

A photograph of two women in a brightly lit room with colorful artwork on the walls. 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 text 'People Matter Survey' is overlaid in a green box on the left side of the image.

**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> <p><b>Custom questions</b></p> <ul style="list-style-type: none"><li>• Questions requested by your organisation</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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- Satisfaction
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- Work-related stress causes
- Burnout levels
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- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

### Key differences

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

### Taking action

- Taking action questions

## Detailed results

### Senior leadership

- Senior leadership questions

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

### Workgroup climate

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

### Job and manager factors

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

### Public sector values

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

### Topical questions

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

### Custom questions

- Questions requested by your organisation

### Demographics

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

## Report overview

### Privacy and anonymity

To protect you, we:

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

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



# Report overview

## Survey's theoretical framework

### What this is

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

### Why this is important

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

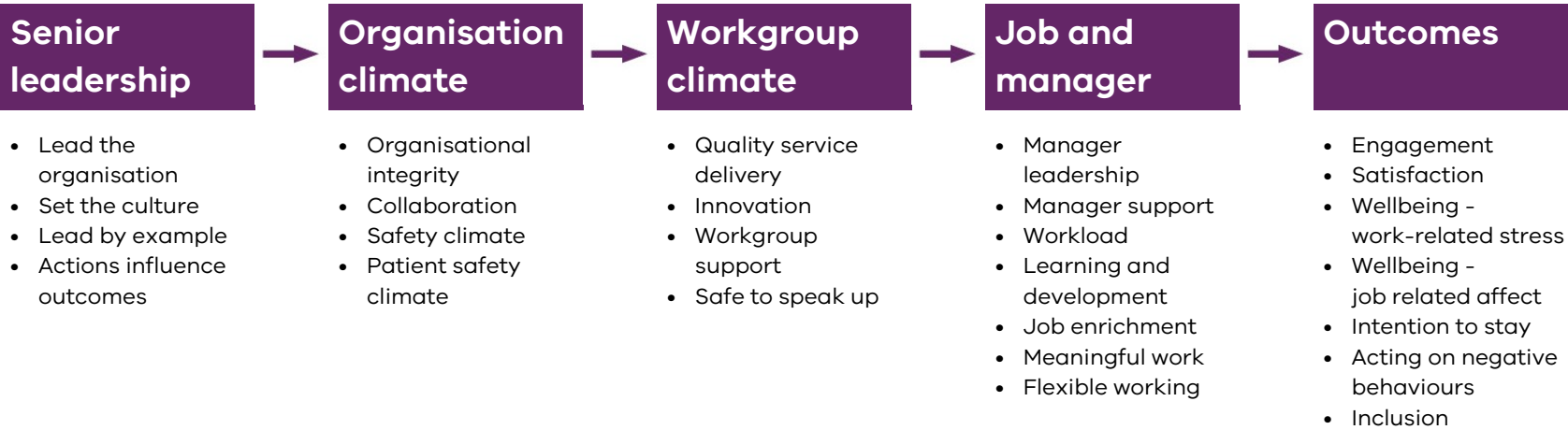
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

### Our public sector values

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

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

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



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



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'.

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

# Report overview

## Your response rate

### What this is

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

### Why this is important

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

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

### How to read this

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

2023

38%  
(387)

Comparator	30%
Public Sector	42%

2024

34%  
(354)

Comparator	32%
Public Sector	44%

# People matter survey

2024

Have your say

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- 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

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### Workgroup climate

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- Workgroup support
- Safe to speak up

### Job and manager factors

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

### Public sector values

- Scorecard
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### Topical questions

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

### Custom questions

- Questions requested by your organisation

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





# People outcomes

## Your employee engagement index

### What is this

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

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

The weightings for each engagement response are:

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

### Why this is important

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

2023

71

Comparator	71
Public Sector	68

2024

73

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 73.

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

85% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

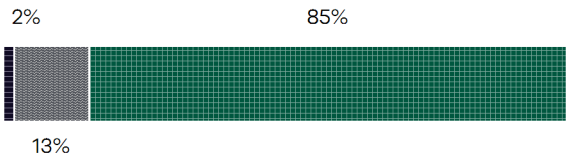
Survey question

Your results

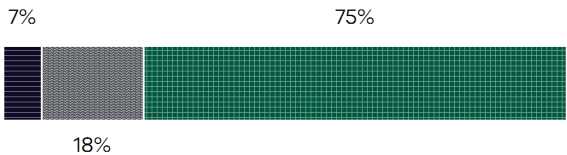
Benchmark agree results



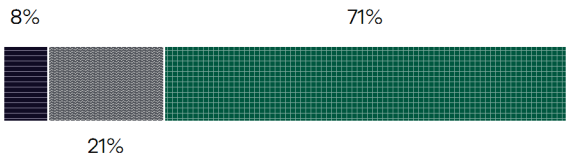
I am proud to tell others I work for my organisation



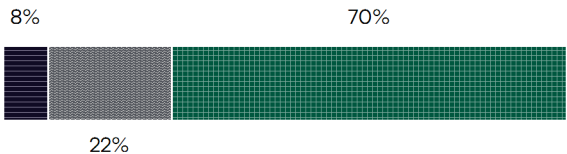
I would recommend my organisation as a good place to work



My organisation motivates me to help achieve its objectives



My organisation inspires me to do the best in my job



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

79%	80%	85%	64%	80%	92%
-----	-----	-----	-----	-----	-----

71%	71%	75%	56%	73%	89%
-----	-----	-----	-----	-----	-----

67%	70%	71%	59%	68%	89%
-----	-----	-----	-----	-----	-----

67%	66%	70%	57%	69%	86%
-----	-----	-----	-----	-----	-----

People outcomes

Engagement question results 2 of 2

What is this

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

Your group's engagement index

Your 2024 index is 73.

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.

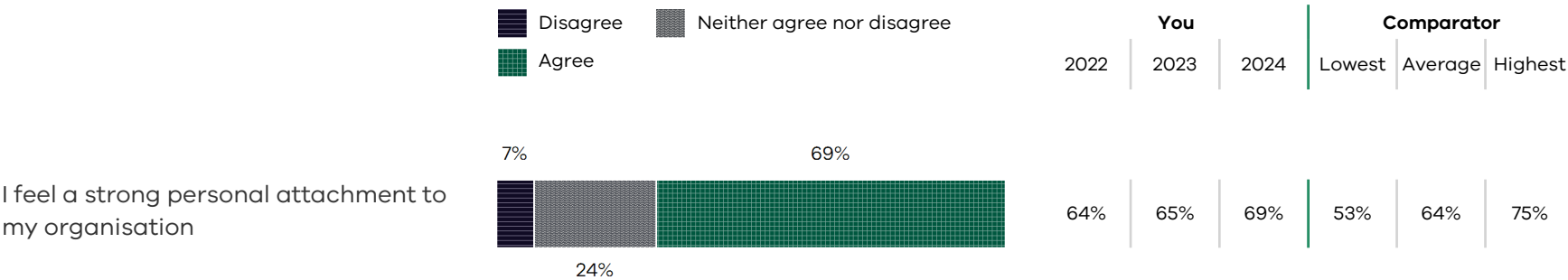
Example

69% 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

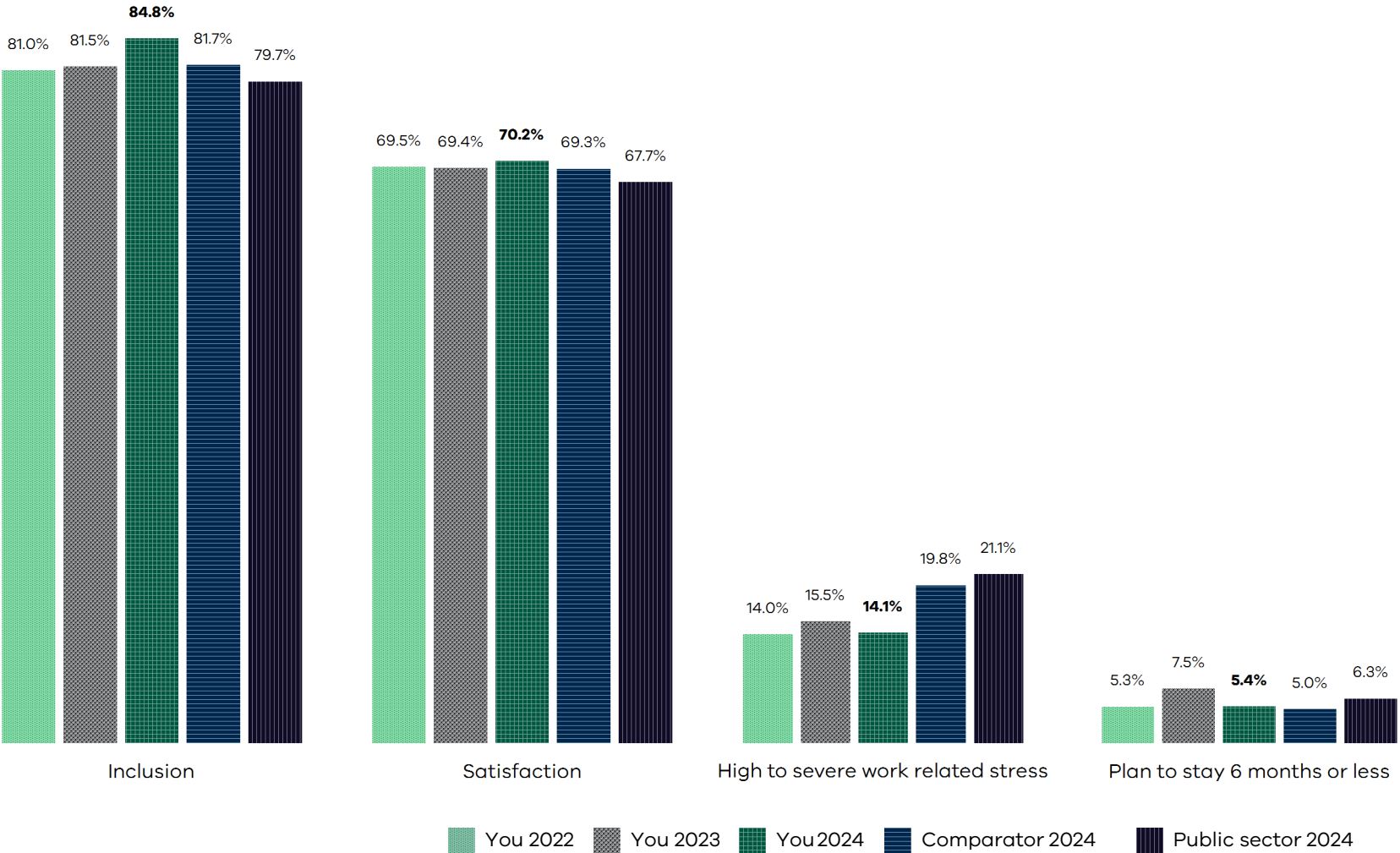
This page shows which outcomes are performing well and which outcomes you can look to improve.

### 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:
- 84.8% of your staff who did the survey responded positively to questions about Inclusion.
- Compared to:
- 81.7% of staff in your comparator group and 79.7% of staff across the public sector.



People outcomes

Satisfaction question results

What is this

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

Why this is important

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

How to read this

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

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

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

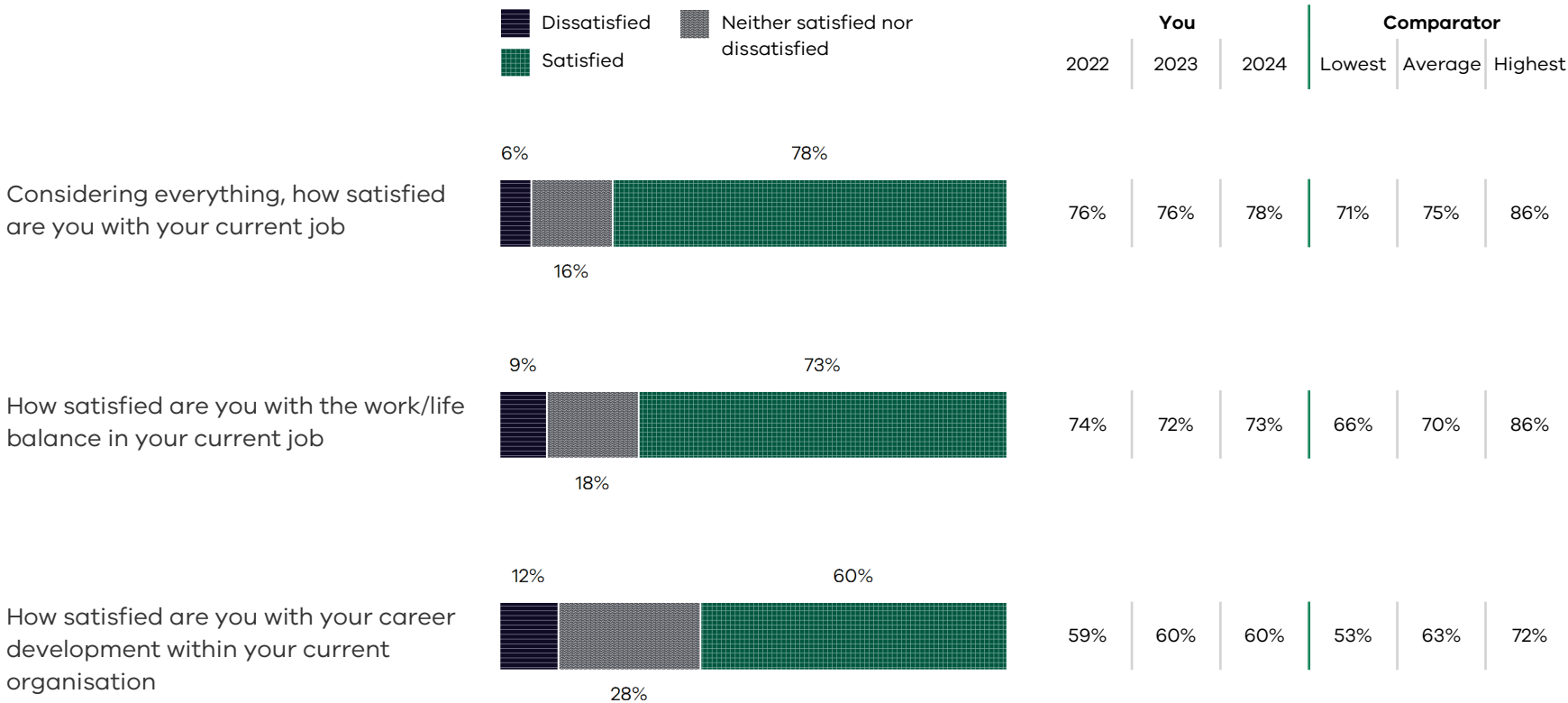
Example

78% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

Survey question

Your results

Benchmark satisfied results



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.

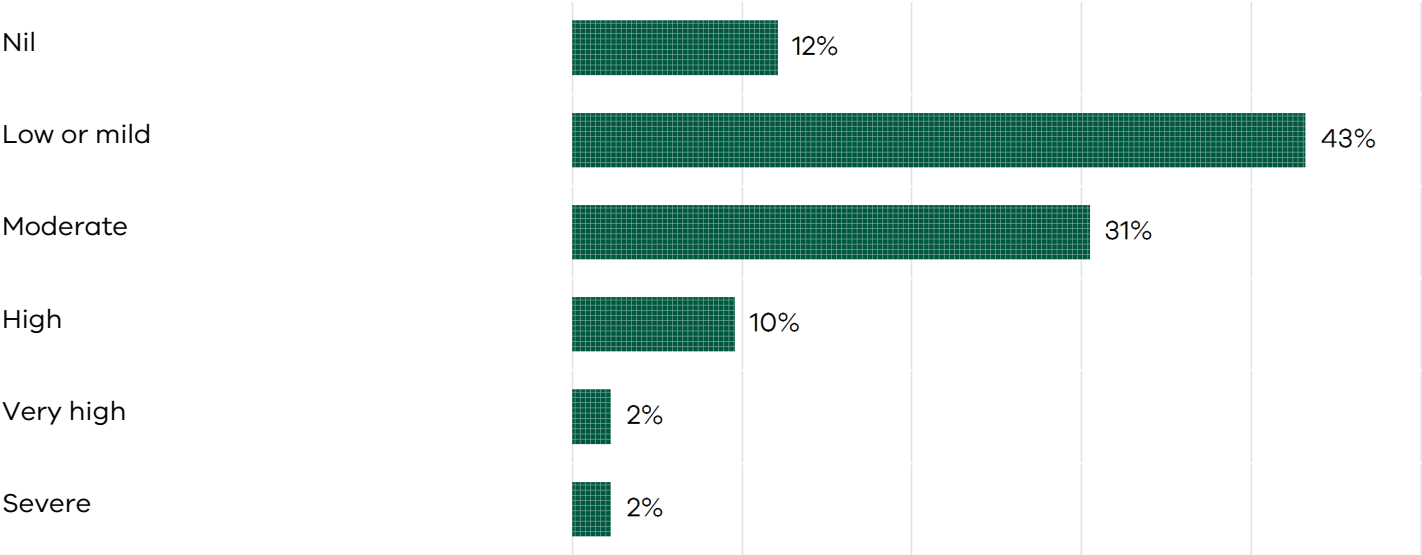
The graph at the top shows how staff in your group rated their current levels of work-related stress.

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**

14% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 20% of staff in your comparator group and 21% of staff across the public sector.

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



Reported levels of high to severe stress

2023		2024	
16%		14%	
Comparator	22%	Comparator	20%
Public Sector	24%	Public Sector	21%



# People outcomes

## Work-related stress causes

### What is this

This is the main work-related causes of stress reported by staff.

### Why this is important

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

### How to read this

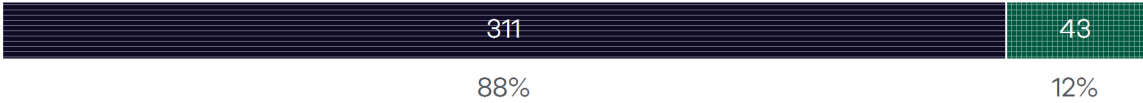
In the survey, we ask staff to tell us if they have experienced mild to severe stress at work, as shown in the visual above the table.

If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

### Example

88% of your staff who did the survey said they experienced mild to severe stress. Of that 88%, 52% said the top reason was 'Workload' .



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

Of those that experienced work related stress it was from ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Workload	50%	52%	50%	48%
Time pressure	43%	42%	40%	41%
Dealing with clients, patients or stakeholders	19%	18%	20%	18%
Management of work (e.g. supervision, training, information, support)	12%	14%	12%	12%
Physical environment	9%	11%	7%	5%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	10%	11%	14%	13%
Competing home and work responsibilities	10%	11%	14%	13%
Technology or equipment	11%	10%	8%	8%
Work schedule or hours	12%	9%	9%	7%
Other	10%	9%	13%	13%

People outcomes

Work-related stress

What is this

This is how manageable your staff feels their stress at your organisation.

Why this is important

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

How to read this

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

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

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

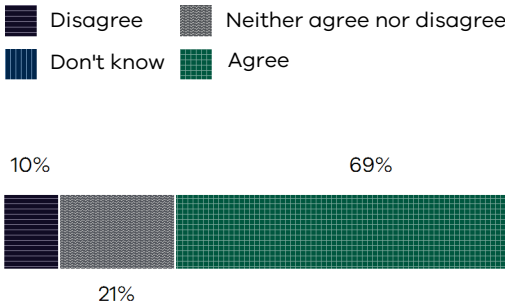
Example

69% 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	69%	59%	62%	83%

People outcomes

Burnout levels

What is this

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

Why this is important

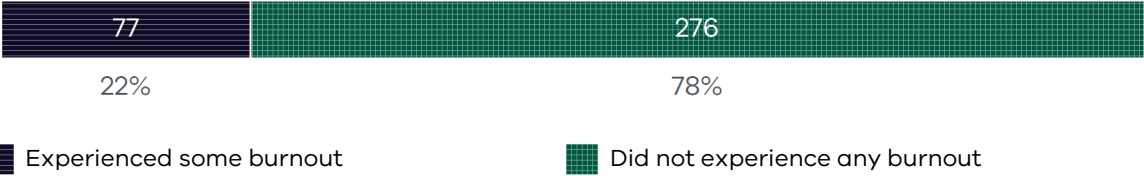
Burnout can affect negatively affect peoples health and wellbeing as well as their performance and behaviour.

How to read this

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

Example

22% of your staff who did the survey said they felt burnout at work.  
Of that 22%, 58% 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	52%	58%	49%	49%
I enjoy my work. I have no symptoms of burnout	23%	21%	20%	20%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	20%	17%	21%	21%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	4%	3%	6%	6%
I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help	2%	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	7%	5%	5%	6%
Over 6 months and up to 1 year	9%	8%	8%	9%
Over 1 year and up to 3 years	25%	24%	22%	24%
Over 3 years and up to 5 years	19%	15%	16%	16%
Over 5 years	39%	48%	48%	45%

People outcomes

Inclusion question results

What is this

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

Why this is important

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

How to read this

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

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

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

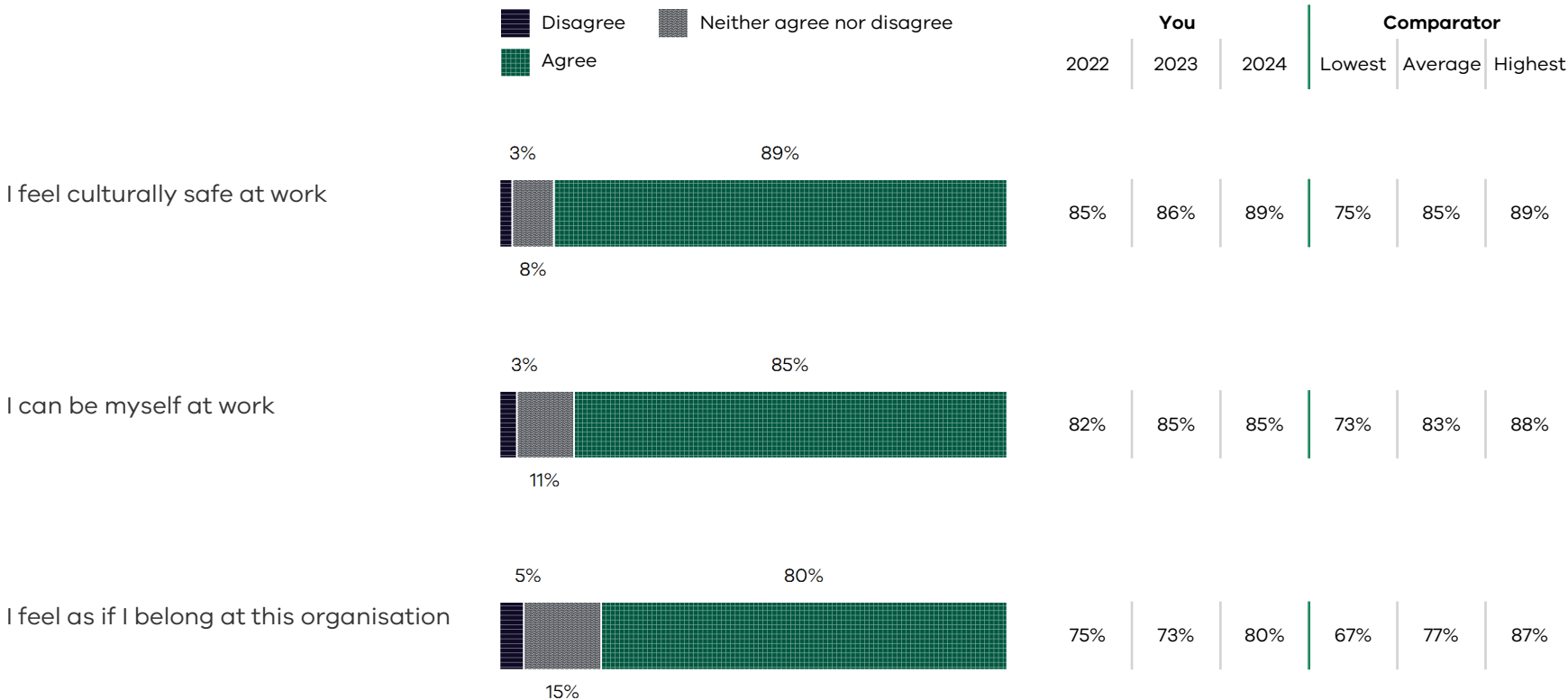
Example

89% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question

Your results

Benchmark agree results



# People outcomes

## Inclusion - Barriers to success

### What is this

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

### Why this is important

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

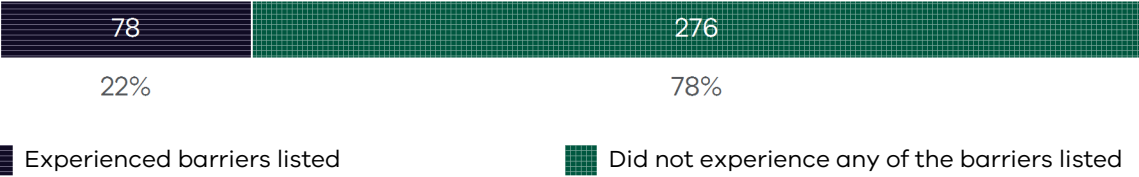
### How to read this

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

### Example

7% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My flexible working'.

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 flexible working	5%	7%	7%	6%
My age	6%	7%	7%	7%
My mental health	5%	6%	7%	7%
My caring responsibilities	4%	5%	7%	7%
My physical health	3%	3%	4%	4%
My cultural background	4%	3%	4%	3%



People outcomes

Inclusion - Witnessed barriers to success

**What is this**

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

**Why this is important**

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

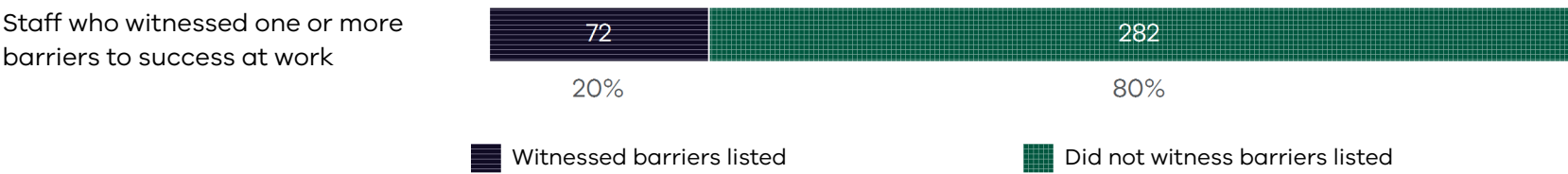
**How to read this**

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

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

**Example**

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



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	8%	9%	10%	9%
Age	4%	9%	6%	6%
Mental health	4%	5%	6%	7%
Caring responsibilities	3%	5%	8%	7%
Cultural background	4%	4%	7%	5%

# People outcomes

## Scorecard: emotional effects of work

### What is this

This is the level of positive and negative feelings experienced by staff in the 3 months before the survey.

### Why this is important

Positive feelings can lead to higher wellbeing and job satisfaction and a lower chance of burnout.

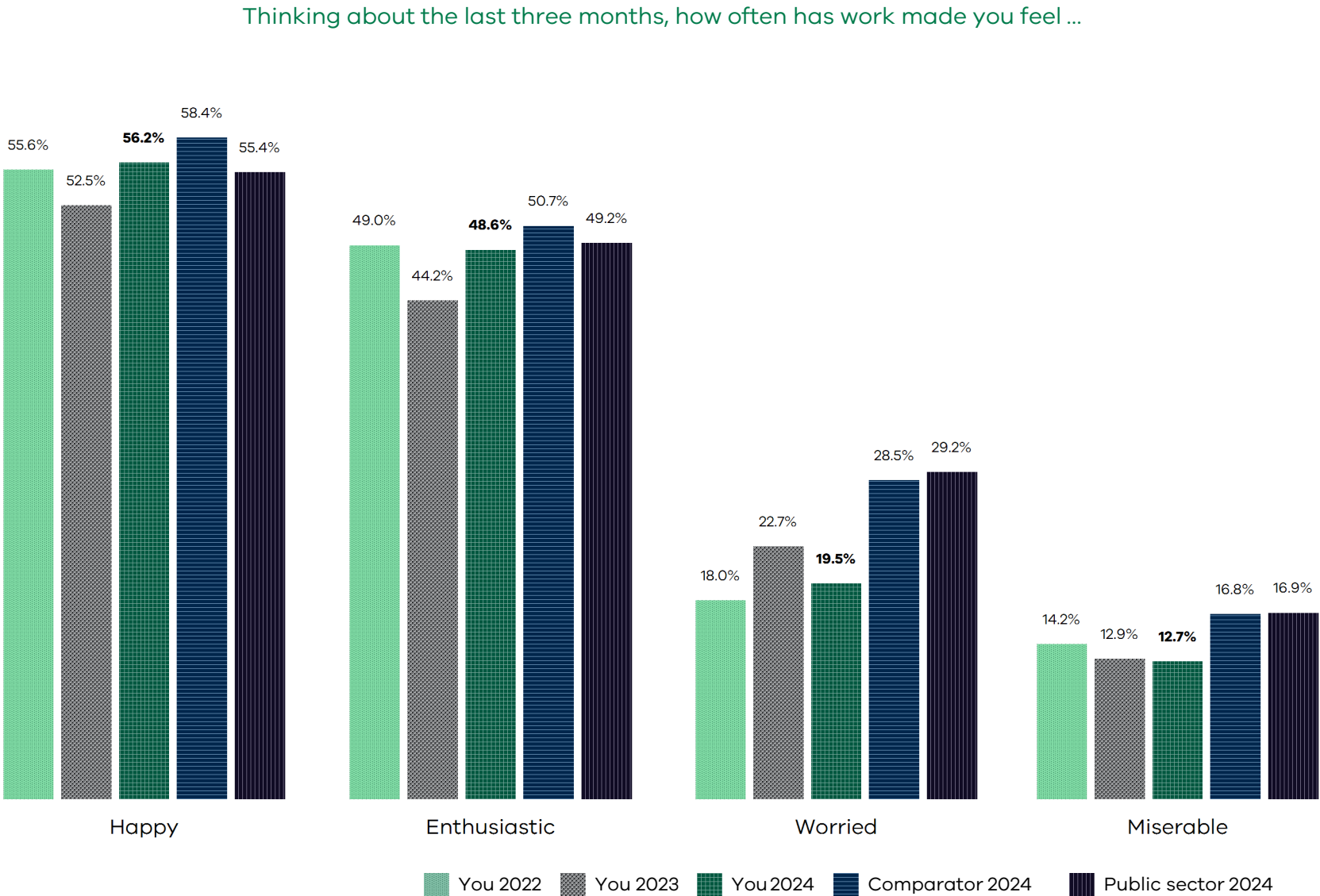
### How to read this

Each label represents a question in the survey about emotional effects of work. Each result is the percentage of staff who said they often, very often or always felt happy, enthusiastic, worried or miserable in the past 3 months.

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

### Example

- In 2024:
- 56.2% of your staff who did the survey said work made them feel happy.
- Compared to:
- 58.4% 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.

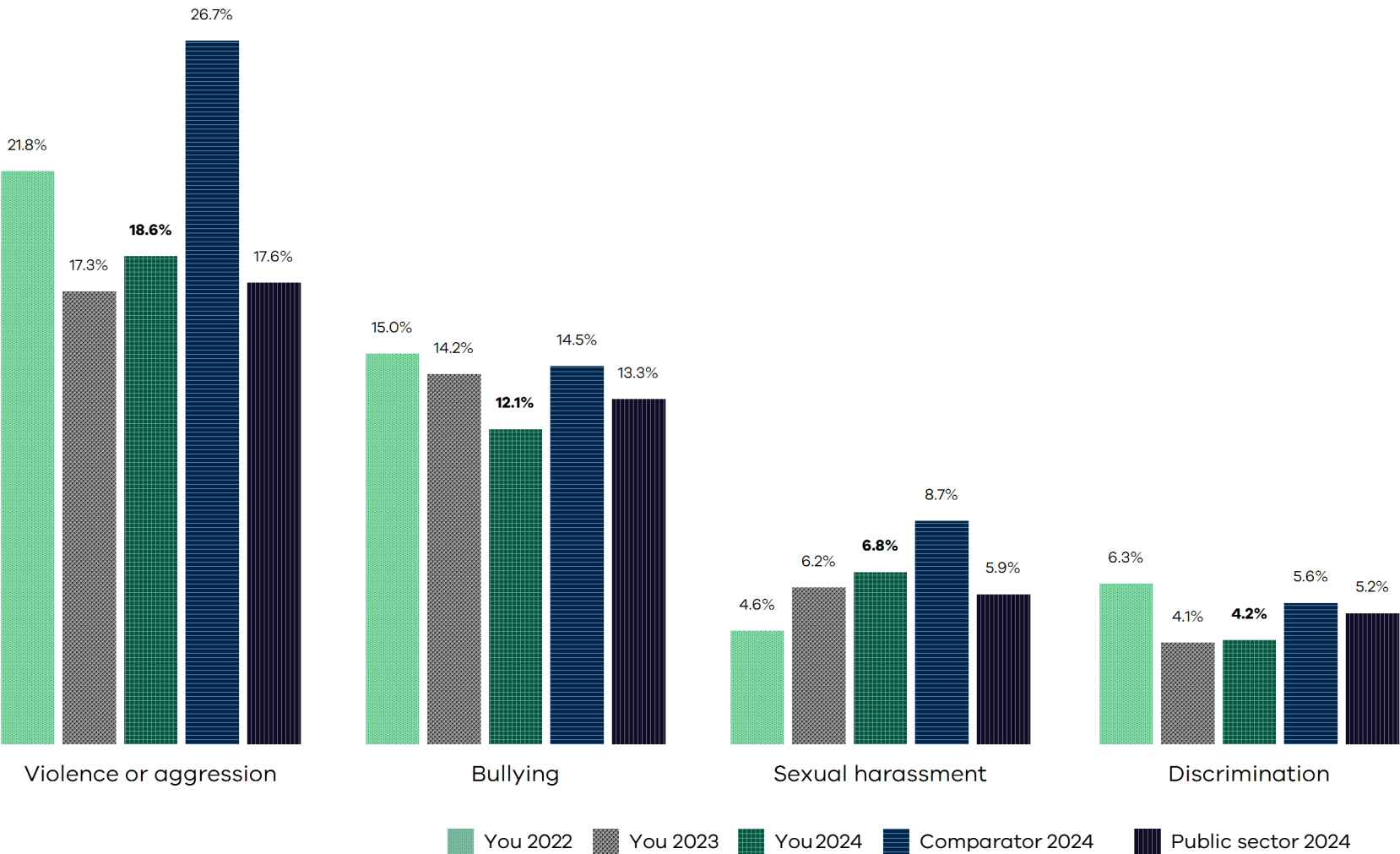
### Example

In 2024:

- 18.6% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months.

Compared to:

- 26.7% 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

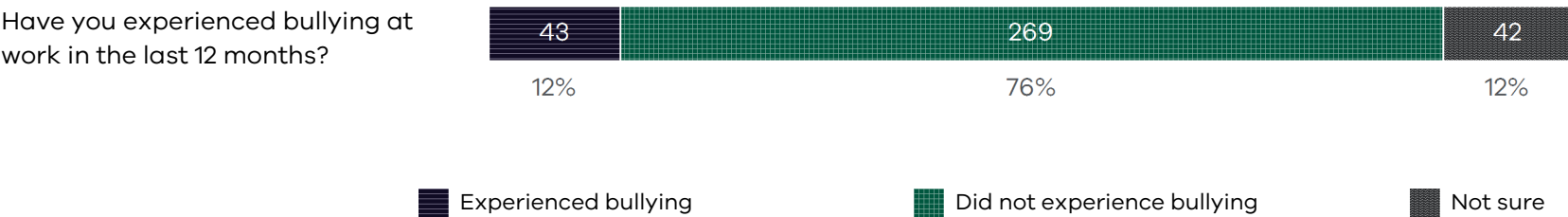
Bullying can have an immediate and longterm negative impact on those involved, including those who witness bullying.

#### 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

12% of your staff who did the survey said they experienced bullying. Of that 12%, 70% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.



If you experienced bullying, what type of bullying did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	53%	70%	69%	69%
Exclusion or isolation	36%	35%	38%	42%
Withholding essential information for me to do my job	9%	33%	22%	28%
Intimidation and/or threats	18%	28%	30%	30%
Verbal abuse	24%	26%	22%	21%
Being assigned meaningless tasks unrelated to my job	15%	16%	13%	13%
Other	13%	16%	15%	15%
Being given impossible assignment(s)	7%	9%	7%	9%
Interference with my personal property and/or work equipment	4%	5%	4%	4%

People outcomes

Telling someone about the bullying

What is this

This is if staff told someone when they experienced bullying.

Why this is important

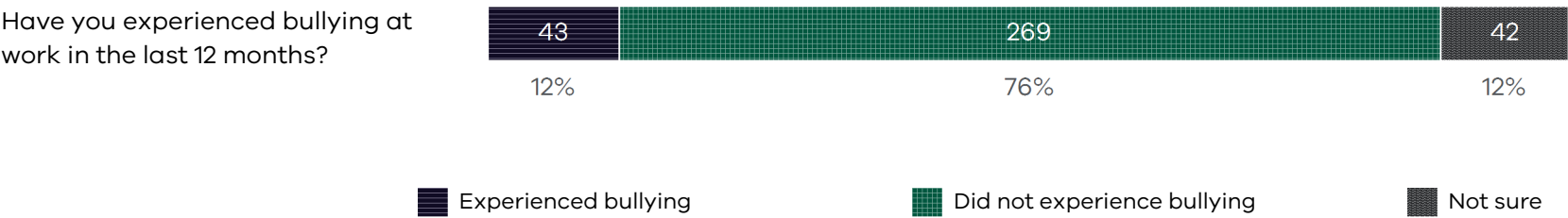
By understanding how staff report bullying, organisations can plan how to support and protect staff.

How to read this

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

Example

- 12% of your staff who did the survey said they experienced bullying, of which
- 40% said the top way they reported the bullying was 'Told a friend or family member'.
  - 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	31%	40%	48%	50%
Told a friend or family member	31%	40%	36%	35%
Told a colleague	38%	35%	43%	41%
Told the person the behaviour was not OK	15%	21%	16%	16%
Told employee assistance program (EAP) or peer support	4%	16%	8%	10%
Told someone else	9%	14%	11%	11%
Told human resources	11%	12%	10%	13%
Submitted a formal complaint	15%	9%	13%	12%
I did not tell anyone about the bullying	22%	9%	12%	12%

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.

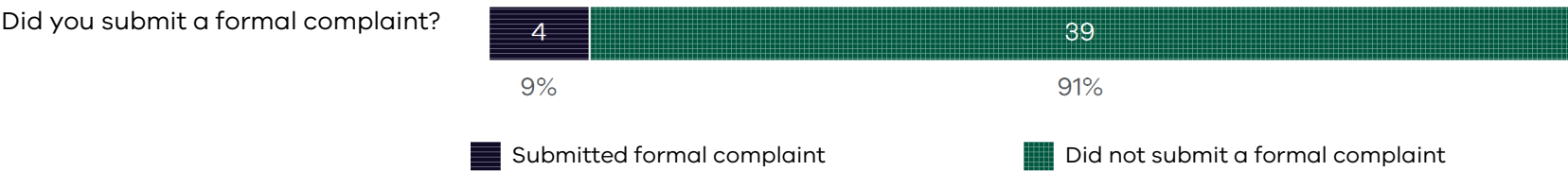
How to read this

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:

- 41% said the top reason was 'I didn't think it would make a difference'.



What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	53%	41%	53%	52%
I believed there would be negative consequences for my reputation	36%	33%	47%	49%
I believed there would be negative consequences for my career	32%	28%	35%	38%
I didn't think it was serious enough	15%	26%	21%	18%
I didn't feel safe to report the incident	17%	21%	20%	20%
I believed there would be negative consequences for the person I was going to complain about	11%	10%	11%	10%
I thought the complaint process would be embarrassing or difficult	9%	10%	12%	12%
Other	13%	8%	15%	16%
I didn't need to because I no longer had contact with the person(s) who bullied me	6%	5%	5%	5%
I was advised not to	2%	5%	5%	5%



# People outcomes

## Perpetrators of bullying

### What is this

This is who staff have said are responsible for bullying.

### Why this is important

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

### How to read this

In this year's survey, 12% 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.

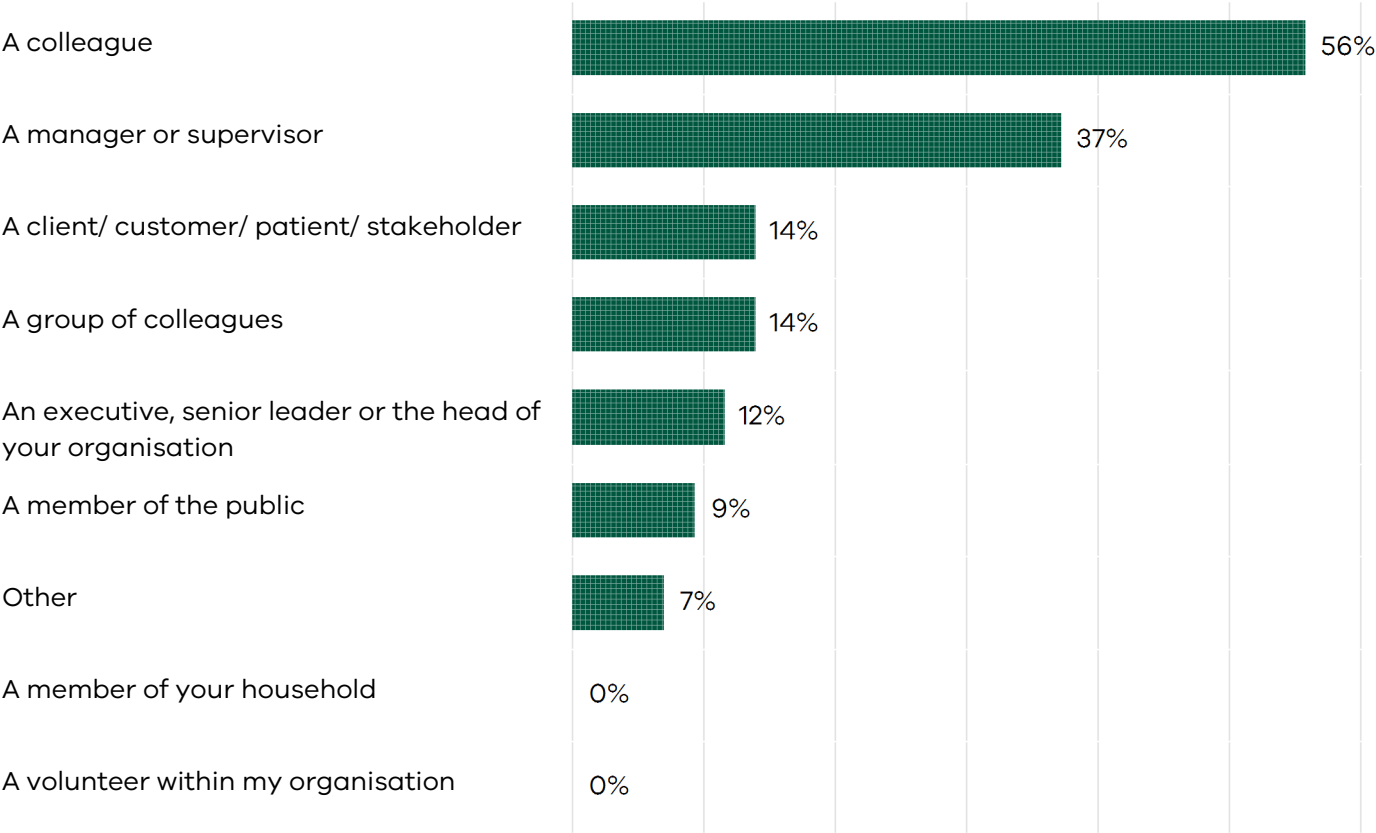
Each row is one perpetrator or group of perpetrators.

### Example

12% of your staff who did the survey said they experienced bullying.

Of that 12%, 56% said it was by 'A colleague'.

## 43 people (12% 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, 12% 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.

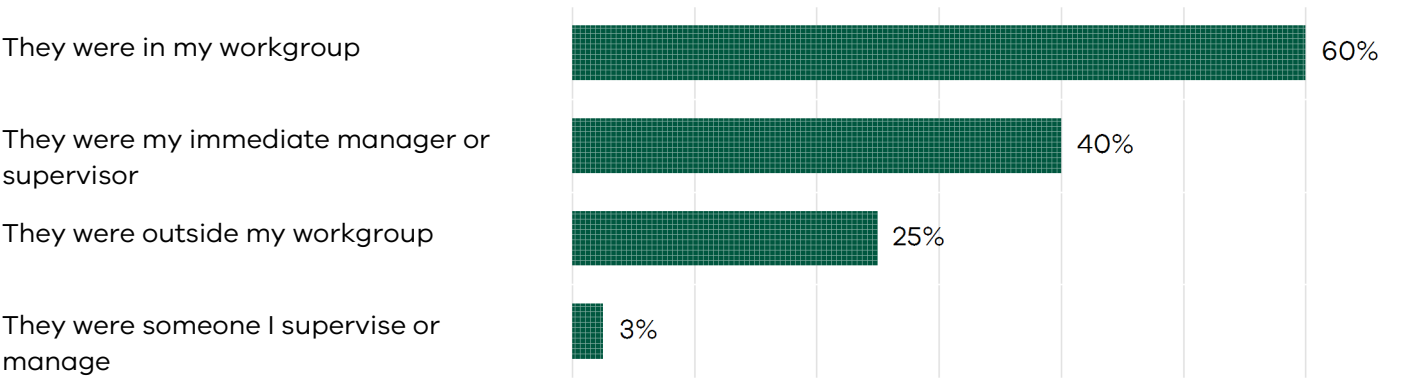
### Example

12% of your staff who did the survey said they experienced bullying.

Of that 12%, 93% said it was by someone within the organisation.

Of that 93%, 60% said it was 'They were in my workgroup'.

40 people (93% 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.

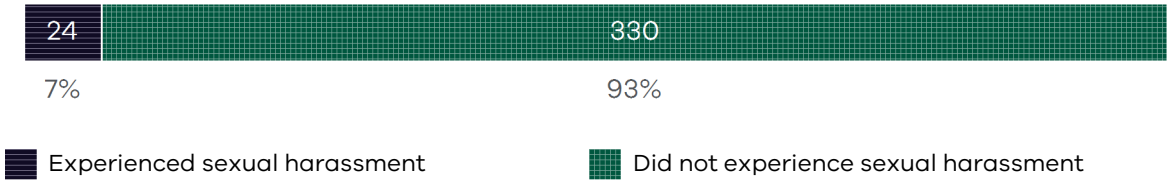
In descending order, the table shows the top 10 answers.

Example

7% of your staff who did the survey said they experienced sexual harassment.

Of those, 46% said the top type was 'Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)'.

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



Behaviours reported

Behaviours reported	You 2023	You 2024	Comparator 2024	Public sector 2024
Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)	46%	46%	55%	53%
Intrusive questions about my private life or comments about my physical appearance	38%	38%	53%	50%
Inappropriate physical contact	25%	21%	26%	23%
Inappropriate staring or leering that made me feel intimidated	13%	21%	20%	17%
Repeated or inappropriate invitations to go out on dates	0%	13%	5%	5%
Unwelcome touching, hugging, cornering or kissing	4%	8%	21%	20%
Request or pressure for sex or other sexual act	8%	4%	2%	2%
Sexually explicit posts or messages on social media	0%	4%	1%	1%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	0%	0%	2%	3%
Any other unwelcome conduct of a sexual nature	4%	0%	9%	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.

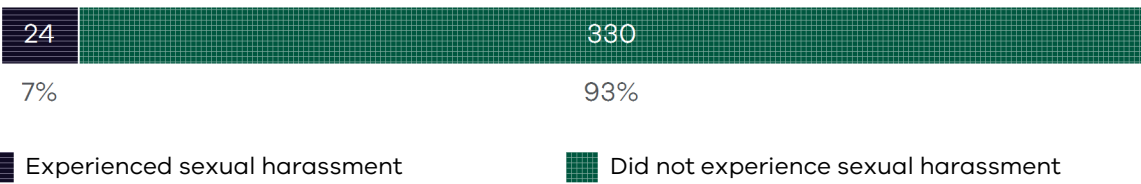
If they did, they could tell us with one or more answers how they responded.

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

### Example

7% of your staff who did the survey said they experienced sexual harassment. Of those, 50% 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	38%	50%	37%	40%
Tried to laugh it off or forget about it	38%	46%	38%	39%
Avoided the person(s) by staying away from them	33%	29%	37%	36%
Told a colleague	8%	29%	34%	30%
Told the person the behaviour was not OK	25%	25%	43%	34%
Avoided locations where the behaviour might occur	13%	25%	13%	14%
Told a friend or family member	13%	17%	22%	21%
Told a manager	4%	8%	27%	24%
Sought a transfer to another role/location/roster	0%	4%	2%	2%
Other	4%	4%	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.

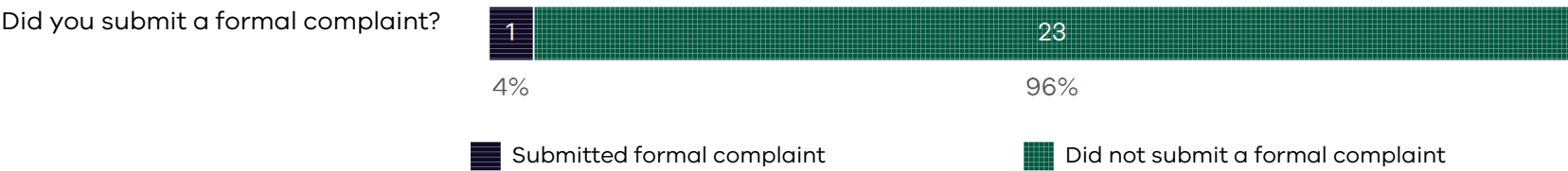
How to read this

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

96% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 52% said the top reason was 'I didn't think it was serious enough'.



What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it was serious enough	50%	52%	51%	46%
I didn't think it would make a difference	25%	43%	39%	40%
I believed there would be negative consequences for my reputation	21%	35%	19%	26%
I believed there would be negative consequences for the person I was going to complain about	13%	13%	9%	11%
I thought the complaint process would be embarrassing or difficult	13%	13%	9%	10%
I believed there would be negative consequences for my career	13%	9%	11%	17%
I didn't need to because I no longer had contact with the person(s) who harassed me	4%	9%	12%	10%
I didn't feel safe to report the incident	8%	9%	5%	7%
I didn't need to because I made the harassment stop	21%	4%	12%	10%
I didn't know who to talk to	0%	4%	3%	3%

# 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

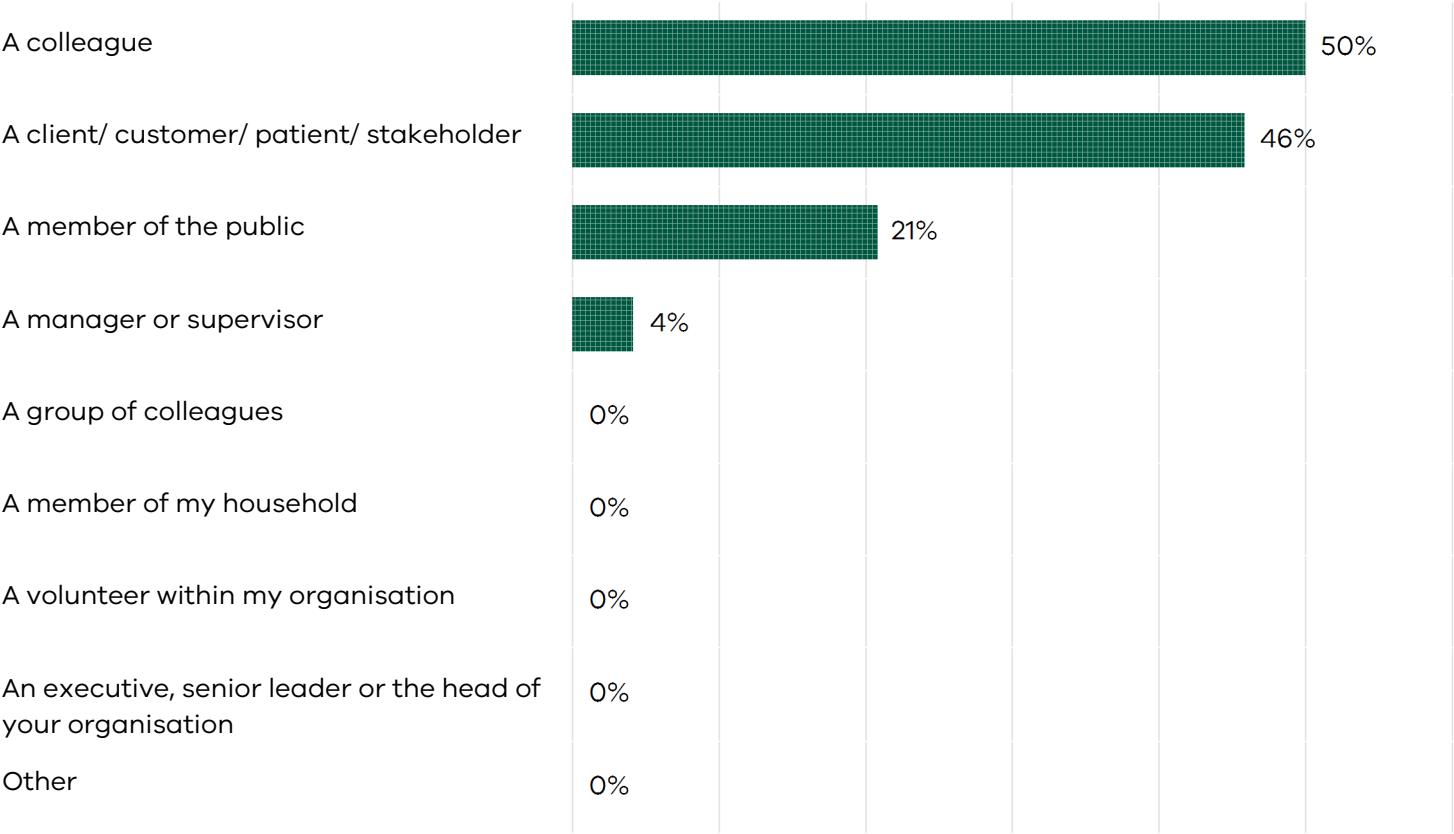
In this year's survey, 7% of your staff said they experienced sexual harassment. If they did, they could tell us with one or more answers who the perpetrator was. In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

### Example

7% of your staff who did the survey said they experienced sexual harassment. Of that 7%, 50% said it was by 'A colleague'.

## 24 people (7% of staff) experienced sexual harassment (You 2024)





# People outcomes

## Relationship to perpetrator

### What is this

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

### Why this is important

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

### How to read this

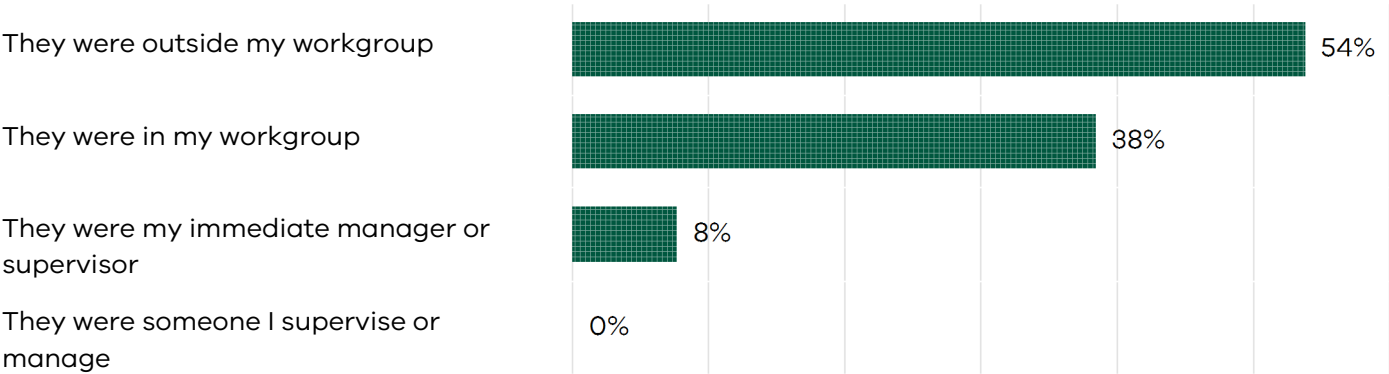
In this year's survey, 7% of your staff said they experienced sexual harassment. If they experienced sexual harassment from within the organisation, they could tell us their relationship to the perpetrator.

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

### Example

7% of your staff who did the survey said they experienced sexual harassment. Of that 7%, 54% said it was by someone within the organisation. Of that 54%, 54% said it was 'They were outside my workgroup'.

13 people (54% of staff who experienced harassment) experienced harassment from within your organisation (You 2024)



# People outcomes

## Frequency of sexual harassment

### What is this

This is how often staff experienced sexual harassment.

### Why this is important

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

### How to read this

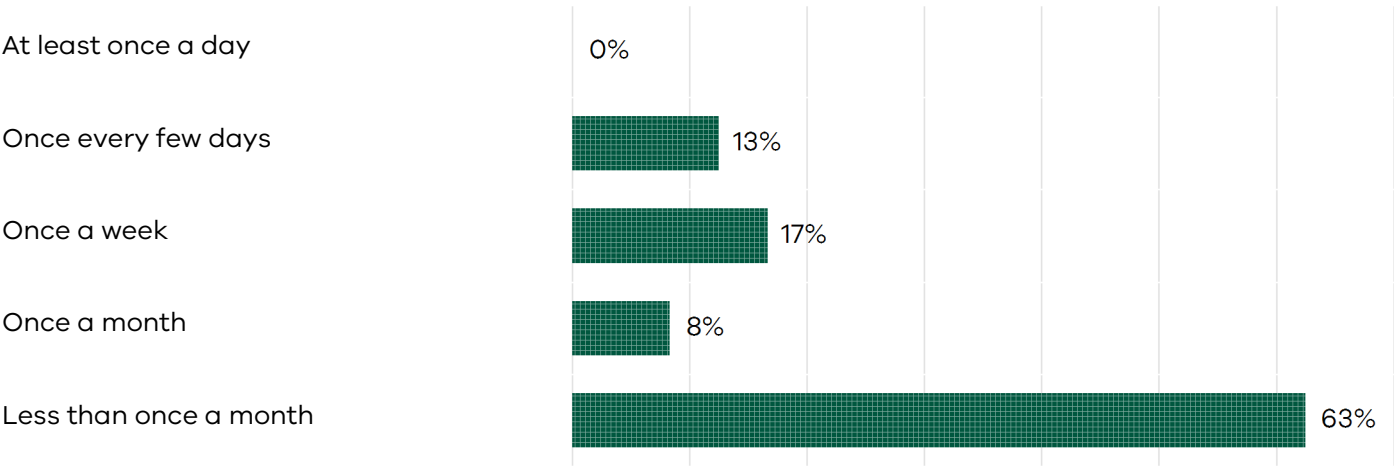
In this year’s survey, 7% of your staff said they experienced sexual harassment. If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

### Example

7% of your staff who did the survey said they experienced sexual harassment. Of that 7%, 0% said it was 'At least once a day'.

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



People outcomes

Type of discrimination

What is this

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

Why this is important

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

How to read this

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

Example

4% of your staff who did the survey said they experienced discrimination. Of that 4%, 40% said it was 'Other'.



Experienced discrimination      Did not experience discrimination      Not sure

If you experienced discrimination, what type of discrimination did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Other	50%	40%	43%	41%
Opportunities for promotion	19%	27%	32%	35%
Denied flexible work arrangements or other adjustments	38%	27%	23%	22%
Opportunities for training or professional development	31%	13%	25%	24%
Employment security - threats of dismissal or termination	0%	13%	9%	12%
Pay or conditions offered by employer	6%	7%	8%	10%
Opportunities for transfer/secondment	13%	0%	7%	12%
Access to leave	13%	0%	10%	8%

People outcomes

Telling someone about the discrimination

What is this

This is who staff told about the discrimination they experienced.

Why this is important

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

How to read this

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

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

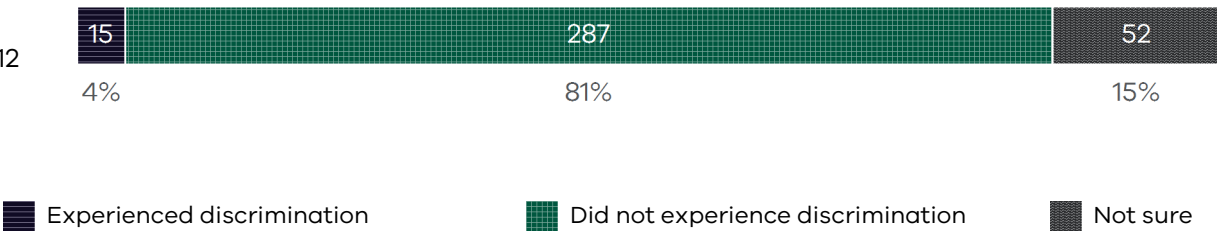
In descending order, the table shows the answers.

Example

4% of your staff who did the survey said they experienced discrimination, of which

- 40% said the top way they reported the discrimination was 'Told a friend or family member'.
- 100% said they didn't submit a formal complaint.

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



Did you tell anyone about the discrimination?

	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a friend or family member	31%	40%	32%	32%
Told a colleague	13%	33%	38%	38%
Told a manager	25%	27%	25%	29%
I did not tell anyone about the discrimination	44%	27%	23%	24%
Told employee assistance program (EAP) or peer support	6%	20%	8%	9%
Told the person the behaviour was not OK	13%	20%	10%	9%
Told someone else	6%	20%	14%	14%
Submitted a formal complaint	6%	0%	8%	8%
Told human resources	6%	0%	9%	11%

People outcomes

Discrimination - reasons for not submitting a formal complaint

What is this

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

Why this is important

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

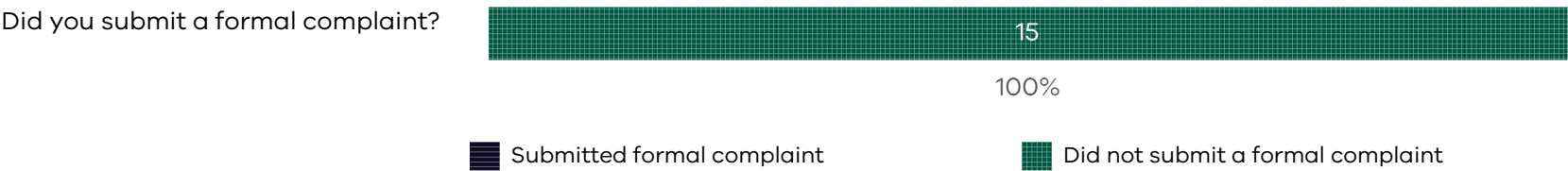
How to read this

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

Example

100% of your staff who experienced discrimination 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	27%	60%	59%	59%
I believed there would be negative consequences for my reputation	53%	27%	45%	51%
I didn't feel safe to report the incident	20%	27%	21%	20%
I didn't think it was serious enough	0%	20%	16%	14%
I believed there would be negative consequences for my career	40%	20%	43%	49%
I didn't need to because I made the discrimination stop	0%	7%	2%	3%
I thought the complaint process would be embarrassing or difficult	27%	7%	11%	13%
I didn't know how to make a complaint	7%	7%	4%	5%
I was advised not to	0%	7%	4%	5%
I believed there would be negative consequences for the person I was going to complain about	27%	0%	9%	8%

# People outcomes

## Perpetrators of discrimination

### What is this

This is who staff have said are responsible for discrimination.

### Why this is important

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

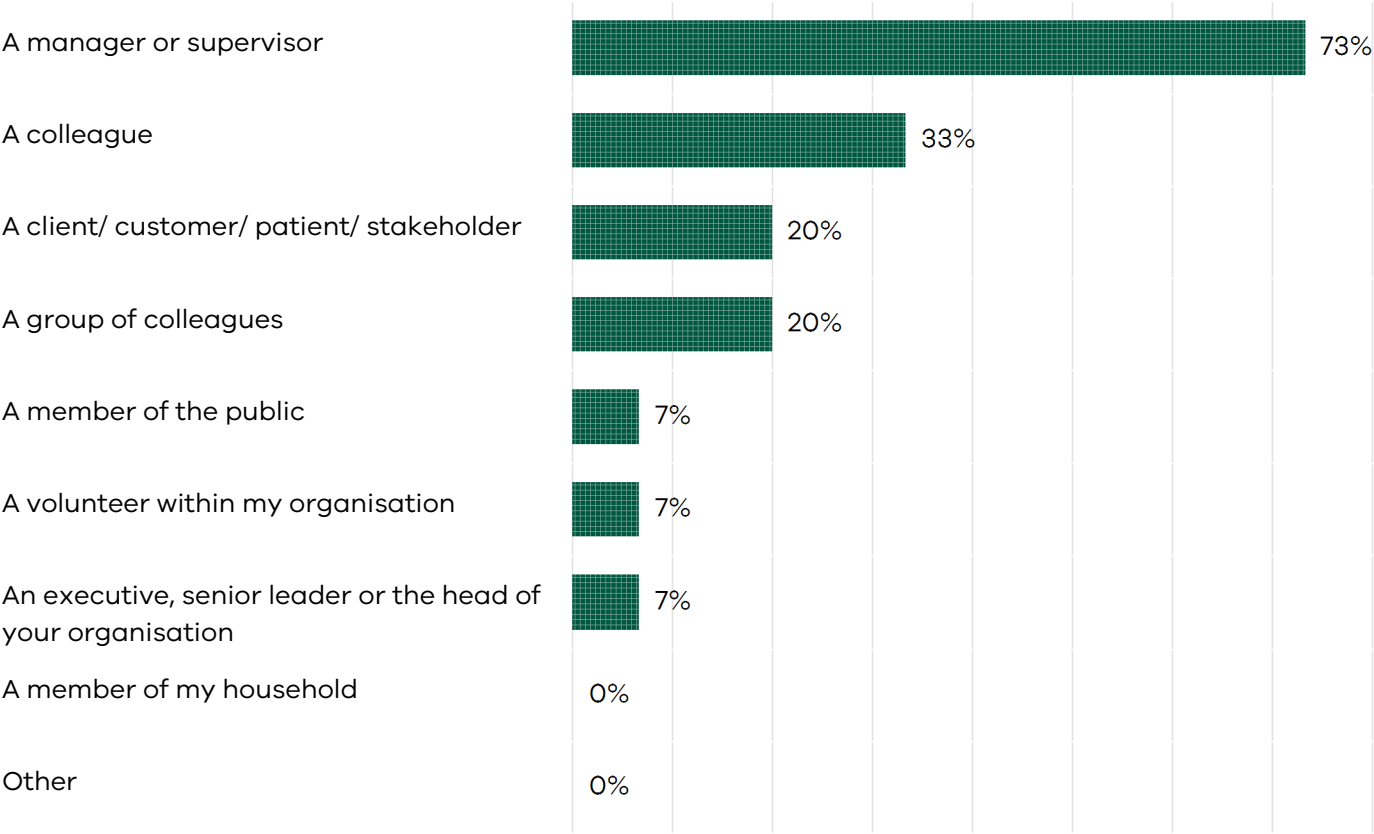
### How to read this

In this year’s survey, 4% of your staff said they experienced discrimination. If they did, they could tell us with one or more answers who the perpetrator was. In descending order, the bar chart shows the perpetrators with the largest number of responses. Each row is one perpetrator or group of perpetrators.

### Example

4% of your staff who did the survey said they experienced discrimination. Of that 4%, 73% said it was by 'A manager or supervisor'.

15 people (4% of staff) experienced discrimination (You 2024)



# People outcomes

## Relationship to perpetrator

### What is this

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

### Why this is important

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

### How to read this

In this year’s survey, 4% of your staff said they experienced discrimination.

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

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

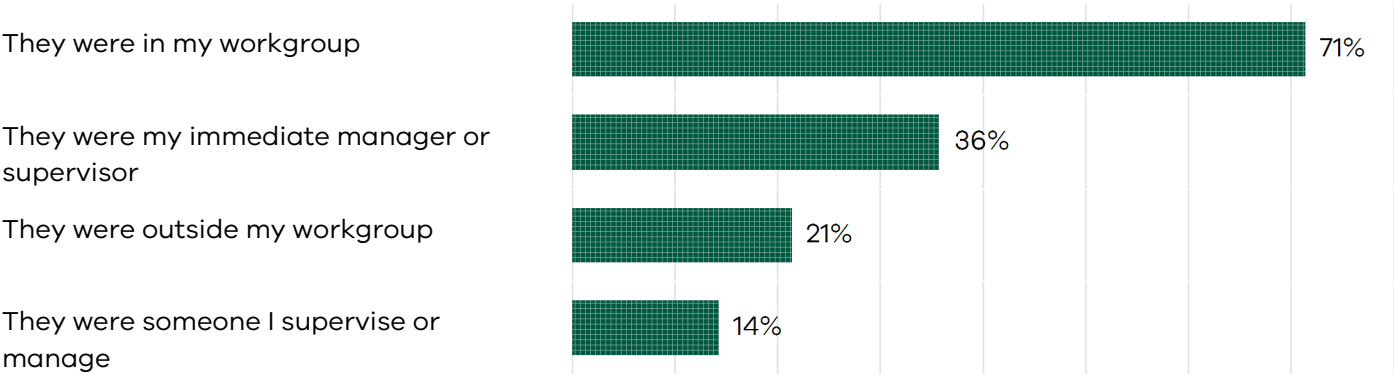
### Example

4% of your staff who did the survey said they experienced discrimination.

Of that 4%, 93% said it was by someone within the organisation.

Of that 93%, 71% said it was 'They were in my workgroup'.

14 people (93% of staff who experienced discrimination) experienced discrimination from within your organisation (You 2024)





People outcomes

Violence and aggression

What is this

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

Why this is important

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

How to read this

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

Example

19% of your staff who did the survey said they experienced violence or aggression. Of that 19%, 76% said it was 'Abusive language'.



If you experienced violence or aggression, what type did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	87%	76%	85%	81%
Intimidating behaviour	73%	73%	71%	71%
Threats of violence	18%	14%	42%	38%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	12%	6%	33%	26%
Other	3%	5%	2%	3%
Damage to my property or work equipment	1%	0%	12%	9%
Stalking, including cyber-stalking	0%	0%	1%	1%

People outcomes

Telling someone about violence and aggression

What is this

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

Why this is important

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

How to read this

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

Example

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

- 42% said the top way they reported the violence or aggression was 'Told a manager'.
- 65% said they didn't submit a formal incident report



Did you tell anyone about the incident?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	39%	42%	58%	58%
Told a colleague	43%	36%	49%	45%
Submitted a formal incident report	46%	35%	40%	36%
Told the person the behaviour was not OK	28%	20%	35%	30%
Told a friend or family member	9%	15%	20%	19%
Told someone else	0%	8%	5%	5%
I did not tell anyone about the incident(s)	6%	8%	6%	7%
Told human resources	4%	3%	3%	4%
Told employee assistance program (EAP) or peer support	1%	3%	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

65% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 35% 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	25%	35%	37%	39%
I didn't think it was serious enough	50%	28%	36%	32%
I believed there would be negative consequences for my reputation	0%	16%	11%	15%
Other	8%	16%	24%	23%
I didn't need to because I made the violence or aggression stop	19%	14%	16%	14%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	31%	12%	15%	14%
I believed there would be negative consequences for the person I was going to complain about	6%	7%	3%	4%
I didn't know how to make a complaint	3%	7%	3%	3%
I believed there would be negative consequences for my career	6%	5%	8%	12%
I thought the complaint process would be embarrassing or difficult	0%	5%	3%	4%

# People outcomes

## Perpetrators of violence and aggression

### What is this

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

### Why this is important

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

### How to read this

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

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

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

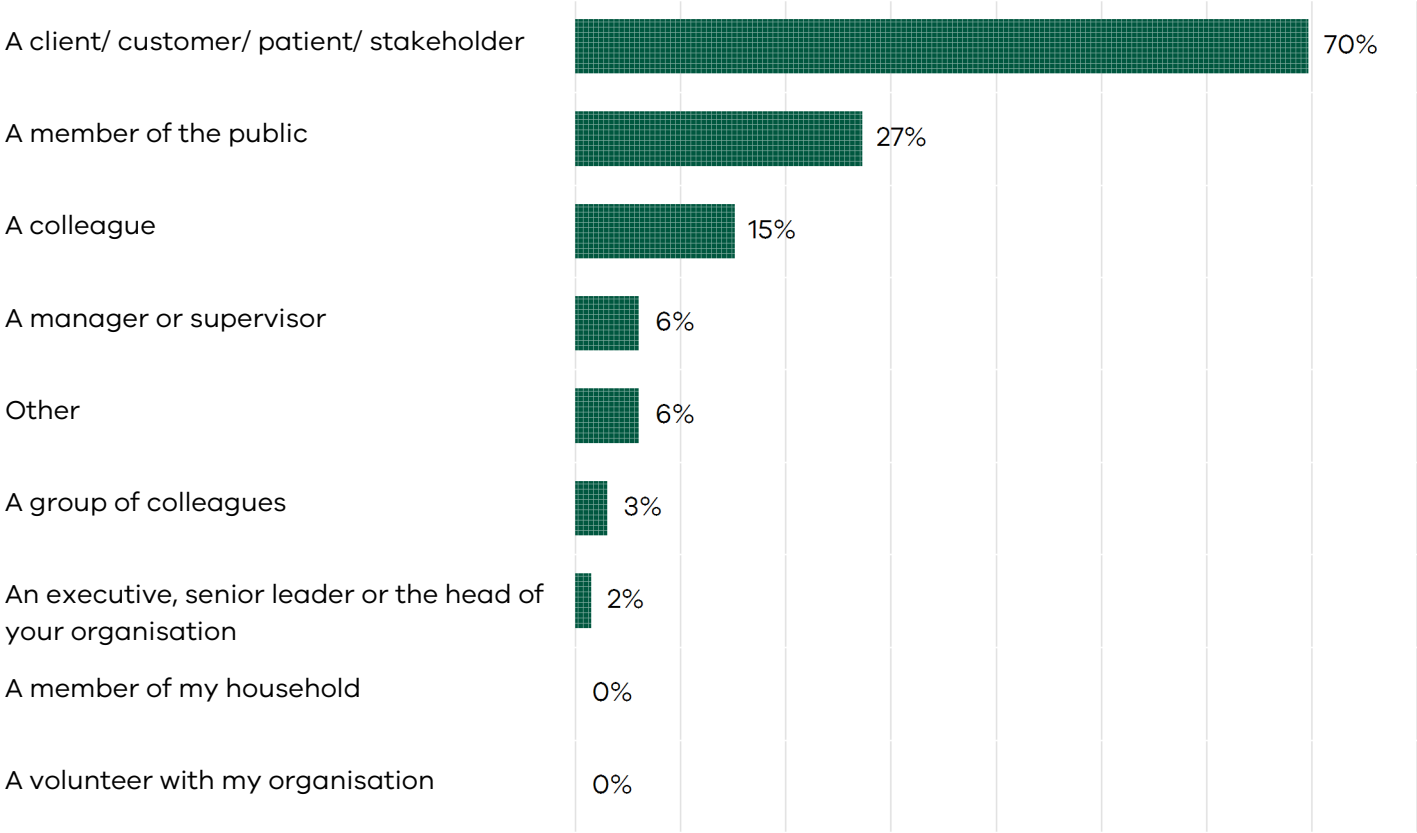
Each row is one perpetrator or group of perpetrators.

### Example

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

Of that 19%, 70% said it was by 'A client/ customer/ patient/ stakeholder'.

## 66 people (19% 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

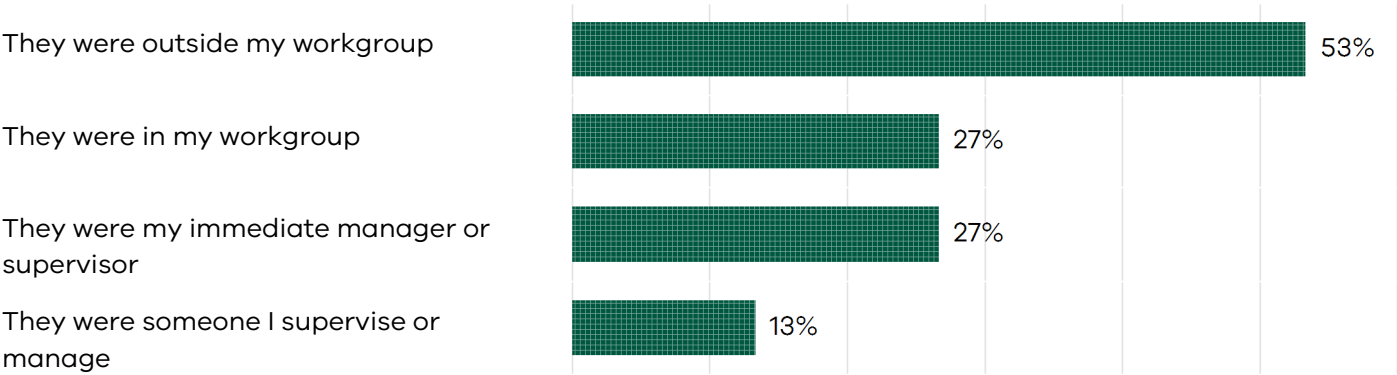
In this year's survey, 19% of your staff said they experienced violence or aggression. If they experienced violence or aggression from within the organisation, they could tell us their relationship to the perpetrator.

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

### Example

19% of your staff who did the survey said they experienced violence or aggression. Of that 19%, 23% said it was by someone within the organisation. Of that 23%, 53% said it was 'They were outside my workgroup'.

15 people (23% 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.

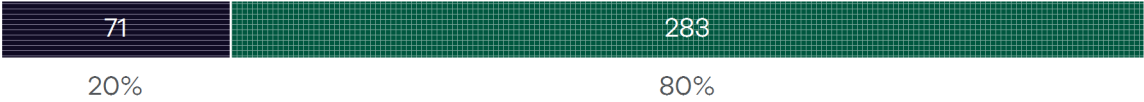
In descending order, the table shows the answers.

### Example

20% of your staff who did the survey said they witnessed some negative behaviour at work.

80% said 'No, I have not witnessed any of the situations above'.

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



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

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	79%	80%	73%	77%
Bullying of a colleague	12%	10%	16%	15%
Violence or aggression against a colleague	6%	9%	9%	6%
Discrimination against a colleague	6%	5%	10%	9%
Sexual harassment of a colleague	0%	0%	2%	2%

# Negative behaviour

## Taking action when witnessing negative behaviours

### What is this

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

### Why this is important

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

### How to read this

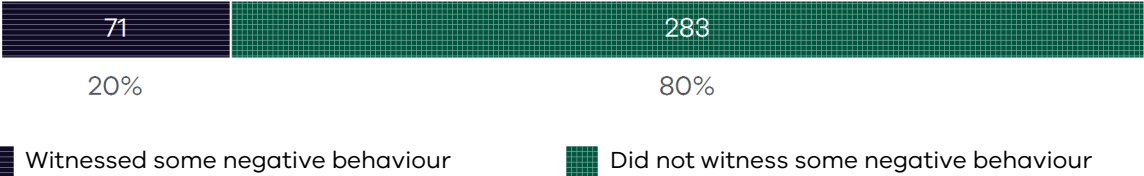
In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work. If they did, they could tell us with one or more answers what action they took. In descending order, the table shows the answers.

### Example

20% of your staff who did the survey witnessed negative behaviour, of which:

- 63% said the top action they took was 'Spoke to the person who experienced the behaviour'.

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



When you witnessed these behaviour(s), did you do any of the following?	You 2023	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	63%	63%	72%	71%
Told a manager	28%	34%	40%	40%
Told a colleague	18%	23%	23%	21%
Spoke to the person who behaved in a negative way	14%	21%	24%	20%
Told the person the behaviour was not OK	14%	14%	28%	24%



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

35% of staff were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

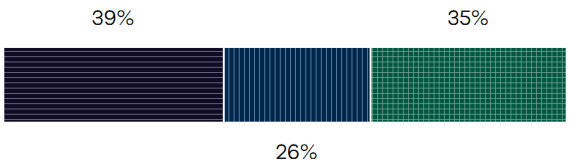
Survey question

Were you satisfied with the way your formal complaint was handled

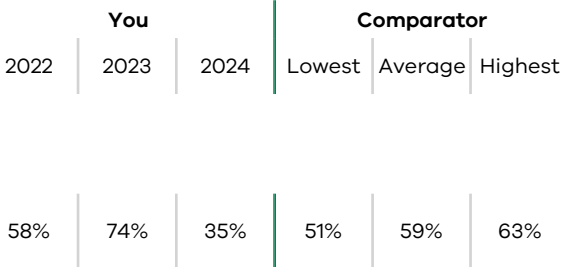
Your results



Violence or aggression



Benchmark satisfied results



# People matter survey

2024

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### Key differences

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

### Taking action

- Taking action questions

## Detailed results

### Senior leadership

- Senior leadership questions

### Organisational climate

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

### Workgroup climate

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

### Job and manager factors

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

### Public sector values

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

### Topical questions

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

### Custom questions

- Questions requested by your organisation

### Demographics

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



## 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 95% 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	95%	+1%	94%
Job enrichment	I understand how my job helps my organisation achieve its goals	95%	+1%	92%
Job enrichment	I can use my skills and knowledge in my job	93%	-1%	94%
Meaningful work	I achieve something important through my work	92%	+0%	93%
Job enrichment	I clearly understand what I am expected to do in this job	91%	-3%	91%
Manager leadership	My manager treats employees with dignity and respect	90%	+1%	86%
Inclusion	I feel culturally safe at work	89%	+3%	85%
Topical	I am proud to work in the public sector	88%	Not asked	87%
Meaningful work	I get a sense of accomplishment from my work	88%	+1%	87%
Manager leadership	My manager models my organisation's values	88%	+5%	83%

# 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 44% of your staff who did the survey agreed with 'My organisation has made improvements based on the survey results from last year'. In the 'Change from 2023' column, you have a +1% change, which is a 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	44%	+1%	35%
Organisational integrity	I have an equal chance at promotion in my organisation	46%	-5%	50%
Organisational integrity	I believe the promotion processes in my organisation are fair	48%	-1%	49%
Safety climate	All levels of my organisation are involved in the prevention of stress	49%	-1%	46%
Learning and development	I am satisfied with the opportunities to progress in my organisation	55%	+6%	56%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	56%	+3%	53%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	56%	-1%	49%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	59%	+3%	53%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	60%	+9%	53%
Workload	I have enough time to do my job effectively	60%	-1%	58%

# 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 'Senior leadership', the 'You 2024' column shows 66% of your staff who did the survey agreed with 'Senior leaders provide clear strategy and direction'.

In the 'Increase from 2023' column, you have a 9% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Senior leadership	Senior leaders provide clear strategy and direction	66%	+9%	63%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	60%	+9%	53%
Patient safety climate	This health service does a good job of training new and existing staff	68%	+9%	65%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	64%	+8%	58%
Patient safety climate	Patient care errors are handled appropriately in my work area	76%	+7%	73%
Innovation	My workgroup learns from failures and mistakes	77%	+7%	74%
Quality service delivery	My workgroup uses its resources well	73%	+7%	71%
Senior leadership	Senior leaders demonstrate honesty and integrity	68%	+7%	65%
Inclusion	I feel as if I belong at this organisation	80%	+7%	77%
Learning and development	I am satisfied with the opportunities to progress in my organisation	55%	+6%	56%

# Key differences

## Most declined

### What is this

This is where staff feel their group has most declined.

### How to read this

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

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

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

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

### Example

On the first row 'Organisational integrity', the 'You 2024' column shows 46% of your staff who did the survey agreed with 'I have an equal chance at promotion in my organisation'.

In the 'Decrease from 2023' column, you have a 5% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Organisational integrity	I have an equal chance at promotion in my organisation	46%	-5%	50%
Job enrichment	I clearly understand what I am expected to do in this job	91%	-3%	91%
Manager support	I receive meaningful recognition when I do good work	65%	-2%	61%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	67%	-2%	67%
Workload	I have enough time to do my job effectively	60%	-1%	58%
Learning and development	I am developing and learning in my role	76%	-1%	79%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	62%	-1%	65%
Job enrichment	I can use my skills and knowledge in my job	93%	-1%	94%
Collaboration	Workgroups across my organisation willingly share information with each other	64%	-1%	68%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	56%	-1%	49%

## Key differences

### Biggest positive difference from comparator

#### What is this

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

#### How to read this

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

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

#### Example

On the first row 'Patient safety climate', the 'You 2024' column shows 87% of your staff who did the survey agreed with 'I would recommend a friend or relative to be treated as a patient here'.

The 'Difference' column, shows that agreement for this question was 10% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	87%	+10%	77%
Taking action	My organisation has made improvements based on the survey results from last year	44%	+9%	35%
Work-related stress	The amount of stress in my job is manageable	69%	+7%	62%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	60%	+7%	53%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	56%	+6%	49%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	81%	+6%	75%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	74%	+6%	68%
Organisational integrity	My organisation does not tolerate improper conduct	78%	+6%	72%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	59%	+5%	53%
Manager leadership	My manager models my organisation's values	88%	+5%	83%



## Key differences

### Biggest negative difference from comparator

#### What is this

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

#### How to read this

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

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

#### Example

On the first row 'Collaboration', the 'You 2024' column shows 64% 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 4% 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	64%	-4%	68%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	62%	-4%	67%
Organisational integrity	I have an equal chance at promotion in my organisation	46%	-4%	50%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	62%	-4%	65%
Learning and development	My organisation places a high priority on the learning and development of staff	62%	-3%	65%
Satisfaction	How satisfied are you with your career development within your current organisation	60%	-2%	63%
Learning and development	I am developing and learning in my role	76%	-2%	79%
Organisational integrity	I believe the promotion processes in my organisation are fair	48%	-2%	49%
Collaboration	I am able to work effectively with others outside my immediate workgroup	85%	-1%	86%
Quality service delivery	My workgroup provides high quality advice and services	81%	-1%	82%

People matter survey

2024

Have your say

Overview

Report overview

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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



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.

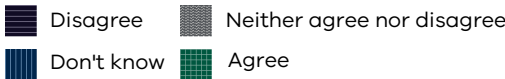
Example

56% 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'.

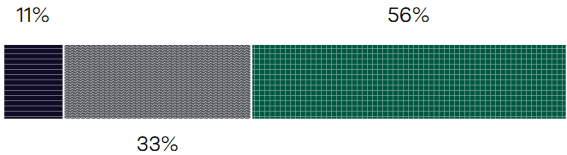
Survey question

Your results

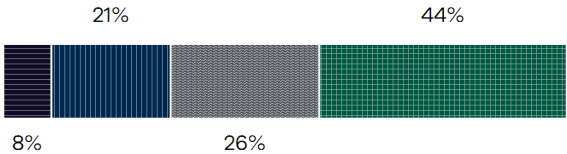
Benchmark agree results



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
	53%	57%	56%	39%	49%	70%
	36%	43%	44%	24%	35%	55%

# People matter survey

2024

Have your say

## Overview

### Report overview

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- Your comparator group
- Your response rate

## Result summary

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- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
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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

### Custom questions

- Questions requested by your organisation

### Demographics

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



# Senior leadership

## Senior leadership

### What is this

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

### Why this is important

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

### How to read this

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

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

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

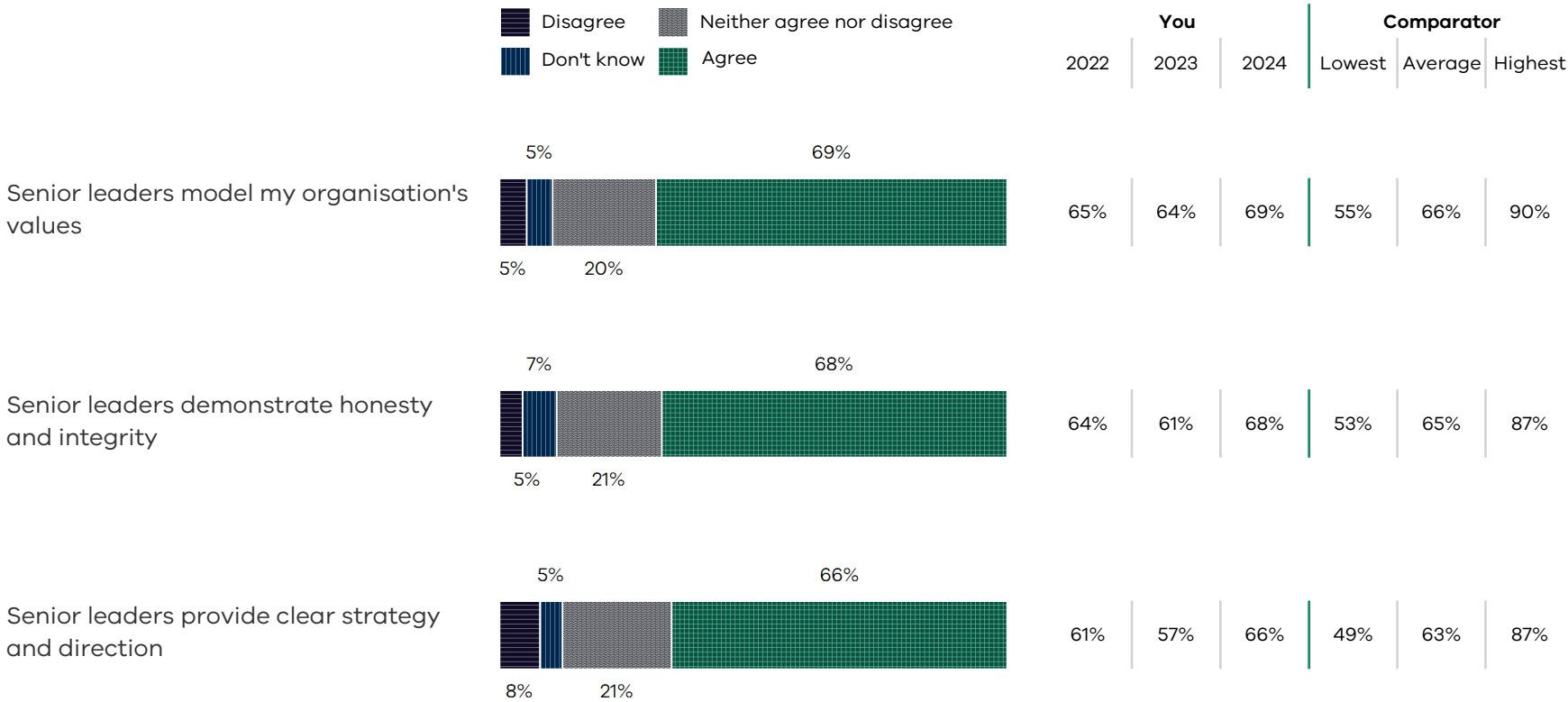
### Example

69% 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
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- Your response rate

## Result summary

### People outcomes

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

### Key differences

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

### Taking action

- Taking action questions

## Detailed results

### Senior leadership

- Senior leadership questions

#### Organisational climate

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

### Workgroup climate

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

### Job and manager factors

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

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

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- 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

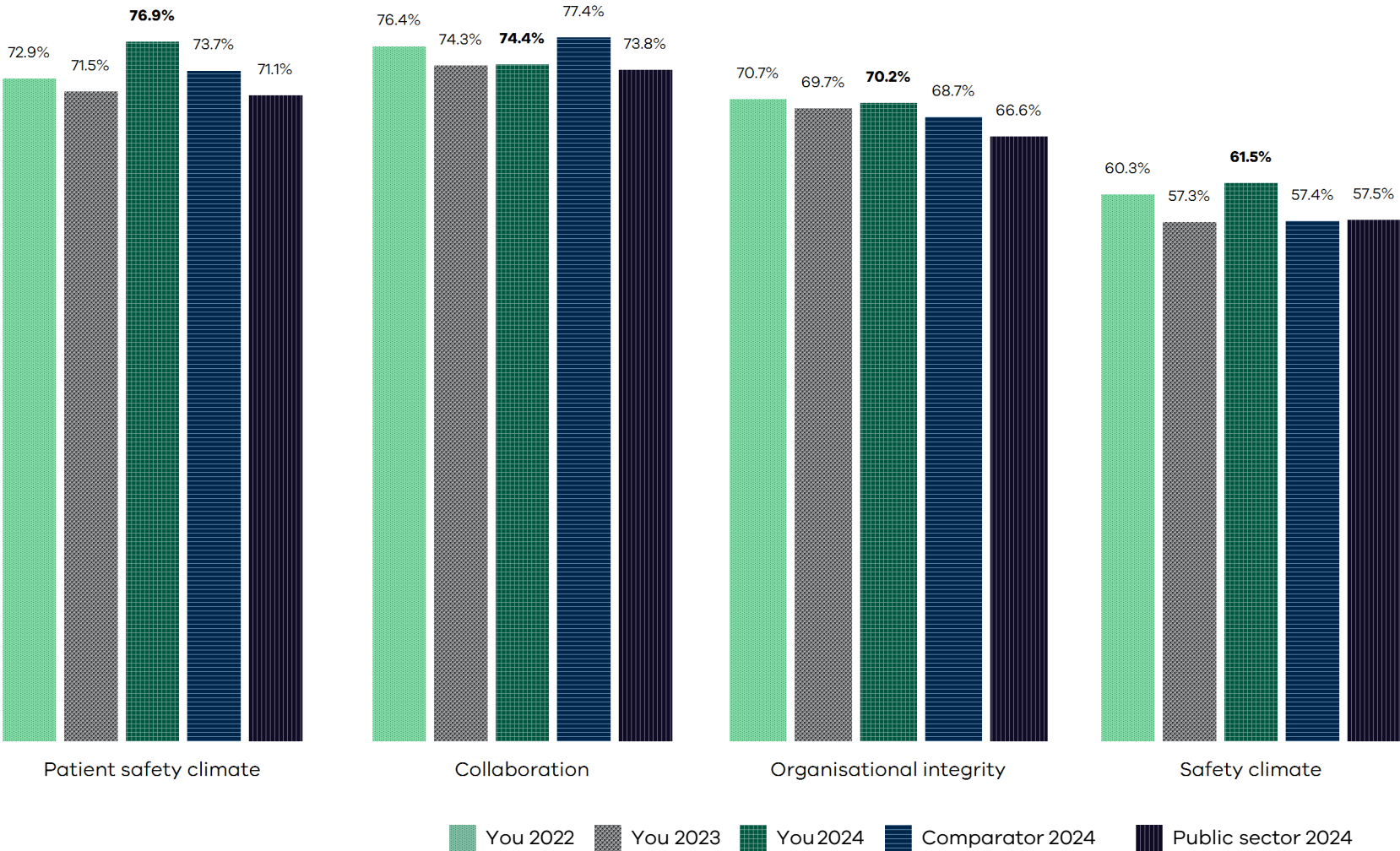
This page shows which factors are performing well and which factors you can look to improve.

### 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:
- 76.9% of your staff who did the survey responded positively to questions about Patient safety climate.
- Compared to:
- 73.7% 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

86% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

## Survey question

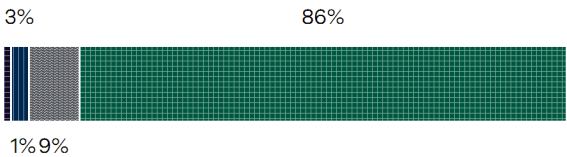
## Your results

## Benchmark agree results



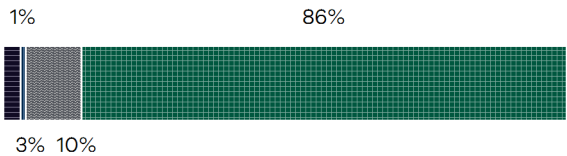
2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

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



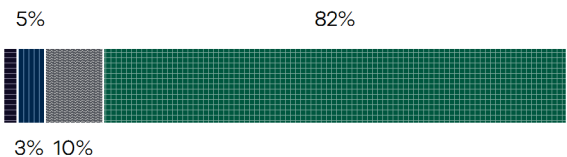
85%	84%	86%	79%	85%	92%
-----	-----	-----	-----	-----	-----

My organisation encourages respectful workplace behaviours



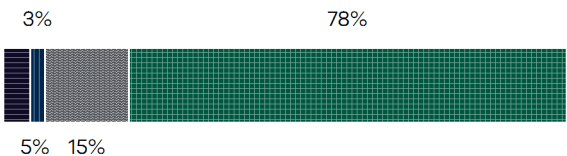
85%	84%	86%	71%	82%	95%
-----	-----	-----	-----	-----	-----

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



81%	77%	82%	64%	80%	95%
-----	-----	-----	-----	-----	-----

My organisation does not tolerate improper conduct



74%	76%	78%	56%	72%	91%
-----	-----	-----	-----	-----	-----



Organisational climate

Organisational integrity 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

68% of your staff who did the survey agreed or strongly agreed with 'I believe the recruitment processes in my organisation are fair'.

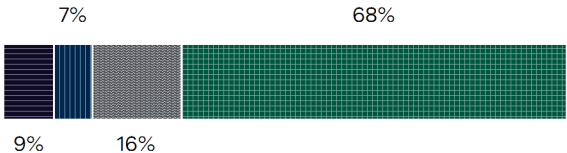
Survey question

Your results

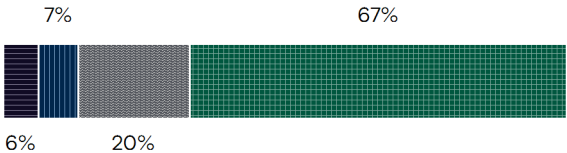
Benchmark agree results



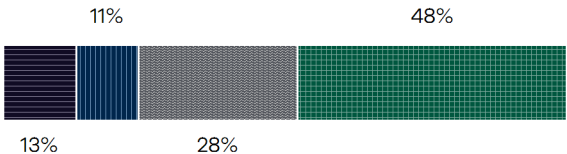
I believe the recruitment processes in my organisation are fair



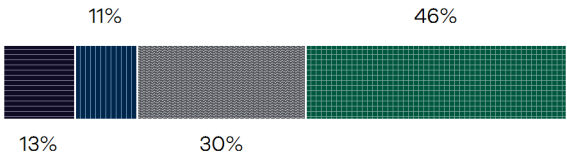
My organisation takes steps to eliminate bullying, harassment and discrimination



I believe the promotion processes in my organisation are fair



I have an equal chance at promotion in my organisation



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	71%	67%	68%	59%	64%	79%
	68%	69%	67%	57%	67%	85%
	49%	49%	48%	40%	49%	57%
	52%	52%	46%	40%	50%	54%

# 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

85% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

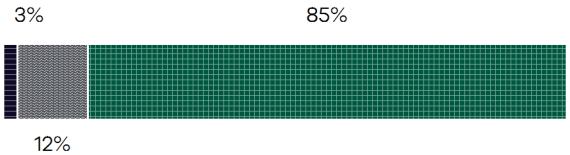
## Survey question

## Your results

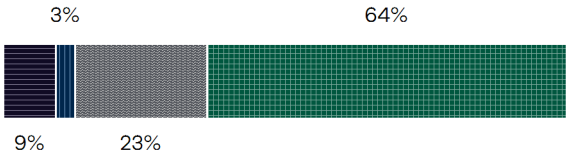
## Benchmark agree results



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



Workgroups across my organisation willingly share information with each other



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	87%	84%	85%	81%	86%	93%
	65%	65%	64%	51%	68%	76%

# Organisational climate

## Safety climate 1 of 2

### What is this

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

### Why this is important

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

### How to read this

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

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

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

### Example

82% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

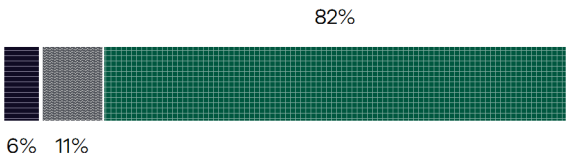
## Survey question

## Your results

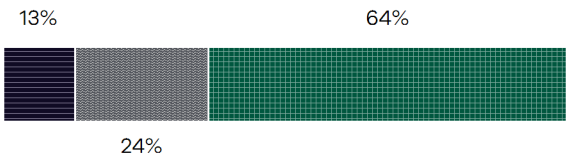
## Benchmark agree results



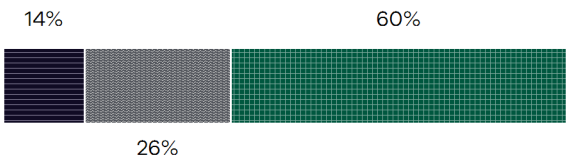
My organisation provides a physically safe work environment



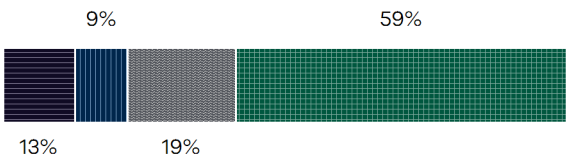
Senior leaders consider the psychological health of employees to be as important as productivity



Senior leaders show support for stress prevention through involvement and commitment



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

77%	79%	82%	53%	80%	92%
-----	-----	-----	-----	-----	-----

61%	56%	64%	49%	58%	83%
-----	-----	-----	-----	-----	-----

55%	50%	60%	46%	53%	73%
-----	-----	-----	-----	-----	-----

58%	56%	59%	46%	53%	66%
-----	-----	-----	-----	-----	-----

Organisational climate

Safety climate 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

56% of your staff who did the survey agreed or strongly agreed with 'In my workplace, there is good communication about psychological safety issues that affect me'.

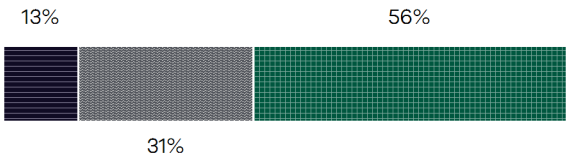
Survey question

Your results

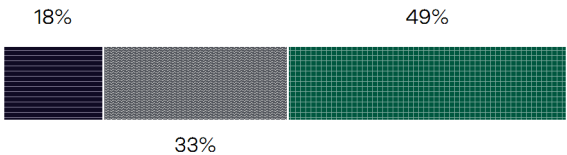
Benchmark agree results



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



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



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
In my workplace, there is good communication about psychological safety issues that affect me	57%	53%	56%	47%	53%	72%
All levels of my organisation are involved in the prevention of stress	54%	50%	49%	40%	46%	72%

# Organisational climate

## Patient safety climate 1 of 2

### What is this

This is the safety culture in a healthcare workplace.

### Why this is important

A good patient safety climate means safe, high-quality care and experiences. The Victorian Managed Insurance Authority and the Victorian Quality Council developed these tools.

### How to read this

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

### Example

87% of your staff who did the survey agreed or strongly agreed with 'I would recommend a friend or relative to be treated as a patient here'.

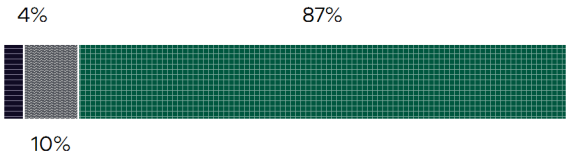
## Survey question

## Your results

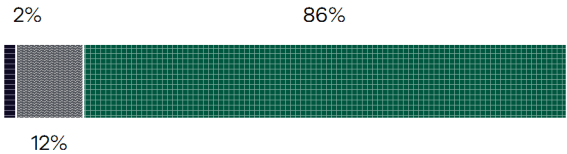
## Benchmark agree results



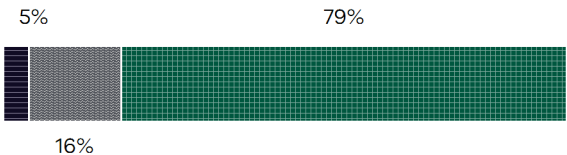
I would recommend a friend or relative to be treated as a patient here



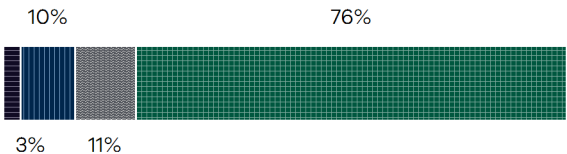
I am encouraged by my colleagues to report any patient safety concerns I may have



Management is driving us to be a safety-centred organisation



Patient care errors are handled appropriately in my work area



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	82%	82%	87%	34%	77%	93%
	82%	82%	86%	71%	83%	96%
	76%	76%	79%	64%	76%	89%
	72%	69%	76%	54%	73%	76%

Organisational climate

Patient safety climate 2 of 2

What is this

This is the safety culture in a healthcare workplace.

Why this is important

A good patient safety climate means safe, high-quality care and experiences. The Victorian Managed Insurance Authority and the Victorian Quality Council developed these tools.

How to read this

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

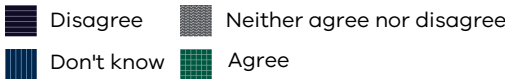
Example

76% of your staff who did the survey agreed or strongly agreed with 'My suggestions about patient safety would be acted upon if I expressed them to my manager'.

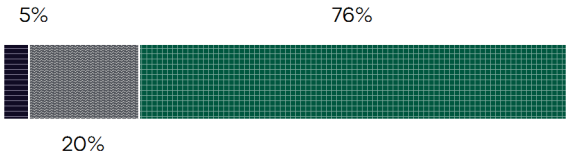
Survey question

Your results

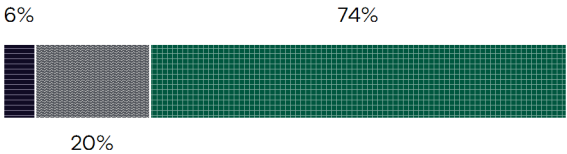
Benchmark agree results



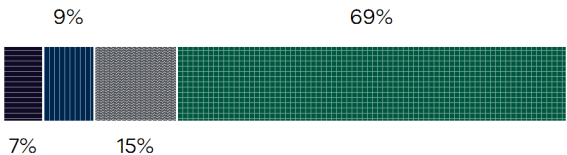
My suggestions about patient safety would be acted upon if I expressed them to my manager



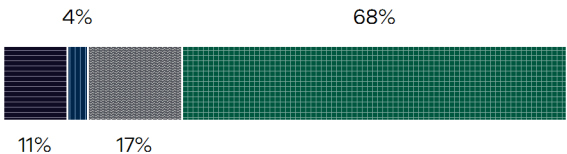
The culture in my work area makes it easy to learn from the errors of others



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
	74%	70%	76%	64%	76%	82%
	73%	68%	74%	56%	71%	76%
	65%	65%	69%	53%	69%	75%
	59%	59%	68%	51%	65%	78%

# People matter survey

2024

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### Key differences

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

### Taking action

- Taking action questions

## Detailed results

### Senior leadership

- Senior leadership questions

### Organisational climate

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

### Workgroup climate

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

### Job and manager factors

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

### Public sector values

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

### Topical questions

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

### Custom questions

- Questions requested by your organisation

### Demographics

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





# Workgroup climate

## Scorecard

### What is this

This scorecard provides overall results for each factor in the workgroup climate part of the survey's theoretical framework.

### Why this is important

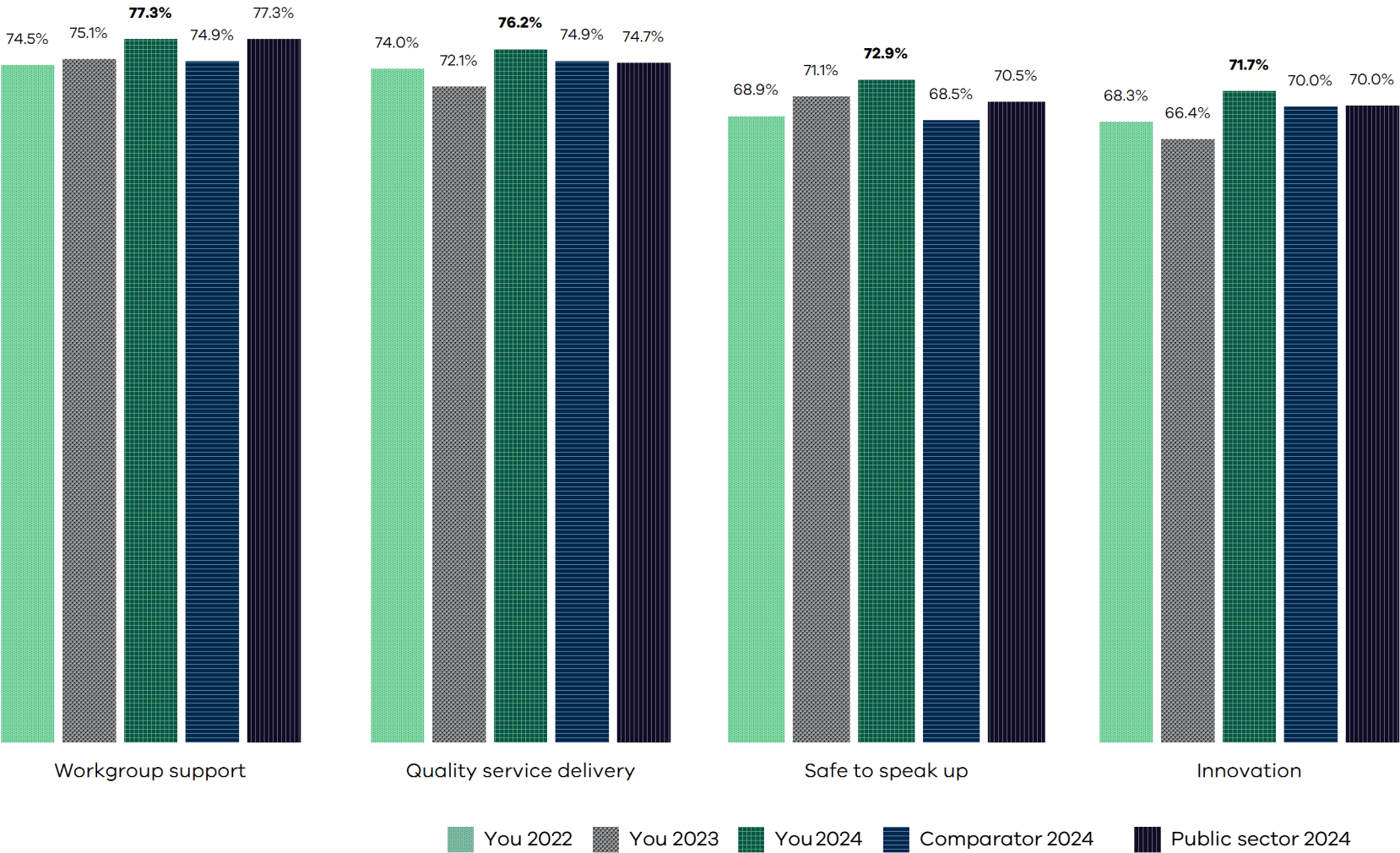
This page shows which factors are performing well and which factors you can look to improve.

### How to read this

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

### Example

- In 2024:
- 77.3% of your staff who did the survey responded positively to questions about Workgroup support
- Compared to:
- 74.9% of staff in your comparator group and 77.3% of staff across the public sector.





# Workgroup climate

## Quality service delivery

### What is this

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

### Why this is important

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

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

### How to read this

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

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

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

### Example

81% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

## Survey question

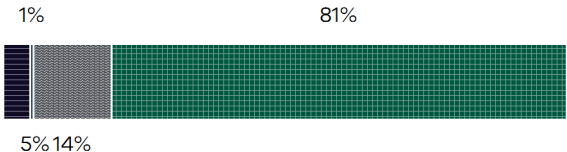
## Your results

## Benchmark agree results



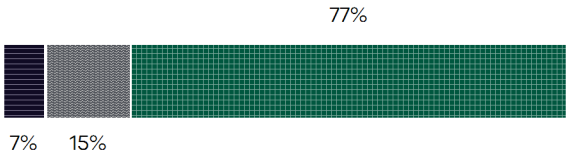
2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

My workgroup provides high quality advice and services



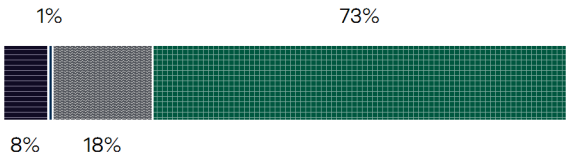
80%	79%	81%	73%	82%	90%
-----	-----	-----	-----	-----	-----

My workgroup has clear lines of responsibility



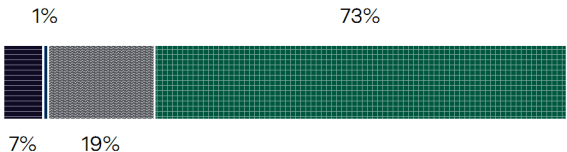
76%	72%	77%	66%	76%	85%
-----	-----	-----	-----	-----	-----

My workgroup acts fairly and without bias



71%	71%	73%	62%	70%	85%
-----	-----	-----	-----	-----	-----

My workgroup uses its resources well



70%	66%	73%	61%	71%	85%
-----	-----	-----	-----	-----	-----

Workgroup climate

Innovation

What is this

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

Why this is important

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

How to read this

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

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

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

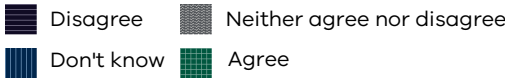
Example

77% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.

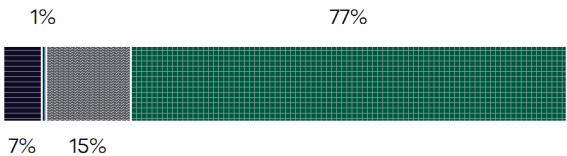
Survey question

Your results

Benchmark agree results



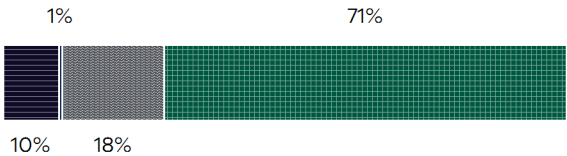
My workgroup learns from failures and mistakes



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

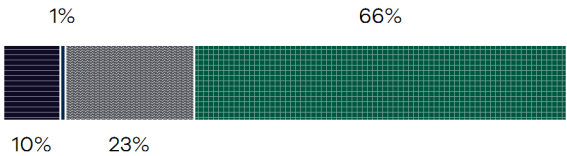
72%	70%	77%	63%	74%	78%
-----	-----	-----	-----	-----	-----

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



68%	68%	71%	65%	71%	82%
-----	-----	-----	-----	-----	-----

My workgroup encourages employee creativity



65%	60%	66%	61%	65%	81%
-----	-----	-----	-----	-----	-----

# Workgroup climate

## Workgroup support 1 of 2

### What is this

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

### Why this is important

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

### How to read this

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

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

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

### Example

85% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

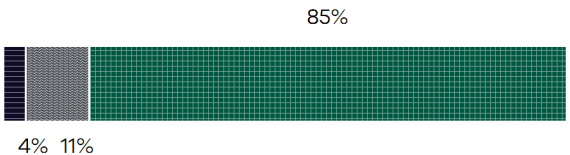
## Survey question

## Your results

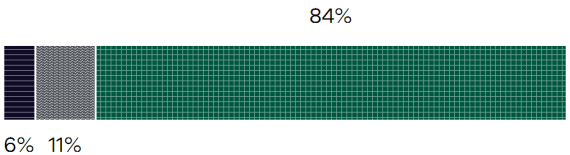
## Benchmark agree results



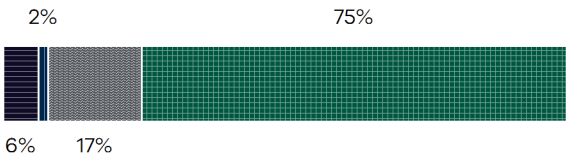
People in my workgroup treat each other with respect



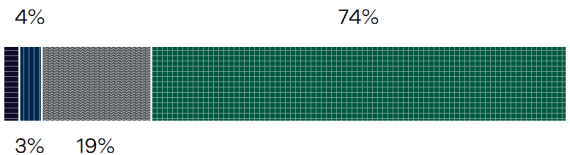
People in my workgroup work together effectively to get the job done



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



People in my workgroup are politically impartial in their work



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

85%	84%	85%	75%	81%	95%
-----	-----	-----	-----	-----	-----

81%	81%	84%	73%	81%	92%
-----	-----	-----	-----	-----	-----

72%	73%	75%	64%	71%	88%
-----	-----	-----	-----	-----	-----

72%	73%	74%	68%	74%	83%
-----	-----	-----	-----	-----	-----

# 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.

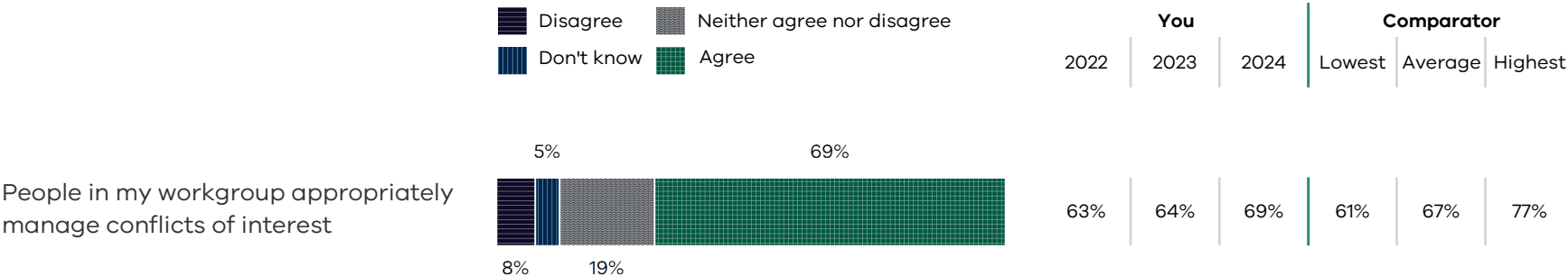
### Example

69% 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

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

Survey question

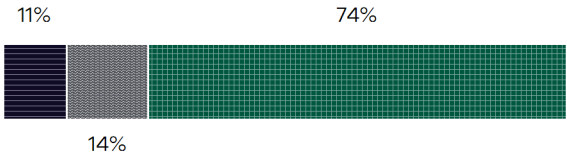
Your results

Benchmark agree results



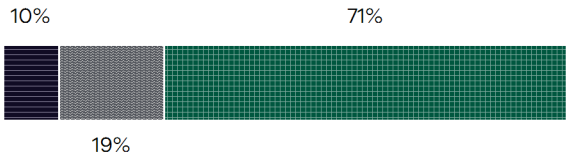
2022	You		2024	Comparator		
	2023			Lowest	Average	Highest

I feel safe to challenge inappropriate behaviour at work



69%	72%	74%	62%	68%	80%
-----	-----	-----	-----	-----	-----

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



69%	71%	71%	64%	69%	75%
-----	-----	-----	-----	-----	-----

# People matter survey

2024

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### Key differences

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

### Taking action

- Taking action questions

## Detailed results

### Senior leadership

- Senior leadership questions

### Organisational climate

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

### Workgroup climate

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

### Job and manager factors

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

### Public sector values

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

### Topical questions

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

### Custom questions

- Questions requested by your organisation

### Demographics

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



# 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.

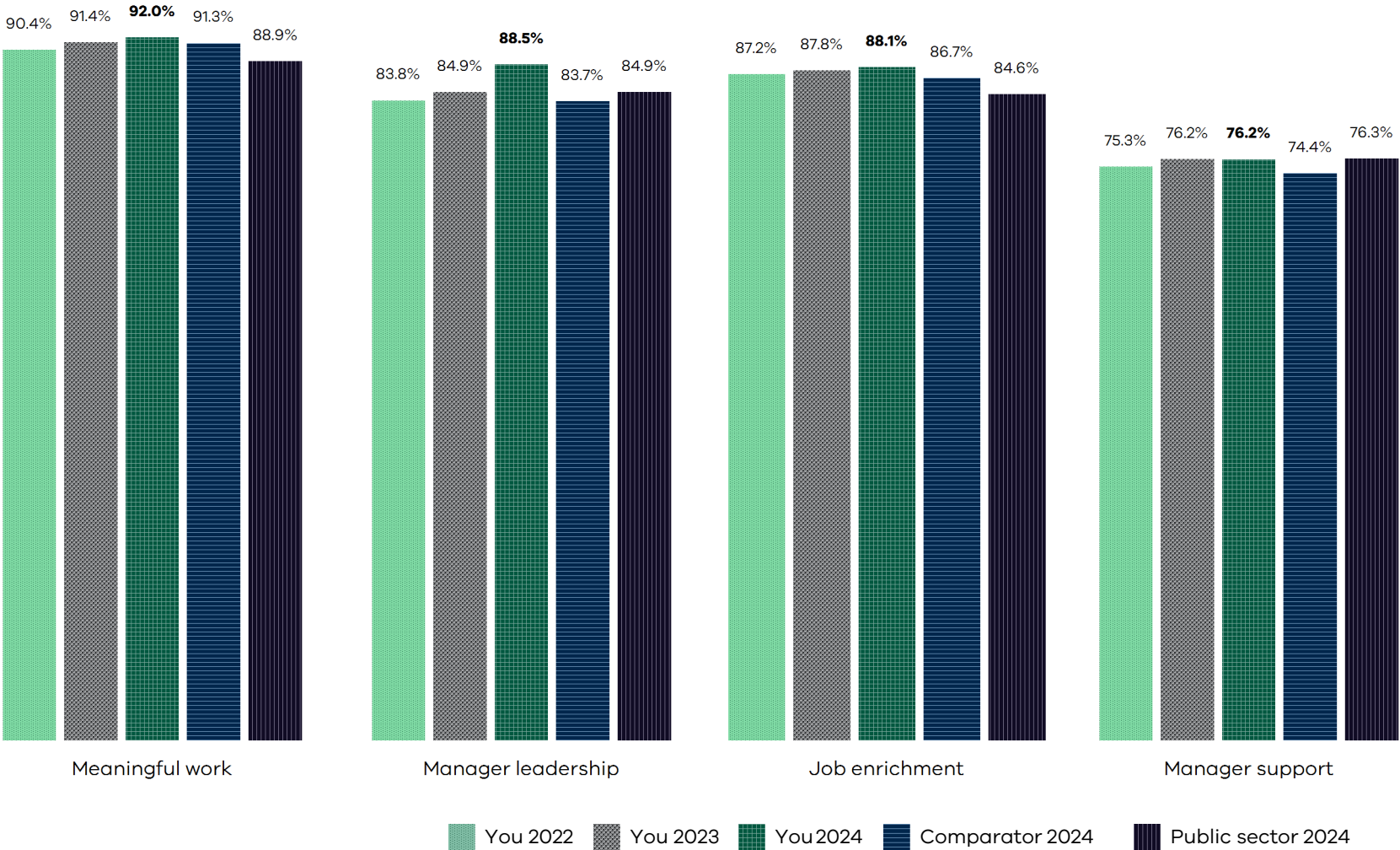
### Example

In 2024:

- 92.0% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 91.3% of staff in your comparator group and 88.9% of staff across the public sector.





# Job and manager factors

## Scorecard 2 of 2

### What is this

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

### Why this is important

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

### How to read this

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

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

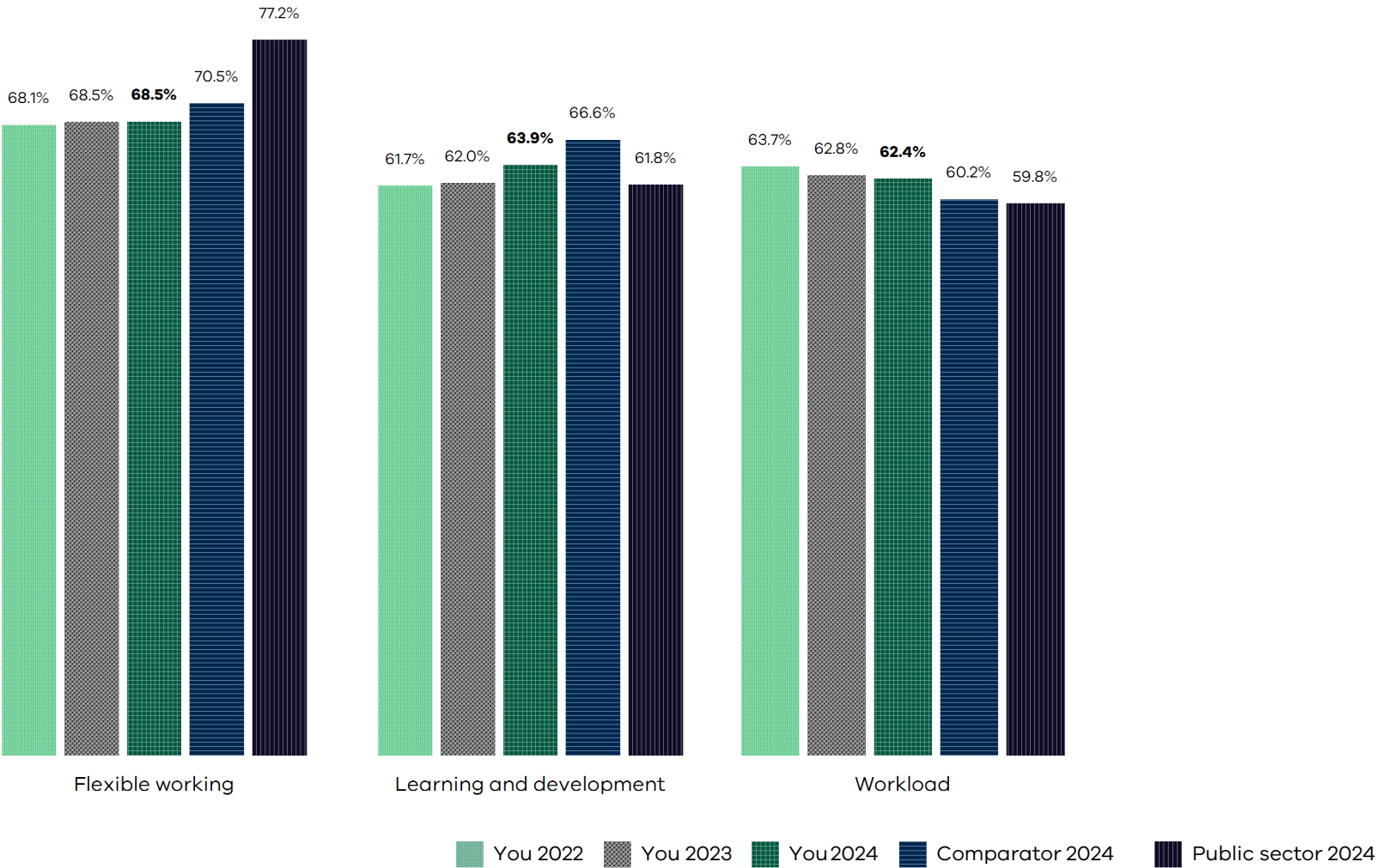
### Example

In 2024:

- 68.5% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 70.5% of staff in your comparator group and 77.2% of staff across the public sector.





# Job and manager factors

## Manager leadership

### What is this

This is how well staff perceive their direct managers lead.

### Why this is important

Great managers can foster the right environment for staff engagement. They can act as role models for your organisation’s strategy and values.

### How to read this

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

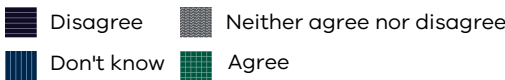
### Example

90% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

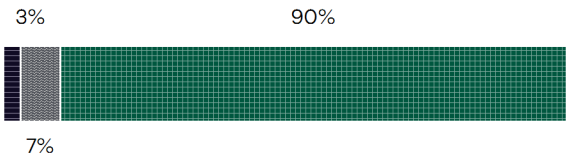
## Survey question

## Your results

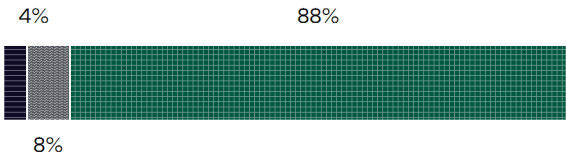
## Benchmark agree results



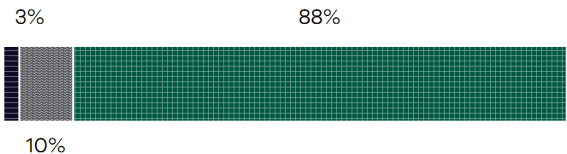
My manager treats employees with dignity and respect



My manager models my organisation's values



My manager demonstrates honesty and integrity



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
86%	89%	90%	84%	86%	94%
81%	83%	88%	80%	83%	92%
84%	83%	88%	80%	83%	91%

# Job and manager factors

## Manager support 1 of 2

### What is this

This is how supported staff feel by their direct manager.

### Why this is important

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

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

### How to read this

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

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

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

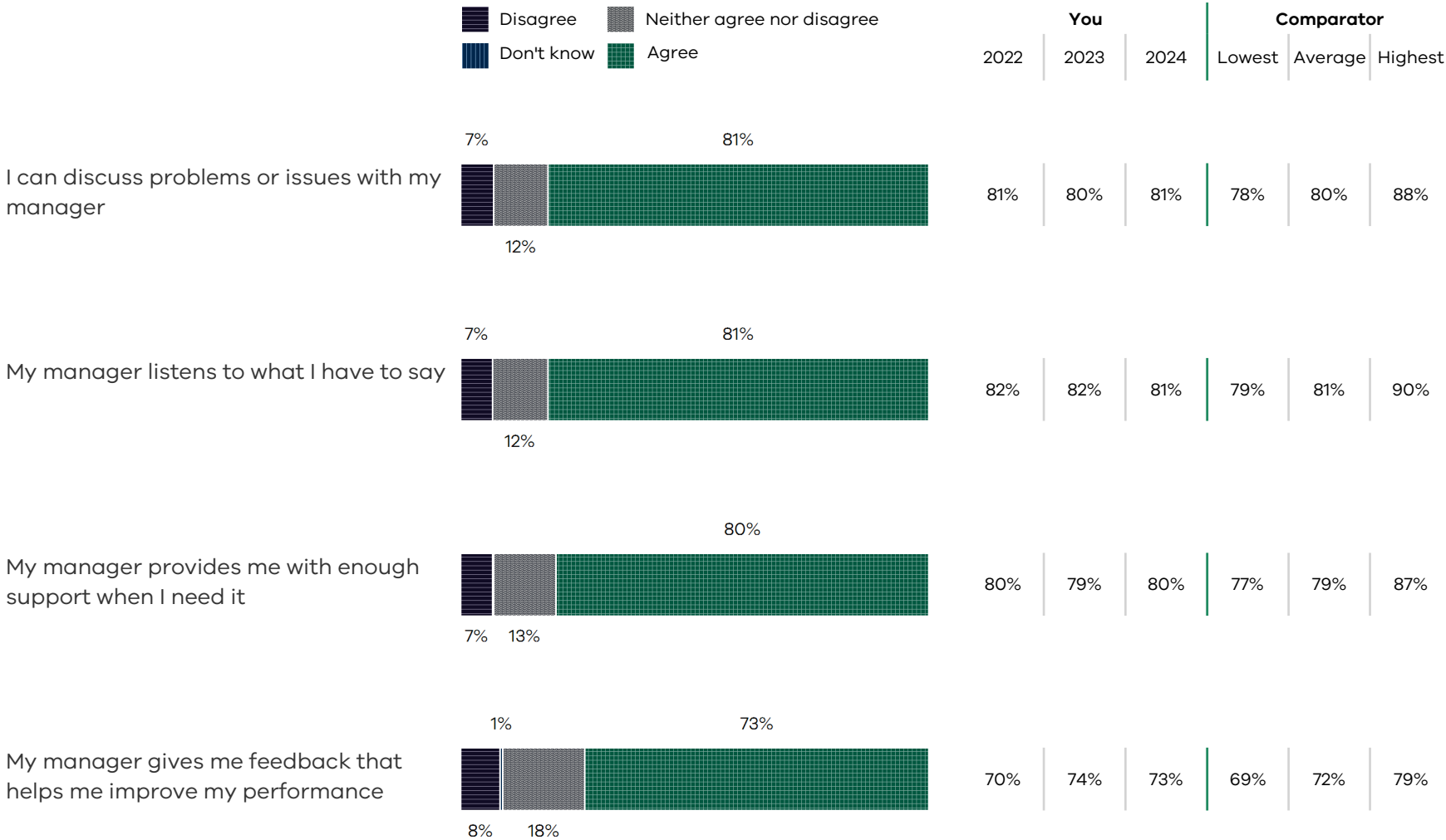
### Example

81% of your staff who did the survey agreed or strongly agreed with 'I can discuss problems or issues with my manager'.

## 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.

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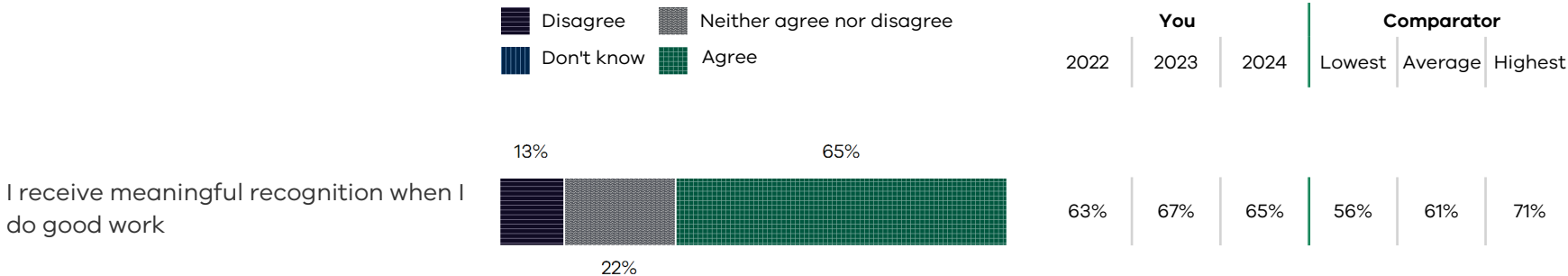
Example

65% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Workload

What is this

This is how staff feel about workload and time pressure.

Why this is important

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

How to read this

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

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

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

Example

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'.

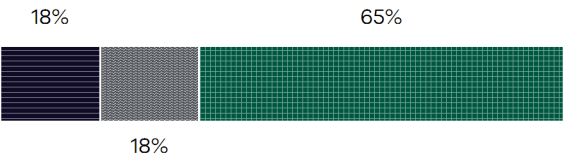
Survey question

Your results

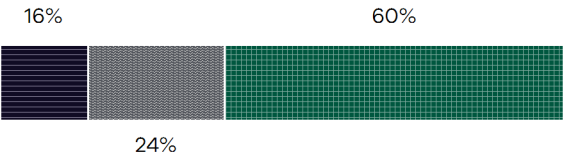
Benchmark agree results



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
	66%	64%	65%	59%	62%	71%
	61%	61%	60%	54%	58%	66%

# 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.

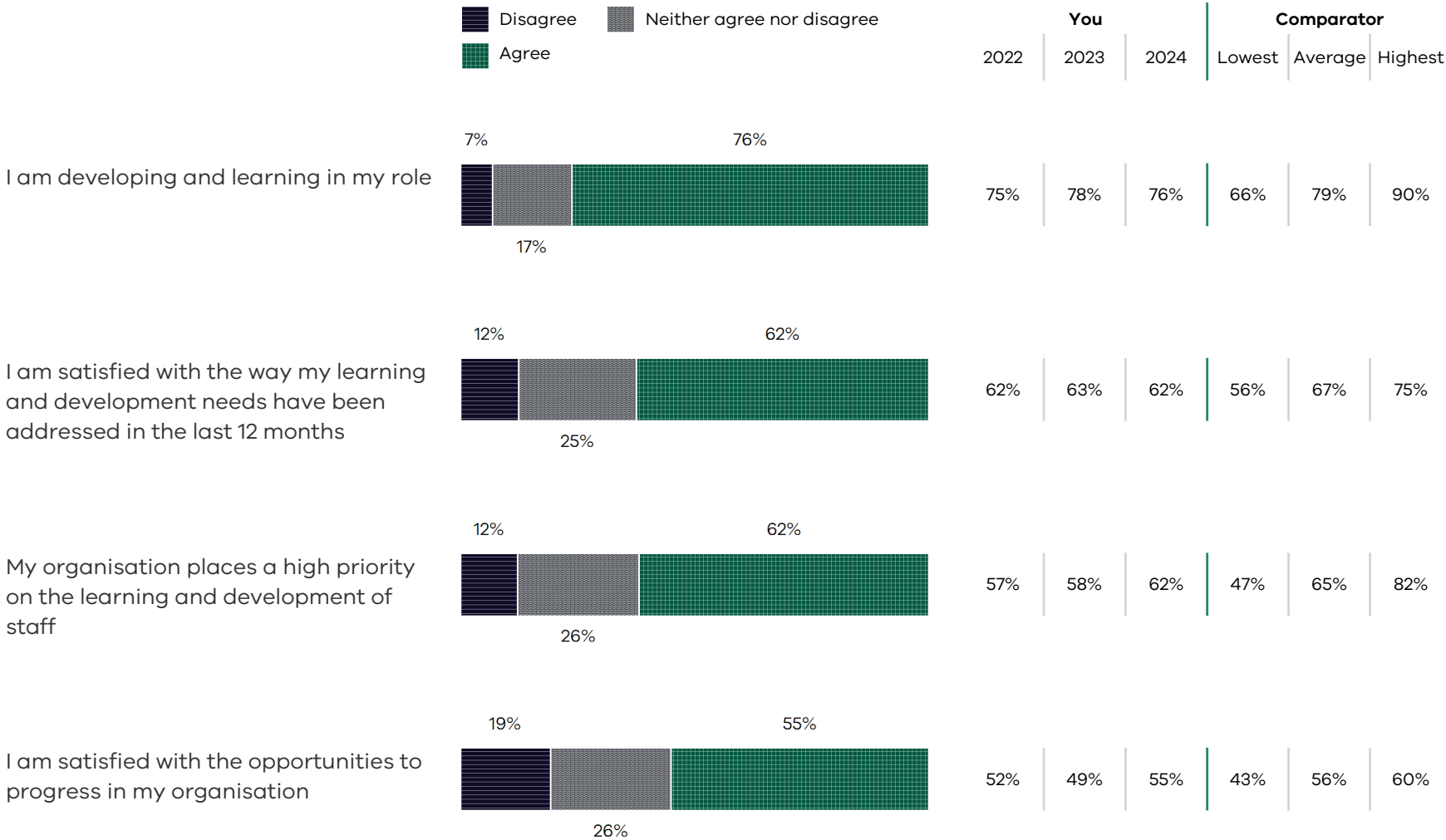
### Example

76% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

## Survey question

## Your results

## Benchmark agree results



# Job and manager factors

## Job enrichment 1 of 2

### What is this

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

### Why this is important

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

### How to read this

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

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

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

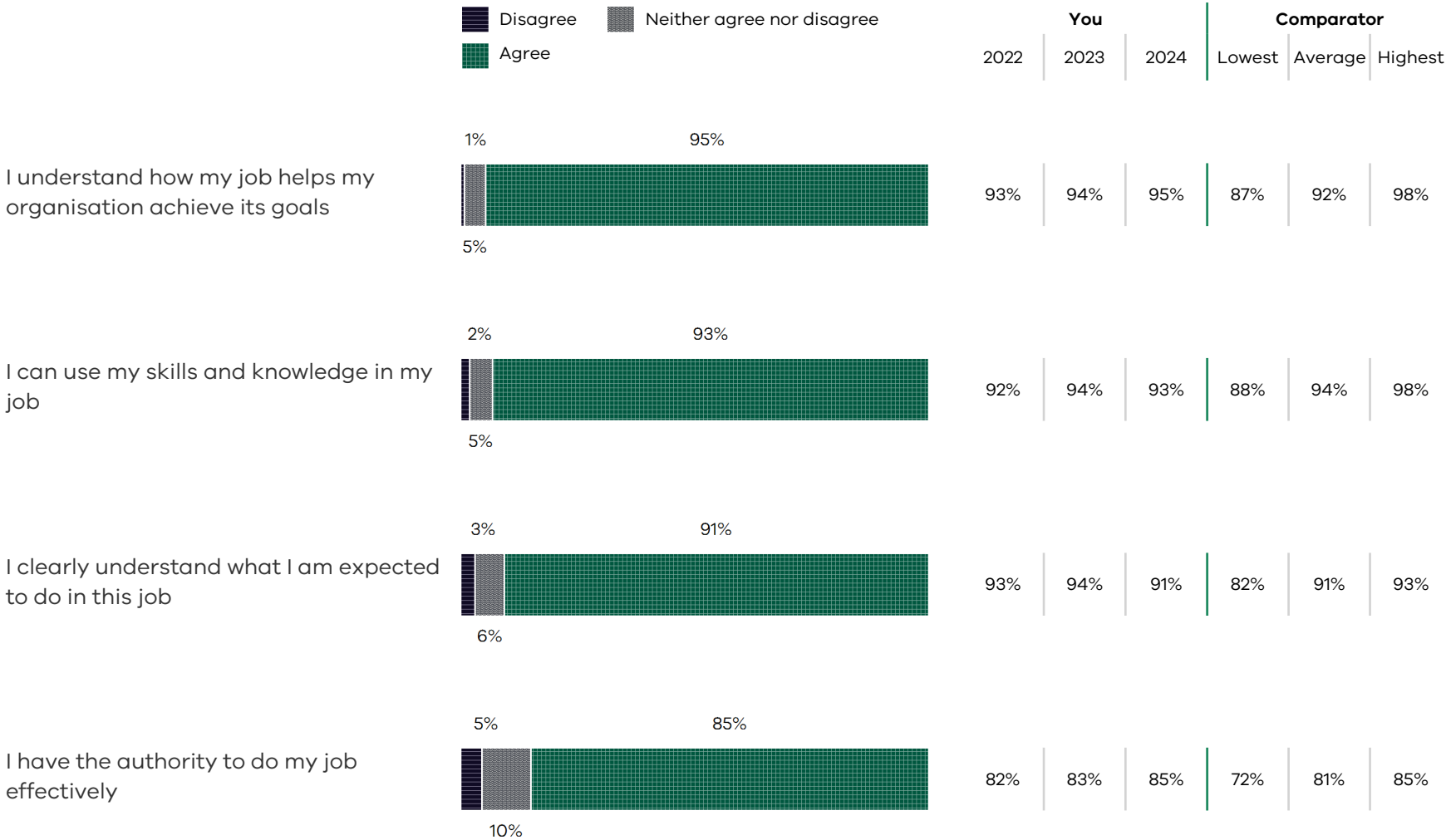
### Example

95% of your staff who did the survey agreed or strongly agreed with 'I 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

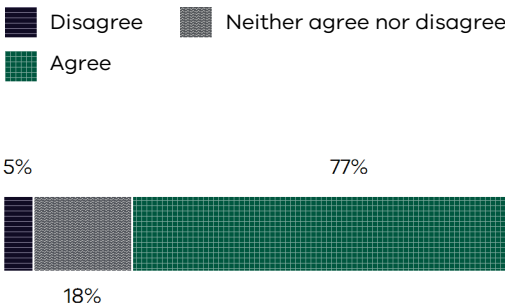
77% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

## Survey question

## Your results

## Benchmark agree results

I have a say in how I do my work



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
75%	74%	77%	73%	76%	85%

# Job and manager factors

## Meaningful work

### What is this

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

### Why this is important

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

### How to read this

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

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

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

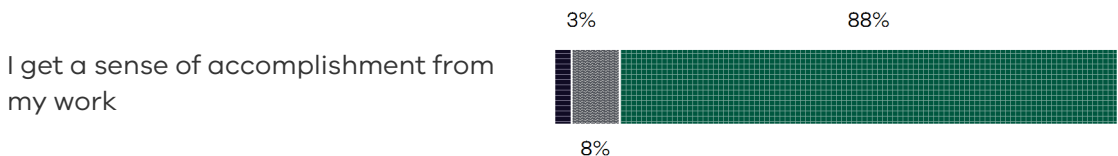
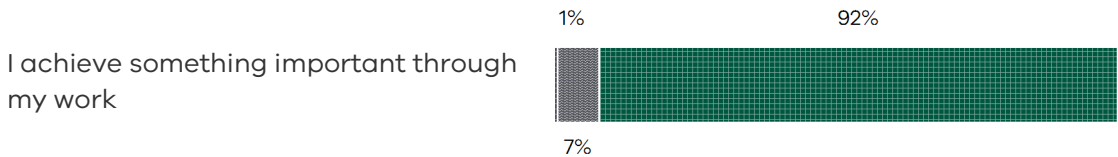
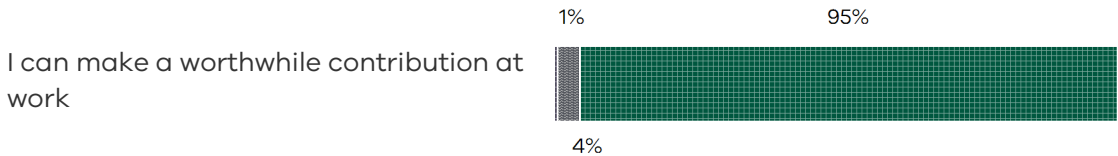
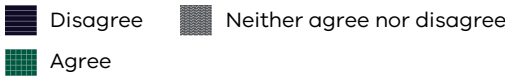
### Example

95% 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



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I can make a worthwhile contribution at work	94%	95%	95%	87%	94%	96%
I achieve something important through my work	90%	92%	92%	86%	93%	98%
I get a sense of accomplishment from my work	87%	87%	88%	77%	87%	95%



Job and manager factors

Flexible working

What is this

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

Example

75% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

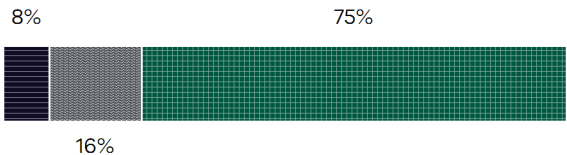
Survey question

Your results

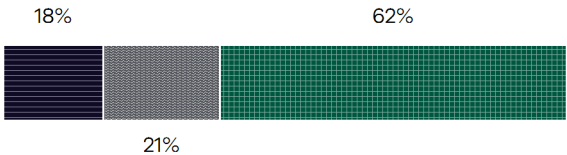
Benchmark agree results



My manager supports working flexibly



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	74%	74%	75%	73%	76%	83%
	62%	63%	62%	58%	65%	75%

# People matter survey

2024

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### Key differences

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

### Taking action

- Taking action questions

## Detailed results

### Senior leadership

- Senior leadership questions

### Organisational climate

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

### Workgroup climate

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

### Job and manager factors

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

### Public sector values

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

### Topical questions

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

### Custom questions

- Questions requested by your organisation

### Demographics

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



# Public sector values

## Scorecard 1 of 2

### What is this

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

### Why this is important

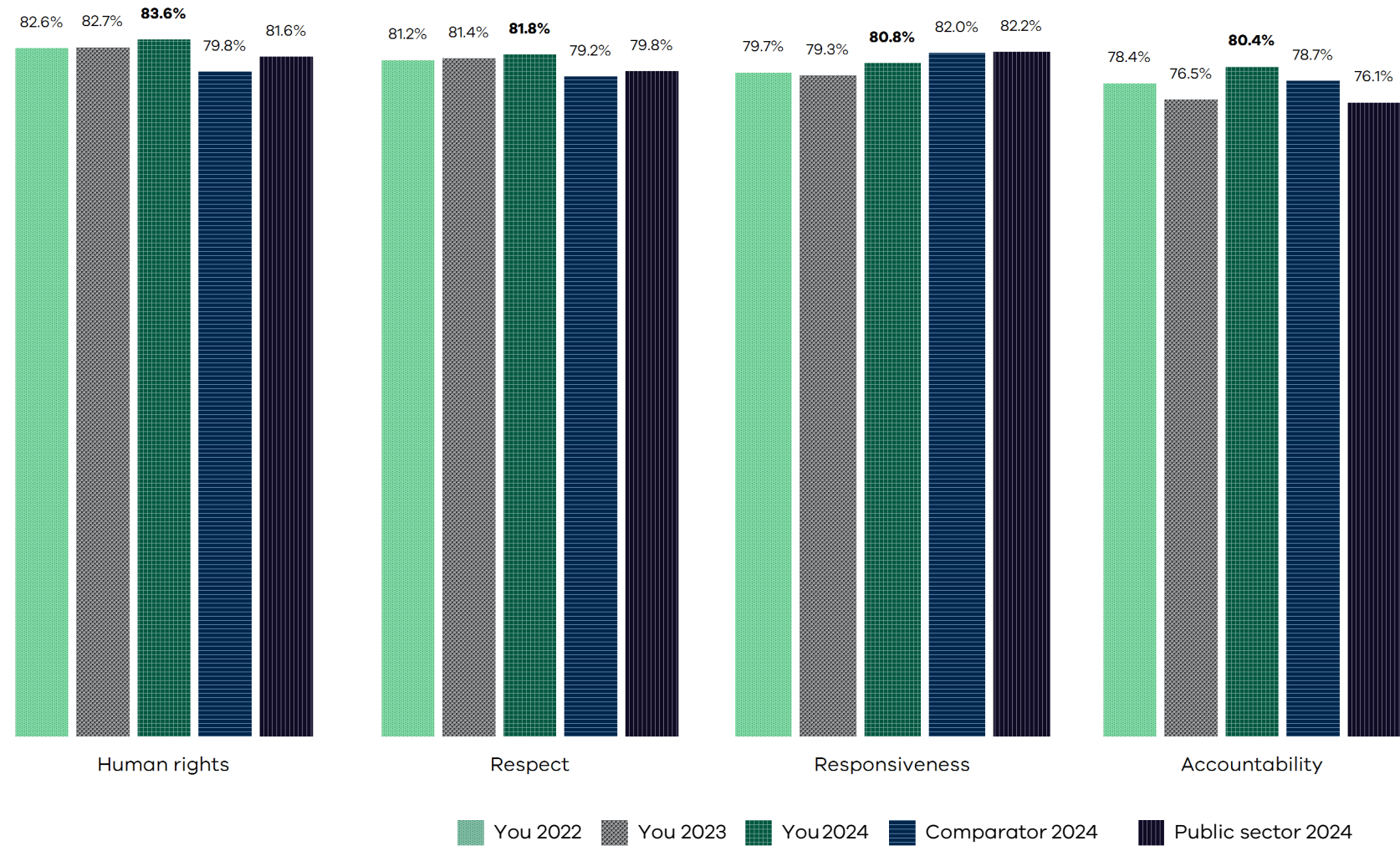
There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

### How to read this

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

### Example

- In 2024:
- 83.6% of your staff who did the survey responded positively to questions about Human rights.
- Compared to:
- 79.8% 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

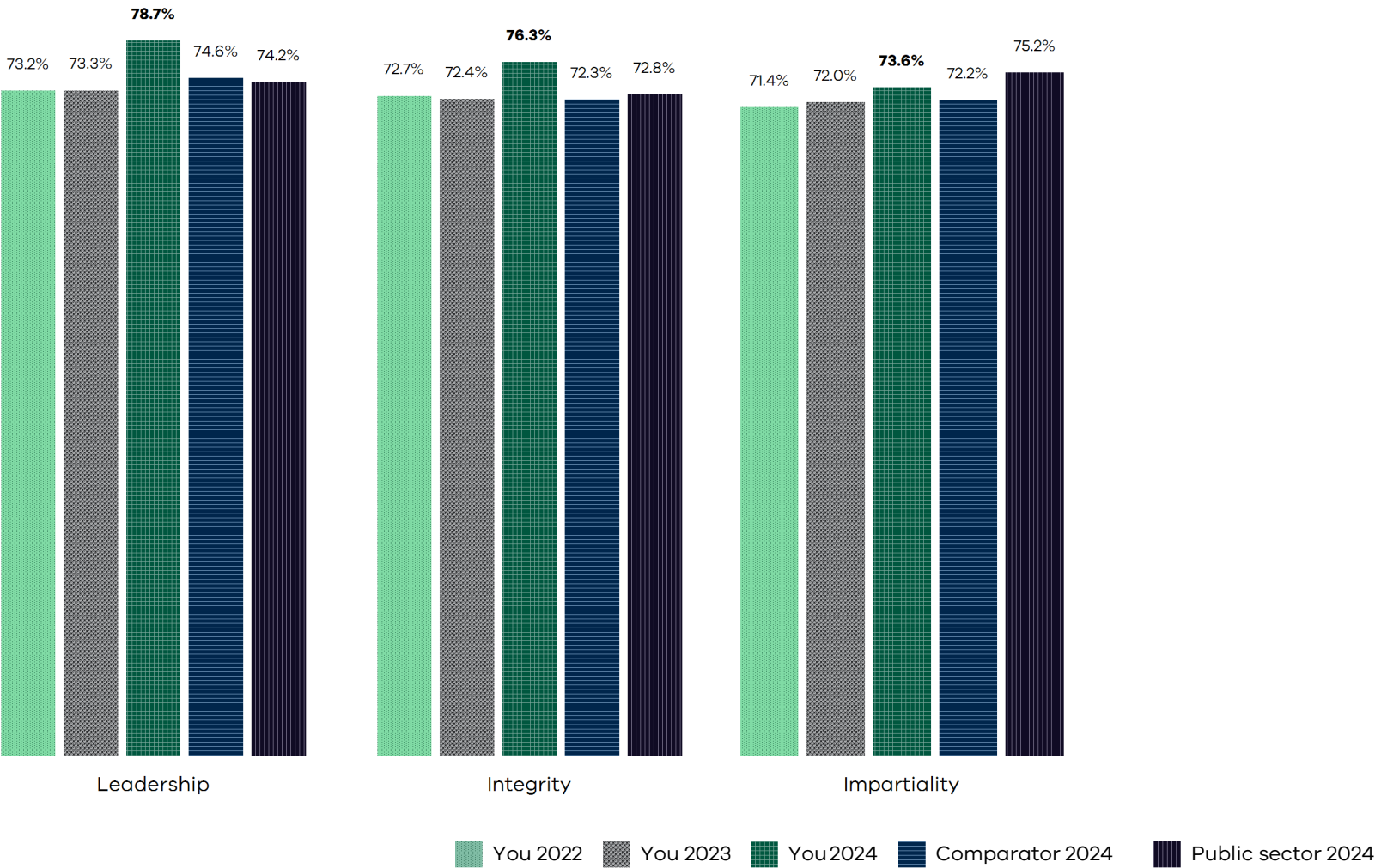
There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

### 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:
- 78.7% of your staff who did the survey responded positively to questions about Leadership.
- Compared to:
- 74.6% of staff in your comparator group and 74.2% of staff across the public sector.



Public sector values

Responsiveness

What is this

This is how responsive your staff feel they are to the community.

Why this is important

Staff need to feel they can adapt to the changing demands and circumstances of our clients and stakeholders.

How to read this

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

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

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

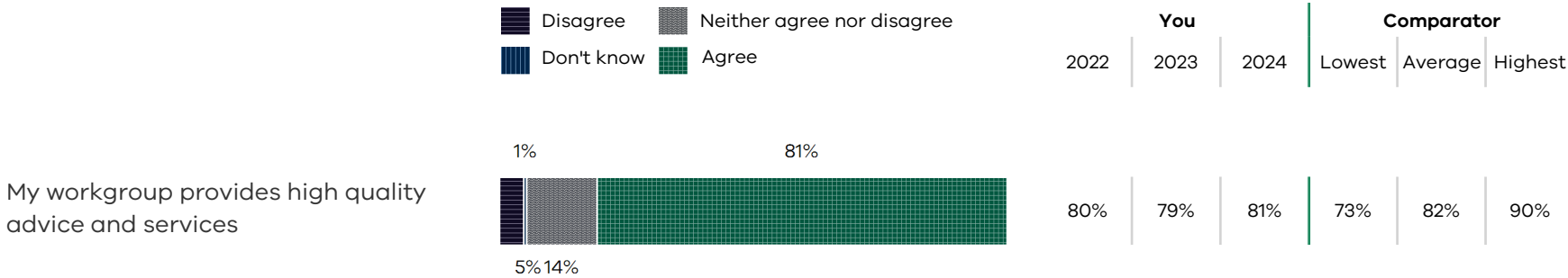
Example

81% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question

Your results

Benchmark agree results



Public sector values

Integrity 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

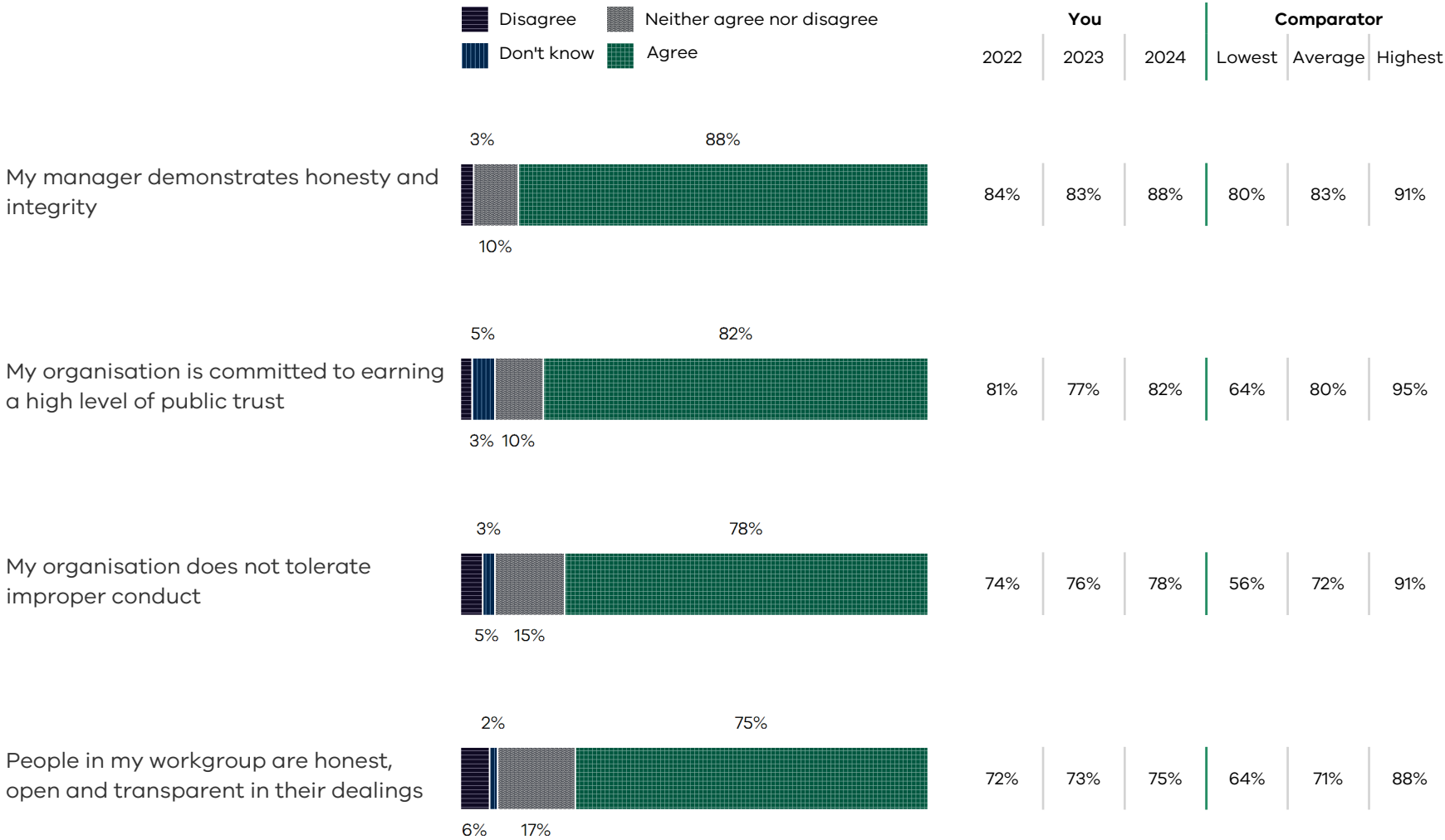
Example

88% 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

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

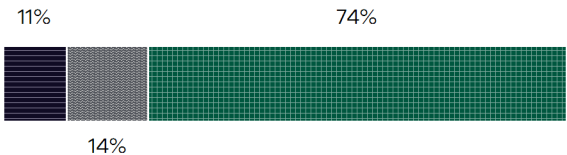
Survey question

Your results

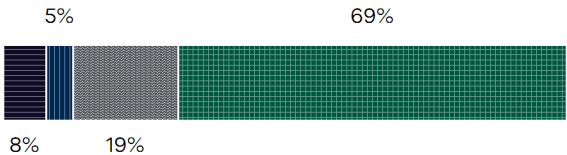
Benchmark agree results



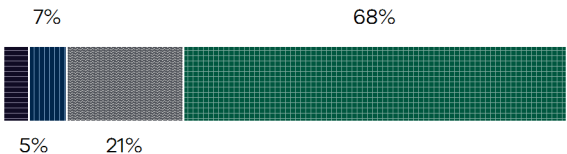
I feel safe to challenge inappropriate behaviour at work



People in my workgroup appropriately manage conflicts of interest



Senior leaders demonstrate honesty and integrity



2022	You		2024	Comparator		
	2023			Lowest	Average	Highest
	69%	72%	74%	62%	68%	80%
	63%	64%	69%	61%	67%	77%
	64%	61%	68%	53%	65%	87%

Public sector values

Impartiality

What is this

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

Why this is important

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

How to read this

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

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

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

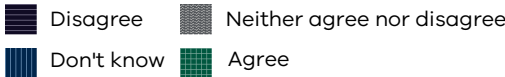
Example

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

Survey question

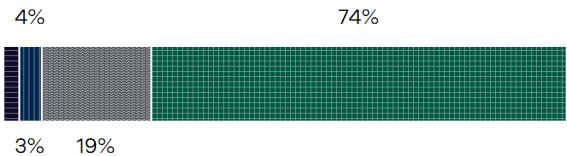
Your results

Benchmark agree results



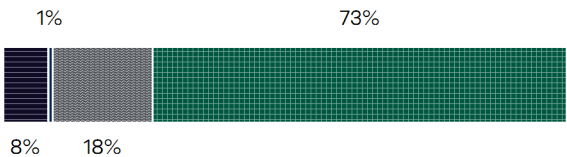
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

People in my workgroup are politically impartial in their work



72%	73%	74%	68%	74%	83%
-----	-----	-----	-----	-----	-----

My workgroup acts fairly and without bias



71%	71%	73%	62%	70%	85%
-----	-----	-----	-----	-----	-----



Public sector values

Accountability 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

95% 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

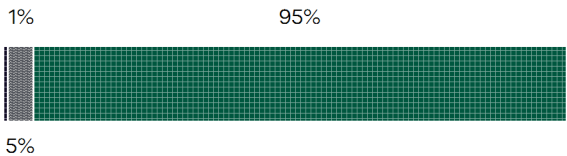
Your results

Benchmark agree results



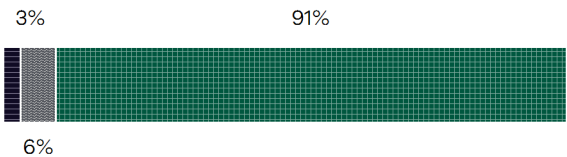
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

I understand how my job helps my organisation achieve its goals



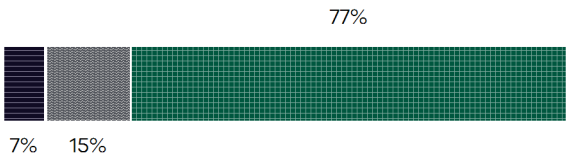
93%	94%	95%	87%	92%	98%
-----	-----	-----	-----	-----	-----

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



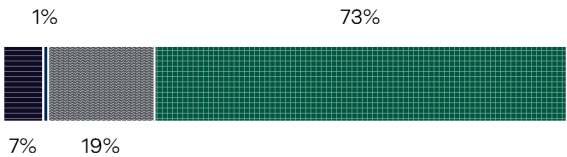
93%	94%	91%	82%	91%	93%
-----	-----	-----	-----	-----	-----

My workgroup has clear lines of responsibility



76%	72%	77%	66%	76%	85%
-----	-----	-----	-----	-----	-----

My workgroup uses its resources well



70%	66%	73%	61%	71%	85%
-----	-----	-----	-----	-----	-----

Public sector values

Accountability 2 of 2

What is this

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

Why this is important

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

How to read this

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

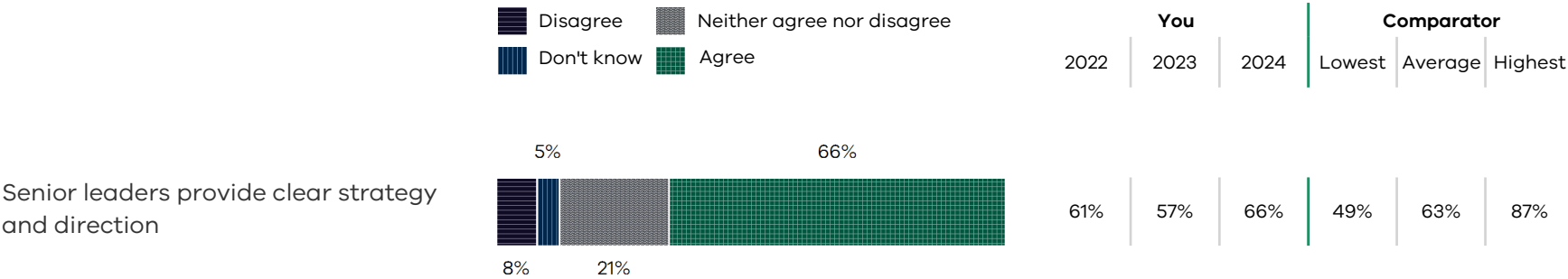
Example

66% 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.

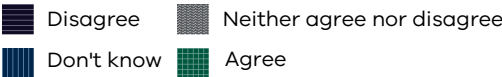
Example

90% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

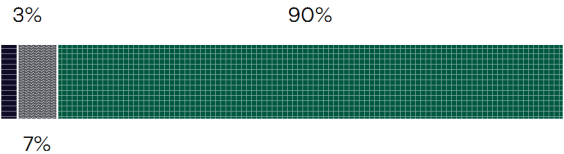
Your results

Benchmark agree results



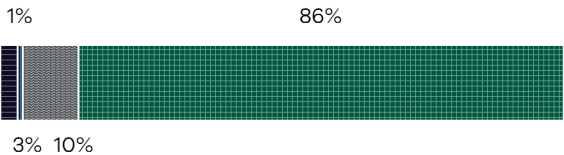
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My manager treats employees with dignity and respect



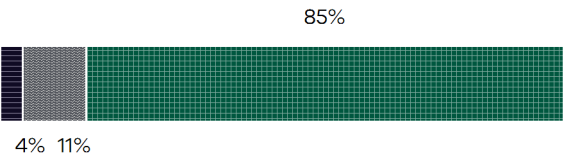
86%	89%	90%	84%	86%	94%
-----	-----	-----	-----	-----	-----

My organisation encourages respectful workplace behaviours



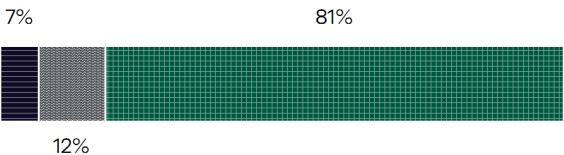
85%	84%	86%	71%	82%	95%
-----	-----	-----	-----	-----	-----

People in my workgroup treat each other with respect



85%	84%	85%	75%	81%	95%
-----	-----	-----	-----	-----	-----

My manager listens to what I have to say



82%	82%	81%	79%	81%	90%
-----	-----	-----	-----	-----	-----

Public sector values

Respect 2 of 2

What is this

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

Why this is important

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

How to read this

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

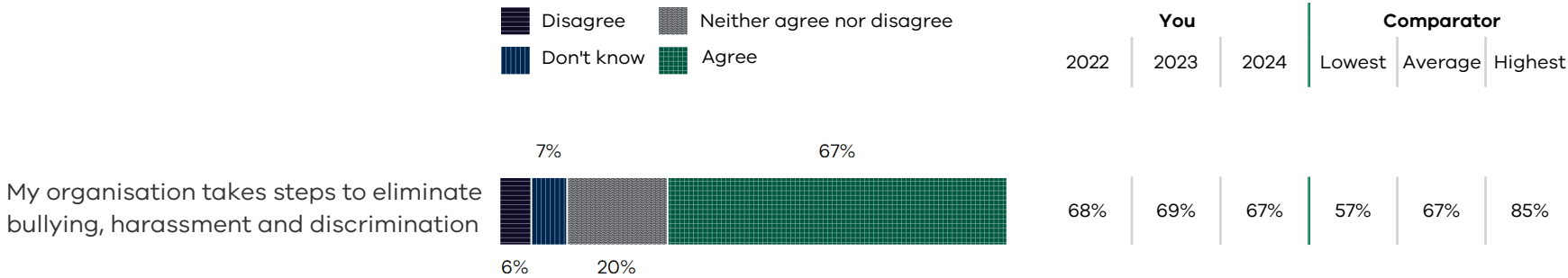
Example

67% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question

Your results

Benchmark agree results



Public sector values

Leadership

What is this

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

Why this is important

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

How to read this

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

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

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

Example

88% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

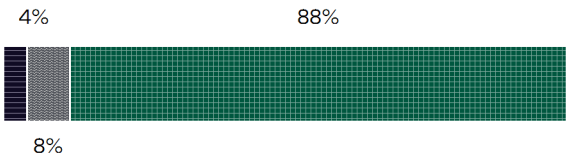
Survey question

Your results

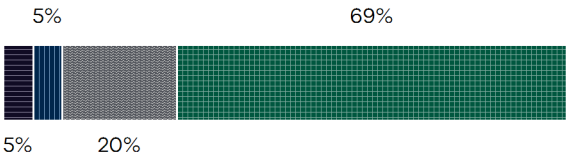
Benchmark agree results



My manager models my organisation's values



Senior leaders model my organisation's values



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

81%	83%	88%	80%	83%	92%
-----	-----	-----	-----	-----	-----

65%	64%	69%	55%	66%	90%
-----	-----	-----	-----	-----	-----

Public sector values

Human rights

What is this

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

Why this is important

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

How to read this

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

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

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

Example

86% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

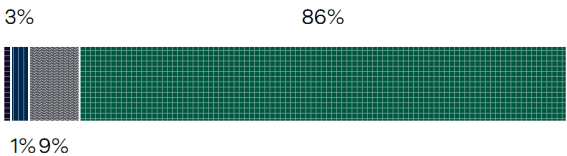
Survey question

Your results

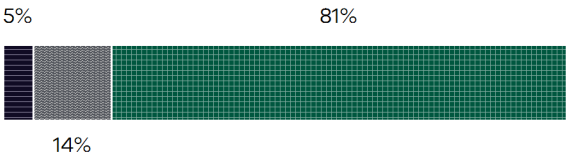
Benchmark agree results



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



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

85%	84%	86%		79%	85%	92%
-----	-----	-----	--	-----	-----	-----

81%	81%	81%		71%	75%	89%
-----	-----	-----	--	-----	-----	-----

# People matter survey

2024

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### Key differences

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

### Taking action

- Taking action questions

## Detailed results

### Senior leadership

- Senior leadership questions

### Organisational climate

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

### Workgroup climate

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

### Job and manager factors

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

### Public sector values

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

### Topical questions

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

### Custom questions

- Questions requested by your organisation

### Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- 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.

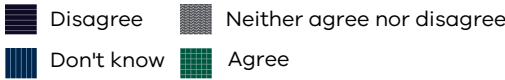
### Example

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

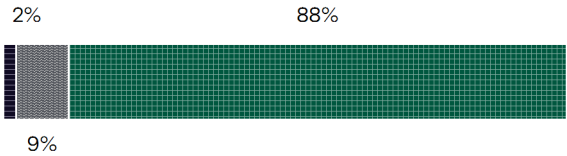
## Survey question

## Your results

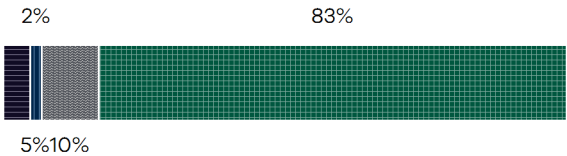
## Benchmark agree results



I am proud to work in the public sector



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



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

Not asked	Not asked	88%	77%	87%	93%
-----------	-----------	-----	-----	-----	-----

Not asked	80%	83%	75%	79%	94%
-----------	-----	-----	-----	-----	-----



# People matter survey

2024

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- Taking action questions

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- Caring
- Categories
- Primary role



Custom questions

What is this

Your organisation asked 3 custom questions as part of the 2024 survey.

Why this is important

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

How to read this

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

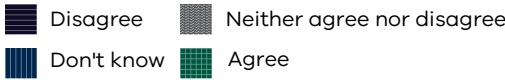
Example

94% of staff who did the survey agreed with the question 'I know where to find policies, procedures or guidelines'.

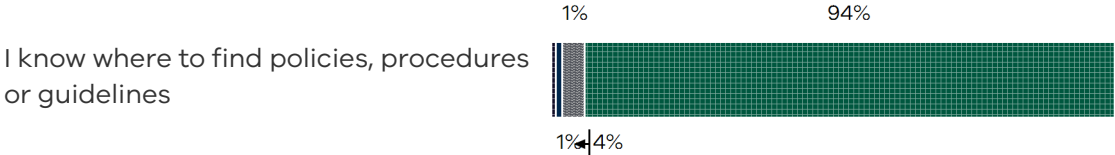
Survey question

Your results

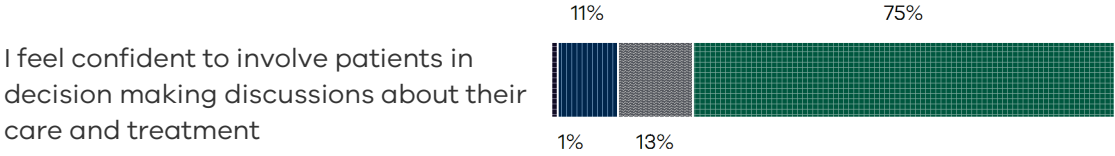
Benchmark agree results



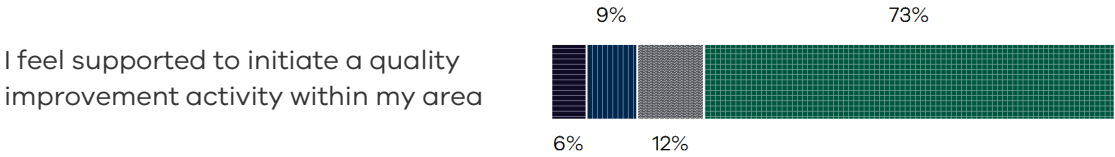
You		
2022	2023	2024



91%	91%	94%
-----	-----	-----



72%	73%	75%
-----	-----	-----



66%	69%	73%
-----	-----	-----

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2024

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- Adjustments
- Caring
- Categories
- Primary role



## Demographics

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

#### What is this

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

#### Why this is important

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

#### How to read this

Each table shows the breakdown of responses from your survey.

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

#### How we protect anonymity and privacy

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

Age	(n)	%
15-34 years	85	24%
35-54 years	154	44%
55+ years	71	20%
Prefer not to say	44	12%

Gender	(n)	%
Woman	225	64%
Man	76	21%
Prefer not to say	48	14%
Non-binary and I use a different term	5	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	8	2%
No	303	86%
Prefer not to say	43	12%

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

	(n)	%
Yes	3	1%
No	293	83%
Don't know	16	5%
Prefer not to say	42	12%

#### How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	244	69%
Prefer not to say	71	20%
Bisexual	10	3%
Gay or lesbian	10	3%
Asexual	7	2%
Don't know	4	1%
I use a different term	4	1%
Pansexual	4	1%

# Demographics

## Aboriginal and/or Torres Strait Islander employees

### What is this

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

### Why this is important

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

### How to read this

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

### How we protect anonymity and privacy

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	2	1%
Non Aboriginal and/or Torres Strait Islander	328	93%
Prefer not to say	24	7%

# Demographics

## Disability

### What is this

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

### Why this is important

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

### How to read this

Each table shows the breakdown of responses from your survey.

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

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

### How we protect anonymity and privacy

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

Are you a person with disability?	(n)	%
Yes	14	4%
No	313	88%
Prefer not to say	27	8%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	7	50%
No	6	43%
Prefer not to say	1	7%

# Demographics

## Cultural diversity 1 of 2

### What is this

These are the personal characteristics of staff.

### Why this is important

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

### How to read this

Each table shows the breakdown of responses from your survey.

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

### How we protect anonymity and privacy

- de-identify all survey response data provided to your organisation
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Country of birth	(n)	%
Born in Australia	173	49%
Not born in Australia	113	32%
Prefer not to say	68	19%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Mandarin	28	22%
Other	22	17%
Filipino	18	14%
Cantonese	15	12%
Tagalog	13	10%
Vietnamese	10	8%
Punjabi	6	5%
Greek	5	4%
Malayalam	5	4%
Hindi	4	3%
Spanish	3	2%
Arabic	2	2%

Language other than English used with family or community	(n)	%
Yes	127	36%
No	169	48%
Prefer not to say	58	16%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Italian	2	2%
Macedonian	2	2%
Sinhalese	2	2%
Tamil	2	2%
Telugu	2	2%
Turkish	2	2%
Urdu	2	2%
Auslan	1	1%
Australian Indigenous Language	1	1%
Gujarati	1	1%
Persian	0	0%

# Demographics

## Cultural diversity 2 of 2

### What is this

This is the cultural identity and religion of staff.

### Why this is important

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

### How to read this

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

### How we protect anonymity and privacy

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

Cultural identity	(n)	%
Australian	162	46%
Prefer not to say	69	19%
East and/or South-East Asian	64	18%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	25	7%
South Asian	25	7%
English, Irish, Scottish and/or Welsh	23	6%
Central Asian	18	5%
Other	7	2%
New Zealander	5	1%
Middle Eastern	3	1%
Aboriginal and/or Torres Strait Islander	2	1%
African	2	1%
Maori	2	1%
Pacific Islander	1	0%
Central and/or South American	0	0%
North American	0	0%

Religion	(n)	%
No religion	125	35%
Christianity	122	34%
Prefer not to say	65	18%
Buddhism	12	3%
Islam	10	3%
Other	9	3%
Hinduism	7	2%
Sikhism	4	1%
Judaism	0	0%



# Demographics

## Employment characteristics 1 of 2

### What is this

These are the employment characteristics of staff.

### Why this is important

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

### How to read this

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

### How we protect anonymity and privacy

- de-identify all survey response data provided to your organisation
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Working arrangement	(n)	%
Full-Time	181	51%
Part-Time	173	49%

Gross base salary (ongoing/fixed term only)	(n)	%
Below \$80k	113	34%
\$80k to \$120k	124	37%
\$120k to \$160k	34	10%
\$160k to \$200k	3	1%
\$200k or more	7	2%
Prefer not to say	53	16%

Organisational tenure	(n)	%
<1 year	41	12%
1 to less than 2 years	46	13%
2 to less than 5 years	80	23%
5 to less than 10 years	69	19%
10 to less than 20 years	81	23%
More than 20 years	37	10%

Management responsibility	(n)	%
Non-manager	296	84%
Other manager	38	11%
Manager of other manager(s)	20	6%

Employment type	(n)	%
Ongoing and executive	275	78%
Fixed term	52	15%
Other	27	8%

Frontline worker	(n)	%
Yes	224	63%
No	130	37%

# Demographics

## Employment characteristics 2 of 2

### What is this

These are the employment characteristics of staff.

### Why this is important

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

### How to read this

Each table shows the breakdown of responses from your survey.

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

### How we protect anonymity and privacy

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Primary workplace location over the last 3 months	(n)	%
Melbourne CBD	305	86%
Melbourne: Suburbs	47	13%
Other	2	1%
Large regional city	0	0%
Rural	0	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	152	43%
A frontline or service delivery location	175	49%
Home or private location	31	9%
A shared office space (where two or more organisations share the same workspace)	23	6%
Isolated or remote location/s where access to communications and help from others is difficult	0	0%
Other	21	6%

Flexible work	(n)	%
I do not use any flexible work arrangements	128	36%
Part-time	95	27%
Shift swap	63	18%
Working from an alternative location (e.g. home, hub/shared work space)	57	16%
Flexible start and finish times	47	13%
Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours	37	10%
Working more hours over fewer days	19	5%
Other	17	5%
Study leave	16	5%
Job sharing	5	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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Have you requested any of the following adjustments at work?	(n)	%
No, I have not requested adjustments	263	74%
Flexible working arrangements	68	19%
Physical modifications or improvements to the workplace	21	6%
Job redesign or role sharing	8	2%
Other	8	2%
Career development support strategies	5	1%
Accessible communications technologies	1	0%

Why did you make this request?	(n)	%
Work-life balance	38	42%
Caring responsibilities	30	33%
Health	28	31%
Family responsibilities	25	27%
Other	7	8%
Study commitments	6	7%
Disability	2	2%

What was your experience with making this request?	(n)	%
The adjustments I needed were made and the process was satisfactory	65	71%
The adjustments I needed were not made	18	20%
The adjustments I needed were made but the process was unsatisfactory	8	9%

# 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	148	42%
Primary school aged child(ren)	58	16%
Secondary school aged child(ren)	58	16%
Prefer not to say	49	14%
Child(ren) - younger than preschool age	30	8%
Frail or aged person(s)	30	8%
Other	13	4%
Person(s) with disability	12	3%
Preschool aged child(ren)	12	3%
Person(s) with a mental illness	11	3%
Person(s) with a medical condition	10	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
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Which of the following categories best describes your current position?	(n)	%
Nursing employees	126	36%
Management, Administration and Corporate support	112	32%
Allied health - science discipline	57	16%
Other health and social care	16	5%
Allied health - assistant	13	4%
Allied health - therapy discipline	13	4%
Medical employees	10	3%
Support services	6	2%
Community development	0	0%
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	326	92%
Corporate services	25	7%
Community-based services	2	1%
Mental health care services	0	0%
Prison-based services	0	0%
Residential aged care services	0	0%

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

	(n)	%
Administration	97	27%
Aged care	0	0%
Critical care	1	0%
Drug and alcohol	1	0%
Emergency	32	9%
Maternity care	0	0%
Medical	48	14%
Mental health	0	0%
Mixed medical/surgical	25	7%
Neonatal care	0	0%
Palliative care	0	0%
Paediatrics	2	1%
Peri-operative	51	14%
Rehabilitation	5	1%
Surgical	30	8%
Other	61	17%



**Victorian  
Public Sector  
Commission**



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