People matter survey wellbeing check 2022

Have your say

Victoria Legal Aid
2022 people matter survey results report

People matter survey wellbeing check 2022

Have your say

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- Aboriginal and/or Torres Strait Islander
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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 2021 but not 2020.

This means you'll be able to compare about 76% 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: People matter survey 2022 (DOCX, 55 pages) to see how we asked questions and defined concepts in the 2022 survey

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Victorian Public Sector Commission

VICTORIA State Government

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 results when fewer than 10 people in a work group have responded to the survey
- don't release employee opinion 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
- Safety climate
- Patient safety climate
- Collaboration

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'.

Independent Broad-based Anti-corruption Commission

Office of the Chief Parliamentary Counsel

Office of the Legal Services Commissioner

Office of the Ombudsman Victoria

Victorian Equal Opportunity and Human Rights Commission

Victorian Government Solicitor's Office

Victorian Public Sector Commission

VICTORIA State Government

Report overview

Your response rate

What this is

This is how many staff in your organisation did the survey in 2022.

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.

We've also expressed this as a percentage of all the staff who work in your organisation.

2021

23%
(223)

Comparator	70%
Public Sector	39%

2022

35%
(330)

Comparator	71%
Public Sector	52%

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People outcomes

Scorecard: employee engagement index

What this is

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.

2021		2022	
75		**74**	
Comparator	72	Comparator	71
Public Sector	70	Public Sector	69

People outcomes

Engagement question results 1 of 2

What this is

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

Your organisation's engagement index

Your 2022 index is 74.

Why this is important

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

How to read this

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

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

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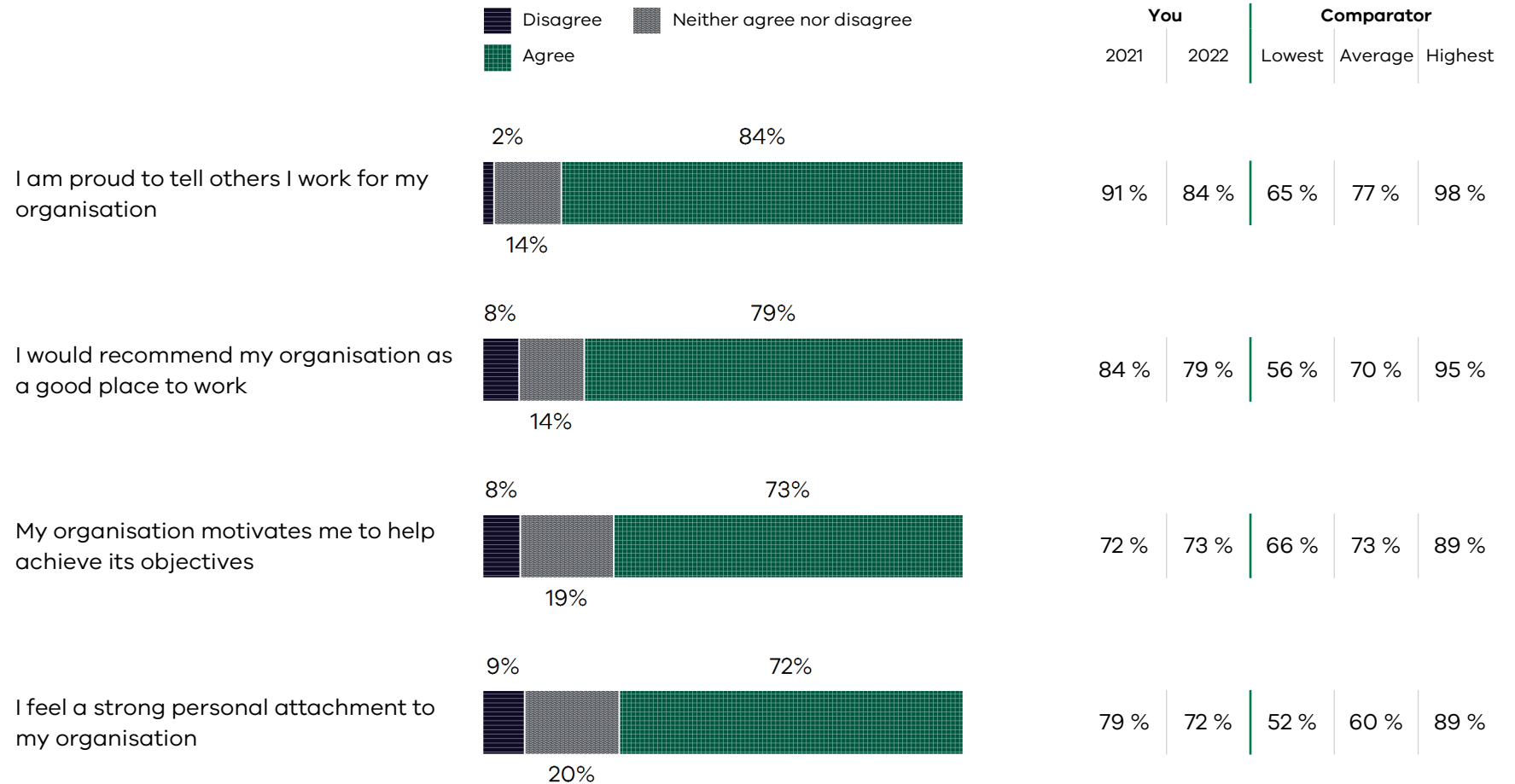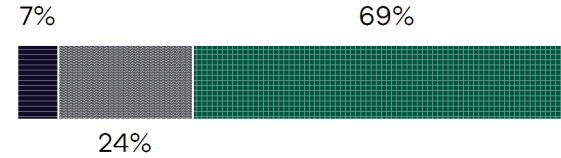
Example

84% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question	Your results		Benchmark agree results				
			You		**Comparator**		
			2021	2022	Lowest	Average	Highest
I am proud to tell others I work for my organisation	2% / 14%	84%	91 %	84 %	65 %	77 %	98 %
I would recommend my organisation as a good place to work	8% / 14%	79%	84 %	79 %	56 %	70 %	95 %
My organisation motivates me to help achieve its objectives	8% / 19%	73%	72 %	73 %	66 %	73 %	89 %
I feel a strong personal attachment to my organisation	9% / 20%	72%	79 %	72 %	52 %	60 %	89 %

Legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

People outcomes

What this is

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

Your organisation's engagement index

Your 2022 index is 74.

Why this is important

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

How to read this

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

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

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

Example

69% of your staff who did the survey agreed or strongly agreed with 'My organisation inspires me to do the best in my job'.
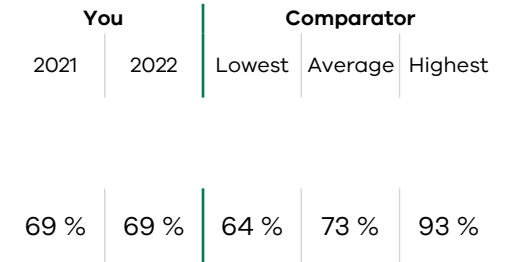
Survey question	Your results	Benchmark agree results

Legend: ■ Disagree ▓ Neither agree nor disagree ▦ Agree

Survey question		You 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest
My organisation inspires me to do the best in my job	7% / 24% / 69%	69 %	69 %	64 %	73 %	93 %

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People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What this is

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 2022:

- 79% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 78% of staff at your comparator and 78% of staff across the public sector.
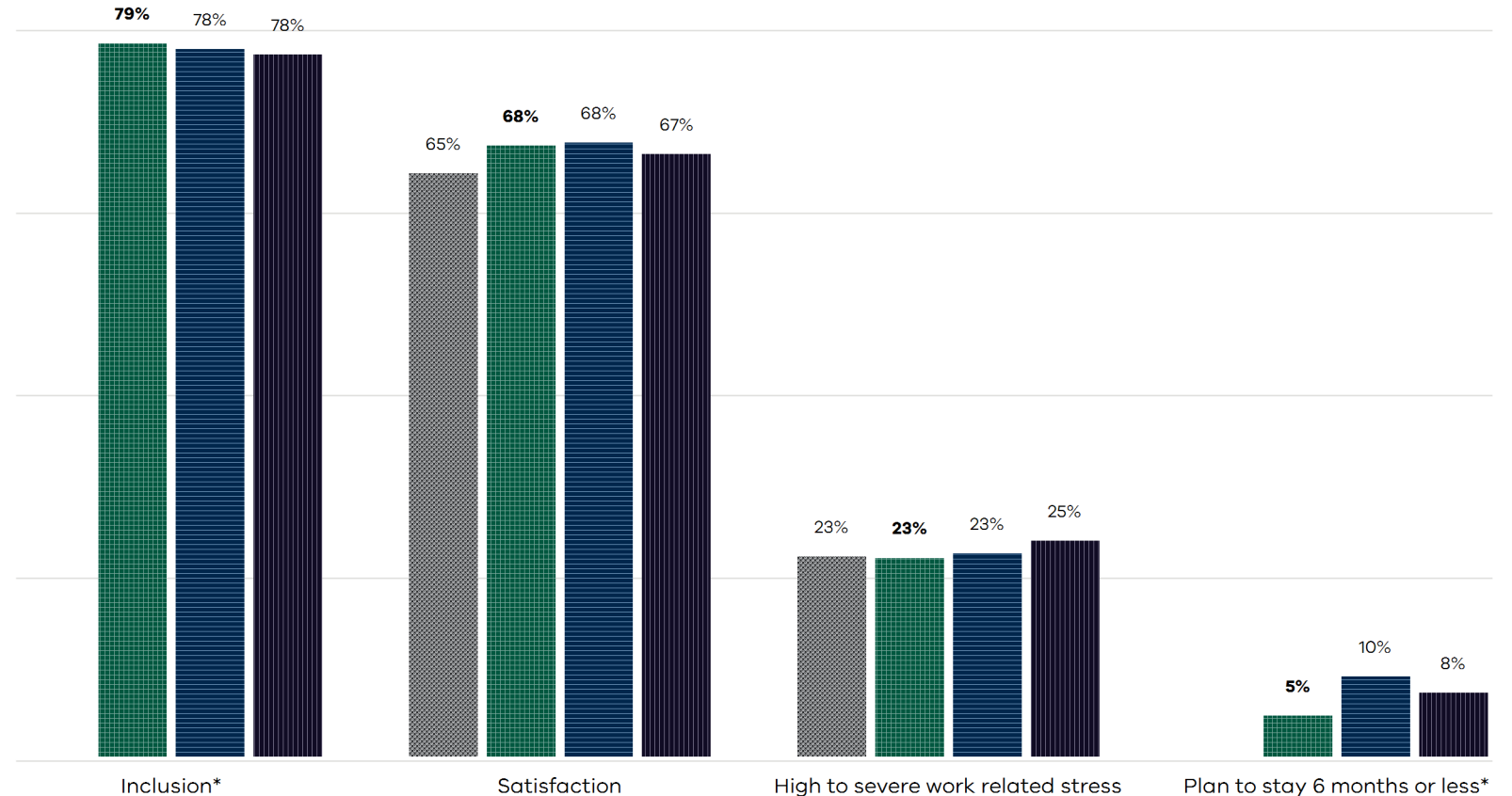
*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021 | You 2022 | Comparator 2022 | Public sector 2022

Chart data:

	You 2021	You 2022	Comparator 2022	Public sector 2022
Inclusion*		79%	78%	78%
Satisfaction	65%	68%	68%	67%
High to severe work related stress	23%	23%	23%	25%
Plan to stay 6 months or less*		5%	10%	8%

People outcomes

Satisfaction question results

What this is

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

Why this is important

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

How to read this

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

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

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

Example

76% of your staff who did the survey were satisfied or very satisfied with 'How satisfied are you with the work/life balance in your current job'.

Survey question — Your results — Benchmark satisfied results

Legend: ■ Dissatisfied ▓ Neither satisfied nor dissatisfied ▓ Satisfied

Survey question	Your results	You 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest
How satisfied are you with the work/life balance in your current job	12% / 12% / 76%	72 %	76 %	61 %	71 %	82 %
Considering everything, how satisfied are you with your current job	12% / 14% / 74%	70 %	74 %	67 %	76 %	93 %
How satisfied are you with your career development within your current organisation	24% / 22% / 53%	52 %	53 %	52 %	58 %	65 %

People outcomes

Work-related stress levels

What this is

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 organisation rated their current levels of work-related stress.

The numbers below show the percentage of staff in your organisation who said they experienced high to severe stress in 2022 compared to 2021 and your comparator.

Example

23% of your staff who did the survey said they had high to severe stress in 2022. This is compared to 23% of staff in your comparator group and 25% of staff across the public sector.

How would you rate your current level of work-related stress? (You 2022)

Category	Percentage
Nil	8%
Low / mild	33%
Moderate	36%
High	13%
Very high	8%
Severe	2%
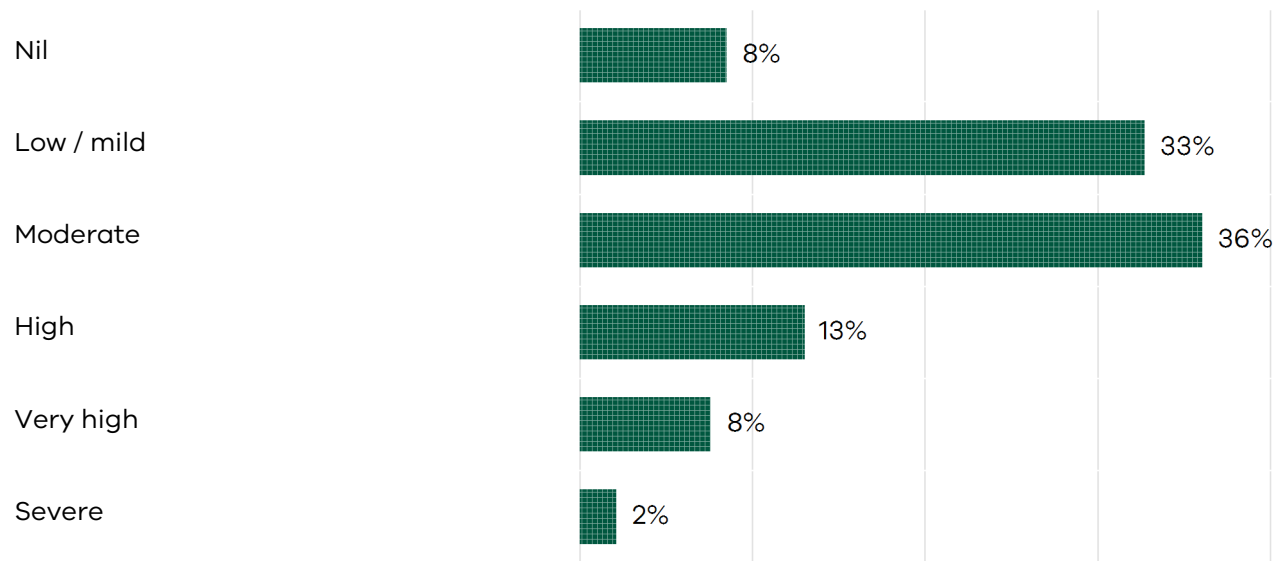
Reported levels of high to severe stress

2021	2022
23%	**23%**

Comparator	29%	Comparator	23%
Public Sector	26%	Public Sector	25%
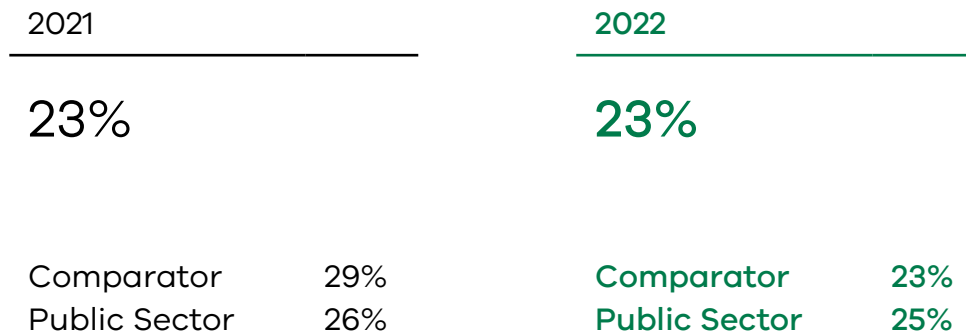
People outcomes

Work-related stress causes

What this is

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

92% of your staff who did the survey said they experienced mild to severe stress.

Of that 92%, 51% said the top reason was 'Workload'.

302	28
92%	8%

■ Experienced some work-related stress   ▦ Did not experience some work-related stress
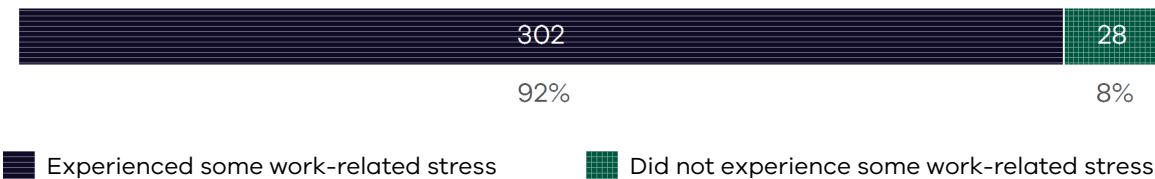
Of those that experienced work related stress it was from ...	You 2021	You 2022	Comparator 2022	Public sector 2022
Workload	53%	51%	53%	51%
Time pressure	39%	48%	52%	44%
Dealing with clients, patients or stakeholders	23%	20%	16%	15%
Content, variety, or difficulty of work	19%	18%	19%	11%
Competing home and work responsibilities	20%	16%	16%	14%
Management of work (e.g. supervision, training, information, support)	16%	15%	13%	12%
Other	10%	11%	5%	9%
Organisation or workplace change	11%	10%	10%	13%
Other changes due to COVID-19	15%	9%	4%	7%
Unclear job expectations	8%	9%	12%	14%

Victorian Public Sector Commission

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People outcomes

Intention to stay

What this is

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

5% of your staff who did the survey said they intended to work for your organisation for 6 months or less.

Employees plan to work at your organisation for …	You 2022	Comparator 2022	Public sector 2022
6 months or less	5%	10%	8%
Over 6 months and up to 1 year	10%	13%	10%
Over 1 year and up to 3 years	25%	33%	25%
Over 3 years and up to 5 years	16%	18%	16%
Over 5 years	43%	26%	41%

Victorian Public Sector Commission

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People outcomes

Inclusion question results

What this is

This is how included staff feel in their workplace.

Why this is important

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

How to read this

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

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

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

Example

82% of your staff who did the survey agreed or strongly agreed with 'I can be myself at work'.

Survey question	Your results	Benchmark agree results

Survey question — **Your results** — **Benchmark agree results**

Legend: ■ Disagree ▨ Neither agree nor disagree ▦ Agree
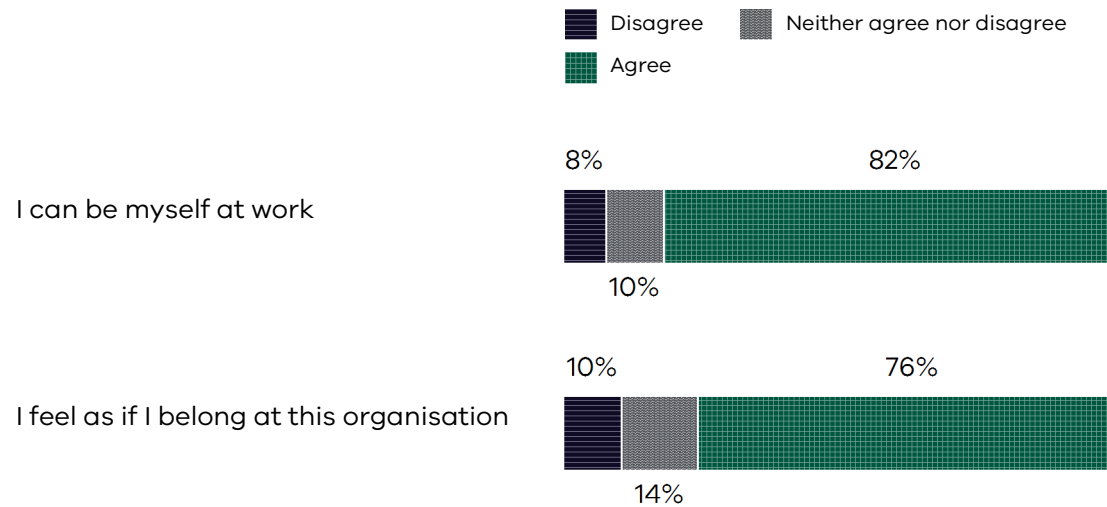
	You		Comparator		
	2021	2022	Lowest	Average	Highest
I can be myself at work	8% · 10% · 82%	Not asked	82 %	78 %	84 %	91 %
I feel as if I belong at this organisation	10% · 14% · 76%	Not asked	76 %	62 %	73 %	93 %

Victorian Public Sector Commission

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People outcomes

Inclusion - Barriers to success

What this is

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 tell us if they have experienced any barriers to their success at work and what those barriers were. They can select more than one barrier.

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

Example

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

Staff who experienced one or more barriers to success at work

110	220
33%	67%

■ Experienced barriers   ▨ Did not experience barriers
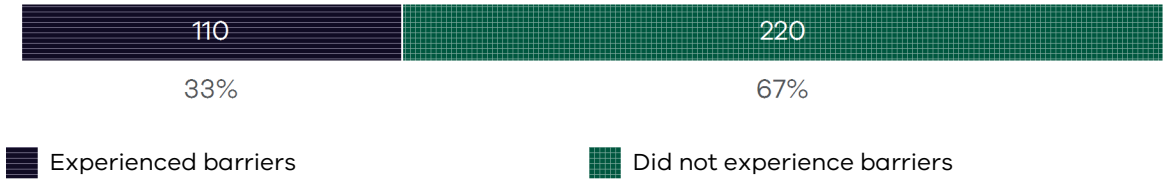
During the last 12 months, employees experienced barriers to their success due to ...	You 2022	Comparator 2022	Public sector 2022
My mental health	10%	7%	7%
My age	10%	4%	8%
My caring responsibilities	9%	7%	7%
My sex	6%	4%	4%
My physical health	5%	3%	4%
Other	5%	2%	4%
My cultural background	4%	2%	3%
My disability	4%	2%	1%
My race	3%	1%	1%
My gender identity	2%	0%	1%

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People outcomes

Scorecard: emotional effects of work

What this is

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 and the public sector.

Example

In 2022:

- 54% of your staff who did the survey said work made them feel happy in 2022, which is up from 43% in 2021

Compared to:

- 52% of staff at your comparator and 54% of staff across the public sector.

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

Happy: You 2021 43%, You 2022 54%, Comparator 2022 52%, Public sector 2022 54%

Enthusiastic: You 2021 46%, You 2022 51%, Comparator 2022 51%, Public sector 2022 49%

Worried: You 2021 42%, You 2022 33%, Comparator 2022 30%, Public sector 2022 31%

Miserable: You 2021 17%, You 2022 15%, Comparator 2022 16%, Public sector 2022 17%

Legend: You 2021, You 2022, Comparator 2022, Public sector 2022
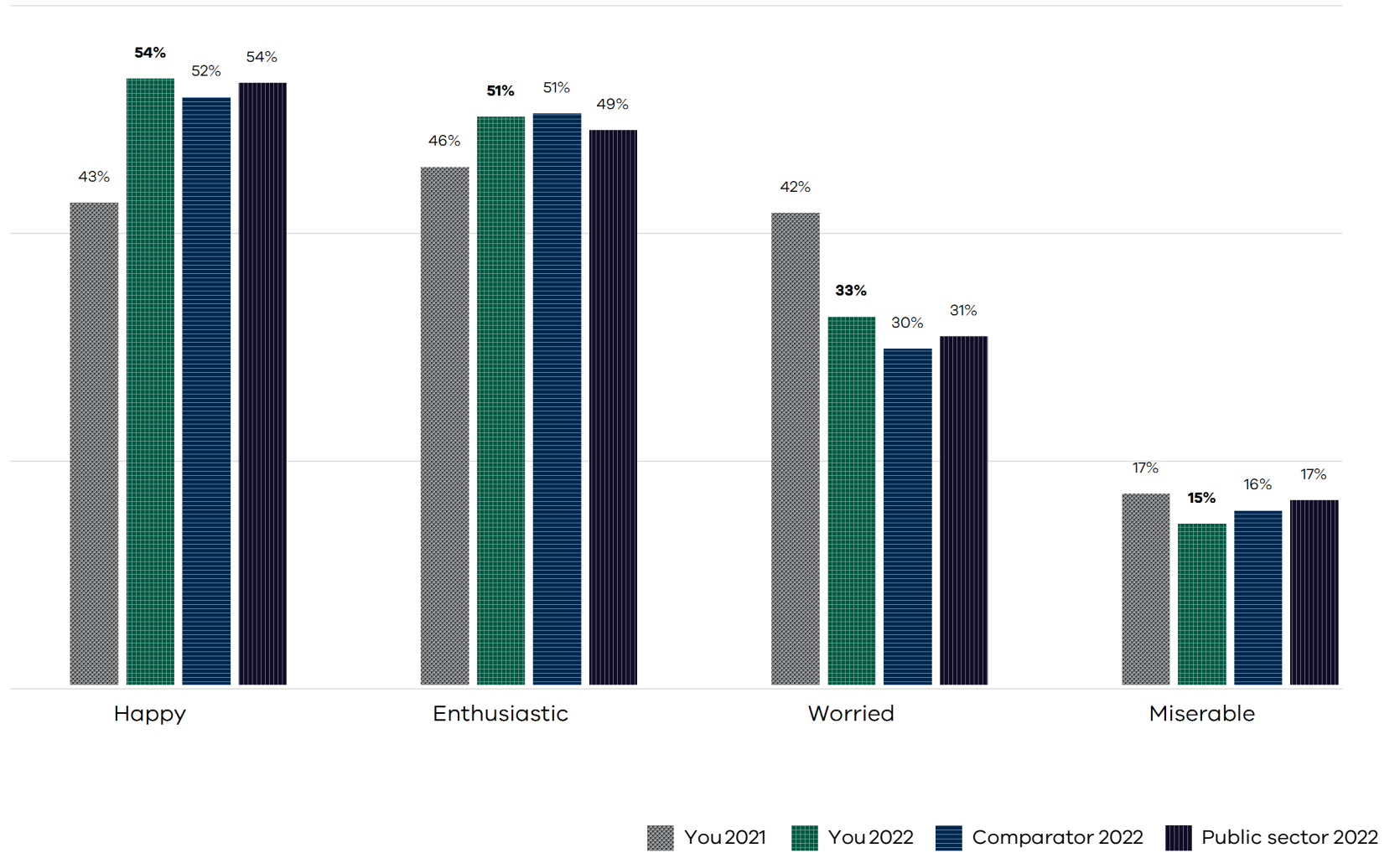
People outcomes

Scorecard: negative behaviours

What this is

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 and the public sector.

Example

In 2022:

- 21% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months which is down from 26% in 2021.

Compared to:

- 7% of staff at your comparator and 10% of staff across the public sector.

Chart legend: You 2021 (grey), You 2022 (green), Comparator 2022 (blue), Public sector 2022 (dark navy)

Violence or aggression: 26%, 21%, 7%, 10%
Sexual harassment: 6%, 7%, 3%, 4%
Bullying: 11%, 7%, 9%, 11%
Discrimination: 9%, 5%, 3%, 5%
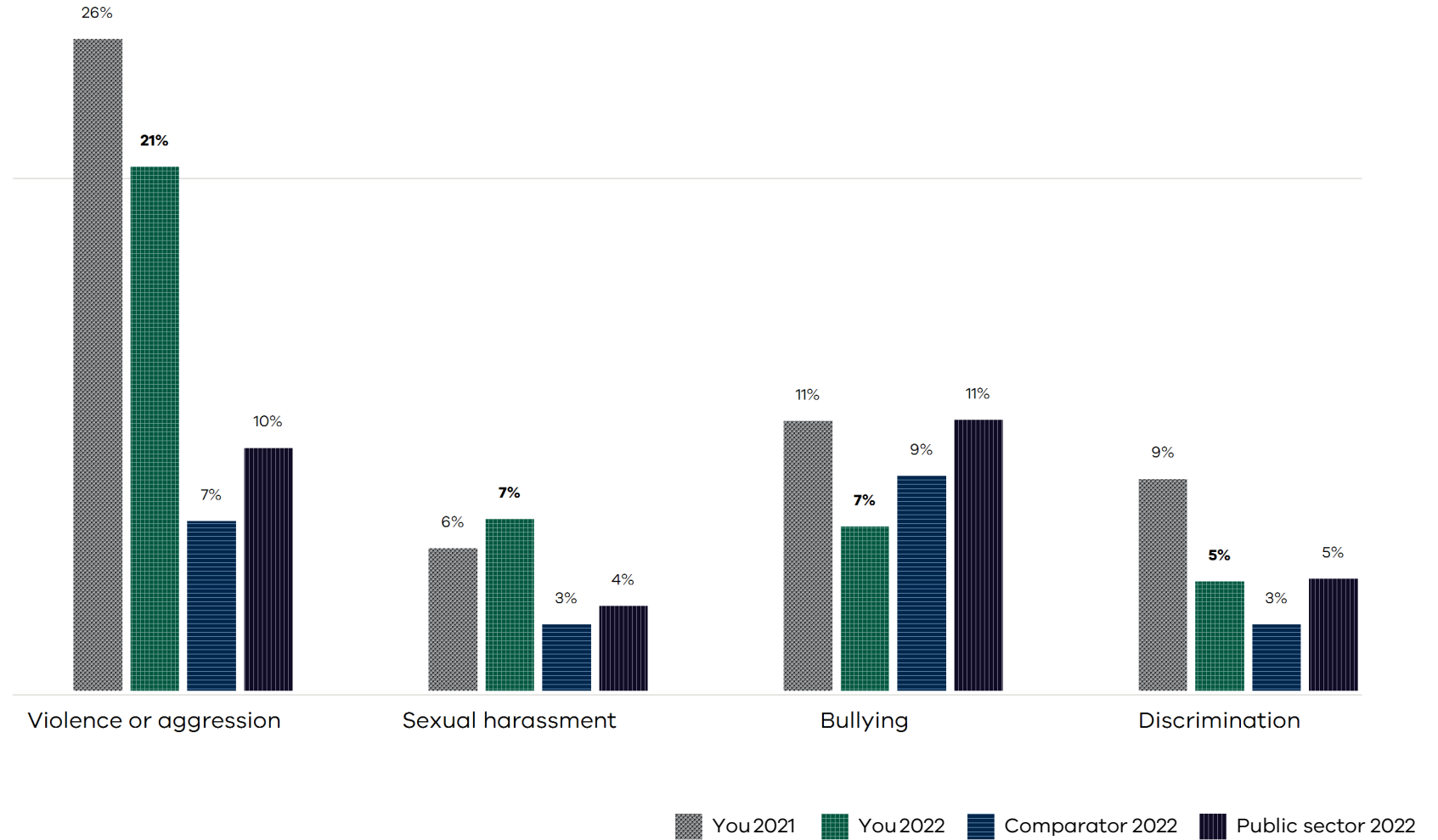
People outcomes

Bullying

What this is

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 long-term 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

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

Of that 7%, 91% 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?

22	290	18
7%	88%	5%
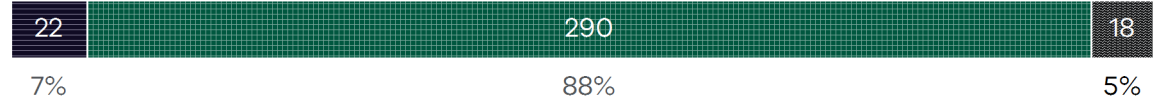
■ Experienced bullying   ▦ Did not experience bullying   ▨ Not sure

If you experienced bullying, what type of bullying did you experience?	You 2021	You 2022	Comparator 2022	Public sector 2022
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	83%	91%	67%	71%
Exclusion or isolation	50%	45%	59%	43%
Withholding essential information for me to do my job	46%	32%	48%	33%
Intimidation and/or threats	33%	23%	19%	30%
Being assigned meaningless tasks unrelated to the job	8%	18%	20%	13%
Other	17%	18%	6%	15%
Verbal abuse	21%	14%	28%	19%
Being given impossible assignment(s)	17%	9%	9%	10%
Interference with my personal property and/or work equipment	8%	5%	2%	4%

People outcomes

Telling someone about the bullying

What this is

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

7% of your staff who did the survey said they experienced bullying, of which

- 50% said the top way they reported the bullying was 'Told a colleague'.

- 95% said they didn't submit a formal complaint.

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

22	290	18
7%	88%	5%

■ Experienced bullying   ▨ Did not experience bullying   ▨ Not sure
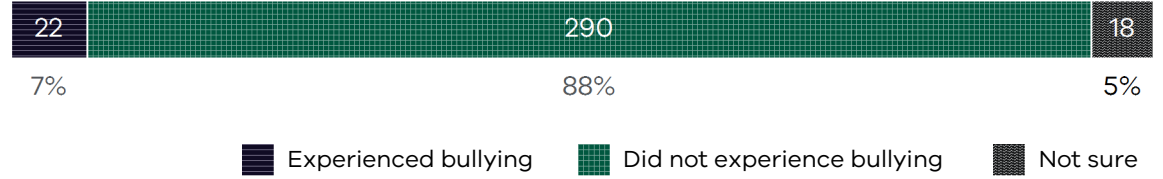
Did you tell anyone about the bullying?	You 2021	You 2022	Comparator 2022	Public sector 2022
Told a colleague	54%	50%	39%	41%
Told a manager	46%	45%	31%	49%
Told a friend or family member	38%	32%	43%	35%
Told Human Resources	13%	14%	7%	13%
Told employee assistance program (EAP) or peer support	17%	9%	7%	10%
Told the person the behaviour was not OK	0%	9%	13%	17%
I did not tell anyone about the bullying	21%	5%	17%	12%
Submitted a formal complaint	4%	5%	6%	11%
Told someone else	4%	5%	15%	12%

People outcomes

Bullying - reasons for not submitting a formal complaint

What this is

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 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

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

- 67% said the top reason was 'I believed there would be negative consequences for my reputation'.

Did you submit a formal complaint?

1	21

5%   95%

■ Submitted formal complaint   ■ Did not submit a formal complaint
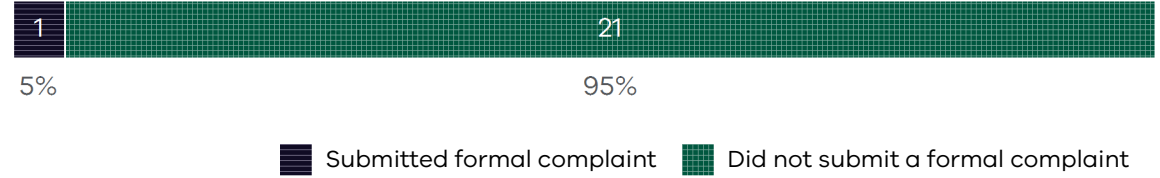
What was your reason for not submitting a formal complaint?	You 2021	You 2022	Comparator 2022	Public sector 2022
I believed there would be negative consequences for my reputation	61%	67%	75%	52%
I believed there would be negative consequences for my career	48%	62%	55%	41%
I didn't think it would make a difference	48%	43%	43%	51%
I didn't feel safe to report the incident	39%	33%	29%	19%
I thought the complaint process would be embarrassing or difficult	22%	33%	24%	13%
I believed there would be negative consequences for the person I was going to complain about	17%	19%	4%	9%
I didn't think it was serious enough	26%	14%	12%	16%
Other	13%	14%	10%	12%
I didn't know how to make a complaint	4%	10%	10%	5%
I didn't know who to talk to	4%	10%	6%	5%

Victorian Public Sector Commission

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People outcomes

Perpetrators of bullying

What this is

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, 7% of your staff said they experienced bullying.

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

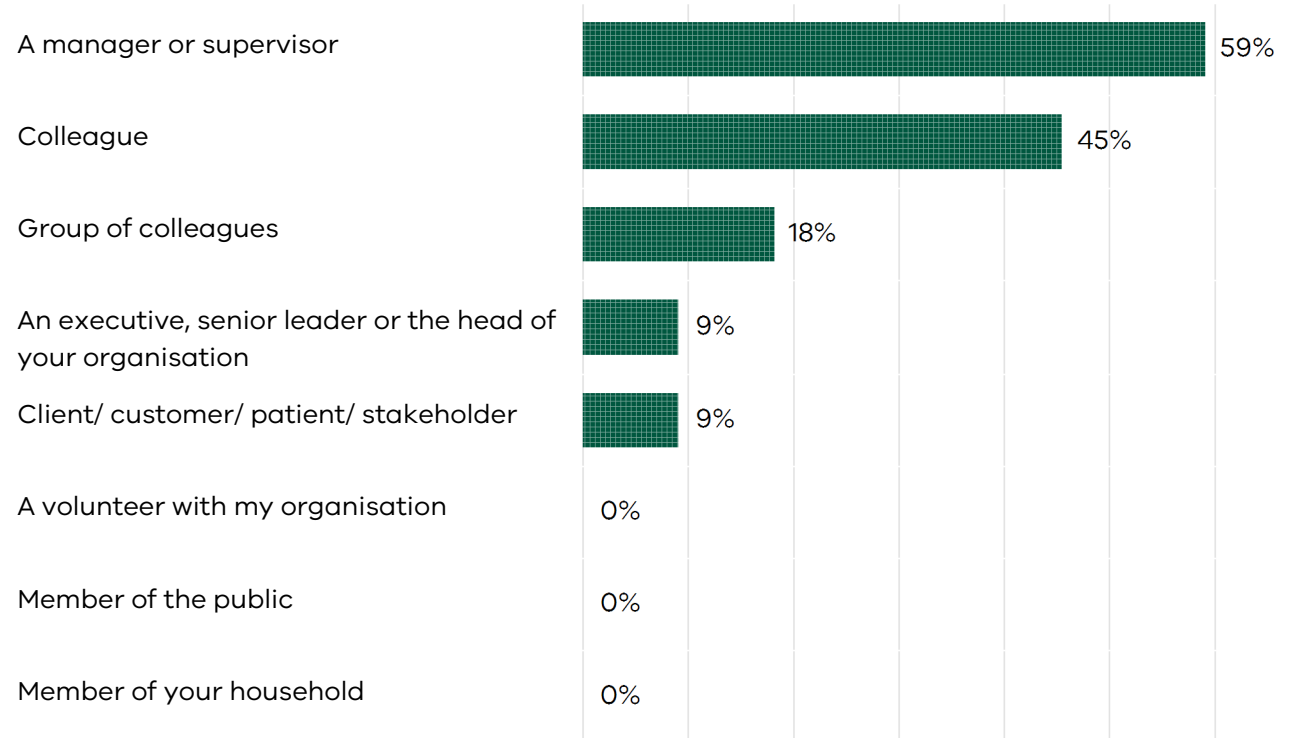In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

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

Of that 7%, 59% said it was by 'A manager or supervisor'.

22 people (7% of staff) experienced bullying (You 2022)

Perpetrator	Percentage
A manager or supervisor	59%
Colleague	45%
Group of colleagues	18%
An executive, senior leader or the head of your organisation	9%
Client/ customer/ patient/ stakeholder	9%
A volunteer with my organisation	0%
Member of the public	0%
Member of your household	0%

People outcomes

Relationship to perpetrator

What this is

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, 7% 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

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

Of that 7%, 100% said it was by someone within the organisation.

Of that 100%, 68% said it was 'They were in my workgroup'.

22 people (100% of staff who experienced bullying) experienced bullying from within your organisation (You 2022)

They were in my workgroup	68%
They were my immediate manager or supervisor	36%
They were outside my workgroup	14%
They were someone I supervise or manage	5%
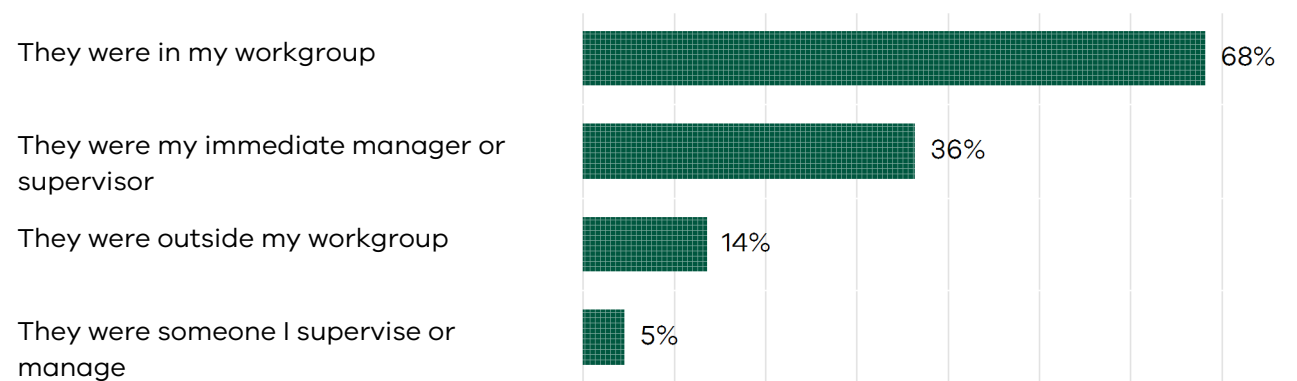
People outcomes

Sexual harassment

What this is

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

Why this is important

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

How to read this

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

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

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

Example

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

Of those, 48% said the top type was 'Intrusive questions about your private life or comments about your physical appearance'.

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

23	307
7%	93%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
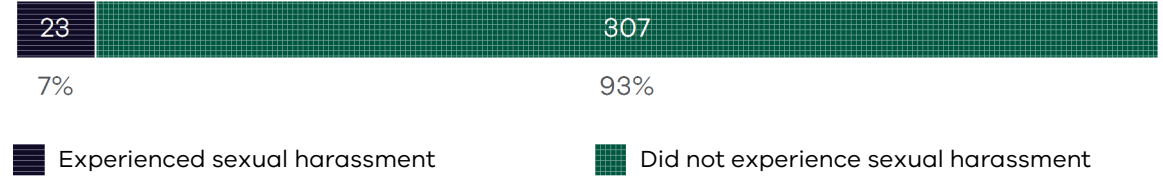
Behaviours reported	You 2021	You 2022	Comparator 2022	Public sector 2022
Intrusive questions about your private life or comments about your physical appearance	77%	48%	50%	46%
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	46%	35%	56%	49%
Inappropriate staring or leering that made you feel intimidated	23%	30%	11%	14%
Any other unwelcome conduct of a sexual nature	8%	17%	22%	6%
Repeated or inappropriate invitations to go out on dates	8%	17%	6%	3%
Inappropriate physical contact (including momentary or brief physical contact)	0%	17%	6%	14%
Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc)	0%	13%	0%	1%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	15%	9%	0%	3%
Sexual gestures, indecent exposure or inappropriate display of the body	0%	9%	6%	3%
Sexually explicit email or SMS message	0%	9%	6%	1%

People outcomes

Response to sexual harassment

What this is

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 responses.

Example

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

Of those, 52% said their top response was 'Pretended it didn't bother you'.

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

23	307
7%	93%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
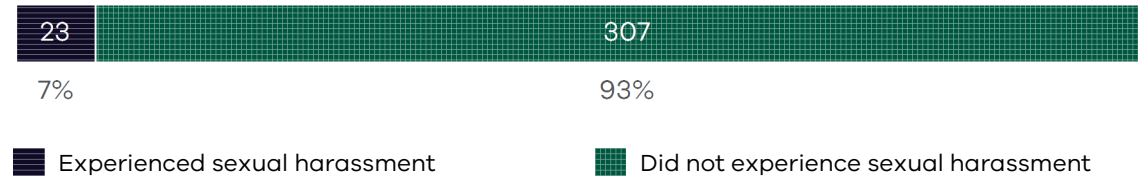
When the harassment happened to you, did you respond in any of the following ways?	You 2021	You 2022	Comparator 2022	Public sector 2022
Pretended it didn't bother you	54%	52%	33%	43%
Tried to laugh it off or forget about it	31%	52%	44%	37%
Avoided the person(s) by staying away from them	54%	43%	44%	32%
Told a manager	8%	26%	39%	17%
Told a colleague	46%	22%	33%	24%
Told a friend or family member	15%	22%	28%	21%
Avoided locations where the behaviour might occur	8%	13%	17%	12%
Other	0%	9%	0%	4%
Sought a transfer to another role/location/roster	0%	4%	0%	2%
Told Human Resources	15%	4%	6%	4%

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People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What this is

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

100% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 52% said the top reason was 'I believed there would be negative consequences for my reputation'.

Did you submit a formal complaint?

23
100%

■ Submitted formal complaint   ■ Did not submit a formal complaint
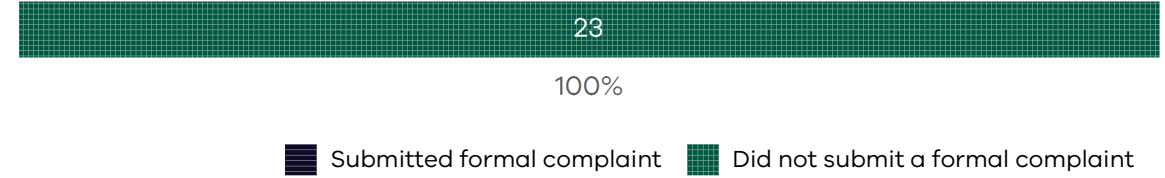
What was your reason for not submitting a formal complaint?	You 2021	You 2022	Comparator 2022	Public sector 2022
I believed there would be negative consequences for my reputation	50%	52%	56%	33%
I didn't think it was serious enough	33%	48%	38%	44%
I believed there would be negative consequences for my career	33%	35%	50%	24%
I didn't think it would make a difference	42%	30%	50%	38%
I thought the complaint process would be embarrassing or difficult	17%	26%	19%	13%
I didn't need to because I no longer had contact with the person(s) who harassed me	8%	17%	0%	8%
I didn't feel safe to report the incident	8%	13%	6%	10%
I didn't know how to make a complaint	0%	13%	0%	5%
I didn't know who to talk to	0%	13%	0%	5%
Other	8%	13%	6%	10%

People outcomes

Perpetrators of sexual harassment

What this is

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

Why this is important

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

How to read this

In this year's survey, 7% of your staff said they experienced sexual harassment.

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

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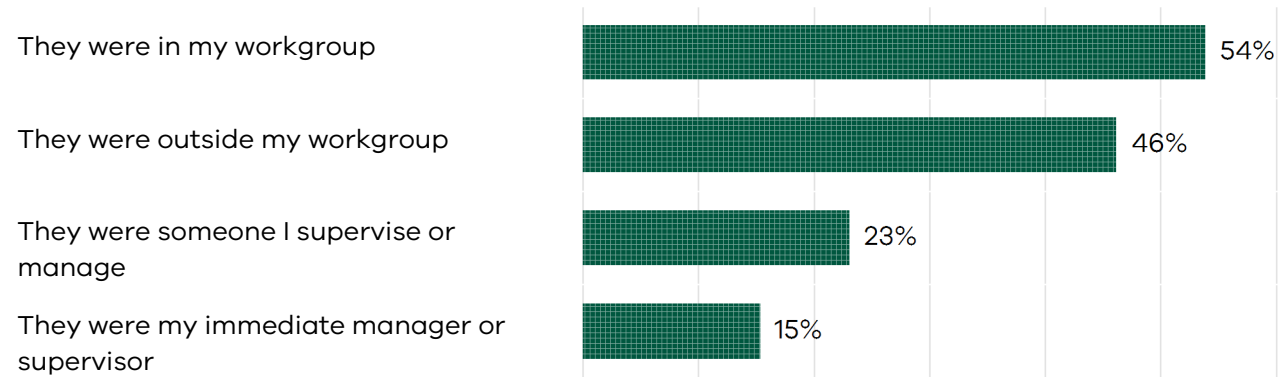
Each row is one perpetrator or group of perpetrators.

Example

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

Of that 7%, 52% said it was by 'Client/customer/patient/stakeholder'.

23 people (7% of staff) experienced sexual harassment (You2022)
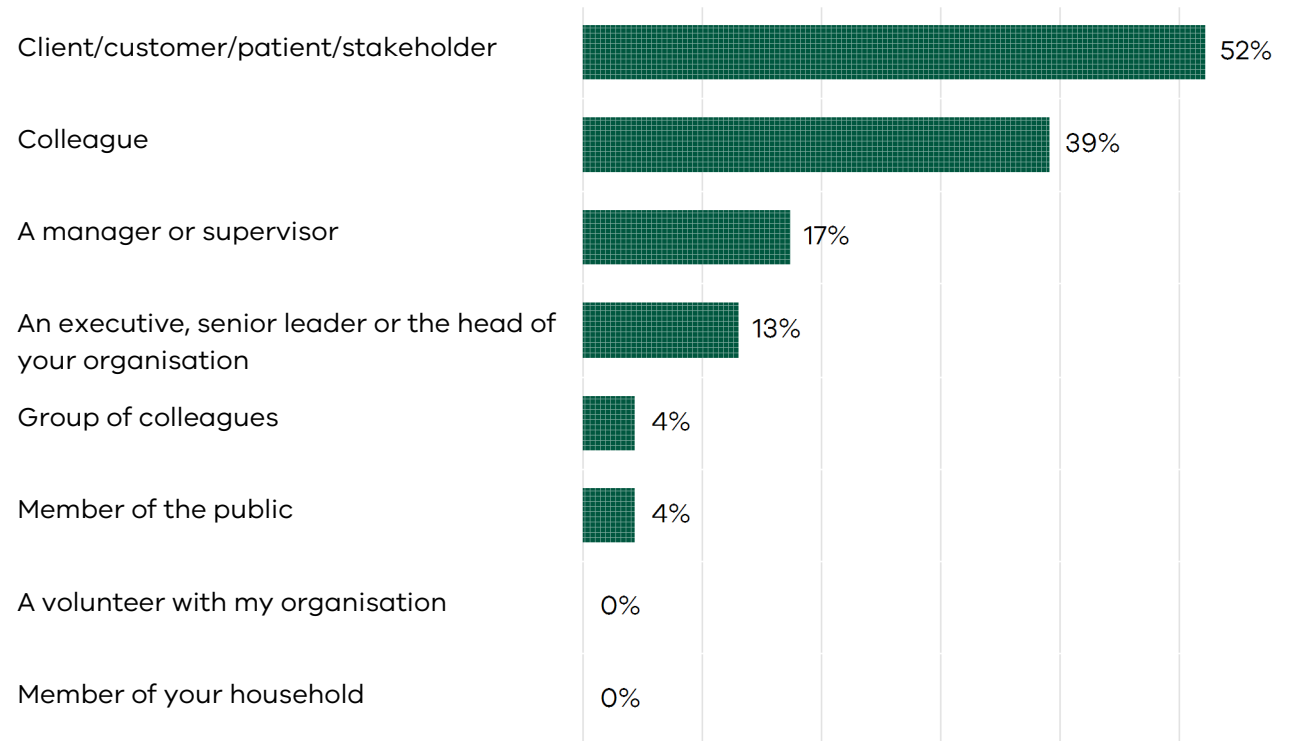
Perpetrator	Percentage
Client/customer/patient/stakeholder	52%
Colleague	39%
A manager or supervisor	17%
An executive, senior leader or the head of your organisation	13%
Group of colleagues	4%
Member of the public	4%
A volunteer with my organisation	0%
Member of your household	0%

People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 7% of your staff said they experienced sexual harassment.

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

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

Example

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

Of that 7%, 57% said it was by someone within the organisation.

Of that 57%, 54% said it was 'They were in my workgroup'.

13 people (57% of staff who experienced harassment) experienced harassment from within your organisation (You 2022)

They were in my workgroup	54%
They were outside my workgroup	46%
They were someone I supervise or manage	23%
They were my immediate manager or supervisor	15%

People outcomes

Type of discrimination

What this is

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

Why this is important

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

How to read this

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

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

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

Example

5% of your staff who did the survey said they experienced discrimination.

Of that 5%, 53% said it was 'Opportunities for promotion'.

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

15	280	35
5%	85%	11%

■ Experienced discrimination ▦ Did not experience discrimination ▨ Not sure
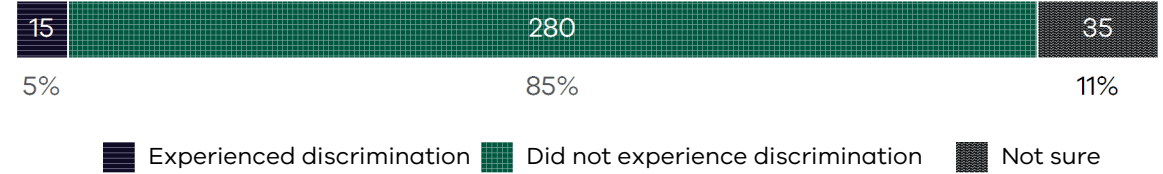
If you experienced discrimination, what type of discrimination did you experience?	You 2021	You 2022	Comparator 2022	Public sector 2022
Opportunities for promotion	37%	53%	22%	38%
Other	58%	40%	44%	39%
Opportunities for training	5%	27%	17%	22%
Employment security - threats of dismissal or termination	0%	20%	11%	16%
Pay or conditions offered by employer	16%	20%	0%	12%
Denied flexible work arrangements or other adjustments	37%	13%	28%	20%
Opportunities for transfer/secondment	5%	13%	6%	13%

People outcomes

Telling someone about the discrimination

What this is

This is who staff told about the discrimination they experienced.

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

5% of your staff who did the survey said they experienced discrimination, of which

- 53% said the top way they reported the discrimination was 'Told a colleague'.
- 100% said they didn't submit a formal complaint.

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

15	280	35
5%	85%	11%

■ Experienced discrimination ■ Did not experience discrimination ■ Not sure
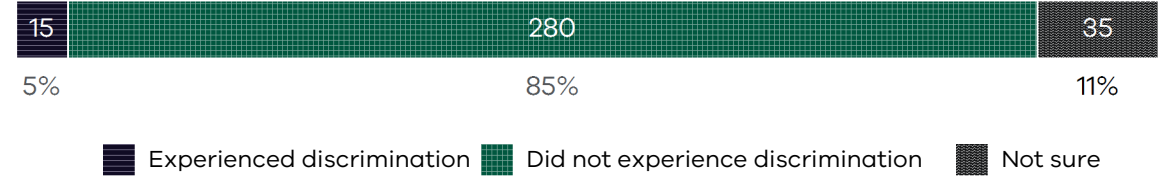
Did you tell anyone about the discrimination?	You 2021	You 2022	Comparator 2022	Public sector 2022
Told a colleague	47%	53%	44%	36%
Told a manager	26%	47%	33%	31%
I did not tell anyone about the discrimination	21%	27%	17%	24%
Told a friend or family member	37%	27%	44%	33%
Told Human Resources	5%	7%	17%	13%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Discrimination - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

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

Example

100% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 80% said the top reason was 'I believed there would be negative consequences for my reputation'.

Did you submit a formal complaint?

15

100%

■ Submitted formal complaint   ■ Did not submit a formal complaint
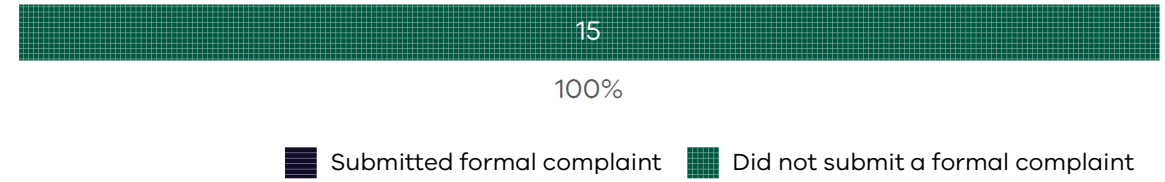
What was your reason for not submitting a formal complaint?	You 2021	You 2022	Comparator 2022	Public sector 2022
I believed there would be negative consequences for my reputation	58%	80%	71%	53%
I believed there would be negative consequences for my career	47%	73%	71%	53%
I didn't think it would make a difference	58%	67%	65%	59%
I didn't feel safe to report the incident	16%	47%	29%	20%
I thought the complaint process would be embarrassing or difficult	32%	27%	18%	13%
I didn't think it was serious enough	11%	20%	0%	12%
I didn't know how to make a complaint	5%	13%	6%	6%
I didn't know who to talk to	0%	13%	12%	7%
I believed there would be negative consequences for the person I was going to complain about	11%	7%	12%	8%
I was advised not to	11%	7%	6%	4%

Victorian Public Sector Commission

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People outcomes

Perpetrators of discrimination

What this is

This is who staff have said are responsible for discrimination.

Why this is important

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

How to read this

In this year's survey, 5% of your staff said they experienced discrimination.

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

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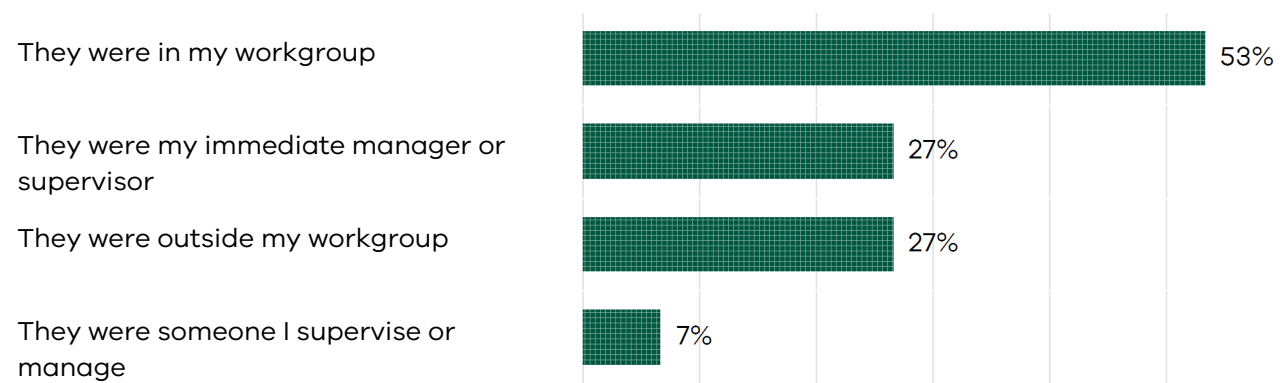
Each row is one perpetrator or group of perpetrators.

Example

5% of your staff who did the survey said they experienced discrimination.

Of that 5%, 60% said it was by 'A manager or supervisor'.

15 people (5% of staff) experienced discrimination (You 2022)
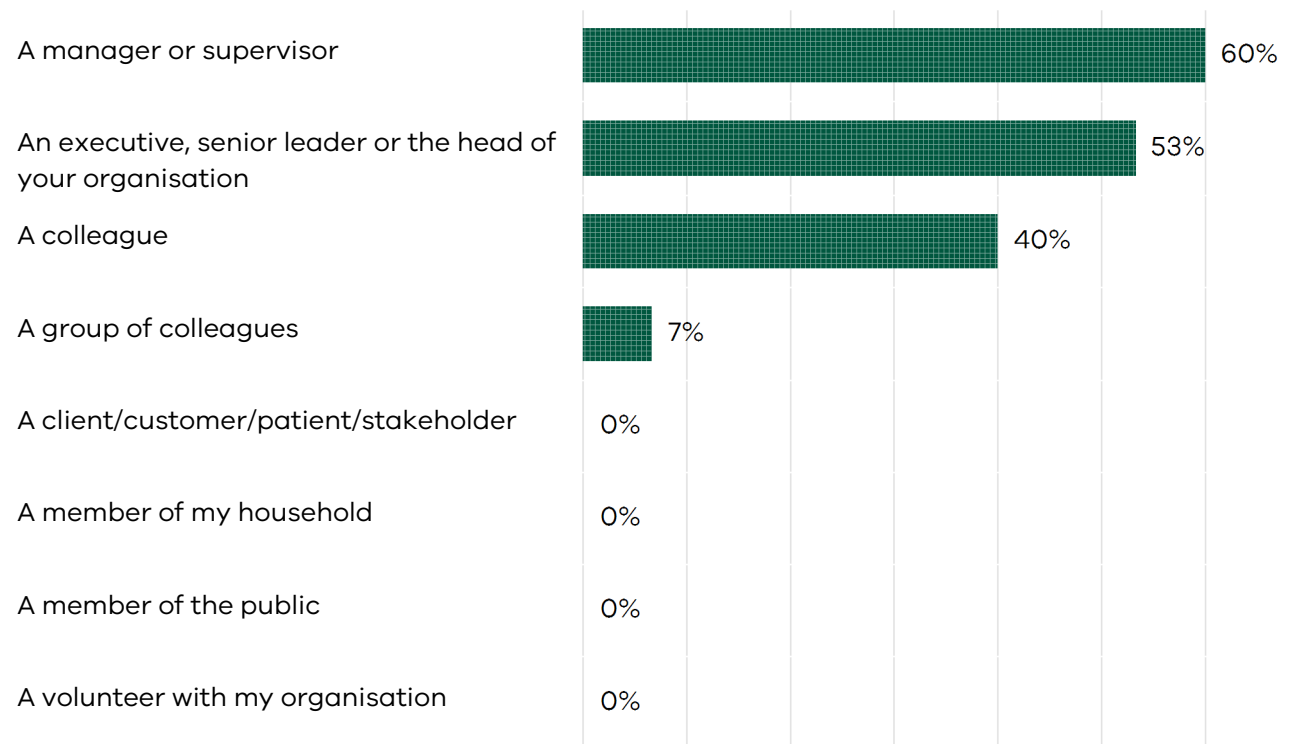
Perpetrator	Percentage
A manager or supervisor	60%
An executive, senior leader or the head of your organisation	53%
A colleague	40%
A group of colleagues	7%
A client/customer/patient/stakeholder	0%
A member of my household	0%
A member of the public	0%
A volunteer with my organisation	0%

People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 5% of your staff said they experienced discrimination.

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

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

Example

5% of your staff who did the survey said they experienced discrimination.

Of that 5%, 100% said it was by someone within the organisation.

Of that 100%, 53% said it was 'They were in my workgroup'.

15 people (100% of staff who experienced discrimination) experienced discrimination from within your organisation (You 2022)

Relationship	Percentage
They were in my workgroup	53%
They were my immediate manager or supervisor	27%
They were outside my workgroup	27%
They were someone I supervise or manage	7%

Negative behaviour

Violence and aggression

What this is

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 of 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

21% of your staff who did the survey said they experienced violence or aggression.

Of that 21%, 84% said it was from 'Abusive language'.

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

68	255	7
21%	77%	2%

■ Experienced violence or aggression   ■ Did not experience violence or aggression   ▦ Not sure
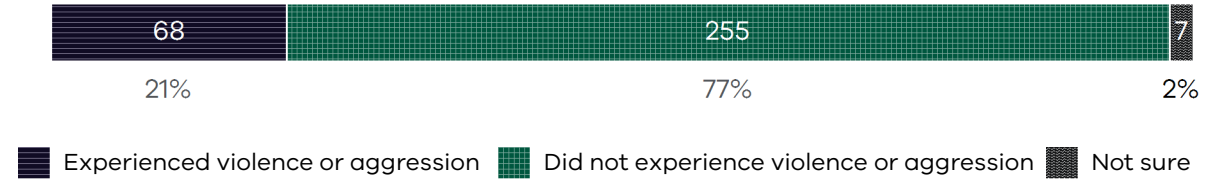
If you experienced violence or aggression, what type did you experience?	You 2021	You 2022	Comparator 2022	Public sector 2022
Abusive language	84%	84%	77%	73%
Intimidating behaviour	65%	60%	65%	69%
Threats of violence	11%	24%	16%	27%
Other	4%	6%	2%	6%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	0%	3%	0%	14%
Stalking, including cyber-stalking	2%	3%	0%	2%

Negative behaviour

Telling someone about violence and aggression

What this is

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

21% of your staff who did the survey said they experienced violence or aggression, fo which

- 60% said the top way they reported the violence or agression was 'Told a manager'
- 84% said they didn't submit a formal incident report.

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

68	255	7
21%	77%	2%

■ Experienced violence or aggression　■ Did not experience violence or aggression　■ Not sure

Did you tell anyone about the incident?	You 2021	You 2022	Comparator 2022	Public sector 2022
Told a manager	49%	60%	63%	59%
Told a colleague	51%	38%	47%	44%
Told the person the behaviour was not OK	32%	25%	21%	26%
Submitted a formal incident report	9%	16%	2%	26%
Told a friend or family member	23%	13%	14%	20%
I did not tell anyone about the incident(s)	14%	10%	7%	8%
Told Human Resources	4%	4%	7%	6%
Told employee assistance program (EAP) or peer support	4%	3%	5%	5%
Told someone else	4%	1%	5%	6%

Victorian Public Sector Commission

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Negative behaviour

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

What this is

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

84% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 47% said the top reason was 'I didn't think it was serious enough'.

Did you submit a formal incident report?

11	57
16%	84%
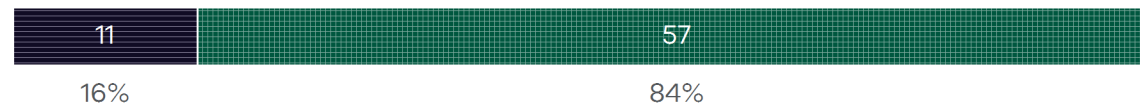
■ Submitted formal incident report ■ Did not submit a formal incident report

What was your reason for not submitting a formal incident report?	You 2021	You 2022	Comparator 2022	Public sector 2022
I didn't think it was serious enough	48%	47%	31%	31%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	31%	32%	26%	14%
I didn't need to because I made the violence or aggression stop	17%	26%	12%	14%
I didn't think it would make a difference	35%	25%	33%	39%
Other	19%	11%	12%	19%
I believed there would be negative consequences for my reputation	15%	9%	17%	21%
I believed there would be negative consequences for the person I was going to complain about	6%	9%	2%	4%
I thought the complaint process would be embarrassing or difficult	10%	9%	0%	6%
I didn't feel safe to report the incident	6%	7%	7%	7%
I believed there would be negative consequences for my career	10%	4%	19%	17%

Victorian Public Sector Commission

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Negative behaviour

Perpetrators of violence and aggression

What this is

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 a group of perpetrators.

Example

21% of your staff who did the survey said they experienced violence or aggression.

Of that 21%, 84% said it was 'Client/ customer/ patient/ stakeholder'.

68 people (21% of staff) experienced violence or aggression (You2022)

Perpetrator	Percentage
Client/ customer/ patient/ stakeholder	84%
Member of the public	19%
A manager or supervisor	6%
Colleague	6%
Group of colleagues	3%
An executive, senior leader or the head of your organisation	1%
A volunteer with my organisation	0%
Member of your household	0%
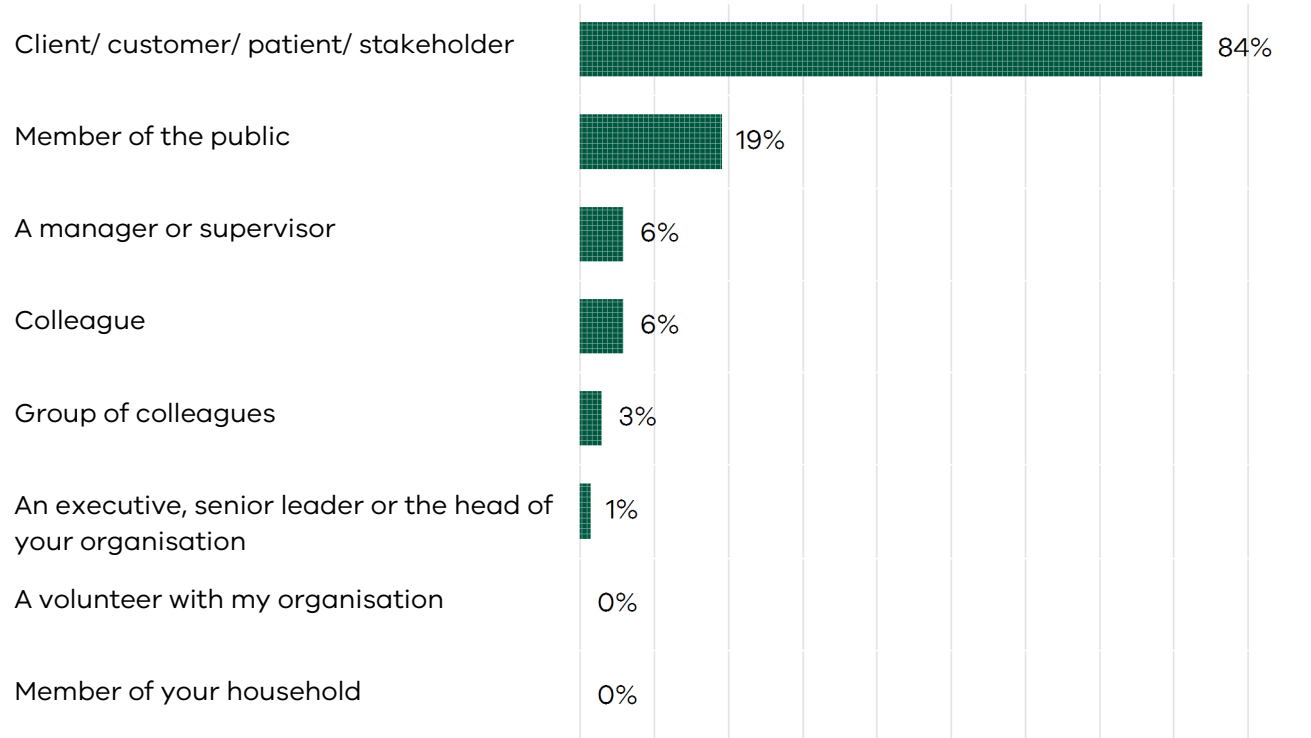
People outcomes

Negative behaviour — satisfaction with making a formal complaint

What this is

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 question in descending order by yes.

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

Example

73% of staff who did the survey were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Survey question

Were you satisfied with the way your formal complaint was handled

Your results

- No
- Don't know
- Yes

18%   73%

Violence or aggression

9%
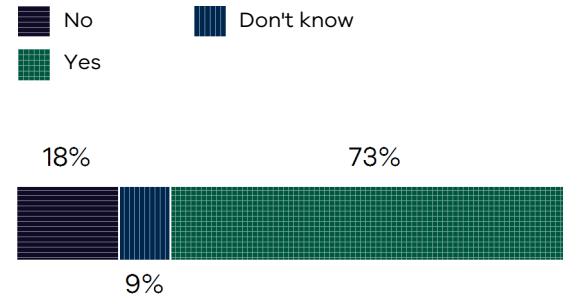
Benchmark satisfied results

	You		Comparator		
2021	2022		Lowest	Average	Highest
Not asked	73 %		0 %	0 %	0 %

People matter survey
wellbeing check 2022

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Key differences

Highest scoring questions

What this is

These are the questions your organisation had the highest agreement or satisfaction with in 2022.

How to read this

Use this data to see where your organisation has the highest agreement or satisfaction with questions from the 2022 survey.

In this table, your score for this year is shown in the 'you 2022 column'.

You can also compare your 2022 scores against your 2021 scores and your 2022 comparator group.

Example

On the first row 'Job enrichment', the 'You 2022' column shows 95% of your staff agreed with 'I can use my skills and knowledge in my job'.
This question was not asked in 2021.

Question group	Highest scoring questions	You 2022	Change from 2021	Comparator 2022
Job enrichment	I can use my skills and knowledge in my job	95%	Not asked in 2021	91%
Meaningful work	I achieve something important through my work	93%	+5%	90%
Meaningful work	I can make a worthwhile contribution at work	93%	Not asked in 2021	92%
Manager leadership	My manager treats employees with dignity and respect	92%	+1%	91%
Job enrichment	I understand how my job helps my organisation achieve it's goals	92%	Not asked in 2021	93%
Organisational integrity	My organisation encourages respectful workplace behaviours	90%	-2%	86%
Flexible working	My manager supports working flexibly	89%	Not asked in 2021	92%
Job enrichment	I clearly understand what I am expected to do in this job	89%	+8%	87%
Meaningful work	I get a sense of accomplishment from my work	89%	+6%	84%
Manager leadership	My manager demonstrates honesty and integrity	88%	+1%	90%

Key differences

Lowest scoring questions

What this is

These are the questions your organisation had the lowest agreement or satisfaction with in 2022.

How to read this

Use this data to see where your organisation has the lowest agreement or satisfaction with questions from the 2022 survey.

In this table, your score for this year is shown in the 'you 2022 column'.

You can also compare your 2022 scores against your 2021 scores and your 2022 comparator group.

Example

On the first row 'Taking action', the 'You 2022' column shows 28% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.
This question was not asked in 2021.

Question subgroup	Lowest scoring questions	You 2022	Change from 2021	Comparator 2022
Taking action	My organisation has made improvements based on the survey results from last year	28%	Not asked in 2021	42%
Organisational integrity	I believe the promotion processes in my organisation are fair	40%	Not asked in 2021	47%
Organisational integrity	I have an equal chance at promotion in my organisation	45%	Not asked in 2021	52%
Taking action	I believe my organisation will make improvements based on the results of this survey	45%	Not asked in 2021	60%
Safety climate	All levels of my organisation are involved in the prevention of stress	48%	+0%	52%
Learning and development	I am satisfied with the opportunities to progress in my organisation	48%	Not asked in 2021	47%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	51%	-7%	52%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	51%	-5%	58%
Satisfaction	How satisfied are you with your career development within your current organisation	53%	+1%	58%
Organisational integrity	I believe the recruitment processes in my organisation are fair	55%	Not asked in 2021	64%

Key differences

Most improved

What this is

This is where staff feel their organisation 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 2021' column.

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

This is because the increase from 2021 shows you where the most positive changes are happening in your organisation.

Example

On the first row 'Human rights', the 'You 2022' column shows 68% of your staff agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.
In the 'Increase from 2021' column, you have a 9% increase, which is a positive trend.

Question group	Most improved from last year	You 2022	Increase from 2021	Comparator 2022
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	68%	+9%	84%
Safe to speak up	I feel culturally safe at work	82%	+8%	85%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	76%	+8%	75%
Job enrichment	I clearly understand what I am expected to do in this job	89%	+8%	87%
Meaningful work	I get a sense of accomplishment from my work	89%	+6%	84%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	64%	+5%	62%
Meaningful work	I achieve something important through my work	93%	+5%	90%
Manager support	My manager provides me with enough support when I need it	82%	+5%	84%
Satisfaction	How satisfied are you with the work/life balance in your current job	76%	+4%	71%
Satisfaction	Considering everything, how satisfied are you with your current job	74%	+4%	76%

Key differences

Most declined

What this is

This is where staff feel their organisation 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 2021' column.

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

This is because the decrease from 2021 shows you where the most negative changes are happening in your organisation.

Example

On the first row 'Safety climate', the 'You 2022' column shows 59% of your staff agreed with 'In my workplace, there is good communication about psychological safety issues that affect me'.
In the 'Decrease from 2021' column, you have a 9% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2022	Decrease from 2021	Comparator 2022
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	59%	-9%	58%
Engagement	I feel a strong personal attachment to my organisation	72%	-7%	60%
Engagement	I am proud to tell others I work for my organisation	84%	-7%	77%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	51%	-7%	52%
Learning and development	My organisation places a high priority on the learning and development of staff	61%	-6%	65%
Collaboration	I am able to work effectively with others outside my immediate workgroup	86%	-6%	84%
Engagement	I would recommend my organisation as a good place to work	79%	-6%	70%
Workgroup support	People in my workgroup work together effectively to get the job done	81%	-5%	87%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	51%	-5%	58%
Quality service delivery	My workgroup has clear lines of responsibility	74%	-5%	76%

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Key differences

Biggest positive difference from comparator

What this is

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 2022 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 'Engagement', the 'You 2022' column shows 72% of your staff agreed with 'I feel a strong personal attachment to my organisation'.

The 'difference' column, shows that agreement for this question was 12 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2022	Difference	Comparator 2022
Engagement	I feel a strong personal attachment to my organisation	72%	+12%	60%
Engagement	I would recommend my organisation as a good place to work	79%	+8%	70%
Engagement	I am proud to tell others I work for my organisation	84%	+7%	77%
Satisfaction	How satisfied are you with the work/life balance in your current job	76%	+5%	71%
Meaningful work	I get a sense of accomplishment from my work	89%	+4%	84%
Organisational integrity	My organisation encourages respectful workplace behaviours	90%	+4%	86%
Meaningful work	I achieve something important through my work	93%	+4%	90%
Job enrichment	I can use my skills and knowledge in my job	95%	+4%	91%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	87%	+4%	83%
Collaboration	I am able to work effectively with others outside my immediate workgroup	86%	+3%	84%

Key differences

Biggest negative difference from comparator

What this is

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 2022 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 'Human rights', the 'You 2022' column shows 68% of your staff agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

The 'difference' column, shows that agreement for this question was 16 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2022	Difference	Comparator 2022
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	68%	-16%	84%
Workgroup support	People in my workgroup are politically impartial in their work	70%	-15%	85%
Taking action	I believe my organisation will make improvements based on the results of this survey	45%	-15%	60%
Taking action	My organisation has made improvements based on the survey results from last year	28%	-14%	42%
Organisational integrity	I believe the recruitment processes in my organisation are fair	55%	-9%	64%
Organisational integrity	I have an equal chance at promotion in my organisation	45%	-8%	52%
Organisational integrity	I believe the promotion processes in my organisation are fair	40%	-7%	47%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	51%	-7%	58%
Senior leadership	Senior leaders provide clear strategy and direction	63%	-7%	70%
Senior leadership	Senior leaders demonstrate honesty and integrity	69%	-6%	76%

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Taking action

What this is

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

Why this is important

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

How to read this

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

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

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

Example

45% 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 survey'.
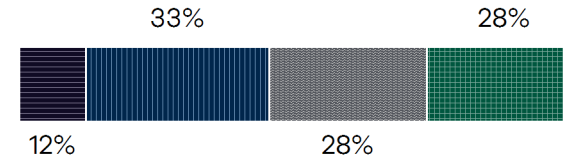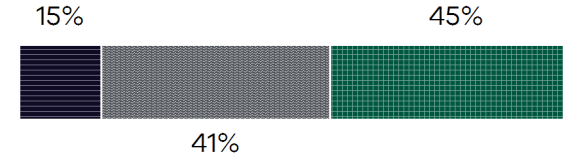
Survey question	Your results							

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

Benchmark agree results

Survey question		You		Comparator		
		2021	2022	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this survey	15% / 41% / 45%	Not asked	45 %	43 %	60 %	86 %
My organisation has made improvements based on the survey results from last year	12% / 33% / 28% / 28%	Not asked	28 %	21 %	42 %	55 %

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Senior leadership

Senior leadership

What this is

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

Why this is important

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

How to read this

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

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

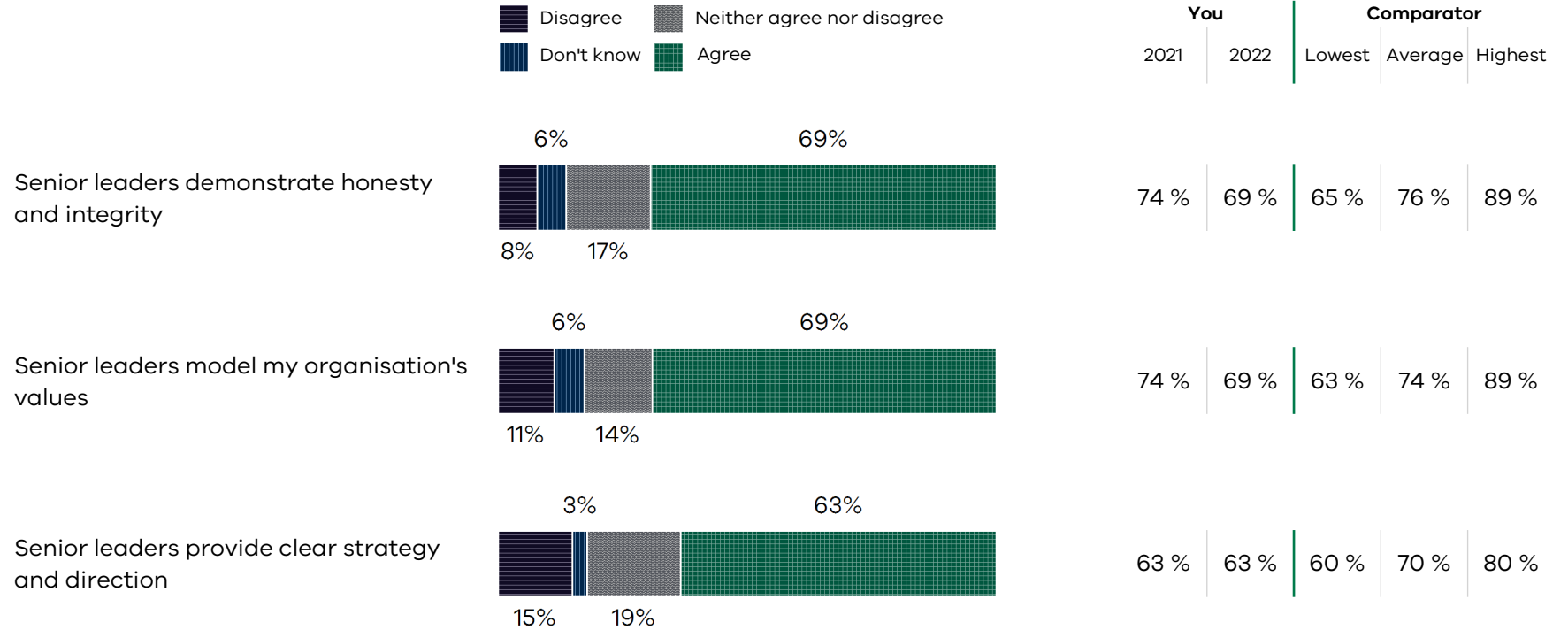Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

69% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

Survey question	Your results		You		Comparator		
			2021	2022	Lowest	Average	Highest

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

Survey question	Disagree	Neither	Agree	You 2021	You 2022	Lowest	Average	Highest
Senior leaders demonstrate honesty and integrity	8%	17% (6%)	69%	74 %	69 %	65 %	76 %	89 %
Senior leaders model my organisation's values	11%	14% (6%)	69%	74 %	69 %	63 %	74 %	89 %
Senior leaders provide clear strategy and direction	15%	19% (3%)	63%	63 %	63 %	60 %	70 %	80 %

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Organisational climate

Scorecard

What this is

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.

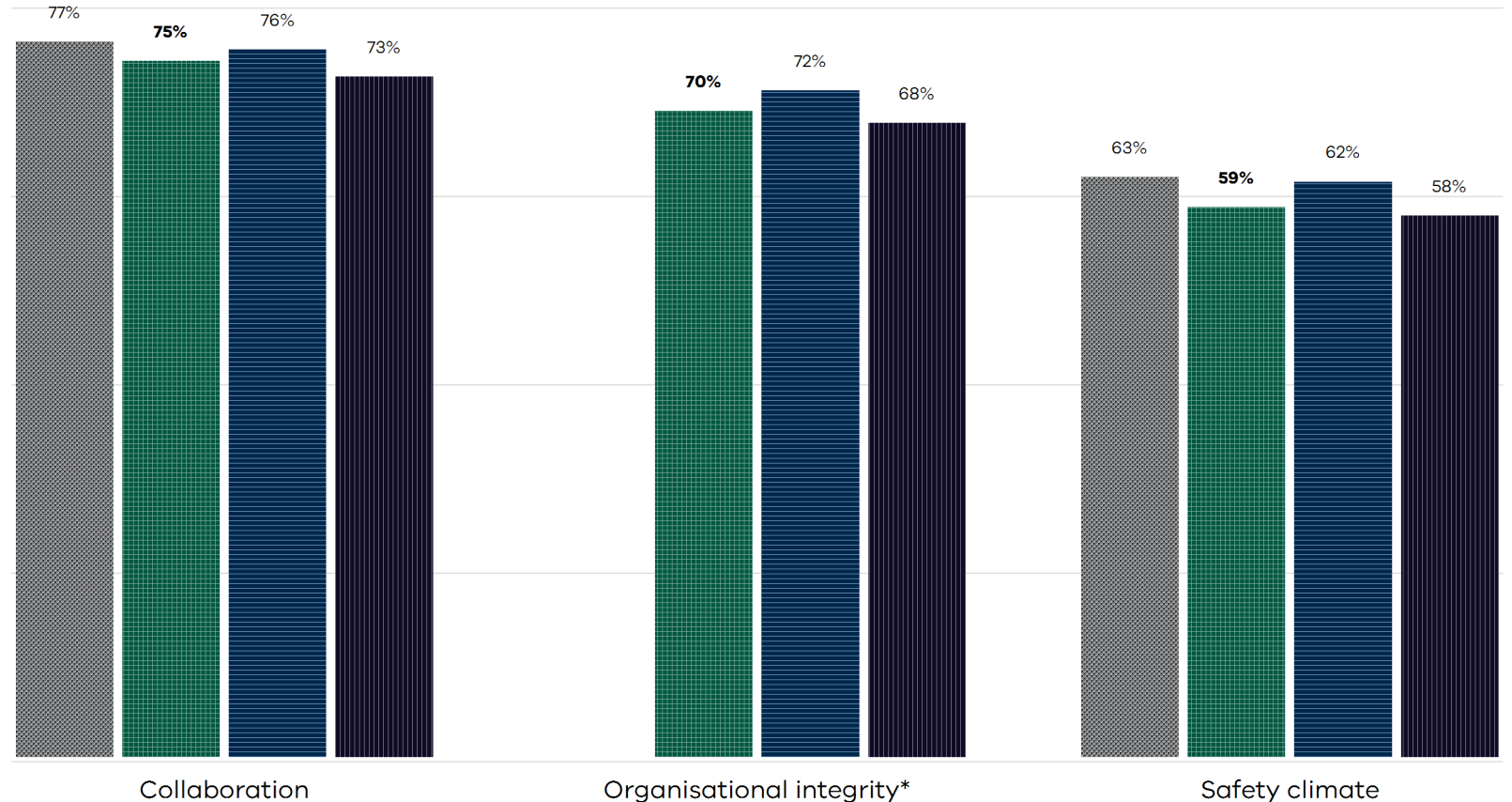Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2022:

- 75% of your staff who did the survey responded positively to questions about Collaboration which is down from 77% in 2021.

Compared to:

- 76% of staff at your comparator and 73% of staff across the public sector.

Chart data:

Collaboration: 77% (You 2021), 75% (You 2022), 76% (Comparator 2022), 73% (Public sector 2022)

Organisational integrity*: 70% (You 2022), 72% (Comparator 2022), 68% (Public sector 2022)

Safety climate: 63% (You 2021), 59% (You 2022), 62% (Comparator 2022), 58% (Public sector 2022)

*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021 | You 2022 | Comparator 2022 | Public sector 2022

Organisational climate

Organisational integrity 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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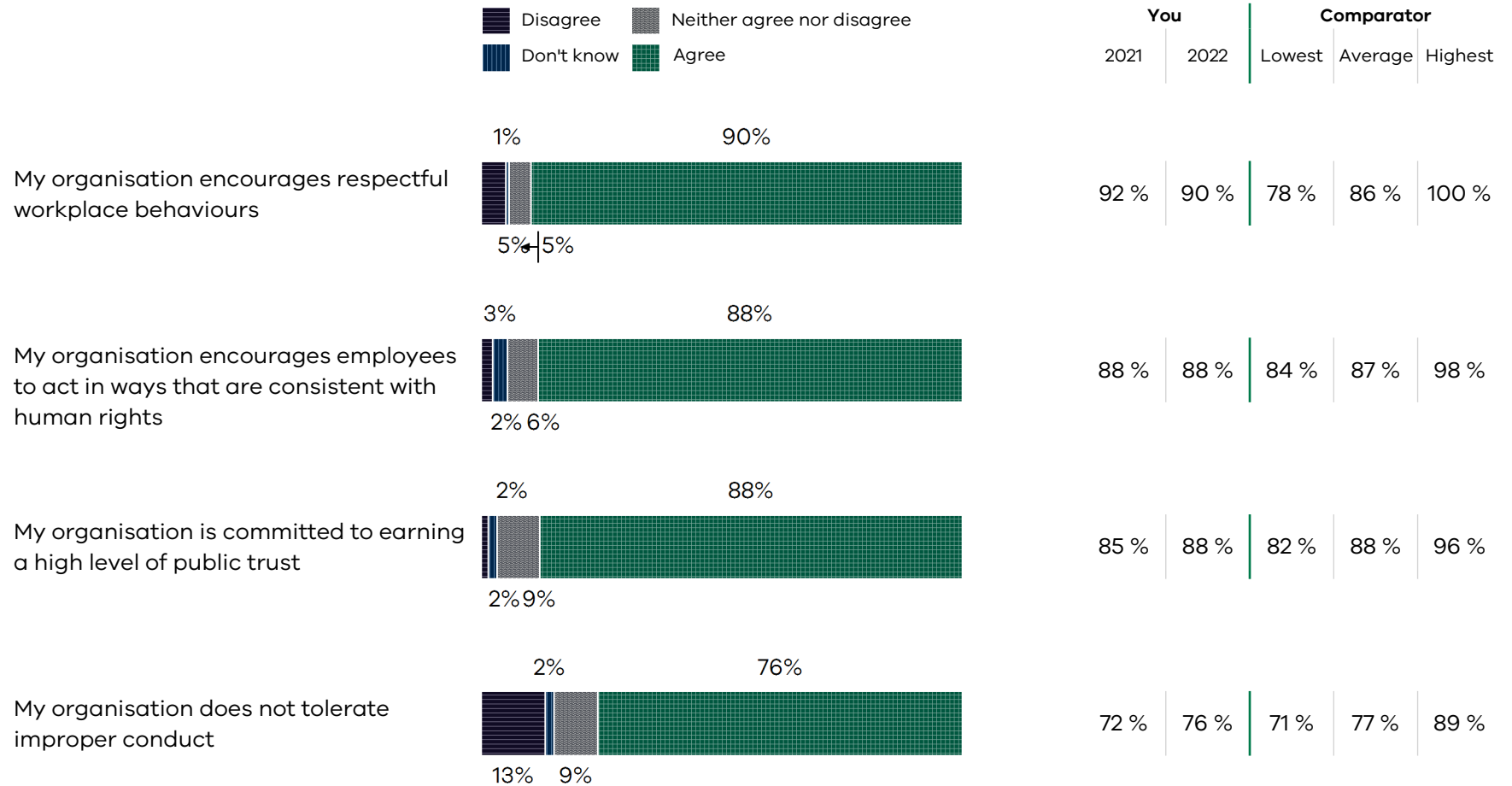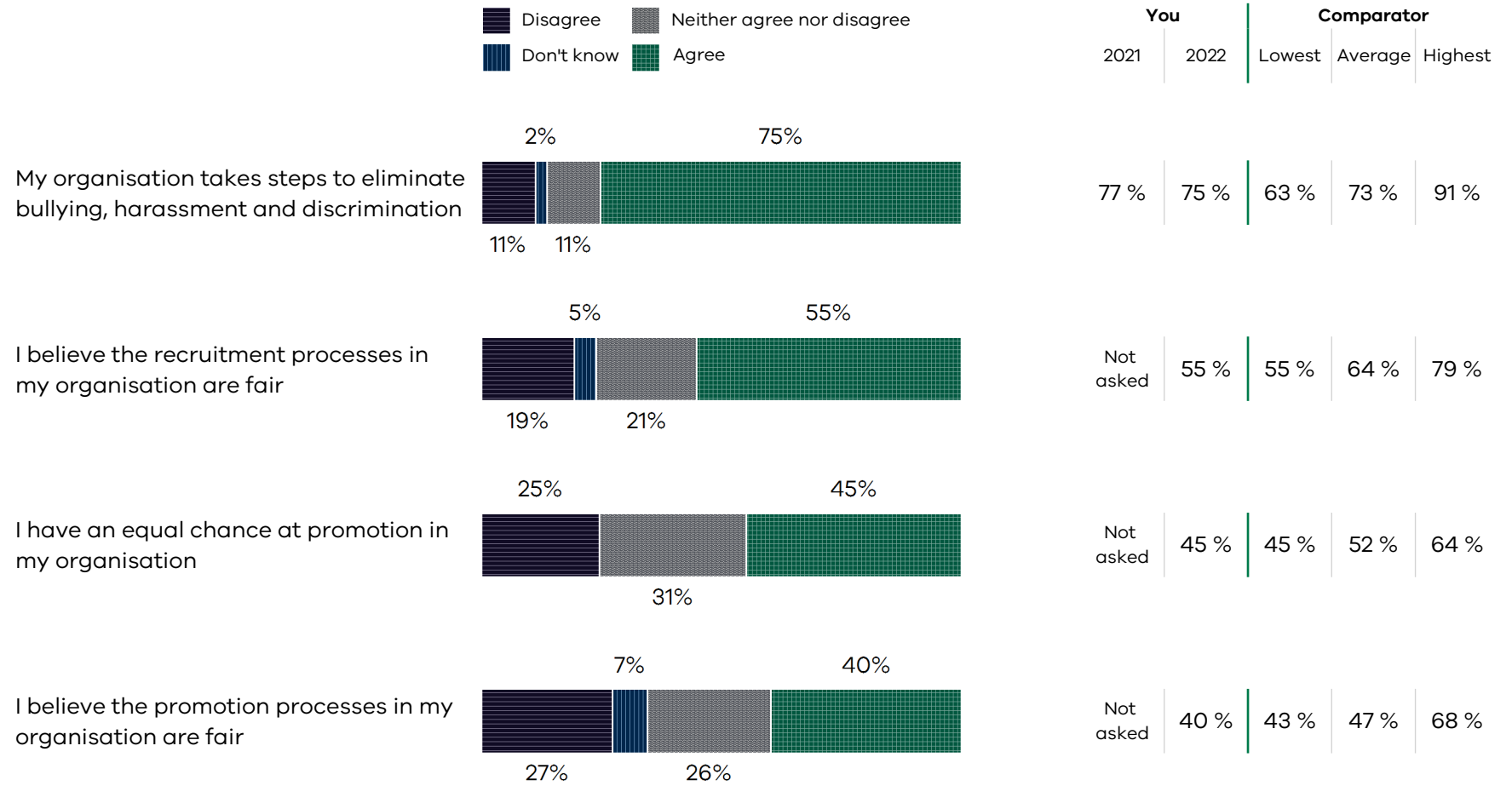
Example

90% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages respectful workplace behaviours'.

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

Survey question		You 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages respectful workplace behaviours	1% ... 90% / 5% - 5%	92 %	90 %	78 %	86 %	100 %
My organisation encourages employees to act in ways that are consistent with human rights	3% ... 88% / 2% 6%	88 %	88 %	84 %	87 %	98 %
My organisation is committed to earning a high level of public trust	2% ... 88% / 2% 9%	85 %	88 %	82 %	88 %	96 %
My organisation does not tolerate improper conduct	2% ... 76% / 13% 9%	72 %	76 %	71 %	77 %	89 %

Victorian Public Sector Commission

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Organisational climate

Organisational integrity 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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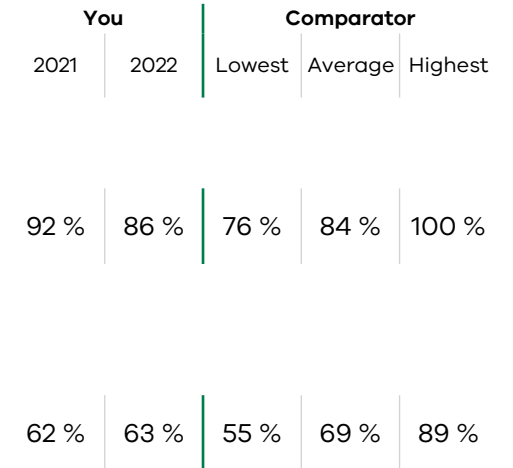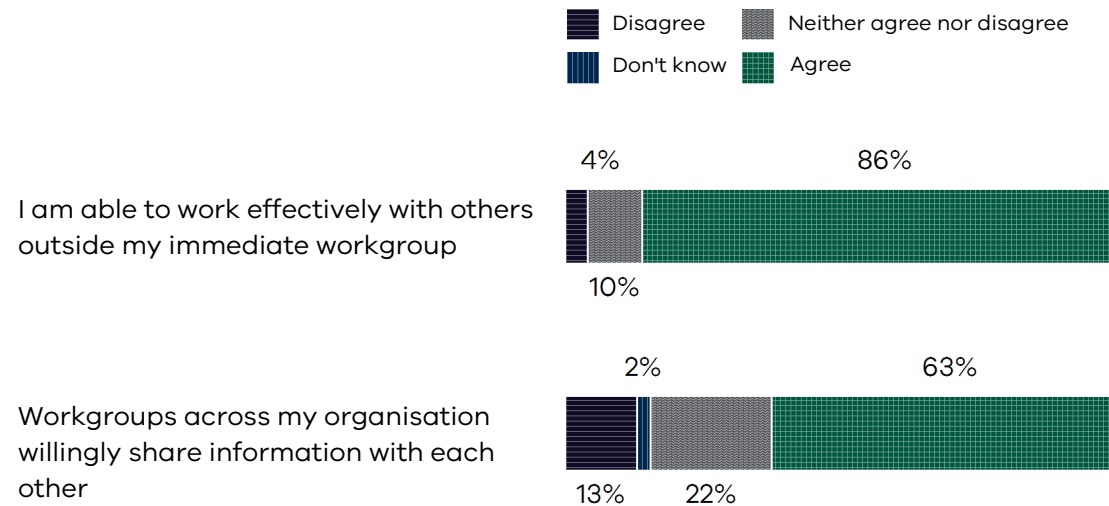
Example

75% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question	Your results	You 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest

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

Survey question	You 2021	You 2022	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination (2%, 75%, 11%, 11%)	77 %	75 %	63 %	73 %	91 %
I believe the recruitment processes in my organisation are fair (5%, 55%, 19%, 21%)	Not asked	55 %	55 %	64 %	79 %
I have an equal chance at promotion in my organisation (25%, 45%, 31%)	Not asked	45 %	45 %	52 %	64 %
I believe the promotion processes in my organisation are fair (7%, 40%, 27%, 26%)	Not asked	40 %	43 %	47 %	68 %

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Collaboration

What this is

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

Why this is important

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

How to read this

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

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

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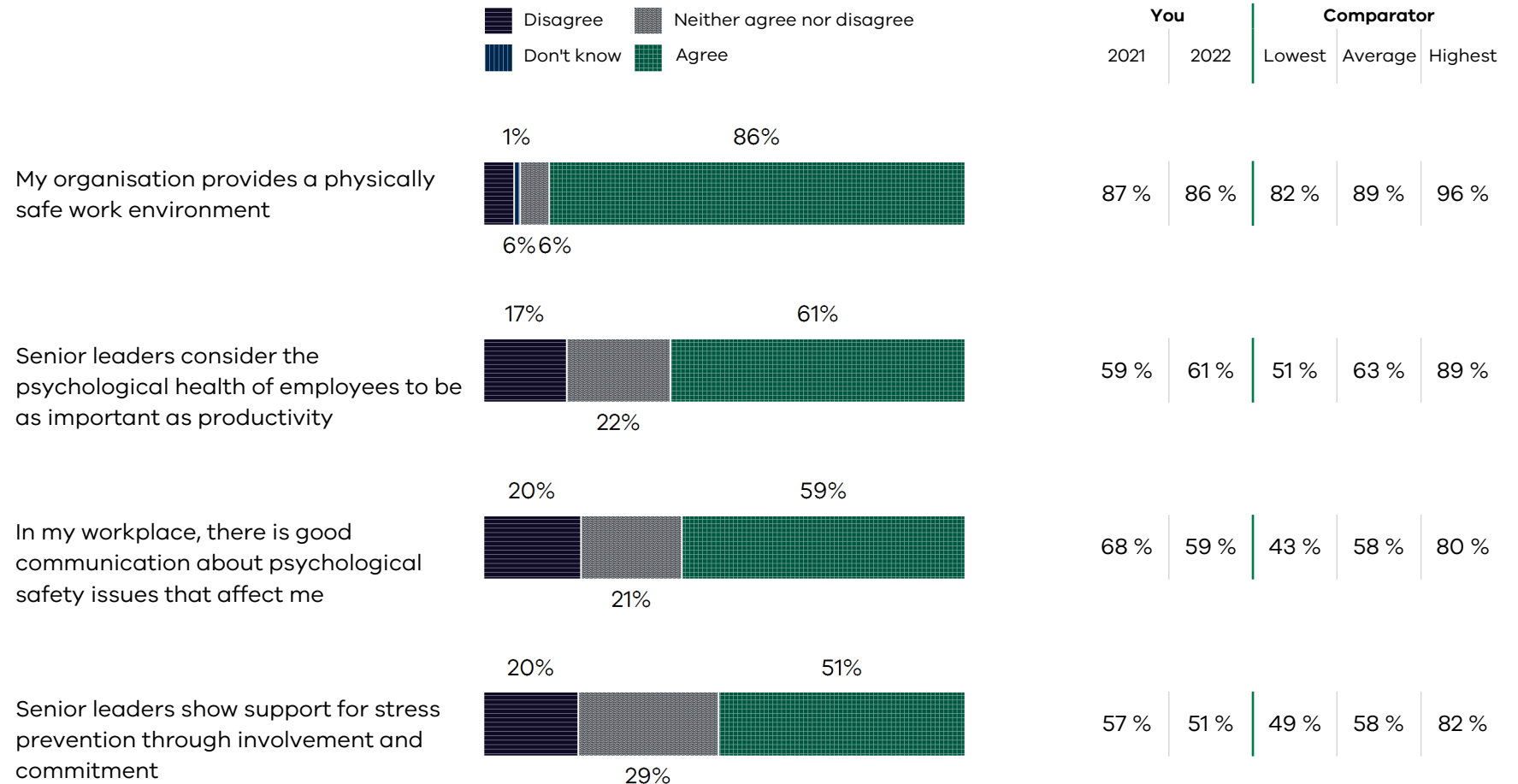
Example

86% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

Survey question	Your results					

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

Survey question		You 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest
I am able to work effectively with others outside my immediate workgroup	4% / 10% / 86%	92 %	86 %	76 %	84 %	100 %
Workgroups across my organisation willingly share information with each other	13% / 2% / 22% / 63%	62 %	63 %	55 %	69 %	89 %

Organisational climate

Safety climate 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

86% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

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

Survey question		You 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest
My organisation provides a physically safe work environment	1% / 86% / 6% 6%	87 %	86 %	82 %	89 %	96 %
Senior leaders consider the psychological health of employees to be as important as productivity	17% / 61% / 22%	59 %	61 %	51 %	63 %	89 %
In my workplace, there is good communication about psychological safety issues that affect me	20% / 59% / 21%	68 %	59 %	43 %	58 %	80 %
Senior leaders show support for stress prevention through involvement and commitment	20% / 51% / 29%	57 %	51 %	49 %	58 %	82 %

Victorian Public Sector Commission

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Organisational climate

Safety climate 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

51% of your staff who did the survey agreed or strongly agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.

Survey question | Your results | Benchmark agree results

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

	You		Comparator		
	2021	2022	Lowest	Average	Highest

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

- 22% (Disagree), 4% (Don't know), 22% (Neither), 51% (Agree)

| 58 % | 51 % | 48 % | 52 % | 61 % |

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

- 22% (Disagree), 31% (Neither), 48% (Agree)
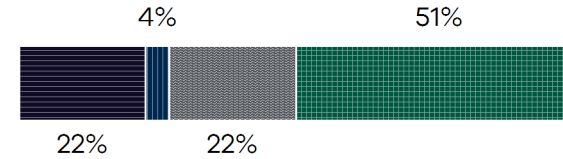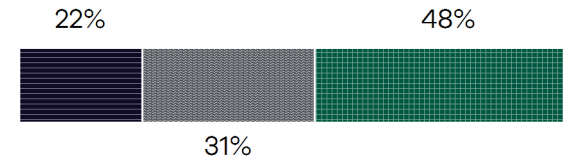
| 47 % | 48 % | 44 % | 52 % | 70 % |

People matter survey

wellbeing check 2022

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

Scorecard

What this is

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.

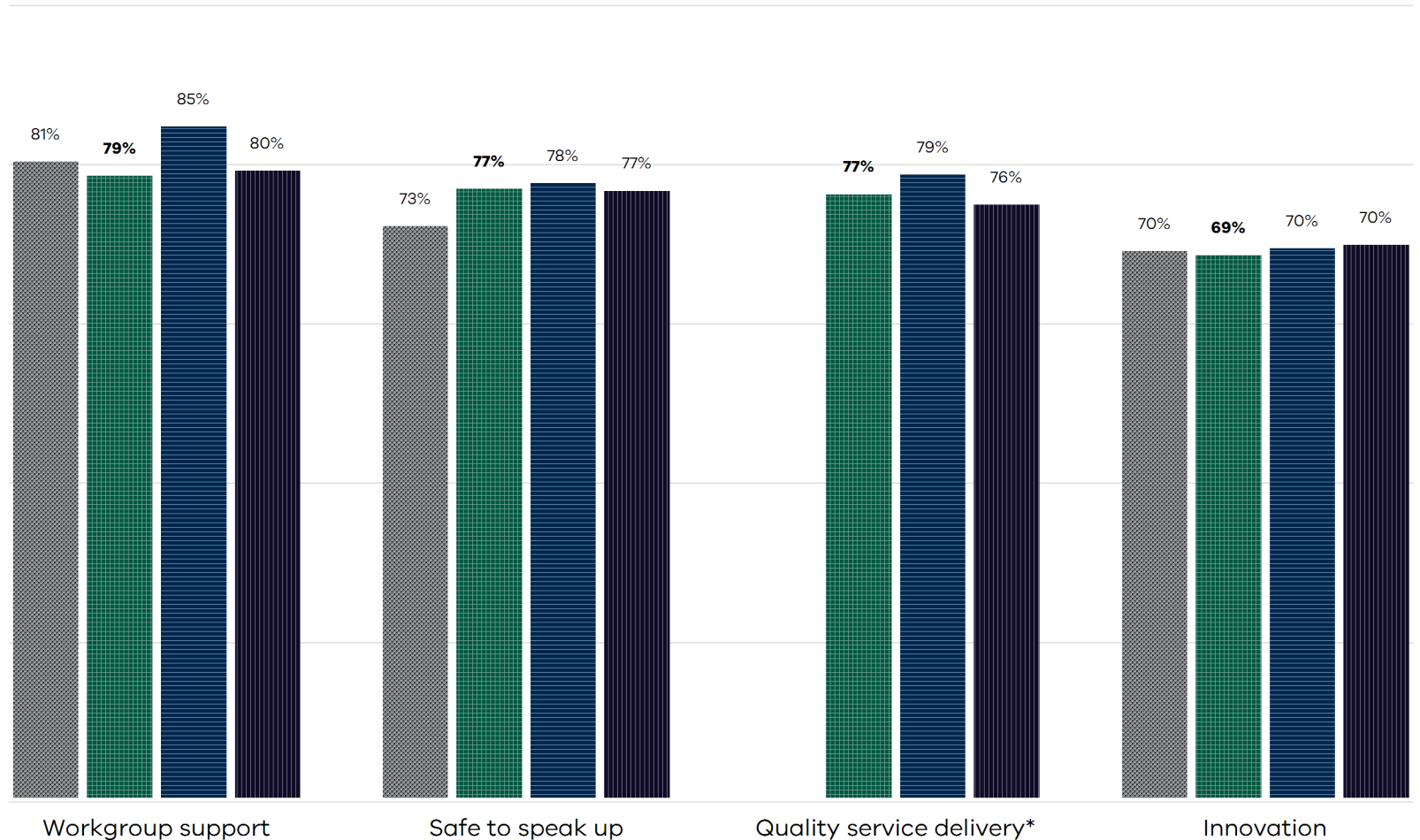Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2022:

- 79% of your staff who did the survey responded positively to questions about Workgroup support which is down from 81% in 2021.

Compared to:

- 85% of staff at your comparator and 80% of staff across the public sector.

Workgroup support: 81%, 79%, 85%, 80%
Safe to speak up: 73%, 77%, 78%, 77%
Quality service delivery*: 77%, 79%, 76%
Innovation: 70%, 69%, 70%, 70%

*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021 | You 2022 | Comparator 2022 | Public sector 2022

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Quality service delivery

What this is

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

Why this is important

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

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

How to read this

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

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

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

Example

88% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question	Your results	Benchmark agree results

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

	You		Comparator		
Survey question	2021	2022	Lowest	Average	Highest
My workgroup provides high quality advice and services	Not asked	88 %	79 %	88 %	100 %
My workgroup acts fairly and without bias	Not asked	76 %	75 %	82 %	98 %
My workgroup has clear lines of responsibility	79 %	74 %	66 %	76 %	100 %
My workgroup uses its resources well	Not asked	69 %	62 %	70 %	86 %

My workgroup provides high quality advice and services: 1%, 88%, 3%, 8%

My workgroup acts fairly and without bias: 1%, 76%, 10%, 13%

My workgroup has clear lines of responsibility: 74%, 12%, 13%

My workgroup uses its resources well: 1%, 69%, 17%, 13%

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Innovation

What this is

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 engagement.

How to read this

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

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

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

Example

71% of your staff who did the survey agreed or strongly agreed with 'My workgroup is quick to respond to opportunities to do things better'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
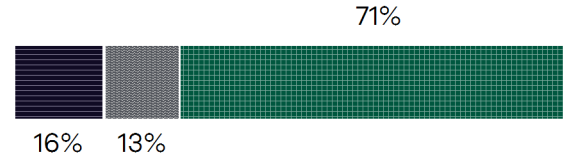
Survey question		You 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup is quick to respond to opportunities to do things better	16% / 13% / 71%	74 %	71 %	64 %	72 %	84 %
My workgroup encourages employee creativity	14% / 1% / 16% / 69%	67 %	69 %	46 %	67 %	84 %
My workgroup learns from failures and mistakes	16% / 1% / 15% / 68%	68 %	68 %	63 %	71 %	89 %
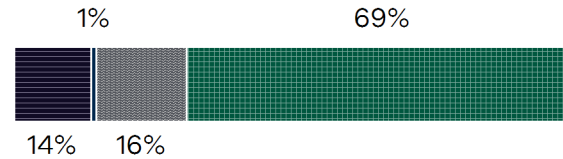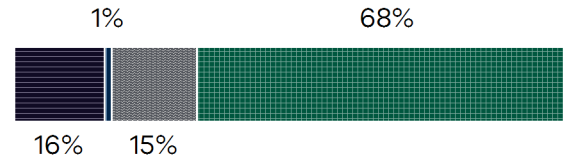
Workgroup climate

Workgroup support 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

88% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

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

Survey question	Your results	You 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup treat each other with respect	88% (6%, 6%)	92 %	88 %	86 %	90 %	98 %
People in my workgroup work together effectively to get the job done	81% (8%, 11%)	86 %	81 %	82 %	87 %	95 %
People in my workgroup appropriately manage conflicts of interest	80% (5%, 5%, 11%)	80 %	80 %	71 %	80 %	86 %
People in my workgroup are honest, open and transparent in their dealings	78% (1%, 8%, 14%)	78 %	78 %	78 %	84 %	95 %

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Workgroup support 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

70% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.
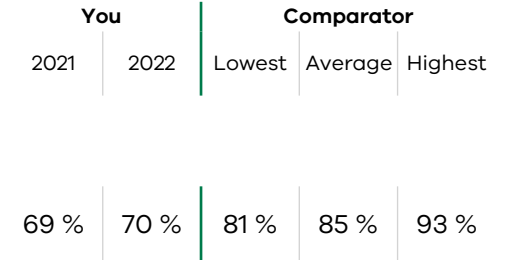
Legend
■ Disagree
▥ Neither agree nor disagree
▥ Don't know
▦ Agree

Survey question: People in my workgroup are politically impartial in their work

Your results: 4% / 7% / 19% / 70%

	You		Comparator		
	2021	2022	Lowest	Average	Highest
	69 %	70 %	81 %	85 %	93 %
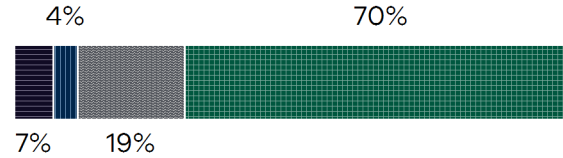
Workgroup climate

Safe to speak up

What this is

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

Why this is important

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

How to read this

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

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

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

Example

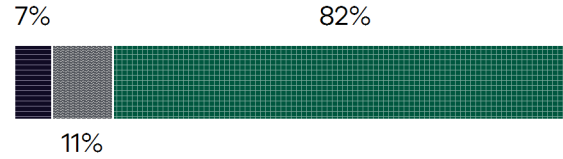82% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.
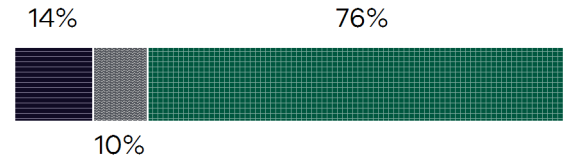
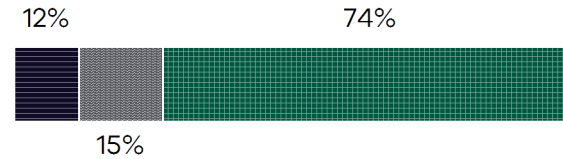| Survey question	Your results			Benchmark agree results				

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

	You		Comparator		
	2021	2022	Lowest	Average	Highest

Survey question	Your results	2021	2022	Lowest	Average	Highest
I feel culturally safe at work	7% / 11% / 82%	74 %	82 %	80 %	85 %	89 %
I feel safe to challenge inappropriate behaviour at work	14% / 10% / 76%	69 %	76 %	67 %	75 %	91 %
People in my workgroup are able to bring up problems and tough issues	12% / 15% / 74%	76 %	74 %	68 %	75 %	89 %

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People matter survey wellbeing check 2022

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Job and manager factors

Scorecard 1 of 2

What this is

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.
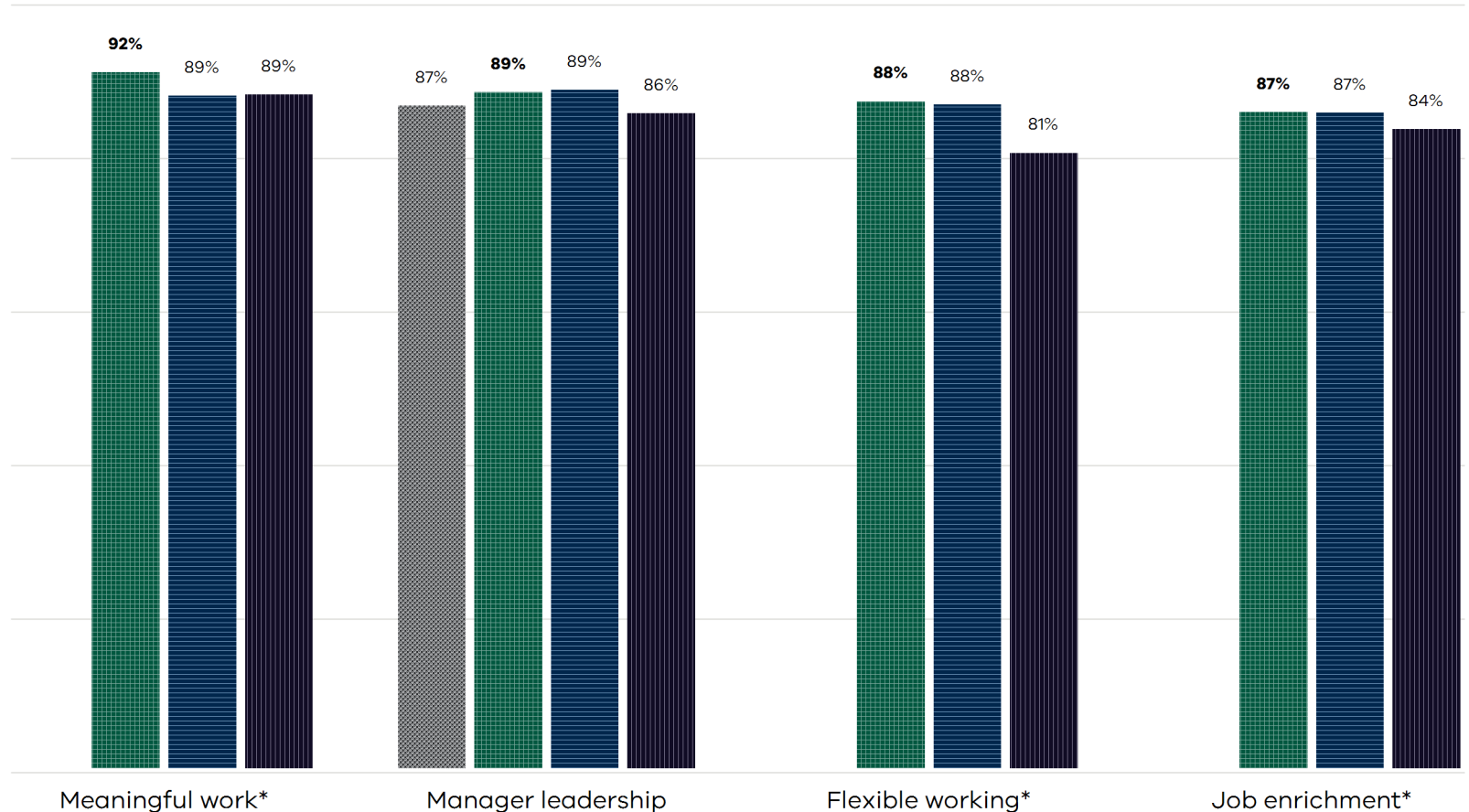
Example

In 2022:

- 92% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 89% of staff at your comparator and 89% of staff across the public sector.

	Meaningful work*	Manager leadership	Flexible working*	Job enrichment*
You 2021		87%		
You 2022	92%	89%	88%	87%
Comparator 2022	89%	89%	88%	87%
Public sector 2022	89%	86%	81%	84%

*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021 | You 2022 | Comparator 2022 | Public sector 2022

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Job and manager factors

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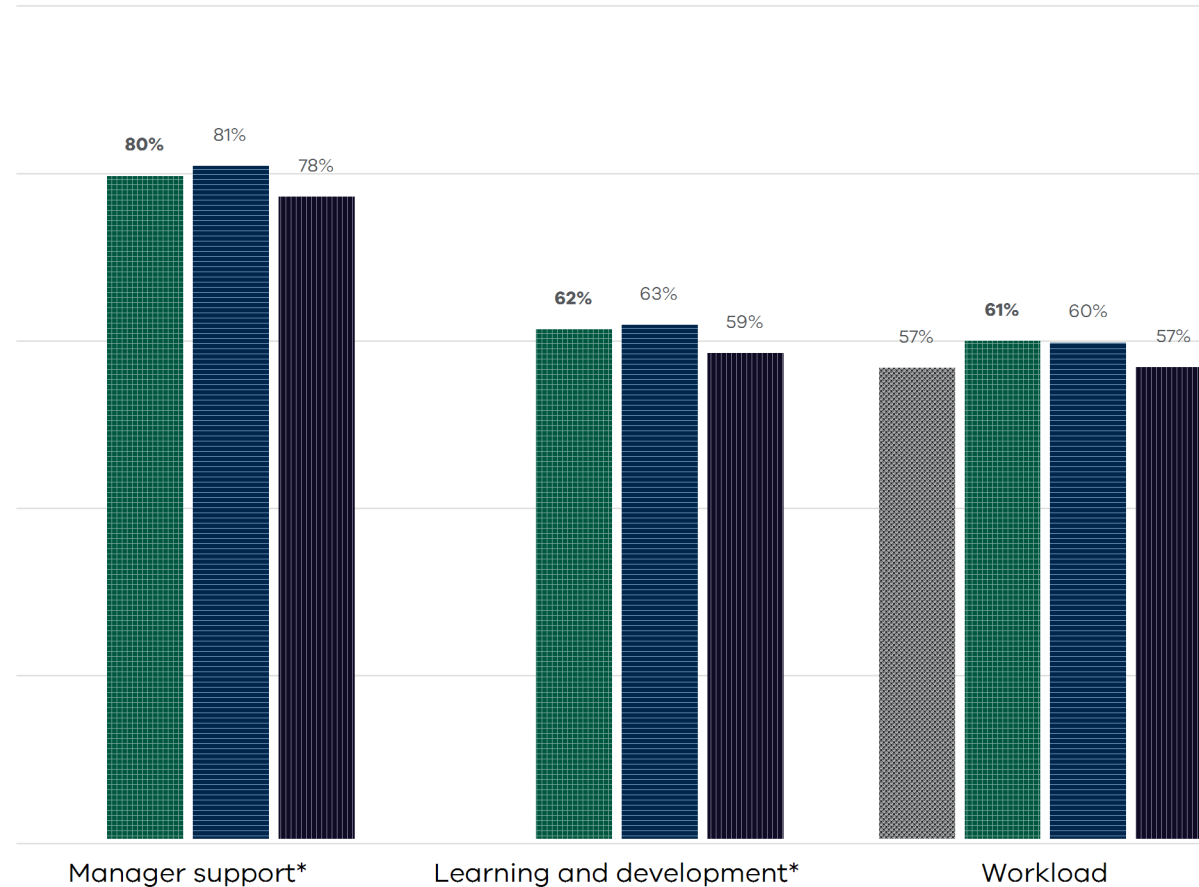
Example

In 2022:

- 80% of your staff who did the survey responded positively to questions about Manager support.

Compared to:

- 81% of staff at your comparator and 78% of staff across the public sector.

*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021 | You 2022 | Comparator 2022 | Public sector 2022

Bar chart values:
- Manager support*: You 2022 80%, Comparator 2022 81%, Public sector 2022 78%
- Learning and development*: You 2022 62%, Comparator 2022 63%, Public sector 2022 59%
- Workload: You 2021 57%, You 2022 61%, Comparator 2022 60%, Public sector 2022 57%

Job and manager factors

Manager leadership

What this is

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

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

How to read this

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

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

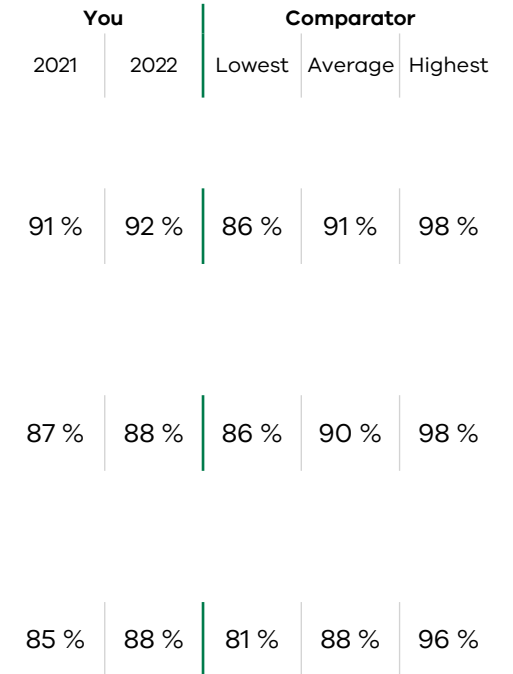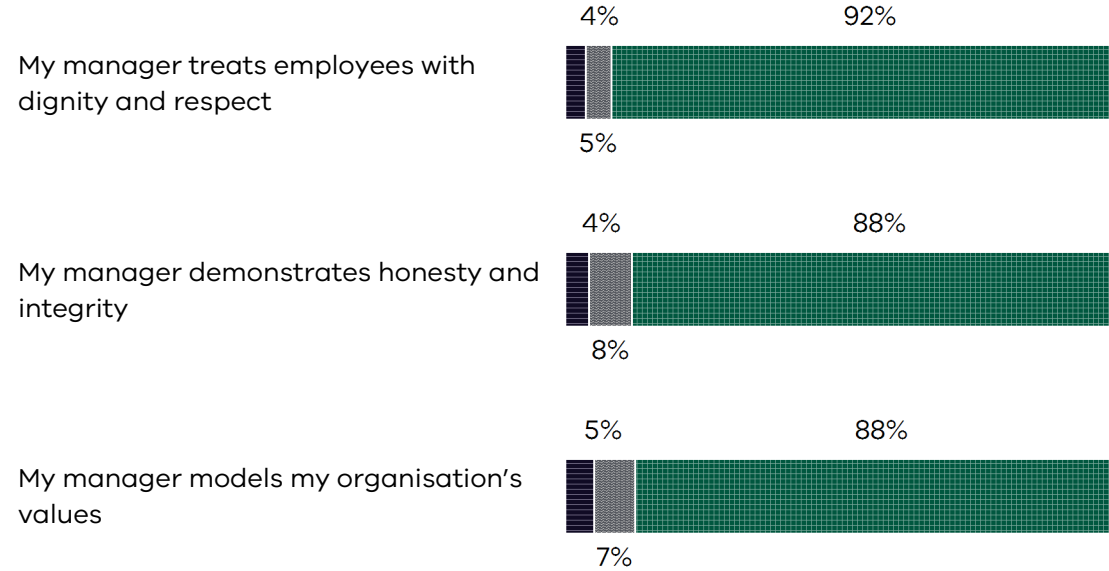Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

92% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

| Survey question | Your results | Benchmark agree results |

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

	You 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect — 4% / 92% / 5%	91 %	92 %	86 %	91 %	98 %
My manager demonstrates honesty and integrity — 4% / 88% / 8%	87 %	88 %	86 %	90 %	98 %
My manager models my organisation's values — 5% / 88% / 7%	85 %	88 %	81 %	88 %	96 %

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Job and manager factors

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

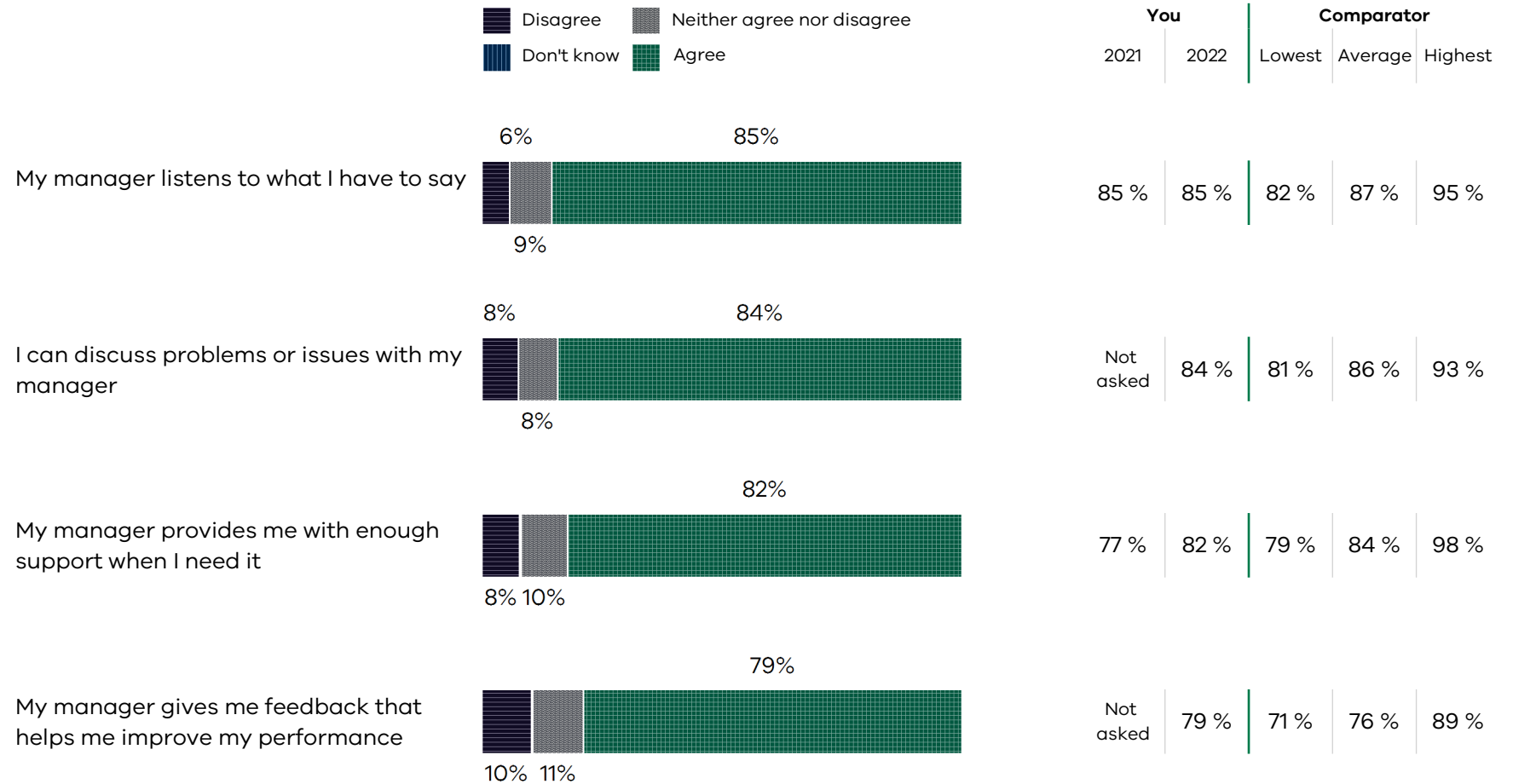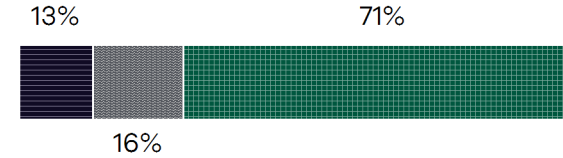Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

85% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

Survey question	Your results			Benchmark agree results				
				You		**Comparator**		
				2021	2022	Lowest	Average	Highest
My manager listens to what I have to say	6% / 9% / 85%			85 %	85 %	82 %	87 %	95 %
I can discuss problems or issues with my manager	8% / 8% / 84%			Not asked	84 %	81 %	86 %	93 %
My manager provides me with enough support when I need it	8% / 10% / 82%			77 %	82 %	79 %	84 %	98 %
My manager gives me feedback that helps me improve my performance	10% / 11% / 79%			Not asked	79 %	71 %	76 %	89 %

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

Victorian Public Sector Commission

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Job and manager factors

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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

Example

71% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.
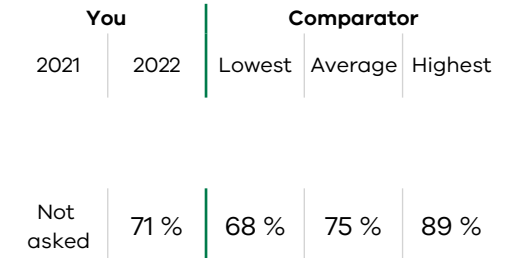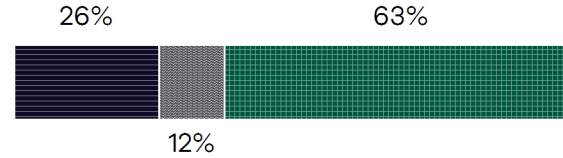
Survey question

Your results

	Disagree		Neither agree nor disagree
	Don't know		Agree

I receive meaningful recognition when I do good work

13%   71%

16%

Benchmark agree results

You		Comparator		
2021	2022	Lowest	Average	Highest
Not asked	71 %	68 %	75 %	89 %

Job and manager factors

Workload

What this is

This is how staff feel about workload and time pressure.

Why this is important

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

How to read this

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

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

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

Example

63% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.
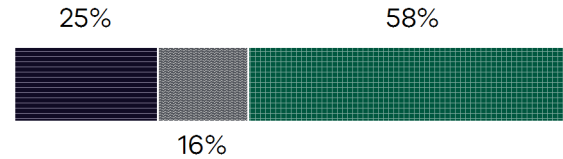
Survey question	Your results	Benchmark agree results

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

	You		Comparator		
	2021	2022	Lowest	Average	Highest

Survey question	26% / 12% / 63%	60 %	63 %	55 %	63 %	86 %
The workload I have is appropriate for the job that I do	26% · 12% · 63%	60 %	63 %	55 %	63 %	86 %
I have enough time to do my job effectively	25% · 16% · 58%	55 %	58 %	44 %	58 %	79 %

Job and manager factors

Learning and development

What this is

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

Why this is important

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

How to read this

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

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

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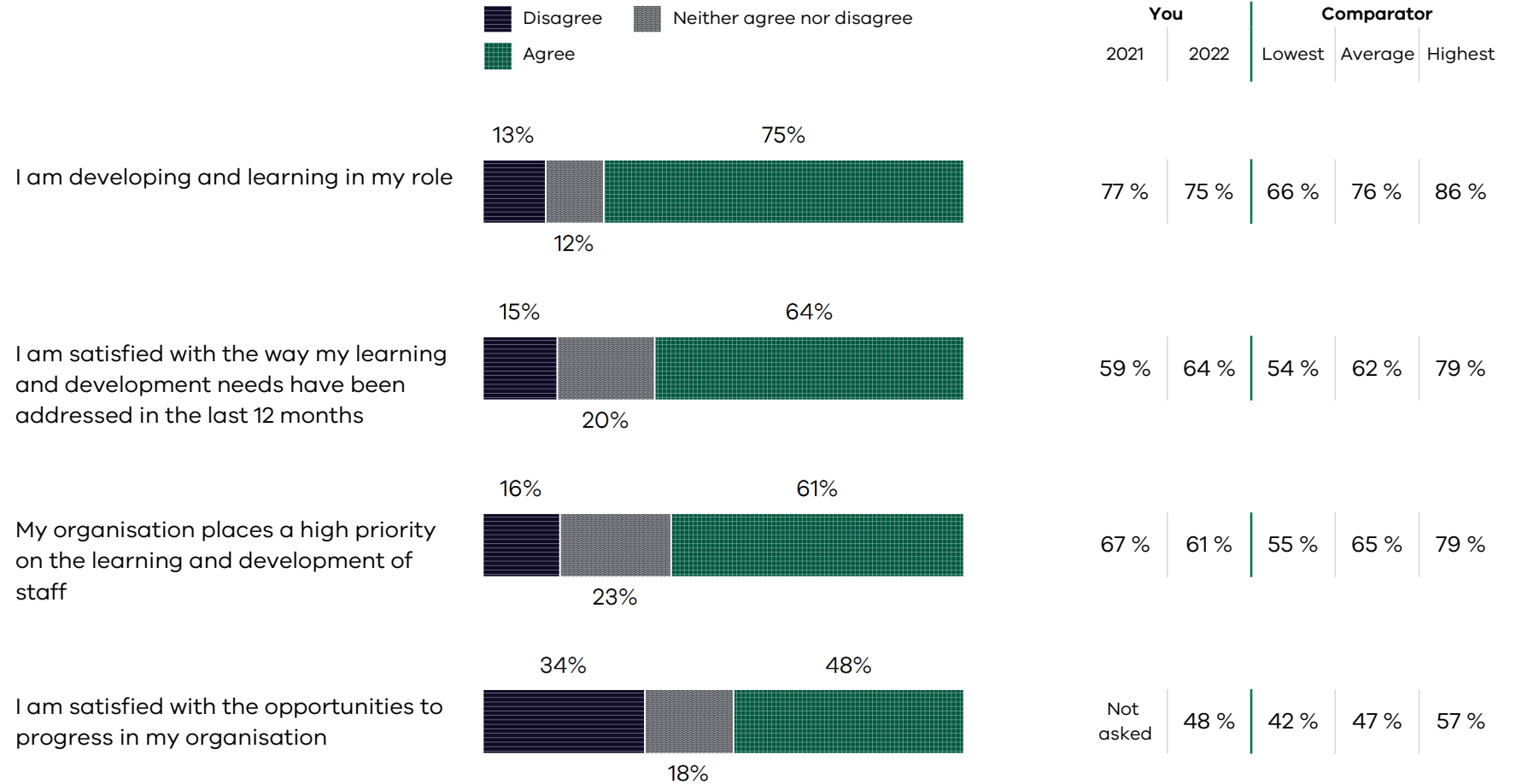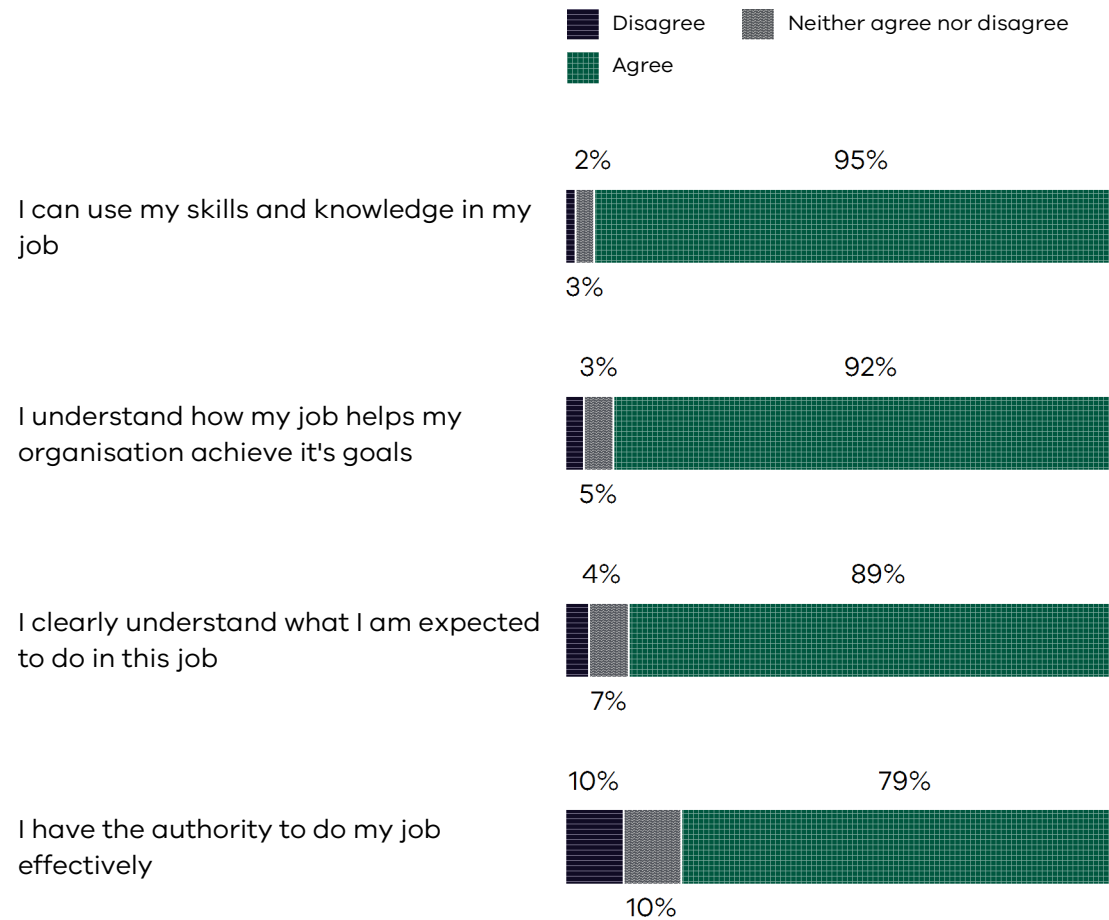
Example

75% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question	Your results			Benchmark agree results				
				You		**Comparator**		
				2021	2022	Lowest	Average	Highest
I am developing and learning in my role	13% Disagree, 12% Neither, 75% Agree			77 %	75 %	66 %	76 %	86 %
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	15% Disagree, 20% Neither, 64% Agree			59 %	64 %	54 %	62 %	79 %
My organisation places a high priority on the learning and development of staff	16% Disagree, 23% Neither, 61% Agree			67 %	61 %	55 %	65 %	79 %
I am satisfied with the opportunities to progress in my organisation	34% Disagree, 18% Neither, 48% Agree			Not asked	48 %	42 %	47 %	57 %

Legend: Disagree | Neither agree nor disagree | Agree

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

What this is

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

Why this is important

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

How to read this

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

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

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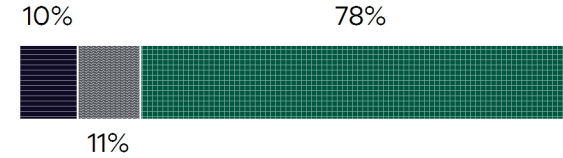
Example

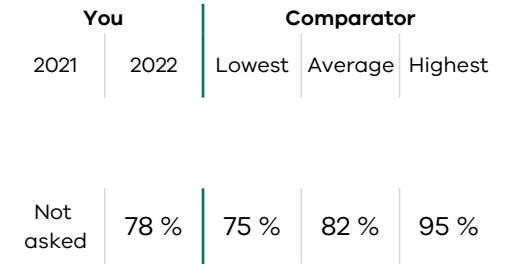95% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question	Your results		Benchmark agree results				
			You		**Comparator**		
			2021	2022	Lowest	Average	Highest
I can use my skills and knowledge in my job	2%	95%	Not asked	95 %	86 %	91 %	95 %
	3%						
I understand how my job helps my organisation achieve it's goals	3%	92%	Not asked	92 %	88 %	93 %	100 %
	5%						
I clearly understand what I am expected to do in this job	4%	89%	81 %	89 %	78 %	87 %	96 %
	7%						
I have the authority to do my job effectively	10%	79%	79 %	79 %	66 %	79 %	93 %
	10%						

Legend: Disagree · Neither agree nor disagree · Agree

Victorian Public Sector Commission

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Job and manager factors

What this is

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

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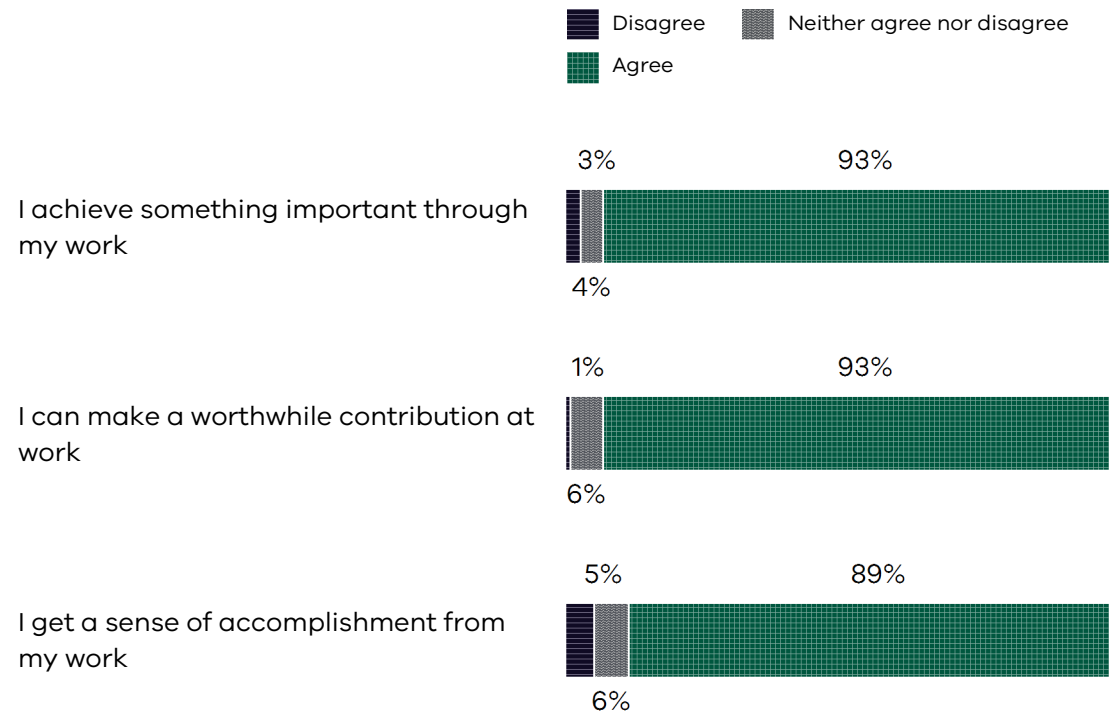
Example

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

Survey question	Your results	Benchmark agree results

Survey question

Your results

Benchmark agree results

■ Disagree   ▨ Neither agree nor disagree   ▨ Agree

I have a say in how I do my work

10%   11%   78%

	You		Comparator		
	2021	2022	Lowest	Average	Highest
	Not asked	78 %	75 %	82 %	95 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Meaningful work

What this is

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

Why this is important

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

How to read this

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

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

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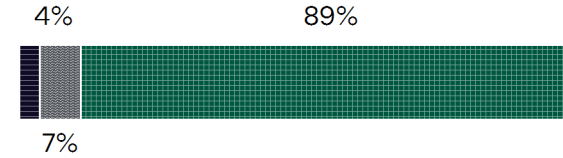
Example

93% of your staff who did the survey agreed or strongly agreed with 'I achieve something important through my work'.

Survey question	Your results					

Your results legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

Benchmark agree results

Survey question		You		Comparator		
		2021	2022	Lowest	Average	Highest
I achieve something important through my work — 3% / 93% / 4%		88 %	93 %	83 %	90 %	98 %
I can make a worthwhile contribution at work — 1% / 93% / 6%		Not asked	93 %	85 %	92 %	100 %
I get a sense of accomplishment from my work — 5% / 89% / 6%		83 %	89 %	78 %	84 %	93 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

Example

89% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

Survey question	Your results					

Survey question | **Your results** | **Benchmark agree results**

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
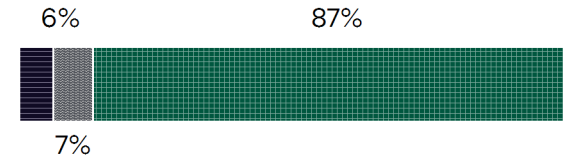
	You		Comparator		
	2021	2022	Lowest	Average	Highest
My manager supports working flexibly	Not asked	89 %	88 %	92 %	98 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	84 %	87 %	78 %	83 %	98 %

My manager supports working flexibly: 4%, 7%, 89%

I am confident that if I requested a flexible work arrangement, it would be given due consideration: 6%, 7%, 87%

People matter survey
wellbeing check 2022

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Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Scorecard 1 of 2

What this is

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 2022:

- 88% of your staff who did the survey responded positively to questions about Responsiveness .

Compared to:

- 88% of staff at your comparator and 83% of staff across the public sector.

Chart data:

	Responsiveness*	Respect	Integrity	Human rights
You 2021		87%	78%	74%
You 2022	88%	86%	79%	78%
Comparator 2022	88%	85%	81%	85%
Public sector 2022	83%	82%	76%	83%

*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021, You 2022, Comparator 2022, Public sector 2022

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

What this is

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 2022:

- 78% of your staff who did the survey responded positively to questions about Leadership , which is down 1% in 2021.

Compared to:

- 81% of staff at your comparator and 76% of staff across the public sector.
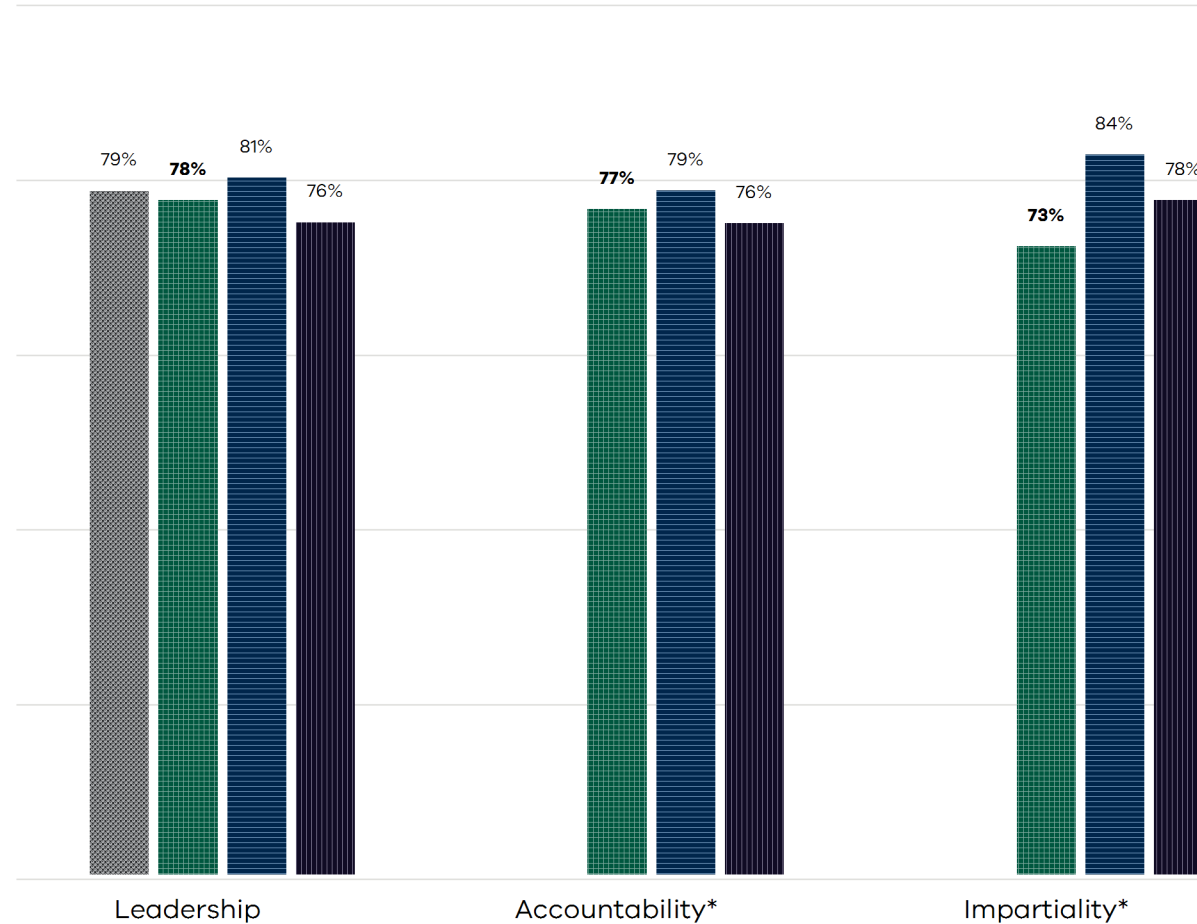
*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021 | You 2022 | Comparator 2022 | Public sector 2022

Public sector values

Responsiveness

What this is

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

Why this is important

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

How to read this

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

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

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

Example

88% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.
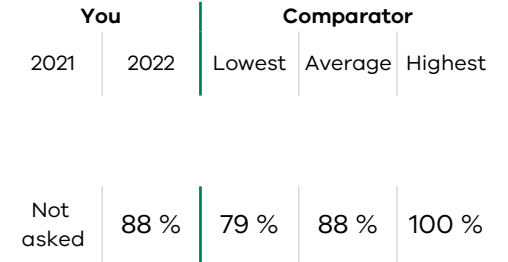
Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

My workgroup provides high quality advice and services

1%   88%

3% 8%

	You		Comparator		
	2021	2022	Lowest	Average	Highest
	Not asked	88 %	79 %	88 %	100 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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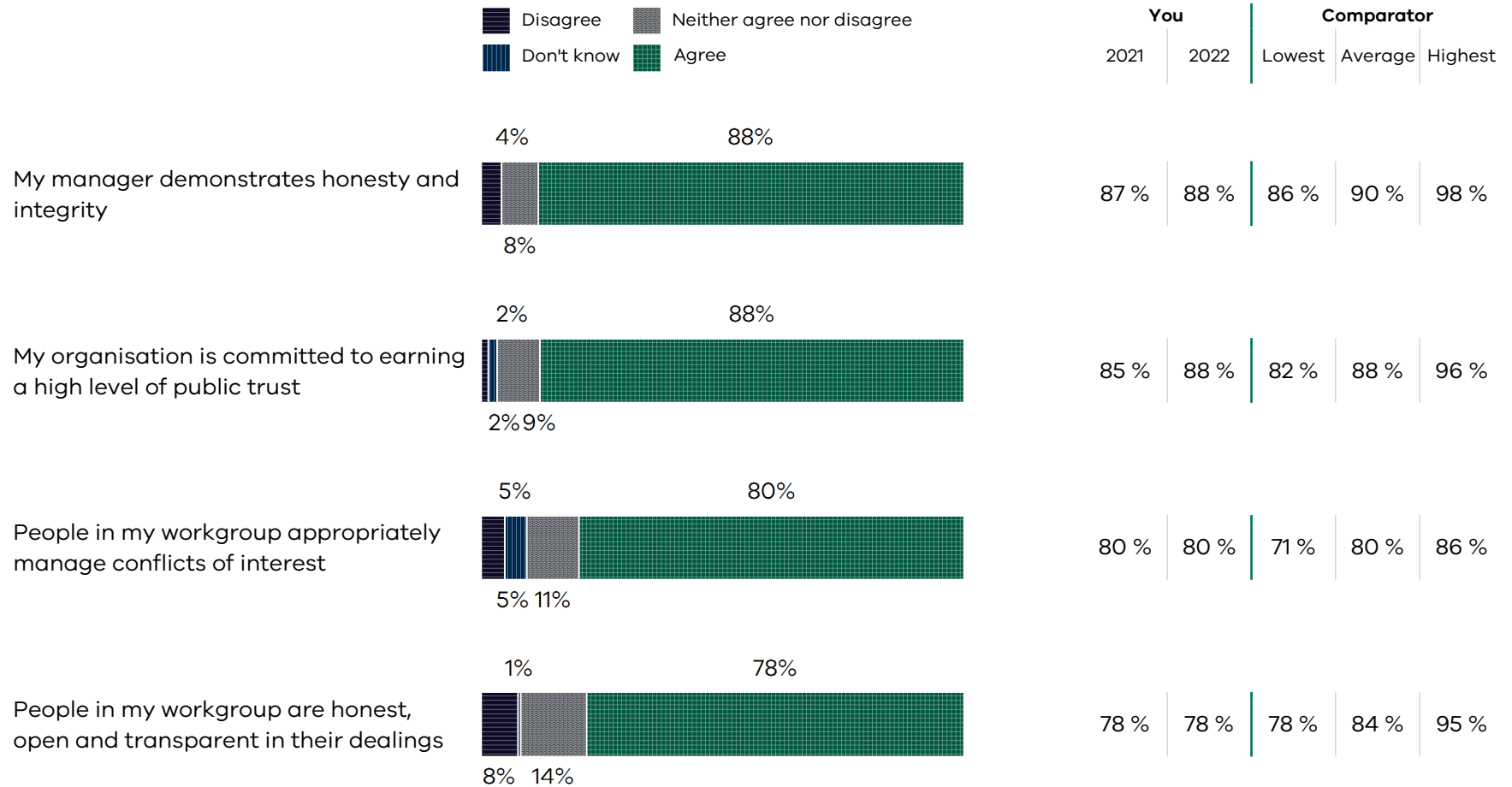
Example

88% of staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question	Your results		Benchmark agree results				
			You		**Comparator**		
	Disagree / Don't know / Neither agree nor disagree / Agree		2021	2022	Lowest	Average	Highest
My manager demonstrates honesty and integrity	4% ... 88% / 8%		87 %	88 %	86 %	90 %	98 %
My organisation is committed to earning a high level of public trust	2% ... 88% / 2% 9%		85 %	88 %	82 %	88 %	96 %
People in my workgroup appropriately manage conflicts of interest	5% ... 80% / 5% 11%		80 %	80 %	71 %	80 %	86 %
People in my workgroup are honest, open and transparent in their dealings	1% ... 78% / 8% 14%		78 %	78 %	78 %	84 %	95 %

Public sector values

Integrity 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

76% of staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.
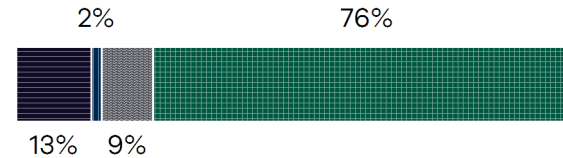
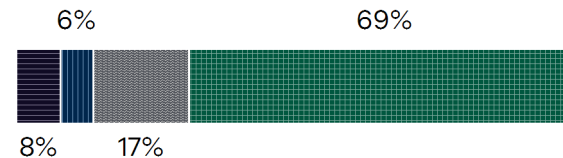| Survey question | Your results | Benchmark agree results |

Your results legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
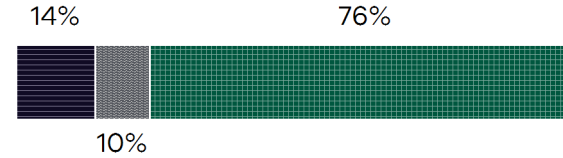
Survey question		You 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest
I feel safe to challenge inappropriate behaviour at work	14% / 10% / 76%	69 %	76 %	67 %	75 %	91 %
My organisation does not tolerate improper conduct	13% / 2% / 9% / 76%	72 %	76 %	71 %	77 %	89 %
Senior leaders demonstrate honesty and integrity	8% / 6% / 17% / 69%	74 %	69 %	65 %	76 %	89 %

Public sector values

Impartiality

What this is

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

Why this is important

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

How to read this

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

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

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

Example

76% of staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.
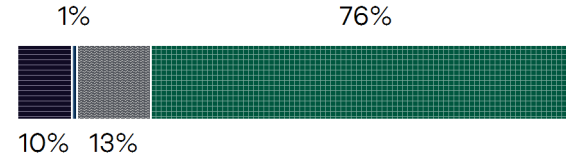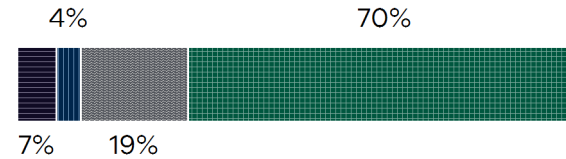
Survey question

Your results

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

My workgroup acts fairly and without bias

1% / 76% (top)
10% / 13% (bottom)

People in my workgroup are politically impartial in their work

4% / 70% (top)
7% / 19% (bottom)

Benchmark agree results

	You		Comparator		
	2021	2022	Lowest	Average	Highest
My workgroup acts fairly and without bias	Not asked	76 %	75 %	82 %	98 %
People in my workgroup are politically impartial in their work	69 %	70 %	81 %	85 %	93 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Accountability 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

92% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve it's goals'.
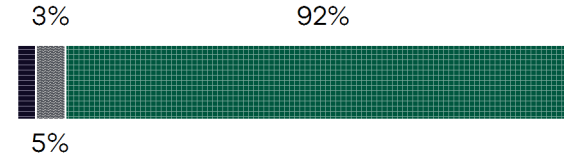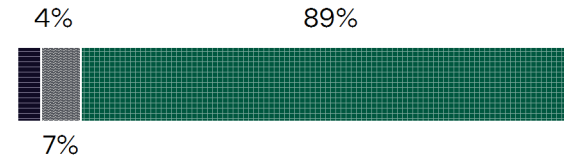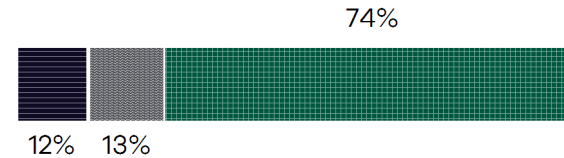
Survey question

Your results

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

Benchmark agree results
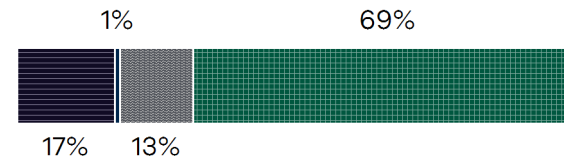
	You		Comparator		
	2021	2022	Lowest	Average	Highest

I understand how my job helps my organisation achieve it's goals
3% ... 92%
5%

| | Not asked | 92 % | 88 % | 93 % | 100 % |

I clearly understand what I am expected to do in this job
4% ... 89%
7%

| | 81 % | 89 % | 78 % | 87 % | 96 % |

My workgroup has clear lines of responsibility
74%
12% 13%

| | 79 % | 74 % | 66 % | 76 % | 100 % |

My workgroup uses its resources well
1% ... 69%
17% 13%

| | Not asked | 69 % | 62 % | 70 % | 86 % |

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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

Example

63% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

Benchmark agree results

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

Senior leaders provide clear strategy and direction

3%

63%

15%

19%

	You		Comparator		
	2021	2022	Lowest	Average	Highest
	63 %	63 %	60 %	70 %	80 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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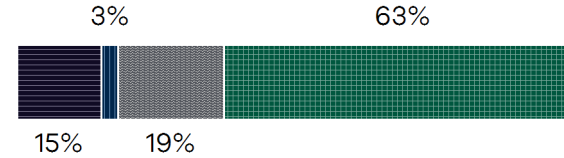
Example

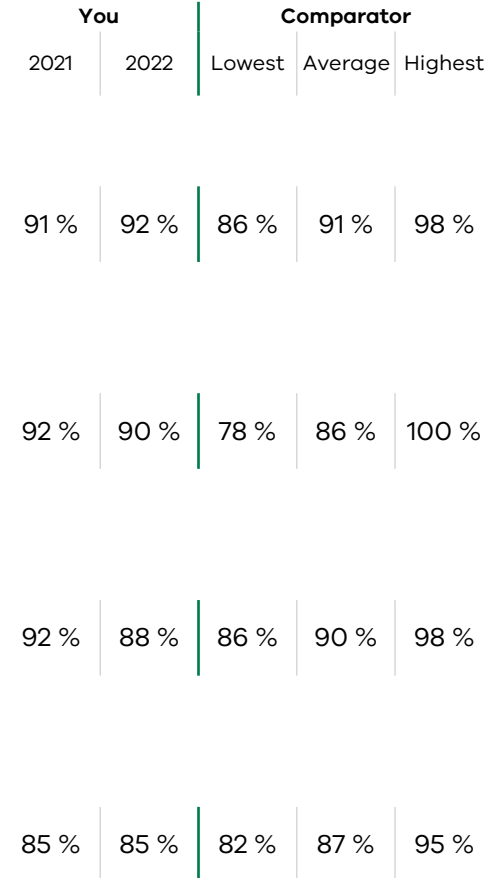92% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question	Your results		Benchmark agree results				
			You		**Comparator**		
			2021	2022	Lowest	Average	Highest
My manager treats employees with dignity and respect	4% / 5%	92%	91 %	92 %	86 %	91 %	98 %
My organisation encourages respectful workplace behaviours	1% / 5% / 5%	90%	92 %	90 %	78 %	86 %	100 %
People in my workgroup treat each other with respect	6% / 6%	88%	92 %	88 %	86 %	90 %	98 %
My manager listens to what I have to say	6% / 9%	85%	85 %	85 %	82 %	87 %	95 %

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

Victorian Public Sector Commission

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Public sector values

Respect 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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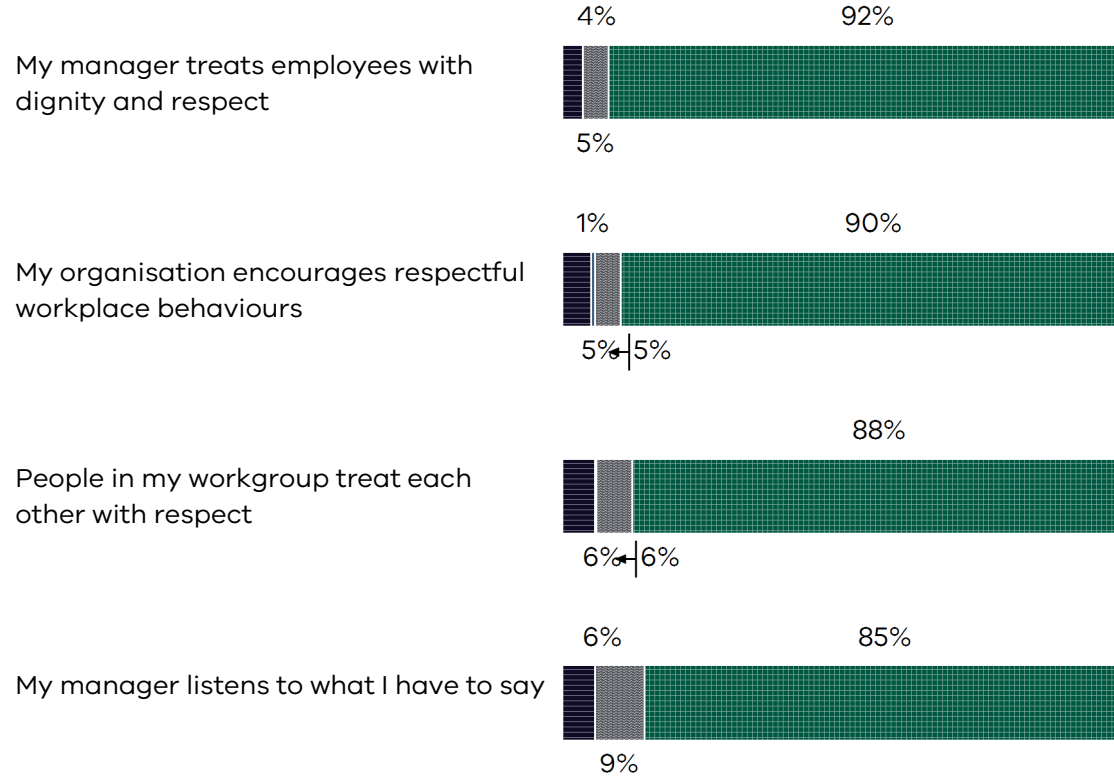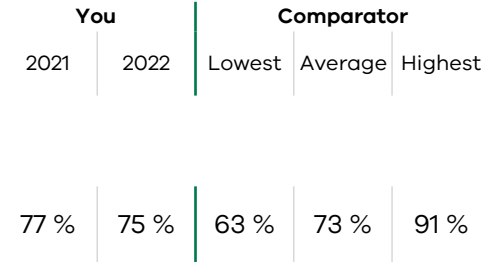
Example

75% of 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

Survey question	Your results	You 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	Disagree 11%, Don't know 2%, Neither agree nor disagree 11%, Agree 75%	77 %	75 %	63 %	73 %	91 %

Public sector values

Leadership

What this is

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

Why this is important

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

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

How to read this

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

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

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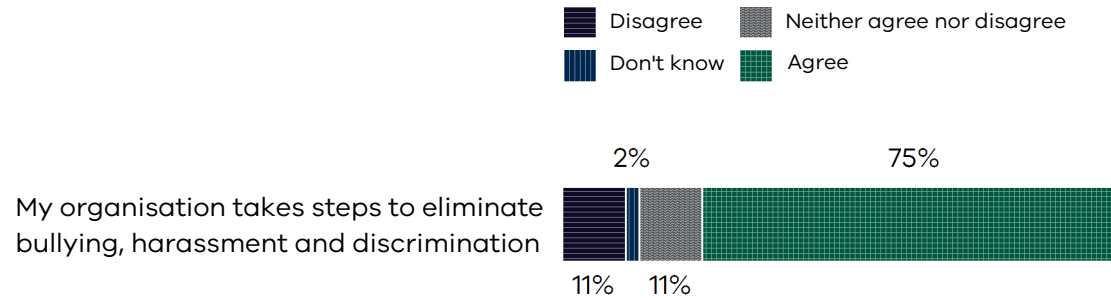
Example

88% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.
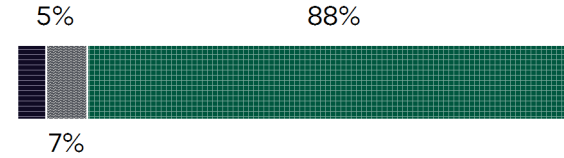
Survey question	Your results	Benchmark agree results

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

	You		Comparator		
	2021	2022	Lowest	Average	Highest
My manager models my organisation's values	85 %	88 %	81 %	88 %	96 %
Senior leaders model my organisation's values	74 %	69 %	63 %	74 %	89 %

My manager models my organisation's values: Disagree 5%, Neither agree nor disagree 7%, Agree 88%

Senior leaders model my organisation's values: Disagree 11%, Don't know, Neither agree nor disagree 14%, 6%, Agree 69%
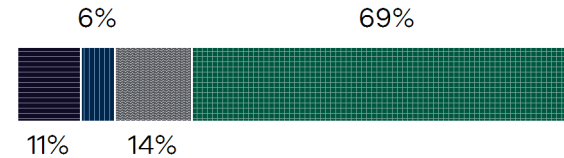
Public sector values

Human rights

What this is

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

Why this is important

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

How to read this

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

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

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

Example

88% of 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 2021	You 2022	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages employees to act in ways that are consistent with human rights	3% ... 88% (2% 6%)		88 %	88 %	84 %	87 %	98 %
I understand how the Charter of Human Rights and Responsibilities applies to my work	11% ... 68% (21%)		60 %	68 %	74 %	84 %	95 %

People matter survey wellbeing check 2022

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- Scorecard: negative behaviour
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- Satisfaction with complaint processes

Key differences

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

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- Leadership
- Human rights

Demographics

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

Demographics

Age, gender, variations in sex characteristics and sexual orientation

What this is

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

To protect you, we:

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

Age	(n)	%
15-34 years	**114**	35%
35-54 years	**168**	51%
55+ years	**35**	11%
Prefer not to say	**13**	4%

How would you describe your gender?	(n)	%
Woman	**245**	74%
Man	**63**	19%
Prefer not to say	**16**	5%
Non-binary and I use a different term	**6**	2%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	**3**	1%
No	**312**	95%
Prefer not to say	**15**	5%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?*	(n)	%
Yes	**3**	1%
No	**309**	94%
Don't know	**6**	2%
Prefer not to say	**12**	4%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	**247**	75%
Prefer not to say	**36**	11%
Bisexual	**22**	7%
Don't know	**8**	2%
Gay or lesbian	**7**	2%
I use a different term	**5**	2%
Pansexual	**3**	1%
Asexual	**2**	1%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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.
An asterisk (*) means this is a new question for the 2022 survey.

How we protect anonymity and privacy

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

Aboriginal and/or Torres Strait Islander	(n)	%
Yes	**5**	2%
Non Aboriginal and/or Torres Strait Islander	**313**	95%
Prefer not to say	**12**	4%

Demographics

Disability

What this is

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.

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Do you identify as a person with a disability?

	(n)	%
Yes	**56**	17%
No	**252**	76%
Prefer not to say	**22**	7%

If so, have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?

	(n)	%
Yes	**39**	70%
No	**16**	29%
Prefer not to say	**1**	2%

If not, which statement most accurately reflects your decision not to share your disability information within your organisation?

	(n)	%
I feel that sharing my disability information will reflect negatively on me	**11**	69%
My disability does not impact on my ability to perform my role	**4**	25%
I do not require any adjustments to be made to perform my role	**1**	6%

Demographics

Cultural diversity 1 of 2

What this is

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.

An asterisk (*) means this is a new question for the 2022 survey.

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Country of birth	(n)	%
Born in Australia	**239**	72%
Not born in Australia	**65**	20%
Prefer not to say	**26**	8%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	**28**	42%
Mandarin	**7**	11%
Greek	**6**	9%
Hindi	**6**	9%
Italian	**6**	9%
Urdu	**5**	8%
Cantonese	**4**	6%
Spanish	**4**	6%
Punjabi	**3**	5%
Arabic	**2**	3%
Sinhalese	**2**	3%
Tamil	**2**	3%

Language other than English spoken with family or community	(n)	%
Yes	**66**	20%
No	**248**	75%
Prefer not to say	**16**	5%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Australian Indigenous Language	**1**	2%
Indonesian	**1**	2%
Macedonian	**1**	2%
Vietnamese	**1**	2%

Victorian Public Sector Commission

VICTORIA State Government

Demographics

What this is

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

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Cultural identity	(n)	%
Australian	**196**	59%
English, Irish, Scottish and/or Welsh	**75**	23%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	**48**	15%
Prefer not to say	**31**	9%
East and/or South-East Asian	**21**	6%
South Asian	**19**	6%
Other	**12**	4%
Middle Eastern	**7**	2%
New Zealander	**6**	2%
Aboriginal and/or Torres Strait Islander	**6**	2%
African	**4**	1%
North American	**3**	1%
Central and/or South American	**3**	1%
Pacific Islander	**2**	1%
Central Asian	**2**	1%

Religion	(n)	%
No religion	**194**	59%
Christianity	**71**	22%
Prefer not to say	**31**	9%
Islam	**10**	3%
Hinduism	**8**	2%
Buddhism	**7**	2%
Other	**5**	2%
Judaism	**4**	1%

Demographics

Employment characteristics 1 of 2

What this is

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.

An asterisk (*) means this is a new question for the 2022 survey.

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Working arrangement	(n)	%
Full-Time	**224**	68%
Part-Time	**106**	32%

Gross base salary (ongoing/fixed term only)	(n)	%
Below $65k	**33**	10%
$65k to $95k	**135**	41%
$95k to $125k	**99**	30%
$125k or more	**34**	10%
Prefer not to say	**25**	8%

Organisational tenure	(n)	%
<1 year	**62**	19%
1 to less than 2 years	**32**	10%
2 to less than 5 years	**94**	28%
5 to less than 10 years	**71**	22%
10 to less than 20 years	**56**	17%
More than 20 years	**15**	5%

Management responsibility	(n)	%
Non-manager	**247**	75%
Other manager	**45**	14%
Manager of other manager(s)	**38**	12%

Employment type	(n)	%
Ongoing and executive	**264**	80%
Fixed term	**62**	19%
Other	**4**	1%

Demographics

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

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

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Primary workplace location over the last 3 months

	(n)	%
Melbourne: Suburbs	140	42%
Melbourne CBD	128	39%
Large regional city	35	11%
Rural	22	7%
Other	5	2%

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

	(n)	%
Your employer's office	213	65%
A frontline or service delivery location	58	18%
Home or private location	260	79%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	9	3%
Other	2	1%

Flexible work

	(n)	%
Flexible start and finish times	160	48%
Part-time	93	28%
No, I do not use any flexible work arrangements	85	26%
Working from an alternative location (e.g. home, hub/shared work space)	60	18%
Using leave to work flexible hours	38	12%
Purchased leave	22	7%
Working more hours over fewer days	11	3%
Other	9	3%
Job sharing	6	2%
Study leave	6	2%
Shift swap	3	1%

Demographics

Adjustments

What this is

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

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Have you requested any of the following adjustments at work?*	(n)	%
No, I have not requested adjustments	**204**	62%
Flexible working arrangements	**104**	32%
Physical modifications or improvements to the workplace	**24**	7%
Job redesign or role sharing	**12**	4%
Career development support strategies	**11**	3%
Accessible communications technologies	**4**	1%
Other	**4**	1%

Why did you make this request?	(n)	%
Work-life balance	**49**	39%
Caring responsibilities	**45**	36%
Health	**45**	36%
Family responsibilities	**42**	33%
Disability	**19**	15%
Study commitments	**8**	6%
Other	**8**	6%

What was your experience with making the request?	(n)	%
The adjustments I needed were made and the process was satisfactory	**99**	79%
The adjustments I needed were made but the process was unsatisfactory	**15**	12%
The adjustments I needed were not made	**12**	10%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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

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Caring responsibility	(n)	%
None of the above	**126**	38%
Primary school aged child(ren)	**65**	20%
Secondary school aged child(ren)	**57**	17%
Child(ren) - younger than preschool age	**41**	12%
Preschool aged child(ren)	**32**	10%
Person(s) with a medical condition	**26**	8%
Person(s) with a mental illness	**24**	7%
Frail or aged person(s)	**21**	6%
Prefer not to say	**18**	5%
Person(s) with disability	**18**	5%
Other	**11**	3%

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