People Matter Survey 2024

Have your say

Yarrawonga Health
2024 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

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- Accountability
- Respect
- Leadership
- Human rights

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

Demographics

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

Report overview

About your report

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

Report contents

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

Comparing data in this report

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

This means you'll be able to compare about 97% of this year's survey with your previous results.

Rounding of percentages

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

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

Survey questions and definitions

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

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Report overview

Privacy and anonymity

To protect you, we:

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

Read more in our privacy policy.

Report overview

Survey's theoretical framework

What this is

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

Why this is important

Based on theory and research, the framework focuses on core themes that help guide organisations in creating better workplaces.
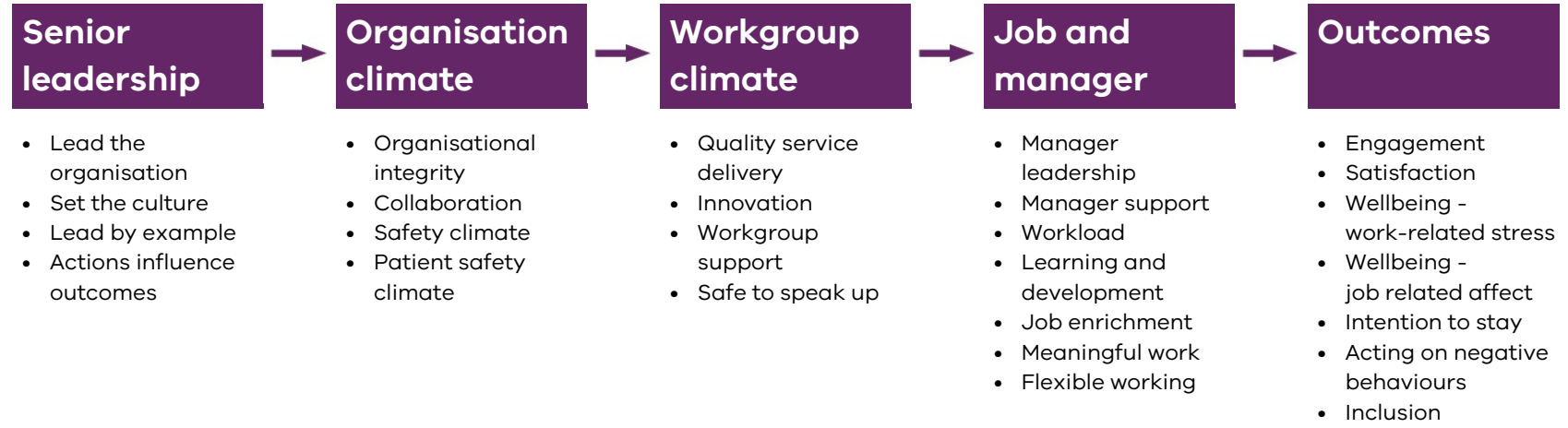
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

Our public sector values

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

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

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

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

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

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

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

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

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

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

Responsiveness   Integrity   Impartiality   Accountability   Respect   Leadership   Human Rights

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Alexandra District Health

Alpine Health

Beaufort and Skipton Health Service

Beechworth Health Service

Boort District Health

Casterton Memorial Hospital

Central Highlands Rural Health

Cohuna District Hospital

Corryong Health

East Wimmera Health Service

Great Ocean Road Health

Heathcote Health

Hesse Rural Health Service

Heywood Rural Health

Inglewood and Districts Health Service

Kerang District Health

Kooweerup Regional Health Service

Mallee Track Health and Community Service

Mansfield District Hospital

Moyne Health Services

NCN Health

Omeo District Health

Orbost Regional Health

Robinvale District Health Services

Rochester and Elmore District Health Service

Rural Northwest Health

Seymour Health

South Gippsland Hospital

Tallangatta Health Service

Terang and Mortlake Health Service

Timboon and District Healthcare Service

Yarram and District Health Service

Yea and District Memorial Hospital

Report overview

Your response rate

What this is

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

Why this is important

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

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

For example, if only 25 people did the survey, 1 person would account for 4% of any result.

In this example, if your survey result and comparator group result or previous survey result are within 4% of each other, there is very little difference in the results.

How to read this

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

2023	
27%	
(83)	
Comparator	57%
Public Sector	42%

2024	
71%	
(213)	
Comparator	56%
Public Sector	44%

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People outcomes

Your employee engagement index

What is this

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

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

The weightings for each engagement response are:

- strongly agree is 100 points

- agree is 75 points

- neither agree nor disagree is 50 points

- disagree is 25 points

- strongly disagree is 0 points

Why this is important

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

2023	
59	
Comparator	72
Public Sector	68

2024	
75	
Comparator	73
Public Sector	69

People outcomes

Engagement question results 1 of 2

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

Your group's engagement index
Your 2024 index is 75.

Why this is important
High engagement drives greater productivity, employee wellbeing and lower absences, turnover and workplace stress.

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

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

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
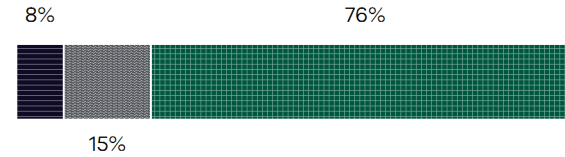
Example
76% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.
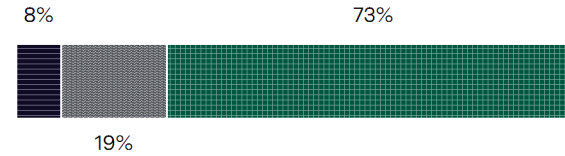
Legend: ■ Disagree ▦ Neither agree nor disagree ▨ Agree
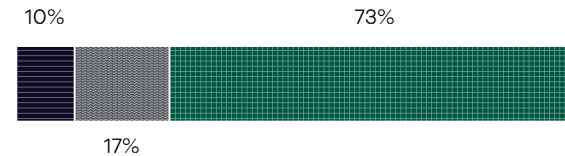
Survey question	Your results (Disagree / Neither / Agree)	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I am proud to tell others I work for my organisation	8% / 15% / 76%	72%	51%	76%	52%	79%	95%
My organisation inspires me to do the best in my job	8% / 19% / 73%	64%	48%	73%	42%	72%	90%
I feel a strong personal attachment to my organisation	10% / 17% / 73%	61%	49%	73%	49%	68%	84%
I would recommend my organisation as a good place to work	11% / 16% / 73%	62%	48%	73%	48%	75%	93%

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People outcomes

Engagement question results 2 of 2

What is this

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

Your group's engagement index

Your 2024 index is 75.

Why this is important

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

How to read this

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

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

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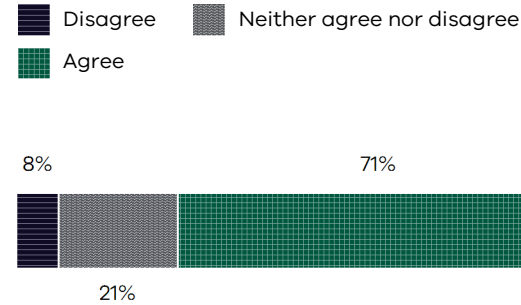
Example

71% of your staff who did the survey agreed or strongly agreed with 'My organisation motivates me to help achieve its objectives'.
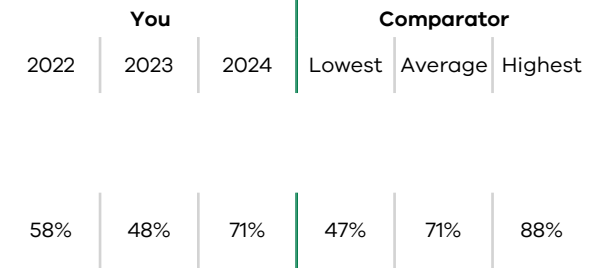
Survey question

Your results

■ Disagree   ▨ Neither agree nor disagree

▨ Agree

My organisation motivates me to help achieve its objectives

8%   71%

21%

Benchmark agree results

	You			Comparator		
2022	2023	2024	Lowest	Average	Highest
58%	48%	71%	47%	71%	88%

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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.
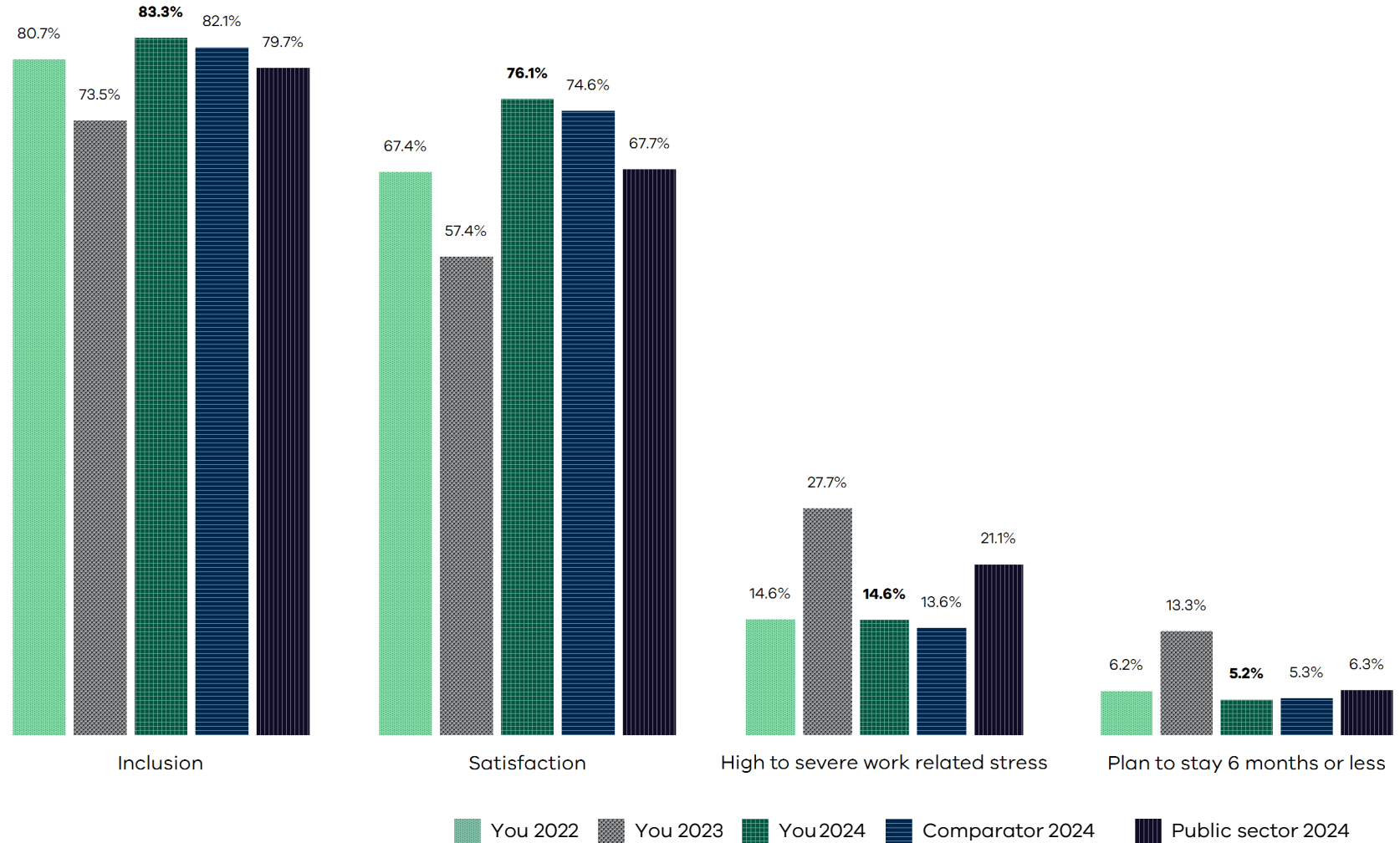
Example

In 2024:

- 83.3% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 82.1% of staff in your comparator group and 79.7% of staff across the public sector.

Inclusion: 80.7%, 73.5%, **83.3%**, 82.1%, 79.7%

Satisfaction: 67.4%, 57.4%, **76.1%**, 74.6%, 67.7%

High to severe work related stress: 14.6%, 27.7%, **14.6%**, 13.6%, 21.1%

Plan to stay 6 months or less: 6.2%, 13.3%, **5.2%**, 5.3%, 6.3%

Legend: You 2022 ■ You 2023 ■ You 2024 ■ Comparator 2024 ■ Public sector 2024

People outcomes

Satisfaction question results

What is this

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

Why this is important

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

How to read this

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

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

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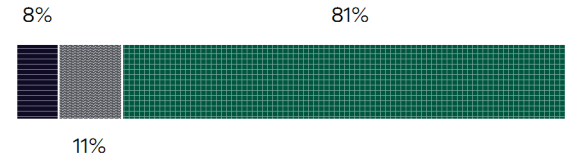
Example

81% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.
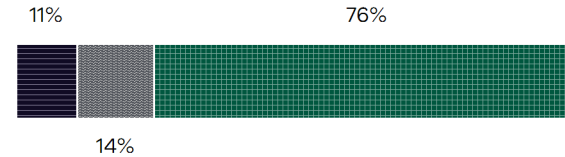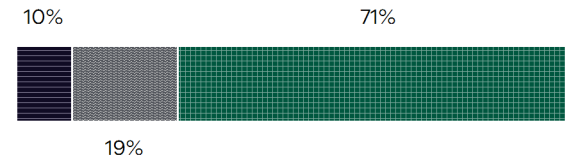
Survey question / Your results / Benchmark satisfied results

Legend: Dissatisfied | Neither satisfied nor dissatisfied | Satisfied

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
Considering everything, how satisfied are you with your current job	8% / 11% / 81%	77%	60%	81%	65%	80%	93%
How satisfied are you with the work/life balance in your current job	11% / 14% / 76%	67%	63%	76%	64%	76%	90%
How satisfied are you with your career development within your current organisation	10% / 19% / 71%	58%	49%	71%	52%	68%	87%

People outcomes

Work-related stress levels

What is this

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

Why this is important

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

How to read this

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

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

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

Example

15% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 14% of staff in your comparator group and 21% of staff across the public sector.

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

Nil	28%
Low or mild	38%
Moderate	20%
High	7%
Very high	6%
Severe	2%
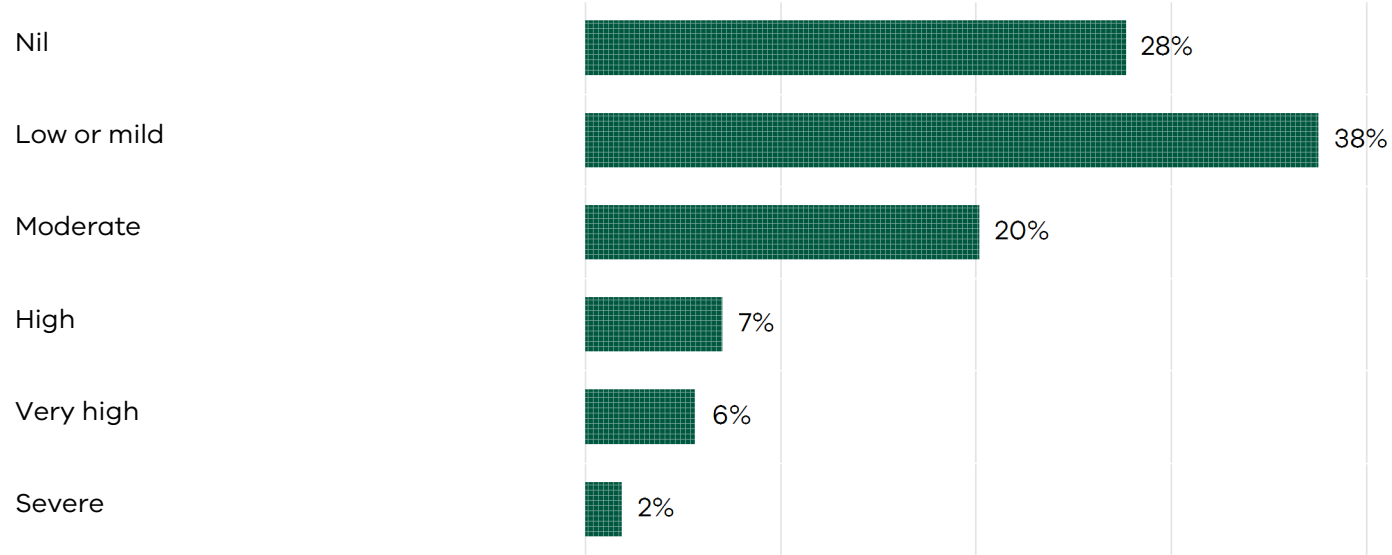
Reported levels of high to severe stress

2023		2024	
28%		**15%**	
Comparator	15%	Comparator	14%
Public Sector	24%	Public Sector	21%
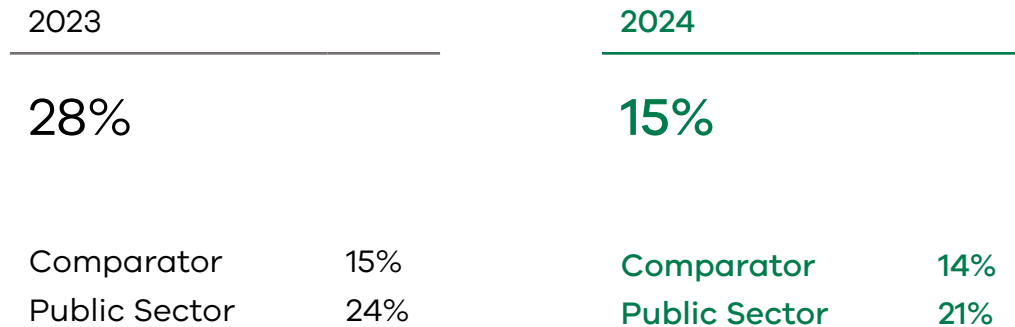
People outcomes

Work-related stress causes

What is this

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

Why this is important

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

How to read this

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

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

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

Example

72% of your staff who did the survey said they experienced mild to severe stress. Of that 72%, 53% said the top reason was 'Workload' .

154	59
72%	28%

■ Experienced some work-related stress   ■ Did not experience some work-related stress
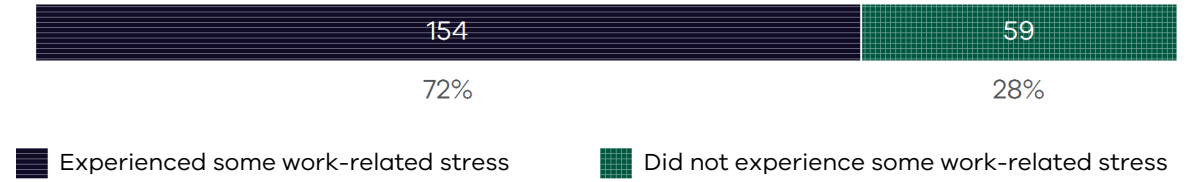
Of those that experienced work related stress it was from …	You 2023	You 2024	Comparator 2024	Public sector 2024
Workload	62%	53%	43%	48%
Time pressure	37%	40%	39%	41%
Work schedule or hours	7%	14%	8%	7%
Other	8%	12%	14%	13%
Dealing with clients, patients or stakeholders	14%	12%	16%	18%
Competing home and work responsibilities	10%	11%	14%	13%
Unclear job expectations	8%	10%	9%	12%
Incivility, bullying, harassment or discrimination	5%	10%	9%	7%
Organisation or workplace change	22%	9%	9%	12%
Technology or equipment	7%	8%	8%	8%

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People outcomes

Work-related stress

What is this

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

Why this is important

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

How to read this

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

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

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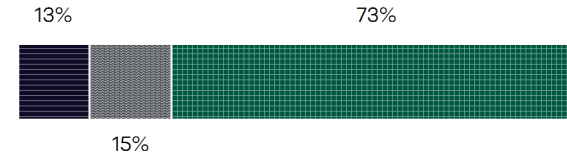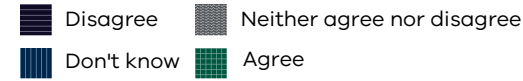
Example

73% 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

▮ Disagree	▦ Neither agree nor disagree	
▥ Don't know	▦ Agree	

13%   73%

15%

Benchmark agree results

	You			Comparator		
	2022	**2023**	**2024**	Lowest	Average	Highest
	Not asked	Not asked	73%	56%	70%	84%

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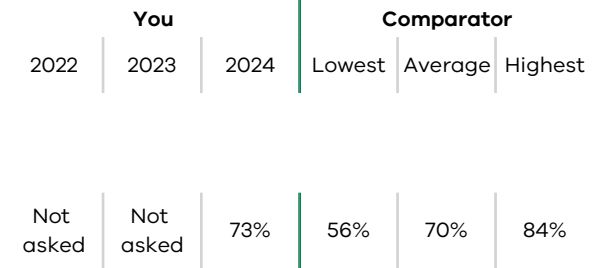
People outcomes

Burnout levels

What is this

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

Why this is important

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

How to read this

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

Example

20% of your staff who did the survey said they felt burnout at work.

Of that 20%, 46% rated their level as 'Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out' .

42	171	
20%	80%	

■ Experienced some burnout   ▦ Did not experience any burnout
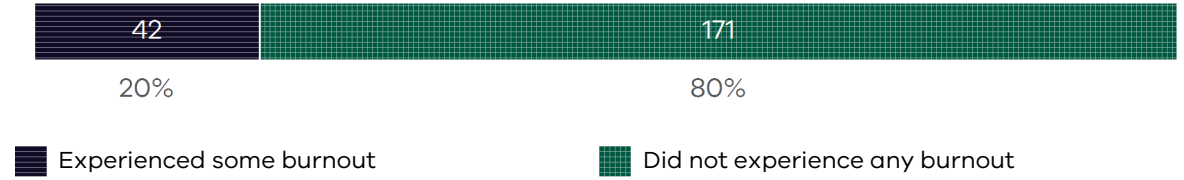
Overall, based on your definition of burnout, how would you rate your level of burnout?	You 2023	You 2024	Comparator 2024	Public sector 2024
Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out	45%	46%	48%	49%
I enjoy my work. I have no symptoms of burnout	19%	34%	29%	20%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	25%	13%	16%	21%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	2%	6%	4%	6%
I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help	8%	1%	2%	3%

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People outcomes

Intention to stay

What is this

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

Why this is important

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

How to read this

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

Example

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

Employees plan to work at your organisation for...	You 2023	You 2024	Comparator 2024	Public sector 2024
6 months or less	13%	5%	5%	6%
Over 6 months and up to 1 year	10%	8%	8%	9%
Over 1 year and up to 3 years	31%	17%	22%	24%
Over 3 years and up to 5 years	16%	12%	17%	16%
Over 5 years	30%	58%	47%	45%

People outcomes

Inclusion question results

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

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

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

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

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
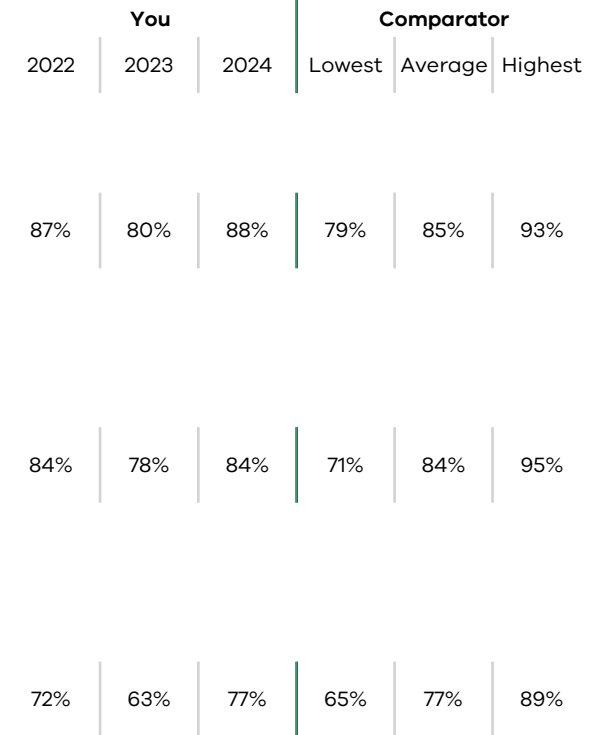
Example
88% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

| Survey question | Your results | Benchmark agree results |

Legend:
- Disagree
- Neither agree nor disagree
- Agree

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I feel culturally safe at work	4% / 8% / 88%	87%	80%	88%	79%	85%	93%
I can be myself at work	6% / 10% / 84%	84%	78%	84%	71%	84%	95%
I feel as if I belong at this organisation	7% / 16% / 77%	72%	63%	77%	65%	77%	89%

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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

5% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My age'.

Staff who experienced one or more barriers to success at work

34	179
16%	84%

■ Experienced barriers listed   ▦ Did not experience any of the barriers listed
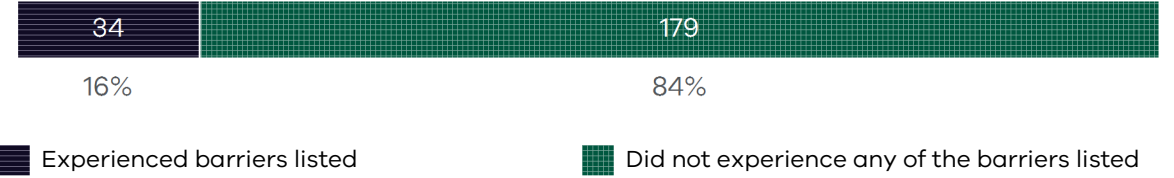
During the last 12 months, employees experienced barriers to their success due to ...	You 2023	You 2024	Comparator 2024	Public sector 2024
My age	-	5%	5%	7%
My flexible working	-	5%	5%	6%

People outcomes

Inclusion - Witnessed barriers to success

What is this

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

Why this is important

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

How to read this

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

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

Example

6% of your staff who did the survey said they have witnessed barriers to success of other employees in the last 12 months due to 'Flexible working'.

Staff who witnessed one or more barriers to success at work

30	183
14%	86%

■ Witnessed barriers listed   ▦ Did not witness barriers listed
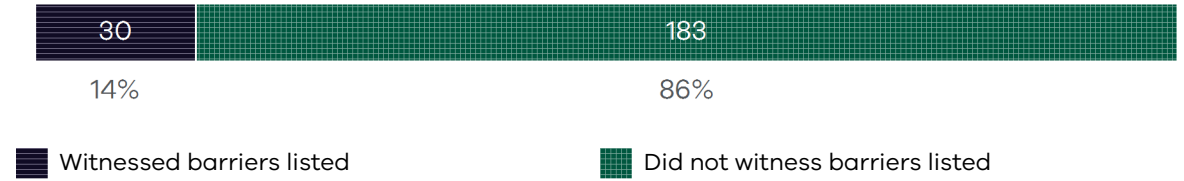
During the last 12 months, employees witnessed barriers to the success of other employees due to their ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Flexible working	-	6%	6%	9%
Caring responsibilities	-	5%	6%	7%

People outcomes

Scorecard: emotional effects of work

What is this

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

Why this is important

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

How to read this

Each label represents a question in the survey about emotional effects of work.

Each result is the percentage of staff who said they often, very often or always felt happy, enthusiastic, worried or miserable in the past 3 months.

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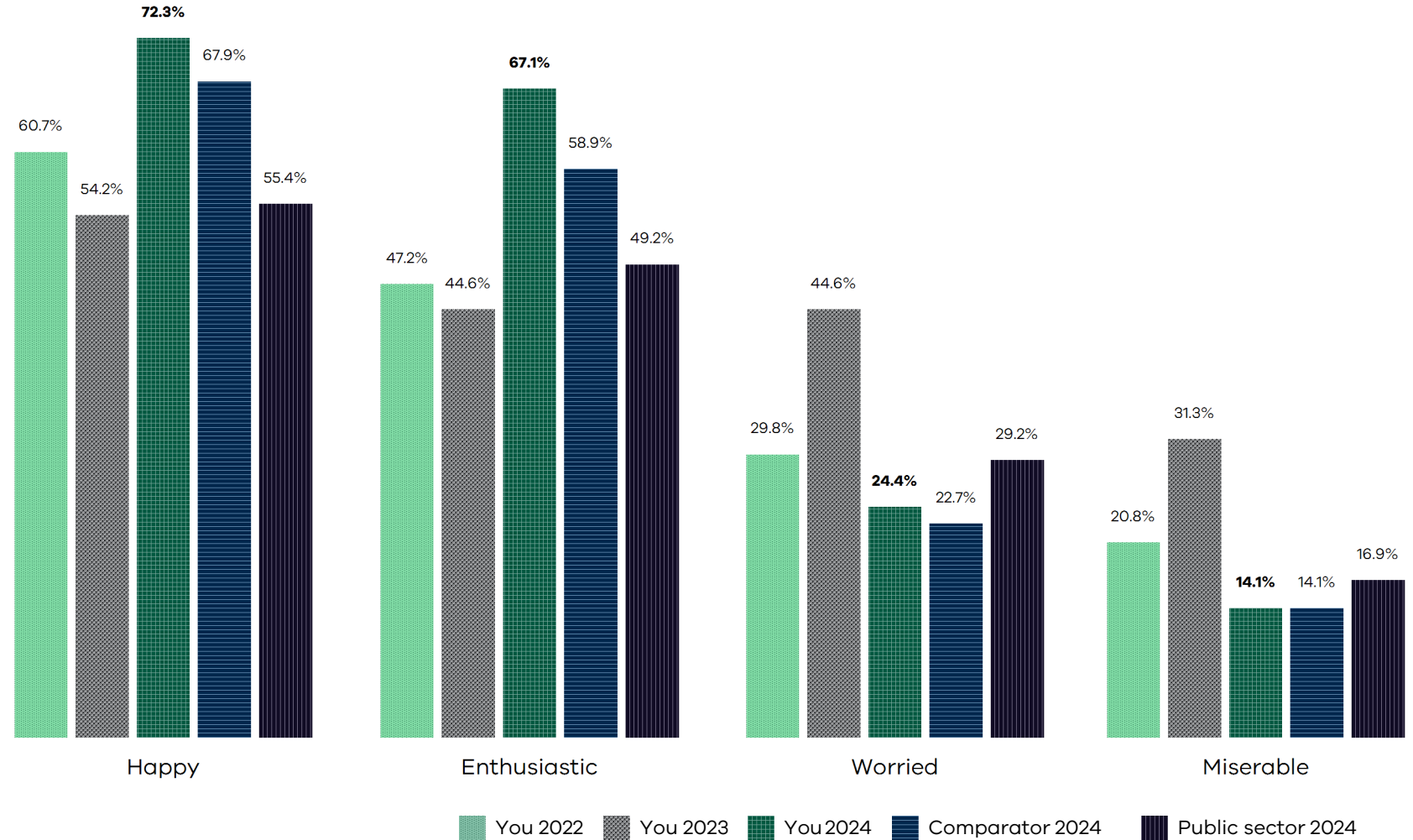
Example

In 2024:
- 72.3% of your staff who did the survey said work made them feel happy.

Compared to:
- 67.9% of staff in your comparator group and 55.4% of staff across the public sector.

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

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Happy: 60.7%, 54.2%, 72.3%, 67.9%, 55.4%
Enthusiastic: 47.2%, 44.6%, 67.1%, 58.9%, 49.2%
Worried: 29.8%, 44.6%, 24.4%, 22.7%, 29.2%
Miserable: 20.8%, 31.3%, 14.1%, 14.1%, 16.9%

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.
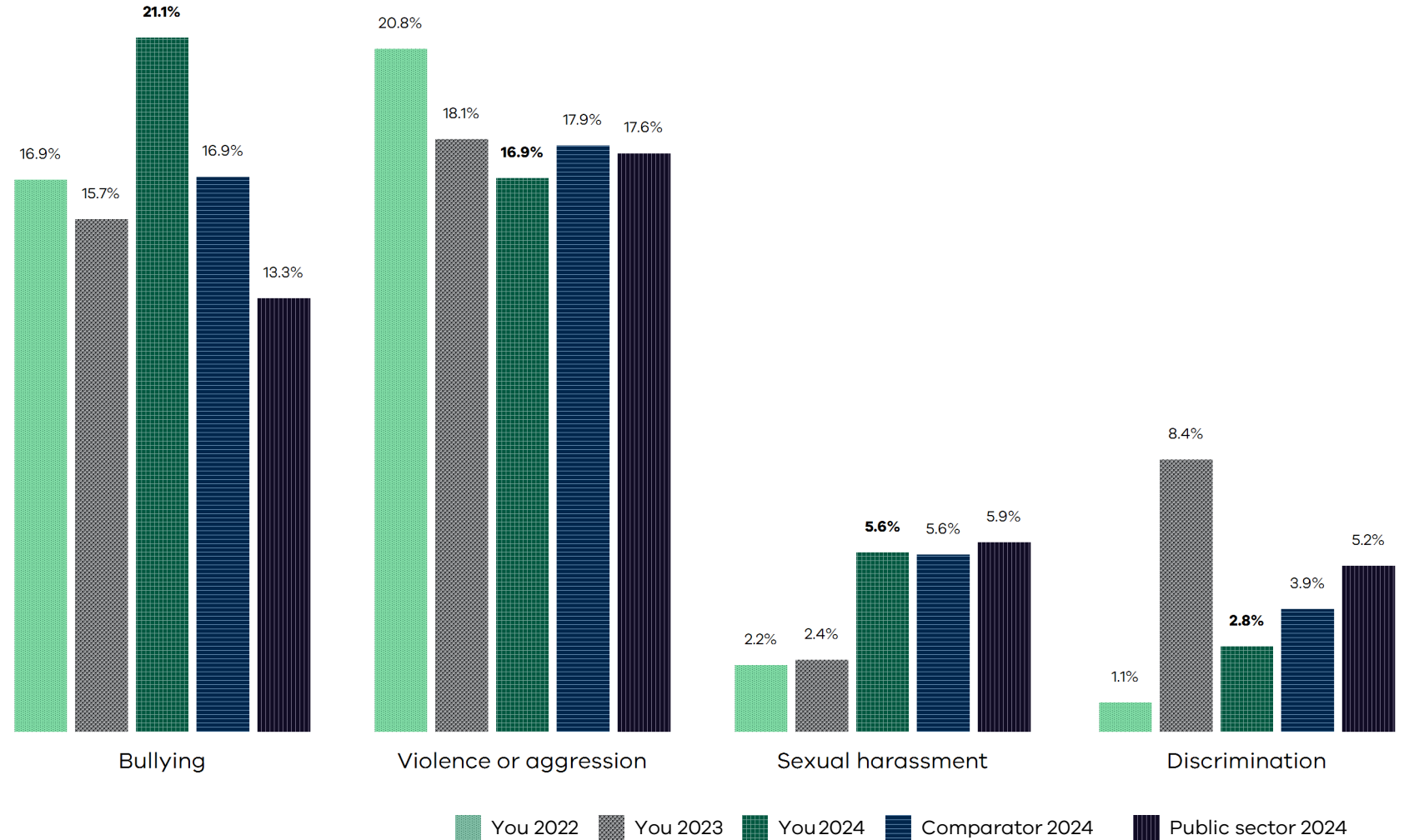
Example

In 2024:

- 21.1% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months.

Compared to:

- 16.9% of staff in your comparator group and 13.3% of staff across the public sector.

Legend: You 2022, You 2023, You 2024, Comparator 2024, Public sector 2024

Bullying: 16.9%, 15.7%, 21.1%, 16.9%, 13.3%

Violence or aggression: 20.8%, 18.1%, 16.9%, 17.9%, 17.6%

Sexual harassment: 2.2%, 2.4%, 5.6%, 5.6%, 5.9%

Discrimination: 1.1%, 8.4%, 2.8%, 3.9%, 5.2%

Victorian Public Sector Commission

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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

21% of your staff who did the survey said they experienced bullying.

Of that 21%, 78% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

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

45	153	15
21%	72%	7%

■ Experienced bullying   ■ Did not experience bullying   ■ Not sure
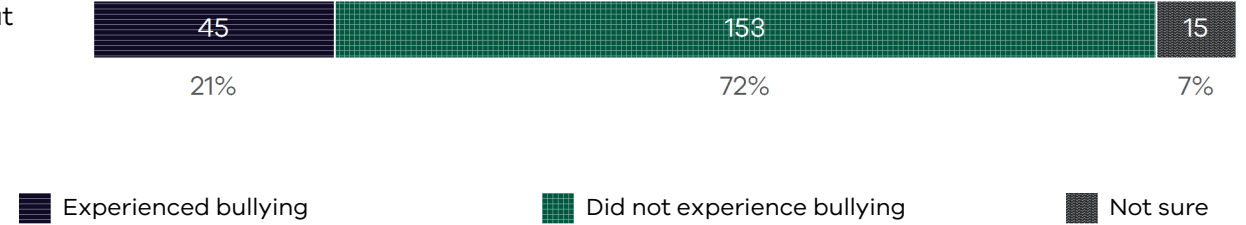
If you experienced bullying, what type of bullying did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	92%	78%	62%	69%
Exclusion or isolation	54%	51%	37%	42%
Intimidation and/or threats	46%	42%	35%	30%
Withholding essential information for me to do my job	31%	42%	22%	28%
Verbal abuse	23%	18%	22%	21%
Other	23%	16%	17%	15%
Being assigned meaningless tasks unrelated to my job	8%	11%	9%	13%
Interference with my personal property and/or work equipment	15%	2%	7%	4%
Being given impossible assignment(s)	0%	0%	5%	9%

Victorian Public Sector Commission

VICTORIA State Government

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

21% of your staff who did the survey said they experienced bullying, of which

- 38% said the top way they reported the bullying was 'Told a manager'.
- 80% said they didn't submit a formal complaint.

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

45	153	15
21%	72%	7%

■ Experienced bullying   ■ Did not experience bullying   ■ Not sure
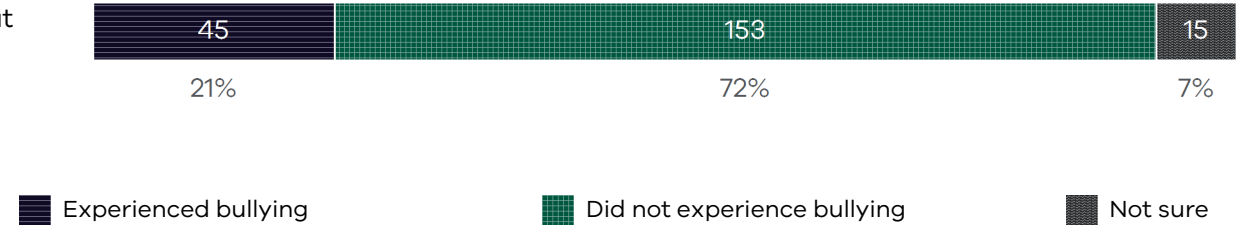
Did you tell anyone about the bullying?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	31%	38%	43%	50%
Told human resources	15%	33%	17%	13%
Told a colleague	38%	29%	38%	41%
Submitted a formal complaint	38%	20%	14%	12%
Told a friend or family member	46%	20%	33%	35%
I did not tell anyone about the bullying	15%	16%	11%	12%
Told the person the behaviour was not OK	23%	7%	13%	16%
Told someone else	23%	7%	12%	11%
Told employee assistance program (EAP) or peer support	8%	0%	8%	10%

Victorian Public Sector Commission

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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

80% of your staff who experienced bullying did not submit a formal complaint, of which:

- 61% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?

9	36
20%	80%

■ Submitted formal complaint   ▦ Did not submit a formal complaint
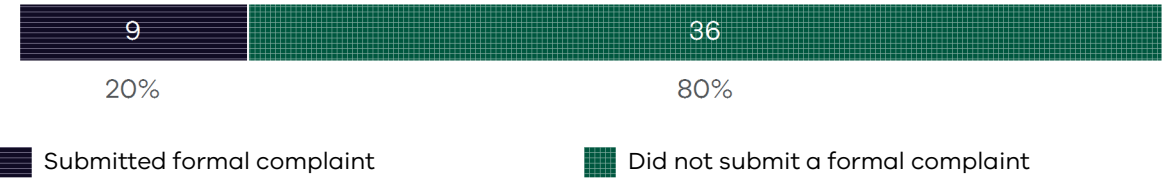
What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	-	61%	48%	52%
I believed there would be negative consequences for my reputation	-	44%	41%	49%
Other	-	25%	18%	16%
I believed there would be negative consequences for my career	-	17%	22%	38%
I didn't think it was serious enough	-	8%	15%	18%
I believed there would be negative consequences for the person I was going to complain about	-	8%	7%	10%
I didn't feel safe to report the incident	-	8%	14%	20%
I thought the complaint process would be embarrassing or difficult	-	6%	7%	12%
I didn't know how to make a complaint	-	6%	2%	5%
I didn't know who to talk to	-	3%	4%	5%

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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, 21% of your staff said they experienced bullying.

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

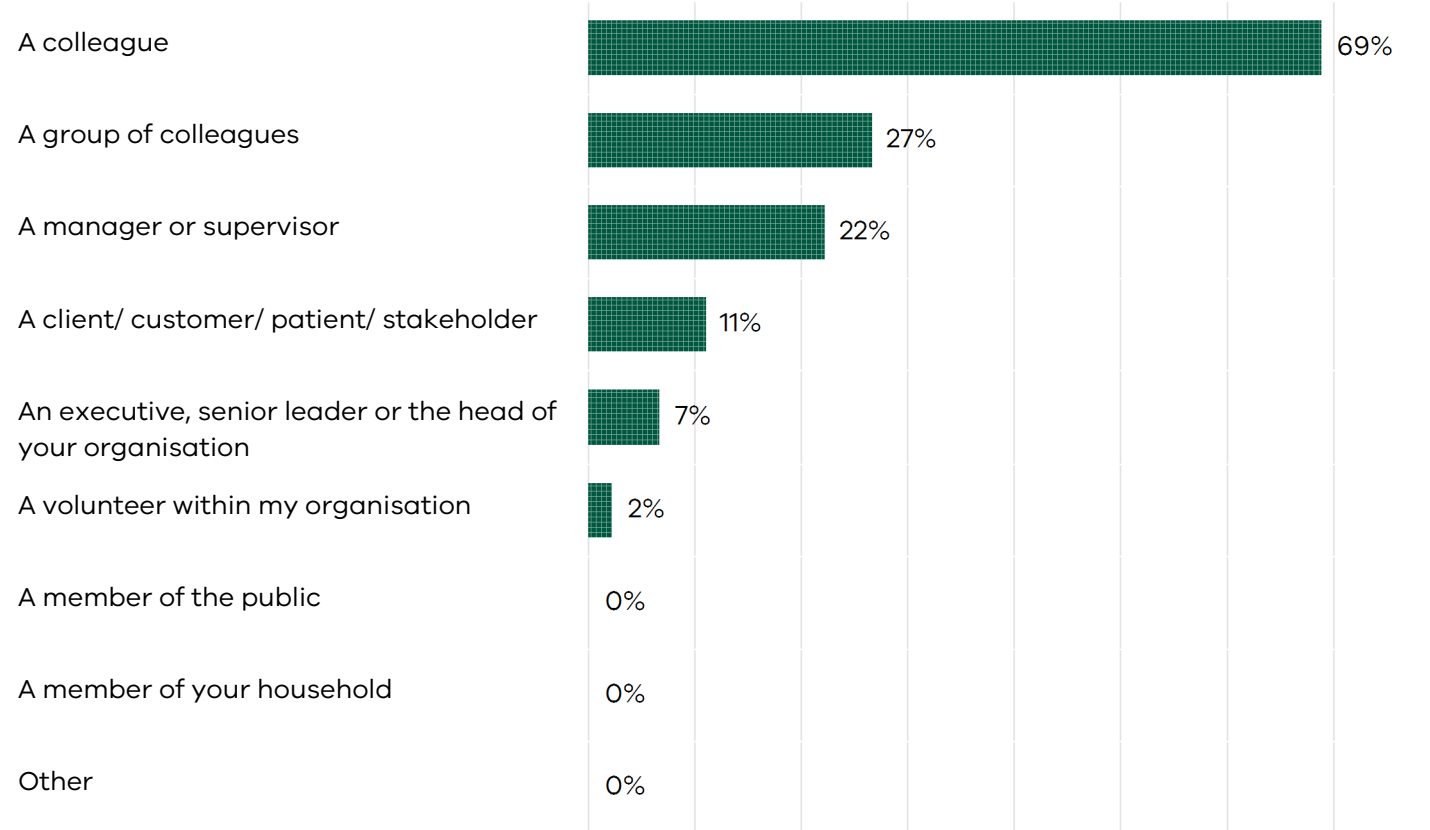In descending order, the bar chart shows the perpetrators with the largest number of responses.
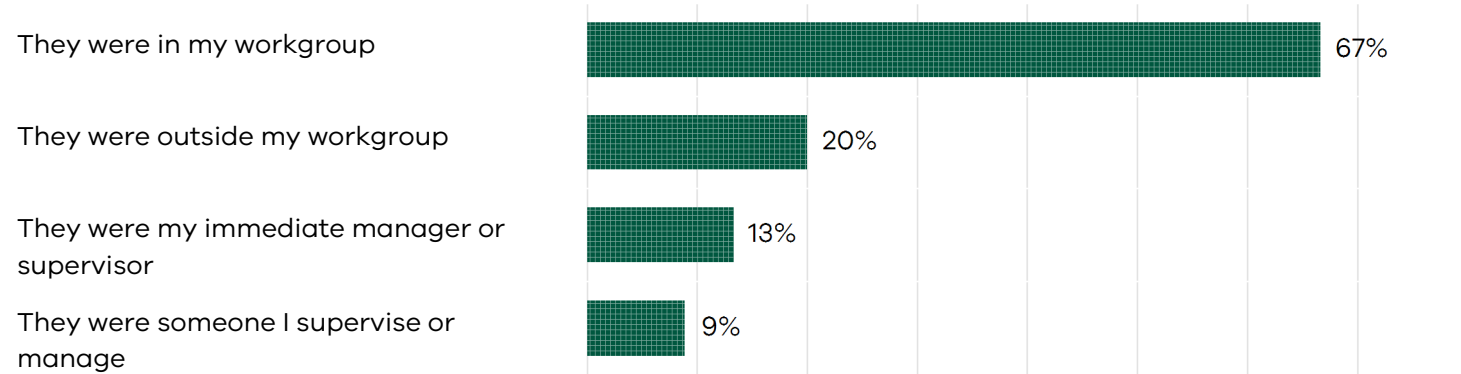
Each row is one perpetrator or group of perpetrators.

Example

21% of your staff who did the survey said they experienced bullying.

Of that 21%, 69% said it was by 'A colleague'.

45 people (21% of staff) experienced bullying (You 2024)

Perpetrator	Percentage
A colleague	69%
A group of colleagues	27%
A manager or supervisor	22%
A client/ customer/ patient/ stakeholder	11%
An executive, senior leader or the head of your organisation	7%
A volunteer within my organisation	2%
A member of the public	0%
A member of your household	0%
Other	0%

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, 21% 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

21% of your staff who did the survey said they experienced bullying.

Of that 21%, 100% said it was by someone within the organisation.

Of that 100%, 67% said it was 'They were in my workgroup'.

45 people (100% of staff who experienced bullying) experienced bullying from within your organisation (You 2024)

They were in my workgroup	67%
They were outside my workgroup	20%
They were my immediate manager or supervisor	13%
They were someone I supervise or manage	9%

People outcomes

Sexual harassment

What is this

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

Why this is important

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

How to read this

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

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

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

Example

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

Of those, 50% said the top type was 'Intrusive questions about my private life or comments about my physical appearance'.

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

12	201
6%	94%

■ Experienced sexual harassment   ▨ Did not experience sexual harassment
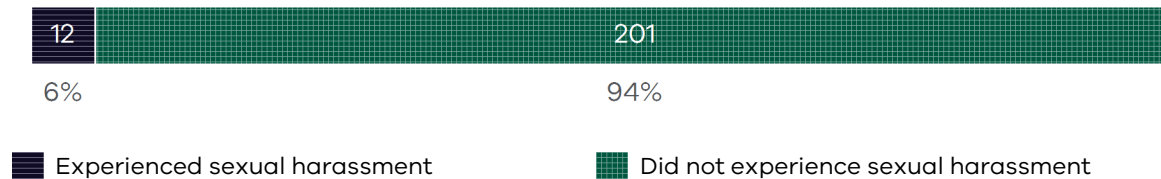
Behaviours reported	You 2023	You 2024	Comparator 2024	Public sector 2024
Intrusive questions about my private life or comments about my physical appearance	-	50%	48%	50%
Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)	-	42%	48%	53%
Inappropriate physical contact	-	25%	23%	23%
Inappropriate staring or leering that made me feel intimidated	-	25%	11%	17%
Unwelcome touching, hugging, cornering or kissing	-	17%	21%	20%
Sexual gestures, indecent exposure or inappropriate display of the body	-	8%	11%	9%
Any other unwelcome conduct of a sexual nature	-	8%	13%	9%
Repeated or inappropriate invitations to go out on dates	-	0%	3%	5%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	-	0%	0%	3%
Request or pressure for sex or other sexual act	-	0%	5%	2%

People outcomes

Response to sexual harassment

What is this

This is how staff responded when they experienced sexual harassment.

Why this is important

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

How to read this

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

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

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

Example

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

Of those, 33% said the top response was 'Pretended it didn't bother me'.

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

12	201
6%	94%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
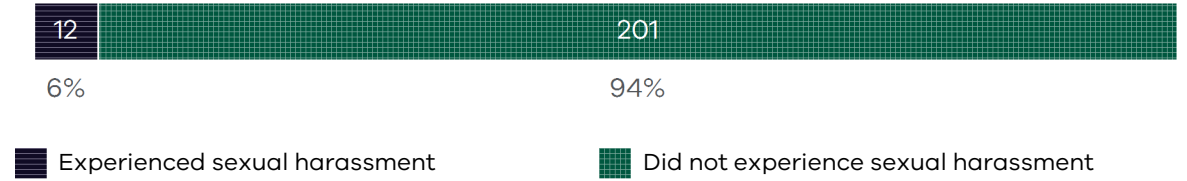
When the harassment happened to you, did you respond in any of the following ways?	You 2023	You 2024	Comparator 2024	Public sector 2024
Tried to laugh it off or forget about it	-	33%	37%	39%
Pretended it didn't bother me	-	33%	43%	40%
Avoided the person(s) by staying away from them	-	25%	30%	36%
Told a manager	-	25%	28%	24%
Told human resources	-	25%	2%	3%
Told the person the behaviour was not OK	-	17%	31%	34%
Submitted a formal complaint	-	17%	7%	7%
Took time off work	-	8%	3%	5%
Told a colleague	-	8%	25%	30%
Avoided locations where the behaviour might occur	-	0%	12%	14%

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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

83% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 50% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?

2	10
17%	83%

■ Submitted formal complaint   ▦ Did not 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	-	50%	35%	40%
I didn't think it was serious enough	-	30%	35%	46%
I believed there would be negative consequences for my reputation	-	30%	23%	26%
Other	-	30%	21%	14%
I believed there would be negative consequences for my career	-	10%	16%	17%
I believed there would be negative consequences for the person I was going to complain about	-	0%	11%	11%
I didn't need to because I made the harassment stop	-	0%	10%	10%
I didn't know who to talk to	-	0%	2%	3%
I didn't know how to make a complaint	-	0%	2%	4%
I didn't feel safe to report the incident	-	0%	6%	7%

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People outcomes

Perpetrators of sexual harassment

What is this

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

Why this is important

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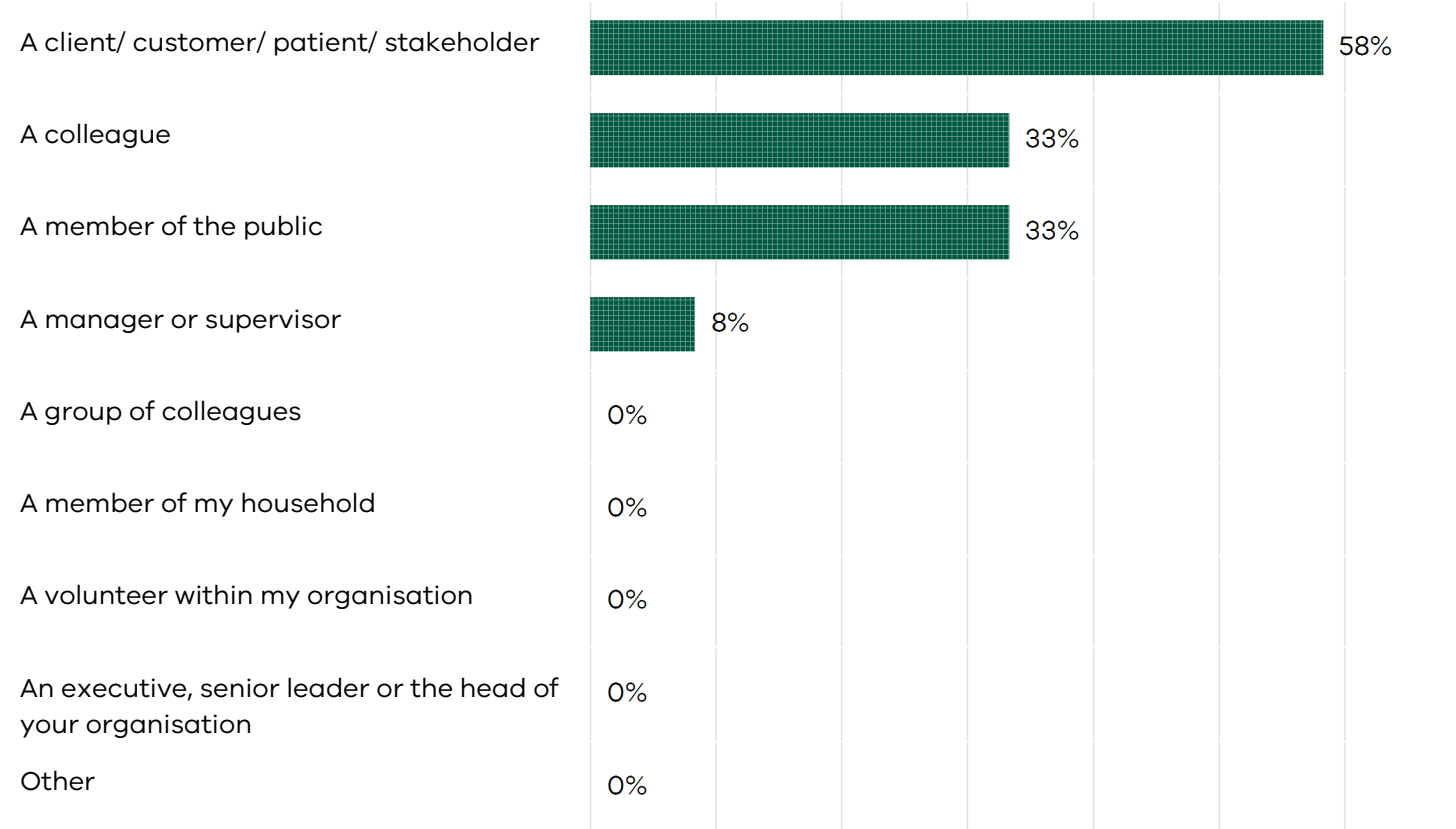
How to read this

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

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

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

Each row is one perpetrator or group of perpetrators.

Example

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

Of that 6%, 58% said it was by 'A client/ customer/ patient/ stakeholder'.

12 people (6% of staff) experienced sexual harassment (You 2024)

Perpetrator	Percentage
A client/ customer/ patient/ stakeholder	58%
A colleague	33%
A member of the public	33%
A manager or supervisor	8%
A group of colleagues	0%
A member of my household	0%
A volunteer within my organisation	0%
An executive, senior leader or the head of your organisation	0%
Other	0%

People outcomes

Frequency of sexual harassment

What is this

This is how often staff experienced sexual harassment.

Why this is important

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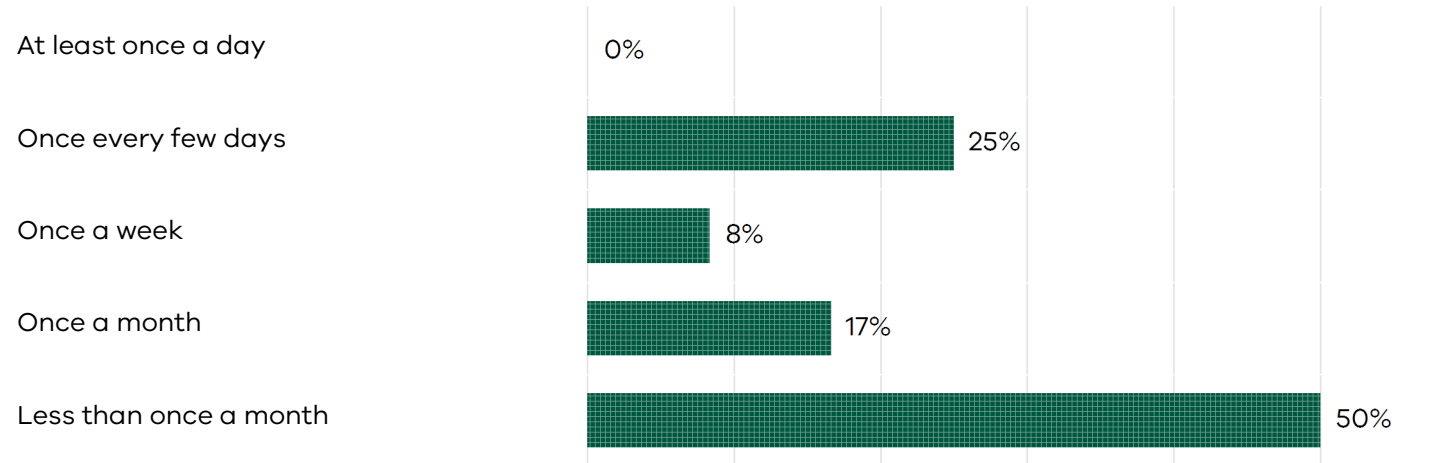
How to read this

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

If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

Example

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

Of that 6%, 0% said it was 'At least once a day'.

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

Category	Percentage
At least once a day	0%
Once every few days	25%
Once a week	8%
Once a month	17%
Less than once a month	50%

People outcomes

Discrimination

What is this

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

Why this is important

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

Why there is no data here

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

We do this to protect the respondents.

People outcomes

Violence and aggression

What is this

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

Why this is important

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

How to read this

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

In descending order, the table shows the answers.

Example

17% of your staff who did the survey said they experienced violence or aggression. Of that 17%, 75% said it was 'Abusive language'.

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

36	170	7
17%	80%	3%

■ Experienced violence or aggression ■ Did not experience violence or aggression ■ Not sure
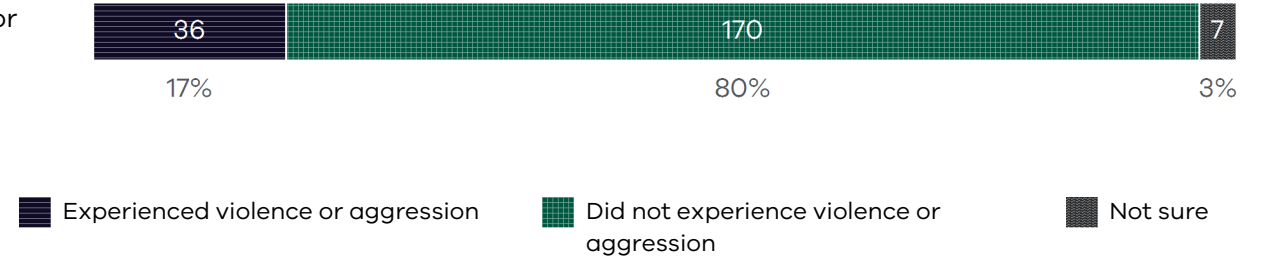
If you experienced violence or aggression, what type did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	80%	75%	78%	81%
Intimidating behaviour	53%	56%	58%	71%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	53%	56%	28%	26%
Threats of violence	53%	33%	22%	38%
Damage to my property or work equipment	0%	3%	2%	9%
Stalking, including cyber-stalking	0%	3%	1%	1%
Other	7%	3%	4%	3%

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

17% of your staff who did the survey said they experienced violence or aggression, of which

- 56% said the top way they reported the violence or agression was 'Submitted a formal incident report'.
- 44% said they didn't submit a formal incident report

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

36	170	7
17%	80%	3%

■ Experienced violence or aggression ■ Did not experience violence or aggression ■ Not sure
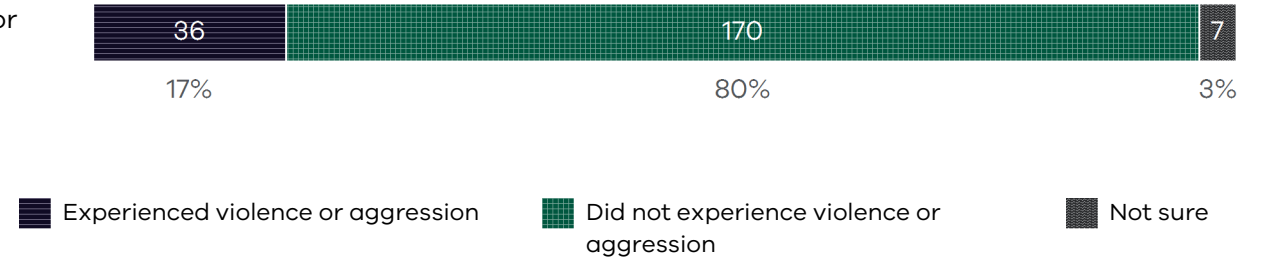
Did you tell anyone about the incident?	You 2023	You 2024	Comparator 2024	Public sector 2024
Submitted a formal incident report	53%	56%	41%	36%
Told a manager	40%	44%	54%	58%
Told a colleague	33%	39%	38%	45%
Told the person the behaviour was not OK	47%	22%	30%	30%
Told a friend or family member	0%	17%	14%	19%
Told human resources	7%	11%	8%	4%
Told someone else	7%	6%	6%	5%
Told employee assistance program (EAP) or peer support	0%	3%	2%	4%
I did not tell anyone about the incident(s)	0%	0%	5%	7%

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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

44% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 38% said the top reason was 'Other'.

Did you submit a formal incident report?

20	16
56%	44%

■ Submitted formal incident report   ▦ Did not submit a formal incident report

What was your reason for not submitting a formal incident report?	You 2023	You 2024	Comparator 2024	Public sector 2024
Other	-	38%	30%	23%
I didn't think it would make a difference	-	31%	36%	39%
I didn't think it was serious enough	-	25%	27%	32%
I didn't need to because I made the violence or aggression stop	-	6%	11%	14%
I thought the complaint process would be embarrassing or difficult	-	6%	2%	4%
I believed there would be negative consequences for my reputation	-	0%	18%	15%
I believed there would be negative consequences for my career	-	0%	12%	12%
I believed there would be negative consequences for the person I was going to complain about	-	0%	4%	4%
I didn't know how to make a complaint	-	0%	2%	3%
I didn't feel safe to report the incident	-	0%	7%	6%

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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

17% of your staff who did the survey said they experienced violence or aggression.

Of that 17%, 78% said it was by 'A client/ customer/ patient/ stakeholder'.

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

Perpetrator	Percentage
A client/ customer/ patient/ stakeholder	78%
A colleague	14%
A member of the public	8%
A manager or supervisor	3%
An executive, senior leader or the head of your organisation	3%
Other	3%
A group of colleagues	0%
A member of my household	0%
A volunteer with my organisation	0%

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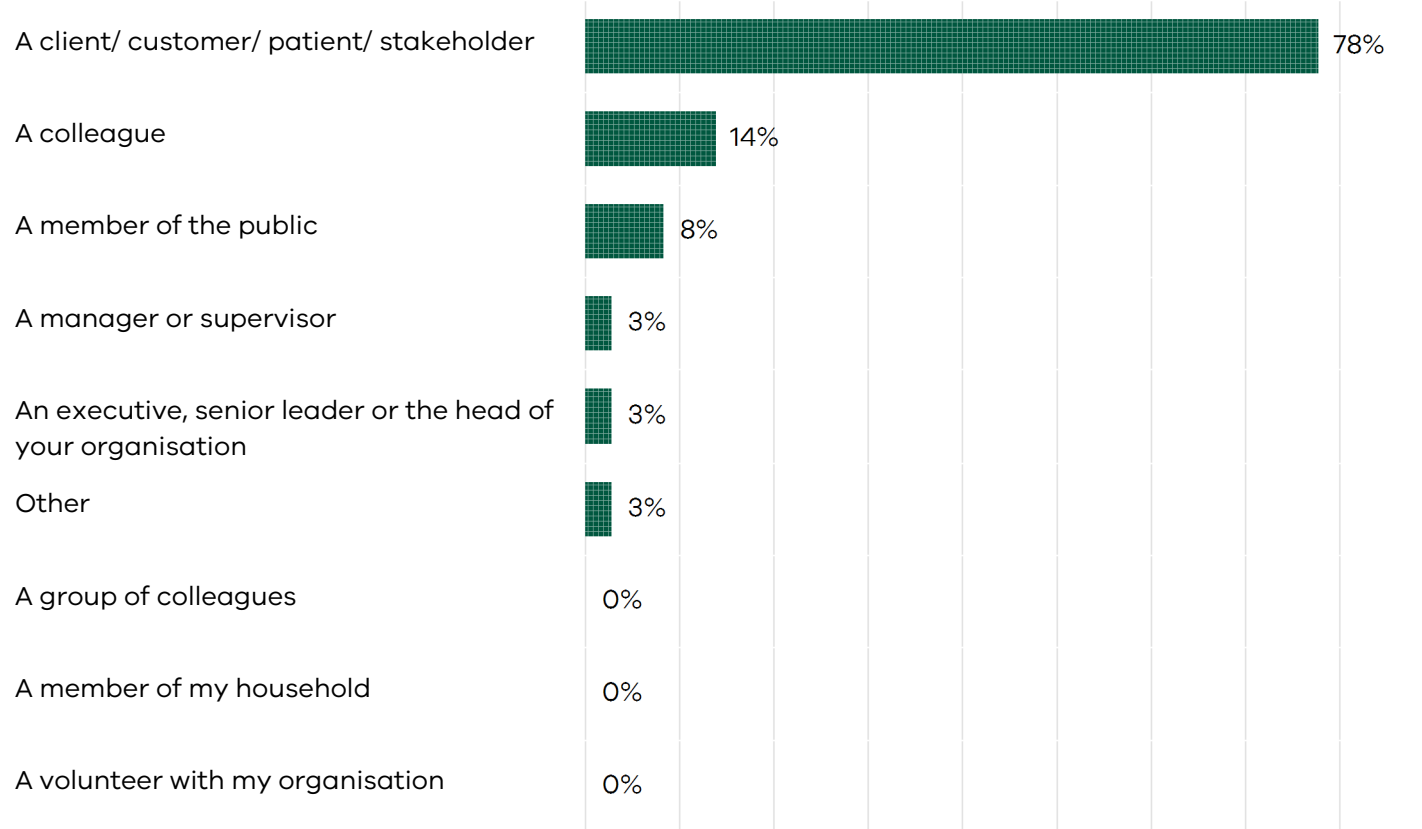
Negative behaviour

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

26% of your staff who did the survey said they witnessed some negative behaviour at work.

74% said 'No, I have not witnessed any of the situations above'.

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

55	158
26%	74%

■ Witnessed some negative behaviour   ▦ Did not witness some negative behaviour
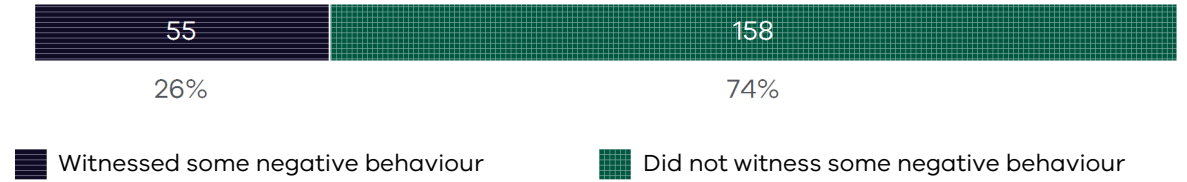
During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	You 2024	Comparator 2024	Public sector 2024
No, I have not witnessed any of the situations above	70%	74%	77%	77%
Bullying of a colleague	27%	22%	16%	15%
Discrimination against a colleague	10%	5%	9%	9%
Violence or aggression against a colleague	5%	4%	4%	6%
Sexual harassment of a colleague	0%	0%	1%	2%

Negative behaviour

Taking action when witnessing negative behaviours

What is this

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

Why this is important

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

How to read this

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

Example

26% of your staff who did the survey witnessed negative behaviour, of which:

- 53% 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?

55	158
26%	74%

■ Witnessed some negative behaviour   ▦ Did not witness some negative behaviour
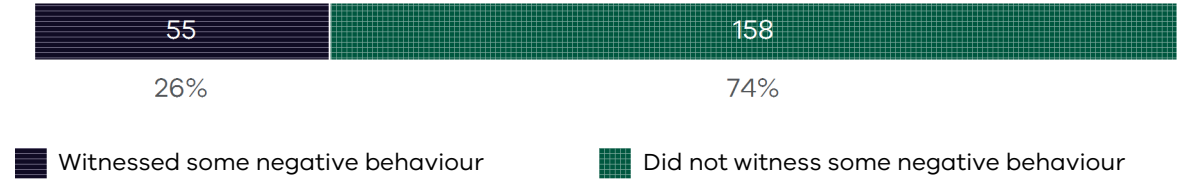
When you witnessed these behaviour(s), did you do any of the following?	You 2023	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	56%	53%	67%	71%
Told a manager	40%	36%	37%	40%
Told the person the behaviour was not OK	-	22%	20%	24%
Told human resources	-	22%	11%	7%
Spoke to the person who behaved in a negative way	-	18%	18%	20%

Victorian Public Sector Commission

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People outcomes

Negative behaviour - satisfaction with making a formal complaint

What is this

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

Why this is important

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

How to read this

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

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

Example

45% of staff were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Survey question

Were you satisfied with the way your formal complaint was handled

■ No		■ Don't know	
■ Yes			

Your results

Violence or aggression

30% · 25% · 45%

Benchmark satisfied results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
Violence or aggression	43%	-	45%	30%	53%	90%

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2024

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

Demographics

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

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Key differences

Highest scoring questions

What is this

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

How to read this

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

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

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

Example

On the first row 'Meaningful work', the 'You 2024' column shows 93% of your staff who did the survey agreed with 'I can make a worthwhile contribution at work'. In the 'Change from 2023' column, you have a +4% change, which is a positive trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Meaningful work	I can make a worthwhile contribution at work	93%	+4%	94%
Meaningful work	I achieve something important through my work	92%	+5%	94%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	91%	-5%	90%
Job enrichment	I understand how my job helps my organisation achieve its goals	90%	+2%	93%
Meaningful work	I get a sense of accomplishment from my work	90%	+8%	90%
Inclusion	I feel culturally safe at work	88%	+9%	85%
Job enrichment	I clearly understand what I am expected to do in this job	88%	+8%	91%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	87%	-1%	89%
Collaboration	I am able to work effectively with others outside my immediate workgroup	86%	+8%	87%
Job enrichment	I can use my skills and knowledge in my job	86%	+2%	93%

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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 'Organisational integrity', the 'You 2024' column shows 59% of your staff who did the survey agreed with 'I believe the promotion processes in my organisation are fair'. In the 'Change from 2023' column, you have a +17% change, which is a positive trend.

Question group	Lowest scoring questions	You 2024	Change from 2023	Comparator 2024
Organisational integrity	I believe the promotion processes in my organisation are fair	59%	+17%	55%
Collaboration	Workgroups across my organisation willingly share information with each other	62%	+18%	64%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	62%	+26%	59%
Workload	I have enough time to do my job effectively	63%	+21%	64%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	63%	+29%	58%
Safety climate	All levels of my organisation are involved in the prevention of stress	63%	+28%	56%
Organisational integrity	I have an equal chance at promotion in my organisation	63%	+12%	53%
Senior leadership	Senior leaders provide clear strategy and direction	65%	+35%	66%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	65%	+21%	64%
Workload	The workload I have is appropriate for the job that I do	65%	+21%	68%

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 'Taking action', the 'You 2024' column shows 71% of your staff who did the survey agreed with 'My organisation has made improvements based on the survey results from last year'. In the 'Increase from 2023' column, you have a 50% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Taking action	My organisation has made improvements based on the survey results from last year	71%	+50%	43%
Senior leadership	Senior leaders provide clear strategy and direction	65%	+35%	66%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	76%	+35%	59%
Senior leadership	Senior leaders model my organisation's values	71%	+31%	70%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	63%	+29%	58%
Safety climate	All levels of my organisation are involved in the prevention of stress	63%	+28%	56%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	78%	+27%	69%
Senior leadership	Senior leaders demonstrate honesty and integrity	69%	+27%	68%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	68%	+26%	62%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	62%	+26%	59%

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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 'Topical', the 'You 2024' column shows 91% of your staff who did the survey agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.
In the 'Decrease from 2023' column, you have a 5% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	91%	-5%	90%
Manager support	My manager listens to what I have to say	78%	-2%	82%
Workgroup support	People in my workgroup work together effectively to get the job done	79%	-1%	80%
Manager leadership	My manager treats employees with dignity and respect	83%	-1%	84%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	87%	-1%	89%

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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 'Taking action', the 'You 2024' column shows 71% 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 28% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Taking action	My organisation has made improvements based on the survey results from last year	71%	+28%	43%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	76%	+17%	59%
Organisational integrity	I have an equal chance at promotion in my organisation	63%	+10%	53%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	78%	+9%	69%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	76%	+9%	67%
Learning and development	My organisation places a high priority on the learning and development of staff	77%	+8%	69%
Learning and development	I am satisfied with the opportunities to progress in my organisation	67%	+8%	59%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	81%	+8%	73%
Safety climate	All levels of my organisation are involved in the prevention of stress	63%	+7%	56%
Organisational integrity	I believe the recruitment processes in my organisation are fair	73%	+7%	66%

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 'Job enrichment', the 'You 2024' column shows 86% of your staff who did the survey agreed with 'I can use my skills and knowledge in my job'.

The 'Difference' column, shows that agreement for this question was 7% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Job enrichment	I can use my skills and knowledge in my job	86%	-7%	93%
Manager support	My manager listens to what I have to say	78%	-4%	82%
Workload	The workload I have is appropriate for the job that I do	65%	-3%	68%
Job enrichment	I clearly understand what I am expected to do in this job	88%	-3%	91%
Topical	I am proud to work in the public sector	85%	-3%	87%
Quality service delivery	My workgroup has clear lines of responsibility	74%	-3%	77%
Job enrichment	I understand how my job helps my organisation achieve its goals	90%	-3%	93%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	82%	-3%	85%
Safety climate	My organisation provides a physically safe work environment	82%	-3%	85%
Engagement	I am proud to tell others I work for my organisation	76%	-3%	79%

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People matter survey

2024

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

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
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Taking action

What is this

This is how well staff feel their organisation takes action and makes improvements from your survey results.

Why this is important

If your organisation takes action as a result of survey results, your staff may feel their feedback is valuable.

How to read this

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

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

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

Example

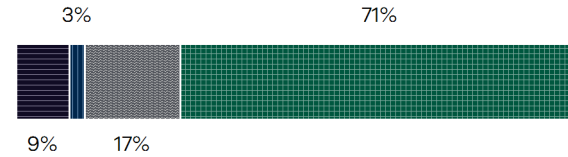76% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this year's survey'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I believe my organisation will make improvements based on the results of this year's survey	6% / 18% / 76%	49%	41%	76%	32%	59%	78%
My organisation has made improvements based on the survey results from last year	6% / 1% / 21% / 71%	29%	22%	71%	16%	43%	66%

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Topical questions

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

Demographics

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

Senior leadership

Senior leadership

What is this

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

Why this is important

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

How to read this

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

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

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

Example

71% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Legend: Disagree · Neither agree nor disagree · Don't know · Agree
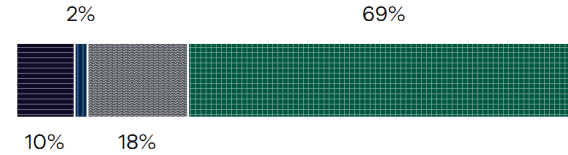
Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
Senior leaders model my organisation's values (Disagree 9%, Don't know 3%, Neither 17%, Agree 71%)	57%	40%	71%	51%	70%	88%
Senior leaders demonstrate honesty and integrity (Disagree 10%, Don't know 2%, Neither 18%, Agree 69%)	59%	42%	69%	48%	68%	88%
Senior leaders provide clear strategy and direction (Disagree 10%, Don't know 1%, Neither 23%, Agree 65%)	54%	30%	65%	45%	66%	89%

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Topical questions

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

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- Adjustments
- Caring
- Categories
- Primary role

Organisational climate

Scorecard

What is this

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

Why this is important

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

How to read this

Each label represents a group of questions in the survey about organisational climate.

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

Example

In 2024:

- 75.4% of your staff who did the survey responded positively to questions about Patient safety climate.

Compared to:

- 73.5% of staff in your comparator group and 71.1% of staff across the public sector.

Chart data:

Patient safety climate: You 2022: 62.9%, You 2023: 62.7%, You 2024: 75.4%, Comparator 2024: 73.5%, Public sector 2024: 71.1%

Collaboration: You 2022: 68.3%, You 2023: 60.8%, You 2024: 73.9%, Comparator 2024: 75.3%, Public sector 2024: 73.8%

Organisational integrity: You 2022: 65.1%, You 2023: 59.2%, You 2024: 73.1%, Comparator 2024: 69.8%, Public sector 2024: 66.6%

Safety climate: You 2022: 58.6%, You 2023: 43.8%, You 2024: 67.3%, Comparator 2024: 63.9%, Public sector 2024: 57.5%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Victorian Public Sector Commission

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Organisational climate

Organisational integrity 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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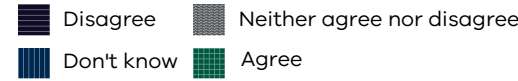
Example

82% 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'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages employees to act in ways that are consistent with human rights	2%, 1%, 14%, 82%	83%	72%	82%	74%	85%	100%
My organisation is committed to earning a high level of public trust	1%, 3%, 16%, 80%	75%	57%	80%	55%	81%	95%
My organisation encourages respectful workplace behaviours	1%, 6%, 15%, 78%	77%	66%	78%	67%	80%	95%
My organisation takes steps to eliminate bullying, harassment and discrimination	1%, 10%, 13%, 76%	59%	54%	76%	50%	67%	83%

Organisational climate

Organisational integrity 2 of 2

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

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

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

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
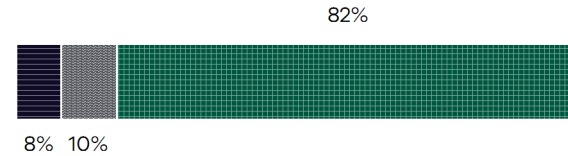
Example
74% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

Survey question

Your results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Benchmark agree results
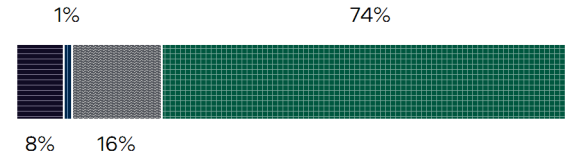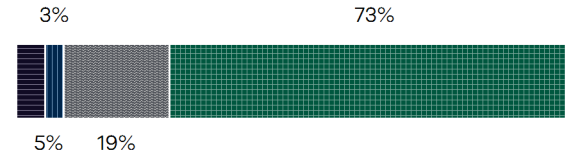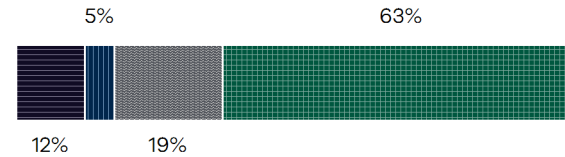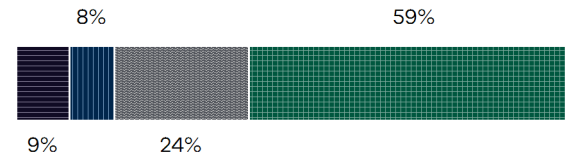
Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My organisation does not tolerate improper conduct (1% / 74% / 8% / 16%)		70%	61%	74%	52%	72%	91%
I believe the recruitment processes in my organisation are fair (3% / 73% / 5% / 19%)		62%	69%	73%	48%	66%	76%
I have an equal chance at promotion in my organisation (5% / 63% / 12% / 19%)		51%	52%	63%	39%	53%	67%
I believe the promotion processes in my organisation are fair (8% / 59% / 9% / 24%)		46%	42%	59%	35%	55%	68%

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Collaboration

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

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

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

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

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
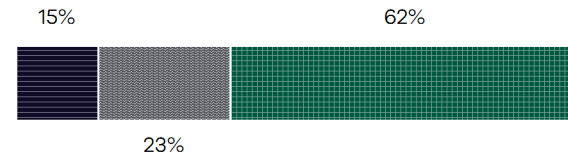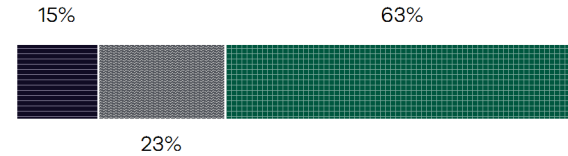
Example
86% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
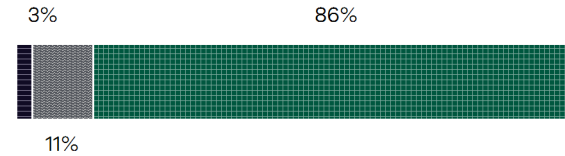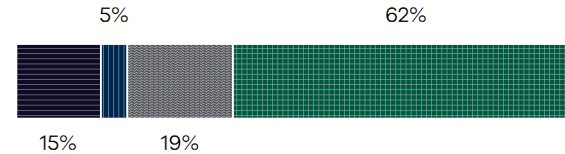
Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I am able to work effectively with others outside my immediate workgroup	3% / 11% / 86%	84%	78%	86%	77%	87%	96%
Workgroups across my organisation willingly share information with each other	15% / 5% / 19% / 62%	52%	43%	62%	35%	64%	78%

Organisational climate

Safety climate 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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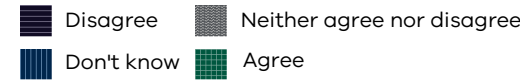
Example

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

Survey question

Your results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Benchmark agree results

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation provides a physically safe work environment	8% / 10% / 82%	78%	71%	82%	69%	85%	96%
My organisation has effective procedures in place to support employees who may experience stress	10% / 4% / 17% / 68%	60%	42%	68%	39%	62%	83%
Senior leaders consider the psychological health of employees to be as important as productivity	12% / 23% / 65%	56%	45%	65%	45%	64%	85%
All levels of my organisation are involved in the prevention of stress	15% / 22% / 63%	54%	35%	63%	32%	56%	80%

Victorian Public Sector Commission — VICTORIA State Government

Organisational climate

Safety climate 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

63% 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'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	Your results		You			Comparator		
		2022	2023	2024		Lowest	Average	Highest
In my workplace, there is good communication about psychological safety issues that affect me	15% / 23% / 63%	52%	34%	63%		42%	58%	77%
Senior leaders show support for stress prevention through involvement and commitment	15% / 23% / 62%	52%	36%	62%		35%	59%	83%

Victorian Public Sector Commission

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Organisational climate

Patient safety climate 1 of 2

What is this
This is the safety culture in a healthcare workplace.

Why this is important
A good patient safety climate means safe, high-quality care and experiences.

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

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

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

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

Example
84% of your staff who did the survey agreed or strongly agreed with 'I am encouraged by my colleagues to report any patient safety concerns I may have'.

Survey question

Your results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Benchmark agree results
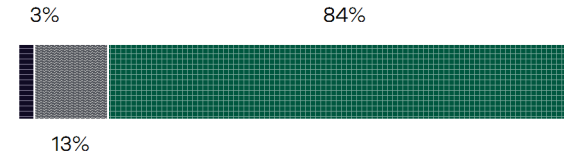
Survey question	Your results	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I am encouraged by my colleagues to report any patient safety concerns I may have	3% / 13% / 84%	77%	83%	84%	74%	85%	96%
My suggestions about patient safety would be acted upon if I expressed them to my manager	6% / 12% / 82%	73%	71%	82%	66%	78%	96%
I would recommend a friend or relative to be treated as a patient here	10% / 11% / 79%	68%	61%	79%	58%	78%	94%
Management is driving us to be a safety-centred organisation	4% / 18% / 78%	66%	60%	78%	61%	78%	96%
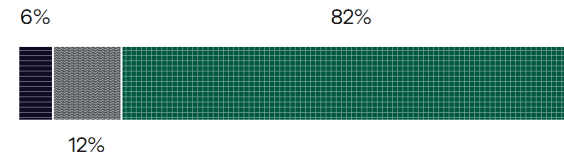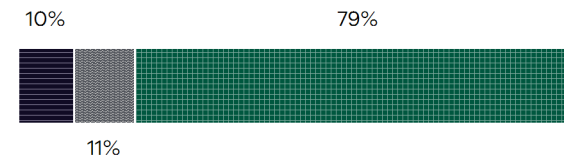
Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Patient safety climate 2 of 2

What is this
This is the safety culture in a healthcare workplace.

Why this is important
A good patient safety climate means safe, high-quality care and experiences.

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

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

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

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

Example
74% of your staff who did the survey agreed or strongly agreed with 'Patient care errors are handled appropriately in my work area'.

Survey question / Your results / Benchmark agree results

Legend: Disagree, Don't know, Neither agree nor disagree, Agree
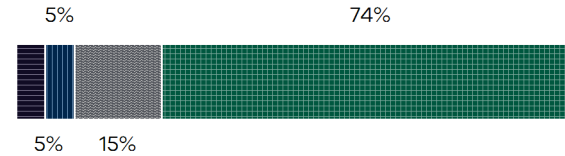
Survey question		You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
Patient care errors are handled appropriately in my work area	5% / 5% / 15% / 74%	66%	65%	74%	57%	71%	87%
Trainees in my discipline are adequately supervised	13% / 7% / 9% / 71%	55%	55%	71%	44%	66%	84%
The culture in my work area makes it easy to learn from the errors of others	11% / 22% / 67%	55%	52%	67%	52%	68%	83%
This health service does a good job of training new and existing staff	17% / 1% / 15% / 67%	43%	53%	67%	41%	63%	88%
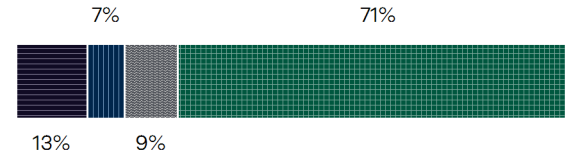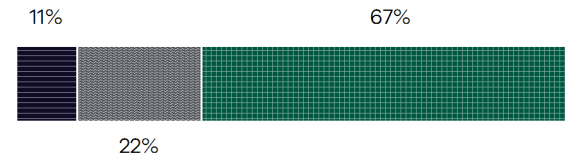
Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

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Report overview

- About your report
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- Your comparator group
- Your response rate

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- Scorecard: satisfaction, stress, intention to stay, inclusion
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- Bullying
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Public sector values

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

Topical questions

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

Demographics

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

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.

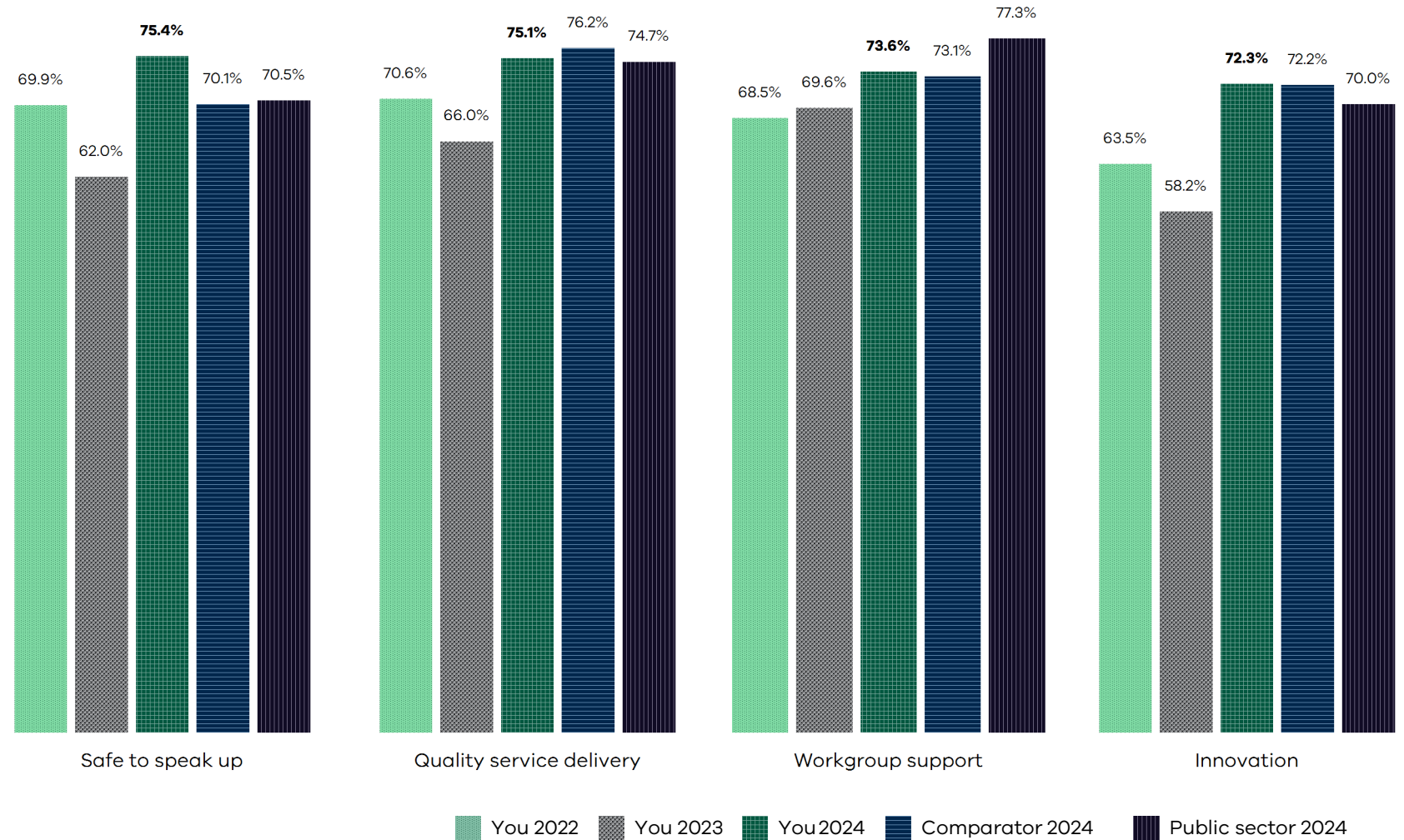Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2024:

- 75.4% of your staff who did the survey responded positively to questions about Safe to speak up.

Compared to:

- 70.1% of staff in your comparator group and 70.5% of staff across the public sector.

Safe to speak up: You 2022 69.9%, You 2023 62.0%, You 2024 75.4%, Comparator 2024 70.1%, Public sector 2024 70.5%

Quality service delivery: You 2022 70.6%, You 2023 66.0%, You 2024 75.1%, Comparator 2024 76.2%, Public sector 2024 74.7%

Workgroup support: You 2022 68.5%, You 2023 69.6%, You 2024 73.6%, Comparator 2024 73.1%, Public sector 2024 77.3%

Innovation: You 2022 63.5%, You 2023 58.2%, You 2024 72.3%, Comparator 2024 72.2%, Public sector 2024 70.0%

Legend: You 2022, You 2023, You 2024, Comparator 2024, Public sector 2024

Workgroup climate

Quality service delivery

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

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

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

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

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

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

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

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
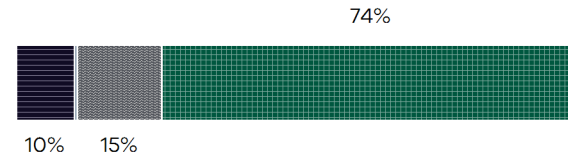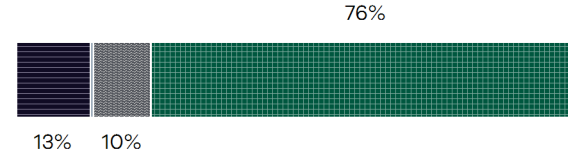
Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup provides high quality advice and services	7% / 13% / 80%	76%	73%	80%	62%	82%	95%
My workgroup has clear lines of responsibility	9% / 1% / 16% / 74%	68%	63%	74%	52%	77%	89%
My workgroup uses its resources well	10% / 15% / 74%	69%	63%	74%	60%	74%	93%
My workgroup acts fairly and without bias	9% / 1% / 17% / 72%	70%	65%	72%	55%	72%	87%

Victorian Public Sector Commission

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Workgroup climate

Innovation

What is this

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

Why this is important

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

How to read this

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

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

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

Example

76% of your staff who did the survey agreed or strongly agreed with 'My workgroup is quick to respond to opportunities to do things better'.
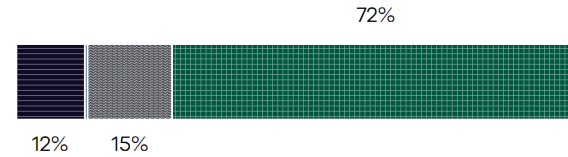
Survey question

Your results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Benchmark agree results

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My workgroup is quick to respond to opportunities to do things better	13% / 10% / 76%	64%	54%	76%	53%	74%	85%
My workgroup learns from failures and mistakes	12% / 15% / 72%	65%	58%	72%	53%	73%	88%
My workgroup encourages employee creativity	9% / 22% / 69%	61%	63%	69%	54%	69%	83%
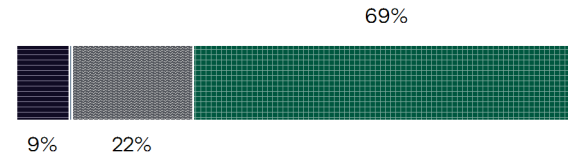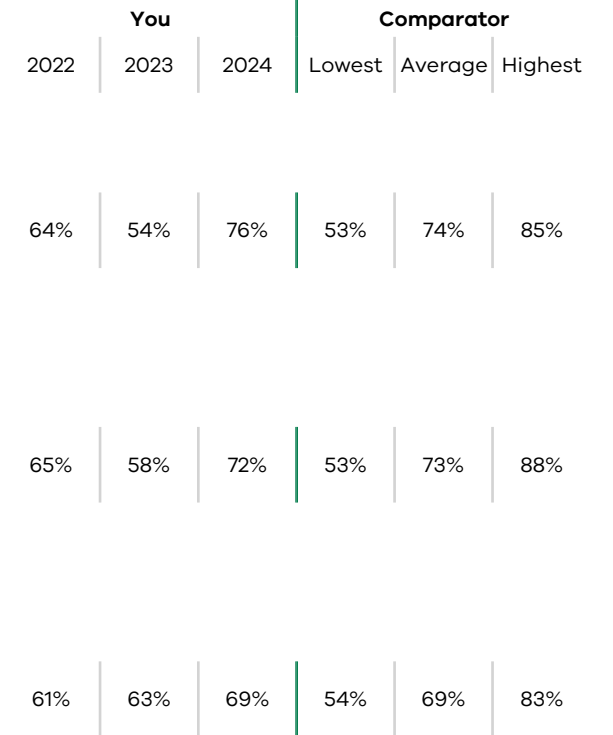
Workgroup climate

Workgroup support 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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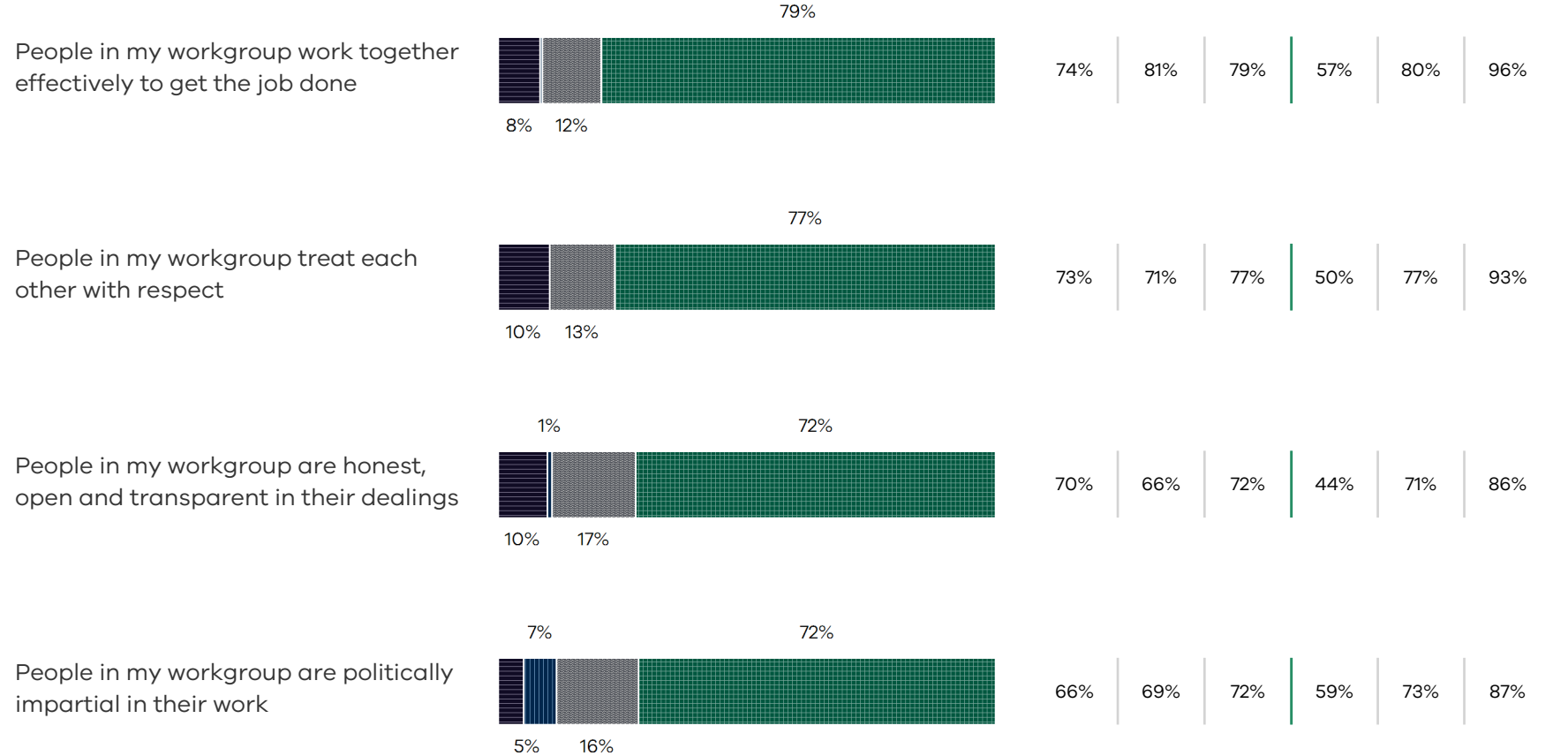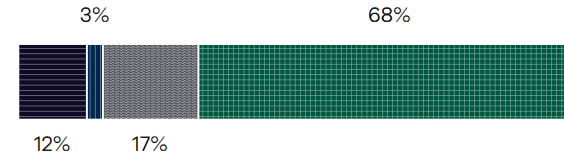
Example

79% 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	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest

Legend: ■ Disagree ▨ Neither agree nor disagree ■ Don't know ▨ Agree

Survey question	Disagree	Neither	Agree	2022	2023	2024	Lowest	Average	Highest
People in my workgroup work together effectively to get the job done	8%	12%	79%	74%	81%	79%	57%	80%	96%
People in my workgroup treat each other with respect	10%	13%	77%	73%	71%	77%	50%	77%	93%
People in my workgroup are honest, open and transparent in their dealings	10% (1%)	17%	72%	70%	66%	72%	44%	71%	86%
People in my workgroup are politically impartial in their work	5% (7%)	16%	72%	66%	69%	72%	59%	73%	87%

Victorian Public Sector Commission

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Workgroup climate

Workgroup support 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

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

Survey question

People in my workgroup appropriately manage conflicts of interest

Your results

Disagree | Neither agree nor disagree
Don't know | Agree

3%
68%
12%
17%

Benchmark agree results

	You			Comparator		
2022	2023	2024		Lowest	Average	Highest
59%	61%	68%		45%	64%	80%
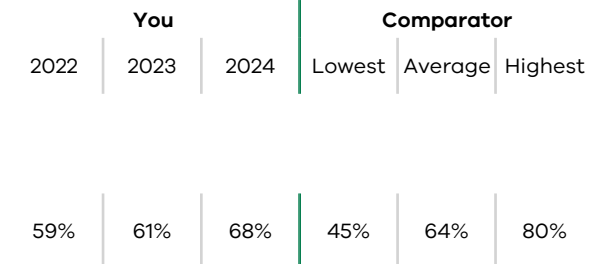
Workgroup climate

Safe to speak up

What is this

This is how freely and confidently staff feel they can talk about issues without fear of retribution.

Why this is important

Organisations with psychologically safe cultures empower staff to report negative behaviour and integrity issues.

How to read this

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

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

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

Example

77% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.
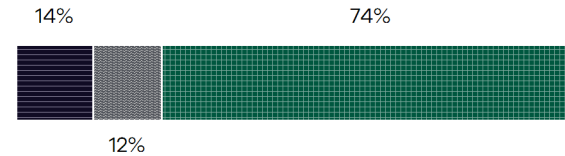
Survey question

Your results

Legend: ■ Disagree ▦ Neither agree nor disagree ▥ Don't know ▦ Agree

Benchmark agree results

People in my workgroup are able to bring up problems and tough issues
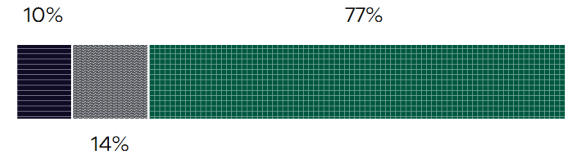
10% | 14% | 77%

I feel safe to challenge inappropriate behaviour at work

14% | 12% | 74%

Survey question	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
People in my workgroup are able to bring up problems and tough issues	67%	63%	77%	50%	70%	86%
I feel safe to challenge inappropriate behaviour at work	72%	61%	74%	54%	70%	87%

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People matter survey

2024

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

Key differences

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

Taking action

- Taking action questions

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- Senior leadership questions

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Workgroup climate

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- Safe to speak up

Job and manager factors

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

Public sector values

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

Topical questions

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

Demographics

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

Victorian Public Sector Commission

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Job and manager factors

What is this

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

Why this is important

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

How to read this

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

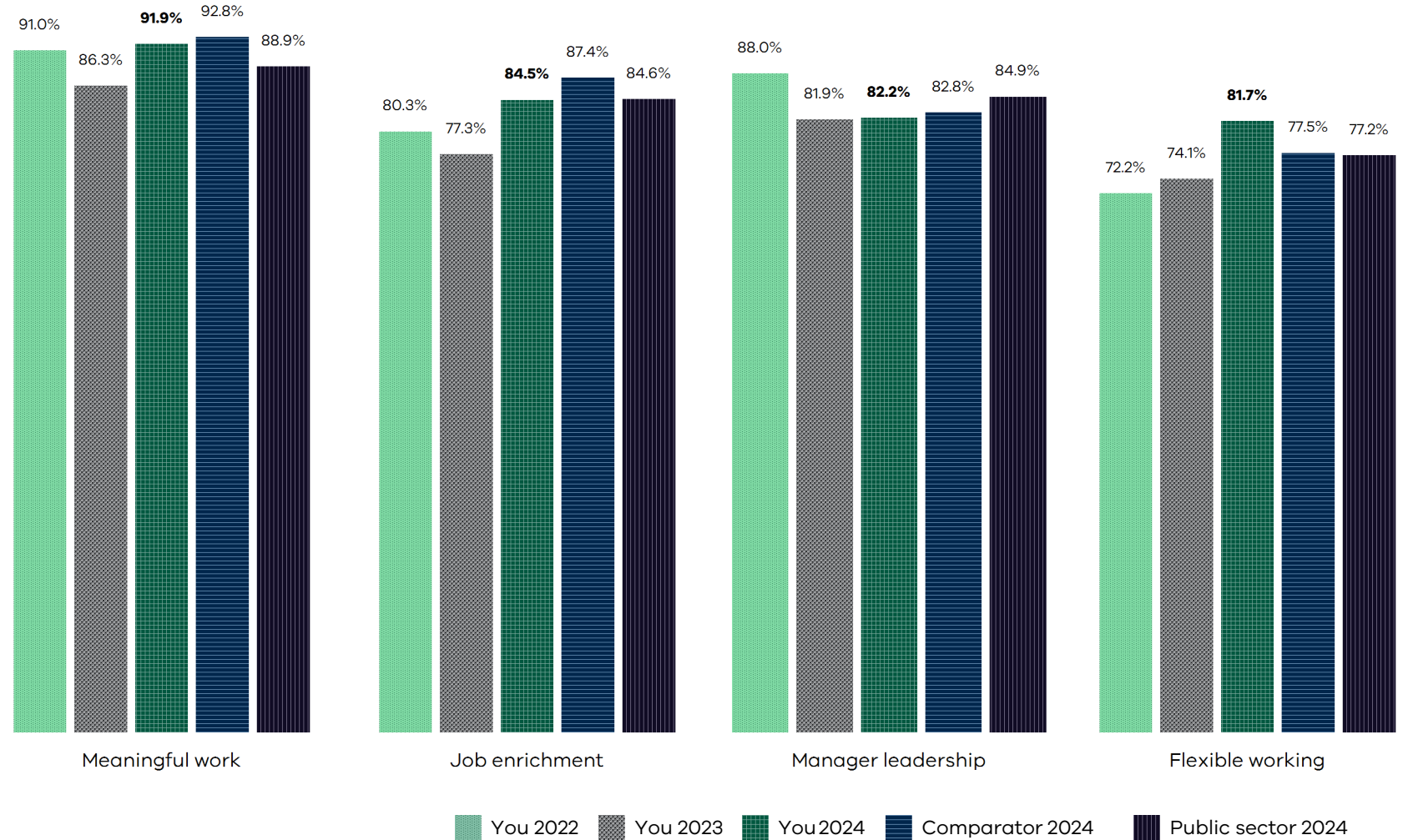Each result is the overall percentage of positive responses for your organisation, comparator and public sector.
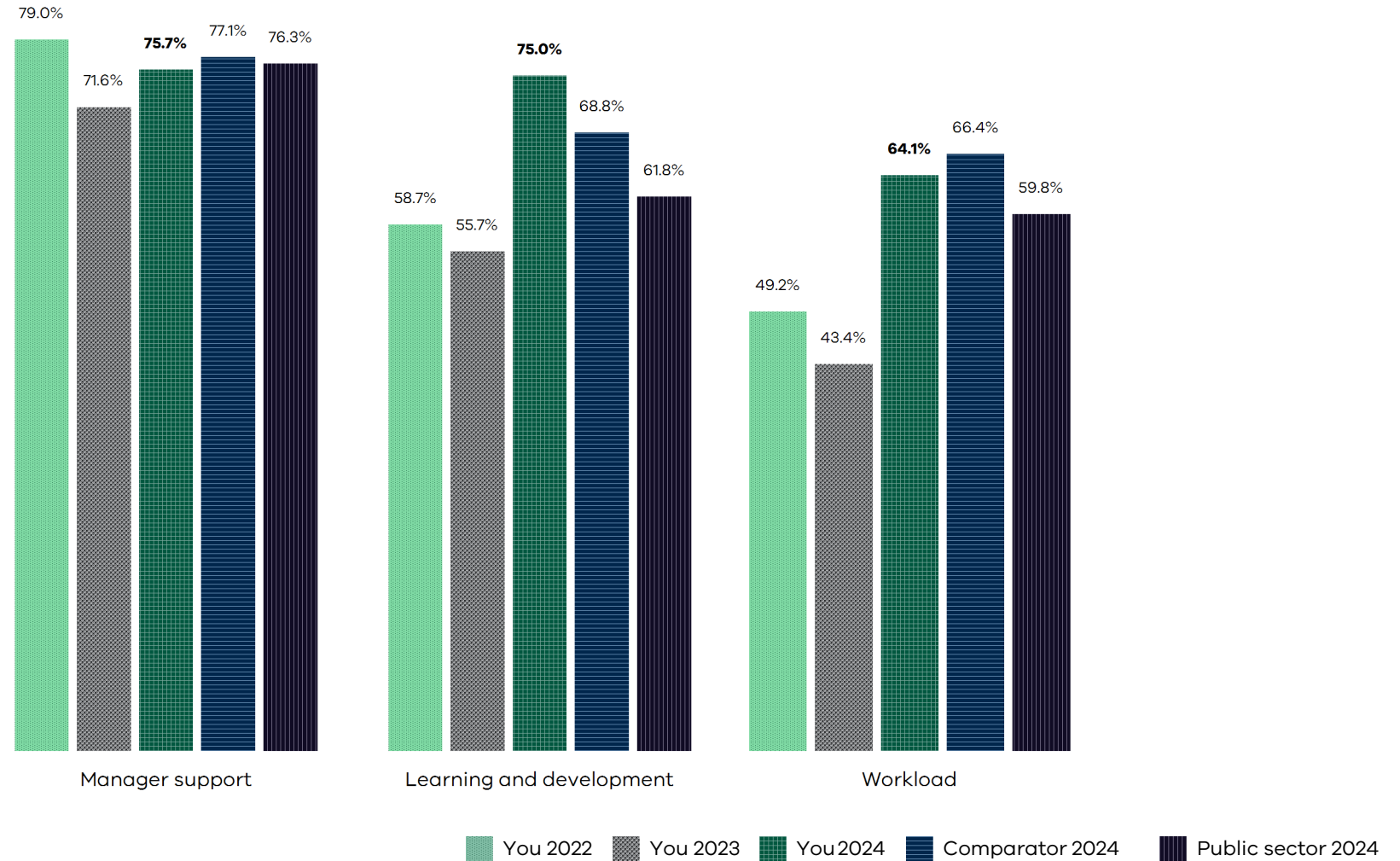
Example

In 2024:

- 91.9% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 92.8% of staff in your comparator group and 88.9% of staff across the public sector.

	Meaningful work	Job enrichment	Manager leadership	Flexible working
You 2022	91.0%	80.3%	88.0%	72.2%
You 2023	86.3%	77.3%	81.9%	74.1%
You 2024	91.9%	84.5%	82.2%	81.7%
Comparator 2024	92.8%	87.4%	82.8%	77.5%
Public sector 2024	88.9%	84.6%	84.9%	77.2%

Legend: ■ You 2022 ■ You 2023 ■ You 2024 ■ Comparator 2024 ■ Public sector 2024

Job and manager factors

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:

- 75.7% of your staff who did the survey responded positively to questions about Manager support.

Compared to:

- 77.1% of staff in your comparator group and 76.3% of staff across the public sector.

Manager support
- You 2022: 79.0%
- You 2023: 71.6%
- You 2024: **75.7%**
- Comparator 2024: 77.1%
- Public sector 2024: 76.3%

Learning and development
- You 2022: 58.7%
- You 2023: 55.7%
- You 2024: **75.0%**
- Comparator 2024: 68.8%
- Public sector 2024: 61.8%

Workload
- You 2022: 49.2%
- You 2023: 43.4%
- You 2024: **64.1%**
- Comparator 2024: 66.4%
- Public sector 2024: 59.8%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Job and manager factors

Manager leadership

What is this

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

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

How to read this

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

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

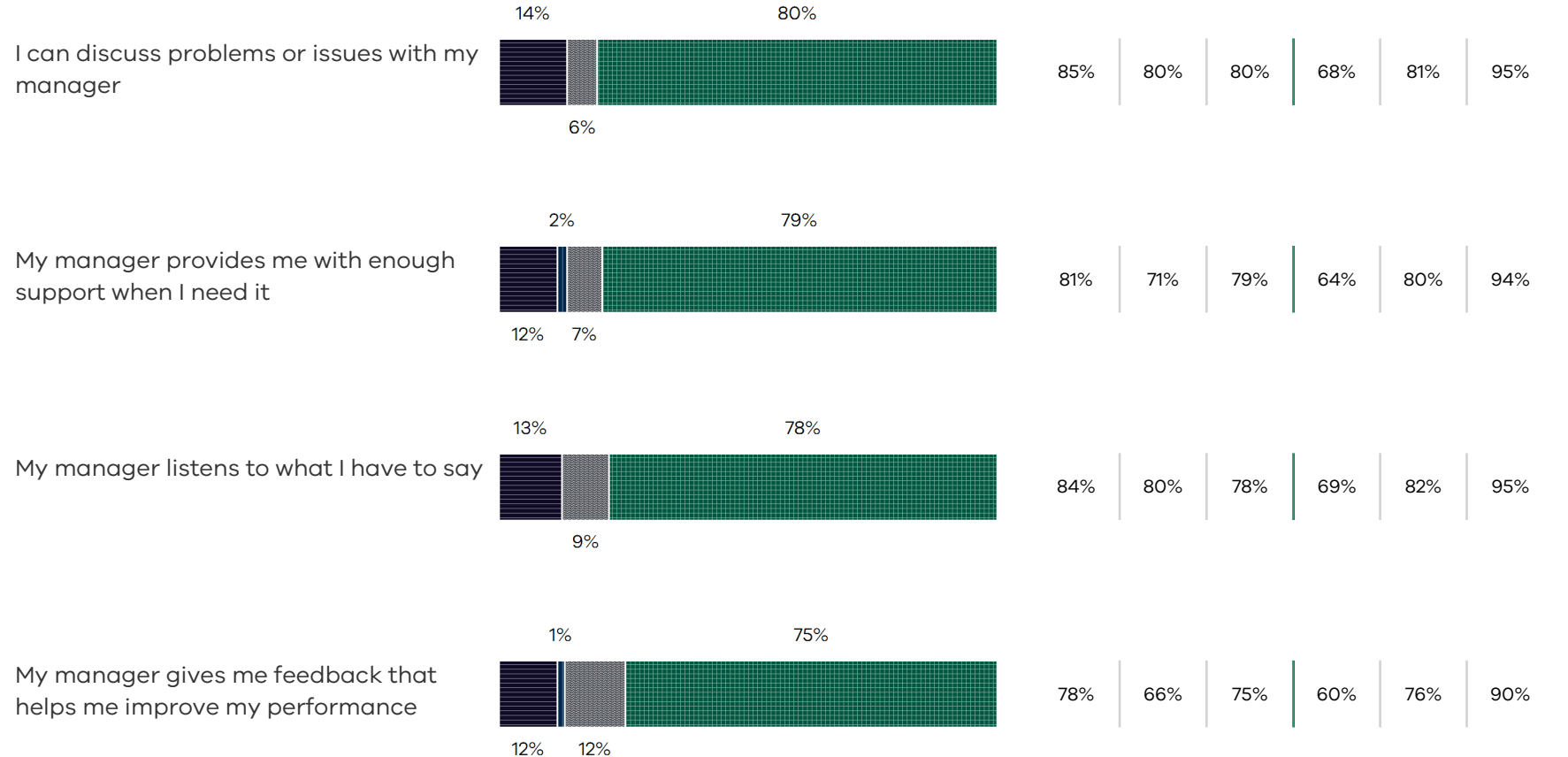Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

83% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	Disagree	Neither	Agree	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect	10%	7%	83%	90%	84%	83%	69%	84%	95%
My manager models my organisation's values	9%	8%	82%	85%	81%	82%	68%	82%	93%
My manager demonstrates honesty and integrity	11%	8%	81%	89%	81%	81%	67%	83%	93%

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Manager support 1 of 2

What is this

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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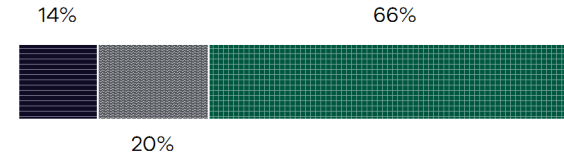
Example

80% of your staff who did the survey agreed or strongly agreed with 'I can discuss problems or issues with my manager'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results		You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I can discuss problems or issues with my manager	14% / 6% / 80%		85%	80%	80%	68%	81%	95%
My manager provides me with enough support when I need it	12% / 2% / 7% / 79%		81%	71%	79%	64%	80%	94%
My manager listens to what I have to say	13% / 9% / 78%		84%	80%	78%	69%	82%	95%
My manager gives me feedback that helps me improve my performance	12% / 1% / 12% / 75%		78%	66%	75%	60%	76%	90%

Job and manager factors

Manager support 2 of 2

What is this

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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

Example

66% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question						
	You			**Comparator**		
	2022	2023	2024	Lowest	Average	Highest
I receive meaningful recognition when I do good work	67%	61%	66%	49%	66%	81%

Your results: 14% Disagree, 20% Neither agree nor disagree, 66% Agree

Victorian Public Sector Commission

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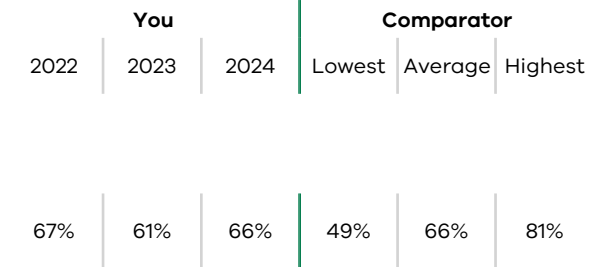
Job and manager factors

Workload

What is this

This is how staff feel about workload and time pressure.

Why this is important

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

How to read this

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

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

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

Example

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

Survey question

Your results

Disagree   Neither agree nor disagree

Agree

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

23%   11%   65%

I have enough time to do my job effectively

25%   12%   63%

Benchmark agree results
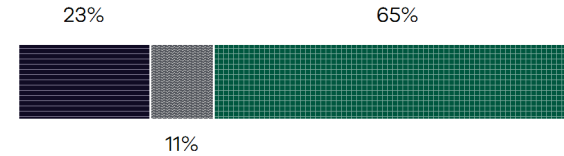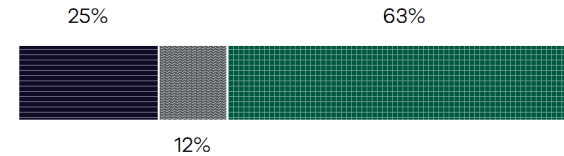
Survey question	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	51%	45%	65%	58%	68%	87%
I have enough time to do my job effectively	48%	42%	63%	48%	64%	85%

Victorian Public Sector Commission

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Job and manager factors

Learning and development

What is this

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

Why this is important

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

How to read this

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

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

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

Example

78% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Legend: Disagree | Neither agree nor disagree | Agree
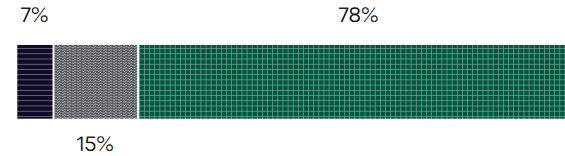
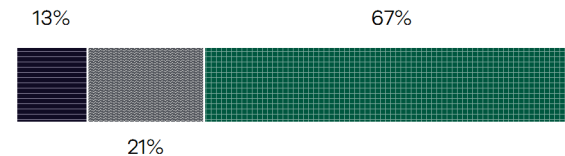| Survey question	Disagree	Neither	Agree	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I am developing and learning in my role	7%	15%	78%	74%	71%	78%	64%	78%	91%
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	4%	18%	78%	55%	51%	78%	47%	69%	88%
My organisation places a high priority on the learning and development of staff	8%	15%	77%	53%	57%	77%	46%	69%	90%
I am satisfied with the opportunities to progress in my organisation	13%	21%	67%	53%	45%	67%	44%	59%	78%
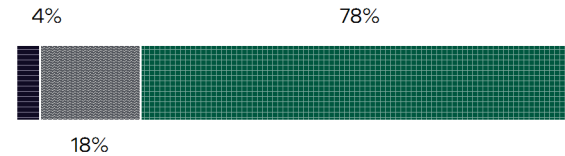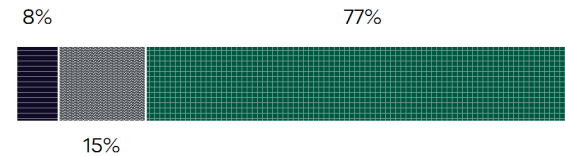
Job and manager factors

Job enrichment 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

90% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.
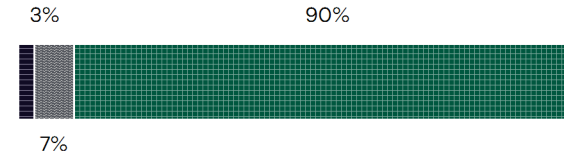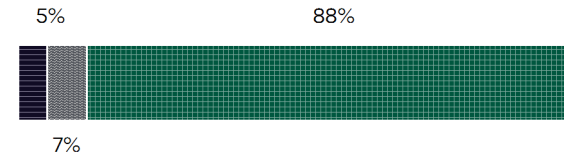
Survey question

Your results

Legend: Disagree | Neither agree nor disagree | Agree

Benchmark agree results

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals (Disagree 3%, Neither 7%, Agree 90%)		87%	88%	90%	85%	93%	100%
I clearly understand what I am expected to do in this job (Disagree 5%, Neither 7%, Agree 88%)		87%	80%	88%	61%	91%	99%
I can use my skills and knowledge in my job (Disagree 6%, Neither 8%, Agree 86%)		85%	84%	86%	87%	93%	100%
I have the authority to do my job effectively (Disagree 9%, Neither 10%, Agree 80%)		75%	69%	80%	55%	82%	94%
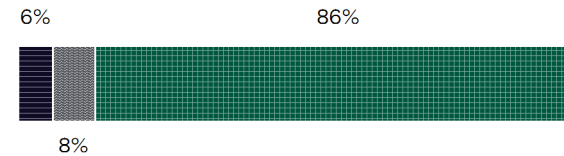
Victorian Public Sector Commission

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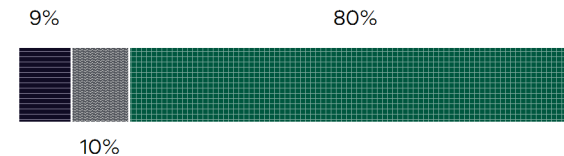
Job and manager factors

Job enrichment 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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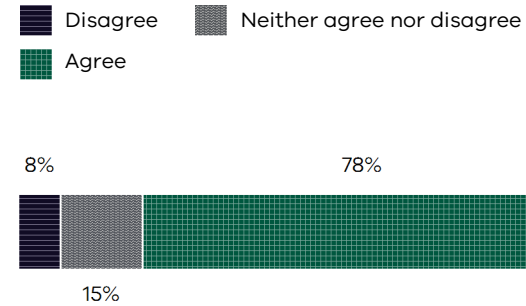
Example

78% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.
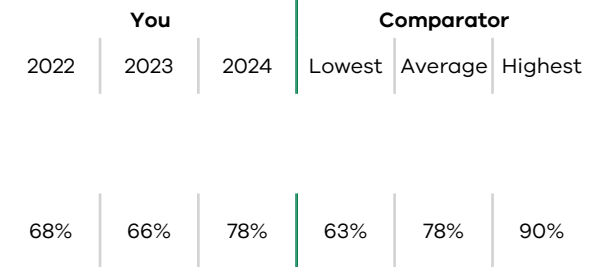
Survey question

I have a say in how I do my work

Your results

■ Disagree   ▨ Neither agree nor disagree
▩ Agree

8%   78%

15%

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	68%	66%	78%	63%	78%	90%

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Meaningful work

What is this

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

Why this is important

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

How to read this

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

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

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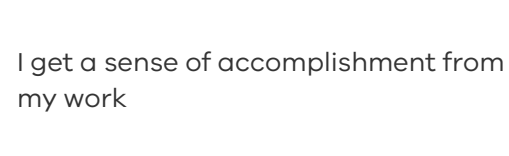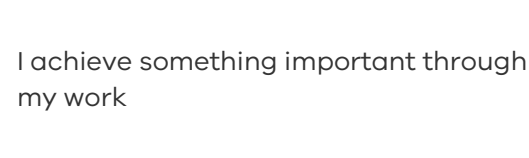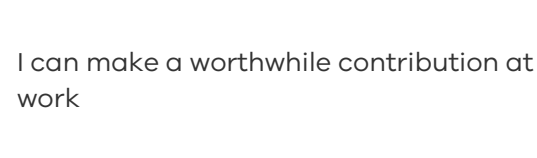
Example

93% 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

Legend: Disagree | Neither agree nor disagree | Agree

Survey question		You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I can make a worthwhile contribution at work	1% / 93% / 6%	93%	89%	93%	84%	94%	100%
I achieve something important through my work	92% / 7%	92%	88%	92%	88%	94%	100%
I get a sense of accomplishment from my work	2% / 90% / 8%	89%	82%	90%	84%	90%	97%

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Flexible working

What is this

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

Example

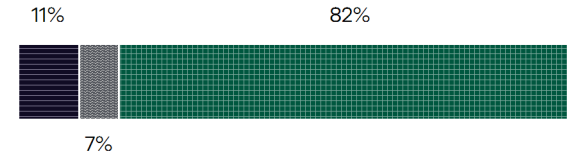82% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.
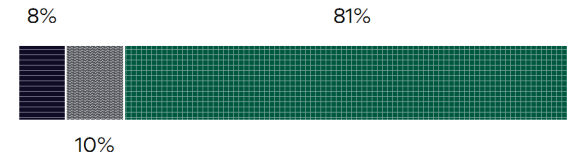
Survey question	Your results		

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager supports working flexibly (11%, 7%, 82%)	81%	82%	82%	61%	82%	94%
I am confident that if I requested a flexible work arrangement, it would be given due consideration (8%, 10%, 81%)	63%	66%	81%	54%	73%	87%

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

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.
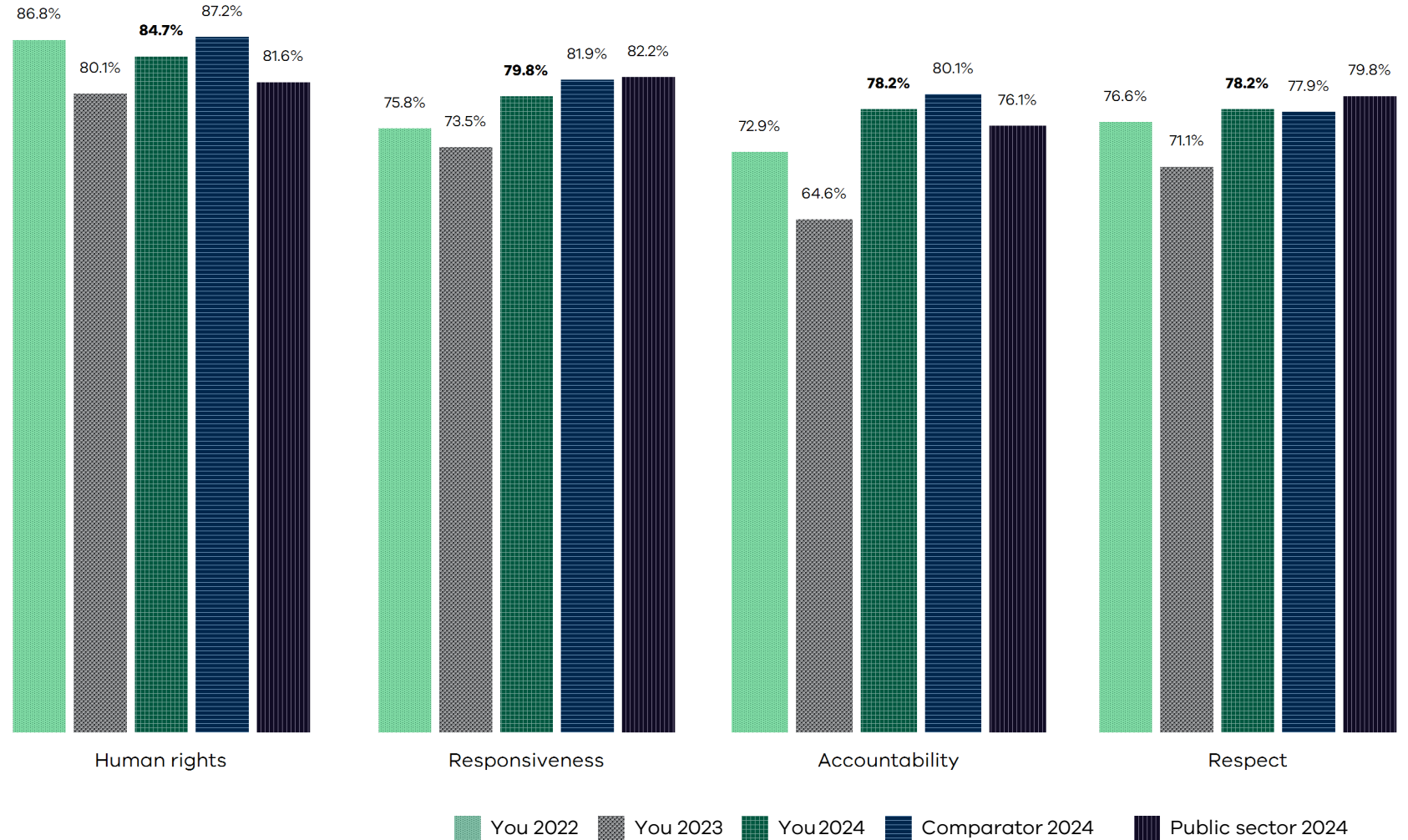
Example

In 2024:

- 84.7% of your staff who did the survey responded positively to questions about Human rights.

Compared to:

- 87.2% of staff in your comparator group and 81.6% of staff across the public sector.

Human rights: 86.8%, 80.1%, **84.7%**, 87.2%, 81.6%
Responsiveness: 75.8%, 73.5%, **79.8%**, 81.9%, 82.2%
Accountability: 72.9%, 64.6%, **78.2%**, 80.1%, 76.1%
Respect: 76.6%, 71.1%, **78.2%**, 77.9%, 79.8%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Victorian Public Sector Commission

VICTORIA State Government

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.
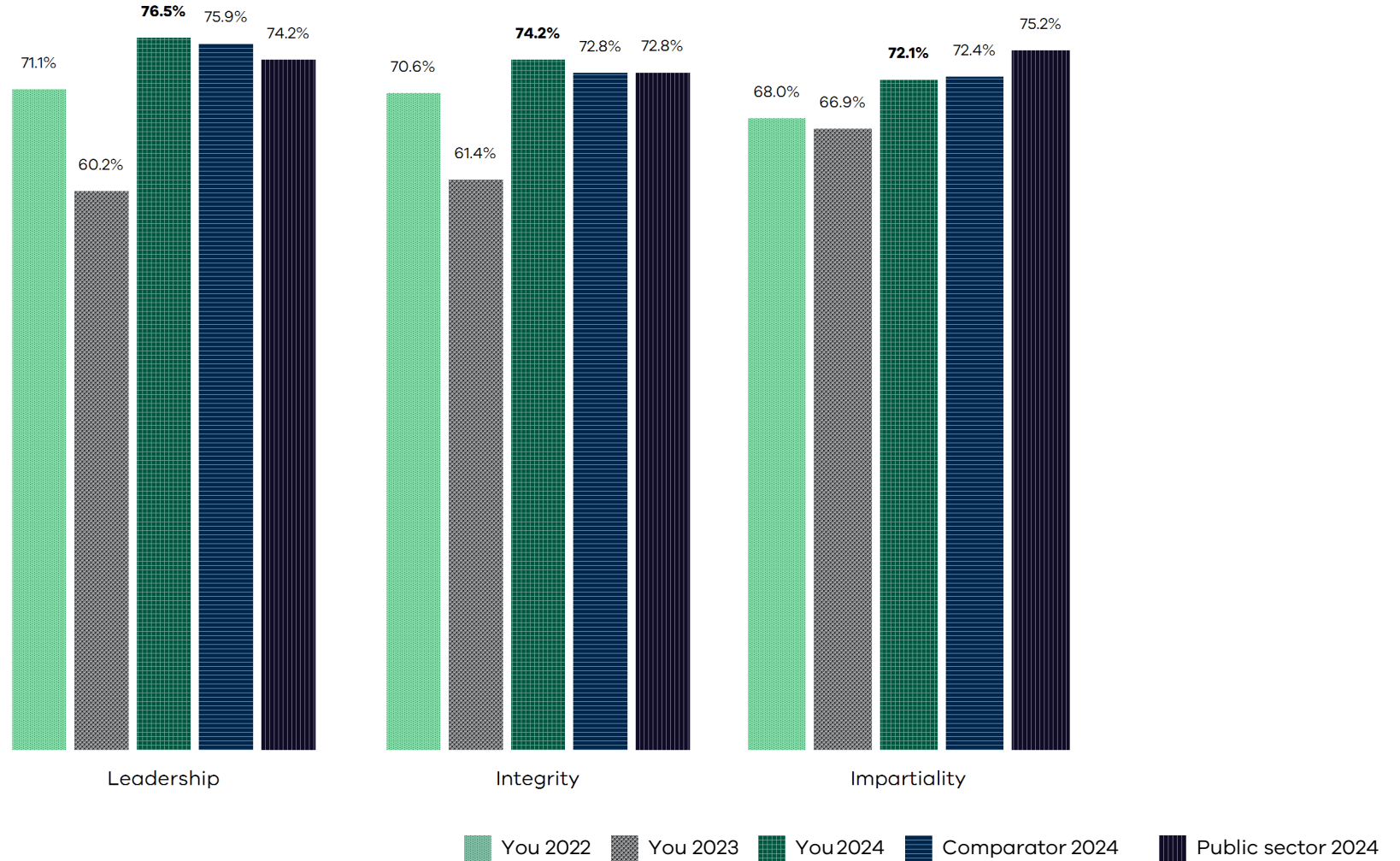
Example

In 2024:

- 76.5% of your staff who did the survey responded positively to questions about Leadership.

Compared to:

- 75.9% of staff in your comparator group and 74.2% of staff across the public sector.

Leadership: You 2022 71.1%, You 2023 60.2%, You 2024 76.5%, Comparator 2024 75.9%, Public sector 2024 74.2%

Integrity: You 2022 70.6%, You 2023 61.4%, You 2024 74.2%, Comparator 2024 72.8%, Public sector 2024 72.8%

Impartiality: You 2022 68.0%, You 2023 66.9%, You 2024 72.1%, Comparator 2024 72.4%, Public sector 2024 75.2%

Legend: You 2022, You 2023, You 2024, Comparator 2024, Public sector 2024

Public sector values

Responsiveness

What is this

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

Why this is important

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

How to read this

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

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

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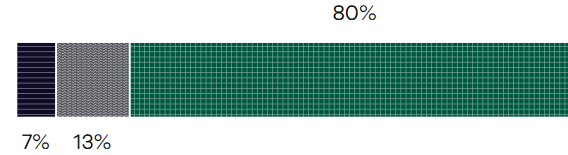
Example

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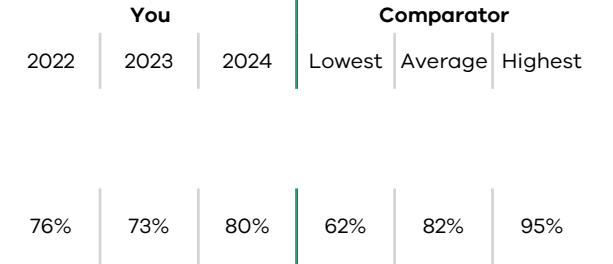
Survey question

Your results

Disagree | Neither agree nor disagree
Don't know | Agree

My workgroup provides high quality advice and services

80%

7% 13%

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	76%	73%	80%	62%	82%	95%

Public sector values

Integrity 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

81% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.
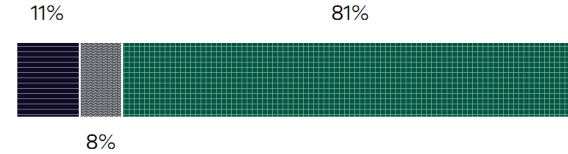
Legend: Disagree · Neither agree nor disagree · Don't know · Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager demonstrates honesty and integrity	11% / 8% / 81%	89%	81%	81%	67%	83%	93%
My organisation is committed to earning a high level of public trust	1% / 3% / 16% / 80%	75%	57%	80%	55%	81%	95%
I feel safe to challenge inappropriate behaviour at work	14% / 12% / 74%	72%	61%	74%	54%	70%	87%
My organisation does not tolerate improper conduct	8% / 1% / 16% / 74%	70%	61%	74%	52%	72%	91%
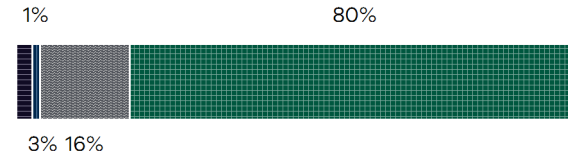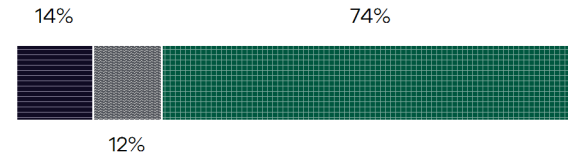
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Public sector values

What is this

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

Why this is important

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

How to read this

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

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

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

Example

72% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are honest, open and transparent in their dealings'.
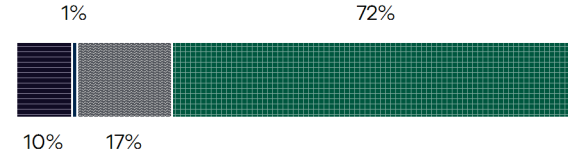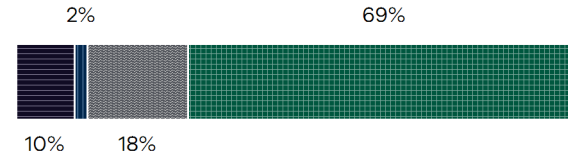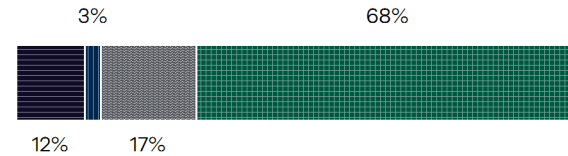
Survey question	Your results	Benchmark agree results

Legend: ■ Disagree ▨ Neither agree nor disagree ■ Don't know ▨ Agree

Survey question	Disagree	Don't know	Neither agree nor disagree	Agree	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup are honest, open and transparent in their dealings	10%	1%	17%	72%	70%	66%	72%	44%	71%	86%
Senior leaders demonstrate honesty and integrity	10%	2%	18%	69%	59%	42%	69%	48%	68%	88%
People in my workgroup appropriately manage conflicts of interest	12%	3%	17%	68%	59%	61%	68%	45%	64%	80%

Victorian Public Sector Commission

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Public sector values

Impartiality

What is this

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

Why this is important

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

How to read this

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

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

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

Example

72% of your staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.
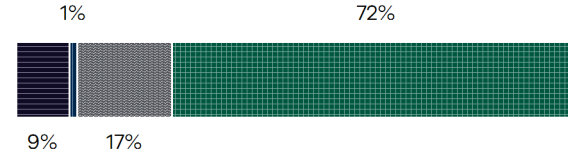
Survey question

Your results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

My workgroup acts fairly and without bias

1% — 72%
9% — 17%

People in my workgroup are politically impartial in their work

7% — 72%
5% — 16%

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
My workgroup acts fairly and without bias	70%	65%	72%	55%	72%	87%
People in my workgroup are politically impartial in their work	66%	69%	72%	59%	73%	87%

Victorian Public Sector Commission

VICTORIA State Government
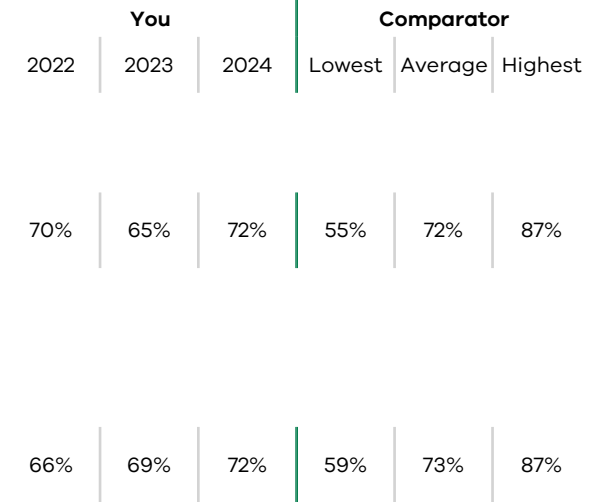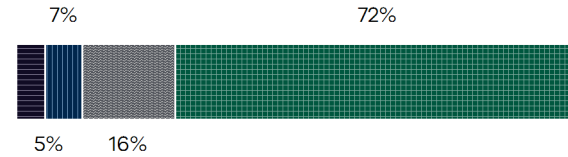
Public sector values

Accountability 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

90% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.
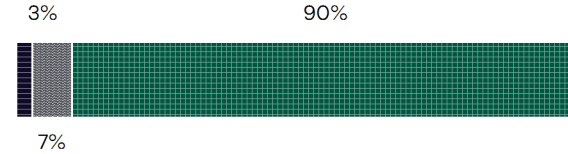
Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	3% / 90% / 7%	87%	88%	90%	85%	93%	100%
I clearly understand what I am expected to do in this job	5% / 88% / 7%	87%	80%	88%	61%	91%	99%
My workgroup has clear lines of responsibility	1% / 74% / 9% / 16%	68%	63%	74%	52%	77%	89%
My workgroup uses its resources well	74% / 10% / 15%	69%	63%	74%	60%	74%	93%
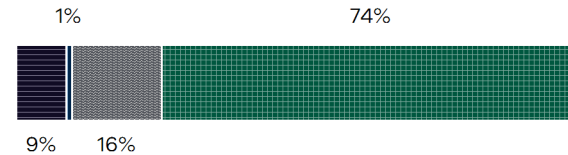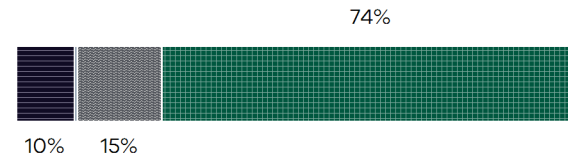
Public sector values

Accountability 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

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

Your results legend: Disagree | Neither agree nor disagree | Don't know | Agree

		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
Senior leaders provide clear strategy and direction	10% / 1% / 23% / 65%	54%	30%	65%	45%	66%	89%
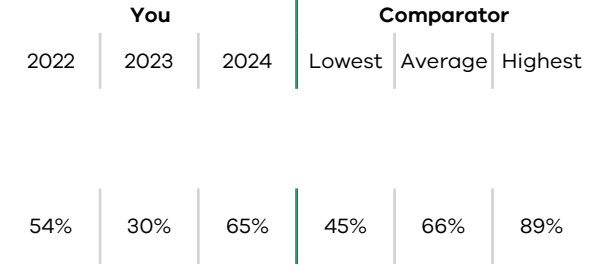
Public sector values

Respect 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

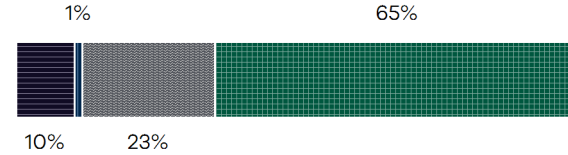Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

83% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect	90%	84%	83%	69%	84%	95%
My manager listens to what I have to say	84%	80%	78%	69%	82%	95%
My organisation encourages respectful workplace behaviours	77%	66%	78%	67%	80%	95%
People in my workgroup treat each other with respect	73%	71%	77%	50%	77%	93%

My manager treats employees with dignity and respect: 10% / 7% / 83%

My manager listens to what I have to say: 13% / 9% / 78%

My organisation encourages respectful workplace behaviours: 1% / 6% / 15% / 78%

People in my workgroup treat each other with respect: 10% / 13% / 77%

Public sector values

Respect 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

76% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Legend: Disagree · Neither agree nor disagree · Don't know · Agree

My organisation takes steps to eliminate bullying, harassment and discrimination

Your results: 1% · 76% · 10% · 13%

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	59%	54%	76%	50%	67%	83%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Leadership

What is this

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

Why this is important

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

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

How to read this

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

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

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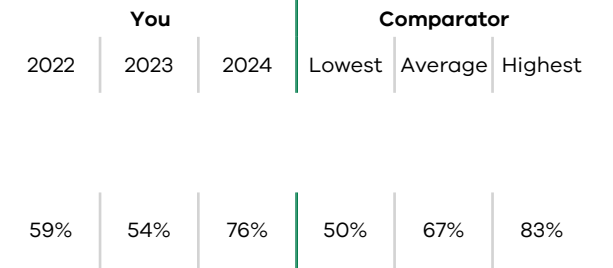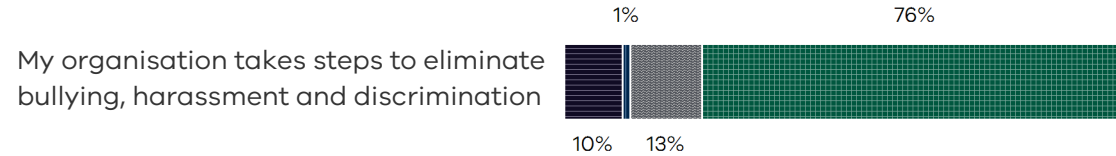
Example

82% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Your results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Benchmark agree results
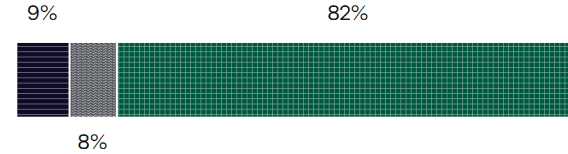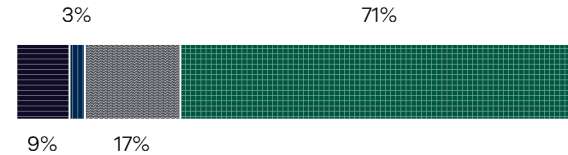
Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My manager models my organisation's values	Disagree 9%, Neither 8%, Agree 82%	85%	81%	82%	68%	82%	93%
Senior leaders model my organisation's values	Disagree 9%, Don't know 3%, Neither 17%, Agree 71%	57%	40%	71%	51%	70%	88%

Public sector values

Human rights

What is this

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

Why this is important

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

How to read this

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

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

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

Example

87% of your staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

Survey question

Your results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

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

1% / 87% / 11%

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

2% / 82% / 1% 14%

Benchmark agree results

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I understand how the Charter of Human Rights and Responsibilities applies to my work	91%	88%	87%	78%	89%	97%
My organisation encourages employees to act in ways that are consistent with human rights	83%	72%	82%	74%	85%	100%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Demographics

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

Topical questions

What is this

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

Why this is important

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

How to read this

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

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

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

Example

91% 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 |

Legend: ▪ Disagree ▦ Neither agree nor disagree ▪ Don't know ▦ Agree
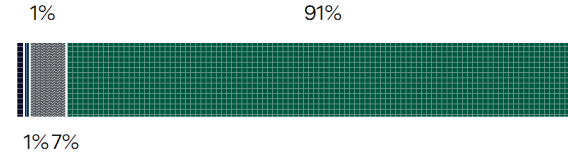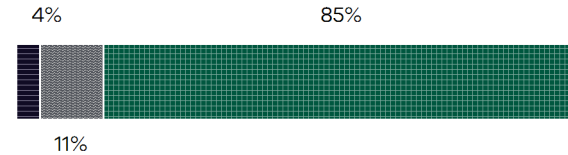
Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	1% / 91% (1% 7%)	Not asked	96%	91%	80%	90%	97%
I am proud to work in the public sector	4% / 85% (11%)	Not asked	Not asked	85%	71%	87%	98%

Victorian Public Sector Commission

VICTORIA State Government

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People matter survey

2024

Have your say

Overview

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- Inclusion
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- Taking action questions

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Job and manager factors

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- Manager leadership
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- Job enrichment
- Meaningful work
- Flexible working

Public sector values

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

Topical questions

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

Demographics

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

Demographics

Age, gender, variations in sex characteristics and sexual orientation

What is this

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

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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

Age	(n)	%
15-34 years	37	17%
35-54 years	86	40%
55+ years	73	34%
Prefer not to say	17	8%

Gender	(n)	%
Woman	182	85%
Prefer not to say	15	7%
Man	14	7%
Non-binary and I use a different term	2	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	2	1%
No	200	94%
Prefer not to say	11	5%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?	(n)	%
Yes	0	0%
No	195	92%
Don't know	6	3%
Prefer not to say	12	6%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	175	82%
Prefer not to say	20	9%
Bisexual	7	3%
Gay or lesbian	4	2%
I use a different term	3	1%
Asexual	2	1%
Don't know	2	1%
Pansexual	0	0%

Demographics

Aboriginal and/or Torres Strait Islander employees

What is this

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

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	**4**	2%
Non Aboriginal and/or Torres Strait Islander	**198**	93%
Prefer not to say	**11**	5%

Demographics

Disability

What is this

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

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

How we protect anonymity and privacy

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Are you a person with disability?	(n)	%
Yes	13	6%
No	188	88%
Prefer not to say	12	6%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	9	69%
No	4	31%
Prefer not to say	0	0%

Demographics

Cultural diversity 1 of 2

What is this

These are the personal characteristics of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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Country of birth	(n)	%
Born in Australia	**188**	88%
Not born in Australia	**17**	8%
Prefer not to say	**8**	4%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Other	**4**	36%
Filipino	**3**	27%
Mandarin	**2**	18%
Hindi	**1**	9%
Sinhalese	**1**	9%
Arabic	**0**	0%
Auslan	**0**	0%
Australian Indigenous Language	**0**	0%
Cantonese	**0**	0%
Greek	**0**	0%
Gujarati	**0**	0%
Italian	**0**	0%

Language other than English used with family or community	(n)	%
Yes	**11**	5%
No	**191**	90%
Prefer not to say	**11**	5%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Macedonian	**0**	0%
Malayalam	**0**	0%
Persian	**0**	0%
Punjabi	**0**	0%
Spanish	**0**	0%
Tagalog	**0**	0%
Tamil	**0**	0%
Telugu	**0**	0%
Turkish	**0**	0%
Urdu	**0**	0%
Vietnamese	**0**	0%

Demographics

Cultural diversity 2 of 2

What is this

This is the cultural identity and religion of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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

Cultural identity	(n)	%
Australian	159	75%
Prefer not to say	32	15%
English, Irish, Scottish and/or Welsh	13	6%
Aboriginal and/or Torres Strait Islander	3	1%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	3	1%
Central Asian	2	1%
East and/or South-East Asian	2	1%
Maori	2	1%
New Zealander	2	1%
Other	2	1%
South Asian	2	1%
Central and/or South American	1	0%
African	0	0%
Middle Eastern	0	0%
North American	0	0%
Pacific Islander	0	0%

Religion	(n)	%
No religion	117	55%
Christianity	55	26%
Prefer not to say	29	14%
Buddhism	6	3%
Other	5	2%
Hinduism	1	0%
Islam	0	0%
Judaism	0	0%
Sikhism	0	0%

Demographics

Employment characteristics 1 of 2

What is this

These are the employment characteristics of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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

Working arrangement	(n)	%
Full-Time	36	17%
Part-Time	177	83%

Gross base salary (ongoing/fixed term only)	(n)	%
Below $80k	81	43%
$80k to $120k	71	38%
$120k to $160k	5	3%
$160k to $200k	3	2%
$200k or more	1	1%
Prefer not to say	27	14%

Organisational tenure	(n)	%
<1 year	32	15%
1 to less than 2 years	29	14%
2 to less than 5 years	63	30%
5 to less than 10 years	42	20%
10 to less than 20 years	30	14%
More than 20 years	17	8%

Management responsibility	(n)	%
Non-manager	183	86%
Other manager	21	10%
Manager of other manager(s)	9	4%

Employment type	(n)	%
Ongoing and executive	169	79%
Other	31	15%
Fixed term	13	6%

Frontline worker	(n)	%
Yes	136	64%
No	77	36%

Demographics

Employment characteristics 2 of 2

What is this

These are the employment characteristics of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

- de-identify all survey response data provided to your organisation
- don't release employee experience results when fewer than 10 people in a demographic group have responded to the survey
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Primary workplace location over the last 3 months	(n)	%
Rural	202	95%
Large regional city	5	2%
Other	5	2%
Melbourne: Suburbs	1	0%
Melbourne CBD	0	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	92	43%
A frontline or service delivery location	92	43%
Home or private location	3	1%
A shared office space (where two or more organisations share the same workspace)	8	4%
Isolated or remote location/s where access to communications and help from others is difficult	0	0%
Other	21	10%

Flexible work	(n)	%
Part-time	84	39%
I do not use any flexible work arrangements	75	35%
Shift swap	56	26%
Flexible start and finish times	25	12%
Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours	21	10%
Study leave	17	8%
Working more hours over fewer days	11	5%
Other	10	5%
Working from an alternative location (e.g. home, hub/shared work space)	5	2%
Job sharing	4	2%
Purchased leave	2	1%

Demographics

Adjustments

What is this

These are adjustments staff requested to perform in their role.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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

Have you requested any of the following adjustments at work?	(n)	%
No, I have not requested adjustments	164	77%
Flexible working arrangements	30	14%
Physical modifications or improvements to the workplace	14	7%
Career development support strategies	7	3%
Job redesign or role sharing	3	1%
Other	3	1%
Accessible communications technologies	1	0%

Why did you make this request?	(n)	%
Family responsibilities	24	49%
Work-life balance	22	45%
Caring responsibilities	14	29%
Health	10	20%
Other	5	10%
Study commitments	5	10%
Disability	4	8%

What was your experience with making this request?	(n)	%
The adjustments I needed were made and the process was satisfactory	38	78%
The adjustments I needed were not made	8	16%
The adjustments I needed were made but the process was unsatisfactory	3	6%

Demographics

Caring

What is this

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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

How we protect anonymity and privacy

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

Caring responsibilities	(n)	%
None of the above	82	38%
Primary school aged child(ren)	39	18%
Secondary school aged child(ren)	39	18%
Prefer not to say	29	14%
Frail or aged person(s)	26	12%
Preschool aged child(ren)	21	10%
Child(ren) - younger than preschool age	19	9%
Person(s) with a medical condition	10	5%
Person(s) with a mental illness	9	4%
Person(s) with disability	9	4%
Other	5	2%

Demographics

Employment categories

What is this

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

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Which of the following categories best describes your current position?	(n)	%
Nursing employees	92	43%
Management, Administration and Corporate support	49	23%
Support services	34	16%
Allied health - therapy discipline	12	6%
Allied health - assistant	10	5%
Other health and social care	5	2%
Allied health - science discipline	3	1%
Community development	3	1%
Medical employees	2	1%
Pastoral / spiritual care	2	1%
Lived experience specific worker	1	0%
Counselling	0	0%

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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

Which of the following best describes the primary operational area in which you work?	(n)	%
Hospital-based services	109	51%
Residential aged care services	61	29%
Corporate services	25	12%
Community-based services	17	8%
Mental health care services	1	0%
Prison-based services	0	0%

Is your primary work role in one of the following areas?	(n)	%
Administration	46	22%
Aged care	81	38%
Critical care	1	0%
Drug and alcohol	0	0%
Emergency	8	4%
Maternity care	0	0%
Medical	9	4%
Mental health	0	0%
Mixed medical/surgical	13	6%
Neonatal care	0	0%
Palliative care	2	1%
Paediatrics	0	0%
Peri-operative	8	4%
Rehabilitation	3	1%
Surgical	3	1%
Other	39	18%

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