

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

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

## Detailed results

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



# Report overview

## About your report

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

## Report contents

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

## Comparing data in this report

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

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

## Rounding of percentages

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

## Survey questions and definitions

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

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- Scorecard: engagement index
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- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
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- Work-related stress causes
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- 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
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- Collaboration
- Safety climate
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### Workgroup climate

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

### Job and manager factors

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

### Public sector values

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

### Topical questions

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

### Demographics

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

## Report overview

### Privacy and anonymity

To protect you, we:

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

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



# Report overview

## Survey's theoretical framework

### What this is

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

### Why this is important

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

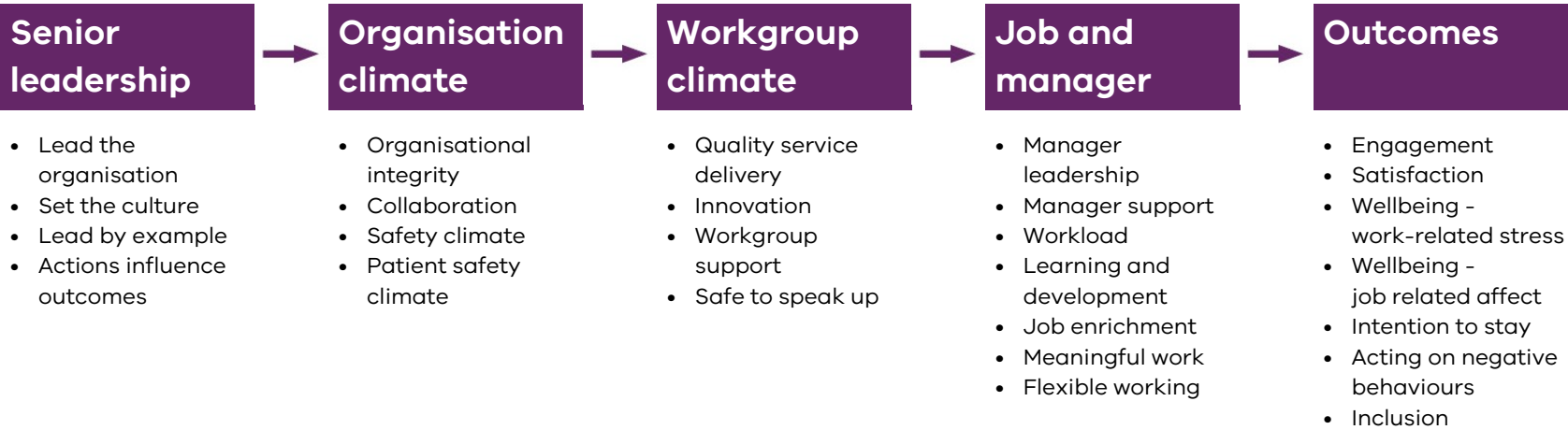
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

### Our public sector values

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

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

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



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



Responsiveness



Integrity



Impartiality



Accountability



Respect



Leadership



Human Rights

# Report overview

## Your comparator group

### What this is

This is a list of similar organisations to yours.

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

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

### How we use this in your report

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

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

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

- Bass Coast Health
- Benalla Health
- Colac Area Health
- Dhelkaya Health
- East Grampians Health Service
- Gippsland Southern Health Service
- Kyabram and District Health Service
- Maryborough District Health Service
- West Wimmera 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

37%  
(166)

Comparator	51%
Public Sector	42%

2024

47%  
(208)

Comparator	51%
Public Sector	44%

# People matter survey

2024

Have your say

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- Satisfaction with complaint processes

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- Biggest negative difference from your comparator

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- Taking action questions

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### Job and manager factors

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- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

### Public sector values

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### Topical questions

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

### Demographics

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

54

Comparator 70  
Public Sector 68

2024

64

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 64.

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.

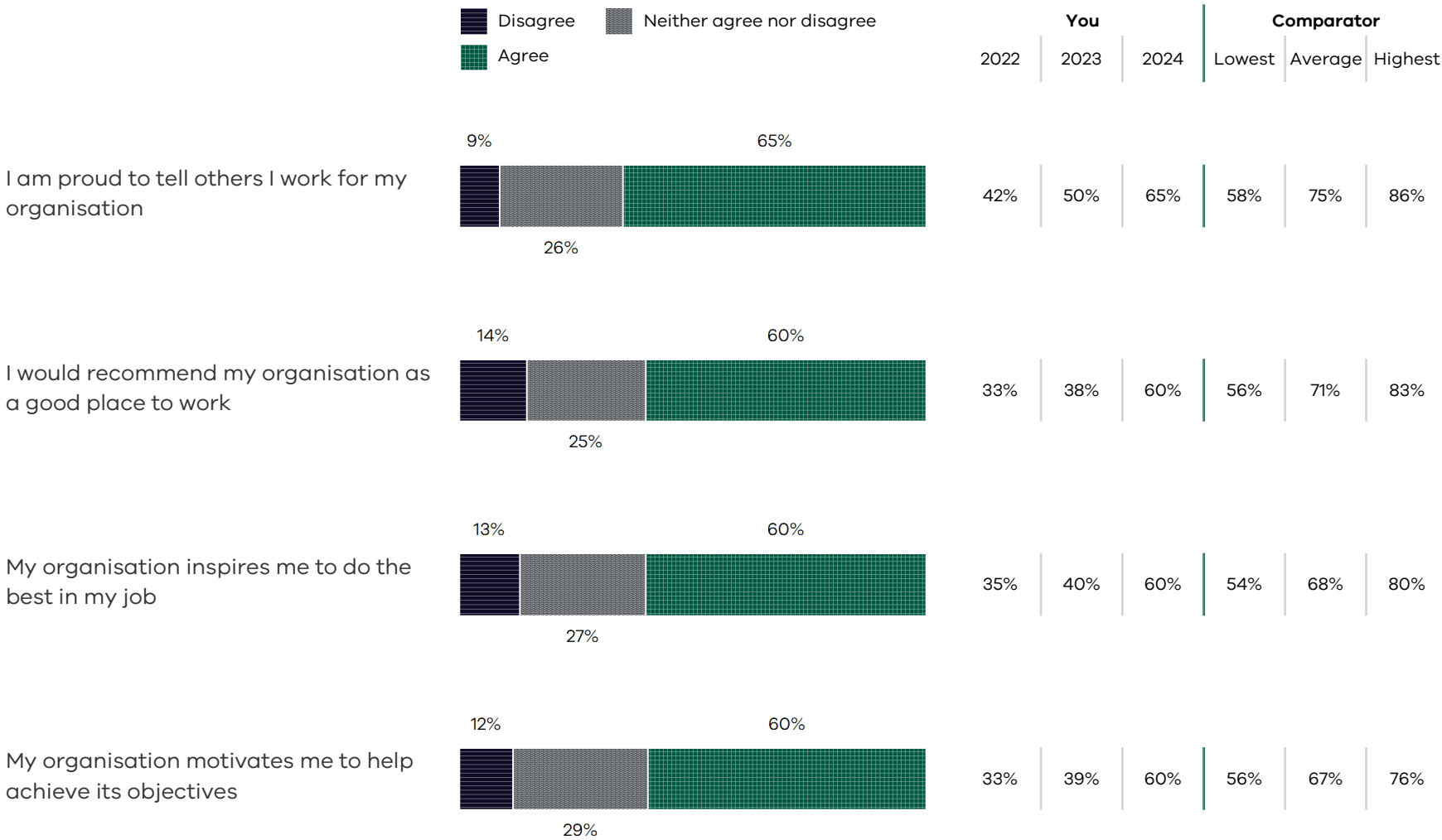
Example

65% 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



2022

2023

2024

Lowest

Average

Highest

42%

50%

65%

58%

75%

86%

33%

38%

60%

56%

71%

83%

35%

40%

60%

54%

68%

80%

33%

39%

60%

56%

67%

76%

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 64.

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.  
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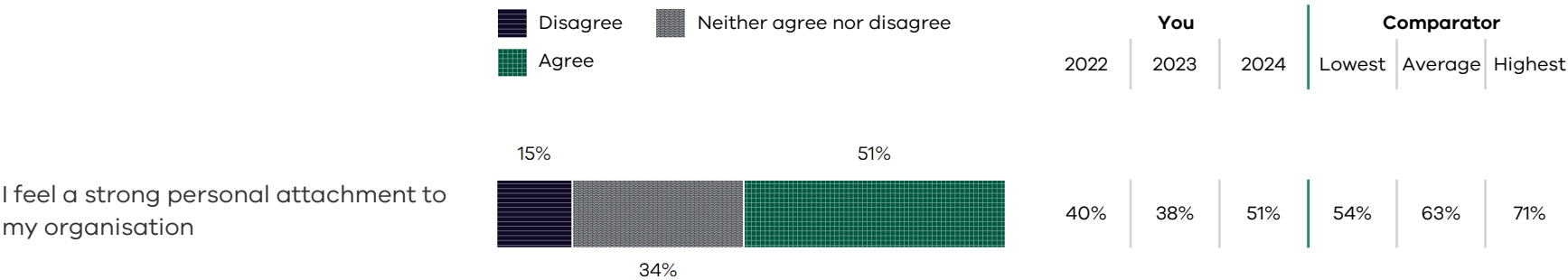
Example

51% 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

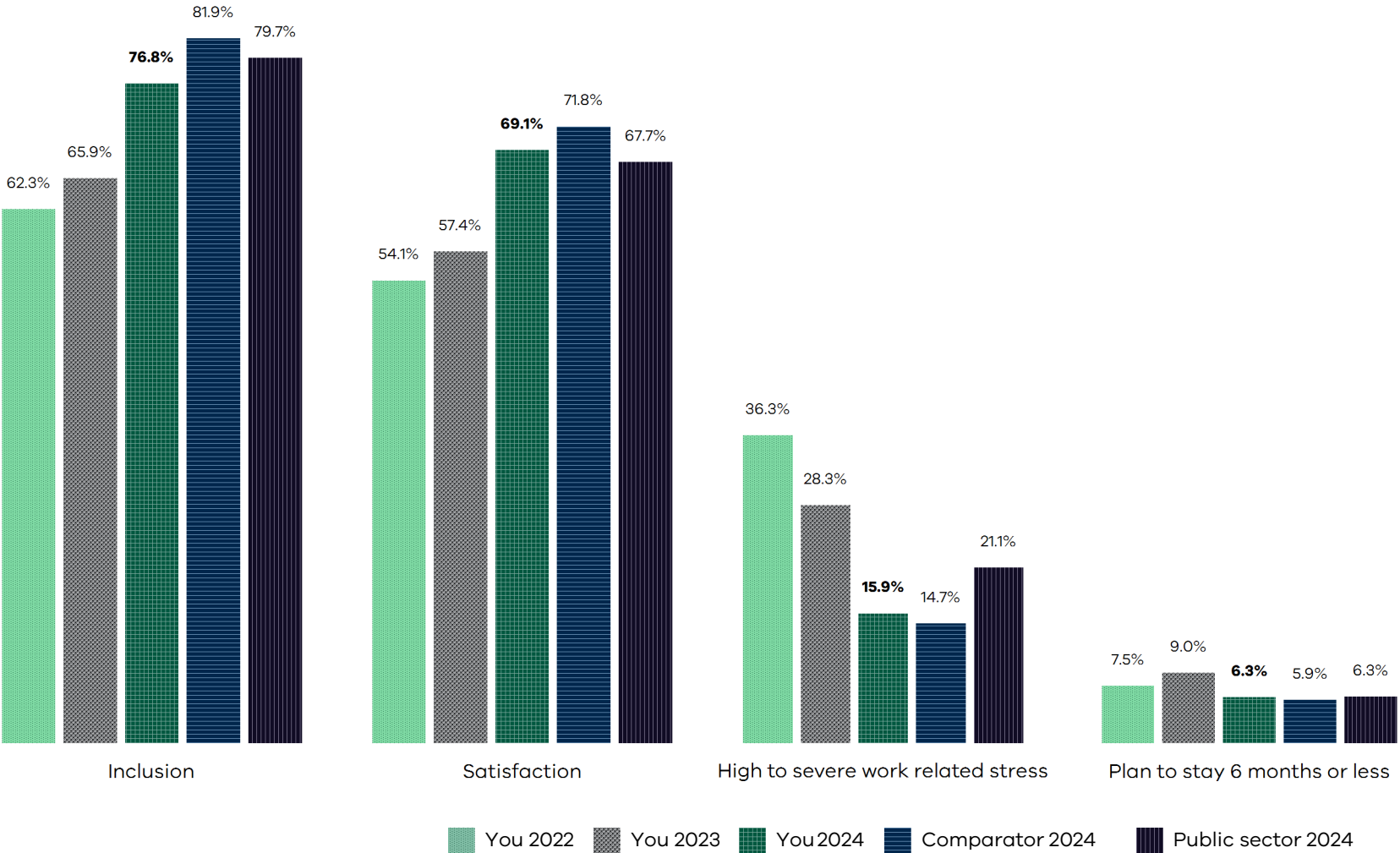
This page shows which outcomes are performing well and which outcomes you can look to improve.

### 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:
- 76.8% of your staff who did the survey responded positively to questions about Inclusion.
- Compared to:
- 81.9% 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

75% of your staff who did the survey were satisfied or very satisfied with 'How satisfied are you with the work/life balance in your current job'.

Survey question

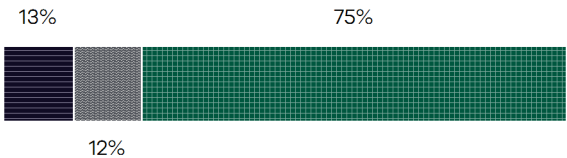
Your results

Benchmark satisfied results



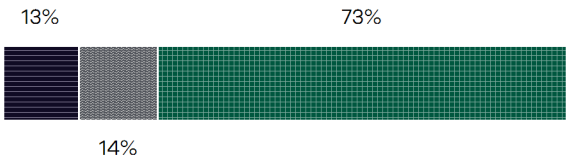
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

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



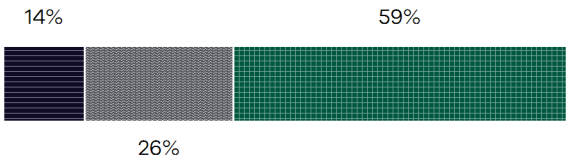
60%	65%	75%	67%	73%	80%
-----	-----	-----	-----	-----	-----

Considering everything, how satisfied are you with your current job



55%	56%	73%	69%	77%	81%
-----	-----	-----	-----	-----	-----

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



48%	51%	59%	58%	65%	74%
-----	-----	-----	-----	-----	-----

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.

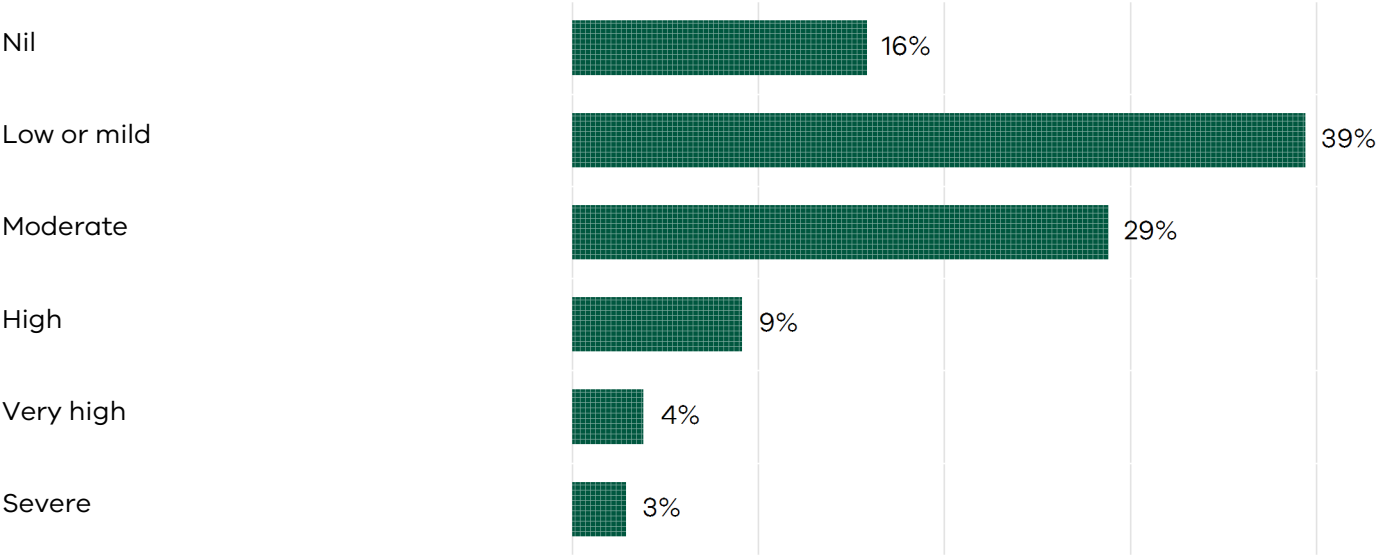
The graph at the top shows how staff in your group rated their current levels of work-related stress.

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.

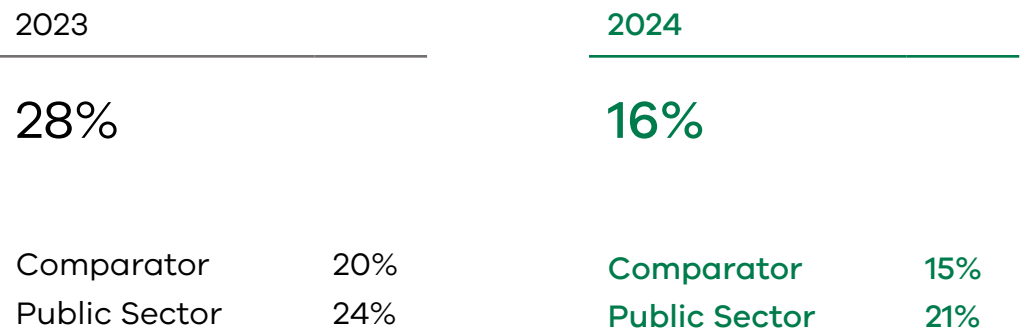
Example

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

84% of your staff who did the survey said they experienced mild to severe stress. Of that 84%, 43% 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	51%	43%	51%	48%
Time pressure	36%	34%	42%	41%
Dealing with clients, patients or stakeholders	16%	22%	16%	18%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	17%	20%	13%	13%
Other	16%	16%	15%	13%
Unclear job expectations	11%	13%	9%	12%
Competing home and work responsibilities	6%	12%	13%	13%
Content, variety, or difficulty of work	11%	11%	9%	11%
Technology or equipment	16%	10%	9%	8%
Management of work (e.g. supervision, training, information, support)	15%	9%	11%	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.

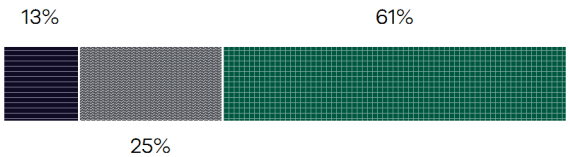
Example

61% of your staff who did the survey said the amount of stress in their job was manageable.

Survey question

The amount of stress in my job is manageable

Your results



Benchmark agree results

2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	Not asked	Not asked	61%	57%	65%	71%

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

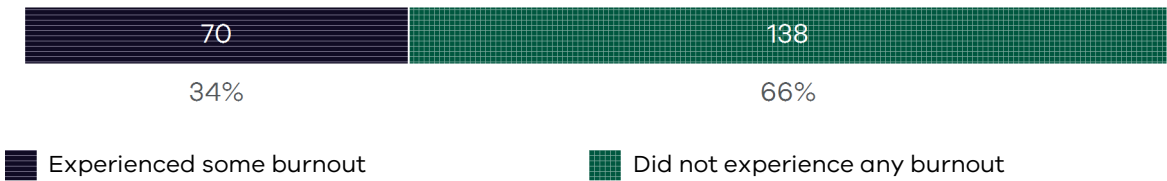
Burnout can affect negatively affect peoples health and wellbeing as well as their performance and behaviour.

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

34% of your staff who did the survey said they felt burnout at work.  
Of that 34%, 42% 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	42%	42%	49%	49%
I enjoy my work. I have no symptoms of burnout	14%	25%	24%	20%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	28%	25%	18%	21%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	10%	7%	5%	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	6%	2%	3%	3%

# People outcomes

## Intention to stay

### What is this

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

### Why this is important

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

### How to read this

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

### Example

8% of your group who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

Employees plan to work at your organisation for...	You 2023	You 2024	Comparator 2024	Public sector 2024
6 months or less	9%	6%	6%	6%
Over 6 months and up to 1 year	7%	8%	9%	9%
Over 1 year and up to 3 years	27%	19%	23%	24%
Over 3 years and up to 5 years	15%	14%	16%	16%
Over 5 years	43%	52%	47%	45%

# People outcomes

## Inclusion question results

### What is this

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

### Why this is important

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

### How to read this

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

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

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

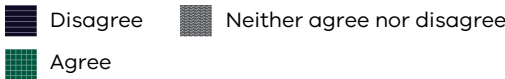
### Example

83% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

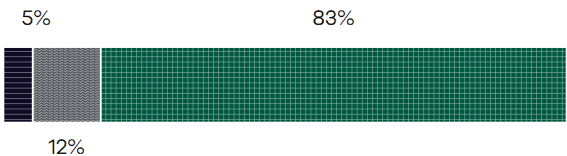
## Survey question

## Your results

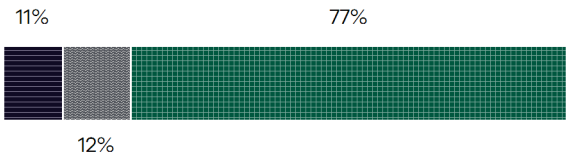
## Benchmark agree results



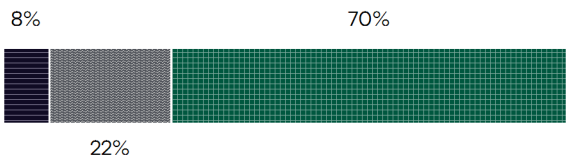
I feel culturally safe at work



I can be myself at work



I feel as if I belong at this organisation



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	68%	74%	83%	81%	86%	89%
	64%	72%	77%	79%	84%	87%
	55%	51%	70%	65%	75%	81%

# 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.

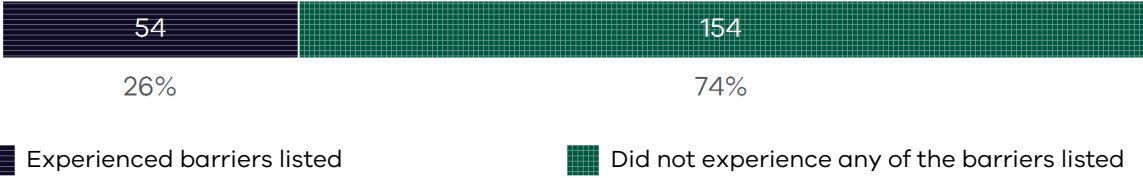
### How to read this

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

10% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My mental health'.

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 mental health	7%	10%	7%	7%
My physical health	-	8%	5%	4%
My caring responsibilities	8%	7%	8%	7%
My age	6%	5%	7%	7%
My flexible working	-	5%	6%	6%



People outcomes

Inclusion - Witnessed barriers to success

**What is this**

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

**Why this is important**

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

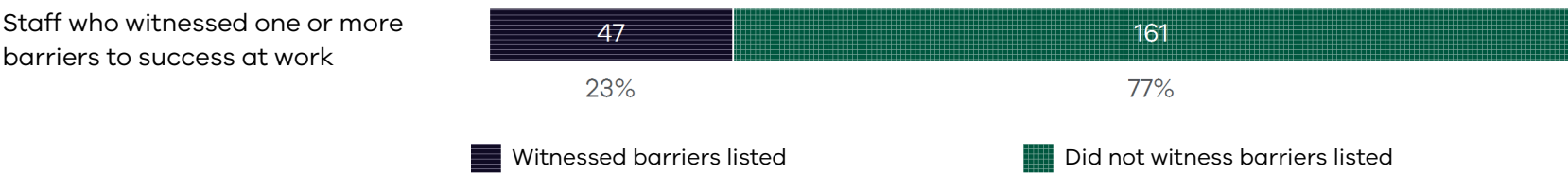
**How to read this**

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

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

**Example**

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



During the last 12 months, employees witnessed barriers to the success of other employees due to their ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Flexible working	13%	10%	8%	9%
Mental health	8%	8%	6%	7%
Caring responsibilities	13%	7%	7%	7%

# 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.

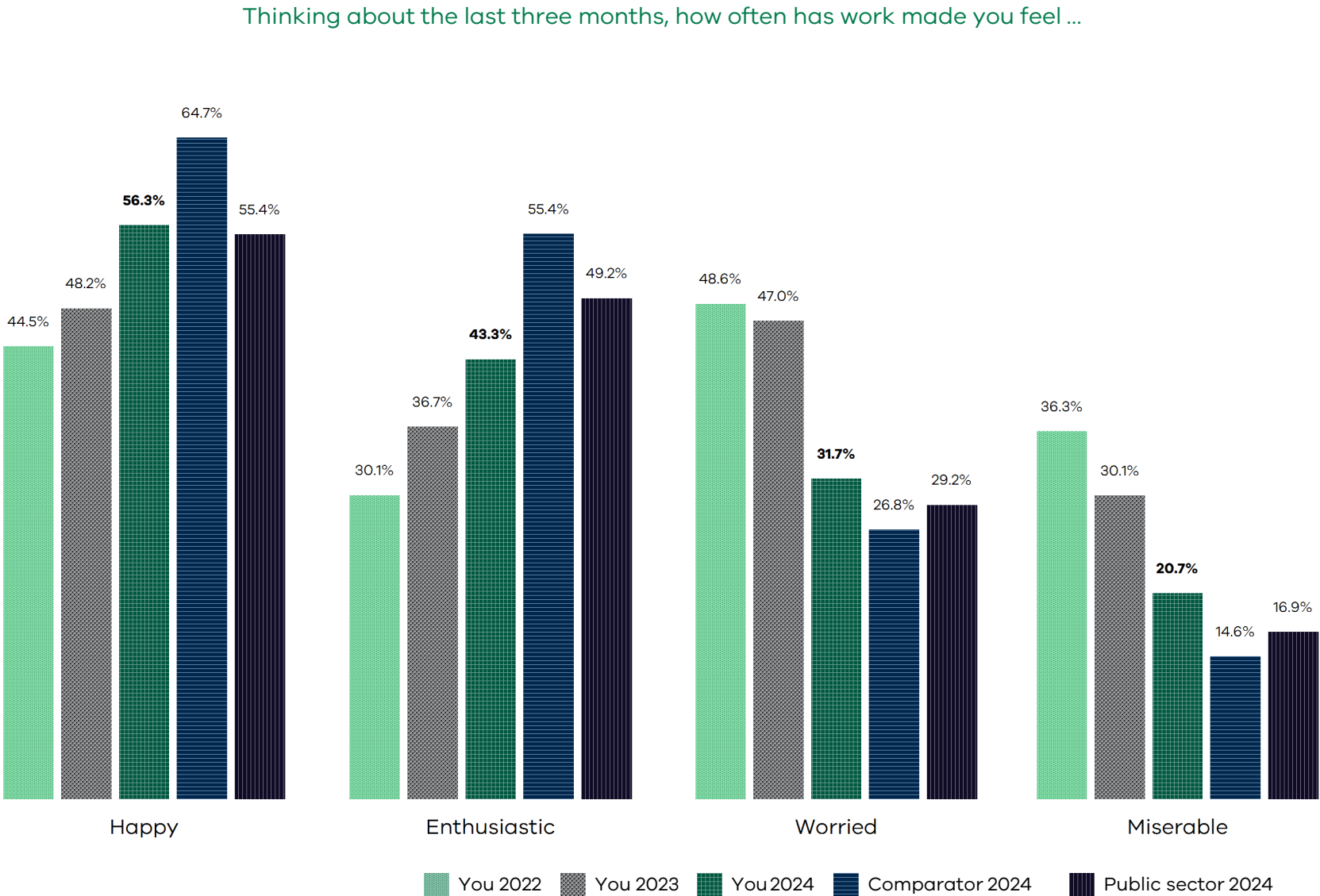
### How to read this

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:
- 56.3% of your staff who did the survey said work made them feel happy.
- Compared to:
- 64.7% of staff in your comparator group and 55.4% of staff across the public sector.



# People outcomes

## Scorecard: negative behaviours

### What is this

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

### Why this is important

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

### How to read this

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

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

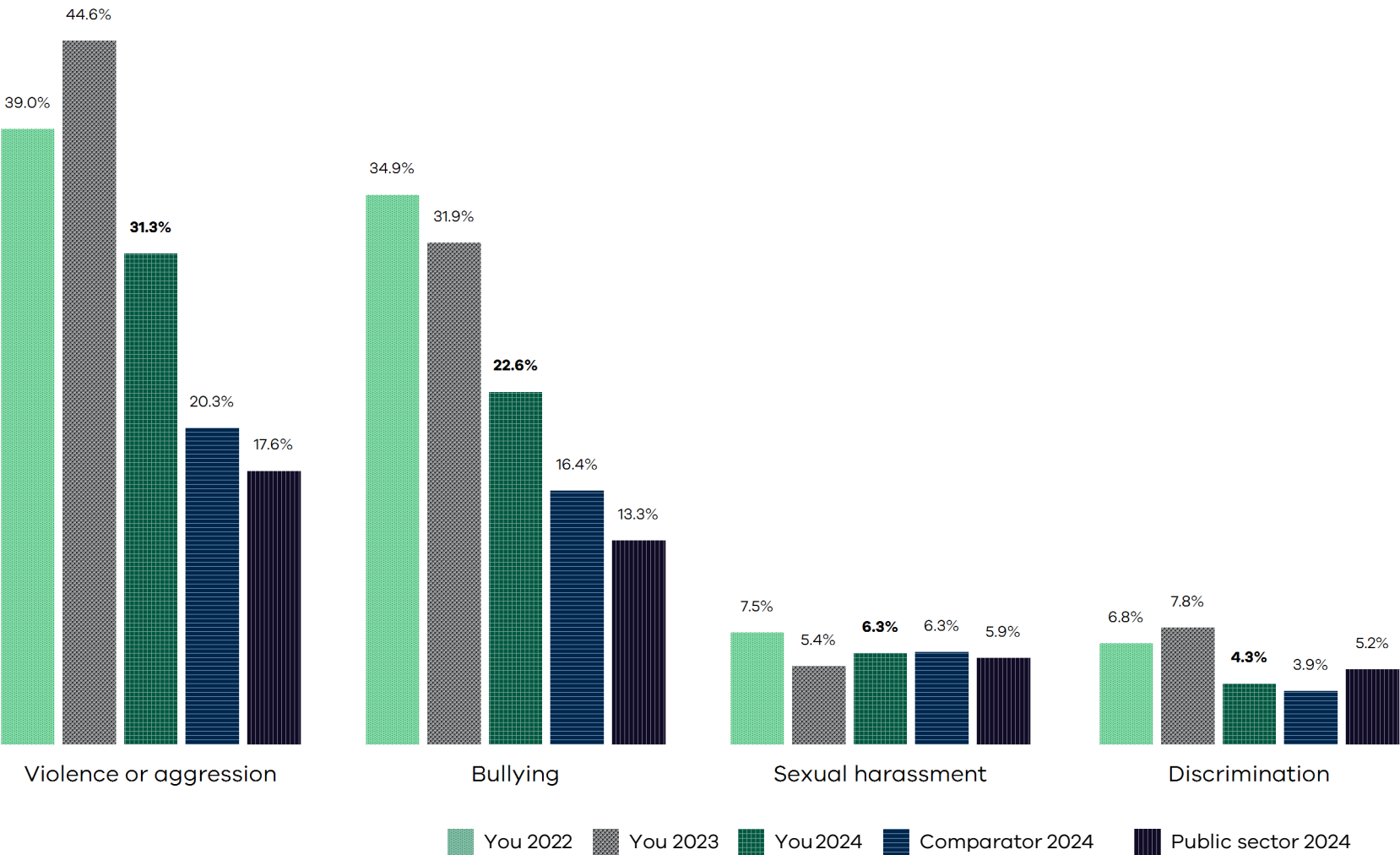
### Example

In 2024:

- 31.3% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months.

Compared to:

- 20.3% 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

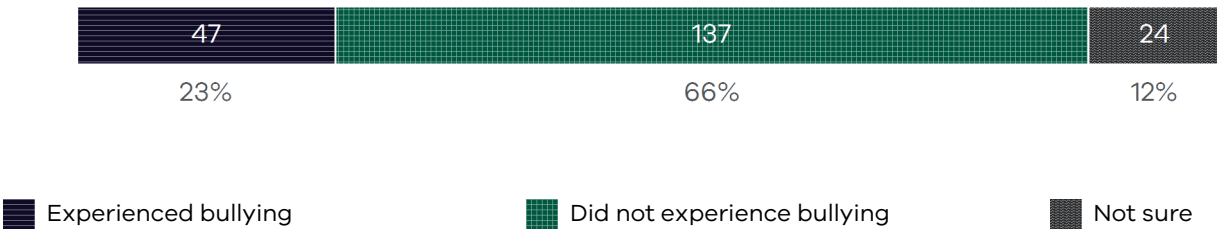
In the survey, we asked staff to tell us if they'd experienced bullying at work. If they did, they could tell us with one or more answers what they experienced. In descending order, the table shows the answers.

#### Example

23% of your staff who did the survey said they experienced bullying.

Of that 23%, 66% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

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



If you experienced bullying, what type of bullying did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	77%	66%	71%	69%
Exclusion or isolation	40%	32%	31%	42%
Withholding essential information for me to do my job	19%	30%	21%	28%
Intimidation and/or threats	26%	28%	31%	30%
Verbal abuse	30%	19%	20%	21%
Other	15%	15%	19%	15%
Being assigned meaningless tasks unrelated to my job	8%	6%	10%	13%
Interference with my personal property and/or work equipment	0%	2%	3%	4%
Being given impossible assignment(s)	6%	2%	4%	9%

People outcomes

Telling someone about the bullying

What is this

This is if staff told someone when they experienced bullying.

Why this is important

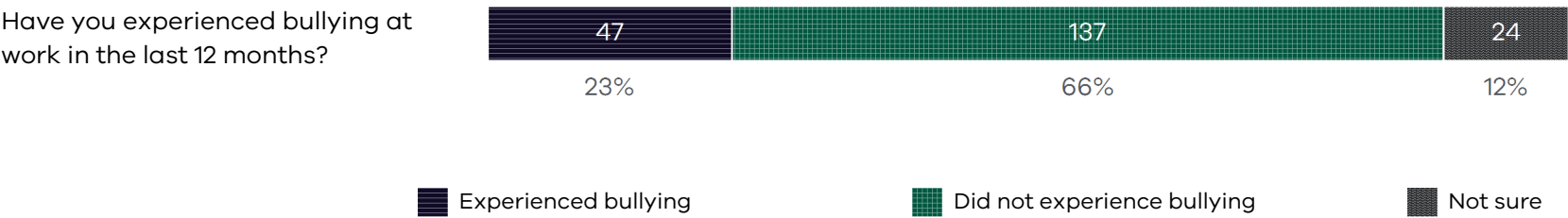
By understanding how staff report bullying, organisations can plan how to support and protect staff.

How to read this

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

Example

- 23% of your staff who did the survey said they experienced bullying, of which
- 53% said the top way they reported the bullying was 'Told a manager'.
  - 91% 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	60%	53%	51%	50%
Told a colleague	55%	51%	40%	41%
Told a friend or family member	40%	38%	39%	35%
Told someone else	15%	11%	9%	11%
Submitted a formal complaint	15%	9%	16%	12%
Told human resources	13%	6%	16%	13%
Told the person the behaviour was not OK	19%	6%	19%	16%
I did not tell anyone about the bullying	4%	6%	8%	12%
Told employee assistance program (EAP) or peer support	8%	0%	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.

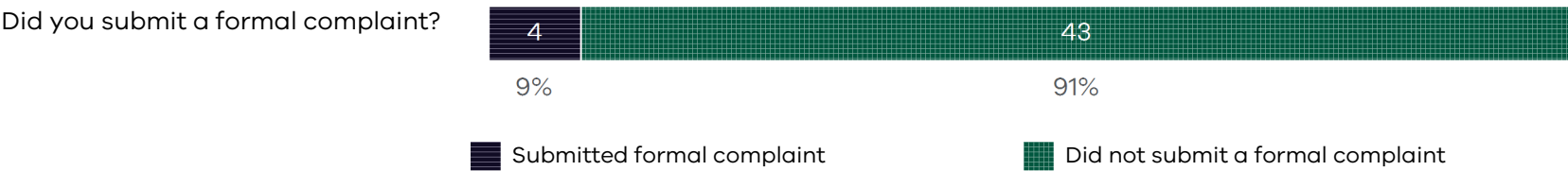
How to read this

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

91% of your staff who experienced bullying did not submit a formal complaint, of which:

- 60% 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	64%	60%	48%	52%
I believed there would be negative consequences for my reputation	44%	44%	41%	49%
I didn't think it was serious enough	11%	21%	20%	18%
I believed there would be negative consequences for my career	24%	19%	26%	38%
Other	20%	19%	18%	16%
I thought the complaint process would be embarrassing or difficult	4%	12%	10%	12%
I didn't feel safe to report the incident	16%	9%	14%	20%
I believed there would be negative consequences for the person I was going to complain about	2%	2%	10%	10%
I didn't need to because I made the bullying stop	9%	2%	6%	6%
I didn't know who to talk to	0%	2%	4%	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.

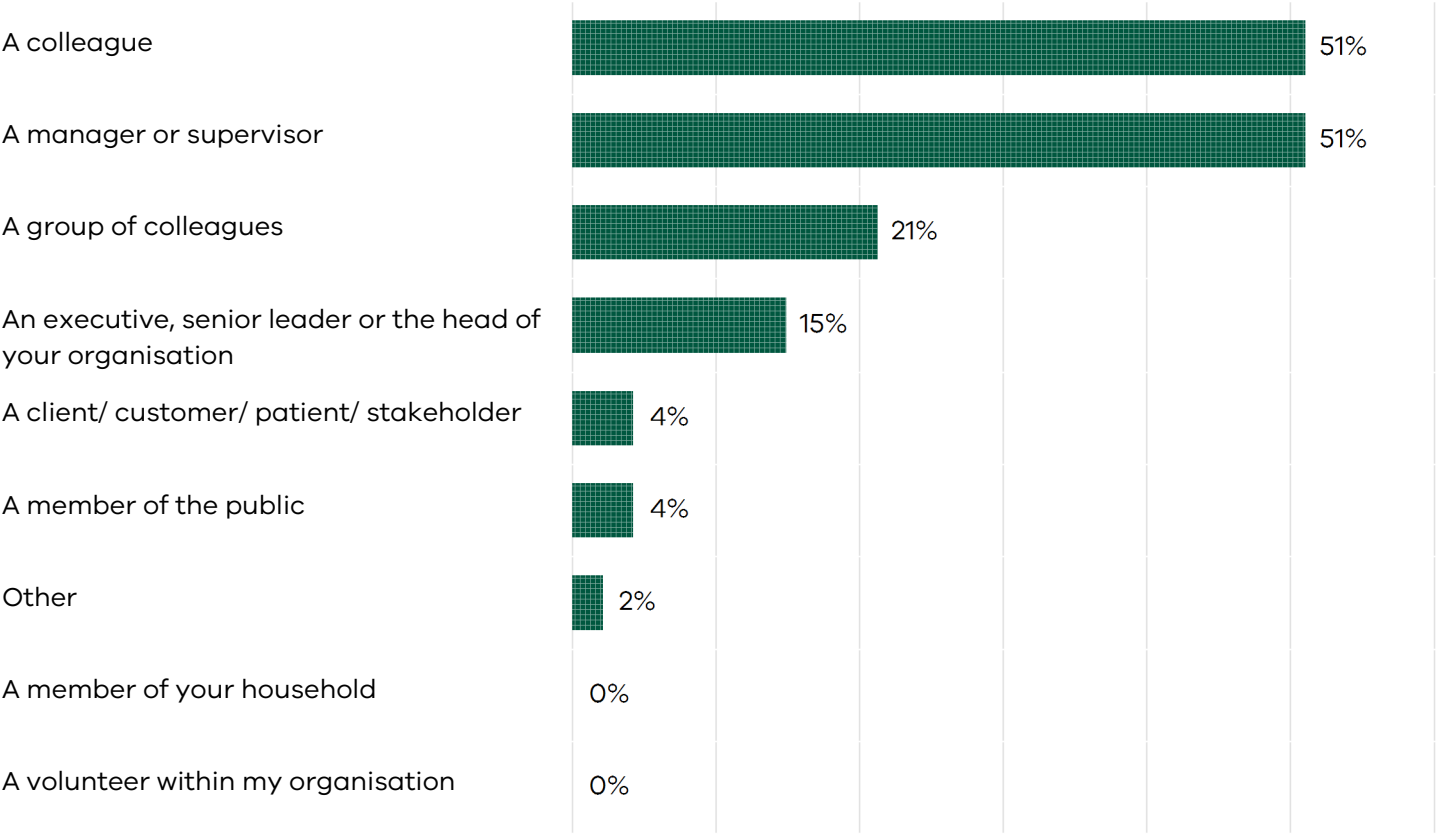
### How to read this

In this year's survey, 23% 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

23% of your staff who did the survey said they experienced bullying. Of that 23%, 51% said it was by 'A colleague'.

## 47 people (23% 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.

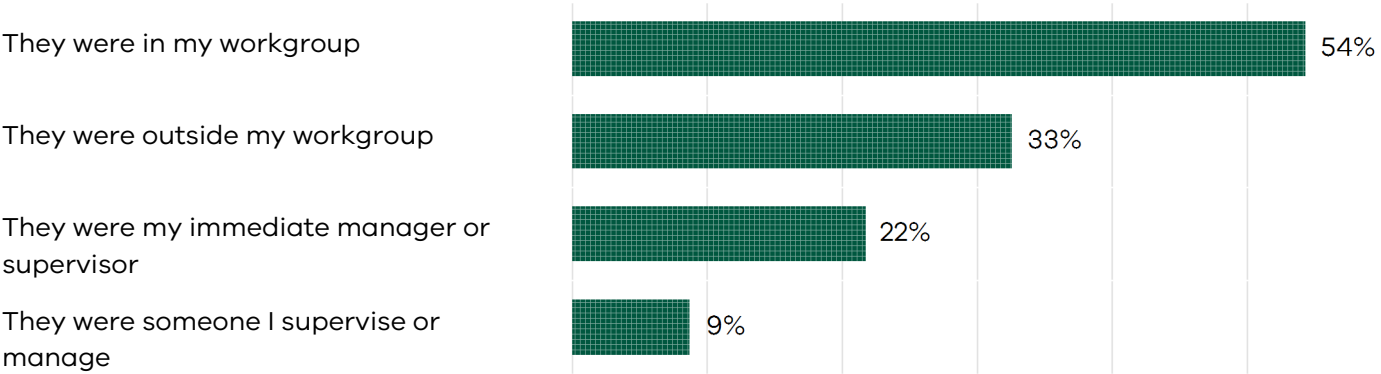
### How to read this

In this year's survey, 23% 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

23% of your staff who did the survey said they experienced bullying. Of that 23%, 98% said it was by someone within the organisation. Of that 98%, 54% said it was 'They were in my workgroup'.

46 people (98% 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.

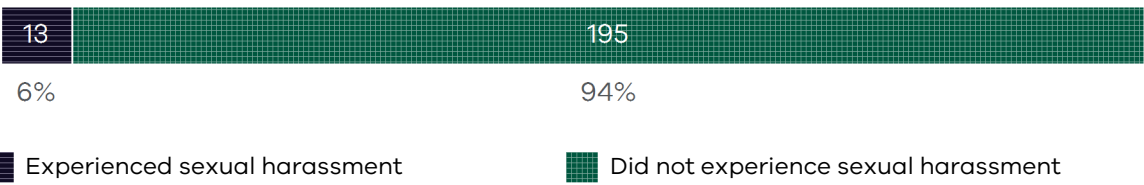
In descending order, the table shows the top 10 answers.

Example

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

Of those, 69% 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	-	69%	46%	50%
Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)	-	46%	44%	53%
Inappropriate physical contact	-	31%	23%	23%
Unwelcome touching, hugging, cornering or kissing	-	23%	34%	20%
Inappropriate staring or leering that made me feel intimidated	-	15%	21%	17%
Repeated or inappropriate invitations to go out on dates	-	8%	2%	5%
Sexual gestures, indecent exposure or inappropriate display of the body	-	8%	4%	9%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	-	8%	0%	3%
Request or pressure for sex or other sexual act	-	0%	1%	2%
Any other unwelcome conduct of a sexual nature	-	0%	10%	9%

## 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.

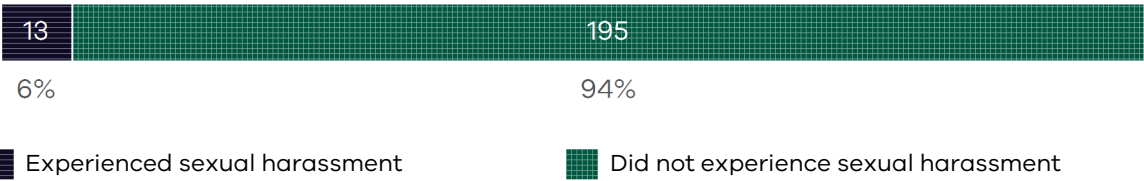
If they did, they could tell us with one or more answers how they responded.

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

#### Example

6% of your staff who did the survey said they experienced sexual harassment. Of those, 46% said the top response was 'Pretended it didn't bother me'.

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



When the harassment happened to you, did you respond in any of the following ways?	You 2023	You 2024	Comparator 2024	Public sector 2024
Pretended it didn't bother me	-	46%	39%	40%
Told the person the behaviour was not OK	-	46%	39%	34%
Tried to laugh it off or forget about it	-	38%	36%	39%
Told a colleague	-	23%	32%	30%
Told a manager	-	23%	29%	24%
Avoided the person(s) by staying away from them	-	15%	33%	36%
Avoided locations where the behaviour might occur	-	8%	22%	14%
Told a friend or family member	-	8%	17%	21%
Submitted a formal complaint	-	8%	10%	7%
Other	-	8%	4%	4%

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.

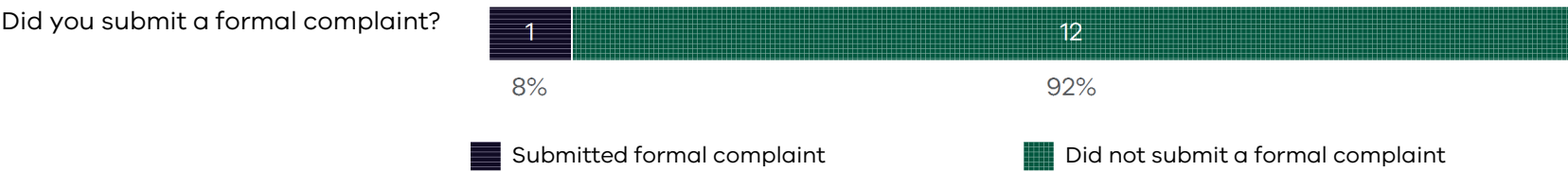
How to read this

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

92% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

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



What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	-	58%	33%	40%
I didn't think it was serious enough	-	33%	37%	46%
Other	-	25%	15%	14%
I believed there would be negative consequences for my reputation	-	8%	19%	26%
I believed there would be negative consequences for my career	-	8%	13%	17%
I believed there would be negative consequences for the person I was going to complain about	-	8%	10%	11%
I didn't need to because I no longer had contact with the person(s) who harassed me	-	8%	12%	10%
I didn't know who to talk to	-	0%	3%	3%
I didn't know how to make a complaint	-	0%	5%	4%
I didn't feel safe to report the incident	-	0%	4%	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

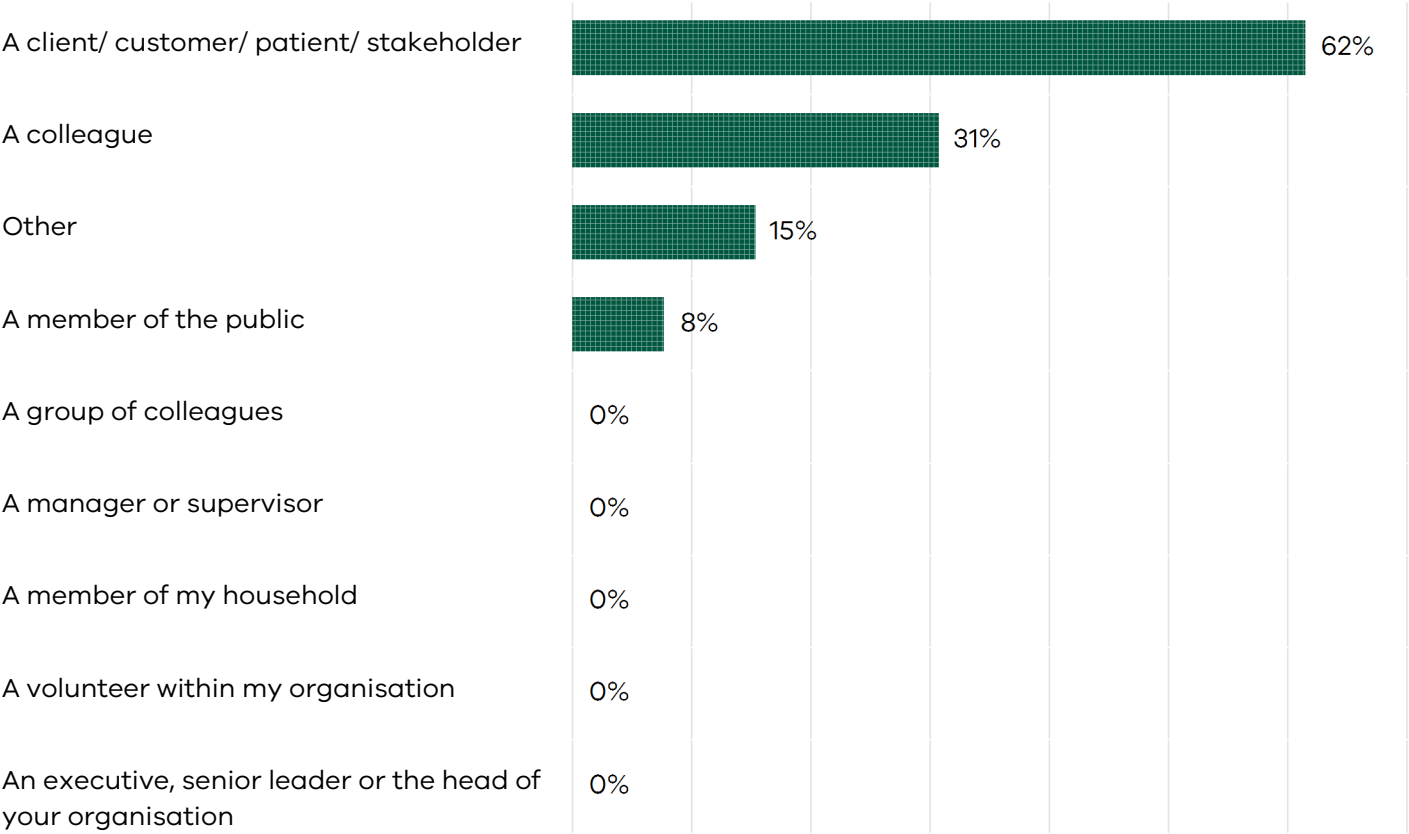
In this year’s survey, 6% of your staff said they experienced sexual harassment. If they did, they could tell us with one or more answers who the perpetrator was. In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

### Example

6% of your staff who did the survey said they experienced sexual harassment. Of that 6%, 62% said it was by 'A client/ customer/ patient/ stakeholder'.

## 13 people (6% of staff) experienced sexual harassment (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

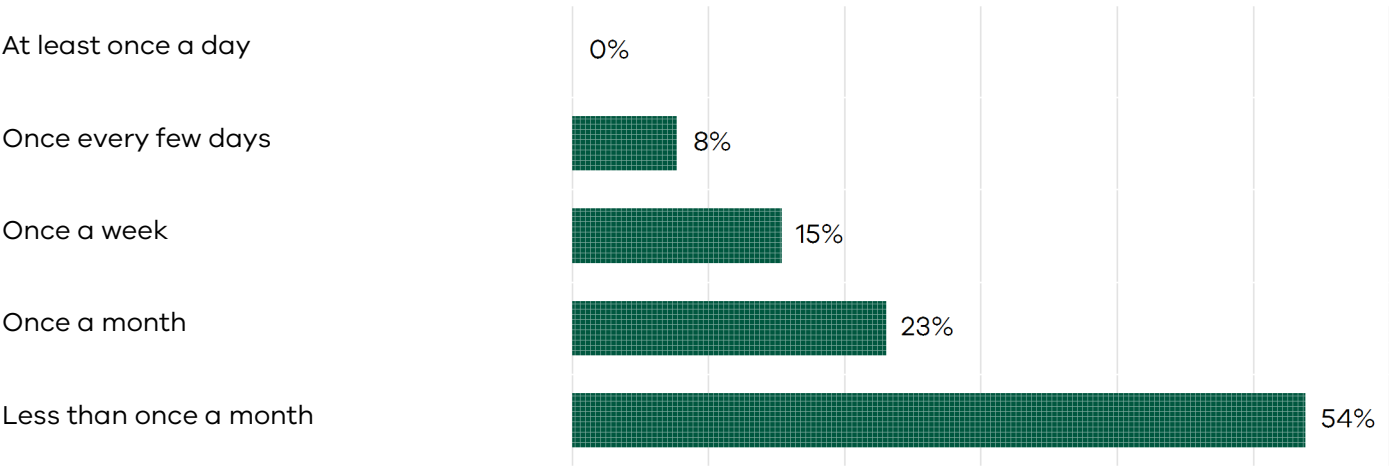
In this year’s survey, 6% of your staff said they experienced sexual harassment. If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

### Example

6% of your staff who did the survey said they experienced sexual harassment. Of that 6%, 0% 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.

### Why there is no data here

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

We do this to protect the respondents.

## People outcomes

### Violence and aggression

#### What is this

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

#### Why this is important

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

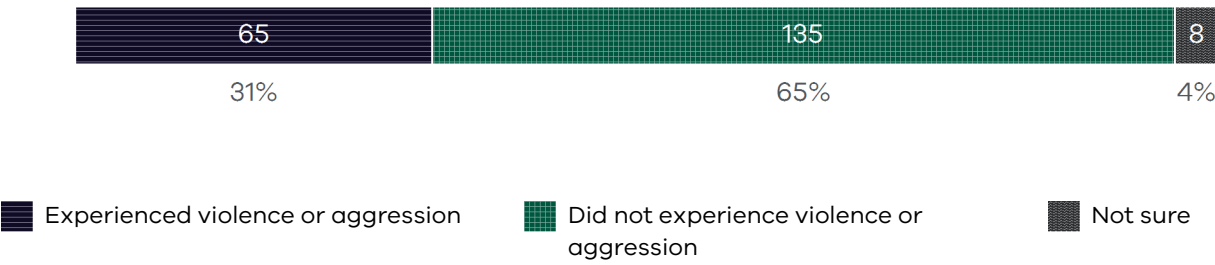
#### How to read this

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

#### Example

31% of your staff who did the survey said they experienced violence or aggression. Of that 31%, 74% said it was 'Abusive language'.

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



#### If you experienced violence or aggression, what type did you experience?

	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	85%	74%	79%	81%
Intimidating behaviour	68%	71%	60%	71%
Threats of violence	46%	32%	27%	38%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	32%	26%	32%	26%
Damage to my property or work equipment	7%	8%	3%	9%
Other	7%	5%	5%	3%
Stalking, including cyber-stalking	3%	3%	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

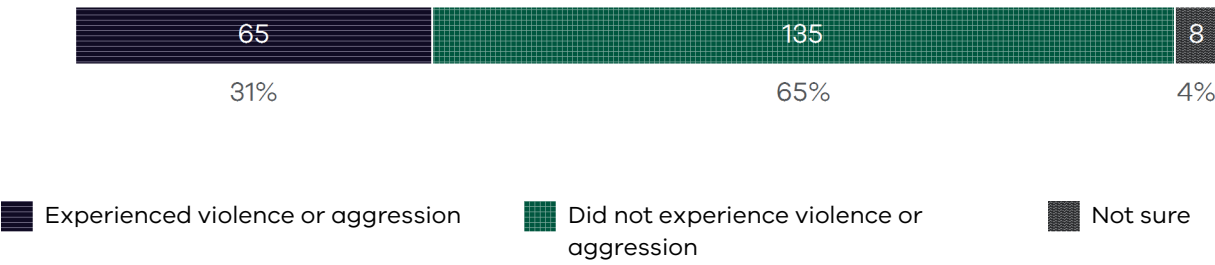
In the survey, we asked staff to tell us if they'd experienced violence or aggression. If they did, they could tell us with one or more answers who they told. In descending order, the table shows the answers.

Example

31% of your staff who did the survey said they experienced violence or aggression, of which

- 43% said the top way they reported the violence or aggression was 'Told a manager'.
- 62% 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	72%	43%	58%	58%
Submitted a formal incident report	47%	38%	42%	36%
Told a colleague	57%	31%	43%	45%
Told the person the behaviour was not OK	42%	26%	32%	30%
Told a friend or family member	20%	14%	16%	19%
I did not tell anyone about the incident(s)	3%	11%	4%	7%
Told someone else	9%	8%	4%	5%
Told human resources	8%	3%	4%	4%
Told employee assistance program (EAP) or peer support	3%	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**

62% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 43% 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	54%	43%	35%	39%
Other	18%	38%	25%	23%
I didn't think it was serious enough	18%	18%	31%	32%
I didn't need to because I made the violence or aggression stop	13%	15%	14%	14%
I believed there would be negative consequences for my reputation	13%	8%	13%	15%
I believed there would be negative consequences for the person I was going to complain about	15%	5%	4%	4%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	5%	5%	8%	14%
I thought the complaint process would be embarrassing or difficult	5%	5%	4%	4%
I didn't know how to make a complaint	0%	3%	3%	3%
I didn't feel safe to report the incident	10%	3%	4%	6%

# People outcomes

## Perpetrators of violence and aggression

### What is this

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

### Why this is important

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

### How to read this

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

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

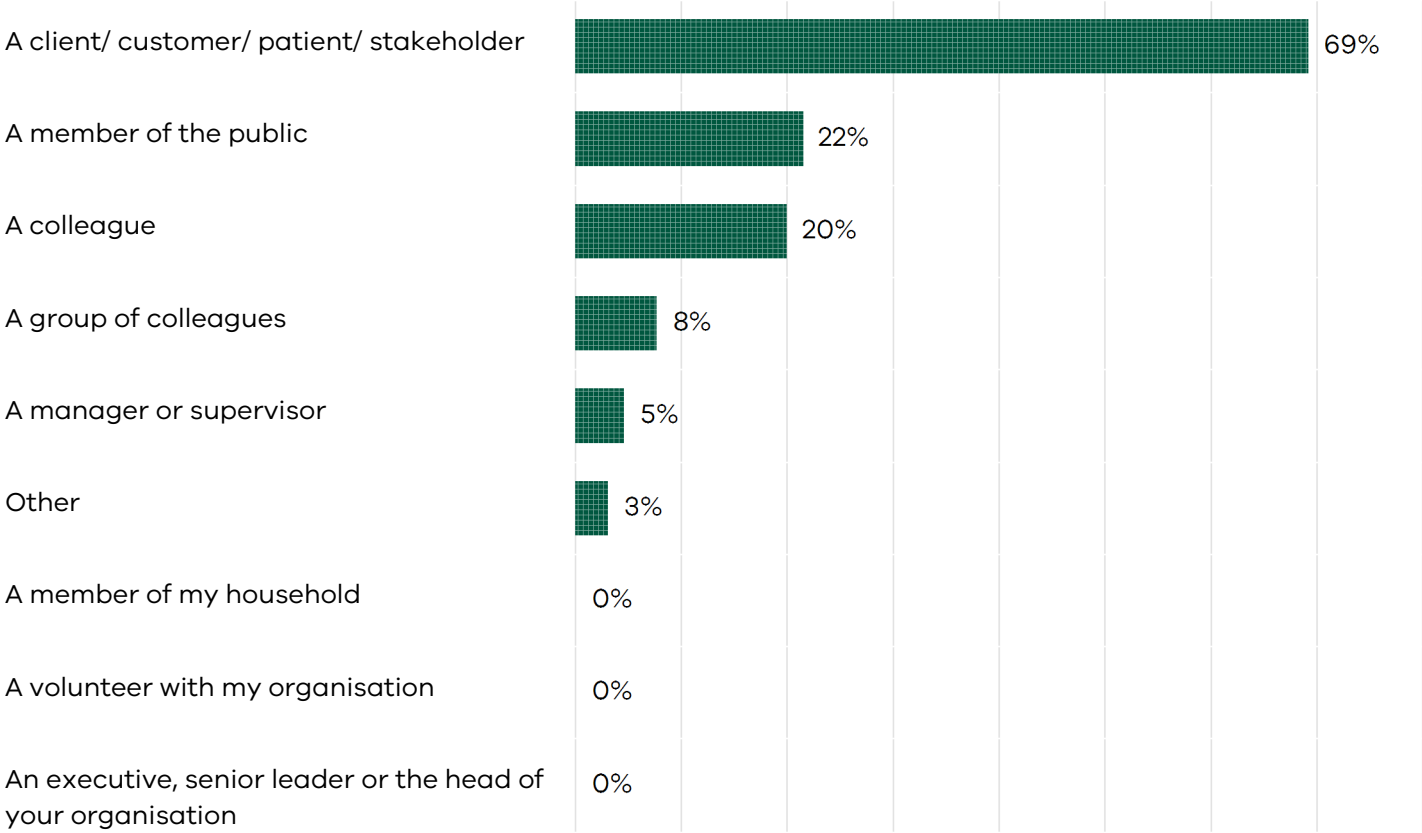
In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

### Example

31% of your staff who did the survey said they experienced violence or aggression. Of that 31%, 69% said it was by 'A client/ customer/ patient/ stakeholder'.

## 65 people (31% 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

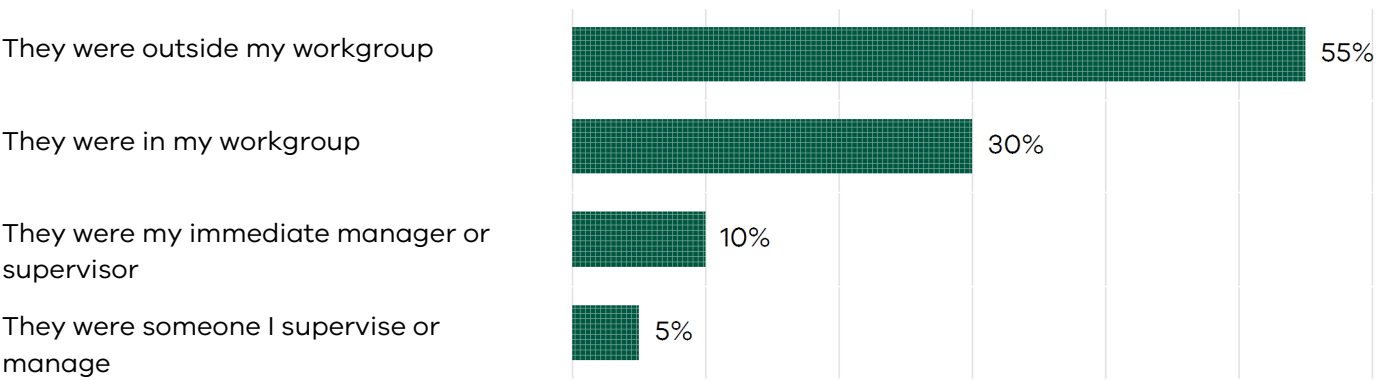
In this year's survey, 31% of your staff said they experienced violence or aggression. If they experienced violence or aggression from within the organisation, they could tell us their relationship to the perpetrator.

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

### Example

31% of your staff who did the survey said they experienced violence or aggression. Of that 31%, 31% said it was by someone within the organisation. Of that 31%, 55% said it was 'They were outside my workgroup'.

20 people (31% 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.

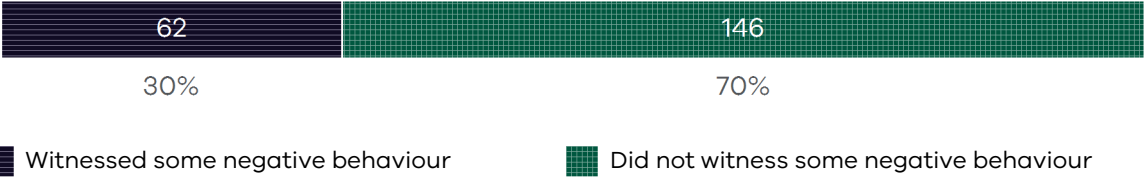
In descending order, the table shows the answers.

### Example

30% of your staff who did the survey said they witnessed some negative behaviour at work.

70% 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	55%	70%	77%	77%
Bullying of a colleague	31%	19%	17%	15%
Discrimination against a colleague	14%	10%	8%	9%
Violence or aggression against a colleague	18%	8%	5%	6%
Sexual harassment of a colleague	4%	1%	1%	2%

# Negative behaviour

## Taking action when witnessing negative behaviours

### What is this

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

### Why this is important

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

### How to read this

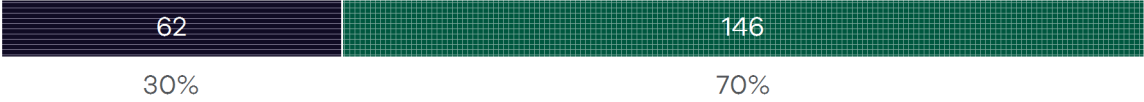
In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work. If they did, they could tell us with one or more answers what action they took. In descending order, the table shows the answers.

### Example

30% of your staff who did the survey witnessed negative behaviour, of which:

- 66% said the top action they took was 'Spoke to the person who experienced the behaviour'.

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



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

When you witnessed these behaviour(s), did you do any of the following?	You 2023	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	69%	66%	65%	71%
Told a manager	38%	40%	44%	40%
Spoke to the person who behaved in a negative way	38%	32%	22%	20%
Told the person the behaviour was not OK	41%	31%	24%	24%
Told a colleague	22%	19%	21%	21%

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

36% of staff were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

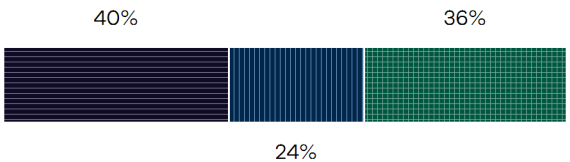
Survey question

Were you satisfied with the way your formal complaint was handled

Your results



Violence or aggression



Benchmark satisfied results

You			Comparator		
2022	2023	2024	Lowest	Average	Highest
23%	31%	36%	21%	48%	74%

# People matter survey

2024

Have your say

## Overview

## Result summary

### Report overview

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

### People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay
- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- 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	Workgroup climate	Job and manager factors	Public sector values	Topical questions	Demographics
<ul style="list-style-type: none"><li>• Senior leadership questions</li></ul> <p><b>Organisational climate</b></p> <ul style="list-style-type: none"><li>• Scorecard</li><li>• Organisational integrity</li><li>• Collaboration</li><li>• Safety climate</li><li>• Patient safety climate</li></ul>	<ul style="list-style-type: none"><li>• Scorecard</li><li>• Quality service delivery</li><li>• Innovation</li><li>• Workgroup support</li><li>• Safe to speak up</li></ul>	<ul style="list-style-type: none"><li>• Scorecard</li><li>• Manager leadership</li><li>• Manager support</li><li>• Workload</li><li>• Learning and development</li><li>• Job enrichment</li><li>• Meaningful work</li><li>• Flexible working</li></ul>	<ul style="list-style-type: none"><li>• Scorecard</li><li>• Responsiveness</li><li>• Integrity</li><li>• Impartiality</li><li>• Accountability</li><li>• Respect</li><li>• Leadership</li><li>• Human rights</li></ul>	<ul style="list-style-type: none"><li>• Questions on topical issues including understanding the charter of human right and providing frank and impartial advice</li></ul>	<ul style="list-style-type: none"><li>• Age, gender, variations in sex characteristics and sexual orientation</li><li>• Aboriginal and/or Torres Strait Islander</li><li>• Disability</li><li>• Cultural diversity</li><li>• Employment</li><li>• Adjustments</li><li>• Caring</li><li>• Categories</li><li>• Primary role</li></ul>

## Key differences

### Highest scoring questions

#### What is this

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

#### How to read this

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

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

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

#### Example

On the first row 'Meaningful work', the 'You 2024' column shows 94% of your staff who did the survey agreed with 'I can make a worthwhile contribution at work'. In the 'Change from 2023' column, you have a +1% change, which is a positive trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Meaningful work	I can make a worthwhile contribution at work	94%	+1%	94%
Meaningful work	I achieve something important through my work	93%	+4%	93%
Job enrichment	I understand how my job helps my organisation achieve its goals	92%	+3%	91%
Job enrichment	I can use my skills and knowledge in my job	89%	-2%	93%
Job enrichment	I clearly understand what I am expected to do in this job	87%	+2%	90%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	86%	+11%	89%
Manager leadership	My manager treats employees with dignity and respect	85%	+11%	87%
Meaningful work	I get a sense of accomplishment from my work	84%	+3%	88%
Inclusion	I feel culturally safe at work	83%	+9%	86%
Manager leadership	My manager models my organisation's values	83%	+18%	84%

## 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 28% 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 +15% change, which is a positive trend.

Question group	Lowest scoring questions	You 2024	Change from 2023	Comparator 2024
Taking action	My organisation has made improvements based on the survey results from last year	28%	+15%	35%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	39%	+13%	53%
Safety climate	All levels of my organisation are involved in the prevention of stress	42%	+21%	48%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	42%	+16%	50%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	43%	+14%	52%
Organisational integrity	I believe the promotion processes in my organisation are fair	43%	+17%	50%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	44%	+17%	57%
Collaboration	Workgroups across my organisation willingly share information with each other	45%	+14%	64%
Learning and development	I am satisfied with the opportunities to progress in my organisation	47%	+10%	59%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	47%	+13%	65%

# Key differences

## Most improved

### What is this

This is where staff feel their group has most improved.

### How to read this

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

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

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

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

### Example

On the first row 'Organisational integrity', the 'You 2024' column shows 57% of your staff who did the survey agreed with 'I believe the recruitment processes in my organisation are fair'.

In the 'Increase from 2023' column, you have a 26% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Organisational integrity	I believe the recruitment processes in my organisation are fair	57%	+26%	63%
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	69%	+26%	78%
Patient safety climate	Patient care errors are handled appropriately in my work area	68%	+22%	69%
Engagement	I would recommend my organisation as a good place to work	60%	+22%	71%
Safety climate	All levels of my organisation are involved in the prevention of stress	42%	+21%	48%
Engagement	My organisation motivates me to help achieve its objectives	60%	+20%	67%
Senior leadership	Senior leaders model my organisation's values	51%	+20%	64%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	50%	+20%	54%
Engagement	My organisation inspires me to do the best in my job	60%	+20%	68%
Innovation	My workgroup encourages employee creativity	66%	+19%	68%



# 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 'Job enrichment', the 'You 2024' column shows 89% of your staff who did the survey agreed with 'I can use my skills and knowledge in my job'.

In the 'Decrease from 2023' column, you have a 2% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Job enrichment	I can use my skills and knowledge in my job	89%	-2%	93%

## 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 'Workload', the 'You 2024' column shows 65% of your staff who did the survey agreed with 'The workload I have is appropriate for the job that I do'.

The 'Difference' column, shows that agreement for this question was 3% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Workload	The workload I have is appropriate for the job that I do	65%	+3%	62%
Satisfaction	How satisfied are you with the work/life balance in your current job	75%	+2%	73%
Workload	I have enough time to do my job effectively	59%	+2%	57%
Flexible working	My manager supports working flexibly	80%	+1%	80%
Job enrichment	I understand how my job helps my organisation achieve its goals	92%	+1%	91%
Meaningful work	I can make a worthwhile contribution at work	94%	+0%	94%

## 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 'Collaboration', the 'You 2024' column shows 45% of your staff who did the survey agreed with 'Workgroups across my organisation willingly share information with each other'.

The 'Difference' column, shows that agreement for this question was 20% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Collaboration	Workgroups across my organisation willingly share information with each other	45%	-20%	64%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	47%	-19%	65%
Organisational integrity	My organisation does not tolerate improper conduct	54%	-15%	70%
Senior leadership	Senior leaders provide clear strategy and direction	47%	-15%	62%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	39%	-14%	53%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	44%	-13%	57%
Senior leadership	Senior leaders model my organisation's values	51%	-13%	64%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	56%	-13%	69%
Learning and development	My organisation places a high priority on the learning and development of staff	52%	-13%	65%
Organisational integrity	My organisation encourages respectful workplace behaviours	66%	-13%	78%

# People matter survey

2024

Have your say

Overview				
Result summary				
Report overview	People outcomes		Key differences	Taking action
<ul style="list-style-type: none"><li>About your report</li><li>Privacy and anonymity</li><li>Survey's theoretical framework</li><li>Your comparator group</li><li>Your response rate</li></ul>	<ul style="list-style-type: none"><li>Scorecard: engagement index</li><li>Engagement</li><li>Scorecard: satisfaction, stress, intention to stay, inclusion</li><li>Satisfaction</li><li>Work-related stress levels</li><li>Work-related stress causes</li><li>Burnout levels</li><li>Intention to stay</li></ul>	<ul style="list-style-type: none"><li>Inclusion</li><li>Scorecard: emotional effects of work</li><li>Scorecard: negative behaviour</li><li>Bullying</li><li>Sexual harassment</li><li>Discrimination</li><li>Violence and aggression</li><li>Satisfaction with complaint processes</li></ul>	<ul style="list-style-type: none"><li>Highest scoring</li><li>Lowest scoring</li><li>Most improved</li><li>Most declined</li><li>Biggest positive difference from your comparator</li><li>Biggest negative difference from your comparator</li></ul>	<ul style="list-style-type: none"><li>Taking action questions</li></ul>

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



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

42% 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'.

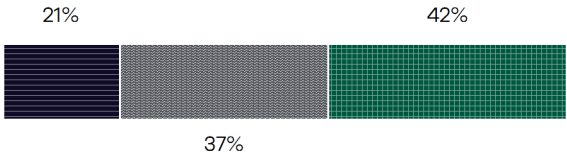
Survey question

Your results

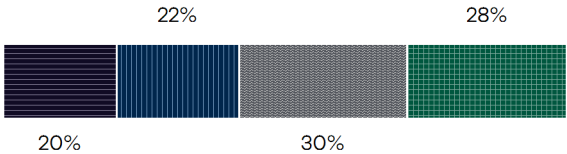
Benchmark agree results



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
	28%	27%	42%	46%	50%	61%
	17%	13%	28%	25%	35%	45%

# 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

### 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.

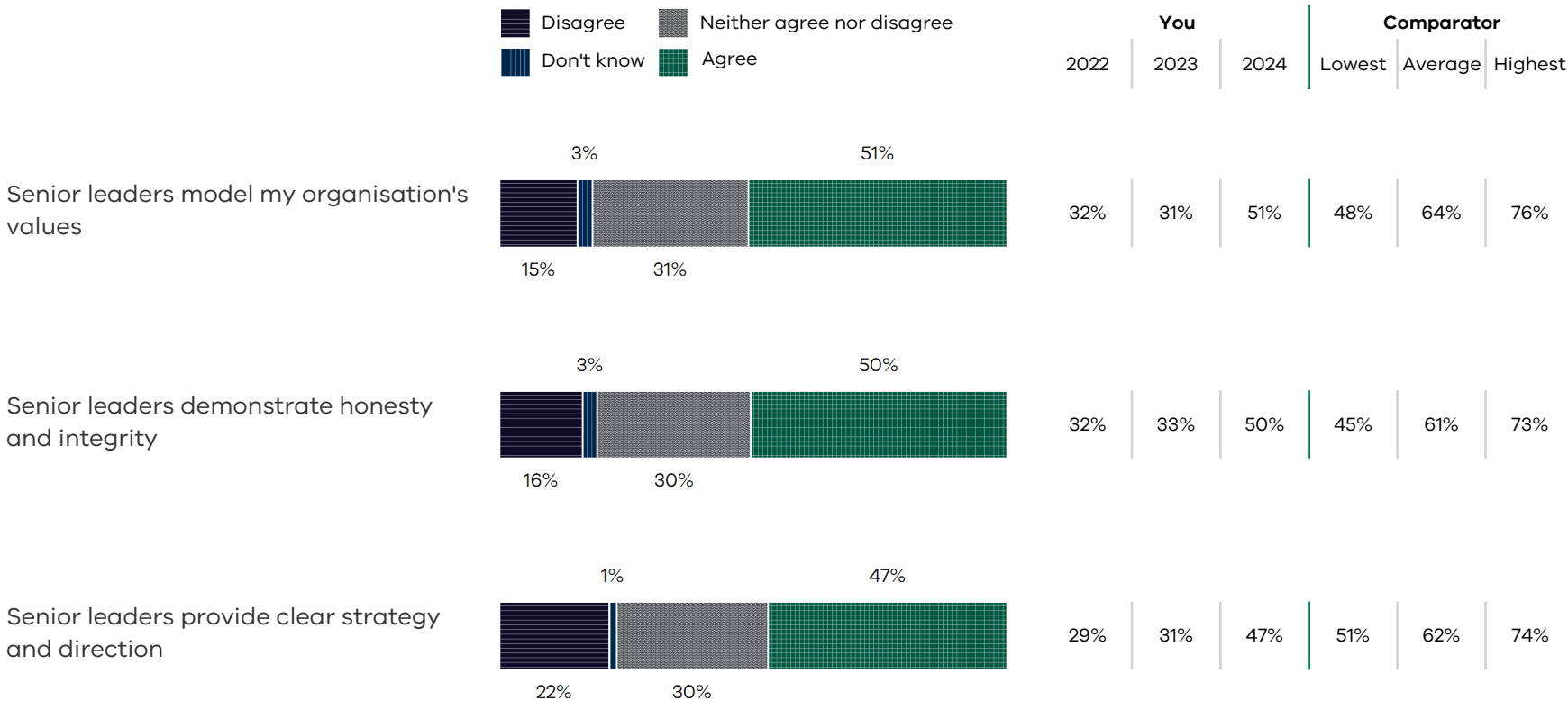
### Example

51% 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
- 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

### 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.

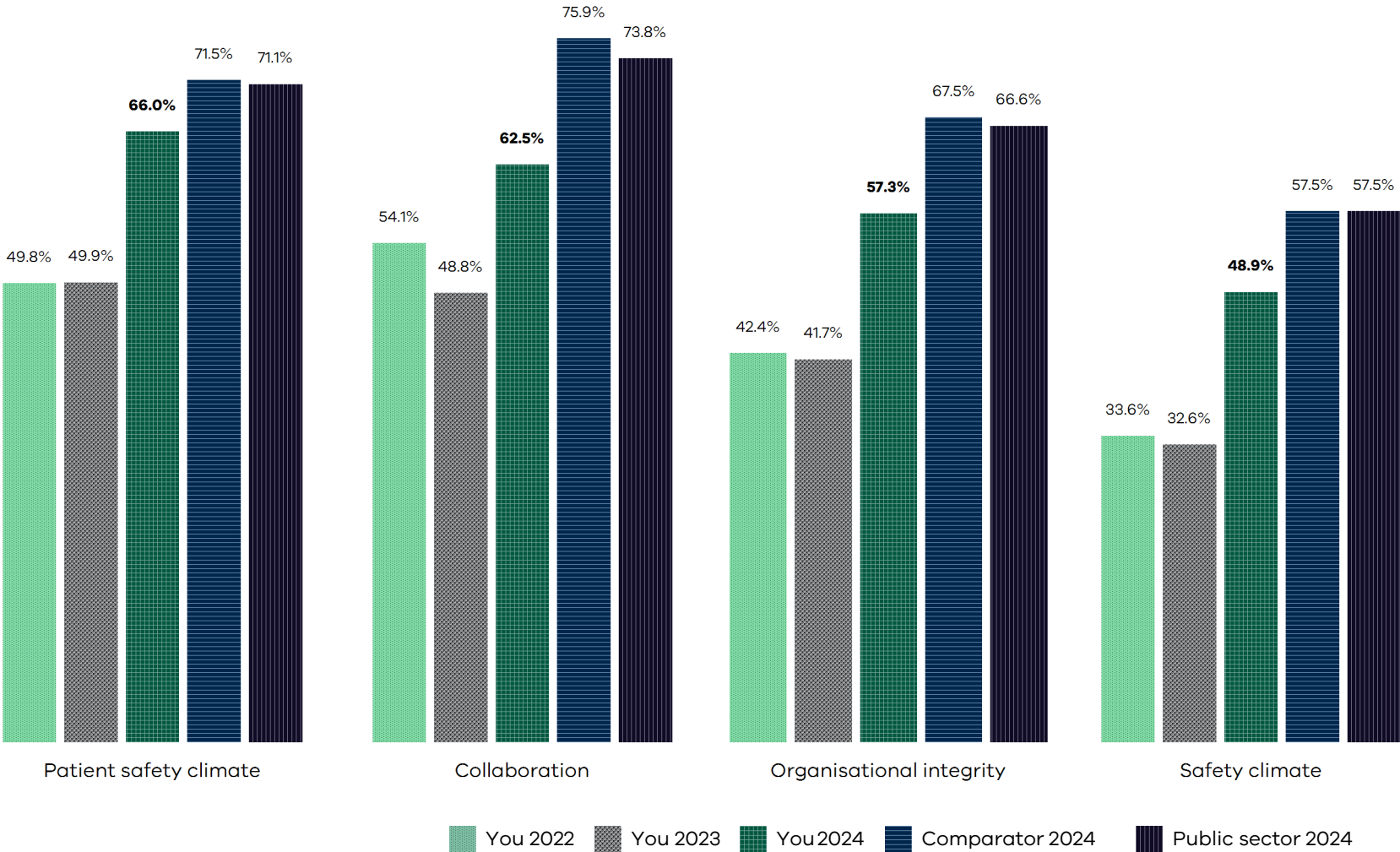
### Example

In 2024:

- 66.0% of your staff who did the survey responded positively to questions about Patient safety climate.

Compared to:

- 71.5% of staff in your comparator group and 71.1% of staff across the public sector.



# Organisational climate

## Organisational integrity 1 of 2

### What is this

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

### Why this is important

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

### How to read this

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

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

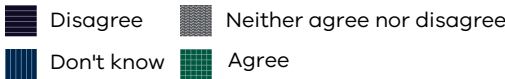
### Example

77% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

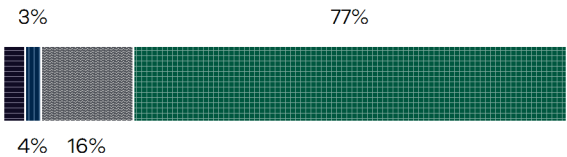
## Survey question

## Your results

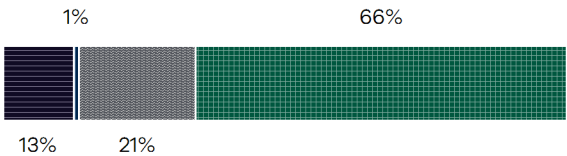
## Benchmark agree results



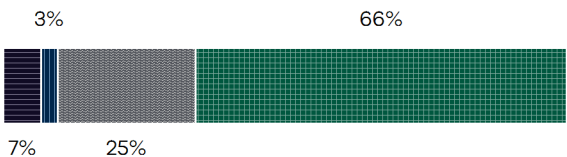
My organisation encourages employees to act in ways that are consistent with human rights



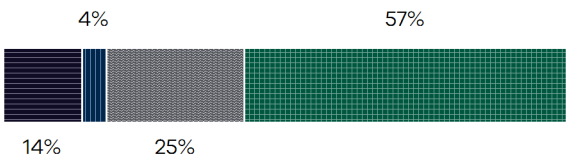
My organisation encourages respectful workplace behaviours



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



I believe the recruitment processes in my organisation are fair



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	66%	65%	77%	73%	85%	91%
	51%	52%	66%	66%	78%	84%
	55%	52%	66%	54%	78%	89%
	29%	31%	57%	56%	63%	70%

Organisational climate

Organisational integrity 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

54% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

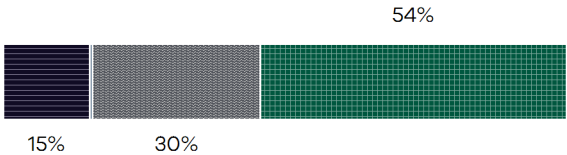
Survey question

Your results

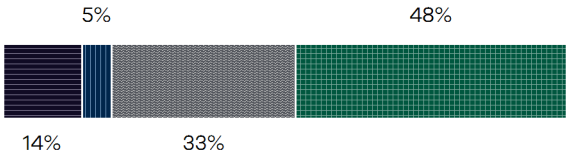
Benchmark agree results



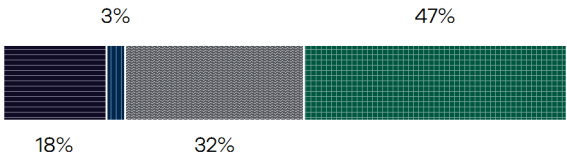
My organisation does not tolerate improper conduct



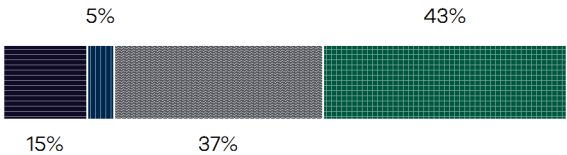
I have an equal chance at promotion in my organisation



My organisation takes steps to eliminate bullying, harassment and discrimination



I believe the promotion processes in my organisation are fair



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	40%	40%	54%	53%	70%	77%
	34%	35%	48%	43%	51%	59%
	37%	34%	47%	51%	65%	73%
	26%	26%	43%	43%	50%	60%

# 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.

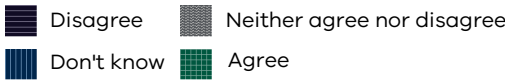
### Example

80% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

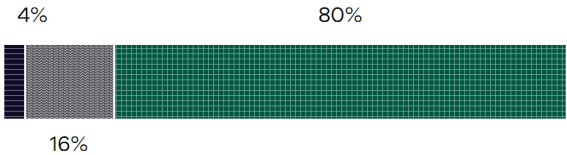
## Survey question

## Your results

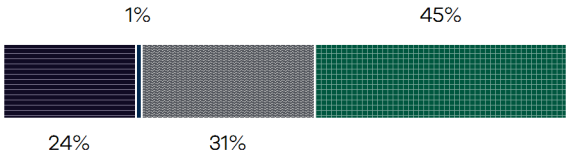
## Benchmark agree results



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



Workgroups across my organisation willingly share information with each other



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	75%	67%	80%	82%	87%	91%
Workgroups across my organisation willingly share information with each other	34%	31%	45%	48%	64%	73%

# 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

75% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

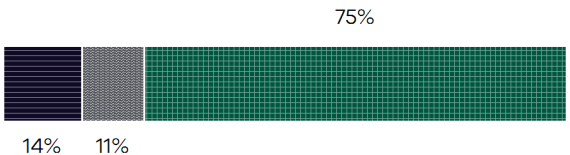
## Survey question

## Your results

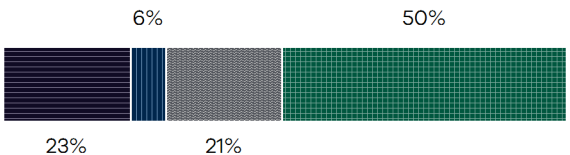
## Benchmark agree results



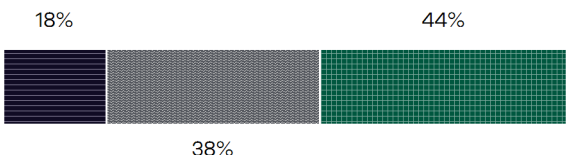
My organisation provides a physically safe work environment



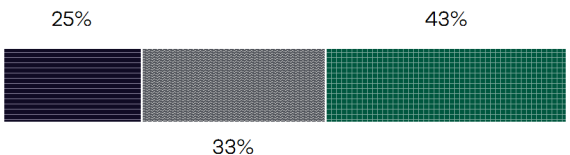
My organisation has effective procedures in place to support employees who may experience stress



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



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



2022	You		2024	Comparator		
	2023			Lowest	Average	Highest
	68%	63%	75%	73%	81%	92%
	32%	31%	50%	47%	54%	65%
	29%	27%	44%	46%	57%	71%
	26%	28%	43%	46%	52%	60%

# 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

42% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.

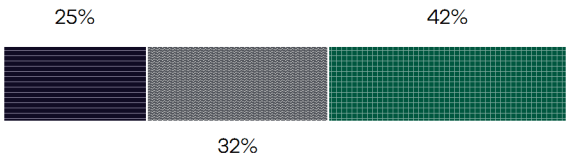
## Survey question

## Your results

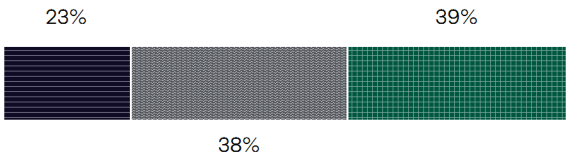
## Benchmark agree results



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



Senior leaders show support for stress prevention through involvement and commitment



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
All levels of my organisation are involved in the prevention of stress	22%	22%	42%	41%	48%	62%
Senior leaders show support for stress prevention through involvement and commitment	25%	26%	39%	42%	53%	67%



# 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

79% 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'.

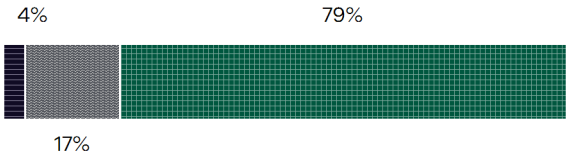
## Survey question

## Your results

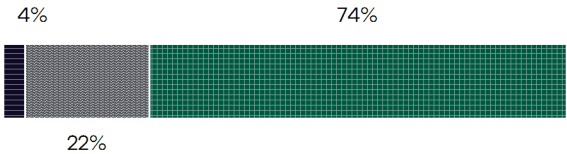
## Benchmark agree results



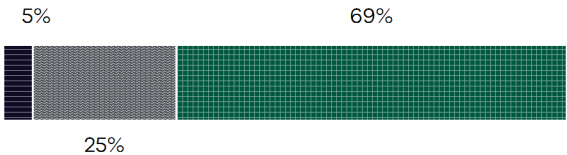
I am encouraged by my colleagues to report any patient safety concerns I may have



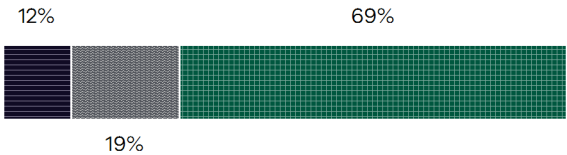
My suggestions about patient safety would be acted upon if I expressed them to my manager



Management is driving us to be a safety-centred organisation



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
68%	73%	79%		79%	84%	90%
60%	57%	74%		66%	77%	86%
48%	53%	69%		65%	74%	81%
48%	43%	69%		63%	78%	87%



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

68% of your staff who did the survey agreed or strongly agreed with 'Patient care errors are handled appropriately in my work area'.

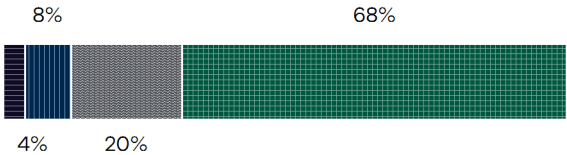
Survey question

Your results

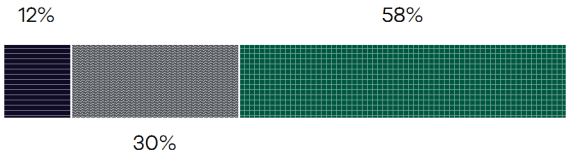
Benchmark agree results



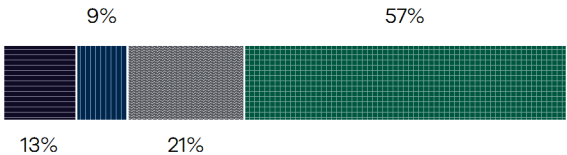
Patient care errors are handled appropriately in my work area



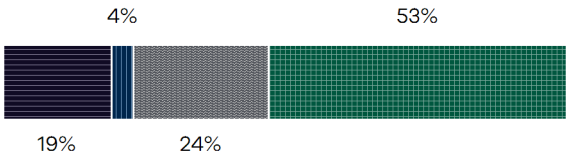
The culture in my work area makes it easy to learn from the errors of others



Trainees in my discipline are adequately supervised



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

45%	46%	68%	62%	69%	80%
-----	-----	-----	-----	-----	-----

45%	46%	58%	54%	67%	77%
-----	-----	-----	-----	-----	-----

47%	46%	57%	52%	64%	73%
-----	-----	-----	-----	-----	-----

38%	36%	53%	50%	59%	73%
-----	-----	-----	-----	-----	-----

# 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

### 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

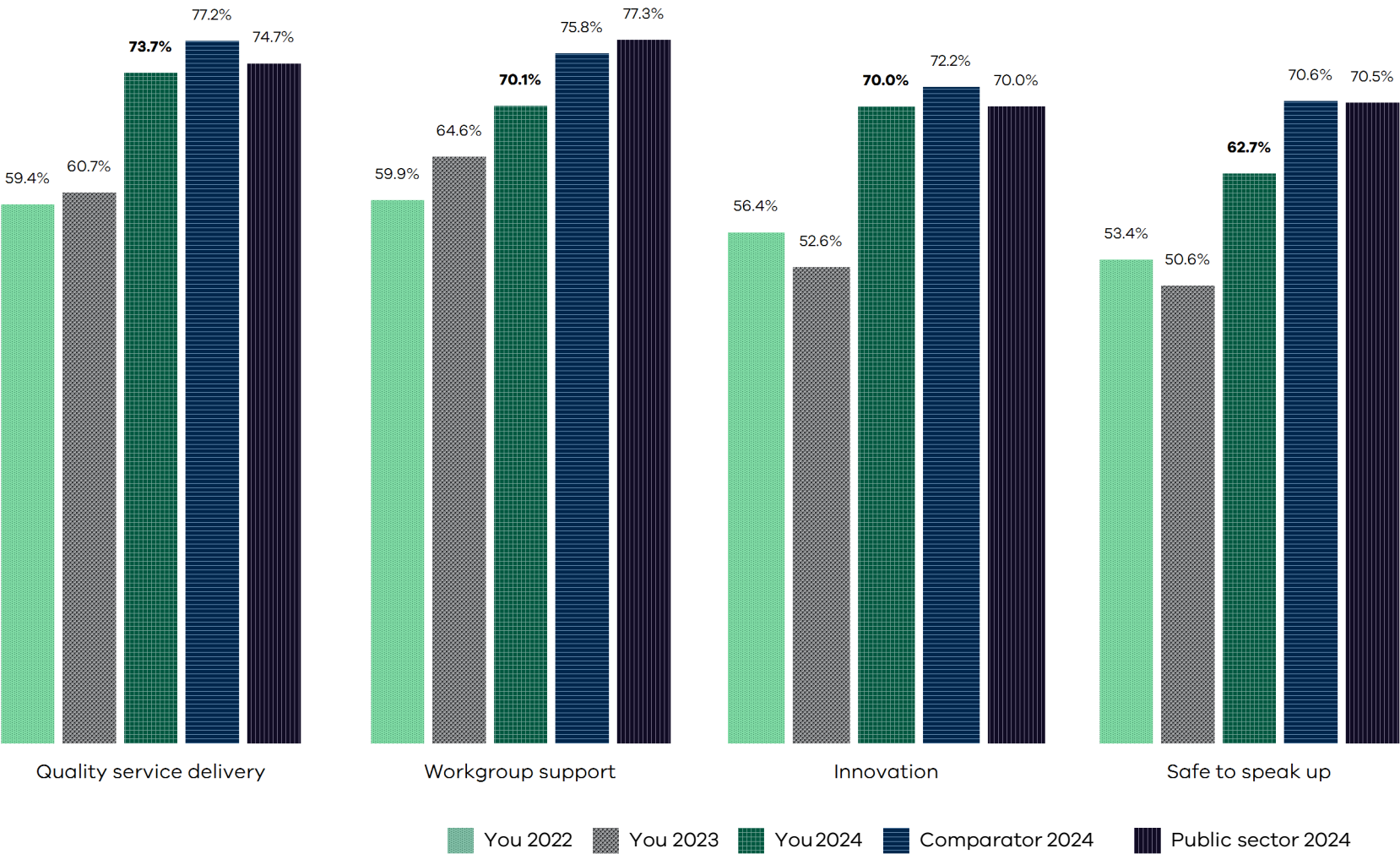
This page shows which factors are performing well and which factors you can look to improve.

### 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:
- 73.7% of your staff who did the survey responded positively to questions about Quality service delivery.
- Compared to:
- 77.2% 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.

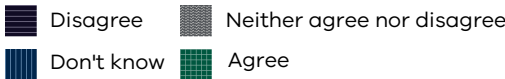
Example

77% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

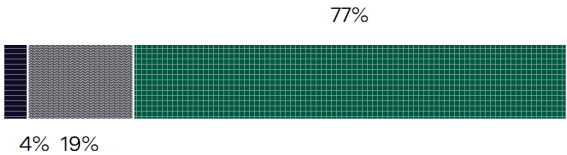
Survey question

Your results

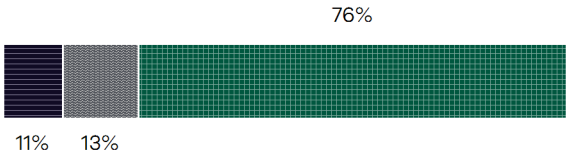
Benchmark agree results



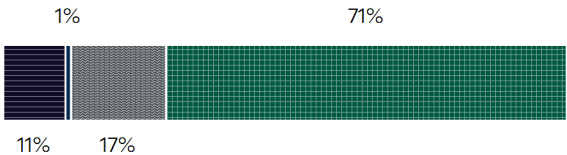
My workgroup provides high quality advice and services



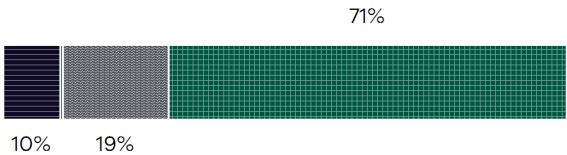
My workgroup has clear lines of responsibility



My workgroup uses its resources well



My workgroup acts fairly and without bias



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

68%	70%	77%	76%	83%	87%
-----	-----	-----	-----	-----	-----

59%	59%	76%	73%	78%	84%
-----	-----	-----	-----	-----	-----

51%	57%	71%	67%	74%	83%
-----	-----	-----	-----	-----	-----

59%	57%	71%	63%	74%	80%
-----	-----	-----	-----	-----	-----

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.

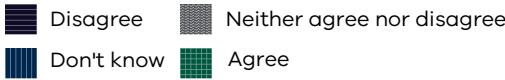
Example

73% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.

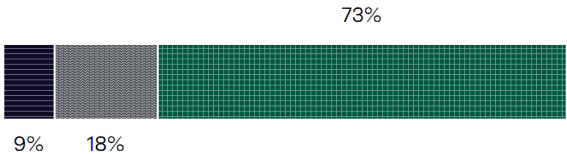
Survey question

Your results

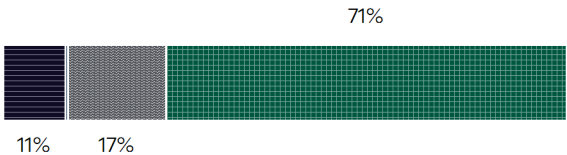
Benchmark agree results



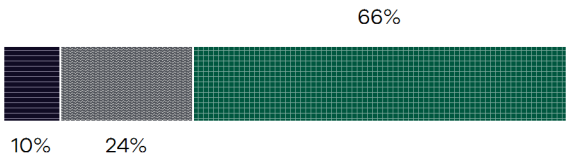
My workgroup learns from failures and mistakes



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
55%	56%	73%	67%	74%	79%
57%	55%	71%	66%	74%	80%
57%	47%	66%	57%	68%	75%

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.

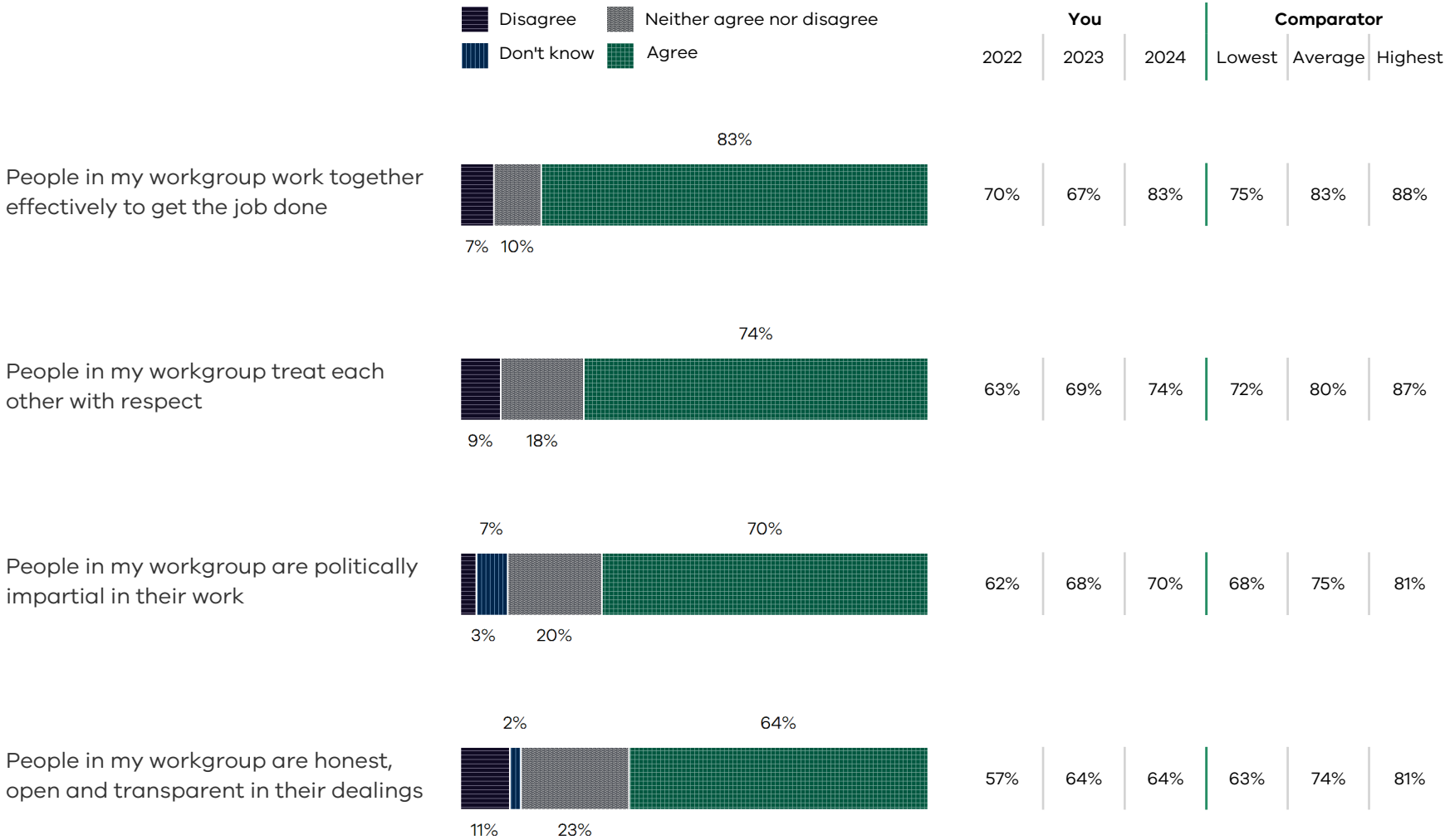
Example

83% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

Survey question

Your results

Benchmark agree results



Workgroup climate

Workgroup support 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

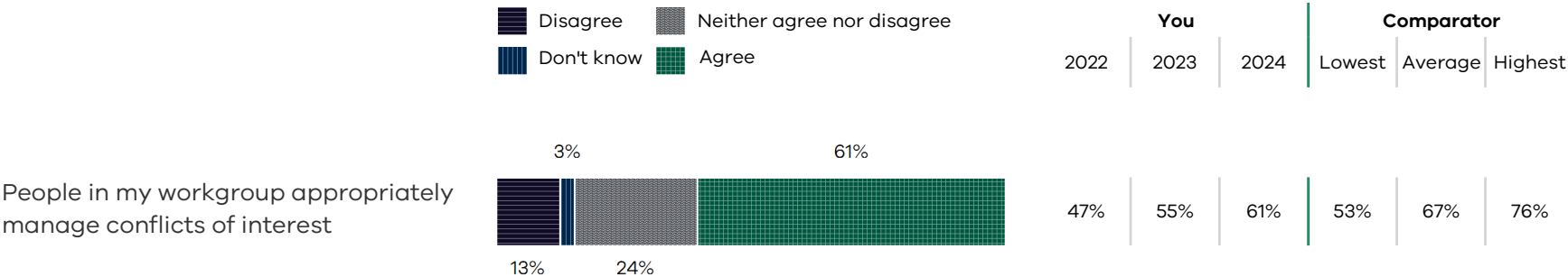
Example

61% 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

69% 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'.

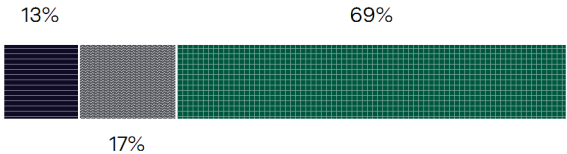
Survey question

Your results

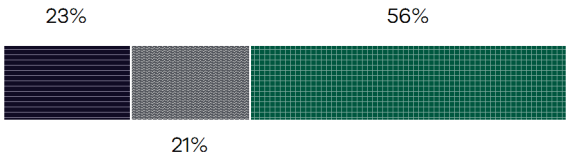
Benchmark agree results



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
54%	59%	69%	62%	72%	79%
53%	42%	56%	55%	69%	74%



# 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

### 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.

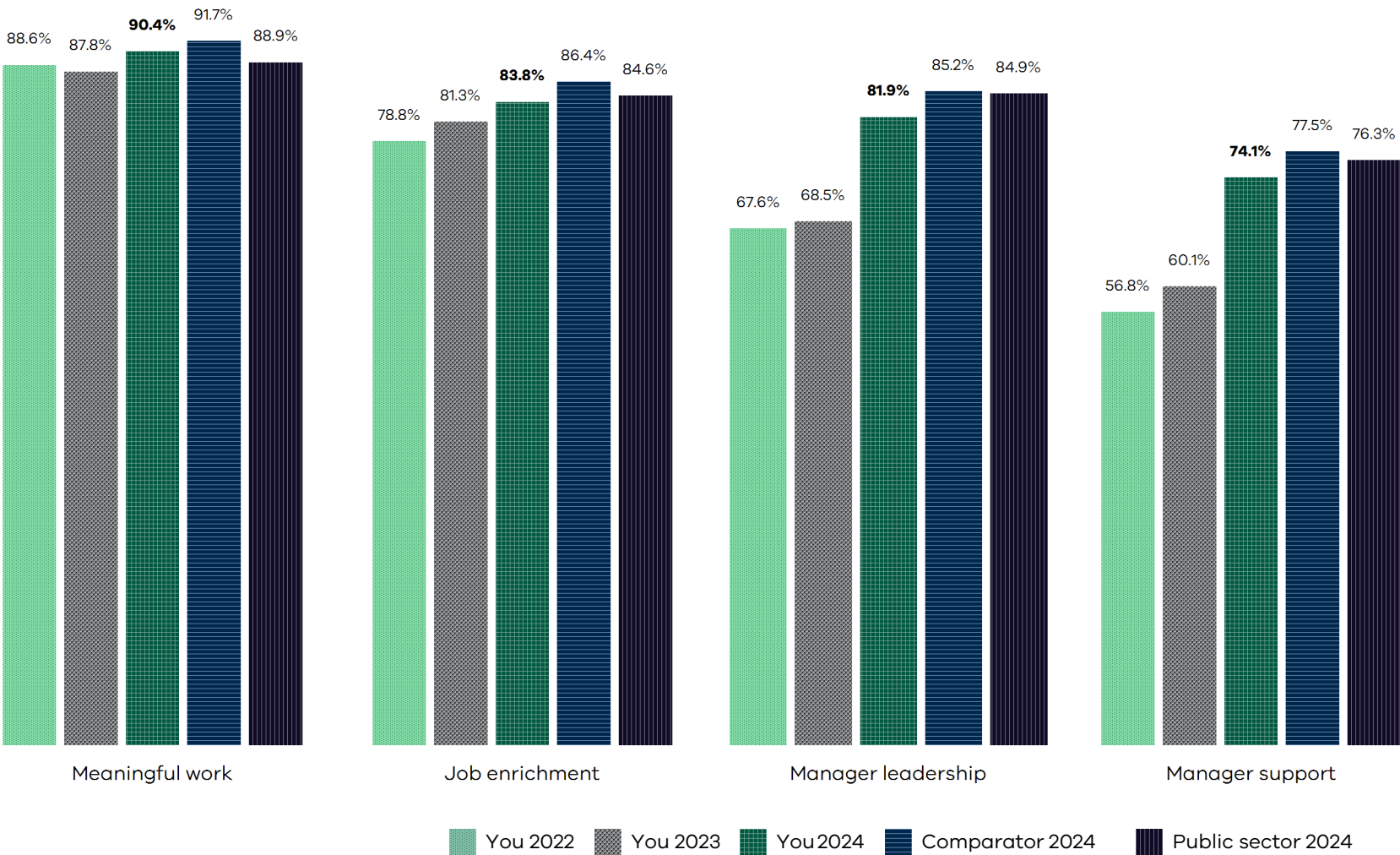
### Example

In 2024:

- 90.4% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 91.7% of staff in your comparator group and 88.9% of staff across the public sector.



# Job and manager factors

## Scorecard 2 of 2

### What is this

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

### Why this is important

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

### How to read this

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

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

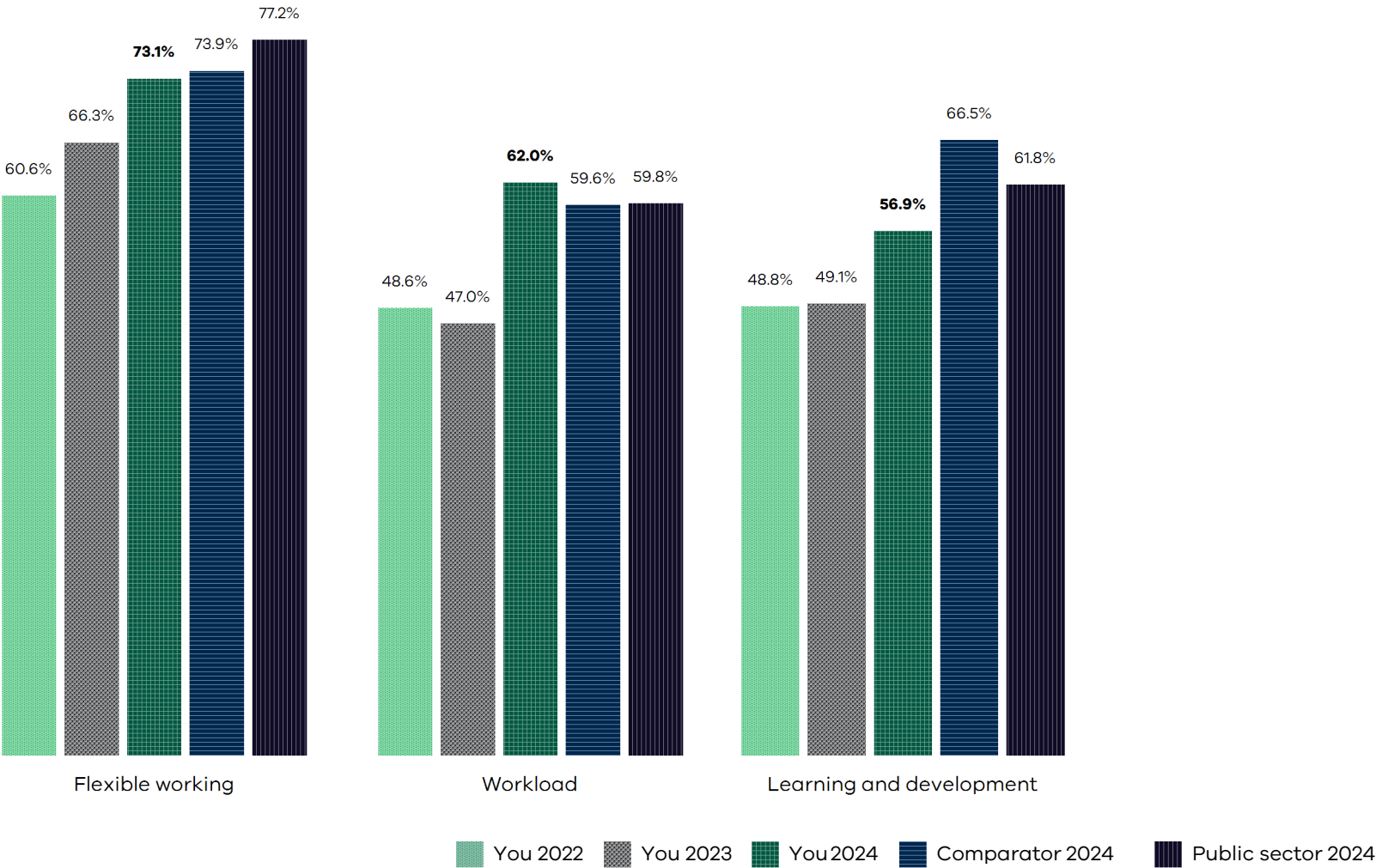
### Example

In 2024:

- 73.1% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 73.9% 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.

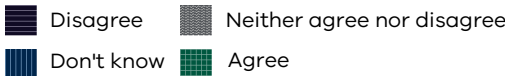
### Example

85% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

## Survey question

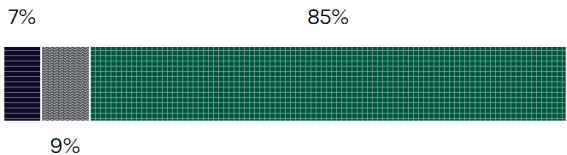
## Your results

## Benchmark agree results



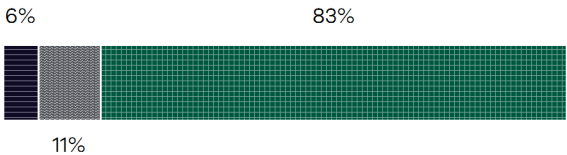
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My manager treats employees with dignity and respect



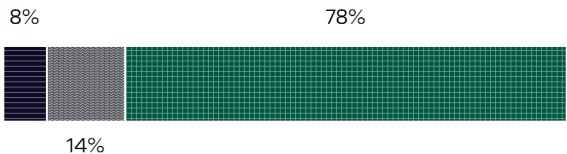
72%	73%	85%	79%	87%	93%
-----	-----	-----	-----	-----	-----

My manager models my organisation's values



66%	65%	83%	76%	84%	91%
-----	-----	-----	-----	-----	-----

My manager demonstrates honesty and integrity



65%	67%	78%	77%	85%	92%
-----	-----	-----	-----	-----	-----

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.

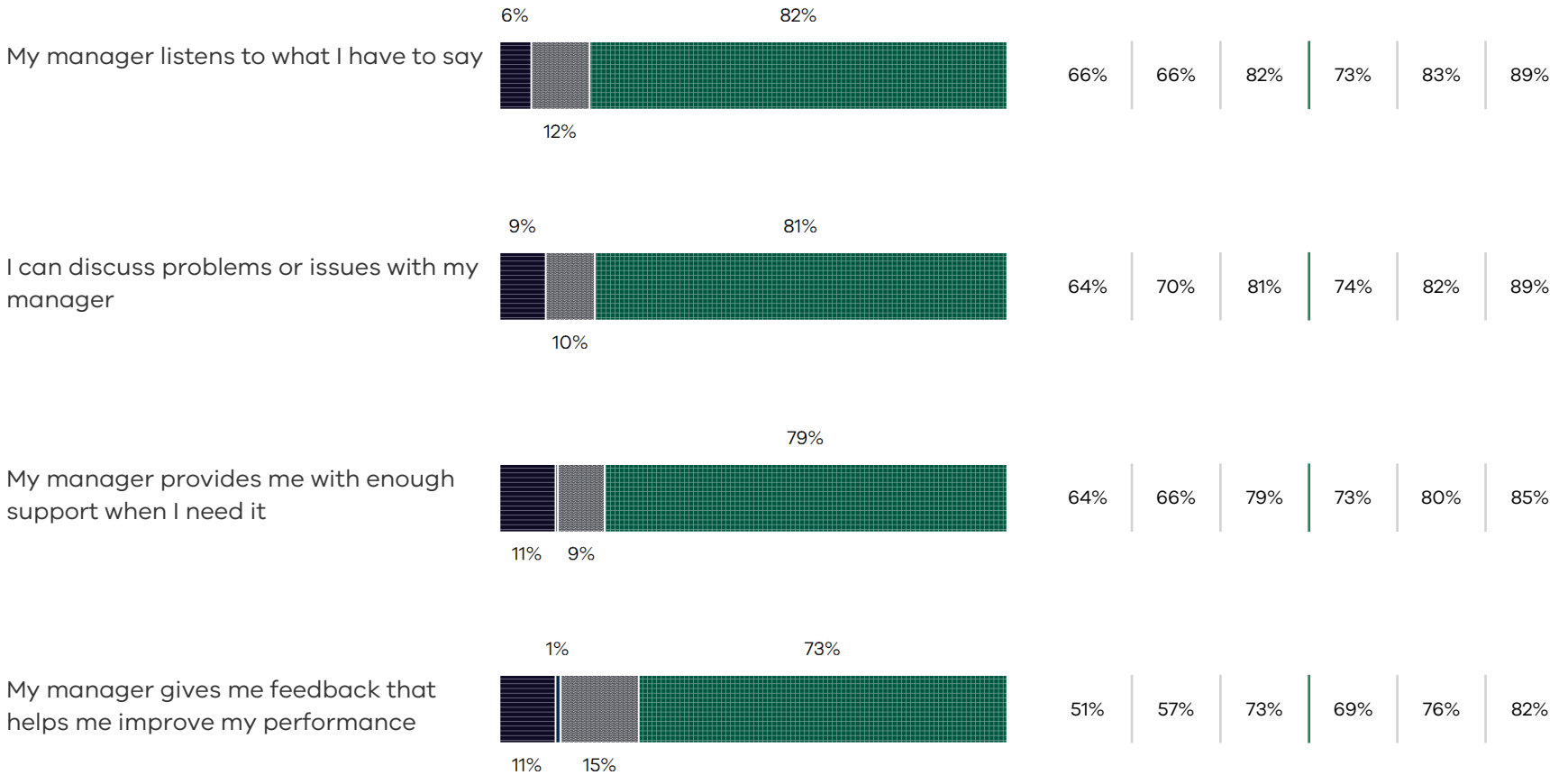
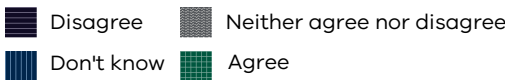
Example

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.

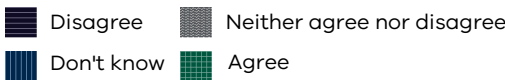
### Example

55% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

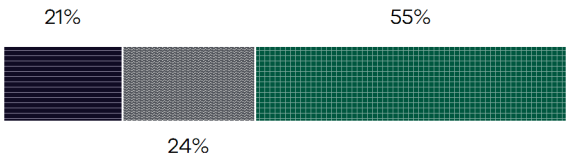
## Survey question

## Your results

## Benchmark agree results



I receive meaningful recognition when I do good work



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
40%	42%	55%		58%	66%	72%

# 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.

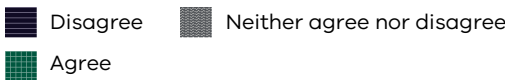
### Example

65% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

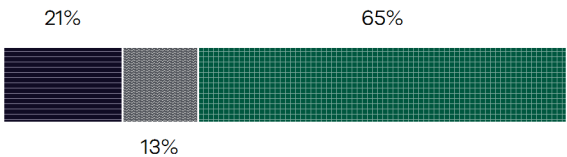
## Survey question

## Your results

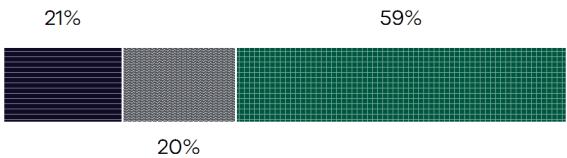
## Benchmark agree results



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

51%	49%	65%	54%	62%	69%
-----	-----	-----	-----	-----	-----

47%	45%	59%	48%	57%	68%
-----	-----	-----	-----	-----	-----



# 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.

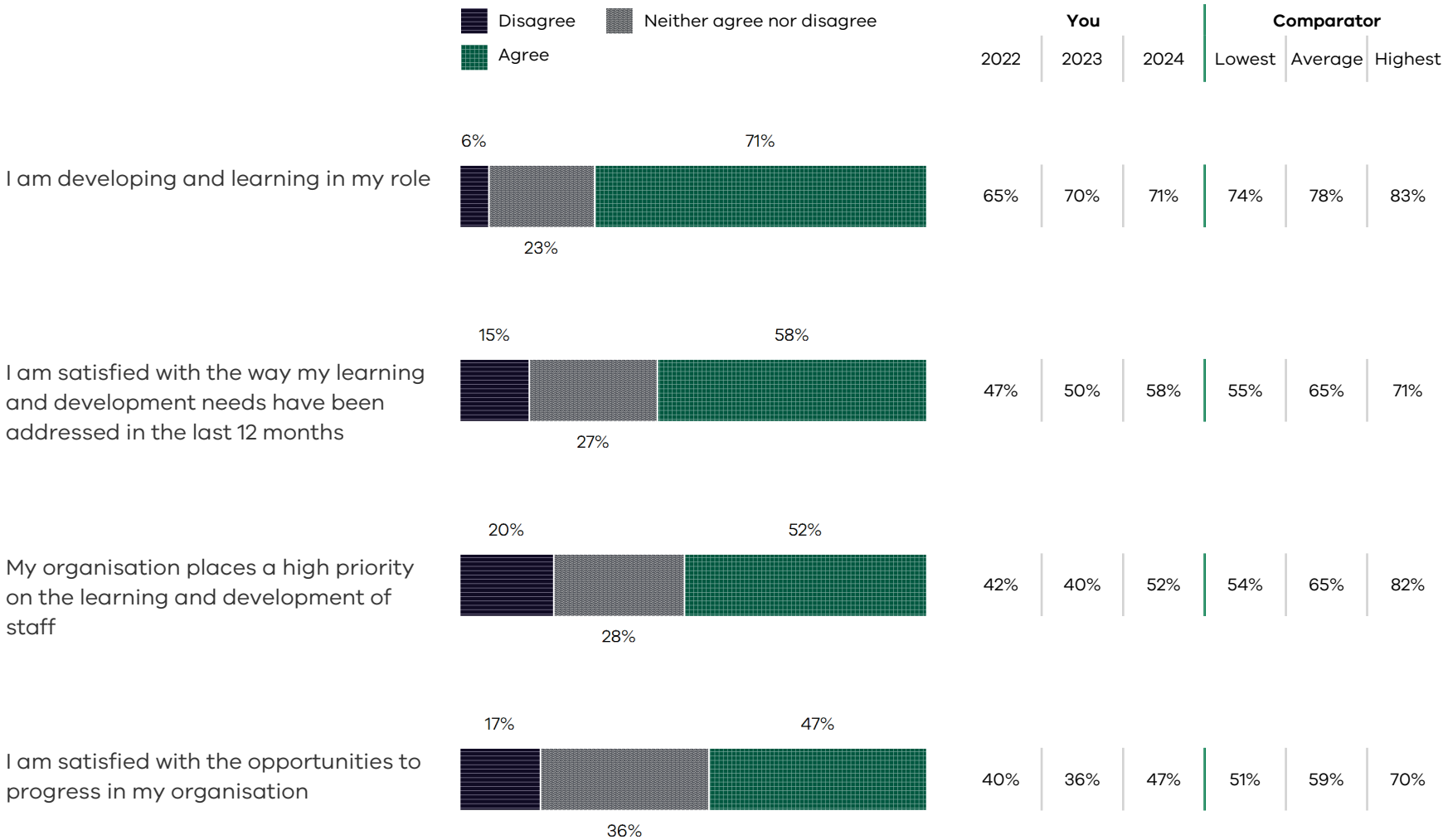
### Example

71% 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.

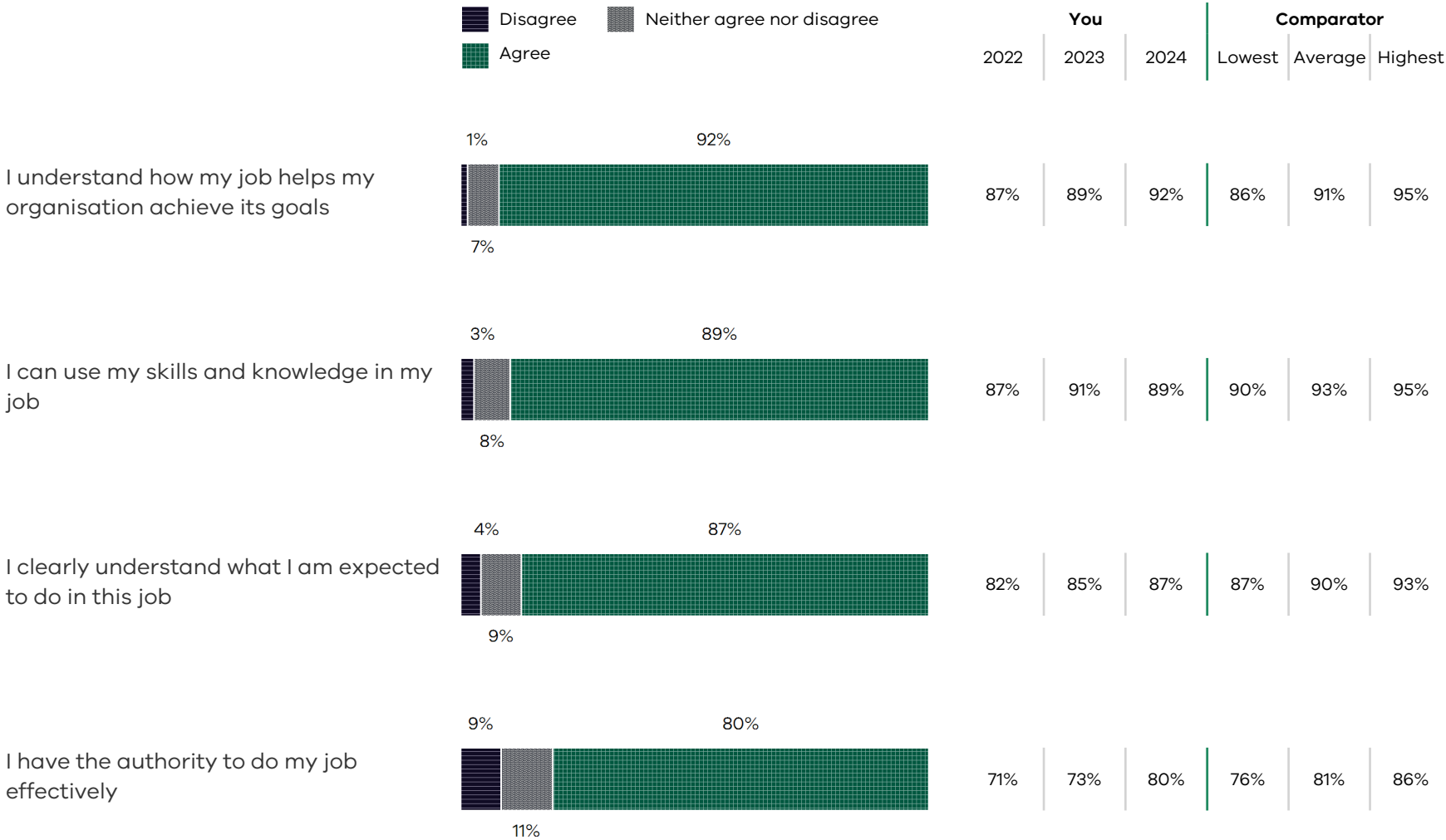
### Example

92% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

## Survey question

## Your results

## Benchmark agree results



# Job and manager factors

## Job enrichment 2 of 2

### What is this

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

### Why this is important

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

### How to read this

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

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

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

### Example

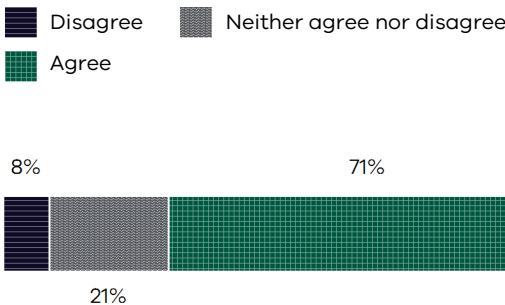
71% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

## Survey question

## Your results

## Benchmark agree results

I have a say in how I do my work



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
67%	68%	71%	68%	78%	83%

# 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.

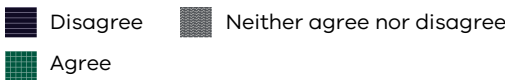
### Example

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

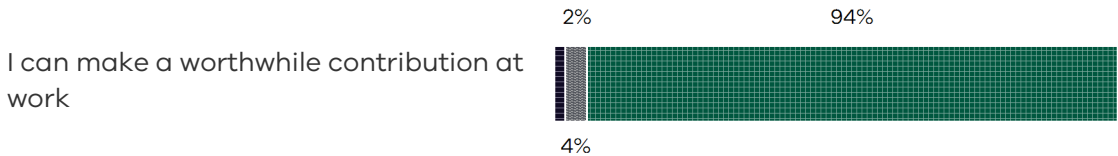
## Survey question

## Your results

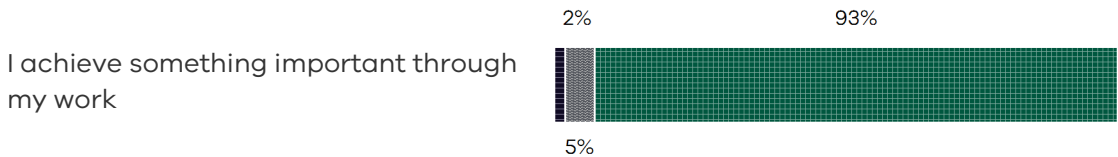
## Benchmark agree results



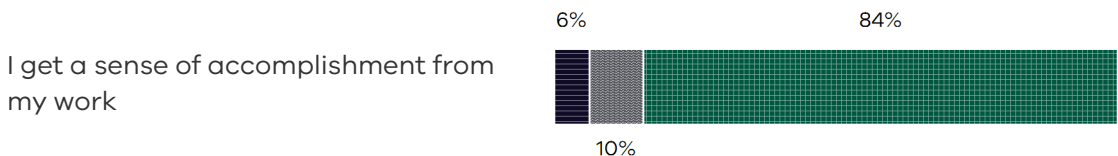
2022	You		2024	Comparator		
	2023			Lowest	Average	Highest



94%	93%	94%	90%	94%	97%
-----	-----	-----	-----	-----	-----



90%	89%	93%	89%	93%	97%
-----	-----	-----	-----	-----	-----



82%	81%	84%	80%	88%	91%
-----	-----	-----	-----	-----	-----

# 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

80% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

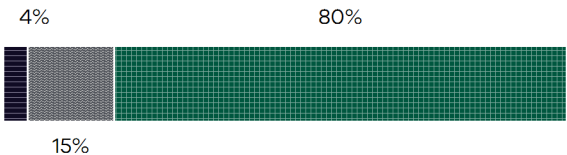
## Survey question

## Your results

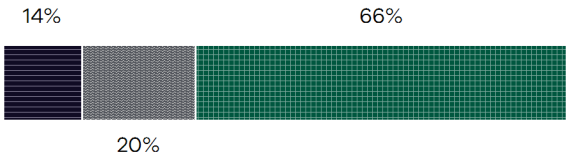
## Benchmark agree results



My manager supports working flexibly



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



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
My manager supports working flexibly	66%	73%	80%	69%	80%	85%
I am confident that if I requested a flexible work arrangement, it would be given due consideration	55%	59%	66%	57%	68%	79%

# 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

### 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

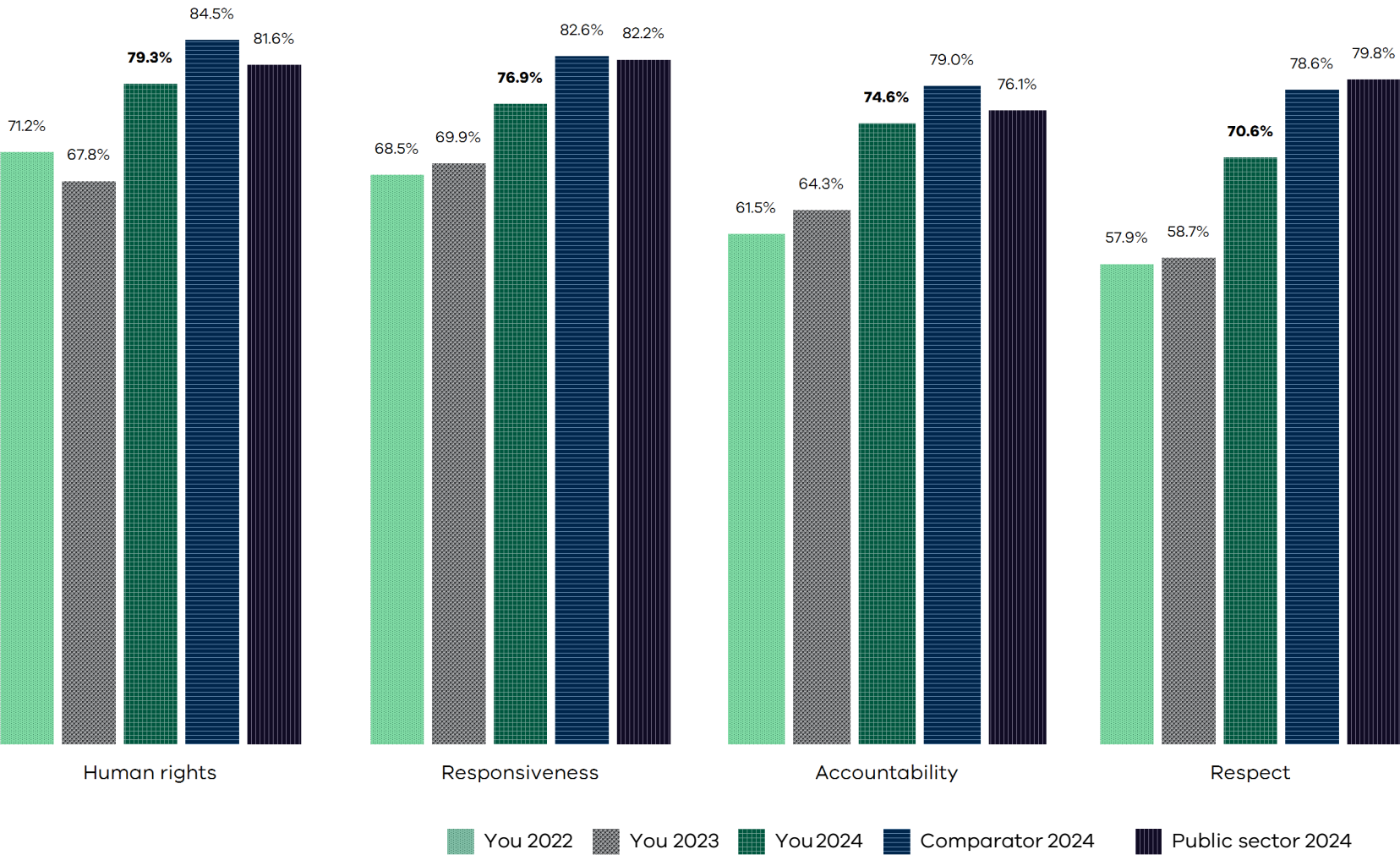
There’s a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

### 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:
- 79.3% of your staff who did the survey responded positively to questions about Human rights.
- Compared to:
- 84.5% of staff in your comparator group and 81.6% of staff across the public sector.



# Public sector values

## Scorecard 2 of 2

### What is this

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

### Why this is important

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

### How to read this

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

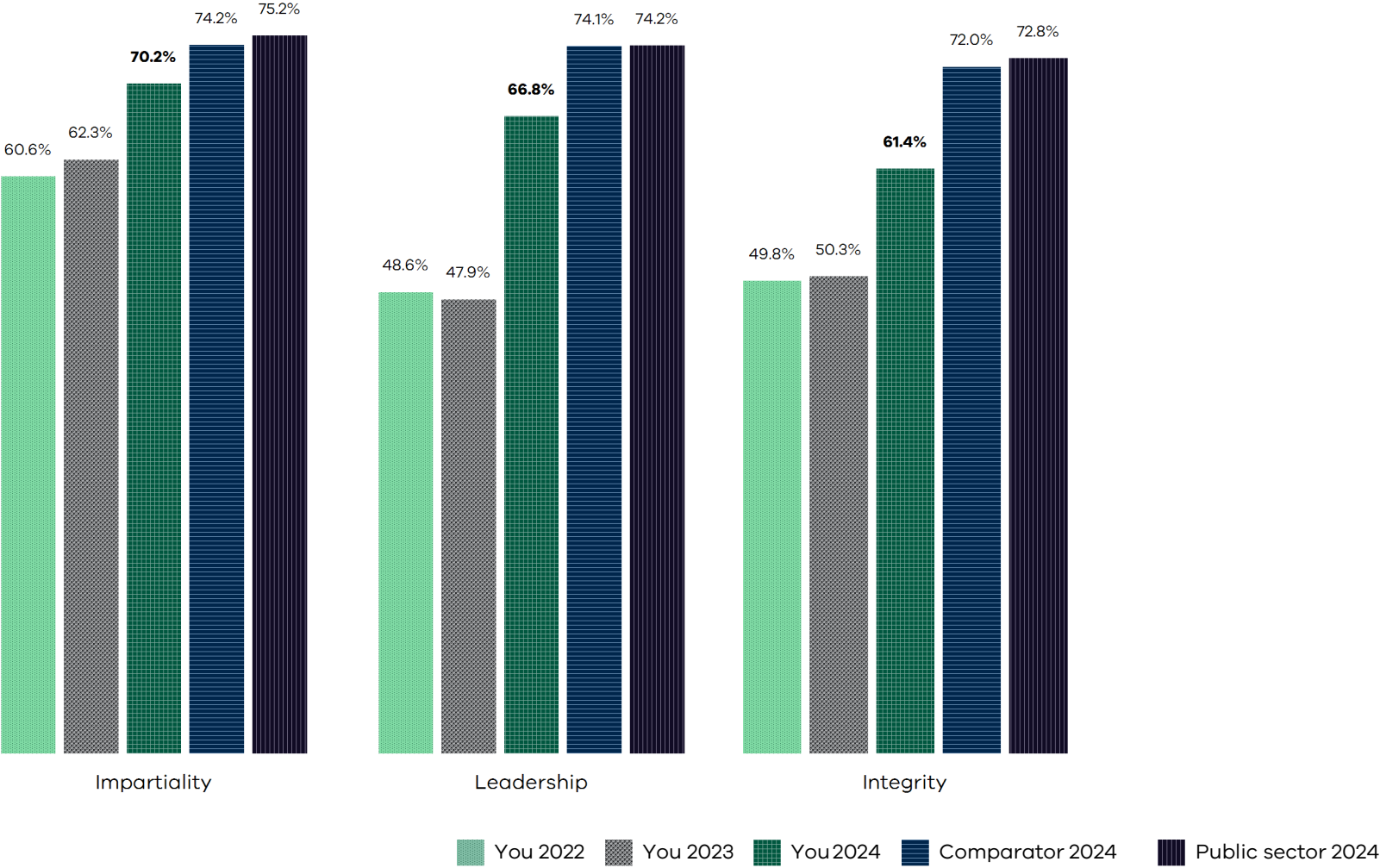
### Example

In 2024:

- 70.2% of your staff who did the survey responded positively to questions about Impartiality.

Compared to:

- 74.2% of staff in your comparator group and 75.2% 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.

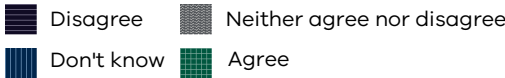
Example

77% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

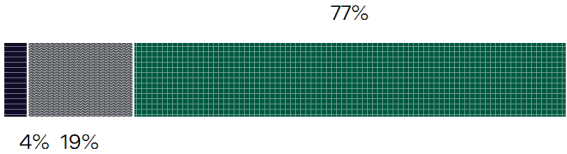
Survey question

Your results

Benchmark agree results



My workgroup provides high quality advice and services



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

68%	70%	77%	76%	83%	87%
-----	-----	-----	-----	-----	-----



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.

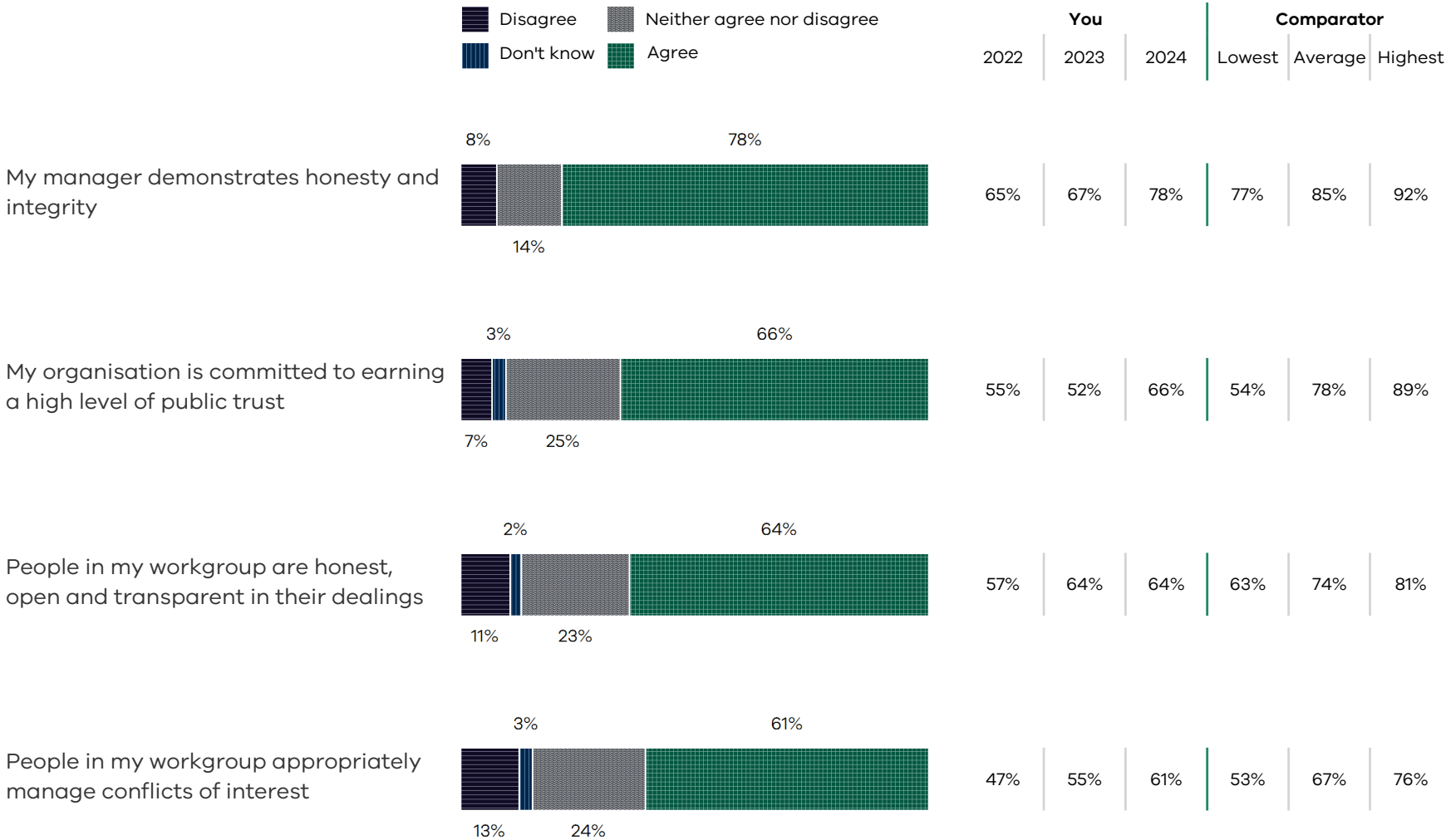
Example

78% 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



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.

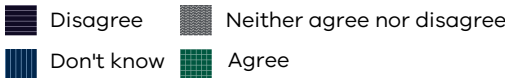
Example

56% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.

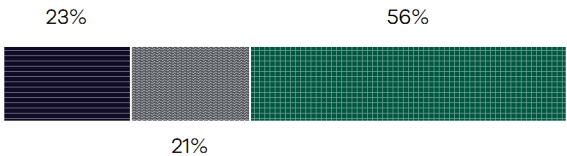
Survey question

Your results

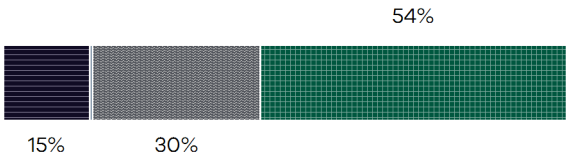
Benchmark agree results



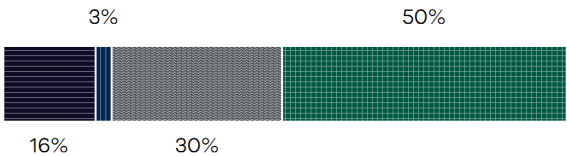
I feel safe to challenge inappropriate behaviour at work



My organisation does not tolerate improper conduct



Senior leaders demonstrate honesty and integrity



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

53%	42%	56%	55%	69%	74%
-----	-----	-----	-----	-----	-----

40%	40%	54%	53%	70%	77%
-----	-----	-----	-----	-----	-----

32%	33%	50%	45%	61%	73%
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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

71% of your staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.

Survey question

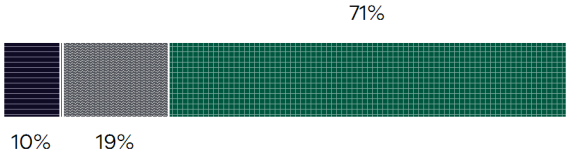
Your results

Benchmark agree results



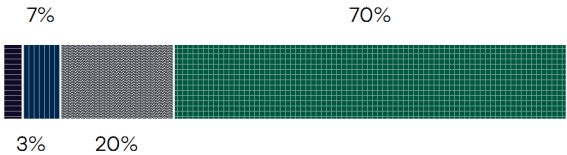
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My workgroup acts fairly and without bias



59%	57%	71%	63%	74%	80%
-----	-----	-----	-----	-----	-----

People in my workgroup are politically impartial in their work



62%	68%	70%	68%	75%	81%
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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

92% 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

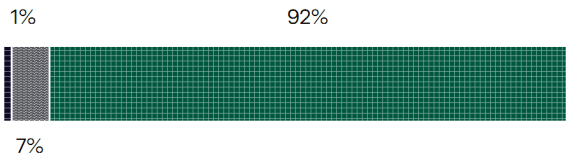
Your results

Benchmark agree results



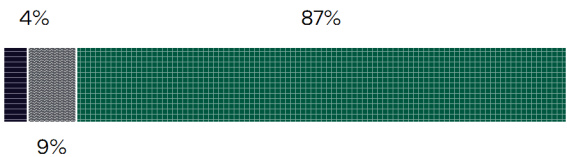
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

I understand how my job helps my organisation achieve its goals



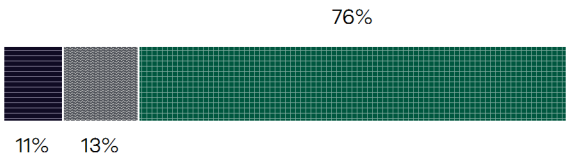
87%	89%	92%	86%	91%	95%
-----	-----	-----	-----	-----	-----

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



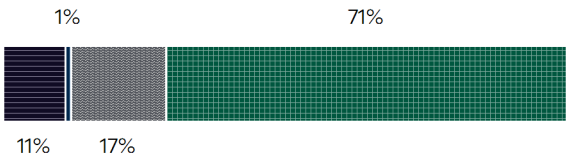
82%	85%	87%	87%	90%	93%
-----	-----	-----	-----	-----	-----

My workgroup has clear lines of responsibility



59%	59%	76%	73%	78%	84%
-----	-----	-----	-----	-----	-----

My workgroup uses its resources well



51%	57%	71%	67%	74%	83%
-----	-----	-----	-----	-----	-----

Public sector values

Accountability 2 of 2

What is this

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

Why this is important

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

How to read this

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

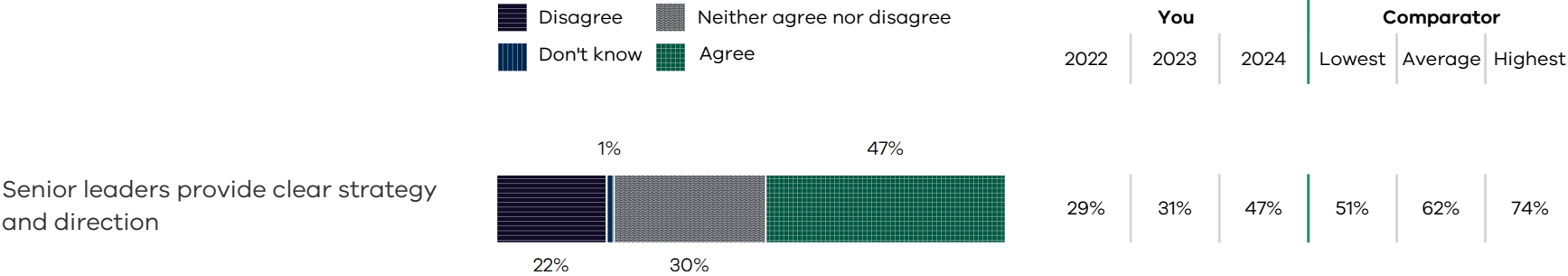
Example

47% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

Benchmark agree results



Public sector values

Respect 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

85% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

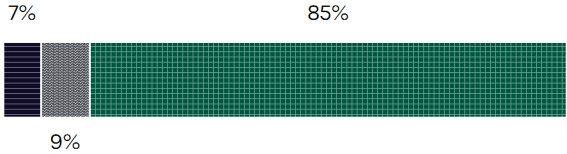
Your results

Benchmark agree results



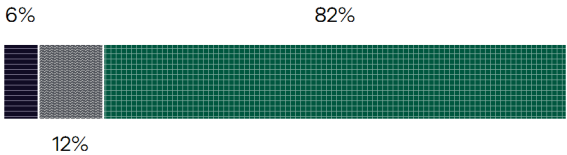
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My manager treats employees with dignity and respect



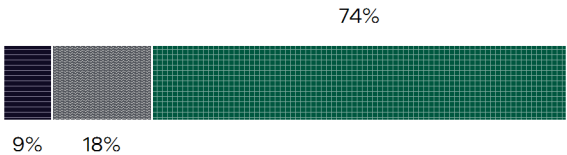
72%	73%	85%	79%	87%	93%
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My manager listens to what I have to say



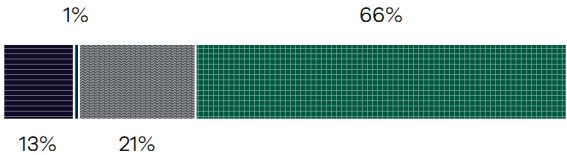
66%	66%	82%	73%	83%	89%
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People in my workgroup treat each other with respect



63%	69%	74%	72%	80%	87%
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My organisation encourages respectful workplace behaviours



51%	52%	66%	66%	78%	84%
-----	-----	-----	-----	-----	-----

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.

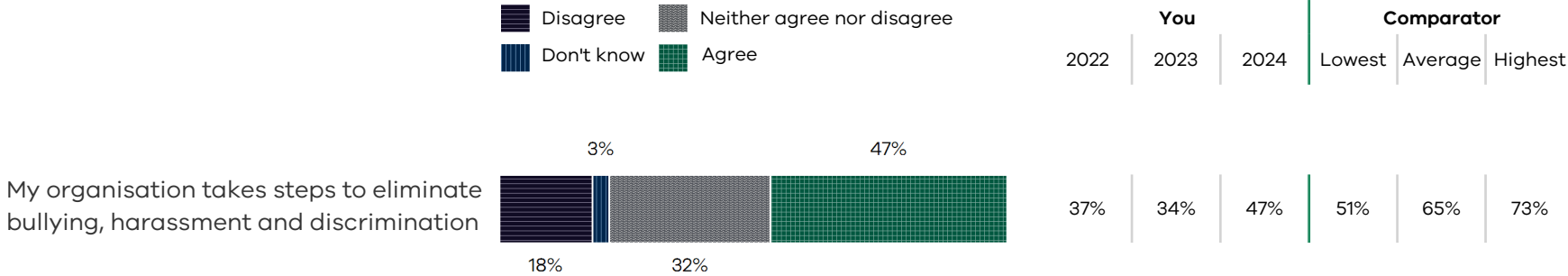
Example

47% 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.

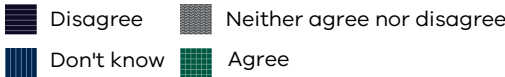
Example

83% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

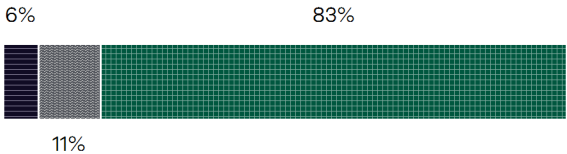
Survey question

Your results

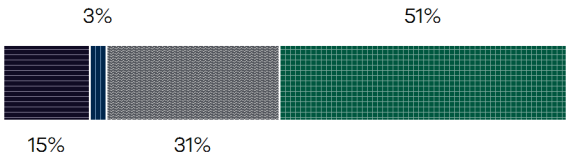
Benchmark agree results



My manager models my organisation's values



Senior leaders model my organisation's values



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
66%	65%	83%	76%	84%	91%
32%	31%	51%	48%	64%	76%



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

82% of your staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

Survey question

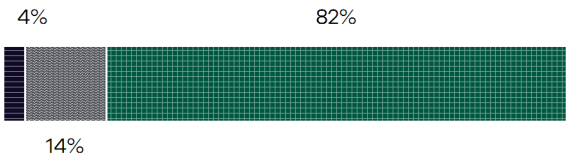
Your results

Benchmark agree results



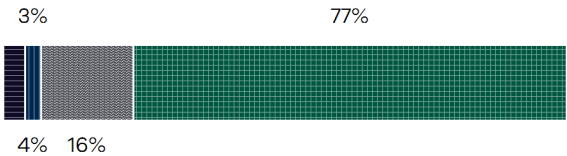
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

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



76%	70%	82%	77%	84%	90%
-----	-----	-----	-----	-----	-----

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



66%	65%	77%	73%	85%	91%
-----	-----	-----	-----	-----	-----

# People matter survey

2024

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### Demographics

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



Topical questions

Topical questions

What is this

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

Why this is important

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

How to read this

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

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

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

Example

86% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

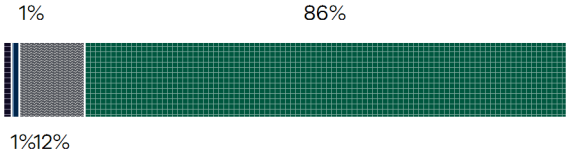
Survey question

Your results

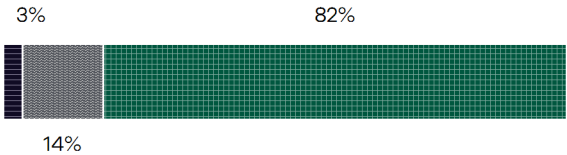
Benchmark agree results



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



I am proud to work in the public sector



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
Not asked	75%	86%	83%	89%	95%
Not asked	Not asked	82%	77%	85%	90%

# 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
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- Taking action questions

## Detailed results

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- Human rights

### Topical questions

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

### Demographics

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- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role



## Demographics

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

#### What is this

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

#### Why this is important

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

#### How to read this

Each table shows the breakdown of responses from your survey.

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

#### How we protect anonymity and privacy

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

Age	(n)	%
15-34 years	41	20%
35-54 years	91	44%
55+ years	60	29%
Prefer not to say	16	8%

Gender	(n)	%
Woman	173	83%
Man	17	8%
Prefer not to say	16	8%
Non-binary and I use a different term	2	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	2	1%
No	185	89%
Prefer not to say	21	10%

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

	(n)	%
Yes	1	0%
No	175	84%
Don't know	12	6%
Prefer not to say	20	10%

### How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	153	74%
Prefer not to say	35	17%
Asexual	6	3%
Bisexual	4	2%
Don't know	4	2%
Pansexual	4	2%
Gay or lesbian	1	0%
I use a different term	1	0%

# Demographics

## Aboriginal and/or Torres Strait Islander employees

### What is this

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

### Why this is important

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

### How to read this

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

### How we protect anonymity and privacy

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	3	1%
Non Aboriginal and/or Torres Strait Islander	196	94%
Prefer not to say	9	4%

# Demographics

## Disability

### What is this

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

### Why this is important

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

### How to read this

Each table shows the breakdown of responses from your survey.

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

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

### How we protect anonymity and privacy

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Are you a person with disability?	(n)	%
Yes	13	6%
No	187	90%
Prefer not to say	8	4%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	11	85%
No	2	15%
Prefer not to say	0	0%

# Demographics

## Cultural diversity 1 of 2

### What is this

These are the personal characteristics of staff.

### Why this is important

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

### How to read this

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

### How we protect anonymity and privacy

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Country of birth	(n)	%
Born in Australia	181	87%
Not born in Australia	19	9%
Prefer not to say	8	4%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Filipino	5	36%
Hindi	3	21%
Other	3	21%
Punjabi	2	14%
Australian Indigenous Language	1	7%
Malayalam	1	7%
Spanish	1	7%
Tagalog	1	7%
Urdu	1	7%
Arabic	0	0%
Auslan	0	0%
Cantonese	0	0%

Language other than English used with family or community	(n)	%
Yes	14	7%
No	186	89%
Prefer not to say	8	4%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Greek	0	0%
Gujarati	0	0%
Italian	0	0%
Macedonian	0	0%
Mandarin	0	0%
Persian	0	0%
Sinhalese	0	0%
Tamil	0	0%
Telugu	0	0%
Turkish	0	0%
Vietnamese	0	0%



# Demographics

## Cultural diversity 2 of 2

### What is this

This is the cultural identity and religion of staff.

### Why this is important

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

### How to read this

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

### How we protect anonymity and privacy

- de-identify all survey response data provided to your organisation
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Cultural identity	(n)	%
Australian	171	82%
Prefer not to say	14	7%
English, Irish, Scottish and/or Welsh	10	5%
East and/or South-East Asian	7	3%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	4	2%
New Zealander	3	1%
Other	3	1%
South Asian	3	1%
Aboriginal and/or Torres Strait Islander	2	1%
Maori	1	0%
Pacific Islander	1	0%
African	0	0%
Central and/or South American	0	0%
Central Asian	0	0%
Middle Eastern	0	0%
North American	0	0%

Religion	(n)	%
No religion	117	56%
Christianity	54	26%
Prefer not to say	22	11%
Other	7	3%
Buddhism	3	1%
Hinduism	2	1%
Sikhism	2	1%
Islam	1	0%
Judaism	0	0%

# Demographics

## Employment characteristics 1 of 2

### What is this

These are the employment characteristics of staff.

### Why this is important

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

### How to read this

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

### How we protect anonymity and privacy

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Working arrangement	(n)	%
Full-Time	47	23%
Part-Time	161	77%

Gross base salary (ongoing/fixed term only)	(n)	%
Below \$80k	93	47%
\$80k to \$120k	58	29%
\$120k to \$160k	8	4%
\$160k to \$200k	3	2%
\$200k or more	3	2%
Prefer not to say	33	17%

Organisational tenure	(n)	%
<1 year	22	11%
1 to less than 2 years	21	10%
2 to less than 5 years	41	20%
5 to less than 10 years	49	24%
10 to less than 20 years	43	21%
More than 20 years	32	15%

Management responsibility	(n)	%
Non-manager	172	83%
Other manager	24	12%
Manager of other manager(s)	12	6%

Employment type	(n)	%
Ongoing and executive	172	83%
Fixed term	22	11%
Other	14	7%

Frontline worker	(n)	%
Yes	155	75%
No	53	25%

# 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)	%
Rural	194	93%
Large regional city	9	4%
Other	4	2%
Melbourne: Suburbs	1	0%
Melbourne CBD	0	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	75	36%
A frontline or service delivery location	110	53%
Home or private location	6	3%
A shared office space (where two or more organisations share the same workspace)	20	10%
Isolated or remote location/s where access to communications and help from others is difficult	1	0%
Other	22	11%

Flexible work	(n)	%
Part-time	89	43%
I do not use any flexible work arrangements	62	30%
Shift swap	51	25%
Flexible start and finish times	38	18%
Study leave	23	11%
Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours	22	11%
Working more hours over fewer days	11	5%
Working from an alternative location (e.g. home, hub/shared work space)	8	4%
Other	7	3%
Job sharing	3	1%
Purchased leave	2	1%

# Demographics

## Adjustments

### What is this

These are adjustments staff requested to perform in their role.

### Why this is important

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

### How to read this

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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- don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total

## Have you requested any of the following adjustments at work?

	(n)	%
No, I have not requested adjustments	151	73%
Flexible working arrangements	32	15%
Physical modifications or improvements to the workplace	22	11%
Job redesign or role sharing	6	3%
Accessible communications technologies	4	2%
Career development support strategies	4	2%
Other	4	2%

## Why did you make this request?

	(n)	%
Work-life balance	22	39%
Health	21	37%
Caring responsibilities	15	26%
Family responsibilities	13	23%
Other	8	14%
Disability	4	7%
Study commitments	4	7%

## What was your experience with making this request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	44	77%
The adjustments I needed were not made	7	12%
The adjustments I needed were made but the process was unsatisfactory	6	11%

# 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	93	45%
Secondary school aged child(ren)	44	21%
Primary school aged child(ren)	41	20%
Frail or aged person(s)	19	9%
Person(s) with a medical condition	15	7%
Person(s) with disability	14	7%
Prefer not to say	13	6%
Child(ren) - younger than preschool age	10	5%
Preschool aged child(ren)	10	5%
Other	6	3%
Person(s) with a mental illness	6	3%

# Demographics

## Employment categories

### What is this

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

### Why this is important

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

### How to read this

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

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

### How we protect anonymity and privacy

- 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	91	44%
Management, Administration and Corporate support	50	24%
Support services	29	14%
Allied health - therapy discipline	10	5%
Allied health - assistant	7	3%
Medical employees	7	3%
Other health and social care	6	3%
Allied health - science discipline	5	2%
Community development	3	1%
Counselling	0	0%
Lived experience specific worker	0	0%
Pastoral / spiritual care	0	0%

# Demographics

## Primary role

### What is this

This shows the primary role of your staff.

### Why this is important

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

### How to read this

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

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

### How we protect anonymity and privacy

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

	(n)	%
Hospital-based services	132	63%
Community-based services	44	21%
Corporate services	16	8%
Residential aged care services	16	8%
Mental health care services	0	0%
Prison-based services	0	0%

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

	(n)	%
Administration	50	24%
Aged care	21	10%
Critical care	0	0%
Drug and alcohol	1	0%
Emergency	12	6%
Maternity care	3	1%
Medical	21	10%
Mental health	1	0%
Mixed medical/surgical	20	10%
Neonatal care	0	0%
Palliative care	3	1%
Paediatrics	3	1%
Peri-operative	4	2%
Rehabilitation	5	2%
Surgical	1	0%
Other	63	30%



**Victorian  
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