



**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>• Intention to stay</li></ul>	<ul style="list-style-type: none"><li>• Inclusion</li><li>• Scorecard: emotional effects of work</li><li>• Scorecard: negative behaviour</li><li>• Bullying</li><li>• Sexual harassment</li><li>• Discrimination</li><li>• Violence and aggression</li><li>• Satisfaction with complaint processes</li></ul>	<ul style="list-style-type: none"><li>• Highest scoring</li><li>• Lowest scoring</li><li>• Most improved</li><li>• Most declined</li><li>• Biggest positive difference from your comparator</li><li>• Biggest negative difference from your comparator</li></ul>
<ul style="list-style-type: none"><li>• Taking action questions</li></ul>		

## Detailed results

Senior leadership	Workgroup climate	Job and manager factors	Public sector values	Topical questions	Demographics
<ul style="list-style-type: none"><li>• Senior leadership questions</li></ul>	<ul style="list-style-type: none"><li>• Scorecard</li><li>• Quality service delivery</li><li>• Innovation</li><li>• Workgroup support</li><li>• Safe to speak up</li></ul>	<ul style="list-style-type: none"><li>• Scorecard</li><li>• Manager leadership</li><li>• Manager support</li><li>• Workload</li><li>• Learning and development</li><li>• Job enrichment</li><li>• Meaningful work</li><li>• Flexible working</li></ul>	<ul style="list-style-type: none"><li>• Scorecard</li><li>• Responsiveness</li><li>• Integrity</li><li>• Impartiality</li><li>• Accountability</li><li>• Respect</li><li>• Leadership</li><li>• Human rights</li></ul>	<ul style="list-style-type: none"><li>• Questions on topical issues including understanding the charter of human right and providing frank and impartial advice</li></ul>	<ul style="list-style-type: none"><li>• Age, gender, variations in sex characteristics and sexual orientation</li><li>• Aboriginal and/or Torres Strait Islander</li><li>• Disability</li><li>• Cultural diversity</li><li>• Employment</li><li>• Adjustments</li><li>• Caring</li></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></ul>				<p><b>Custom questions</b></p> <ul style="list-style-type: none"><li>• Questions requested by your organisation</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 94% of this year's survey with your previous results.

## Rounding of percentages

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

## Survey questions and definitions

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

## Overview

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- Satisfaction
- Work-related stress levels
- Work-related stress causes
- 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

### Workgroup climate

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- 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

## Report overview

### Privacy and anonymity

To protect you, we:

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

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



Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

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

Our public sector values

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

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

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



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



# Report overview

## Your comparator group

### What this is

This is a list of similar organisations to yours.

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

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

### How we use this in your report

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

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

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

- Bendigo Kangan Institute
- Box Hill Institute
- Chisholm Institute
- Gippsland Institute of TAFE
- Gordon Institute of TAFE
- Goulburn Ovens Institute of TAFE
- Holmesglen Institute
- Melbourne Polytechnic
- South West Institute of TAFE
- Sunraysia Institute of TAFE
- William Angliss Institute of TAFE

# 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

77%  
(462)

Comparator 63%  
Public Sector 42%

2024

75%  
(496)

Comparator 64%  
Public Sector 65%

# People matter survey

2024

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### Taking action

- Taking action questions

## Detailed results

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# People outcomes

## Your employee engagement index

### What is this

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

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

The weightings for each engagement response are:

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

### Why this is important

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

2023

71

Comparator 66  
Public Sector 68

2024

71

Comparator 66  
Public Sector 68

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 71.

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 groups overall, lowest and highest scores with your own.

Example

79% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

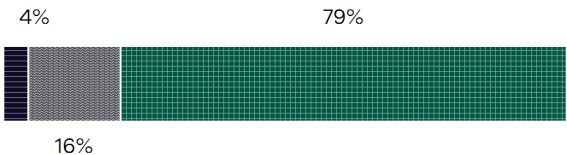
Survey question

Your results

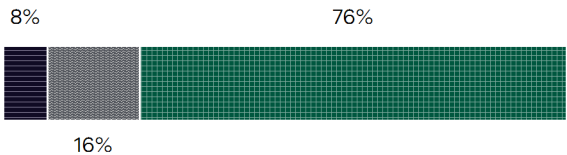
Benchmark agree results



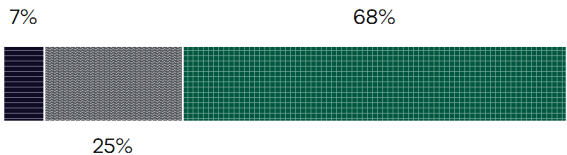
I am proud to tell others I work for my organisation



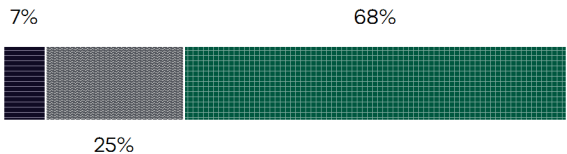
I would recommend my organisation as a good place to work



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
78%	78%	79%		44%	69%	79%
72%	75%	76%		35%	62%	70%
65%	69%	68%		41%	61%	68%
66%	67%	68%		38%	60%	68%

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 71.

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 groups overall, lowest and highest scores with your own.

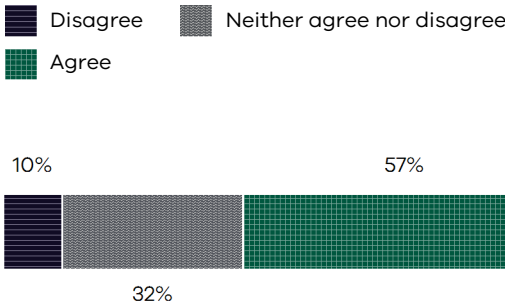
Example

57% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

Survey question

I feel a strong personal attachment to my organisation

Your results



Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I feel a strong personal attachment to my organisation	57%	61%	57%	44%	57%	63%

# 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.

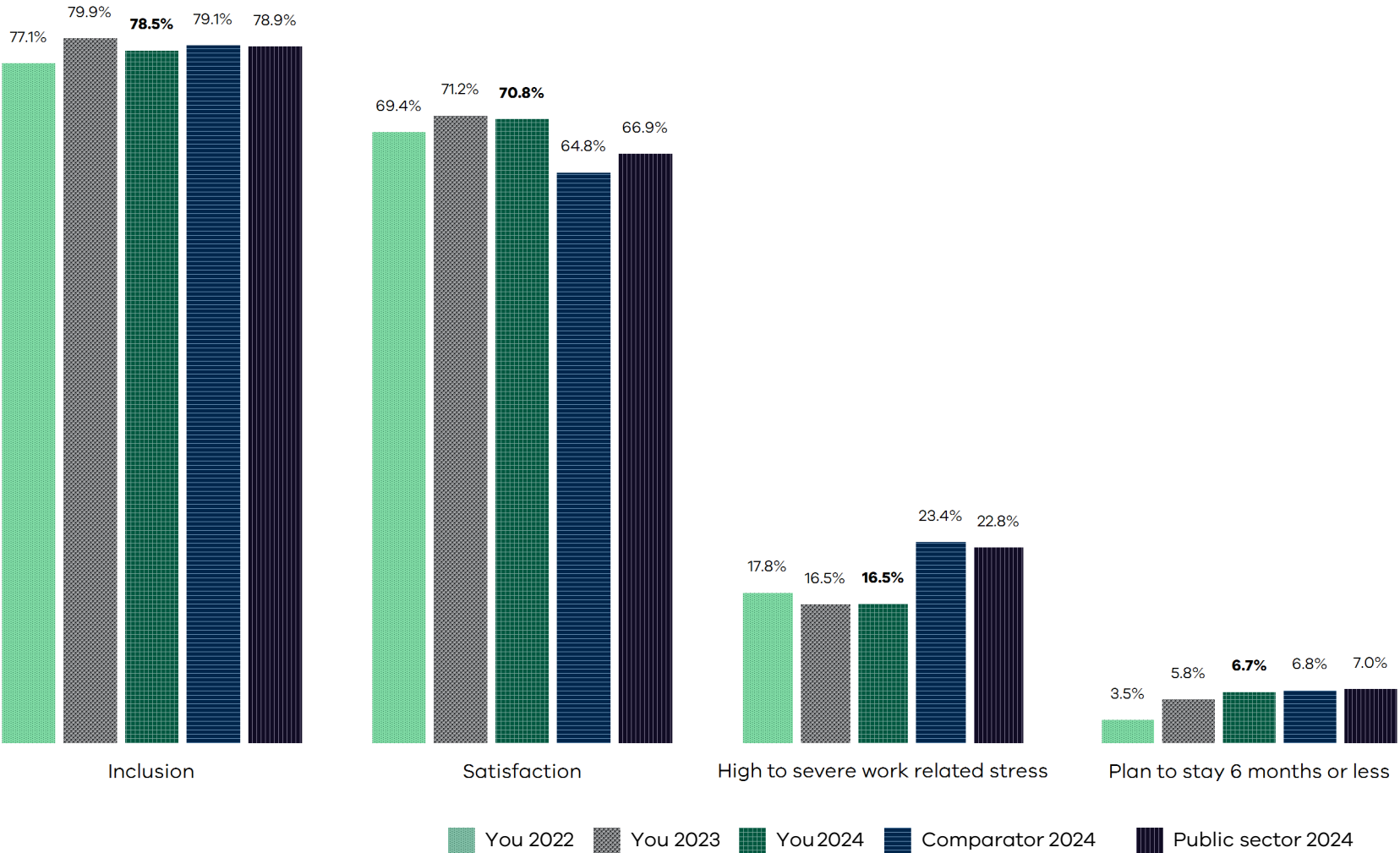
### Example

In 2024:

- 78.5% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 79.1% of staff in your comparator group and 78.9% 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 groups overall, lowest and highest scores with your own.

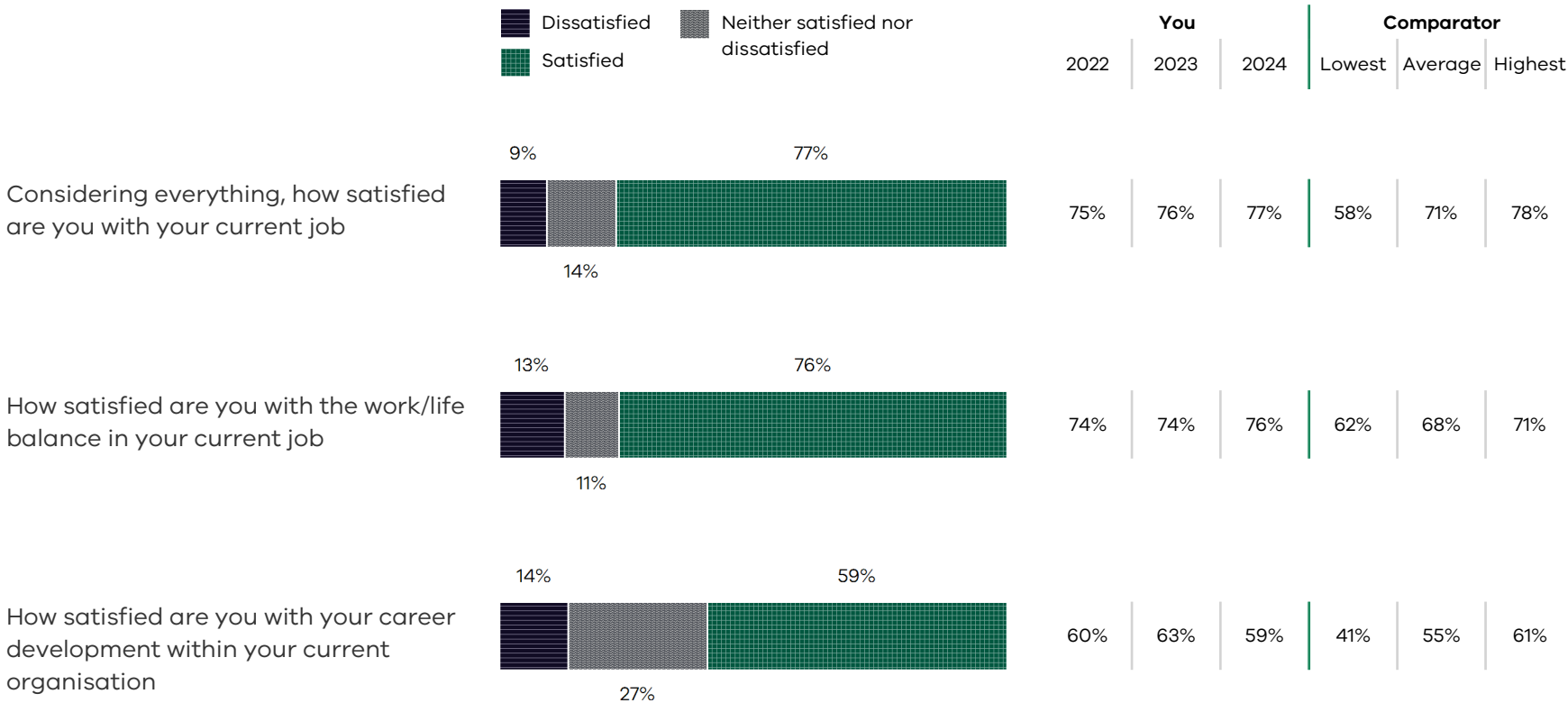
Example

77% 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.

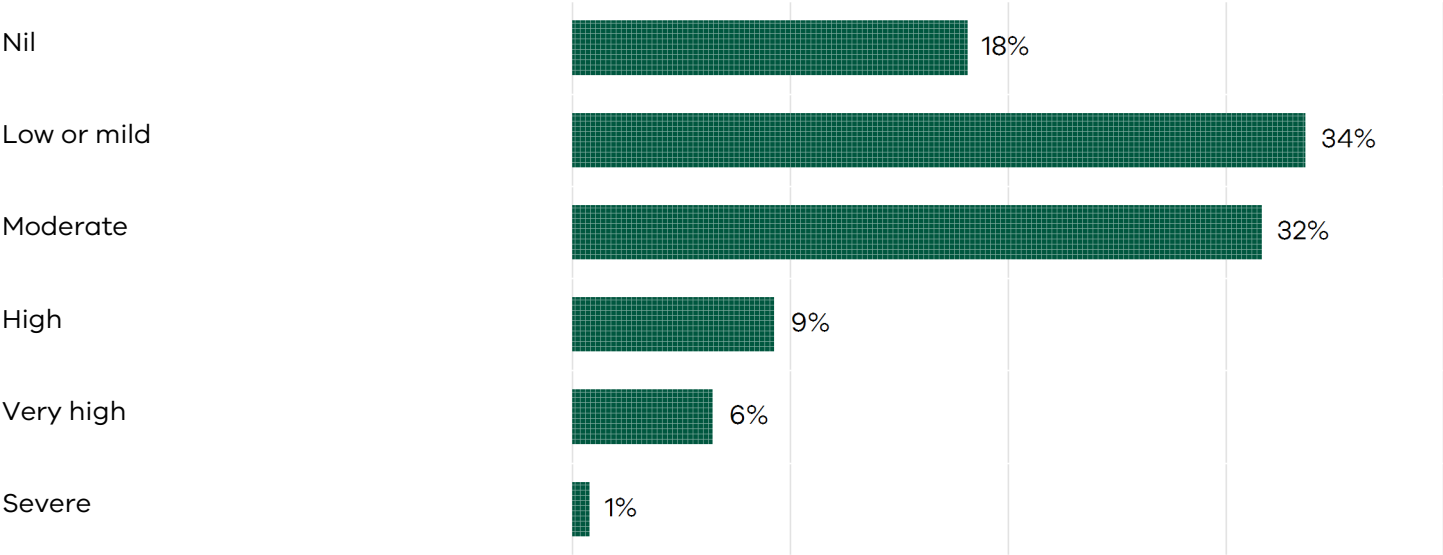
The graph at the top shows how staff in your group rated their current levels of work-related stress.

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.

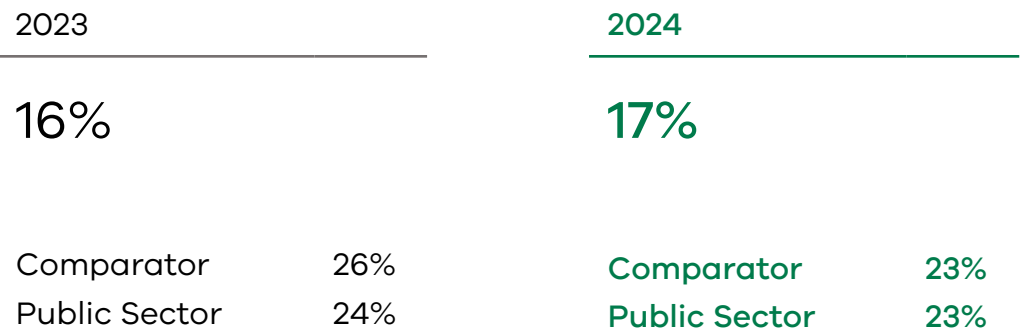
Example

17% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 23% of staff in your comparator group and 23% of staff across the public sector.

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



Reported levels of high to severe stress





## People outcomes

### Work-related stress causes

#### What is this

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

#### Why this is important

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

#### How to read this

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

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

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

#### Example

82% of your staff who did the survey said they experienced mild to severe stress. Of that 82%, 42% 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	42%	42%	48%	47%
Time pressure	38%	38%	40%	42%
Dealing with clients, patients or stakeholders	11%	17%	15%	17%
Management of work (e.g. supervision, training, information, support)	15%	15%	12%	12%
Competing home and work responsibilities	15%	14%	10%	13%
Unclear job expectations	13%	13%	14%	14%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	11%	11%	12%	11%
Other	12%	10%	14%	13%
Content, variety, or difficulty of work	12%	10%	10%	12%
Job security	11%	9%	10%	10%

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 groups overall, lowest and highest scores with your own.

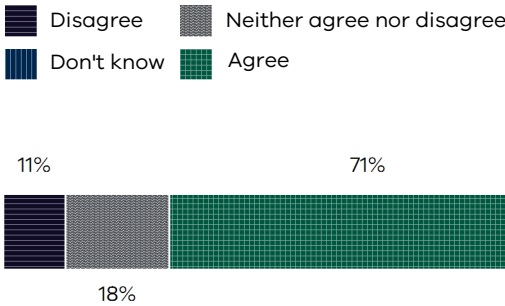
Example

71% 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	71%	47%	62%	69%

# People outcomes

## Intention to stay

### What is this

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

### Why this is important

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

### How to read this

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

### Example

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

Employees plan to work at your organisation for...	You 2023	You 2024	Comparator 2024	Public sector 2024
6 months or less	6%	7%	7%	7%
Over 6 months and up to 1 year	10%	6%	9%	10%
Over 1 year and up to 3 years	18%	19%	25%	25%
Over 3 years and up to 5 years	16%	17%	16%	16%
Over 5 years	50%	50%	43%	42%

# 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 groups overall, lowest and highest scores with your own.

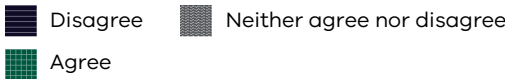
### Example

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

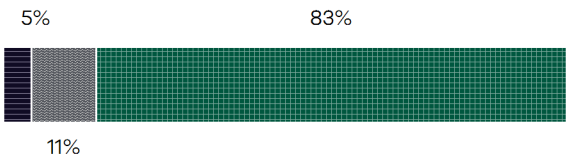
## Survey question

## Your results

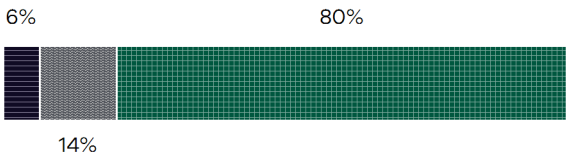
## Benchmark agree results



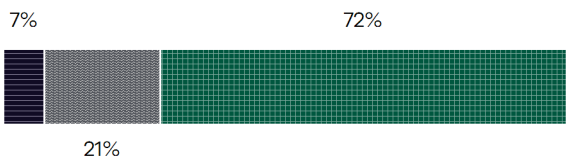
I feel culturally safe at work



I can be myself at work



I feel as if I belong at this organisation



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	81%	83%	83%	76%	84%	89%
	79%	83%	80%	71%	82%	88%
	71%	74%	72%	53%	71%	77%

# People outcomes

## Inclusion - Barriers to success

### What is this

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

### Why this is important

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

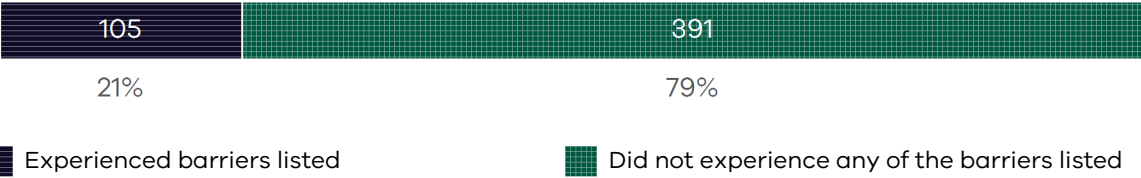
### How to read this

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

### Example

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

Staff who experienced one or more barriers to success at work



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

## 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

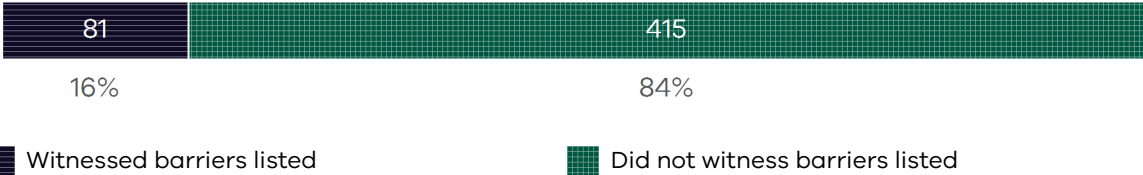
In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one option.

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

#### Example

8% of your staff who did the survey said they have witnessed barriers to success of other employees in the last 12 months due to 'Mental health'.

Staff who witnessed one or more barriers to success at work



During the last 12 months, employees witnessed barriers to the success of other employees due to their ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Mental health	6%	8%	7%	7%
Flexible working	6%	5%	7%	8%
Age	3%	4%	6%	6%
Caring responsibilities	4%	3%	5%	7%
Sex	-	3%	3%	5%
Physical health	3%	2%	3%	3%



# 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

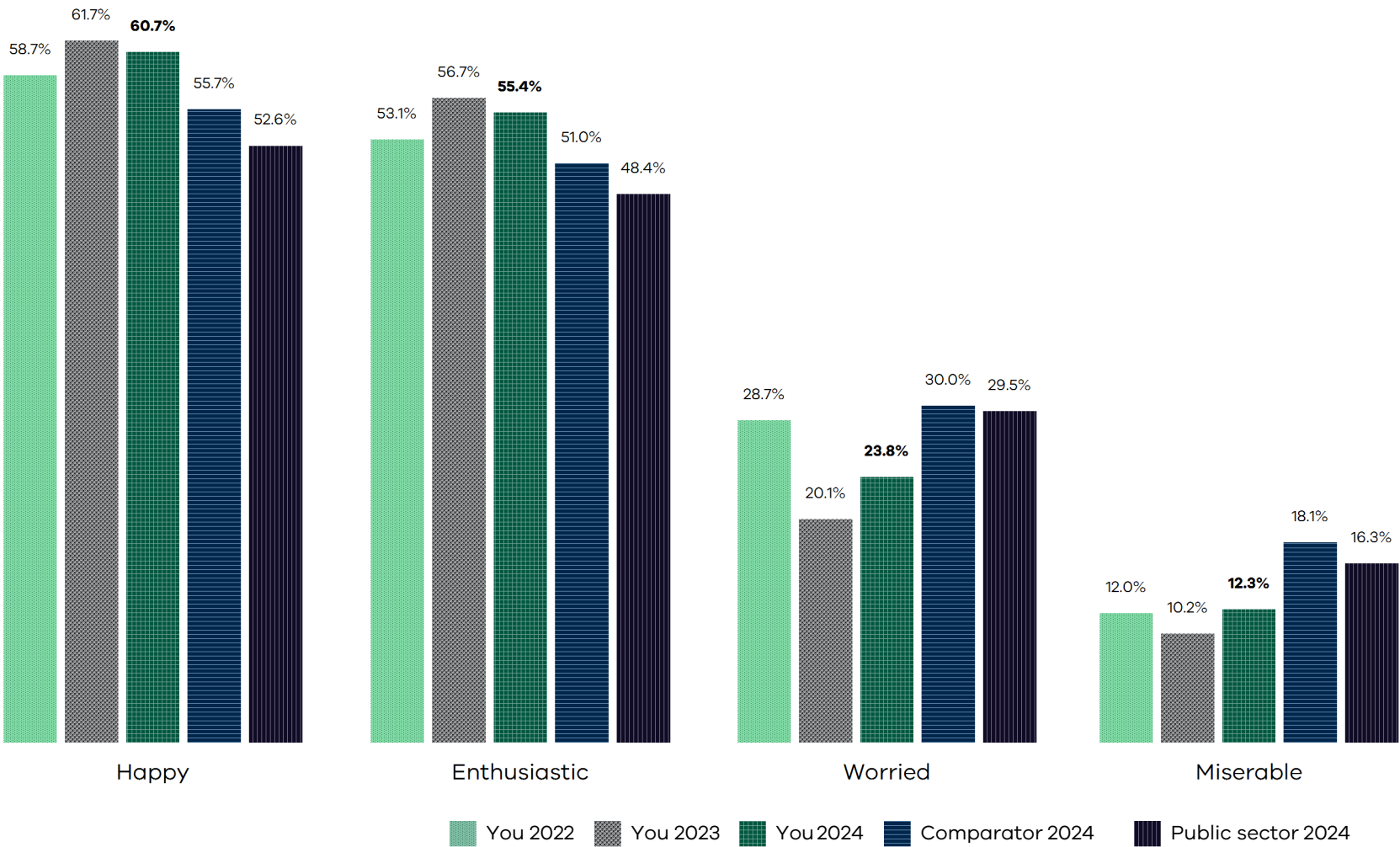
Each label represents a question in the survey about emotional effects of work. Each result is the percentage of staff who said they often, very often or always felt happy, enthusiastic, worried or miserable in the past 3 months.

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

### Example

- In 2024:
- 60.7% of your staff who did the survey said work made them feel happy.
- Compared to:
- 55.7% of staff in your comparator group and 52.6% of staff across the public sector.

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



# People outcomes

## Scorecard: negative behaviours

### What is this

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

### Why this is important

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

### How to read this

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

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

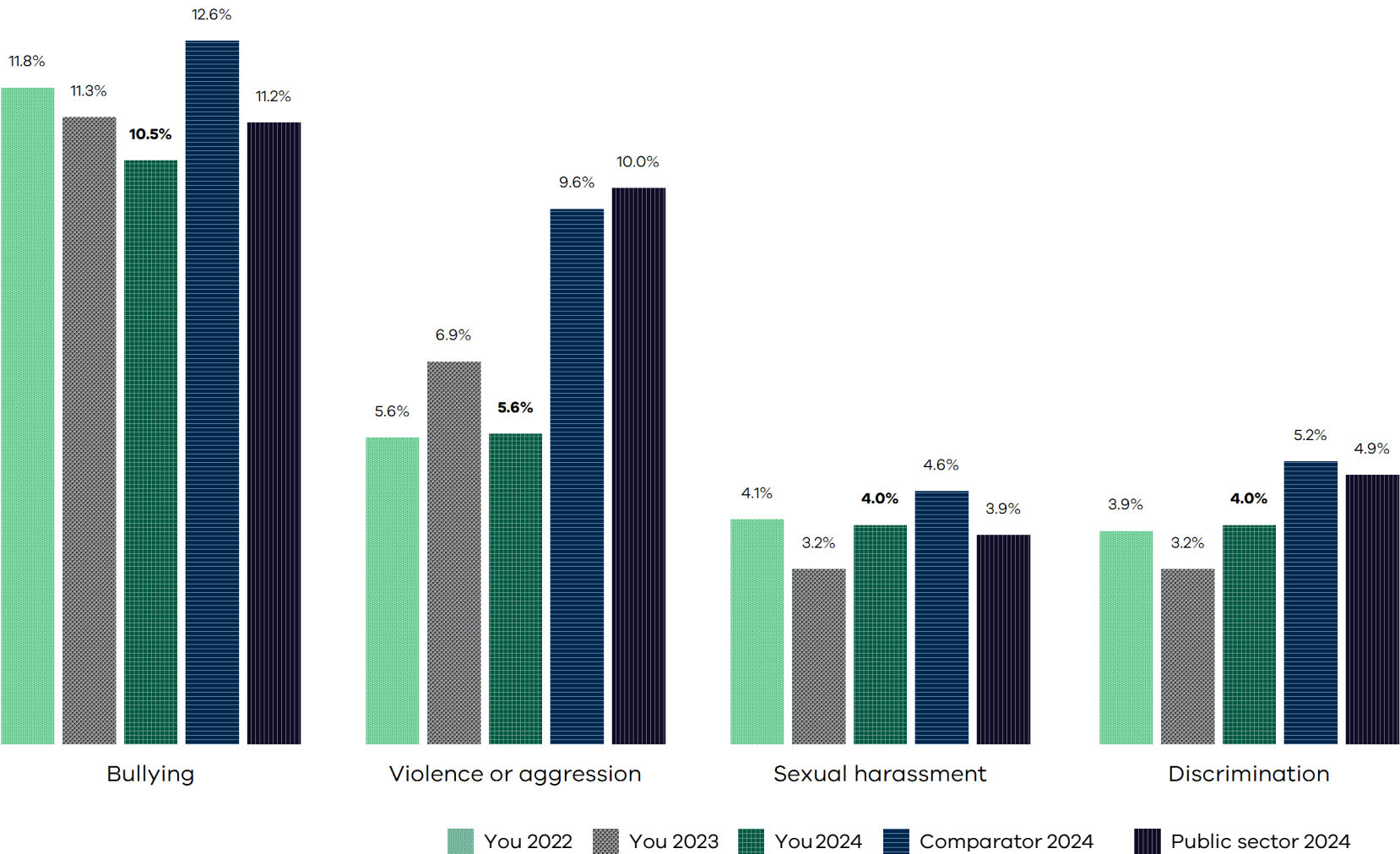
### Example

In 2024:

- 10.5% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months.

Compared to:

- 12.6% of staff in your comparator group and 11.2% 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

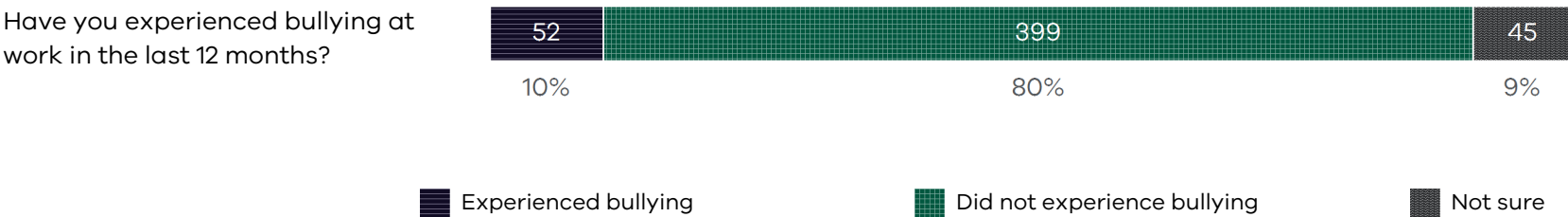
Bullying can have an immediate and longterm negative impact on those involved, including those who witness bullying.

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

10% of your staff who did the survey said they experienced bullying. Of that 10%, 60% 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)	73%	60%	58%	69%
Exclusion or isolation	50%	42%	42%	46%
Intimidation and/or threats	29%	31%	33%	28%
Verbal abuse	17%	29%	26%	19%
Withholding essential information for me to do my job	35%	25%	32%	33%
Other	8%	17%	13%	15%
Interference with my personal property and/or work equipment	6%	10%	7%	4%
Being assigned meaningless tasks unrelated to my job	15%	8%	15%	16%
Being given impossible assignment(s)	8%	2%	12%	11%

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

- 10% of your staff who did the survey said they experienced bullying, of which
- 52% said the top way they reported the bullying was 'Told a manager'.
  - 81% said they didn't submit a formal complaint.



■ Experienced bullying      ■ Did not experience bullying      ■ Not sure

Did you tell anyone about the bullying?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	50%	52%	48%	52%
Told a colleague	38%	42%	38%	41%
Told a friend or family member	44%	21%	28%	34%
Submitted a formal complaint	8%	19%	12%	12%
Told human resources	25%	12%	16%	14%
I did not tell anyone about the bullying	8%	10%	17%	12%
Told the person the behaviour was not OK	15%	8%	12%	16%
Told someone else	2%	8%	10%	12%
Told employee assistance program (EAP) or peer support	19%	4%	9%	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

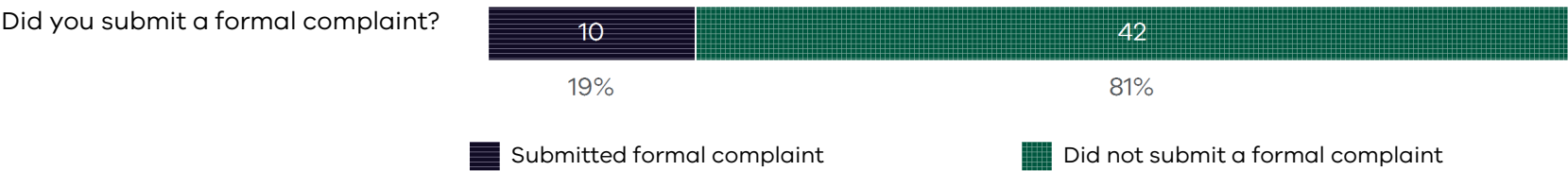
By understanding this, organisations can plan how to support and protect staff.

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

- 81% of your staff who experienced bullying did not submit a formal complaint, of which:
- 55% said the top reason was 'I believed there would be negative consequences for my reputation'.



What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I believed there would be negative consequences for my reputation	50%	55%	50%	54%
I didn't think it would make a difference	44%	52%	52%	51%
I believed there would be negative consequences for my career	33%	36%	41%	45%
Other	8%	19%	17%	16%
I didn't think it was serious enough	23%	17%	12%	16%
I didn't feel safe to report the incident	19%	17%	19%	21%
I didn't know who to talk to	2%	10%	4%	5%
I thought the complaint process would be embarrassing or difficult	10%	7%	11%	13%
I didn't know how to make a complaint	8%	5%	5%	5%
I didn't need to because I no longer had contact with the person(s) who bullied me	15%	2%	5%	7%

# 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, 10% 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.

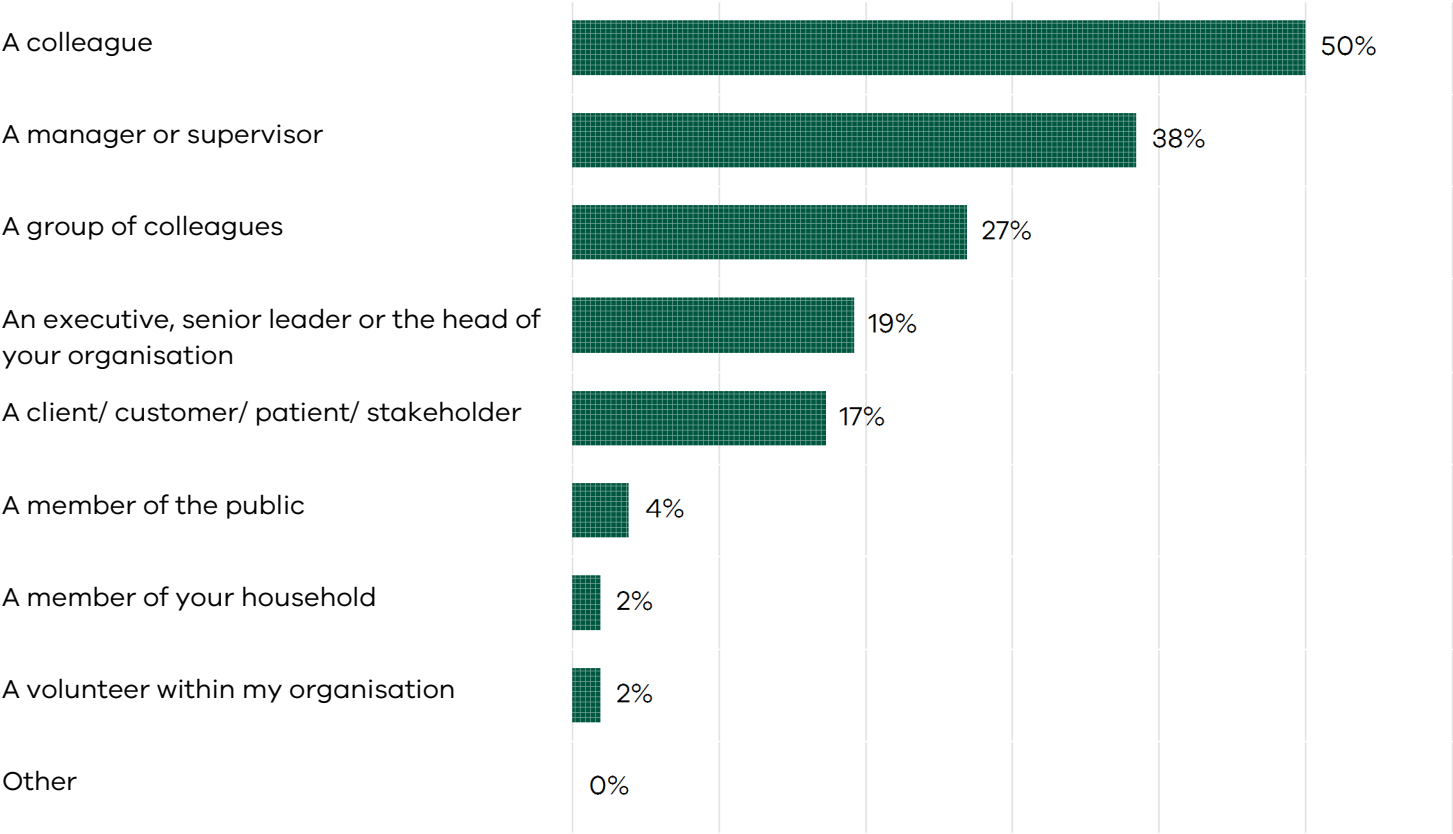
Each row is one perpetrator or group of perpetrators.

### Example

10% of your staff who did the survey said they experienced bullying.

Of that 10%, 50% said it was by 'A colleague'.

## 52 people (10% 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, 10% 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.

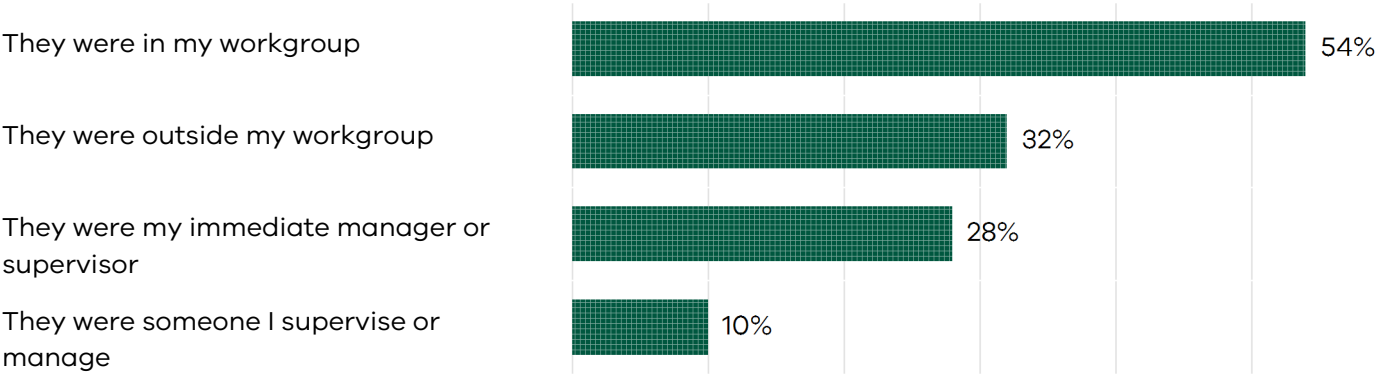
### Example

10% of your staff who did the survey said they experienced bullying.

Of that 10%, 96% said it was by someone within the organisation.

Of that 96%, 54% said it was 'They were in my workgroup'.

50 people (96% 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.

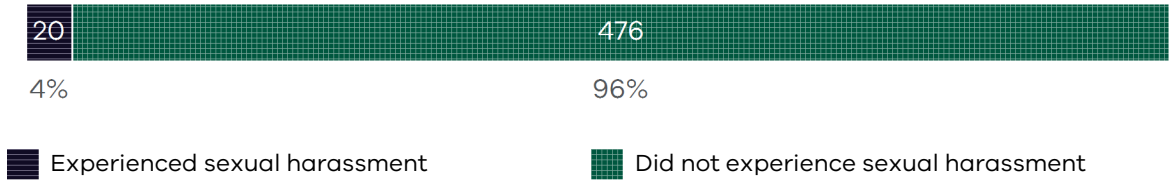
In descending order, the table shows the top 10 answers.

Example

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

Of those, 50% 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)	67%	50%	43%	48%
Intrusive questions about my private life or comments about my physical appearance	40%	45%	42%	46%
Unwelcome touching, hugging, cornering or kissing	7%	15%	14%	17%
Inappropriate physical contact	-	15%	12%	16%
Sexual gestures, indecent exposure or inappropriate display of the body	-	10%	4%	4%
Sexually explicit posts or messages on social media	7%	10%	0%	1%
Inappropriate staring or leering that made me feel intimidated	-	10%	10%	14%
Repeated or inappropriate invitations to go out on dates	-	5%	5%	5%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	7%	5%	2%	4%
Any other unwelcome conduct of a sexual nature	-	5%	7%	8%

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**

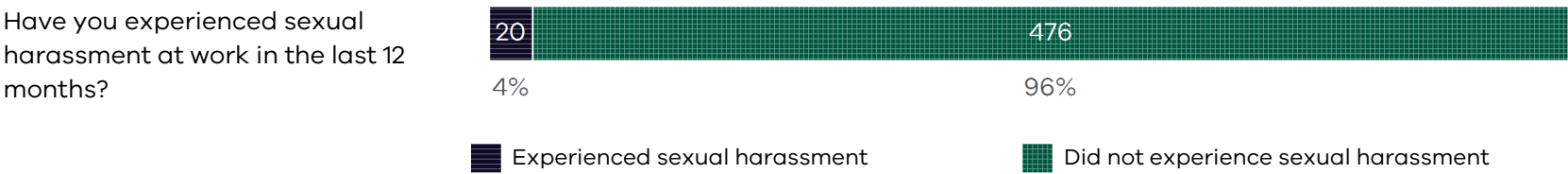
In the survey, we asked staff to tell us if they'd experienced sexual harassment at work.

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**

4% of your staff who did the survey said they experienced sexual harassment. Of those, 40% said the top response was 'Pretended it didn't bother me'.



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	47%	40%	34%	45%
Told a colleague	27%	40%	19%	25%
Told a manager	33%	40%	17%	21%
Told the person the behaviour was not OK	13%	30%	16%	19%
Tried to laugh it off or forget about it	53%	25%	26%	39%
Avoided the person(s) by staying away from them	47%	20%	25%	37%
Avoided locations where the behaviour might occur	20%	20%	9%	15%
Told someone else	-	20%	17%	8%
Told a friend or family member	27%	15%	17%	22%
Told human resources	7%	10%	4%	5%

## 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

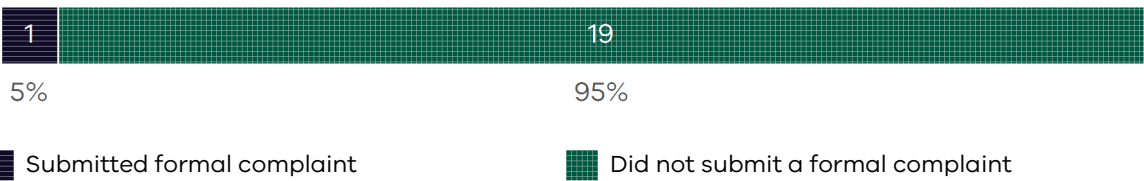
In the survey, we asked staff to tell us if they'd experienced sexual harassment at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

#### Example

95% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 63% said the top reason was 'I didn't think it was serious enough'.

Did you submit a formal complaint?



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	47%	63%	28%	44%
I believed there would be negative consequences for my reputation	53%	26%	44%	39%
I didn't think it would make a difference	53%	21%	47%	40%
I believed there would be negative consequences for my career	27%	21%	37%	28%
I believed there would be negative consequences for the person I was going to complain about	-	21%	9%	14%
Other	7%	21%	11%	12%
I was advised not to	-	11%	10%	3%
I didn't need to because I made the harassment stop	13%	5%	7%	9%
I thought the complaint process would be embarrassing or difficult	-	5%	9%	13%

# 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

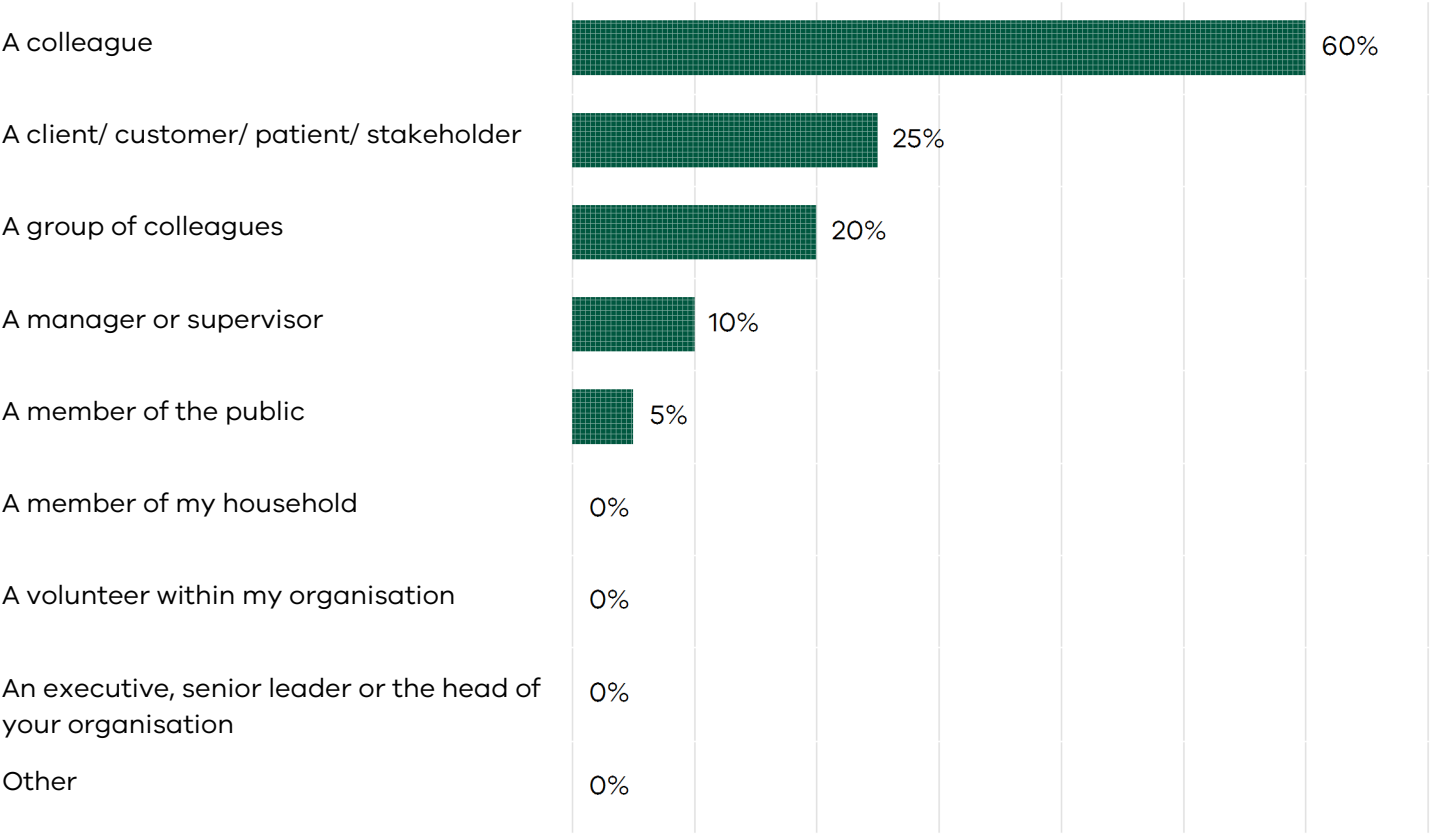
In this year's survey, 4% of your staff said they experienced sexual harassment. If they did, they could tell us with one or more answers who the perpetrator was. In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

### Example

4% of your staff who did the survey said they experienced sexual harassment. Of that 4%, 60% said it was by 'A colleague'.

20 people (4% 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

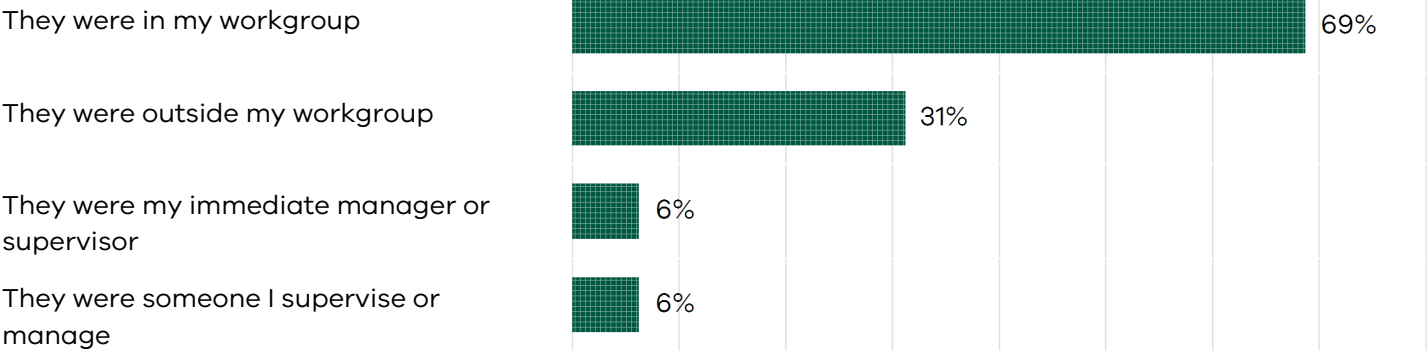
In this year's survey, 4% of your staff said they experienced sexual harassment. If they experienced sexual harassment from within the organisation, they could tell us their relationship to the perpetrator.

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

### Example

4% of your staff who did the survey said they experienced sexual harassment. Of that 4%, 80% said it was by someone within the organisation. Of that 80%, 69% said it was 'They were in my workgroup'.

16 people (80% 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.

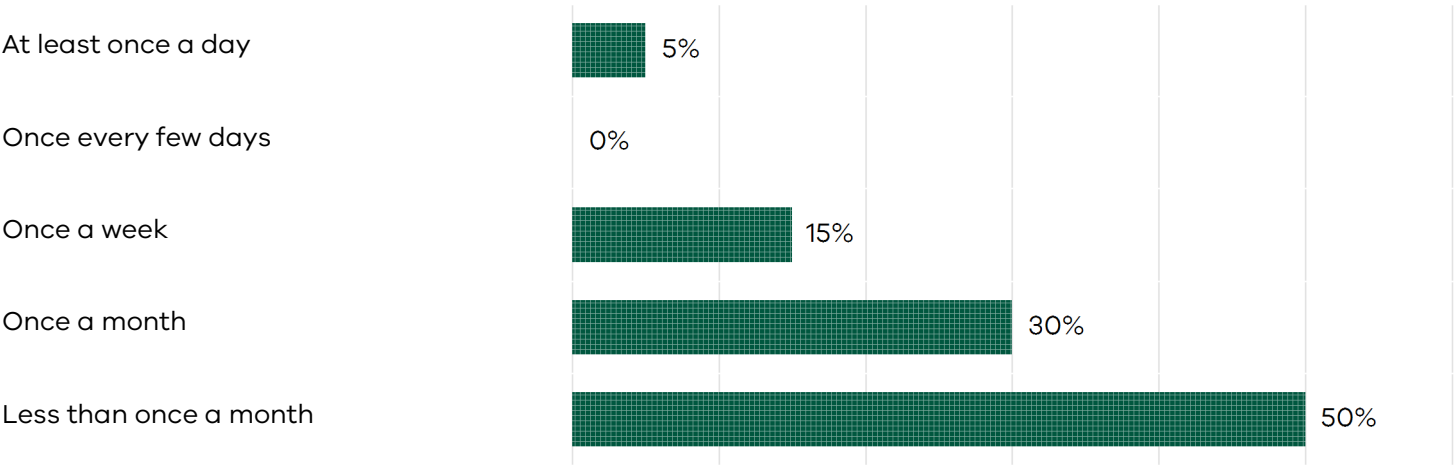
### How to read this

In this year’s survey, 4% 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

4% of your staff who did the survey said they experienced sexual harassment. Of that 4%, 5% 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

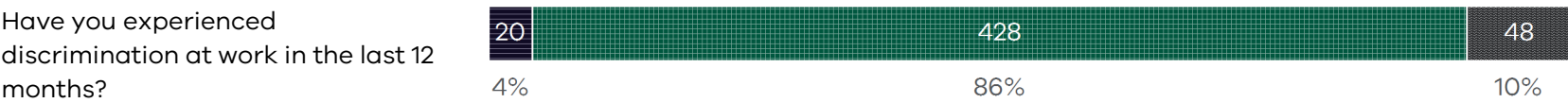
Understanding what types of discrimination happen means an organisation can work out what action to take.

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%, 45% 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	53%	45%	41%	38%
Opportunities for promotion	13%	20%	38%	40%
Opportunities for training or professional development	13%	15%	29%	24%
Denied flexible work arrangements or other adjustments	20%	15%	33%	20%
Access to leave	-	10%	16%	8%
Pay or conditions offered by employer	-	5%	21%	12%
Opportunities for transfer/secondment	7%	5%	19%	16%
Employment security - threats of dismissal or termination	20%	5%	26%	13%

## 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.

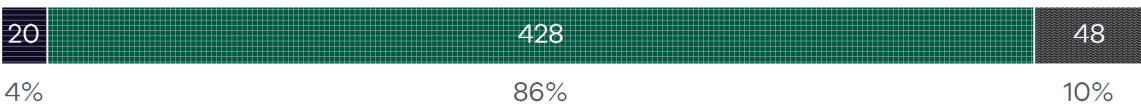
In descending order, the table shows the answers.

#### Example

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

- 50% said the top way they reported the discrimination was 'Told a manager'.
- 85% said they didn't submit a formal complaint.

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



Experienced discrimination      Did not experience discrimination      Not sure

#### Did you tell anyone about the discrimination?

	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	33%	50%	27%	32%
Told a colleague	53%	35%	31%	38%
Told a friend or family member	27%	20%	25%	31%
Submitted a formal complaint	7%	15%	8%	8%
I did not tell anyone about the discrimination	7%	15%	35%	25%
Told human resources	33%	5%	11%	11%
Told employee assistance program (EAP) or peer support	7%	5%	6%	10%
Told the person the behaviour was not OK	7%	5%	5%	9%
Told someone else	7%	5%	10%	15%

## 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

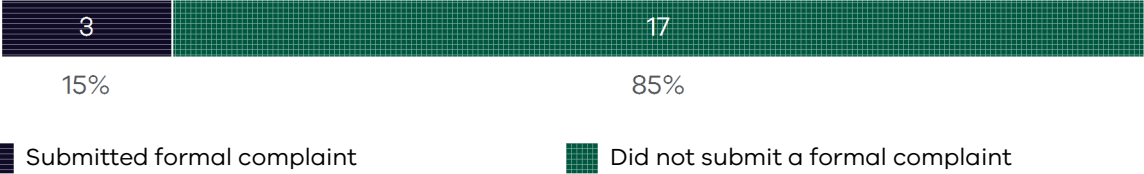
In the survey, we asked staff to tell us if they'd experienced discrimination at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

#### Example

85% of your staff who experienced discrimination did not submit a formal complaint, of which:

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

Did you submit a formal complaint?



#### What was your reason for not submitting a formal complaint?

	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	64%	53%	61%	59%
I believed there would be negative consequences for my reputation	57%	47%	57%	56%
I believed there would be negative consequences for my career	14%	24%	53%	55%
I didn't think it was serious enough	14%	18%	8%	14%
I didn't feel safe to report the incident	21%	18%	17%	21%
I believed there would be negative consequences for the person I was going to complain about	7%	12%	9%	9%
I didn't know how to make a complaint	7%	12%	5%	6%
Other	14%	12%	13%	11%
I thought the complaint process would be embarrassing or difficult	7%	6%	11%	14%

# 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.

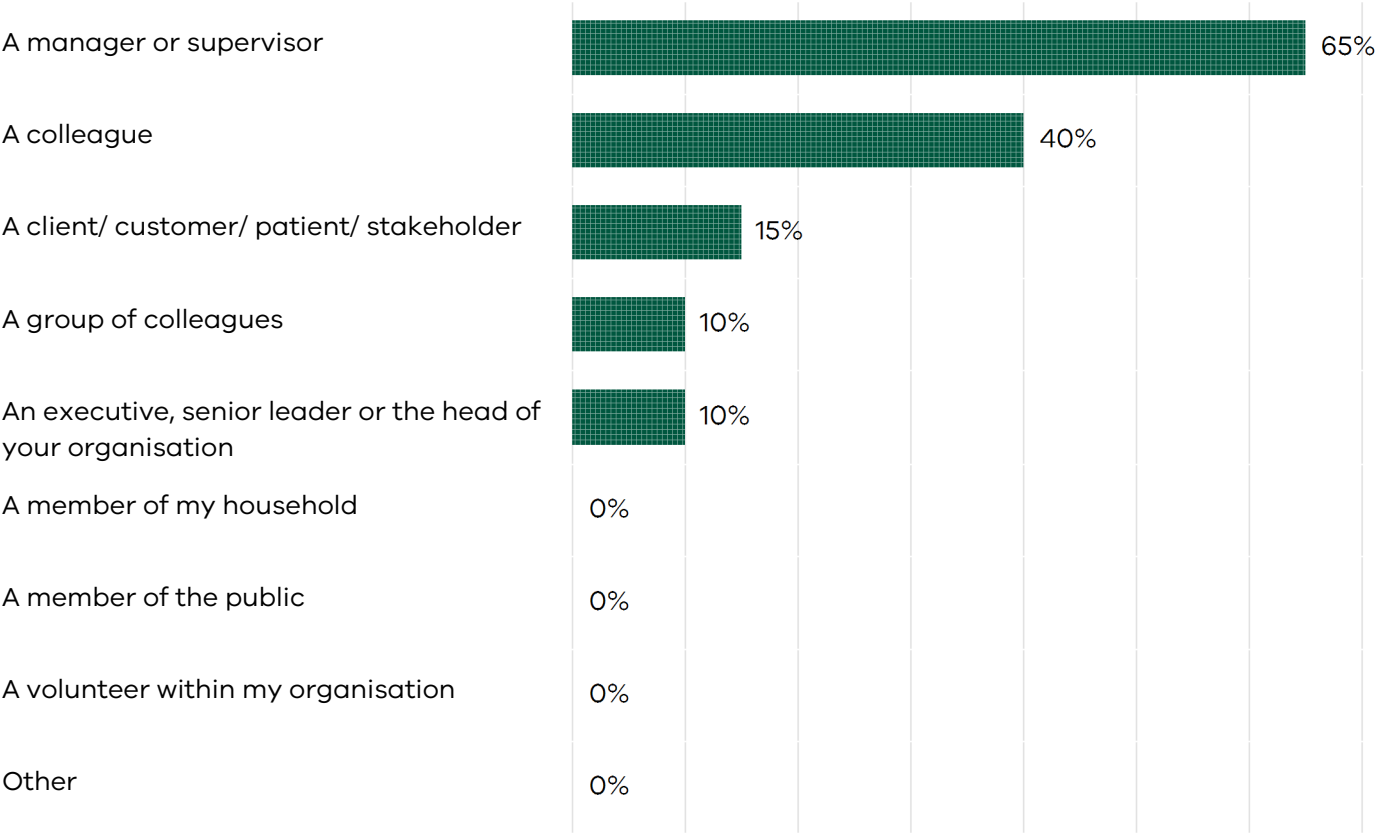
### How to read this

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%, 65% said it was by 'A manager or supervisor'.

20 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.

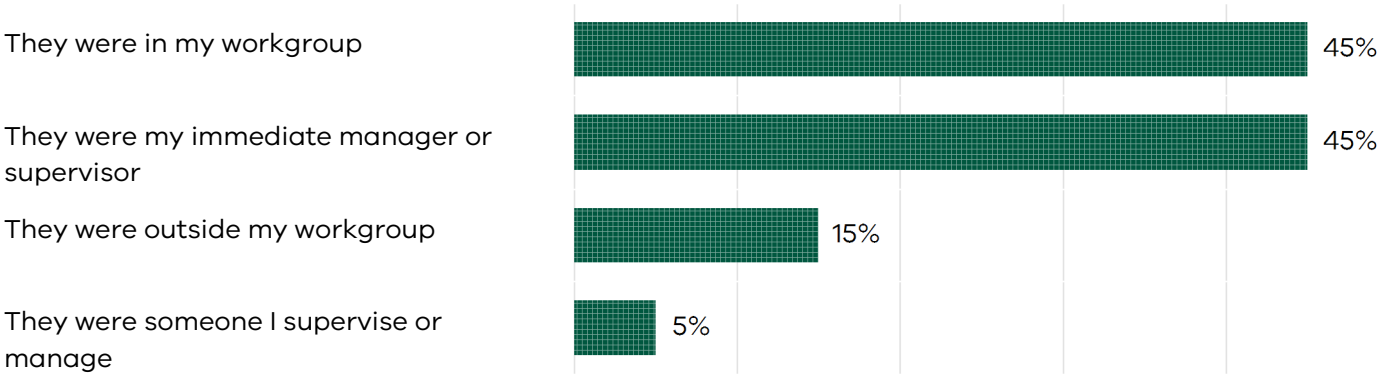
### Example

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

Of that 4%, 100% said it was by someone within the organisation.

Of that 100%, 45% said it was 'They were in my workgroup'.

20 people (100% 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

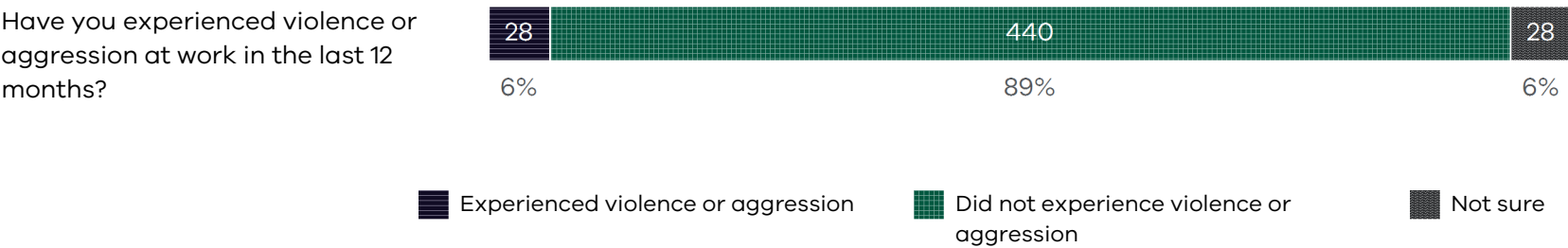
Violence and aggression can have an immediate and long-term negative impact on those involved, including those who witness violence and aggression.

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

6% of your staff who did the survey said they experienced violence or aggression. Of that 6%, 71% said it was 'Intimidating behaviour'.



If you experienced violence or aggression, what type did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Intimidating behaviour	84%	71%	74%	73%
Abusive language	47%	61%	59%	72%
Threats of violence	19%	18%	16%	30%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	22%	7%	5%	9%
Stalking, including cyber-stalking	-	7%	1%	2%
Damage to my property or work equipment	3%	4%	5%	4%

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

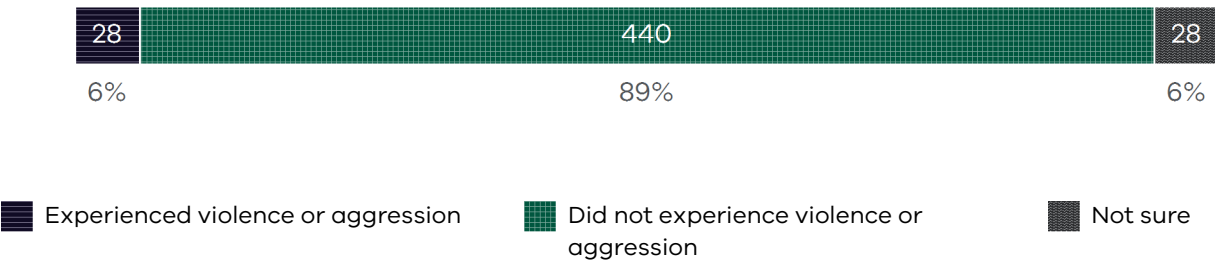
In the survey, we asked staff to tell us if they'd experienced violence or aggression. If they did, they could tell us with one or more answers who they told. In descending order, the table shows the answers.

Example

6% of your staff who did the survey said they experienced violence or aggression, of which

- 61% said the top way they reported the violence or aggression was 'Told a colleague'.
- 71% said they didn't submit a formal incident report

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



Did you tell anyone about the incident?

	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a colleague	34%	61%	36%	42%
Told a manager	75%	61%	57%	64%
Submitted a formal incident report	34%	29%	22%	29%
Told a friend or family member	28%	21%	17%	20%
Told human resources	16%	18%	13%	8%
Told the person the behaviour was not OK	3%	14%	19%	21%
I did not tell anyone about the incident(s)	3%	11%	16%	9%
Told someone else	6%	7%	6%	6%



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.

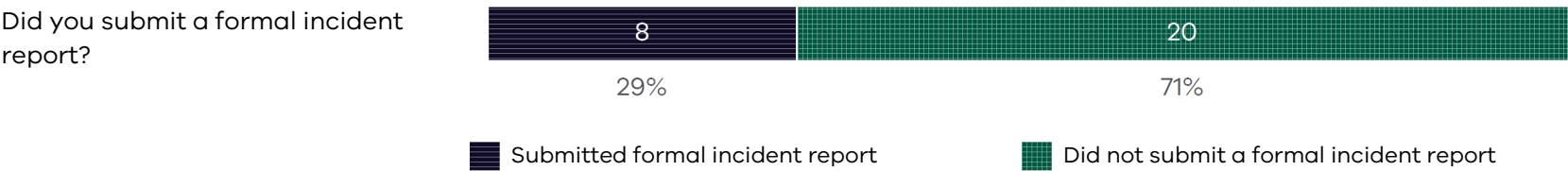
How to read this

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

71% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 50% 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	38%	50%	43%	40%
I believed there would be negative consequences for my career	38%	35%	29%	19%
I believed there would be negative consequences for my reputation	33%	30%	31%	23%
I was advised not to	14%	15%	6%	3%
I didn't think it was serious enough	24%	10%	22%	29%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	-	10%	8%	12%
I didn't feel safe to report the incident	19%	10%	10%	9%
Other	14%	10%	18%	20%
I believed there would be negative consequences for the person I was going to complain about	14%	5%	7%	5%
I thought the complaint process would be embarrassing or difficult	14%	5%	5%	6%

# People outcomes

## Perpetrators of violence and aggression

### What is this

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

### Why this is important

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

### How to read this

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

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

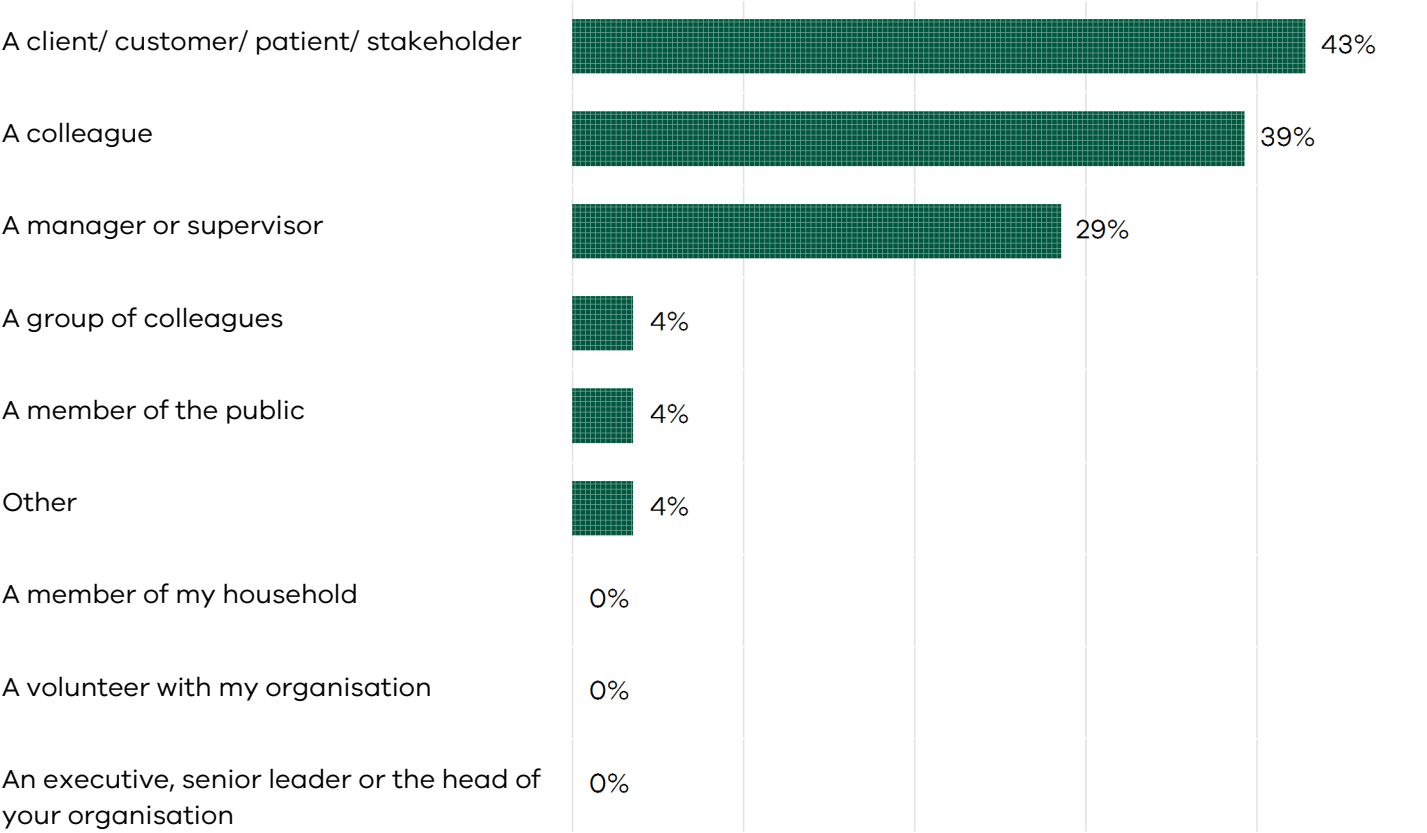
In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

### Example

6% of your staff who did the survey said they experienced violence or aggression. Of that 6%, 43% said it was by 'A client/ customer/ patient/ stakeholder'.

28 people (6% 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

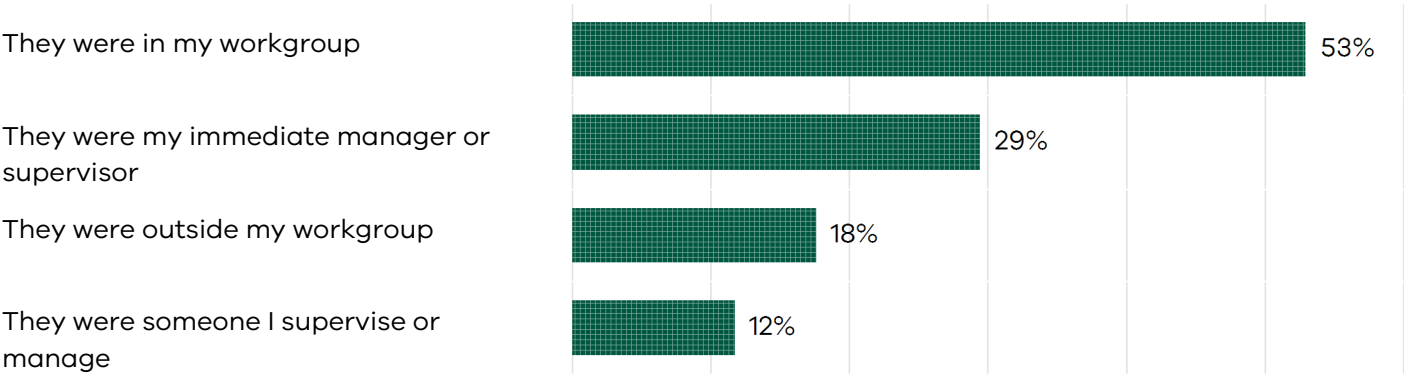
In this year's survey, 6% of your staff said they experienced violence or aggression. If they experienced violence or aggression from within the organisation, they could tell us their relationship to the perpetrator.

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

### Example

6% of your staff who did the survey said they experienced violence or aggression. Of that 6%, 61% said it was by someone within the organisation. Of that 61%, 53% said it was 'They were in my workgroup'.

17 people (61% 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**

15% of your staff who did the survey said they witnessed some negative behaviour at work.

85% said 'No, I have not witnessed any of the situations above'.



During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	You 2024	Comparator 2024	Public sector 2024
No, I have not witnessed any of the situations above	83%	85%	80%	81%
Bullying of a colleague	12%	10%	15%	14%
Discrimination against a colleague	6%	5%	8%	8%
Sexual harassment of a colleague	1%	2%	2%	1%
Violence or aggression against a colleague	3%	1%	4%	3%

# 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

15% of your staff who did the survey witnessed negative behaviour, of which:

- 64% 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	62%	64%	65%	71%
Told a manager	40%	42%	34%	40%
Spoke to the person who behaved in a negative way	22%	22%	13%	16%
Told a colleague	18%	21%	19%	20%
Told the person the behaviour was not OK	17%	18%	18%	19%

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 groups overall, lowest and highest scores with your own.

Example

10% of staff were satisfied with the way your organisation handled their formal 'Bullying' complaint.

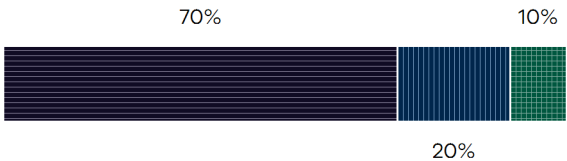
Survey question

Were you satisfied with the way your formal complaint was handled

Your results



Bullying



Benchmark satisfied results

You			Comparator		
2022	2023	2024	Lowest	Average	Highest
-	-	10%	10%	22%	29%

# 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
- 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

### 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



# Key differences

## Highest scoring questions

### What is this

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

### How to read this

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

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

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

### Example

On the first row 'Job enrichment', the 'You 2024' column shows 93% of your staff who did the survey agreed with 'I can use my skills and knowledge in my job'. In the 'Change from 2023' column, you have a +1% change, which is a positive trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Job enrichment	I can use my skills and knowledge in my job	93%	+1%	92%
Meaningful work	I can make a worthwhile contribution at work	91%	+0%	91%
Meaningful work	I achieve something important through my work	91%	-1%	89%
Job enrichment	I understand how my job helps my organisation achieve its goals	91%	-1%	90%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	89%	+2%	82%
Manager leadership	My manager treats employees with dignity and respect	89%	+4%	84%
Manager leadership	My manager demonstrates honesty and integrity	87%	+2%	82%
Job enrichment	I clearly understand what I am expected to do in this job	86%	+2%	83%
Organisational integrity	My organisation encourages respectful workplace behaviours	86%	+0%	80%
Meaningful work	I get a sense of accomplishment from my work	86%	-0%	84%



# Key differences

## Lowest scoring questions

### What is this

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

### How to read this

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

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

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

### Example

On the first row 'Taking action', the 'You 2024' column shows 34% 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 -11% change, which is a negative trend.

Question group	Lowest scoring questions	You 2024	Change from 2023	Comparator 2024
Taking action	My organisation has made improvements based on the survey results from last year	34%	-11%	38%
Organisational integrity	I believe the promotion processes in my organisation are fair	48%	+2%	43%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	50%	-8%	49%
Safety climate	All levels of my organisation are involved in the prevention of stress	51%	-2%	44%
Organisational integrity	I have an equal chance at promotion in my organisation	51%	+2%	45%
Collaboration	Workgroups across my organisation willingly share information with each other	54%	-1%	55%
Learning and development	I am satisfied with the opportunities to progress in my organisation	54%	+3%	47%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	56%	+1%	51%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	57%	-2%	46%
Engagement	I feel a strong personal attachment to my organisation	57%	-4%	57%

# 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 'Quality service delivery', the 'You 2024' column shows 75% of your staff who did the survey agreed with 'My workgroup uses its resources well'.

In the 'Increase from 2023' column, you have a 7% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Quality service delivery	My workgroup uses its resources well	75%	+7%	66%
Innovation	My workgroup learns from failures and mistakes	73%	+6%	68%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	77%	+4%	79%
Manager leadership	My manager treats employees with dignity and respect	89%	+4%	84%
Workgroup support	People in my workgroup appropriately manage conflicts of interest	72%	+4%	67%
Manager support	I can discuss problems or issues with my manager	84%	+3%	81%
Manager support	My manager gives me feedback that helps me improve my performance	74%	+3%	71%
Learning and development	I am satisfied with the opportunities to progress in my organisation	54%	+3%	47%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	81%	+3%	83%
Senior leadership	Senior leaders model my organisation's values	72%	+3%	58%

# 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 'Taking action', the 'You 2024' column shows 34% of your staff who did the survey agreed with 'My organisation has made improvements based on the survey results from last year'. In the 'Decrease from 2023' column, you have a 11% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Taking action	My organisation has made improvements based on the survey results from last year	34%	-11%	38%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	50%	-8%	49%
Workgroup support	People in my workgroup are politically impartial in their work	73%	-4%	75%
Engagement	I feel a strong personal attachment to my organisation	57%	-4%	57%
Satisfaction	How satisfied are you with your career development within your current organisation	59%	-4%	55%
Workgroup support	People in my workgroup treat each other with respect	78%	-3%	82%
Inclusion	I can be myself at work	80%	-3%	82%
Job enrichment	I have the authority to do my job effectively	75%	-2%	74%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	57%	-2%	46%
Safety climate	All levels of my organisation are involved in the prevention of stress	51%	-2%	44%

## Key differences

### Biggest positive difference from comparator

#### What is this

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

#### How to read this

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

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

#### Example

On the first row 'Senior leadership', the 'You 2024' column shows 72% of your staff who did the survey agreed with 'Senior leaders demonstrate honesty and integrity'.

The 'Difference' column, shows that agreement for this question was 15% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Senior leadership	Senior leaders demonstrate honesty and integrity	72%	+15%	57%
Senior leadership	Senior leaders model my organisation's values	72%	+15%	58%
Engagement	I would recommend my organisation as a good place to work	76%	+14%	62%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	65%	+13%	52%
Organisational integrity	My organisation is committed to earning a high level of public trust	83%	+13%	71%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	57%	+11%	46%
Engagement	I am proud to tell others I work for my organisation	79%	+10%	69%
Satisfaction	How satisfied are you with the work/life balance in your current job	76%	+9%	68%
Quality service delivery	My workgroup uses its resources well	75%	+9%	66%
Senior leadership	Senior leaders provide clear strategy and direction	65%	+8%	56%

## Key differences

### Biggest negative difference from comparator

#### What is this

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

#### How to read this

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

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

#### Example

On the first row 'Taking action', the 'You 2024' column shows 34% of your staff who did the survey agreed with 'My organisation has made improvements based on the survey results from last year'. The 'Difference' column, shows that agreement for this question was 4% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Taking action	My organisation has made improvements based on the survey results from last year	34%	-4%	38%
Workgroup support	People in my workgroup treat each other with respect	78%	-4%	82%
Inclusion	I can be myself at work	80%	-2%	82%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	77%	-2%	79%
Job enrichment	I have a say in how I do my work	75%	-2%	77%
Workgroup support	People in my workgroup are politically impartial in their work	73%	-2%	75%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	81%	-2%	83%
Inclusion	I feel culturally safe at work	83%	-1%	84%
Collaboration	Workgroups across my organisation willingly share information with each other	54%	-1%	55%
Quality service delivery	My workgroup acts fairly and without bias	73%	-1%	74%

# People matter survey

2024

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### 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



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 groups overall, lowest and highest scores with your own.

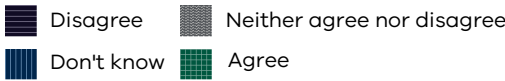
Example

50% 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'.

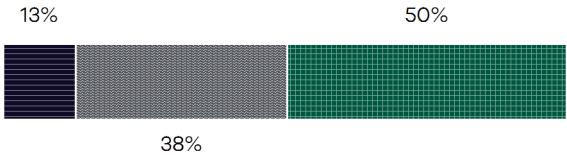
Survey question

Your results

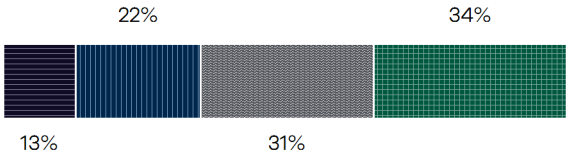
Benchmark agree results



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
	47%	57%	50%	33%	49%	63%
	30%	46%	34%	20%	38%	52%

# People matter survey

2024

Have your say

## Overview

## Result summary

### Report overview

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

### People outcomes

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

### 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





# 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 groups overall, lowest and highest scores with your own.

### Example

72% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

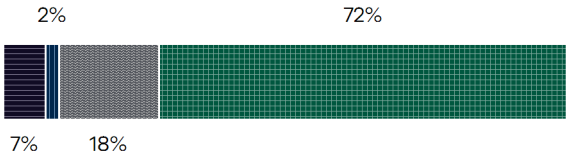
## Survey question

## Your results

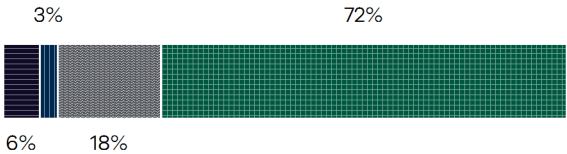
## Benchmark agree results



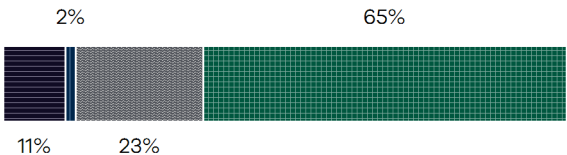
Senior leaders model my organisation's values



Senior leaders demonstrate honesty and integrity



Senior leaders provide clear strategy and direction



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	66%	69%	72%	32%	58%	67%
	67%	69%	72%	35%	57%	63%
	60%	65%	65%	31%	56%	65%

# 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
- 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

### 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



# 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

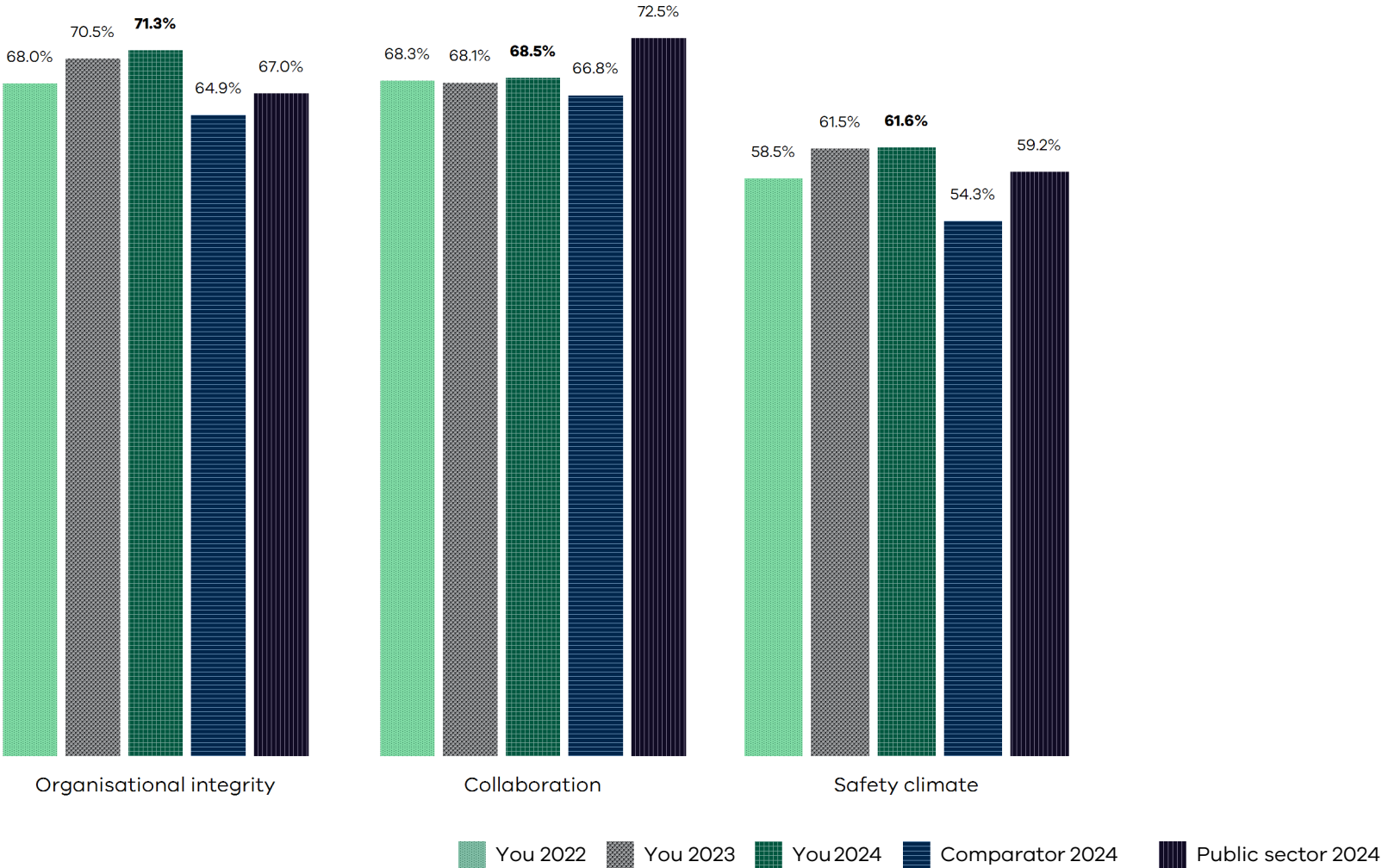
This page shows which factors are performing well and which factors you can look to improve.

### 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:
- 71.3% of your staff who did the survey responded positively to questions about Organisational integrity.
- Compared to:
- 64.9% of staff in your comparator group and 67.0% 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 groups overall, lowest and highest scores with your own.

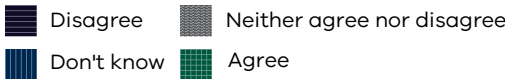
### Example

89% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

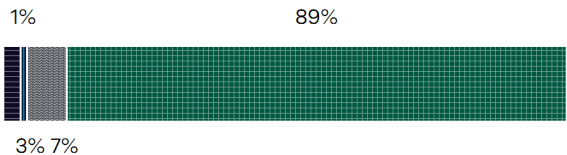
## Survey question

## Your results

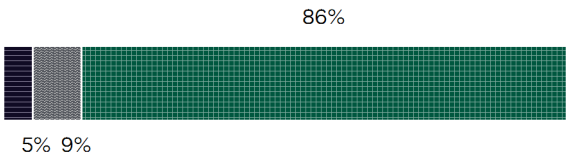
## Benchmark agree results



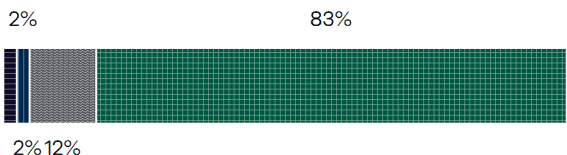
My organisation encourages employees to act in ways that are consistent with human rights



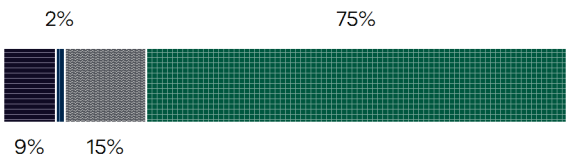
My organisation encourages respectful workplace behaviours



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



My organisation takes steps to eliminate bullying, harassment and discrimination



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

83%	87%	89%	68%	82%	88%
-----	-----	-----	-----	-----	-----

83%	86%	86%	60%	80%	85%
-----	-----	-----	-----	-----	-----

83%	82%	83%	46%	71%	85%
-----	-----	-----	-----	-----	-----

72%	75%	75%	50%	69%	75%
-----	-----	-----	-----	-----	-----

# 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 groups overall, lowest and highest scores with your own.

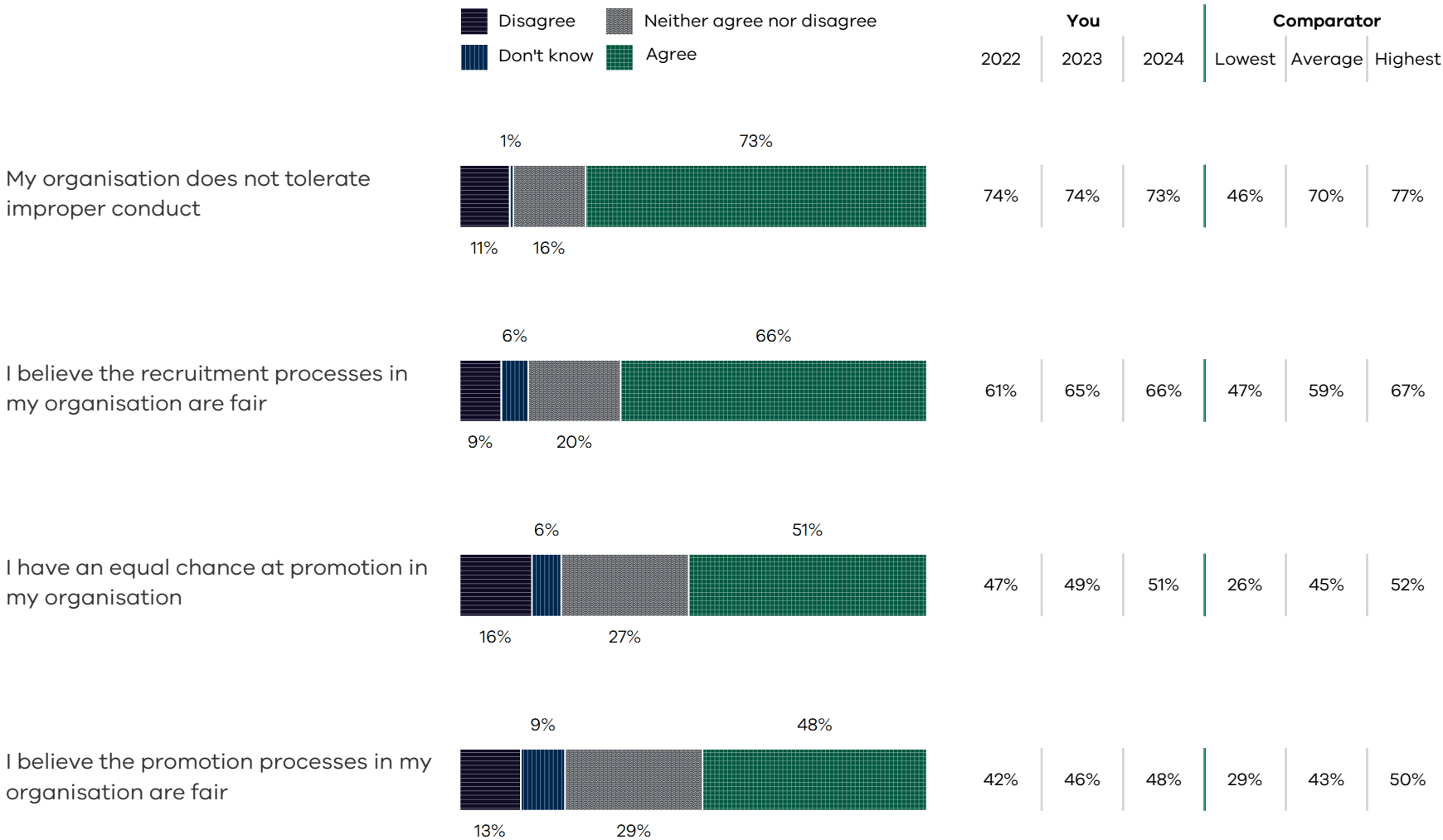
### Example

73% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

## Survey question

## Your results

## Benchmark agree results



# 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 groups overall, lowest and highest scores with your own.

### Example

83% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

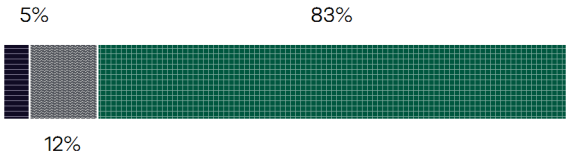
## Survey question

## Your results

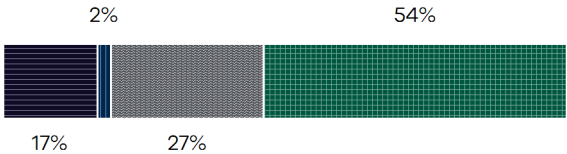
## Benchmark agree results



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



Workgroups across my organisation willingly share information with each other



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	83%	82%	83%	65%	79%	85%
Workgroups across my organisation willingly share information with each other	53%	55%	54%	29%	55%	63%

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 groups overall, lowest and highest scores with your own.

Example

83% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

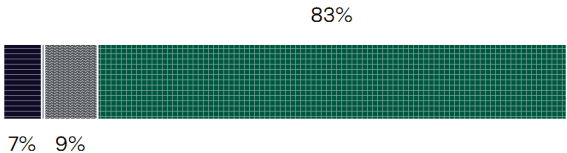
Survey question

Your results

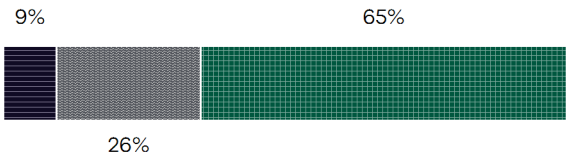
Benchmark agree results



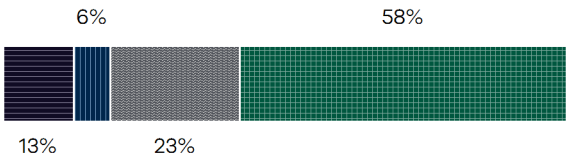
My organisation provides a physically safe work environment



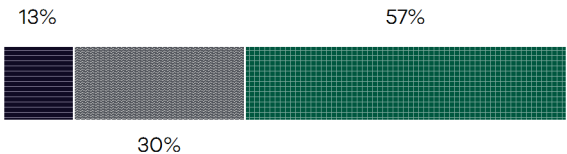
Senior leaders consider the psychological health of employees to be as important as productivity



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



Senior leaders show support for stress prevention through involvement and commitment



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

83%	83%	83%		78%	83%	86%
-----	-----	-----	--	-----	-----	-----

62%	64%	65%		33%	52%	61%
-----	-----	-----	--	-----	-----	-----

54%	56%	58%		36%	50%	57%
-----	-----	-----	--	-----	-----	-----

55%	59%	57%		23%	46%	56%
-----	-----	-----	--	-----	-----	-----



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 groups 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'.

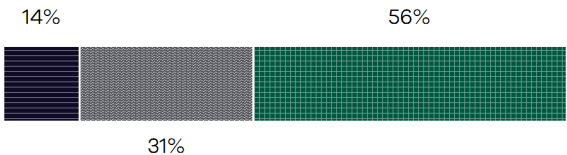
Survey question

Your results

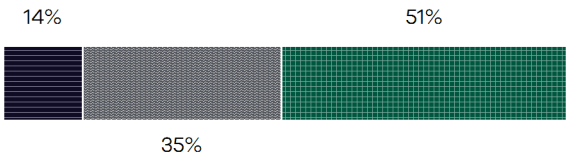
Benchmark agree results



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest
	50%	54%	56%	38%	51%	59%
	48%	53%	51%	29%	44%	55%



# People matter survey

2024

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### 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



# Workgroup climate

## Scorecard

### What is this

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

### Why this is important

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

### How to read this

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

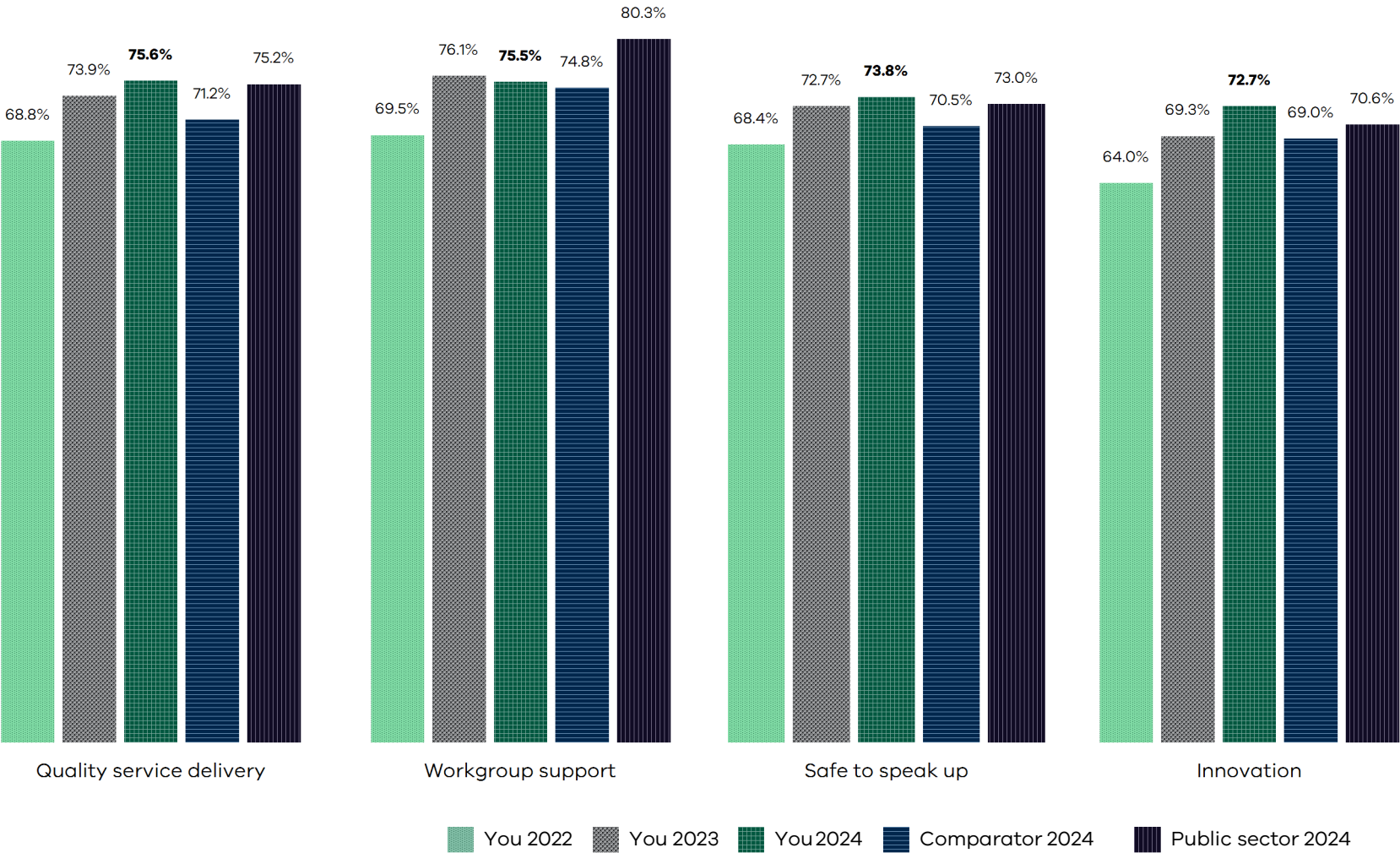
### Example

In 2024:

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

Compared to:

- 71.2% of staff in your comparator group and 75.2% 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 groups overall, lowest and highest scores with your own.

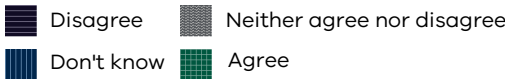
### Example

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

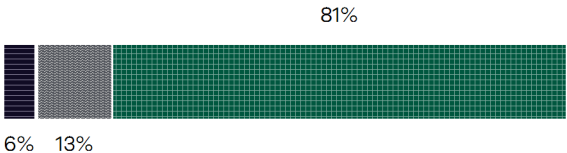
## Survey question

## Your results

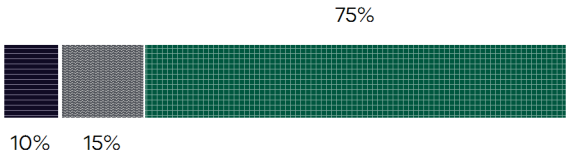
## Benchmark agree results



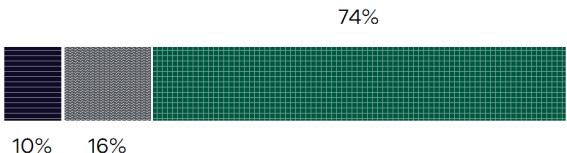
My workgroup provides high quality advice and services



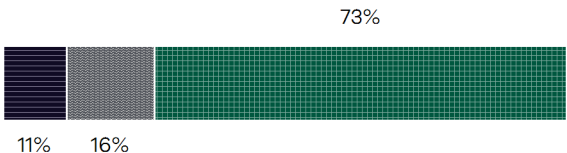
My workgroup uses its resources well



My workgroup has clear lines of responsibility



My workgroup acts fairly and without bias



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

73%	80%	81%		69%	76%	83%
-----	-----	-----	--	-----	-----	-----

65%	68%	75%		60%	66%	72%
-----	-----	-----	--	-----	-----	-----

69%	73%	74%		58%	68%	75%
-----	-----	-----	--	-----	-----	-----

69%	75%	73%		67%	74%	81%
-----	-----	-----	--	-----	-----	-----

# 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 groups overall, lowest and highest scores with your own.

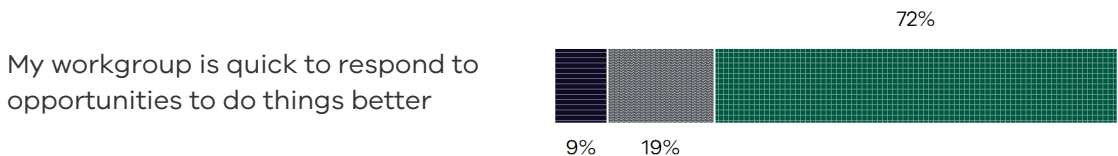
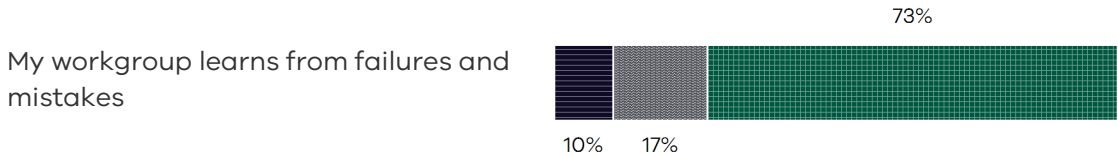
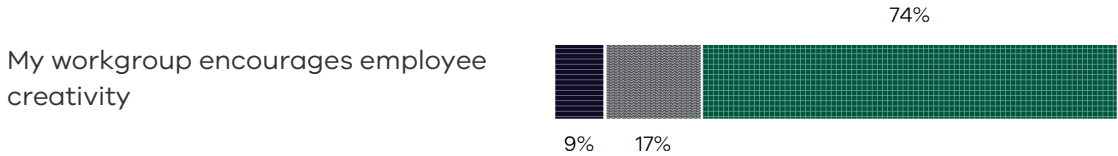
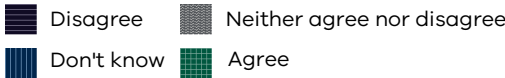
### Example

74% of your staff who did the survey agreed or strongly agreed with 'My workgroup encourages employee creativity'.

## Survey question

## Your results

## Benchmark agree results



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
67%	71%	74%	63%	69%	75%
62%	67%	73%	62%	68%	75%
63%	70%	72%	65%	70%	75%

Workgroup climate

Workgroup support 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

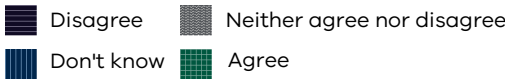
Example

81% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

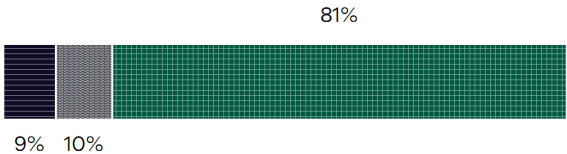
Survey question

Your results

Benchmark agree results



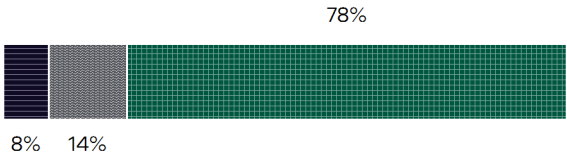
People in my workgroup work together effectively to get the job done



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

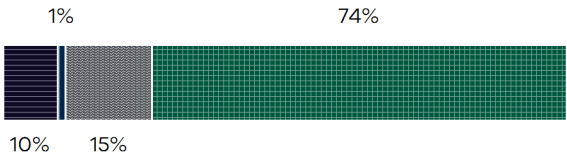
74%	80%	81%	72%	78%	82%
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People in my workgroup treat each other with respect



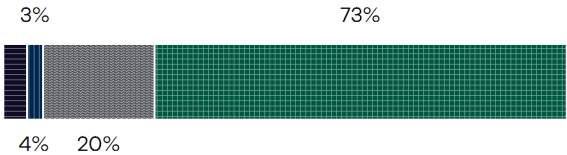
74%	81%	78%	75%	82%	86%
-----	-----	-----	-----	-----	-----

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



66%	74%	74%	63%	72%	77%
-----	-----	-----	-----	-----	-----

People in my workgroup are politically impartial in their work



68%	77%	73%	69%	75%	82%
-----	-----	-----	-----	-----	-----

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 groups overall, lowest and highest scores with your own.

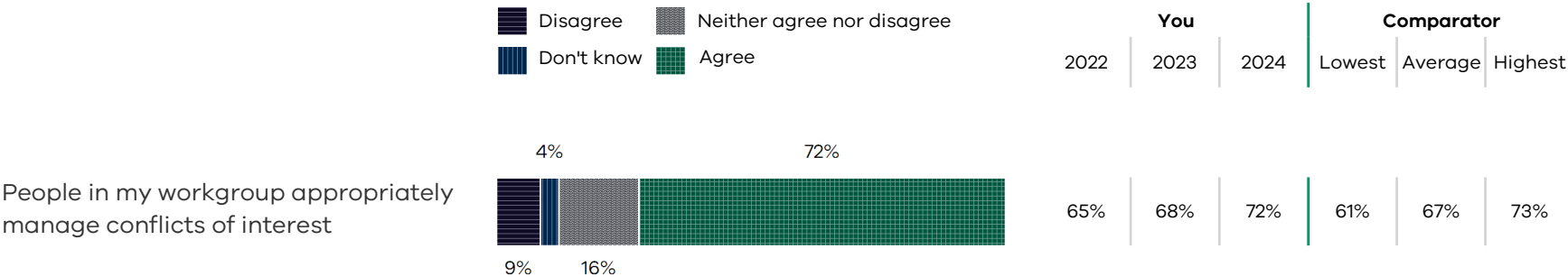
Example

72% 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 groups 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'.

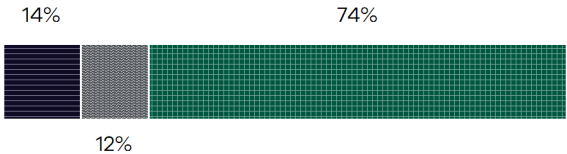
Survey question

Your results

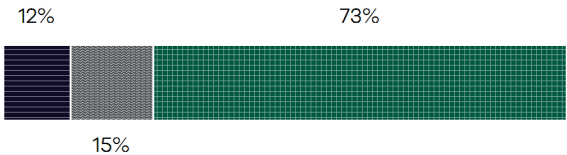
Benchmark agree results



I feel safe to challenge inappropriate behaviour at work



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



2022	You			Comparator		
	2023	2024		Lowest	Average	Highest

70%	73%	74%	58%	70%	76%
-----	-----	-----	-----	-----	-----

67%	73%	73%	63%	71%	76%
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# 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
- 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

### 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





# 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.

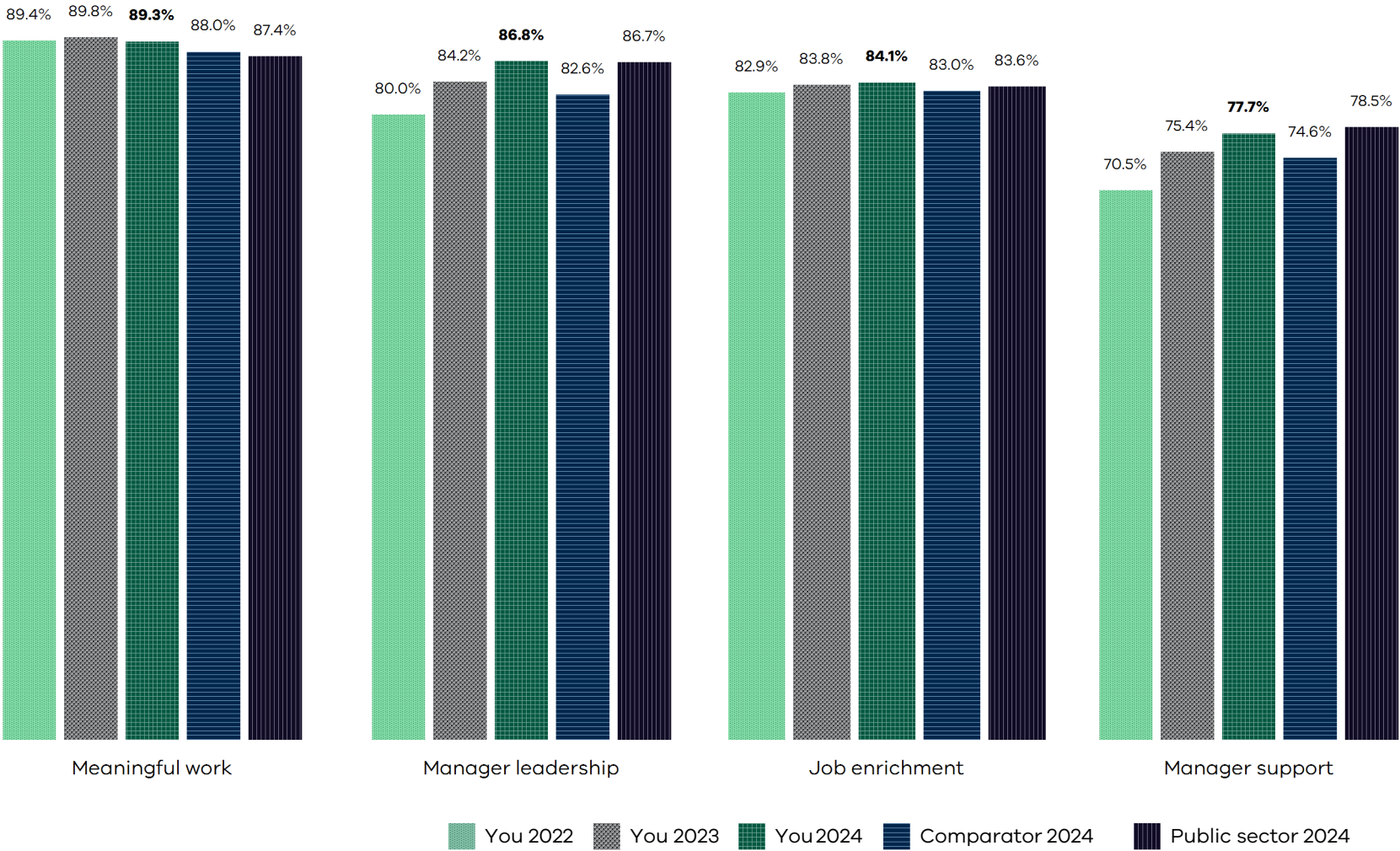
### Example

In 2024:

- 89.3% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 88.0% of staff in your comparator group and 87.4% of staff across the public sector.



# Job and manager factors

## Scorecard 2 of 2

### What is this

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

### Why this is important

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

### How to read this

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

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

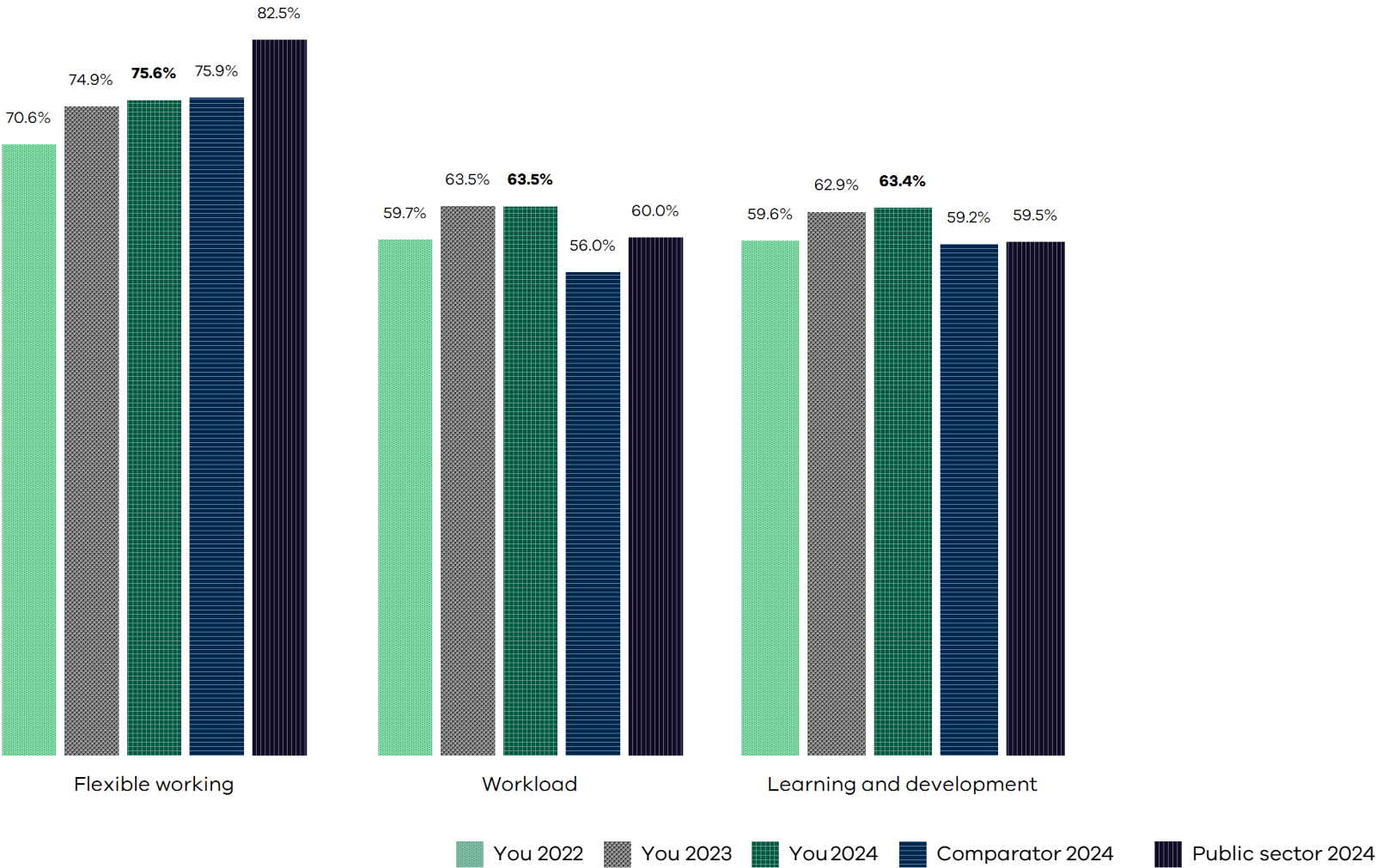
### Example

In 2024:

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

Compared to:

- 75.9% of staff in your comparator group and 82.5% 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 groups overall, lowest and highest scores with your own.

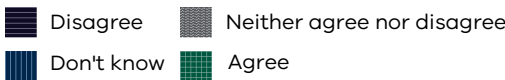
### Example

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

## Survey question

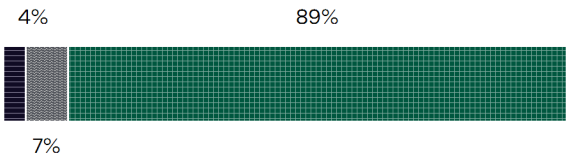
## Your results

## Benchmark agree results



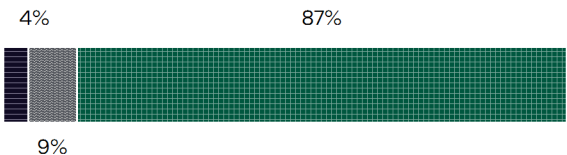
2022	You		2024	Comparator		
	2023			Lowest	Average	Highest

My manager treats employees with dignity and respect



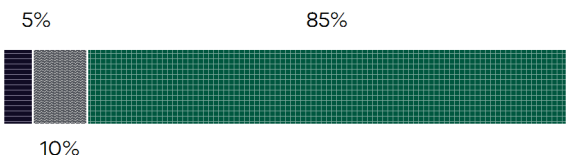
81%	85%	89%	75%	84%	90%
-----	-----	-----	-----	-----	-----

My manager demonstrates honesty and integrity



80%	84%	87%	71%	82%	89%
-----	-----	-----	-----	-----	-----

My manager models my organisation's values



79%	83%	85%	71%	81%	88%
-----	-----	-----	-----	-----	-----

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 groups overall, lowest and highest scores with your own.

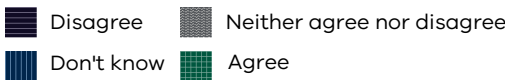
Example

84% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

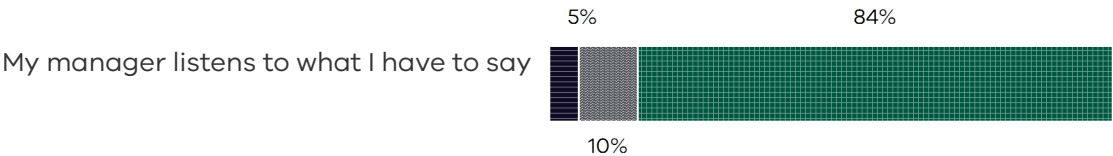
Survey question

Your results

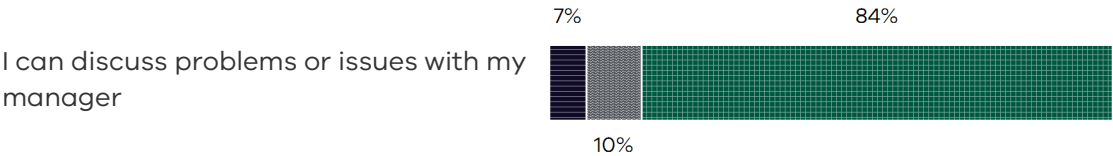
Benchmark agree results



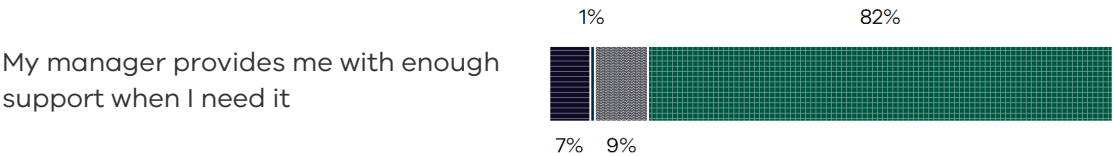
You			Comparator		
2022	2023	2024	Lowest	Average	Highest



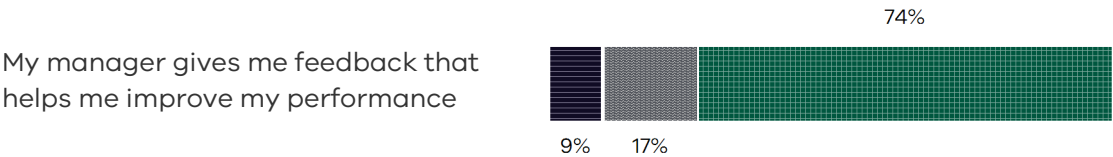
78%	82%	84%	71%	81%	86%
-----	-----	-----	-----	-----	-----



76%	80%	84%	71%	81%	87%
-----	-----	-----	-----	-----	-----



78%	81%	82%	72%	79%	83%
-----	-----	-----	-----	-----	-----



65%	70%	74%	61%	71%	76%
-----	-----	-----	-----	-----	-----

# Job and manager factors

## Manager support 2 of 2

### What is this

This is how supported staff feel by their direct manager.

### Why this is important

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

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

### How to read this

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

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

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

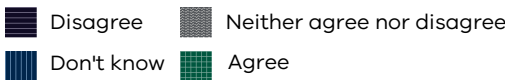
### Example

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

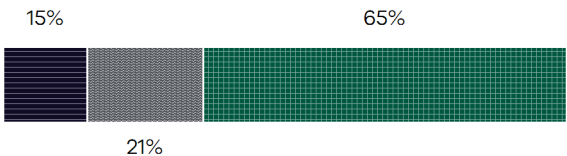
## Survey question

## Your results

## Benchmark agree results



I receive meaningful recognition when I do good work



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
55%	62%	65%	44%	61%	67%

# 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 groups overall, lowest and highest scores with your own.

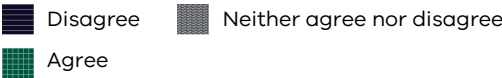
### Example

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'.

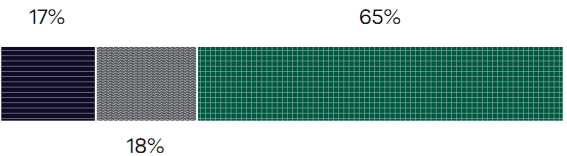
## Survey question

## Your results

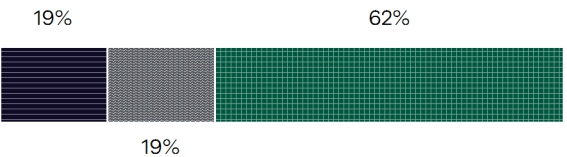
## Benchmark agree results



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



I have enough time to do my job effectively



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	63%	64%	65%	46%	57%	65%
I have enough time to do my job effectively	57%	63%	62%	44%	54%	60%

# 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 groups overall, lowest and highest scores with your own.

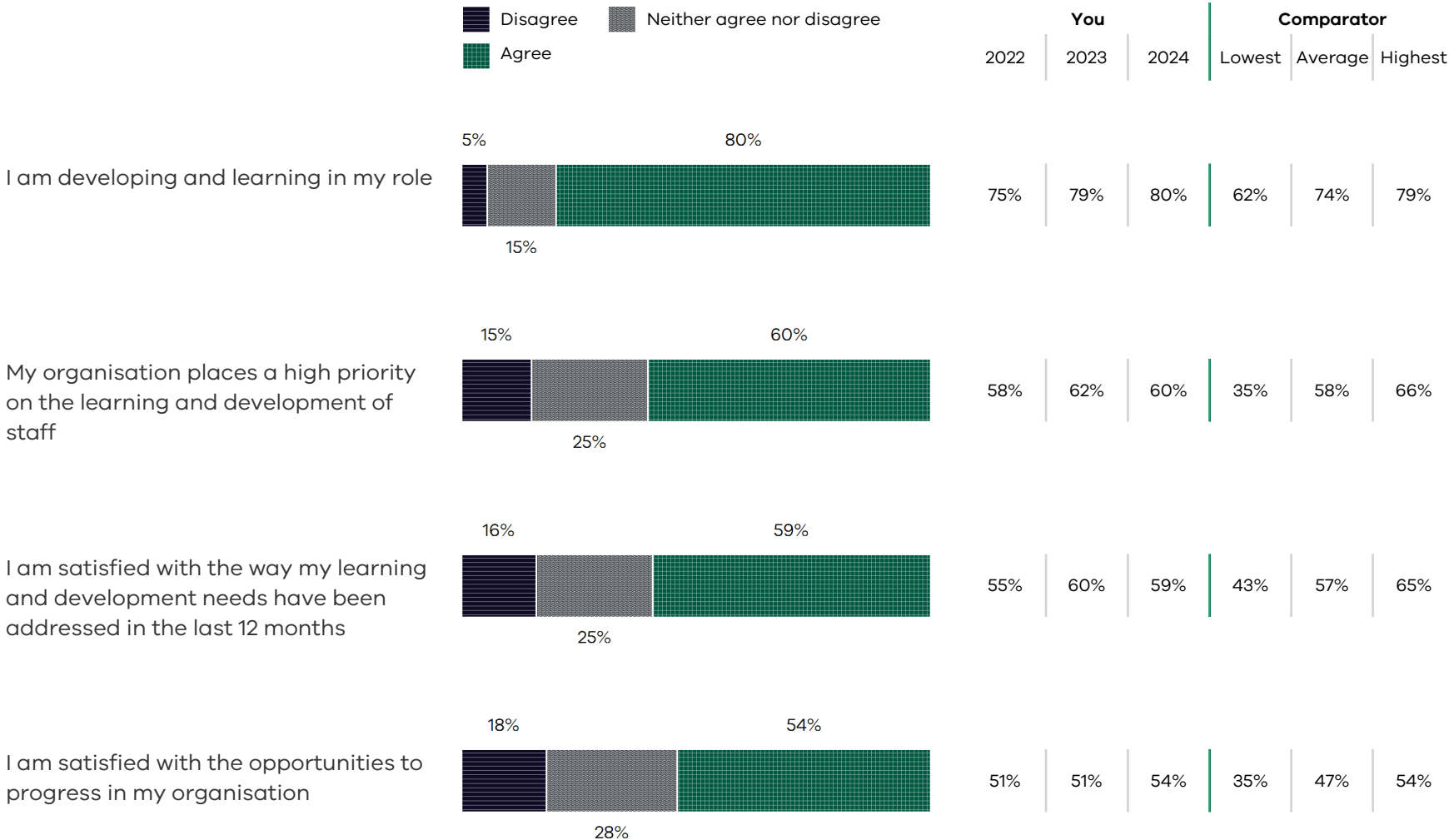
### Example

80% 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 groups overall, lowest and highest scores with your own.

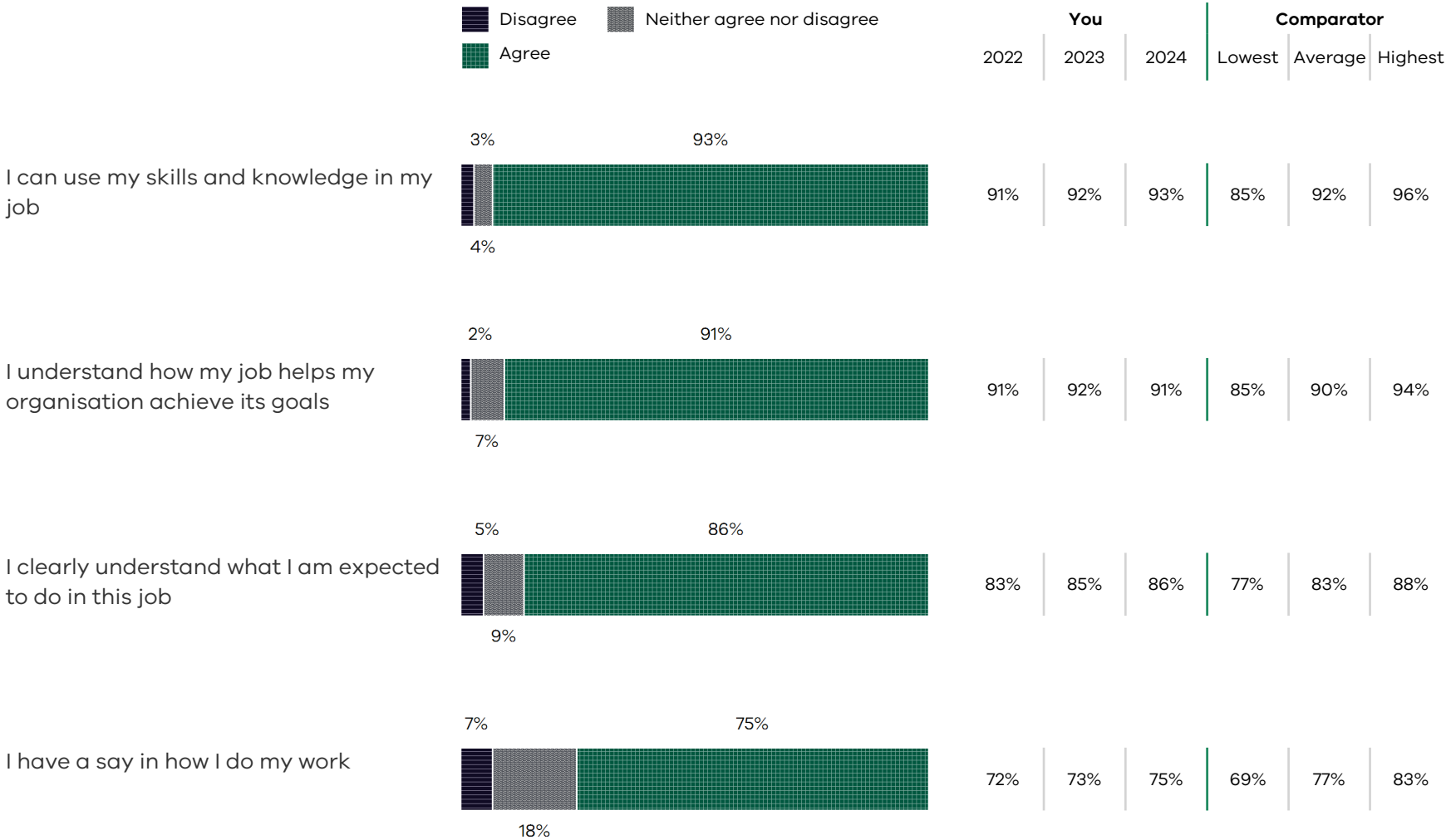
### Example

93% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

## Survey question

## Your results

## Benchmark agree results





Job and manager factors

Job enrichment 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

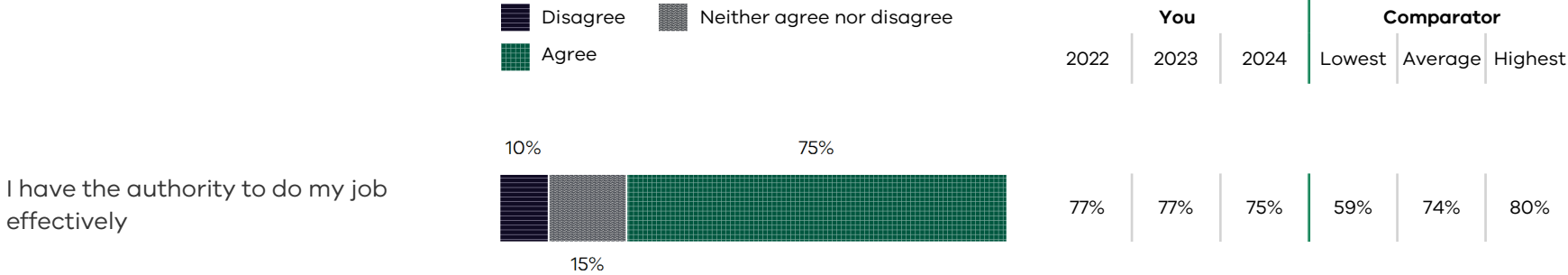
Example

75% of your staff who did the survey agreed or strongly agreed with 'I have the authority to do my job effectively'.

Survey question

Your results

Benchmark agree results



# Job and manager factors

## Meaningful work

### What is this

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

### Why this is important

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

### How to read this

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

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

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

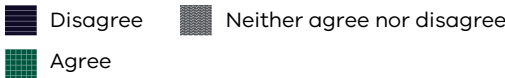
### Example

91% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.

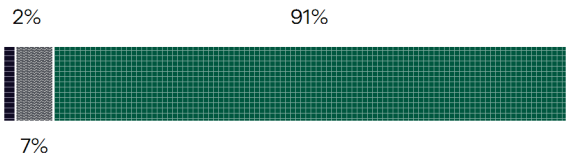
## Survey question

## Your results

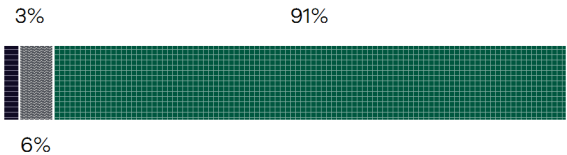
## Benchmark agree results



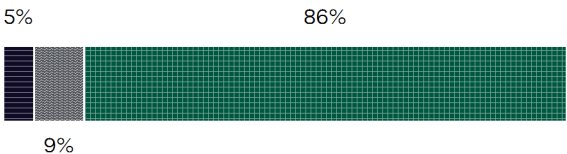
I achieve something important through my work



I can make a worthwhile contribution at work



I get a sense of accomplishment from my work



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I achieve something important through my work	90%	92%	91%	83%	89%	92%
I can make a worthwhile contribution at work	93%	91%	91%	85%	91%	95%
I get a sense of accomplishment from my work	85%	86%	86%	78%	84%	87%

# 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 groups overall, lowest and highest scores with your own.

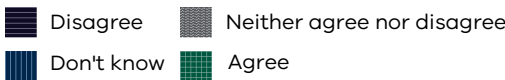
### Example

81% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

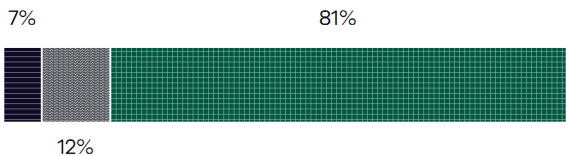
## Survey question

## Your results

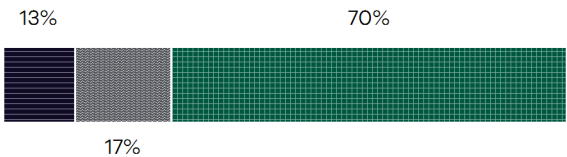
## Benchmark agree results



My manager supports working flexibly



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



You			Comparator		
2022	2023	2024	Lowest	Average	Highest
75%	80%	81%	68%	81%	89%
67%	70%	70%	60%	70%	76%

# 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
- 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

### 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



# 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.

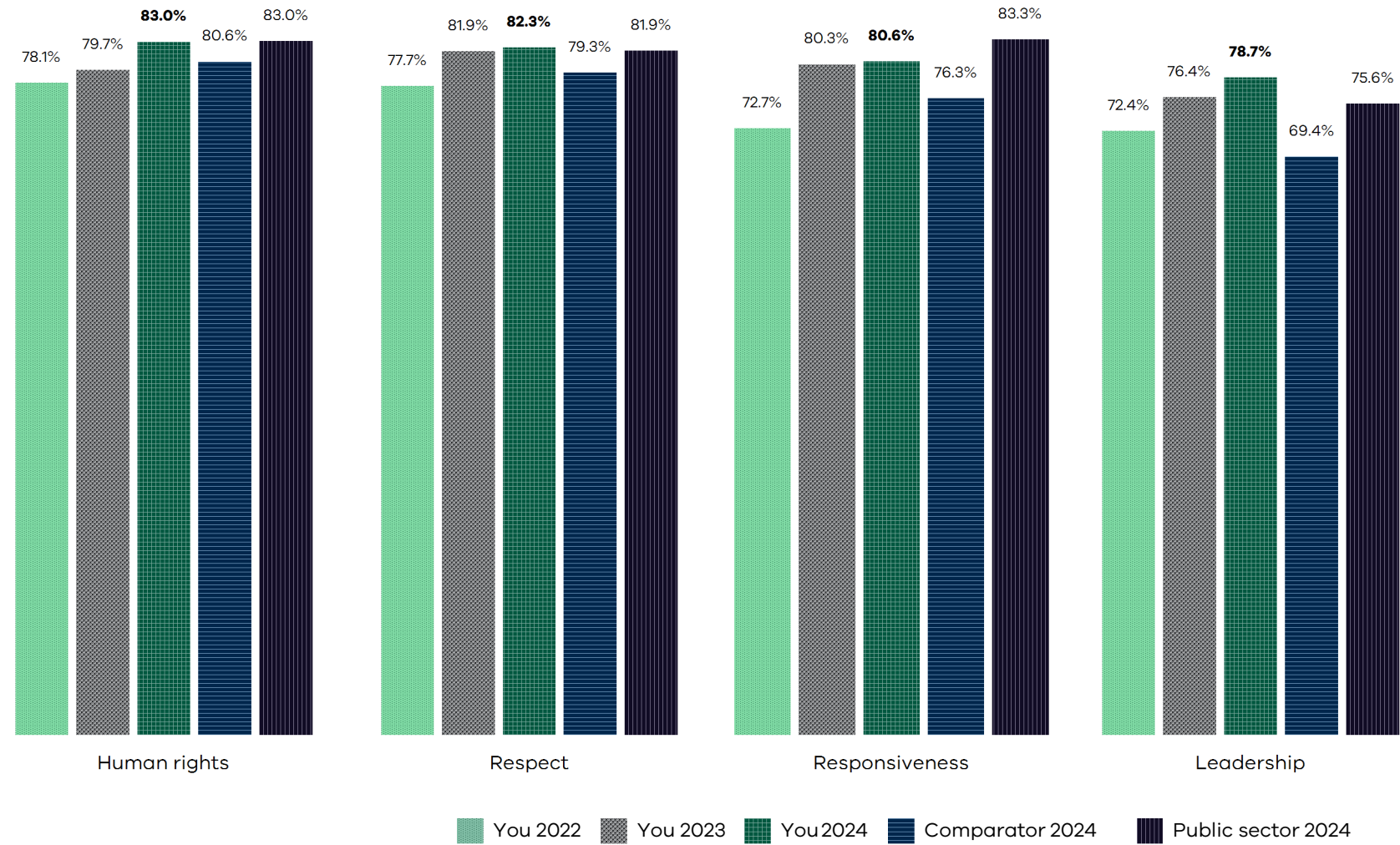
### Example

In 2024:

- 83.0% of your staff who did the survey responded positively to questions about Human rights.

Compared to:

- 80.6% of staff in your comparator group and 83.0% 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

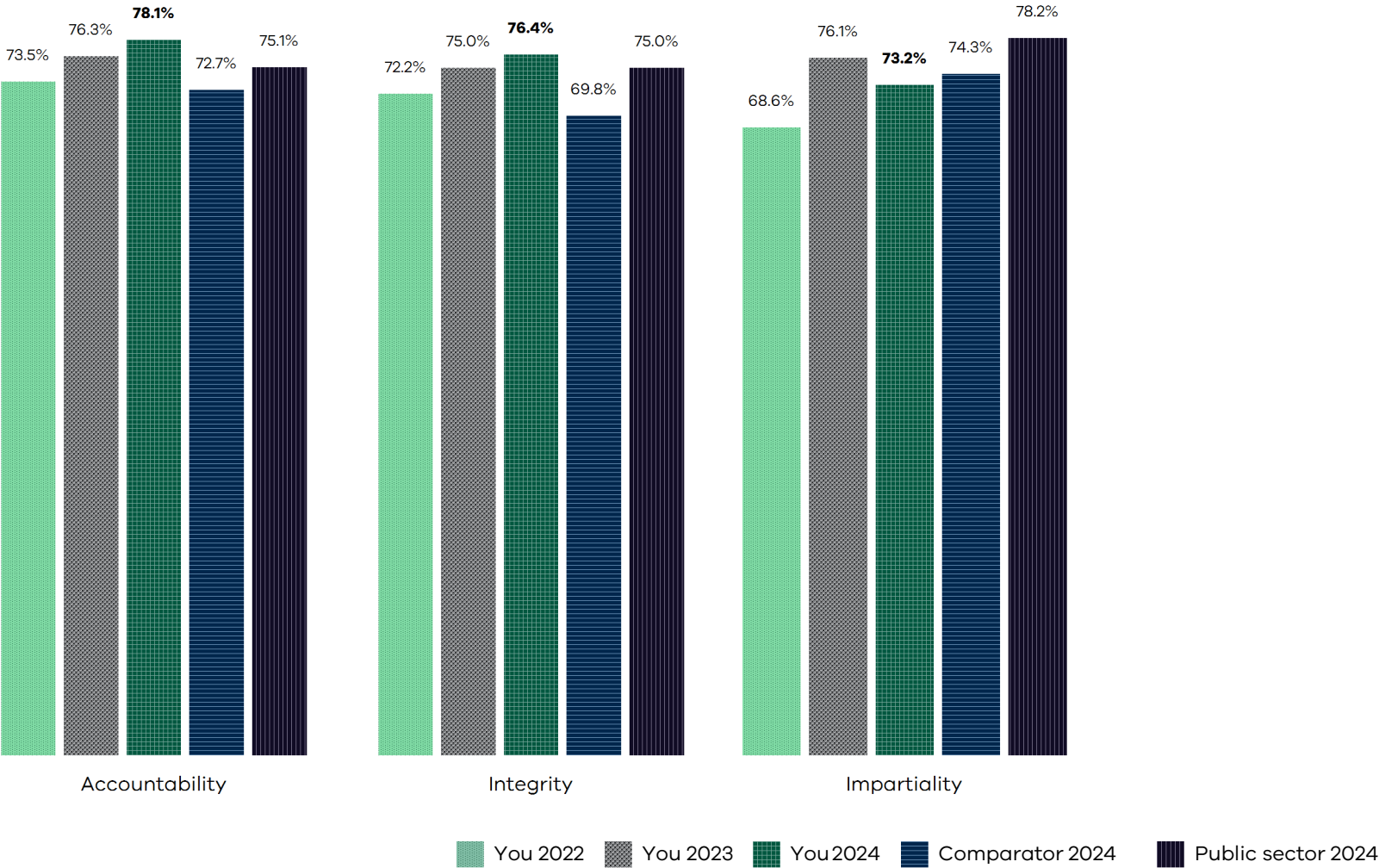
There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

### 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:
- 78.1% of your staff who did the survey responded positively to questions about Accountability.
- Compared to:
- 72.7% of staff in your comparator group and 75.1% of staff across the public sector.



Public sector values

Responsiveness

What is this

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

Why this is important

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

How to read this

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

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

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

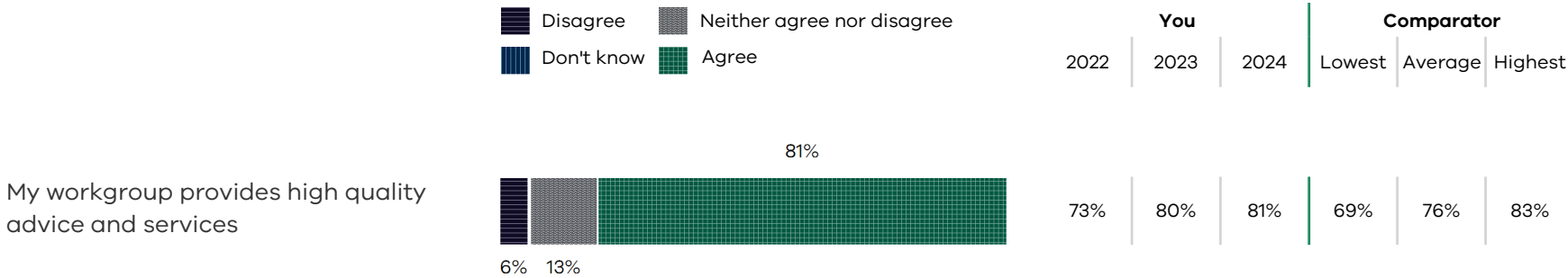
Example

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 groups overall, lowest and highest scores with your own.

Example

87% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question

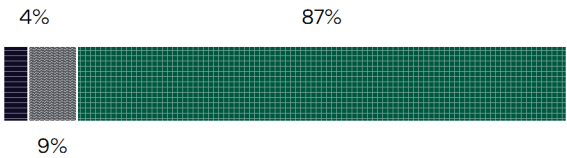
Your results

Benchmark agree results



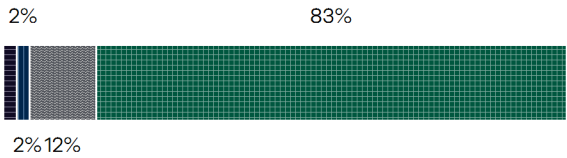
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My manager demonstrates honesty and integrity



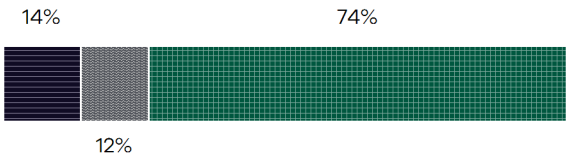
80%	84%	87%	71%	82%	89%
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My organisation is committed to earning a high level of public trust



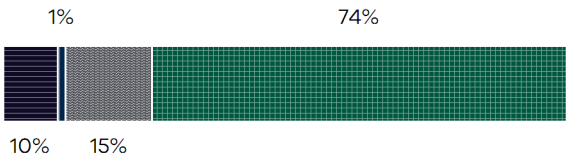
83%	82%	83%	46%	71%	85%
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I feel safe to challenge inappropriate behaviour at work



70%	73%	74%	58%	70%	76%
-----	-----	-----	-----	-----	-----

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



66%	74%	74%	63%	72%	77%
-----	-----	-----	-----	-----	-----



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 groups overall, lowest and highest scores with your own.

Example

73% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

Survey question

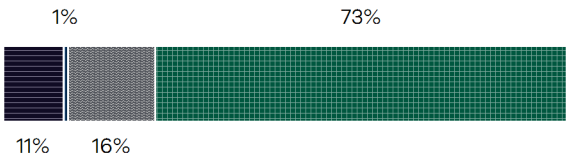
Your results

Benchmark agree results



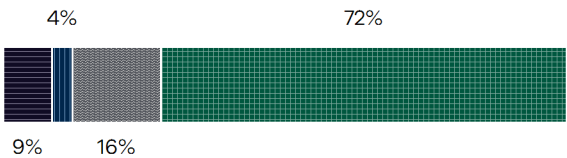
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My organisation does not tolerate improper conduct



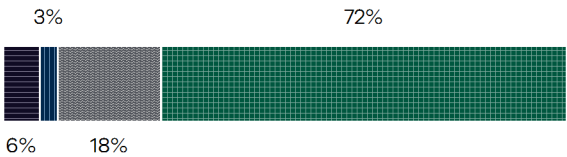
74%	74%	73%	46%	70%	77%
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People in my workgroup appropriately manage conflicts of interest



65%	68%	72%	61%	67%	73%
-----	-----	-----	-----	-----	-----

Senior leaders demonstrate honesty and integrity



67%	69%	72%	35%	57%	63%
-----	-----	-----	-----	-----	-----

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 groups overall, lowest and highest scores with your own.

Example

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

Survey question

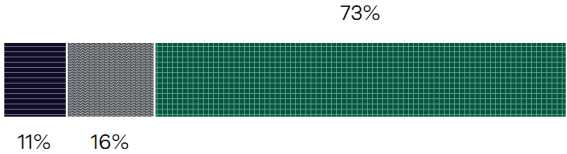
Your results

Benchmark agree results



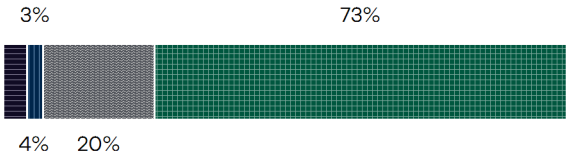
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My workgroup acts fairly and without bias



69%	75%	73%	67%	74%	81%
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People in my workgroup are politically impartial in their work



68%	77%	73%	69%	75%	82%
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Public sector values

Accountability 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

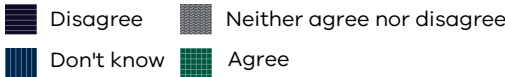
**Example**

91% 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

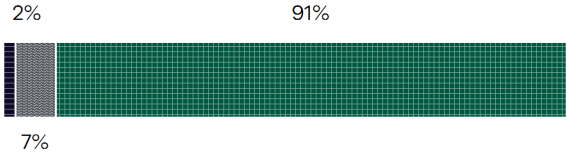
Your results

Benchmark agree results



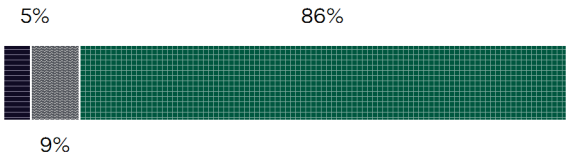
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

I understand how my job helps my organisation achieve its goals



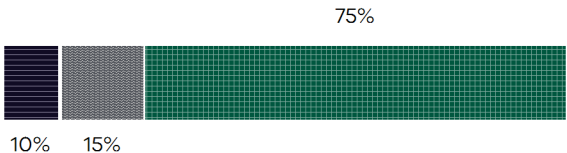
91%	92%	91%	85%	90%	94%
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I clearly understand what I am expected to do in this job



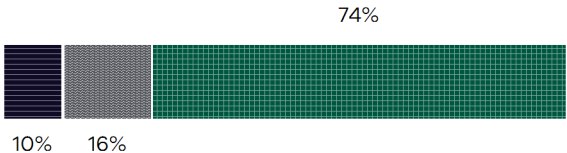
83%	85%	86%	77%	83%	88%
-----	-----	-----	-----	-----	-----

My workgroup uses its resources well



65%	68%	75%	60%	66%	72%
-----	-----	-----	-----	-----	-----

My workgroup has clear lines of responsibility



69%	73%	74%	58%	68%	75%
-----	-----	-----	-----	-----	-----

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 groups overall, lowest and highest scores with your own.

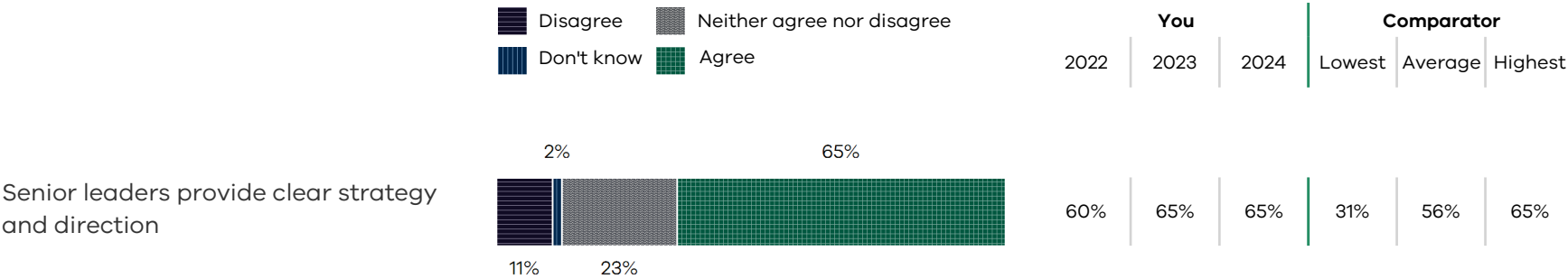
Example

65% 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 groups overall, lowest and highest scores with your own.

Example

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

Survey question

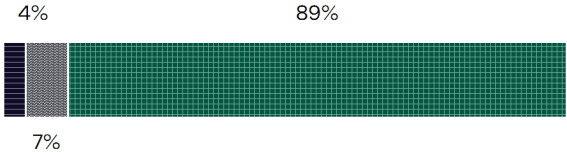
Your results

Benchmark agree results



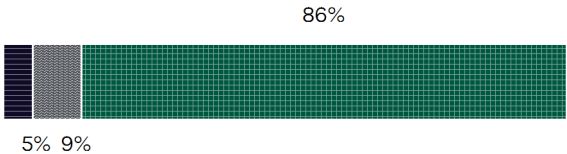
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My manager treats employees with dignity and respect



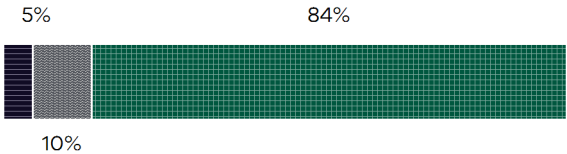
81%	85%	89%	75%	84%	90%
-----	-----	-----	-----	-----	-----

My organisation encourages respectful workplace behaviours



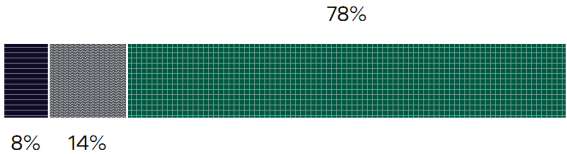
83%	86%	86%	60%	80%	85%
-----	-----	-----	-----	-----	-----

My manager listens to what I have to say



78%	82%	84%	71%	81%	86%
-----	-----	-----	-----	-----	-----

People in my workgroup treat each other with respect



74%	81%	78%	75%	82%	86%
-----	-----	-----	-----	-----	-----

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 groups overall, lowest and highest scores with your own.

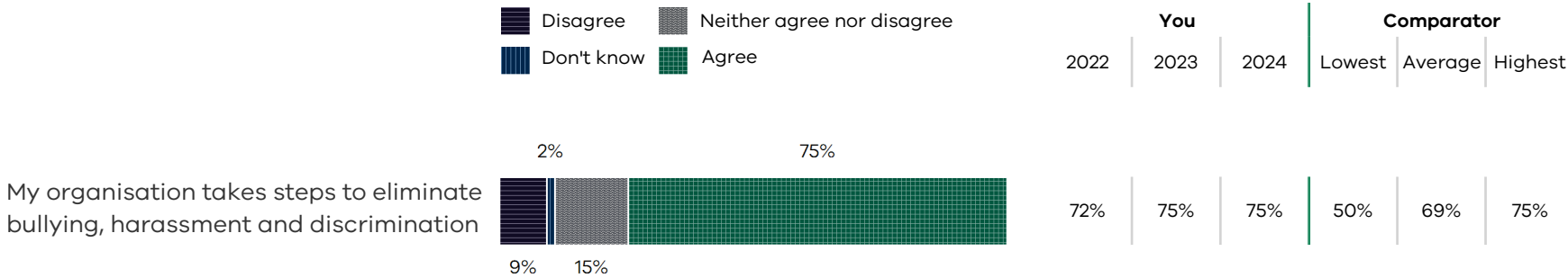
Example

75% 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 groups overall, lowest and highest scores with your own.

Example

85% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Survey question

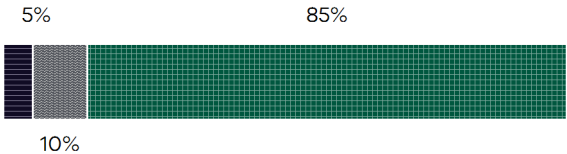
Your results

Benchmark agree results



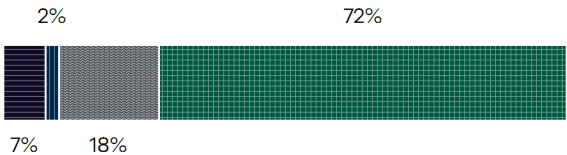
You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My manager models my organisation's values



79%	83%	85%	71%	81%	88%
-----	-----	-----	-----	-----	-----

Senior leaders model my organisation's values



66%	69%	72%	32%	58%	67%
-----	-----	-----	-----	-----	-----

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 groups overall, lowest and highest scores with your own.

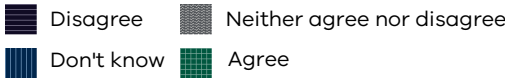
Example

89% 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

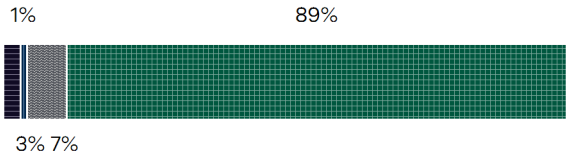
Your results

Benchmark agree results



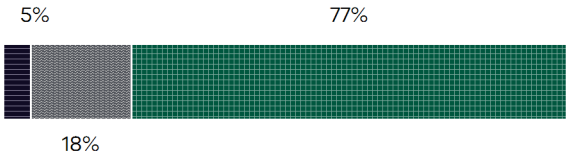
2022	You		2024	Comparator		
	2023	2024		Lowest	Average	Highest

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



83%	87%	89%	68%	82%	88%
-----	-----	-----	-----	-----	-----

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



73%	73%	77%	67%	79%	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
- 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

### 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



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 groups overall, lowest and highest scores with your own.

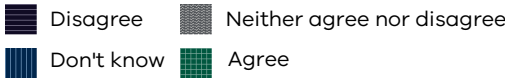
Example

81% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

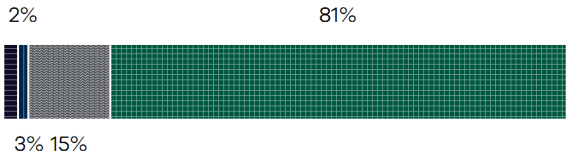
Survey question

Your results

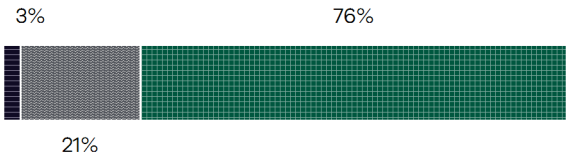
Benchmark agree results



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



I am proud to work in the public sector



2022	You		Comparator		
	2023	2024	Lowest	Average	Highest
Not asked	78%	81%	70%	83%	92%
Not asked	Not asked	76%	62%	74%	79%

# People matter survey

2024

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- Caring



Custom questions

What is this

Your organisation asked 2 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.

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

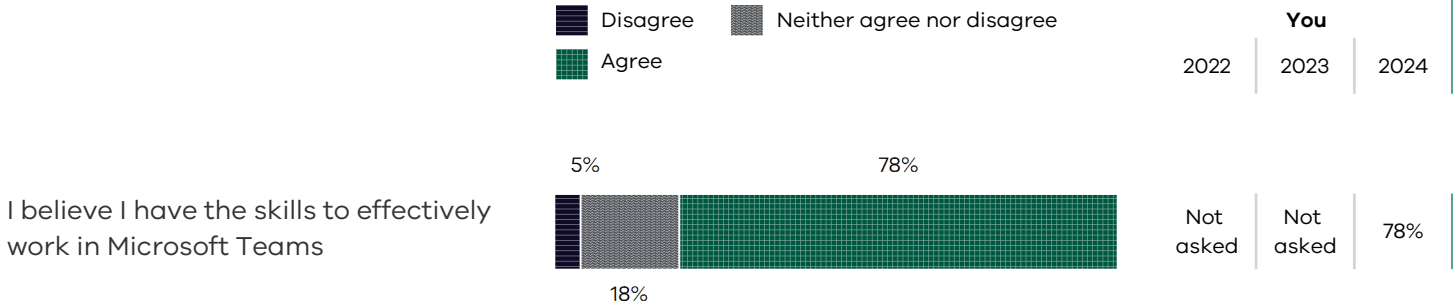
Example

78% of staff who did the survey responded favourably to 'I believe I have the skills to effectively work in Microsoft Teams'.

Survey question

Your results

Benchmark agree results



# Custom questions

## What is this

Your organisation asked 2 custom questions as part of the 2024 survey.

## Why this is important

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

## How to read this

The table shows your responses to the question 'We have a range of communication methods to keep staff up to date within Wodonga TAFE. Which of these methods of communication do you prefer?'.

## Example

52% of staff who did the survey responded 'Weekly staff newsletter' to the question.

We have a range of communication methods to keep staff up to date within Wodonga TAFE.  
Which of these methods of communication do you prefer?

You  
2024

Weekly staff newsletter	52%
CEO email updates	49%
Staff team meetings	47%
Executive team email updates	31%
Staffnet updates (Infocus)	21%
CEO Connect Teams meeting	21%
Teams groups	15%
Other	4%

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- Employment
- Adjustments
- Caring

## 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	81	16%
35-54 years	231	47%
55+ years	127	26%
Prefer not to say	57	11%

Gender	(n)	%
Woman	223	45%
Man	203	41%
Prefer not to say	64	13%
Non-binary and I use a different term	6	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	5	1%
No	419	84%
Prefer not to say	72	15%

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

	(n)	%
Yes	2	0%
No	414	83%
Don't know	19	4%
Prefer not to say	61	12%

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

	(n)	%
Straight (heterosexual)	355	72%
Prefer not to say	96	19%
Bisexual	15	3%
Asexual	12	2%
I use a different term	9	2%
Gay or lesbian	6	1%
Pansexual	2	0%
Don't know	1	0%

# Demographics

## Aboriginal and/or Torres Strait Islander employees

### What is this

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

### Why this is important

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

### How to read this

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

### How we protect anonymity and privacy

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	13	3%
Non Aboriginal and/or Torres Strait Islander	434	88%
Prefer not to say	49	10%

Identified as Aboriginal and/or Torres Strait Islander on your organisations HR system?	(n)	%
Yes	8	62%
No	3	23%
Don't know	1	8%
Prefer not to say	1	8%



# 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	44	9%
No	401	81%
Prefer not to say	51	10%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	30	68%
No	11	25%
Prefer not to say	3	7%

Which statement most accurately reflects your decision not to share your disability information within your organisation?	(n)	%
I do not require any adjustments to be made to perform my role	4	36%
I feel that sharing my disability information will reflect negatively on me	3	27%
My disability does not impact on my ability to perform my role	3	27%
Other	1	9%

# Demographics

## Cultural diversity 1 of 2

### What is this

These are the personal characteristics of staff.

### Why this is important

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

### How to read this

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

### How we protect anonymity and privacy

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Country of birth	(n)	%
Born in Australia	432	87%
Not born in Australia	31	6%
Prefer not to say	33	7%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	11	52%
Australian Indigenous Language	3	14%
Hindi	3	14%
Filipino	2	10%
Mandarin	1	5%
Cantonese	1	5%
Malayalam	1	5%
Punjabi	1	5%
Urdu	0	0%
Spanish	0	0%
Telugu	0	0%
Greek	0	0%

Language other than English spoken with family or community	(n)	%
Yes	21	4%
No	437	88%
Prefer not to say	38	8%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Italian	0	0%
Tagalog	0	0%
Gujarati	0	0%
Arabic	0	0%
Tamil	0	0%
Auslan	0	0%
Persian	0	0%
Turkish	0	0%
Macedonian	0	0%
Vietnamese	0	0%
Sinhalese	0	0%

# Demographics

## Cultural diversity 2 of 2

### What is this

This is the cultural identity and religion of staff.

### Why this is important

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

### How to read this

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

### How we protect anonymity and privacy

- de-identify all survey response data provided to your organisation
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Cultural identity	(n)	%
Australian	406	82%
Prefer not to say	50	10%
English, Irish, Scottish and/or Welsh	31	6%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	17	3%
Aboriginal and/or Torres Strait Islander	13	3%
New Zealander	7	1%
South Asian	3	1%
African	3	1%
Maori	3	1%
East and/or South-East Asian	2	0%
Pacific Islander	1	0%
Central and/or South American	1	0%
Other	1	0%
North American	1	0%
Middle Eastern	0	0%
Central Asian	0	0%

Religion	(n)	%
No religion	241	49%
Christianity	149	30%
Prefer not to say	81	16%
Other	20	4%
Buddhism	2	0%
Hinduism	2	0%
Judaism	1	0%
Sikhism	0	0%
Islam	0	0%

# Demographics

## Employment characteristics 1 of 2

### What is this

These are the employment characteristics of staff.

### Why this is important

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

### How to read this

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

### How we protect anonymity and privacy

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Working arrangement	(n)	%
Full-Time	401	81%
Part-Time	95	19%

Gross base salary (ongoing/fixed term only)	(n)	%
Below \$80k	185	40%
\$80k to \$120k	199	43%
\$120k to \$160k	14	3%
\$160k to \$200k	8	2%
\$200k or more	6	1%
Prefer not to say	54	12%

Organisational tenure	(n)	%
<1 year	94	19%
1 to less than 2 years	77	16%
2 to less than 5 years	145	29%
5 to less than 10 years	88	18%
10 to less than 20 years	75	15%
More than 20 years	17	3%

Management responsibility	(n)	%
Non-manager	396	80%
Other manager	65	13%
Manager of other manager(s)	35	7%

Employment type	(n)	%
Ongoing and executive	383	77%
Fixed term	64	13%
Other	49	10%

Frontline worker	(n)	%
No	256	52%
Yes	240	48%

# 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

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Primary workplace location over the last 3 months	(n)	%
Rural	254	51%
Large regional city	194	39%
Other	39	8%
Melbourne: Suburbs	8	2%
Melbourne CBD	1	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	268	54%
A frontline or service delivery location	156	31%
Home or private location	85	17%
A shared office space (where two or more organisations share the same workspace)	82	17%
Isolated or remote location/s where access to communications and help from others is difficult	10	2%
Other	23	5%

Flexible work	(n)	%
I do not use any flexible work arrangements	237	48%
Working from an alternative location (e.g. home, hub/shared work space)	148	30%
Flexible start and finish times	87	18%
Part-time	48	10%
Working more hours over fewer days	32	6%
Purchased leave	27	5%
Using leave (including annual leave, long-service leave, personal leave, leave without pay and/or personal leave) to work flexible hours	27	5%
Other	15	3%
Study leave	7	1%
Shift swap	4	1%
Job sharing	4	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	366	74%
Flexible working arrangements	101	20%
Physical modifications or improvements to the workplace	28	6%
Career development support strategies	16	3%
Other	10	2%
Job redesign or role sharing	2	0%
Accessible communications technologies	2	0%

Why did you make this request?	(n)	%
Work-life balance	74	57%
Family responsibilities	43	33%
Health	38	29%
Caring responsibilities	30	23%
Other	13	10%
Study commitments	9	7%
Disability	8	6%

What was your experience with making this request?	(n)	%
The adjustments I needed were made and the process was satisfactory	89	68%
The adjustments I needed were not made	25	19%
The adjustments I needed were made but the process was unsatisfactory	16	12%

# Demographics

## Caring

### What is this

These are staff-reported caring responsibilities.

**Why this is important**

This shows organisations what caring responsibilities their staff have.

### How to read this

Each table shows the breakdown of responses from your survey.

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

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Caring responsibilities	(n)	%
None of the above	169	34%
Secondary school aged child(ren)	111	22%
Primary school aged child(ren)	96	19%
Prefer not to say	67	14%
Frail or aged person(s)	57	11%
Child(ren) - younger than preschool age	43	9%
Preschool aged child(ren)	34	7%
Person(s) with a mental illness	33	7%
Person(s) with disability	31	6%
Person(s) with a medical condition	25	5%
Other	6	1%



**Victorian  
Public Sector  
Commission**



[vpsc.vic.gov.au/peoplemattersurvey](https://vpsc.vic.gov.au/peoplemattersurvey)