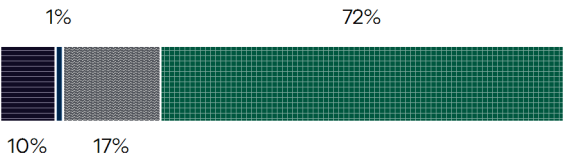
People in my workgroup work together effectively to get the job done



People in my workgroup are politically impartial in their work



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



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

78%	80%	82%	75%	80%	95%
-----	-----	-----	-----	-----	-----

78%	80%	81%	73%	82%	92%
-----	-----	-----	-----	-----	-----

70%	71%	74%	68%	74%	83%
-----	-----	-----	-----	-----	-----

67%	71%	72%	64%	72%	88%
-----	-----	-----	-----	-----	-----

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.

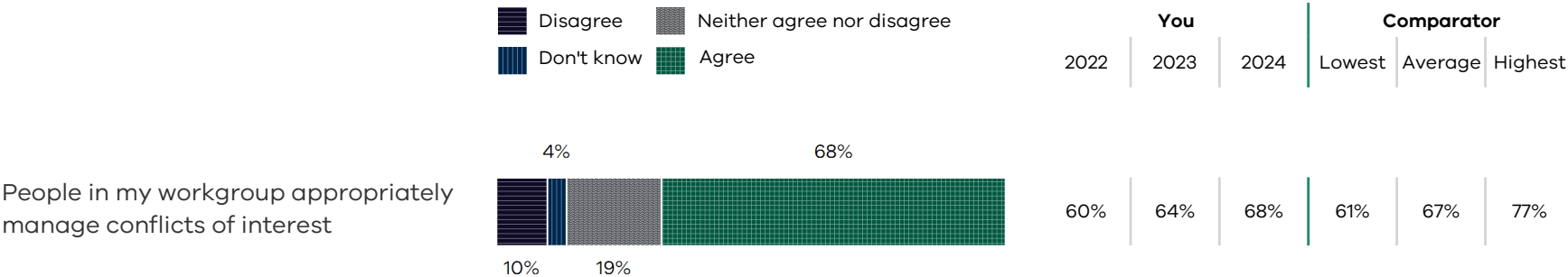
Example

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



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

71% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.

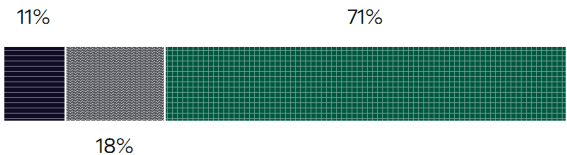
Survey question

Your results

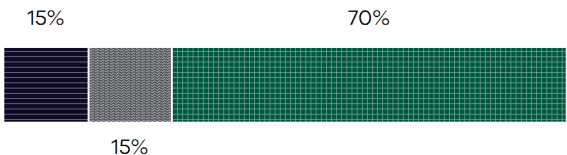
Benchmark agree results



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



I feel safe to challenge inappropriate behaviour at work



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
65%	67%	71%	64%	69%	75%
62%	67%	70%	62%	68%	80%

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
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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
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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



Job and manager factors

Scorecard 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

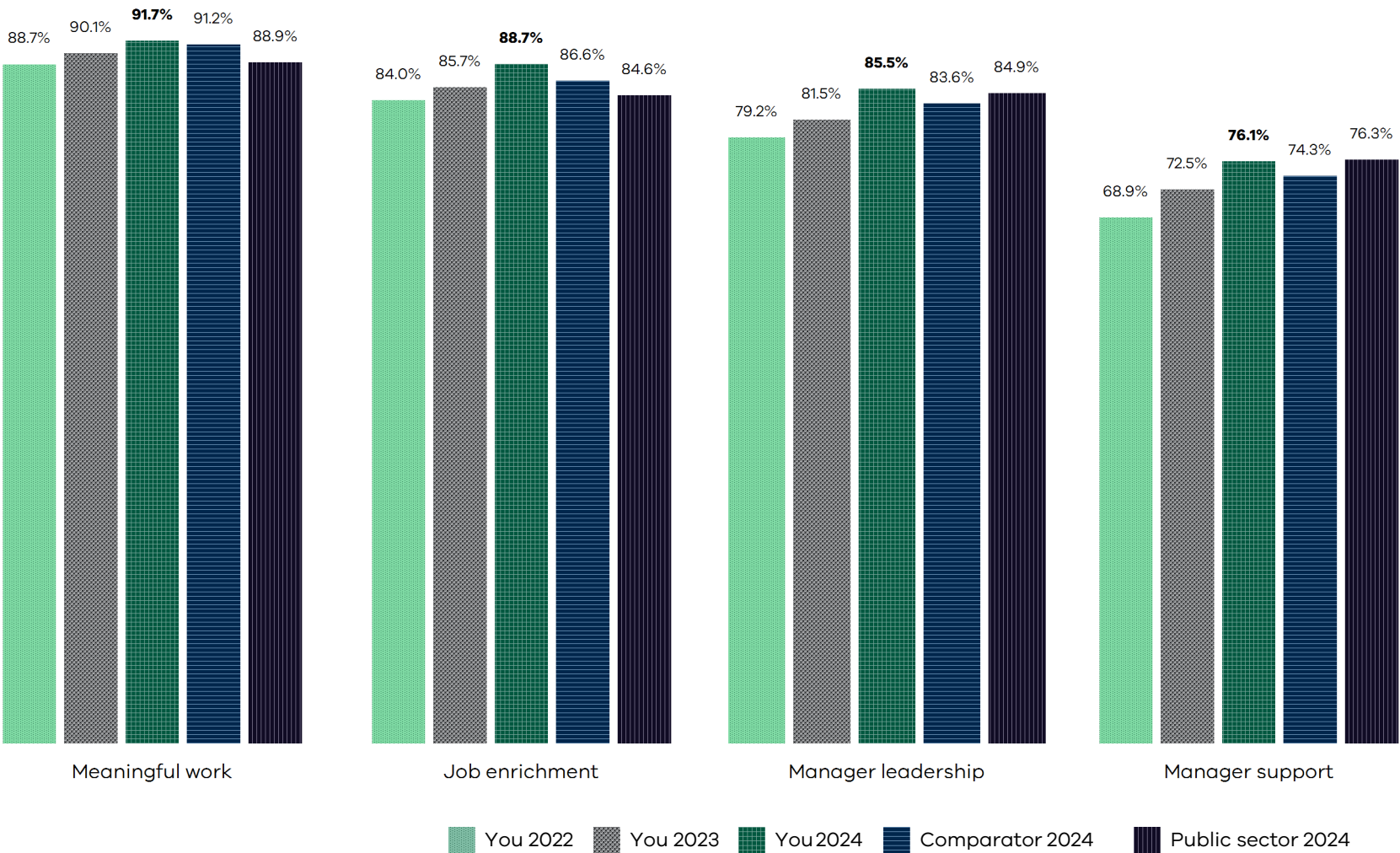
Example

In 2024:

- 91.7% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 91.2% 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.

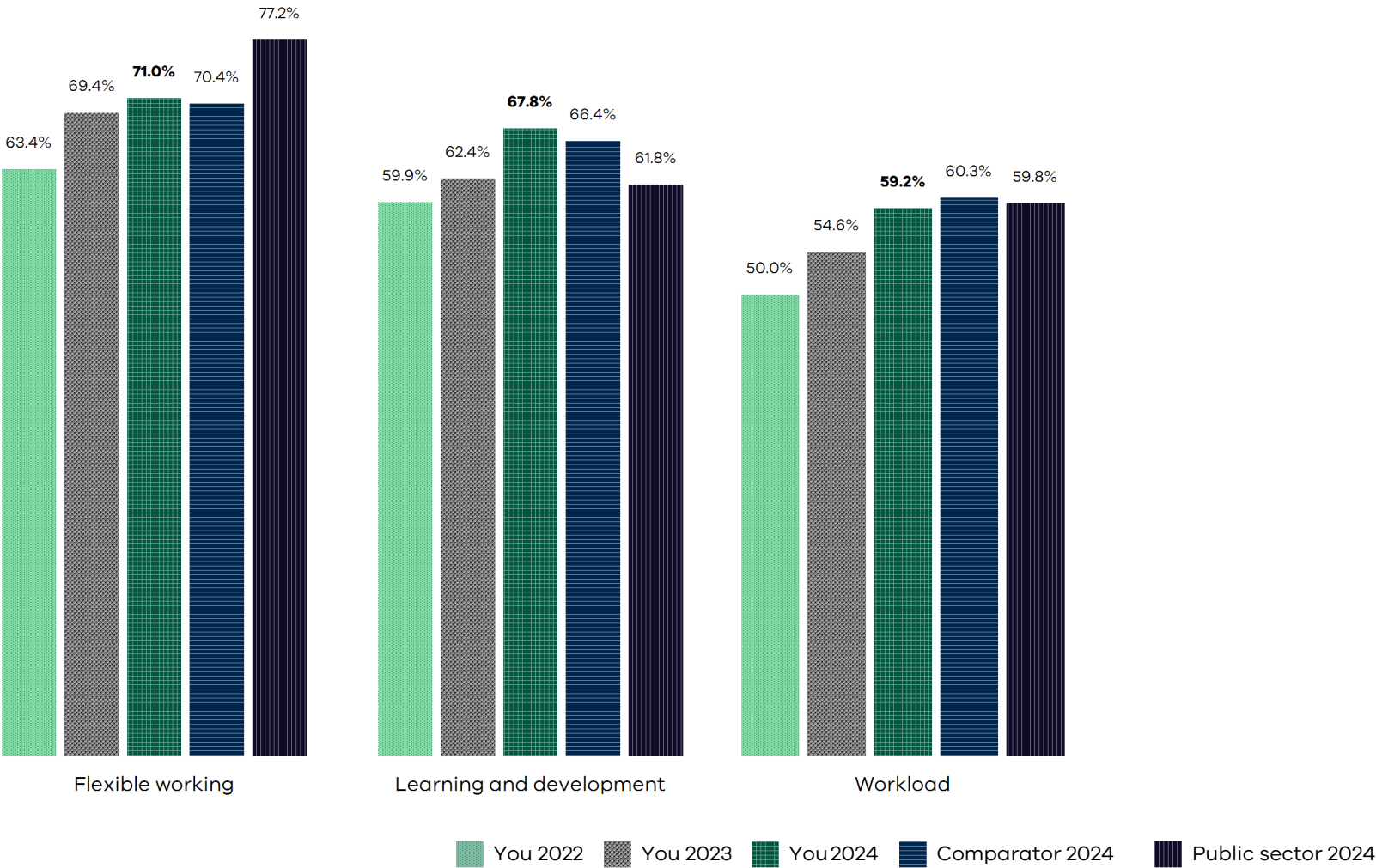
Example

In 2024:

- 71.0% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 70.4% 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.

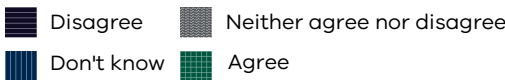
Example

87% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

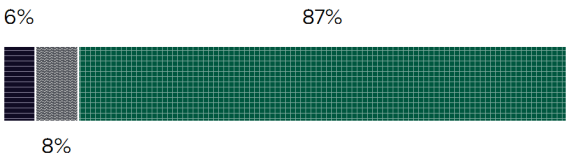
Your results

Benchmark agree results



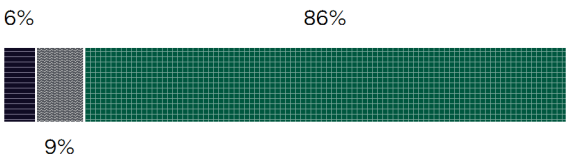
2022	You		2024	Comparator		
	2023			Lowest	Average	Highest

My manager treats employees with dignity and respect



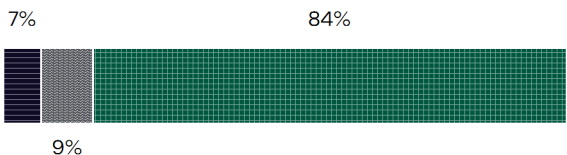
81%	83%	87%	84%	86%	94%
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My manager models my organisation's values



78%	81%	86%	80%	83%	92%
-----	-----	-----	-----	-----	-----

My manager demonstrates honesty and integrity



78%	81%	84%	80%	83%	91%
-----	-----	-----	-----	-----	-----

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.

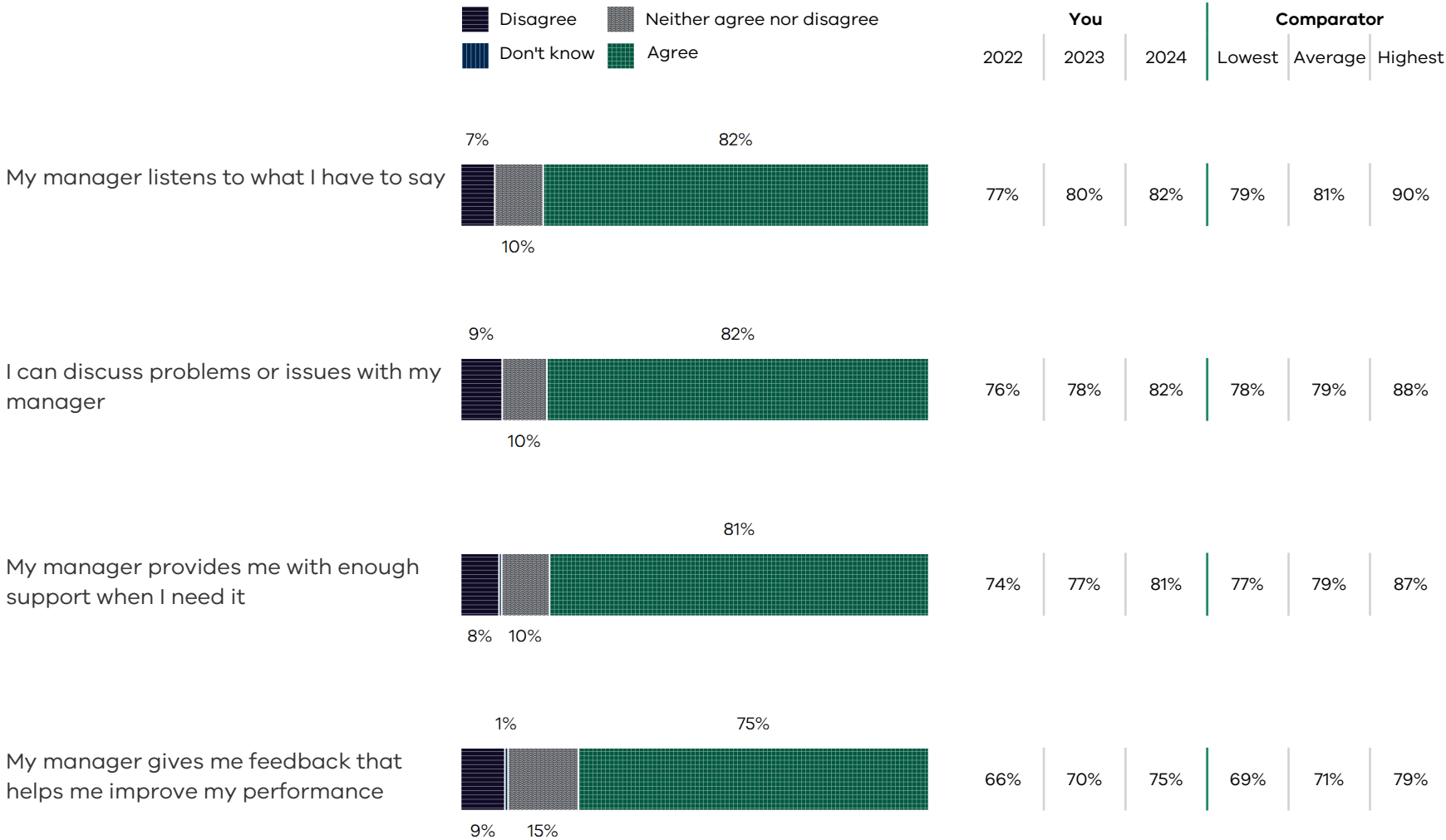
Example

82% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

Survey question

Your results

Benchmark agree results



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.

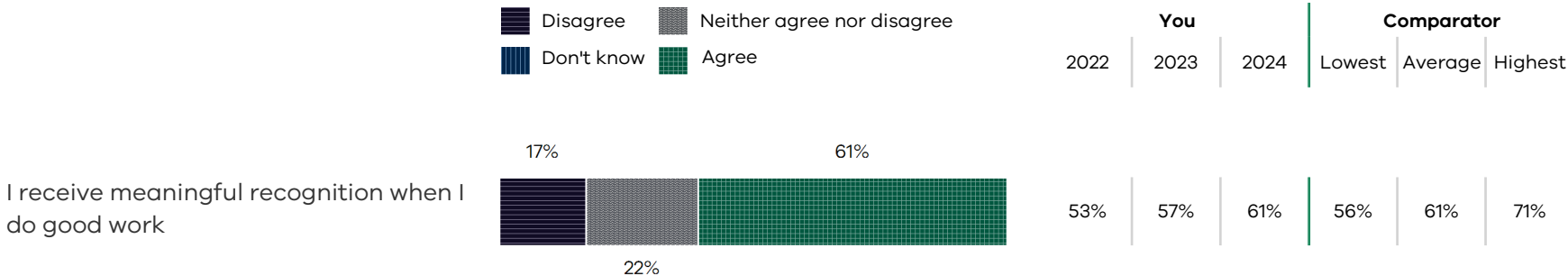
Example

61% 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



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.

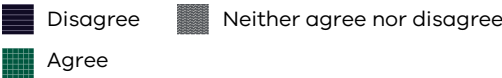
Example

62% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

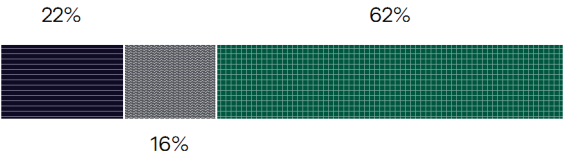
Survey question

Your results

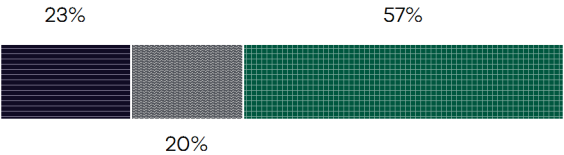
Benchmark agree results



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



I have enough time to do my job effectively



2022	You		2024	Comparator		
	2023			Lowest	Average	Highest

52%	56%	62%	59%	62%	71%
-----	-----	-----	-----	-----	-----

48%	53%	57%	54%	58%	66%
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Job and manager factors

Learning and development

What is this

This is how well staff feel they can learn and grow in your organisation.

Why this is important

Good learning and career development can build engagement, efficiency and capability in organisations. It may also help staff retention.

How to read this

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

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

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

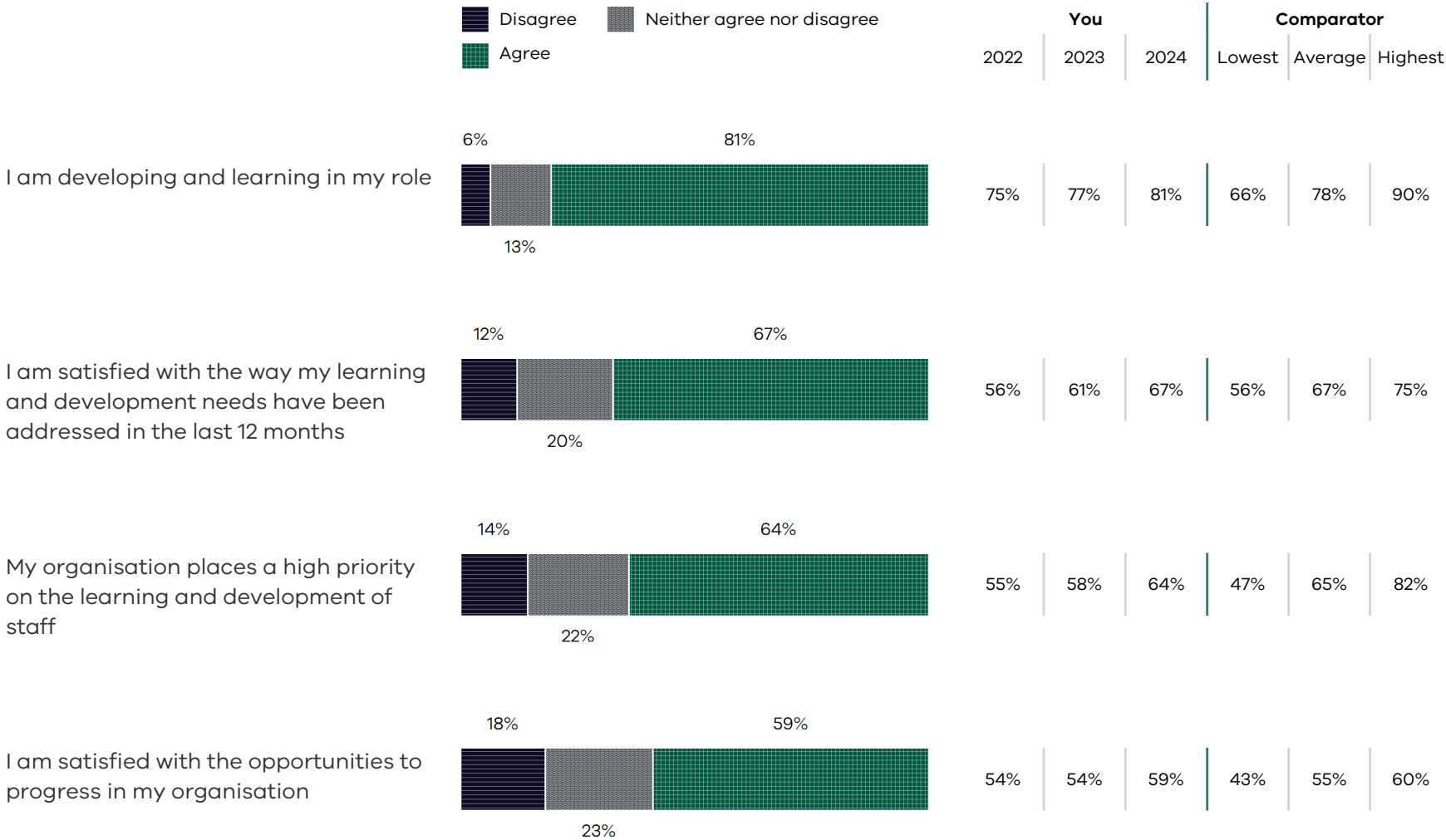
Example

81% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

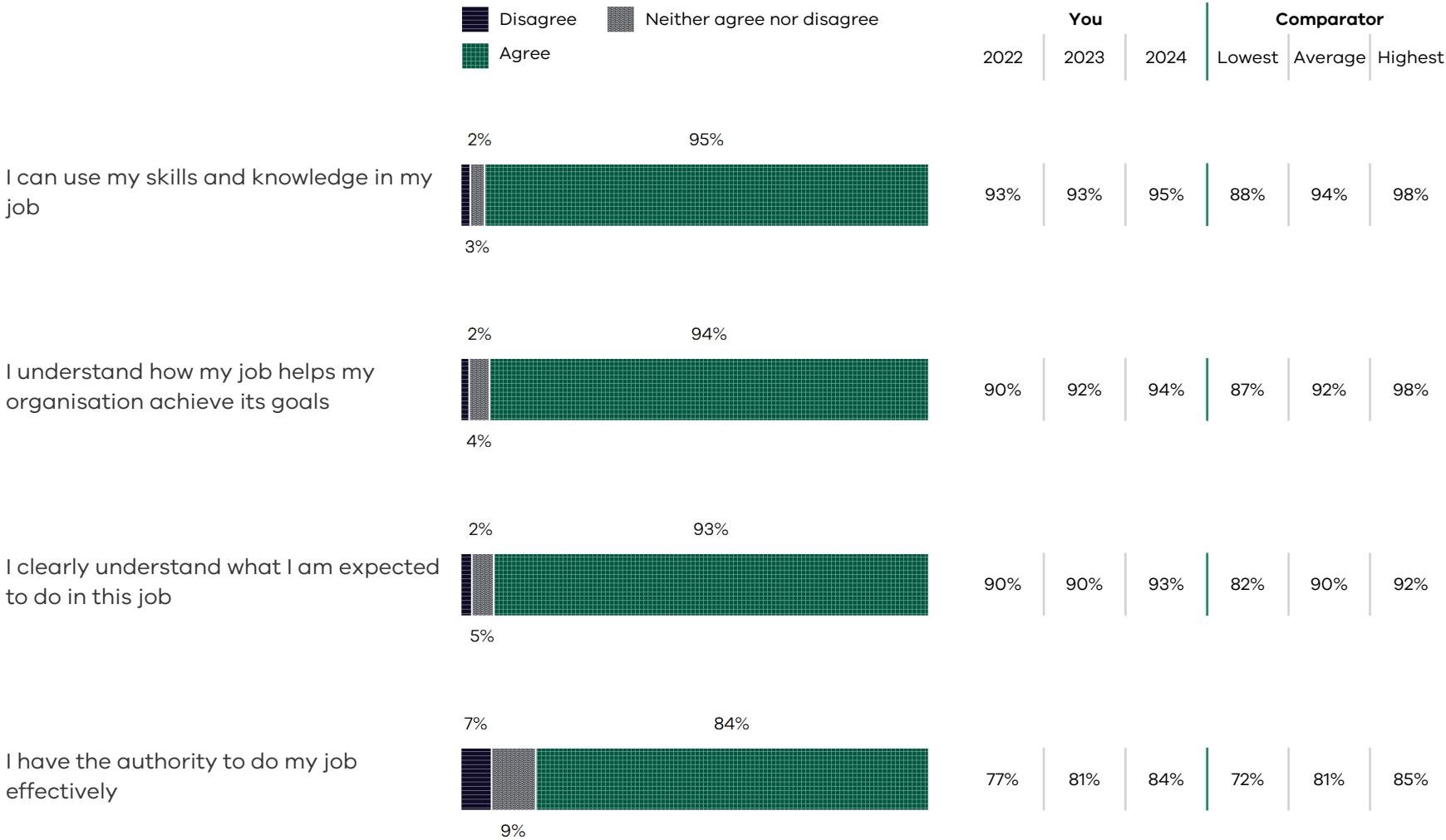
Example

95% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

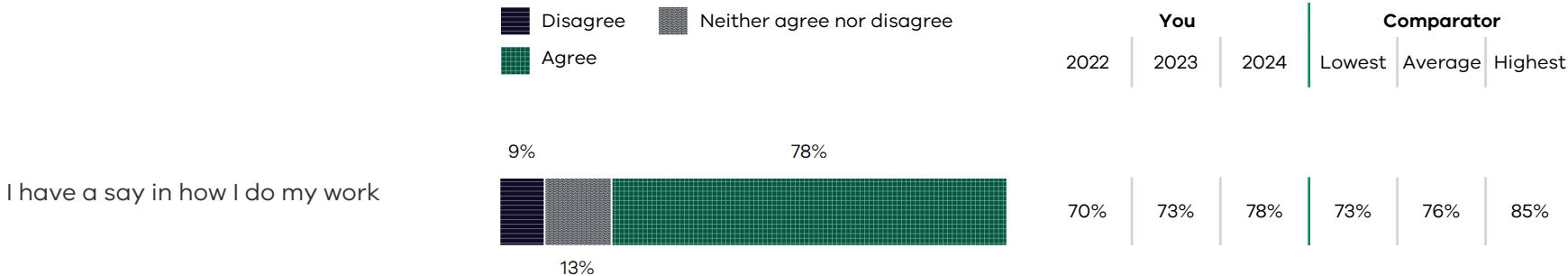
Example

78% 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



Job and manager factors

Meaningful work

What is this

This is how staff feel about their contribution and how worthwhile their work is.

Why this is important

Staff who feel their work is meaningful can help achieve individual, team and organisational outcomes.

How to read this

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

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

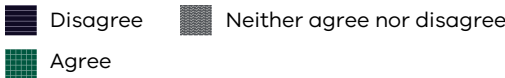
Example

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

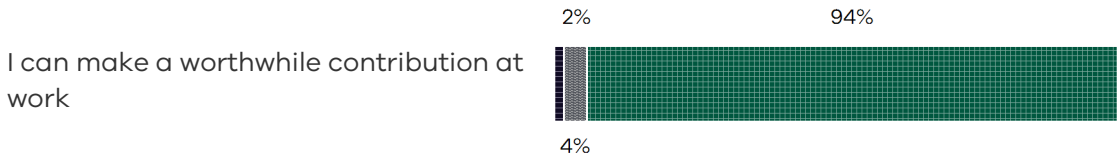
Survey question

Your results

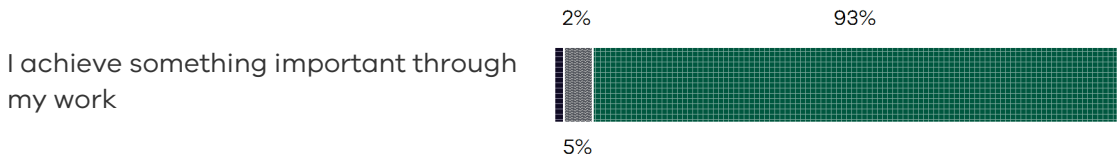
Benchmark agree results



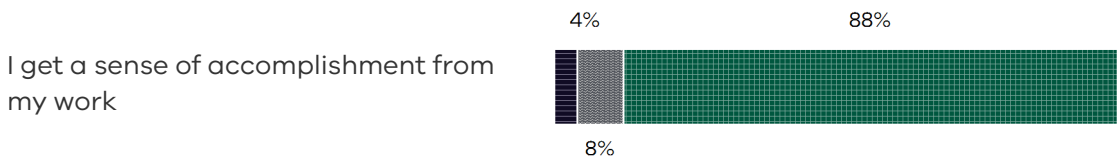
2022	You		2024	Comparator		
	2023			Lowest	Average	Highest



91%	94%	94%	87%	94%	96%
-----	-----	-----	-----	-----	-----



92%	92%	93%	86%	93%	98%
-----	-----	-----	-----	-----	-----



83%	84%	88%	77%	87%	95%
-----	-----	-----	-----	-----	-----

Job and manager factors

Flexible working

What is this

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

Example

78% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

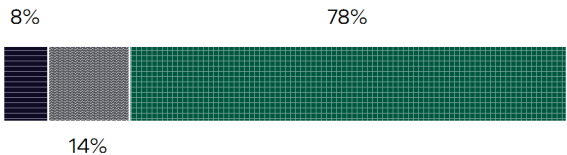
Survey question

Your results

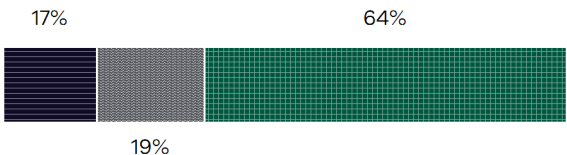
Benchmark agree results



My manager supports working flexibly



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	70%	76%	78%	73%	76%	83%
	57%	62%	64%	58%	65%	75%

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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



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

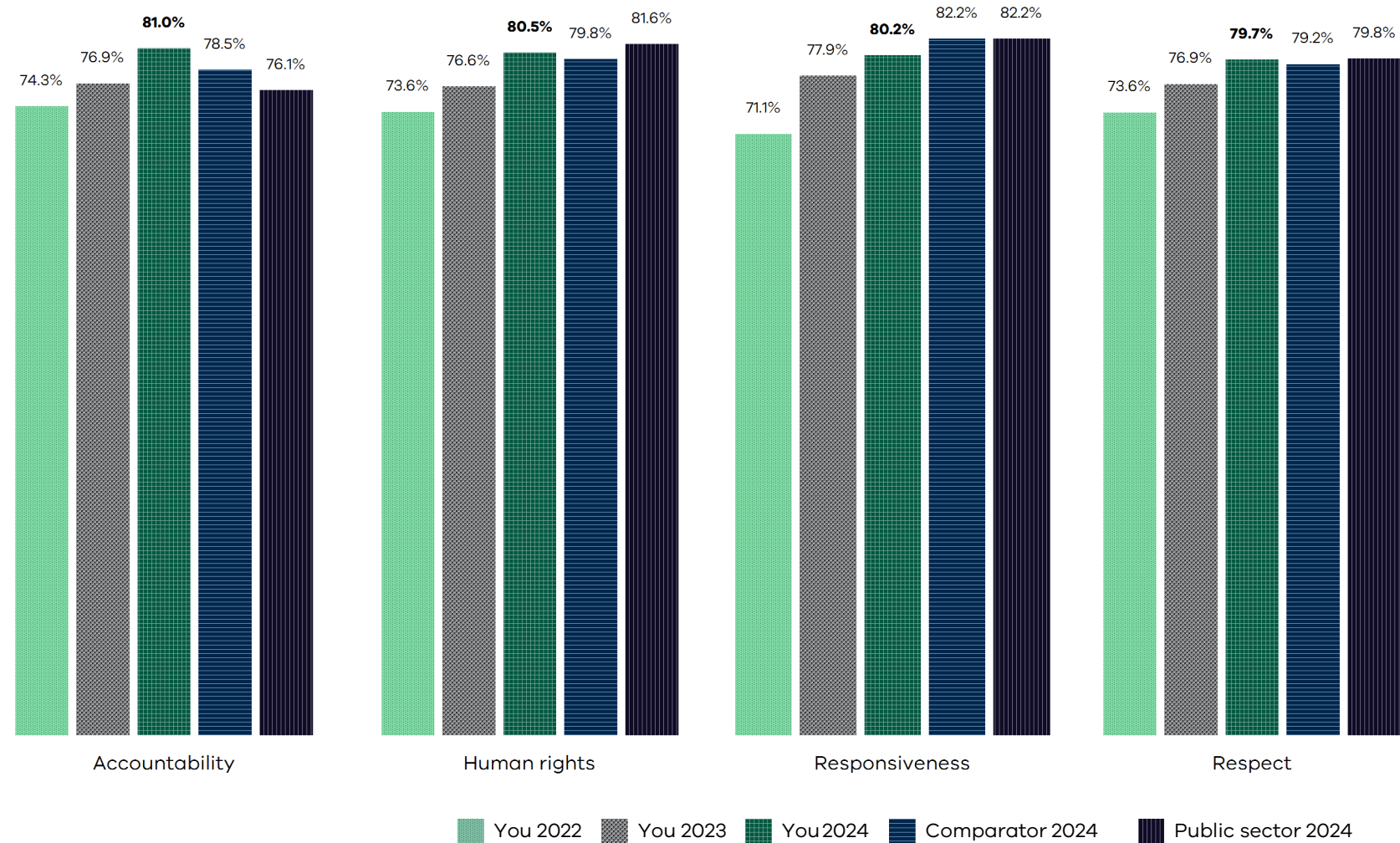
There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

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:
- 81.0% of your staff who did the survey responded positively to questions about Accountability.
- Compared to:
- 78.5% of staff in your comparator group and 76.1% 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

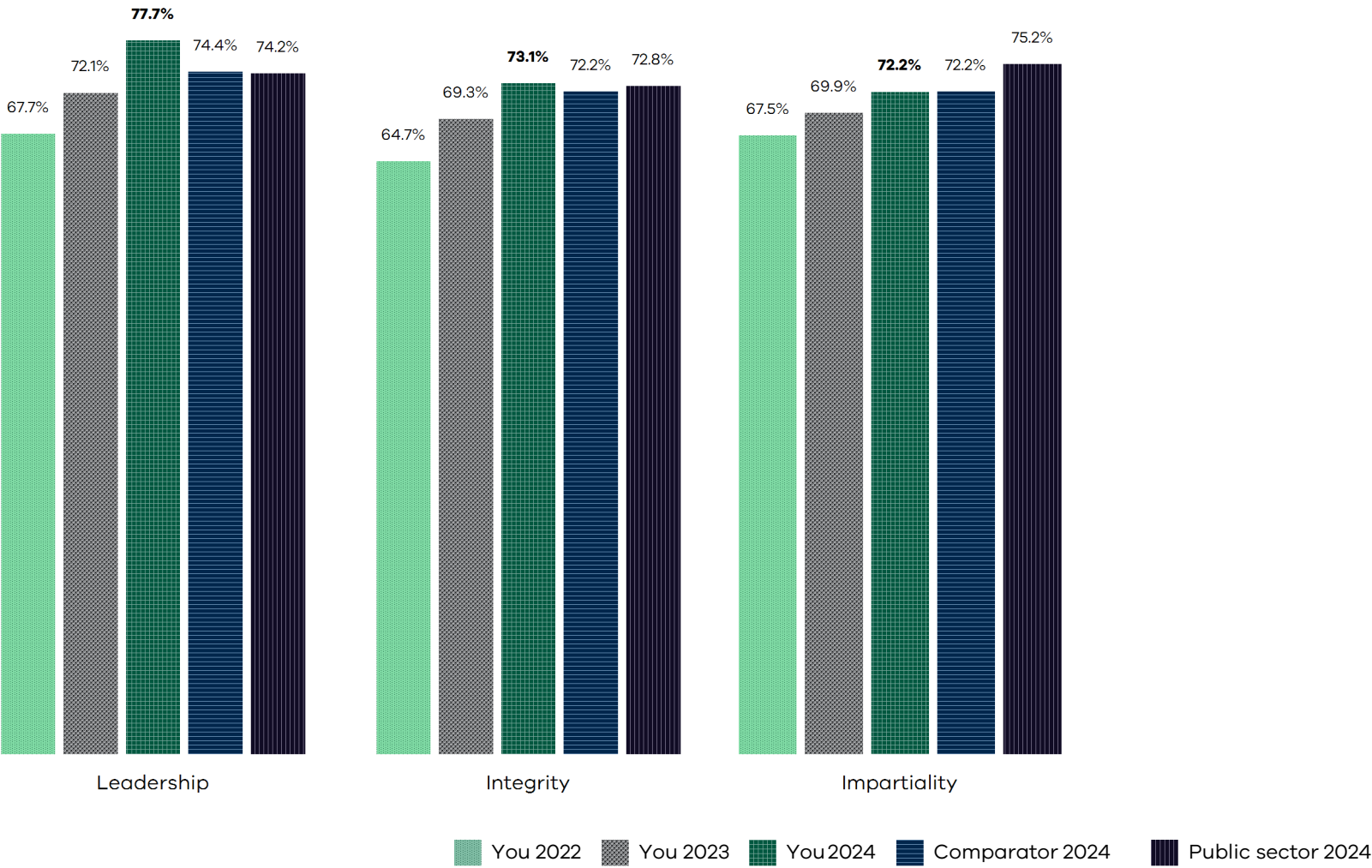
There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

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:
- 77.7% of your staff who did the survey responded positively to questions about Leadership.
- Compared to:
- 74.4% 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.

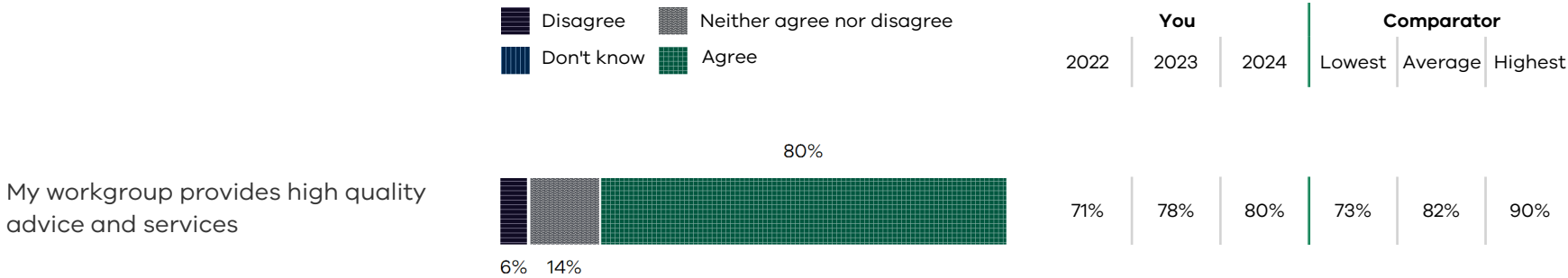
Example

80% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question

Your results

Benchmark agree results



Public sector values

Integrity 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

Example

84% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question

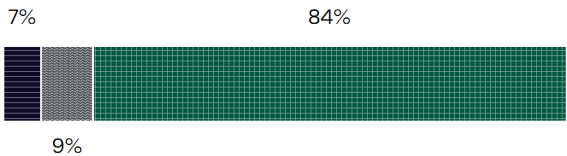
Your results

Benchmark agree results



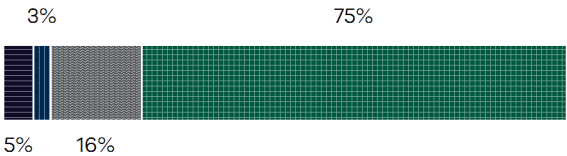
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My manager demonstrates honesty and integrity



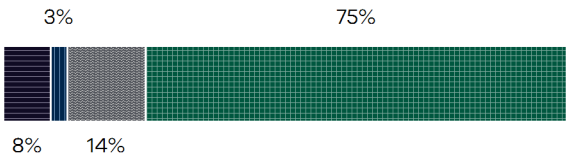
78%	81%	84%	80%	83%	91%
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My organisation is committed to earning a high level of public trust



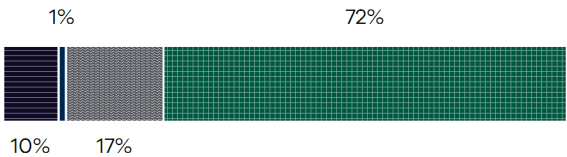
65%	72%	75%	64%	80%	95%
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My organisation does not tolerate improper conduct



65%	69%	75%	56%	72%	91%
-----	-----	-----	-----	-----	-----

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



67%	71%	72%	64%	72%	88%
-----	-----	-----	-----	-----	-----

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

70% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.

Survey question

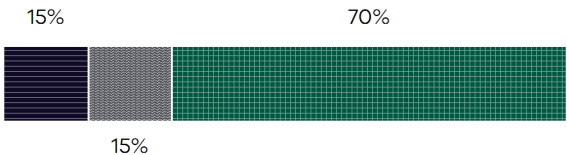
Your results

Benchmark agree results



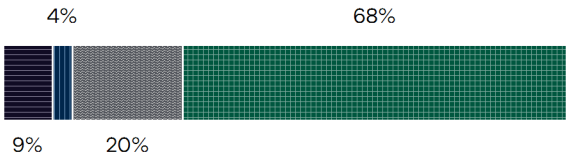
2022	You		2024	Comparator		
	2023	2024		Lowest	Average	Highest

I feel safe to challenge inappropriate behaviour at work



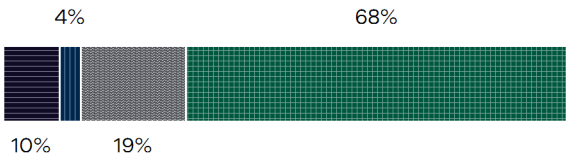
62%	67%	70%	62%	68%	80%
-----	-----	-----	-----	-----	-----

Senior leaders demonstrate honesty and integrity



56%	62%	68%	53%	65%	87%
-----	-----	-----	-----	-----	-----

People in my workgroup appropriately manage conflicts of interest



60%	64%	68%	61%	67%	77%
-----	-----	-----	-----	-----	-----

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.

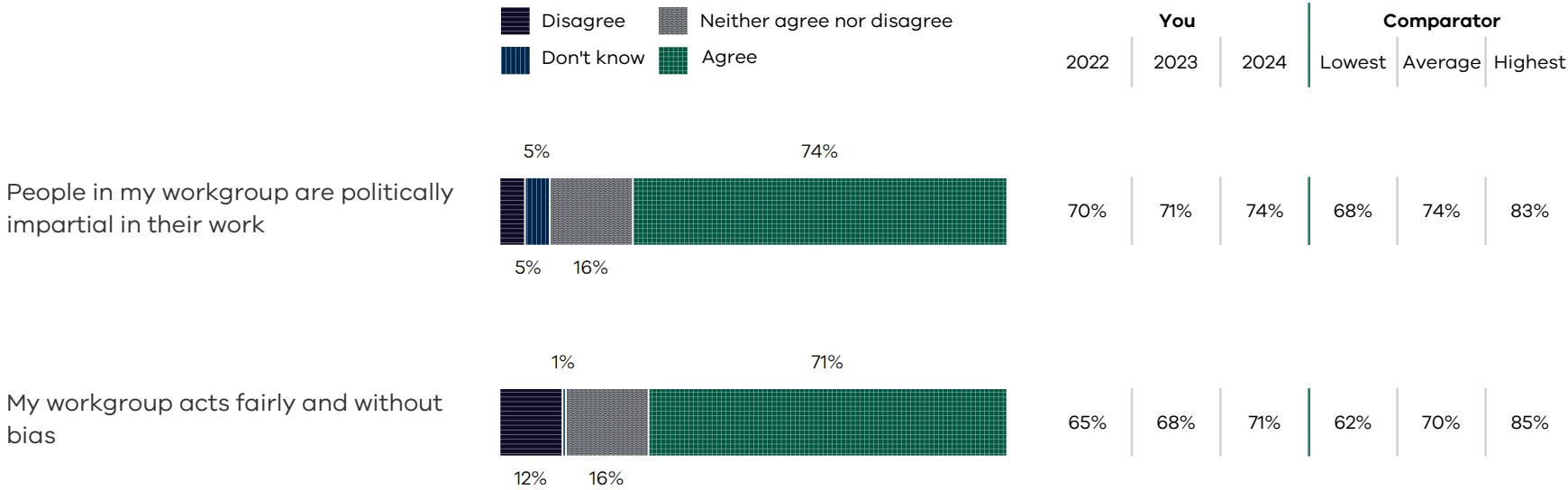
Example

74% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

Survey question

Your results

Benchmark agree results



Public sector values

Accountability 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

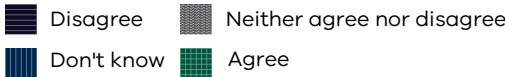
Example

94% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

Survey question

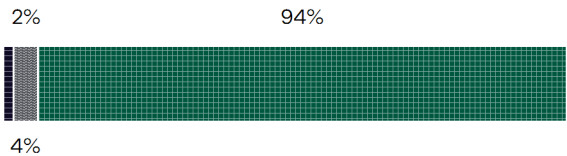
Your results

Benchmark agree results



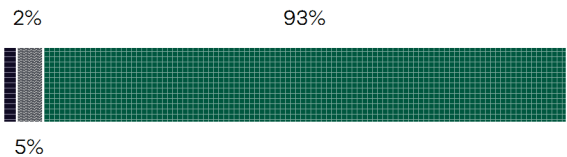
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

I understand how my job helps my organisation achieve its goals



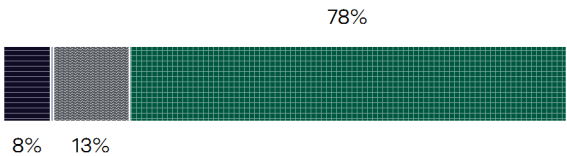
90%	92%	94%	87%	92%	98%
-----	-----	-----	-----	-----	-----

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



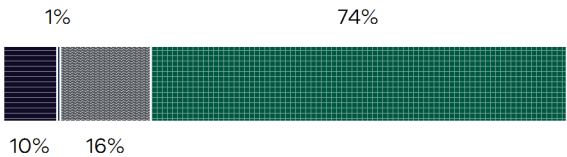
90%	90%	93%	82%	90%	92%
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My workgroup has clear lines of responsibility



72%	73%	78%	66%	76%	85%
-----	-----	-----	-----	-----	-----

My workgroup uses its resources well



65%	69%	74%	61%	71%	85%
-----	-----	-----	-----	-----	-----

Public sector values

Accountability 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

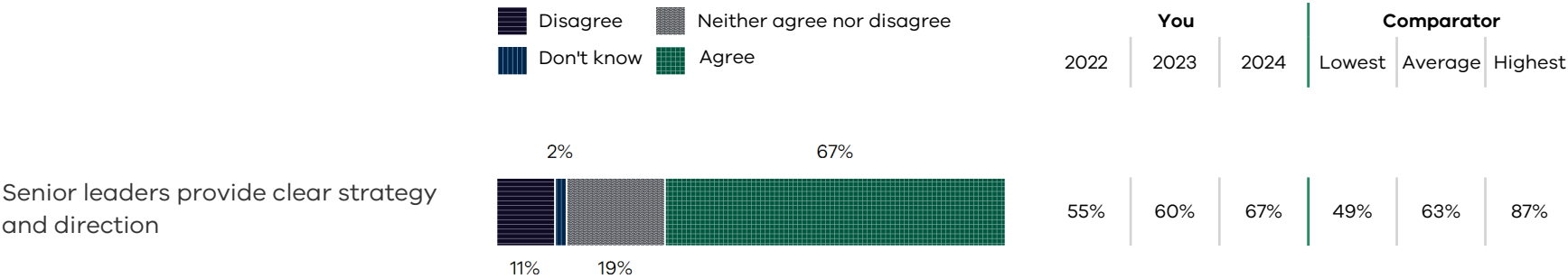
Example

67% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

Benchmark agree results



Public sector values

Respect 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

87% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

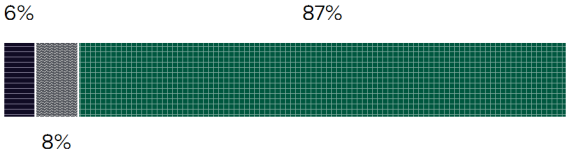
Your results

Benchmark agree results



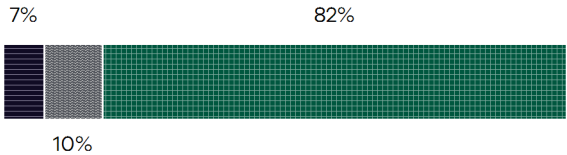
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My manager treats employees with dignity and respect



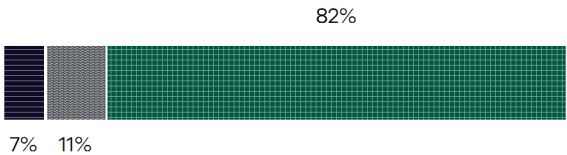
81%	83%	87%	84%	86%	94%
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My manager listens to what I have to say



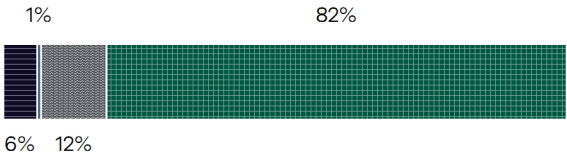
77%	80%	82%	79%	81%	90%
-----	-----	-----	-----	-----	-----

People in my workgroup treat each other with respect



78%	80%	82%	75%	80%	95%
-----	-----	-----	-----	-----	-----

My organisation encourages respectful workplace behaviours



74%	78%	82%	71%	82%	95%
-----	-----	-----	-----	-----	-----

Public sector values

Respect 2 of 2

What is this

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

Why this is important

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

How to read this

Under 'Your results', see results for each question in descending order by most agreed.
'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.
Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

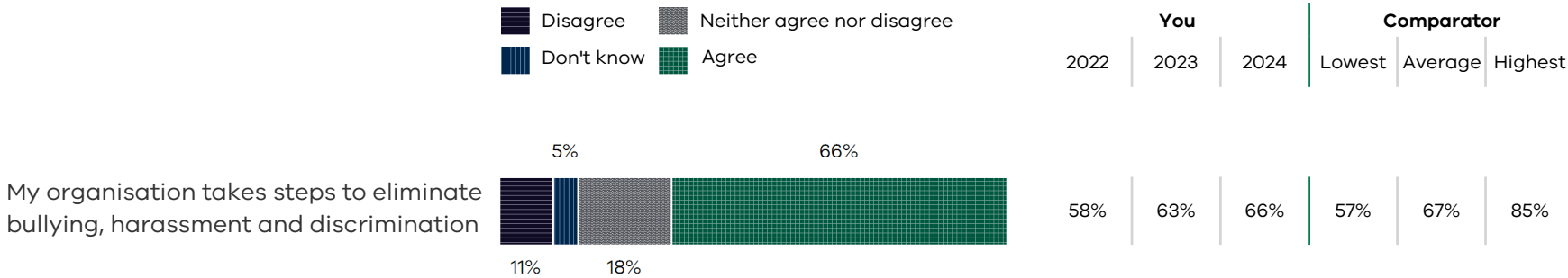
Example

66% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question

Your results

Benchmark agree results



Public sector values

Leadership

What is this

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

Why this is important

Good leadership plays a role in the development of workplace culture. It also gives Victorians confidence that staff in the public sector behave to a high standard.

How to read this

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

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

Example

86% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Survey question

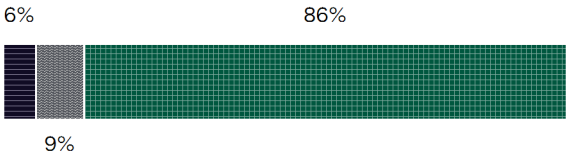
Your results

Benchmark agree results



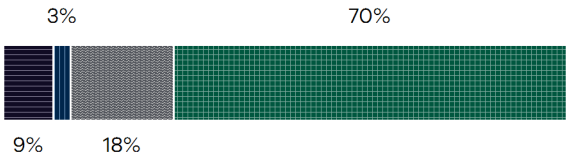
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My manager models my organisation's values



78%	81%	86%	80%	83%	92%
-----	-----	-----	-----	-----	-----

Senior leaders model my organisation's values



57%	64%	70%	55%	66%	90%
-----	-----	-----	-----	-----	-----

Public sector values

Human rights

What is this

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

Why this is important

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

How to read this

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

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

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

Example

85% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

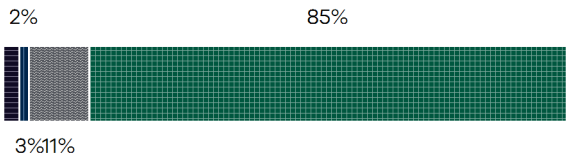
Survey question

Your results

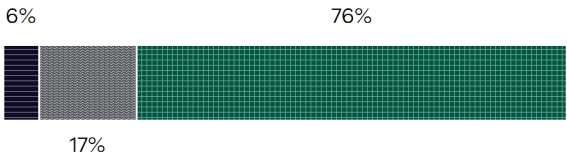
Benchmark agree results



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



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



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

76%	80%	85%	79%	85%	92%
-----	-----	-----	-----	-----	-----

71%	73%	76%	71%	74%	89%
-----	-----	-----	-----	-----	-----

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
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- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role



Topical questions

Topical questions

What is this

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

Why this is important

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

How to read this

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

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

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

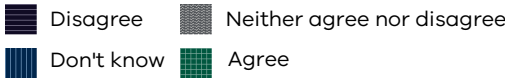
Example

88% of your staff who did the survey agreed or strongly agreed with 'I am proud to work in the public sector'.

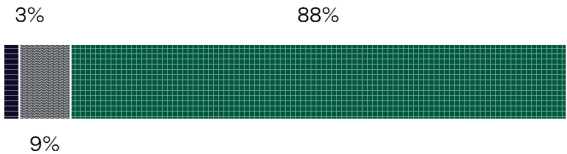
Survey question

Your results

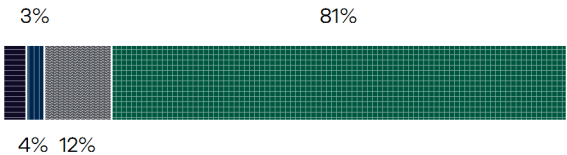
Benchmark agree results



I am proud to work in the public sector



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



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

Not asked	Not asked	88%	77%	86%	93%
-----------	-----------	-----	-----	-----	-----

Not asked	73%	81%	75%	78%	94%
-----------	-----	-----	-----	-----	-----

People matter survey

2024

Have your say

Overview

Result summary

Report overview

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People outcomes

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Detailed results

Senior leadership

- Senior leadership questions

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

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- Quality service delivery
- Innovation
- Workgroup support
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- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

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- Responsiveness
- Integrity
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- Leadership
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- Categories
- Primary role



Custom questions

What is this

Your organisation asked 4 custom questions as part of the 2024 survey.

Why this is important

By asking custom questions, organisations make the survey more meaningful to their needs.

How to read this

Under 'Your results' in descending order, you can see the percentage of staff who responded favourably to each question. In this report, 'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

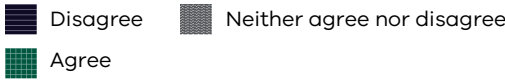
Example

76% of staff who did the survey agreed with the question 'My concerns about patient safety would be acted upon if I expressed them to a medical staff member in my Division (e.g. Consultant, Dr, Registrar, HMO, etc)'.

Survey question

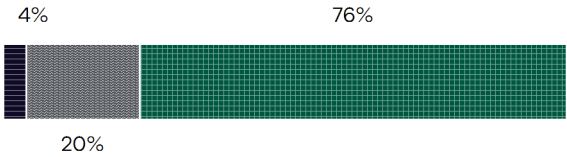
Your results

Benchmark agree results



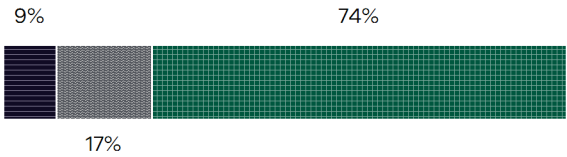
You		
2022	2023	2024

My concerns about patient safety would be acted upon if I expressed them to a medical staff member in my Division (e.g. Consultant, Dr, Registrar, HMO, etc)



Not asked	70%	76%
-----------	-----	-----

I feel supported by my immediate manager in the prevention of work-related stress



Not asked	68%	74%
-----------	-----	-----

Custom questions

What is this

Your organisation asked 4 custom questions as part of the 2024 survey.

Why this is important

By asking custom questions, organisations make the survey more meaningful to their needs.

How to read this

The table shows you responses to the question 'Overall, to what extent does your experience working at NH meet your expectations?'.

Example

61% of staff who did the survey responded 'Meeting my expectations' to the question.

Overall, to what extent does your experience working at NH meet your expectations?	You 2023	You 2024
Meeting my expectations	58%	61%
Exceeding my expectations	17%	16%
Below my expectations	16%	14%
Greatly exceeding my expectations	5%	6%
Far below my expectations	5%	3%

Custom questions

What is this

Your organisation asked 4 custom questions as part of the 2024 survey.

Why this is important

By asking custom questions, organisations make the survey more meaningful to their needs.

How to read this

The table shows you responses to the question 'Earlier in this survey you indicated that you would not recommend a friend or family member to be treated as a patient at NH, please tell us why not'.

Example

29% of staff who did the survey responded 'Inadequate staffing to provide adequate care' to the question.

Earlier in this survey you indicated that you would not recommend a friend or family member to be treated as a patient at NH, please tell us why not

	You 2023	You 2024
Inadequate staffing to provide adequate care	26%	29%
They do not live in the NH catchment area	13%	15%
Poor quality staff training/knowledge and skill	14%	12%
NH is already so busy. I don't want to increase the pressure on our staff	10%	11%
Other	14%	11%
I would rather my friends and family access private health care	9%	9%
Inadequate/out of date facilities and resources to provide adequate care	9%	8%
Unsafe practices	4%	3%

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2024

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- Learning and development
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- Meaningful work
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- Impartiality
- Accountability
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- 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	811	31%
35-54 years	1327	50%
55+ years	357	13%
Prefer not to say	153	6%

Gender	(n)	%
Woman	2019	76%
Man	424	16%
Prefer not to say	196	7%
Non-binary and I use a different term	9	0%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	15	1%
No	2437	92%
Prefer not to say	196	7%

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

	(n)	%
Yes	8	0%
No	2343	88%
Don't know	98	4%
Prefer not to say	199	8%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	1925	73%
Prefer not to say	391	15%
Asexual	105	4%
Bisexual	87	3%
Gay or lesbian	56	2%
Don't know	46	2%
I use a different term	19	1%
Pansexual	19	1%

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

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	17	1%
Non Aboriginal and/or Torres Strait Islander	2471	93%
Prefer not to say	160	6%

Identified as Aboriginal and/or Torres Strait Islander on your organisations HR system?	(n)	%
Yes	4	24%
No	5	29%
Don't know	8	47%
Prefer not to say	0	0%

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
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Are you a person with disability?	(n)	%
Yes	112	4%
No	2401	91%
Prefer not to say	135	5%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	63	56%
No	40	36%
Prefer not to say	9	8%

Which statement most accurately reflects your decision not to share your disability information within your organisation?	(n)	%
I feel that sharing my disability information will reflect negatively on me	16	40%
My disability does not impact on my ability to perform my role	12	30%
I do not require any adjustments to be made to perform my role	10	25%
Other	2	5%

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

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Country of birth	(n)	%
Born in Australia	1481	56%
Not born in Australia	823	31%
Prefer not to say	344	13%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Other	247	27%
Hindi	123	13%
Punjabi	113	12%
Malayalam	106	12%
Mandarin	56	6%
Italian	55	6%
Filipino	51	6%
Macedonian	40	4%
Greek	39	4%
Arabic	38	4%
Vietnamese	36	4%
Cantonese	33	4%

Language other than English used with family or community	(n)	%
Yes	919	35%
No	1434	54%
Prefer not to say	295	11%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Tamil	33	4%
Tagalog	30	3%
Turkish	28	3%
Sinhalese	26	3%
Urdu	22	2%
Spanish	19	2%
Telugu	11	1%
Gujarati	10	1%
Auslan	7	1%
Australian Indigenous Language	2	0%
Persian	2	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
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Cultural identity	(n)	%
Australian	1389	52%
Prefer not to say	385	15%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	250	9%
East and/or South-East Asian	242	9%
South Asian	228	9%
English, Irish, Scottish and/or Welsh	164	6%
Other	97	4%
Middle Eastern	57	2%
Central Asian	56	2%
New Zealander	45	2%
African	32	1%
Pacific Islander	17	1%
Aboriginal and/or Torres Strait Islander	14	1%
Central and/or South American	13	0%
North American	5	0%
Maori	3	0%

Religion	(n)	%
No religion	920	35%
Christianity	872	33%
Prefer not to say	340	13%
Hinduism	157	6%
Other	114	4%
Buddhism	81	3%
Sikhism	81	3%
Islam	79	3%
Judaism	4	0%

Demographics

Employment characteristics 1 of 2

What is this

These are the employment characteristics of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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Working arrangement	(n)	%
Full-Time	1108	42%
Part-Time	1540	58%
Gross base salary (ongoing/fixed term only)	(n)	%
Below \$80k	939	37%
\$80k to \$120k	917	36%
\$120k to \$160k	196	8%
\$160k to \$200k	35	1%
\$200k or more	79	3%
Prefer not to say	364	14%
Organisational tenure	(n)	%
<1 year	295	11%
1 to less than 2 years	364	14%
2 to less than 5 years	723	27%
5 to less than 10 years	565	21%
10 to less than 20 years	507	19%
More than 20 years	194	7%

Management responsibility	(n)	%
Non-manager	2190	83%
Other manager	331	13%
Manager of other manager(s)	127	5%

Employment type	(n)	%
Ongoing and executive	2179	82%
Fixed term	304	11%
Other	165	6%

Frontline worker	(n)	%
Yes	1689	64%
No	959	36%

Demographics

Employment characteristics 2 of 2

What is this

These are the employment characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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Primary workplace location over the last 3 months

	(n)	%
Melbourne: Suburbs	2364	89%
Rural	117	4%
Melbourne CBD	83	3%
Other	56	2%
Large regional city	28	1%

What have been your main places of work over the last 3-months?

	(n)	%
Your employer's office	1031	39%
A frontline or service delivery location	1195	45%
Home or private location	244	9%
A shared office space (where two or more organisations share the same workspace)	359	14%
Isolated or remote location/s where access to communications and help from others is difficult	11	0%
Other	268	10%

Flexible work

	(n)	%
Part-time	913	34%
I do not use any flexible work arrangements	834	31%
Shift swap	694	26%
Flexible start and finish times	412	16%
Working from an alternative location (e.g. home, hub/shared work space)	375	14%
Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours	296	11%
Study leave	249	9%
Working more hours over fewer days	107	4%
Other	90	3%
Job sharing	40	2%
Purchased leave	20	1%

Demographics

Adjustments

What is this

These are adjustments staff requested to perform in their role.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

- de-identify all survey response data provided to your organisation
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Have you requested any of the following adjustments at work?

	(n)	%
No, I have not requested adjustments	1957	74%
Flexible working arrangements	506	19%
Physical modifications or improvements to the workplace	166	6%
Career development support strategies	69	3%
Other	59	2%
Job redesign or role sharing	39	1%
Accessible communications technologies	10	0%

Why did you make this request?

	(n)	%
Caring responsibilities	264	38%
Work-life balance	251	36%
Family responsibilities	243	35%
Health	231	33%
Other	64	9%
Study commitments	63	9%
Disability	27	4%

What was your experience with making this request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	466	67%
The adjustments I needed were not made	128	19%
The adjustments I needed were made but the process was unsatisfactory	97	14%

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

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Caring responsibilities	(n)	%
None of the above	904	34%
Primary school aged child(ren)	621	23%
Secondary school aged child(ren)	461	17%
Child(ren) - younger than preschool age	308	12%
Prefer not to say	295	11%
Preschool aged child(ren)	253	10%
Frail or aged person(s)	227	9%
Person(s) with a medical condition	135	5%
Person(s) with disability	115	4%
Person(s) with a mental illness	93	4%
Other	62	2%

Demographics

Employment categories

What is this

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

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

- 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	1111	42%
Management, Administration and Corporate support	533	20%
Allied health - therapy discipline	375	14%
Medical employees	172	6%
Allied health - science discipline	144	5%
Support services	120	5%
Other health and social care	91	3%
Allied health - assistant	71	3%
Lived experience specific worker	20	1%
Community development	9	0%
Pastoral / spiritual care	2	0%
Counselling	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

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- don't release employee experience results when fewer than 10 people in a demographic group have responded to the survey
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Which of the following best describes the primary operational area in which you work?

	(n)	%
Hospital-based services	2001	76%
Community-based services	322	12%
Mental health care services	143	5%
Corporate services	106	4%
Residential aged care services	76	3%
Prison-based services	0	0%

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

	(n)	%
Administration	454	17%
Aged care	172	6%
Critical care	39	1%
Drug and alcohol	3	0%
Emergency	230	9%
Maternity care	100	4%
Medical	368	14%
Mental health	225	8%
Mixed medical/surgical	101	4%
Neonatal care	18	1%
Palliative care	30	1%
Paediatrics	38	1%
Peri-operative	59	2%
Rehabilitation	135	5%
Surgical	180	7%
Other	496	19%



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