People matter survey

2023

Have your say

Alexandra District Health
2023 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

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- Questions on topical issues, includes additional questions that support the Gender Equality Act 2020

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

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 and 2022.

This means you'll be able to compare about 92% of this year's survey with your previous results.

Rounding of percentages

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

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

Survey questions and definitions

Download Survey questions: Survey questions: People matter survey 2023 (DOCX, 83 pages) to see how we asked questions and defined concepts in the 2023 survey

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Report overview

Privacy and anonymity

To protect you, we:

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

Read more in our privacy policy.

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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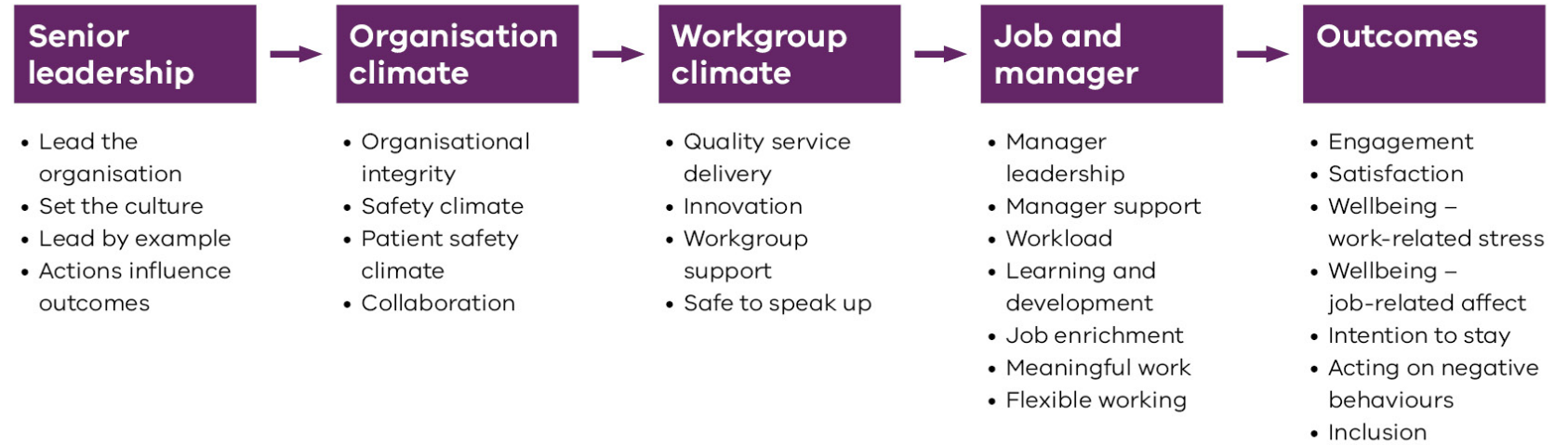
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

Our public sector values

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

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

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

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

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

Organisation climate
- Organisational integrity
- 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

Victorian Public Sector Commission

VICTORIA State Government

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'.

Alpine Health

Beaufort and Skipton Health Service

Beechworth Health Service

Boort District Health

Casterton Memorial Hospital

Central Highlands Rural Health

Cohuna District Hospital

Corryong Health

East Wimmera Health Service

Great Ocean Road Health

Heathcote Health

Hesse Rural Health Service

Heywood Rural Health

Inglewood and Districts Health Service

Kerang District Health

Kilmore and District Hospital

Kooweerup Regional Health Service

Mallee Track Health and Community Service

Mansfield District Hospital

Moyne Health Services

NCN Health

Omeo District Health

Orbost Regional Health

Robinvale District Health Services

Rochester and Elmore District Health Service

Rural Northwest Health

Seymour Health

South Gippsland Hospital

Tallangatta Health Service

Terang and Mortlake Health Service

Timboon and District Healthcare Service

Yarram and District Health Service

Yarrawonga Health

Yea and District Memorial Hospital

VICTORIA State Government

Report overview

Your response rate

What this is

This is how many staff in your organisation did the survey in 2023.

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.

2022		2023	
65%		**69%**	
(74)		**(86)**	
Comparator	52%	Comparator	55%
Public Sector	42%	Public Sector	34%

People matter survey

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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.

2022	
72	
Comparator	71
Public Sector	68

2023	
74	
Comparator	72
Public Sector	68

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 2023 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.

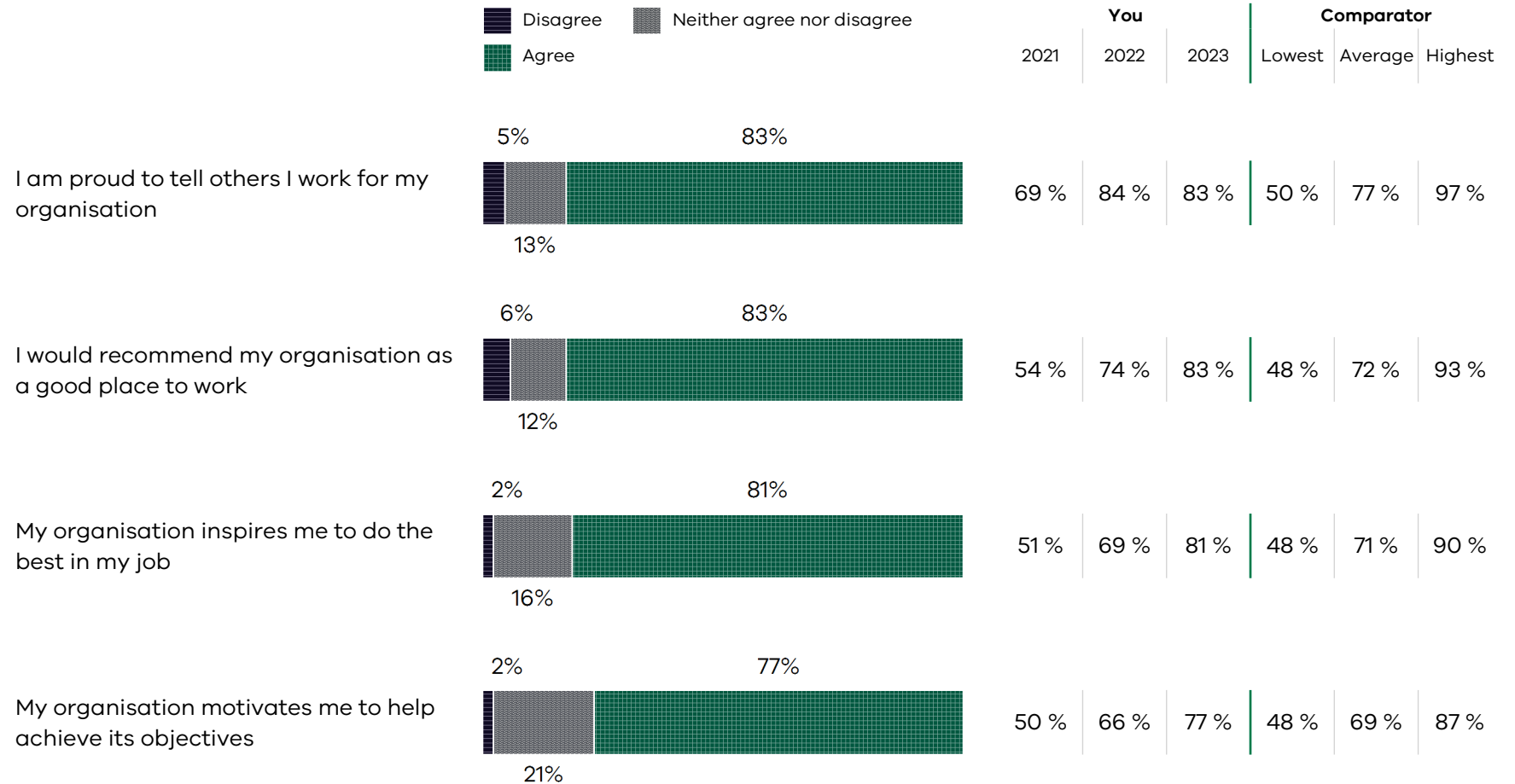Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

83% 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				

Legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I am proud to tell others I work for my organisation	5% / 13% / 83%	69 %	84 %	83 %	50 %	77 %	97 %
I would recommend my organisation as a good place to work	6% / 12% / 83%	54 %	74 %	83 %	48 %	72 %	93 %
My organisation inspires me to do the best in my job	2% / 16% / 81%	51 %	69 %	81 %	48 %	71 %	90 %
My organisation motivates me to help achieve its objectives	2% / 21% / 77%	50 %	66 %	77 %	48 %	69 %	87 %

People outcomes

Engagement question results 2 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 2023 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.
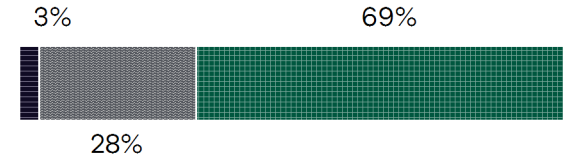
Example

69% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.
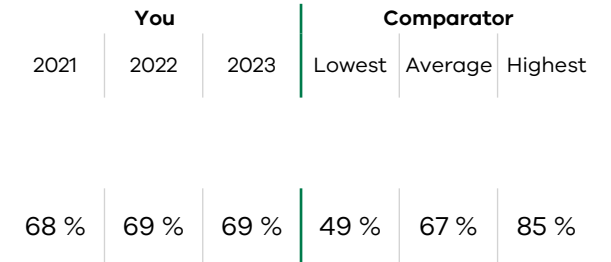
Survey question	Your results							

Your results

■ Disagree   ▦ Neither agree nor disagree
▦ Agree

Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I feel a strong personal attachment to my organisation	68 %	69 %	69 %	49 %	67 %	85 %

Your results chart: Disagree 3%, Neither agree nor disagree 28%, Agree 69%

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 2023:

- 88% of your staff who did the survey responded positively to questions about Inclusion which is up from 83% in 2022.

Compared to:

- 81% of staff at your comparator and 79% of staff across the public sector.
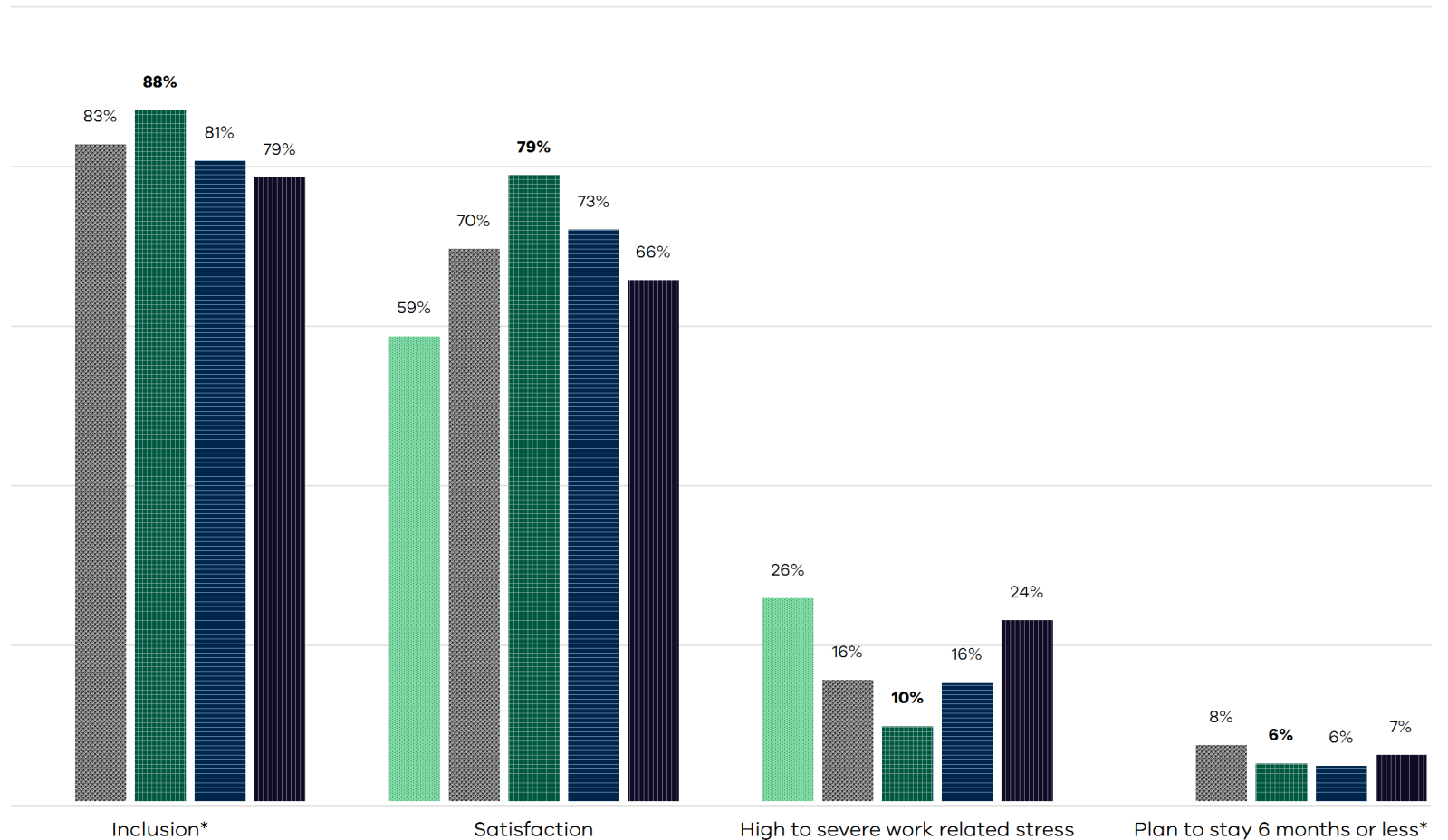
*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021 | You 2022 | You 2023 | Comparator 2023 | Public sector 2023

Chart data:

	Inclusion*	Satisfaction	High to severe work related stress	Plan to stay 6 months or less*
You 2021		59%	26%	
You 2022	83%	70%	16%	8%
You 2023	88%	79%	10%	6%
Comparator 2023	81%	73%	16%	6%
Public sector 2023	79%	66%	24%	7%

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

88% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

| Survey question | Your results | Benchmark satisfied results |

Legend: Dissatisfied | Neither satisfied nor dissatisfied | Satisfied

		You			Comparator		
Survey question	Your results	2021	2022	2023	Lowest	Average	Highest
Considering everything, how satisfied are you with your current job	6% / 6% / 88%	66 %	78 %	88 %	60 %	78 %	93 %
How satisfied are you with your career development within your current organisation	8% / 16% / 76%	57 %	65 %	76 %	49 %	67 %	85 %
How satisfied are you with the work/life balance in your current job	10% / 15% / 74%	54 %	68 %	74 %	60 %	73 %	87 %

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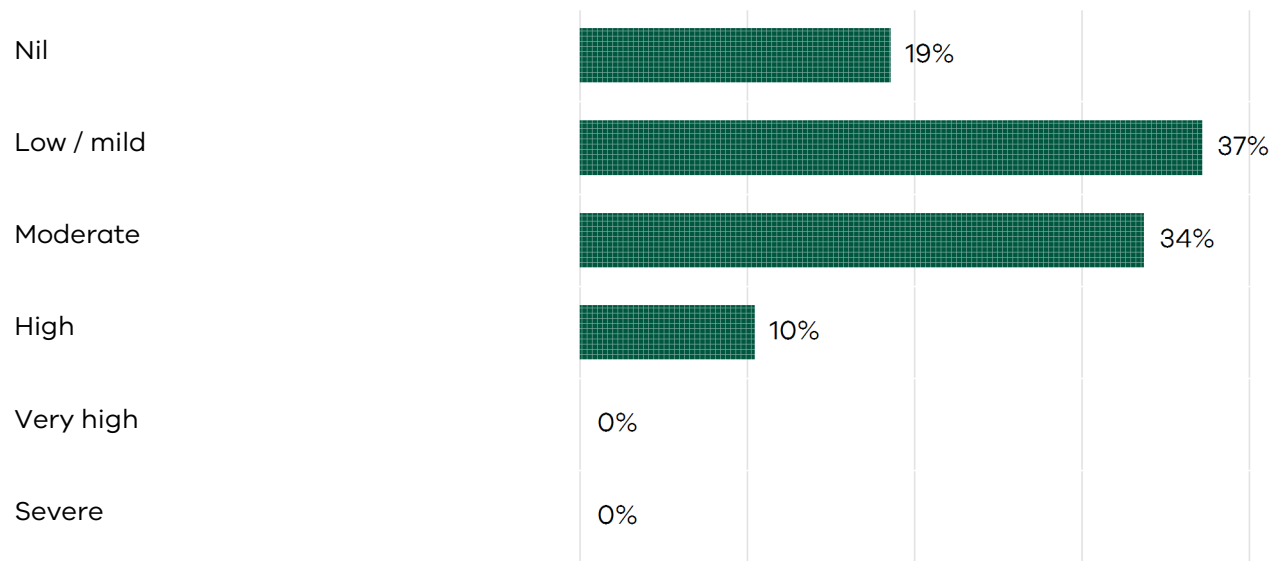
In this survey we asked staff to tell us their stress level.

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 2023 compared to 2022 and your comparator.

Example

10% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 16% of staff in your comparator group and 24% of staff across the public sector.

How would you rate your current level of work-related stress? (You 2023)

Nil	19%
Low / mild	37%
Moderate	34%
High	10%
Very high	0%
Severe	0%

Reported levels of high to severe stress

2022	2023
16%	**10%**

2022		2023	
Comparator	20%	Comparator	16%
Public Sector	25%	Public Sector	24%
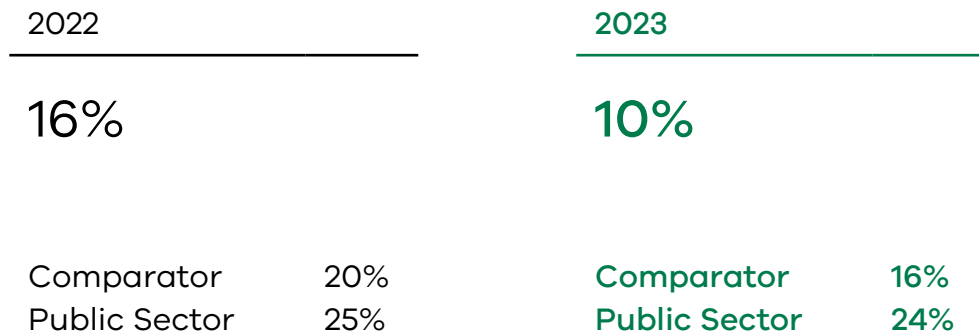
People outcomes

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

81% of your staff who did the survey said they experienced mild to severe stress.

Of that 81%, 50% said the top reason was 'Workload'.

	70	16
	81%	19%

■ Experienced some work-related stress   ■ Did not experience some work-related stress
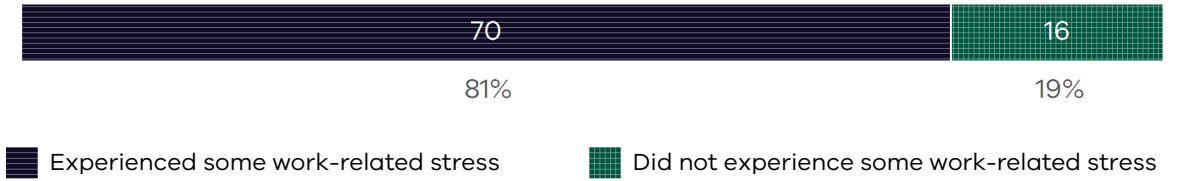
Of those that experienced work related stress it was from ...	You 2022	You 2023	Comparator 2023	Public sector 2023
Workload	47%	50%	46%	49%
Time pressure	29%	34%	36%	41%
Dealing with clients, patients or stakeholders	16%	21%	14%	16%
Work schedule or hours	21%	19%	9%	7%
Competing home and work responsibilities	18%	16%	16%	14%
Other	18%	16%	14%	12%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	8%	14%	16%	11%
Management of work (e.g. supervision, training, information, support)	8%	11%	11%	13%
Technology or equipment	0%	11%	8%	8%
Content, variety, or difficulty of work	5%	9%	7%	11%

People outcomes

Burnout levels

What this is

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

Why this is important

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

How to read this

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

Example

26% of your staff who did the survey said they felt burnout at work in 2023.

22	64
26%	74%

■ Experienced some burnout ▦ Did not experienced any burnout
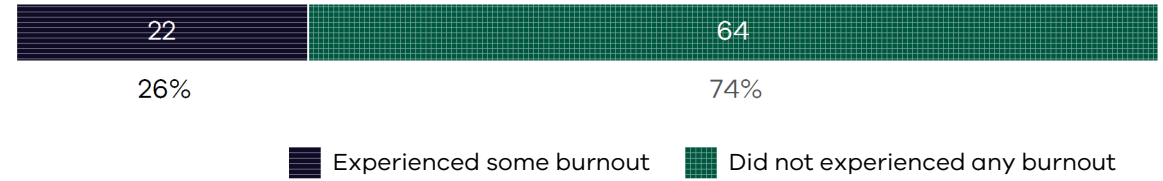
Overall, based on your definition of burnout, how would you rate your level of burnout?	You 2022	You 2023	Comparator 2023	Public sector 2023
Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out	49%	50%	47%	48%
I enjoy my work. I have no symptoms of burnout	18%	24%	27%	21%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	22%	23%	18%	22%
I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help	1%	1%	3%	3%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	11%	1%	5%	6%

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

13% of your staff who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

Employees plan to work at your organisation for ...	You 2022	You 2023	Comparator 2023	Public sector 2023
6 months or less	8%	6%	6%	7%
Over 6 months and up to 1 year	18%	13%	8%	9%
Over 1 year and up to 3 years	14%	14%	23%	24%
Over 3 years and up to 5 years	12%	19%	16%	15%
Over 5 years	49%	49%	47%	45%

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

93% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question	Your results						

Benchmark agree results

Legend:
- ■ Disagree
- ▨ Neither agree nor disagree
- ▨ Agree

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I feel culturally safe at work	1% / 6% / 93%	82 %	89 %	93 %	74 %	85 %	94 %
I can be myself at work	5% / 10% / 85%	Not asked	82 %	85 %	71 %	83 %	91 %
I feel as if I belong at this organisation	3% / 12% / 85%	Not asked	78 %	85 %	60 %	76 %	92 %

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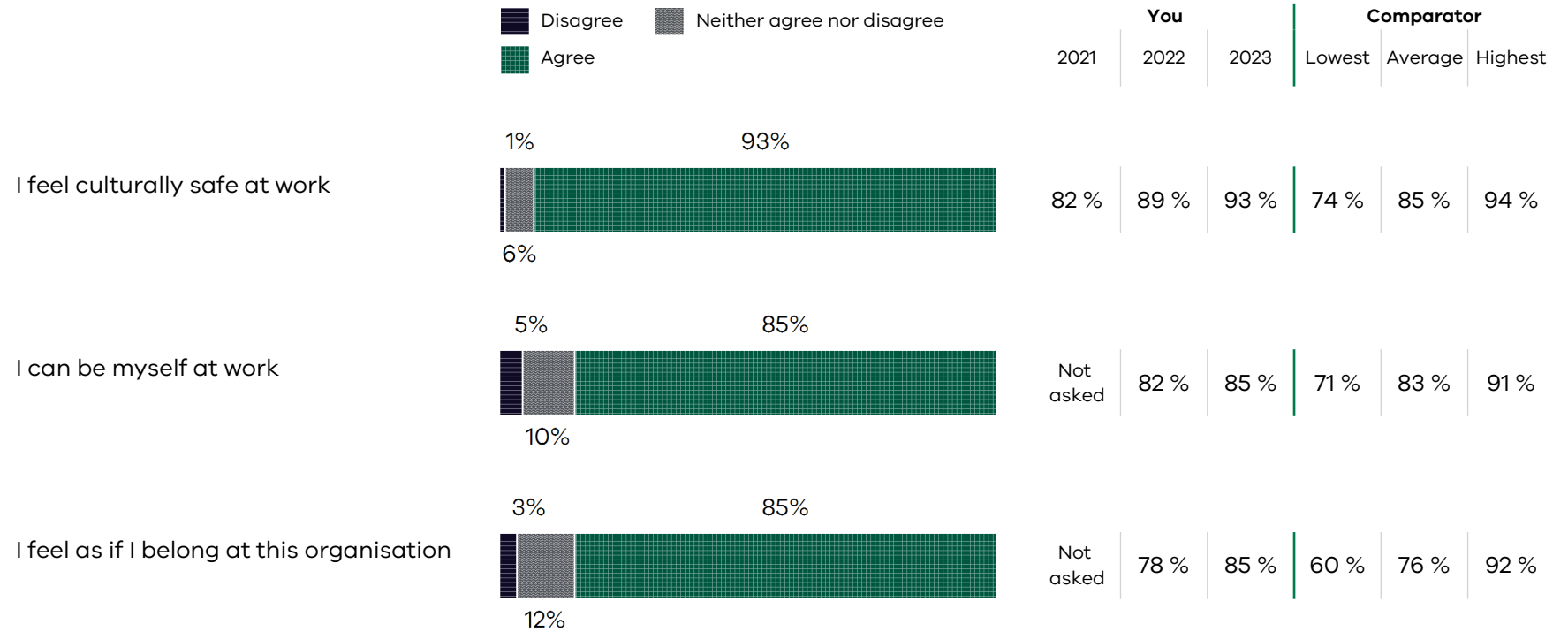
People outcomes

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.
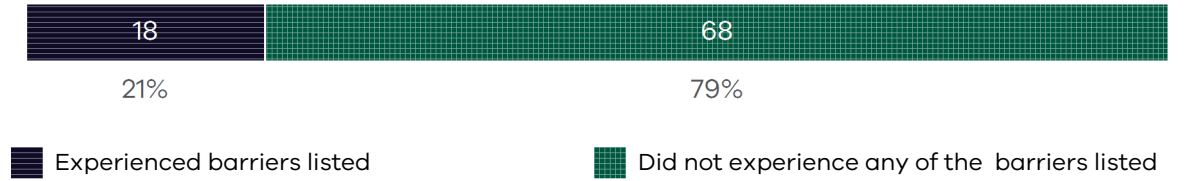
How to read this

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

Why there are no further details

Results for response options with fewer than 10 responses have been suppressed to protect participant anonymity.

No response option has 10 or more responses.

Staff who experienced one or more barriers to success at work

18	68
21%	79%

■ Experienced barriers listed   ■ Did not experience any of the barriers listed

People outcomes

Inclusion - Witnessed barriers to success

What this is

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

Why this is important

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

How to read this

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

Why there are no further details

Results for response options with fewer than 10 responses have been suppressed to protect participant anonymity.

No response option has 10 or more responses

Staff who witnessed one or more barriers to success at work

16	70
19%	81%

■ Witnessed barriers listed   ■ Did not witness barriers listed
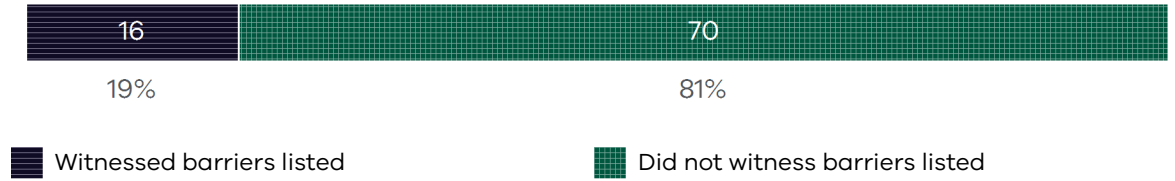
People outcomes

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 2023:

- 70% of your staff who did the survey said work made them feel happy in 2023, which is up from 68% in 2022

Compared to:

- 66% 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 …

Legend: You 2021, You 2022, You 2023, Comparator 2023, Public sector 2023

	Happy	Enthusiastic	Worried	Miserable
You 2021	49%	44%	47%	28%
You 2022	68%	54%	26%	18%
You 2023	70%	58%	16%	8%
Comparator 2023	66%	57%	25%	15%
Public sector 2023	54%	49%	30%	18%

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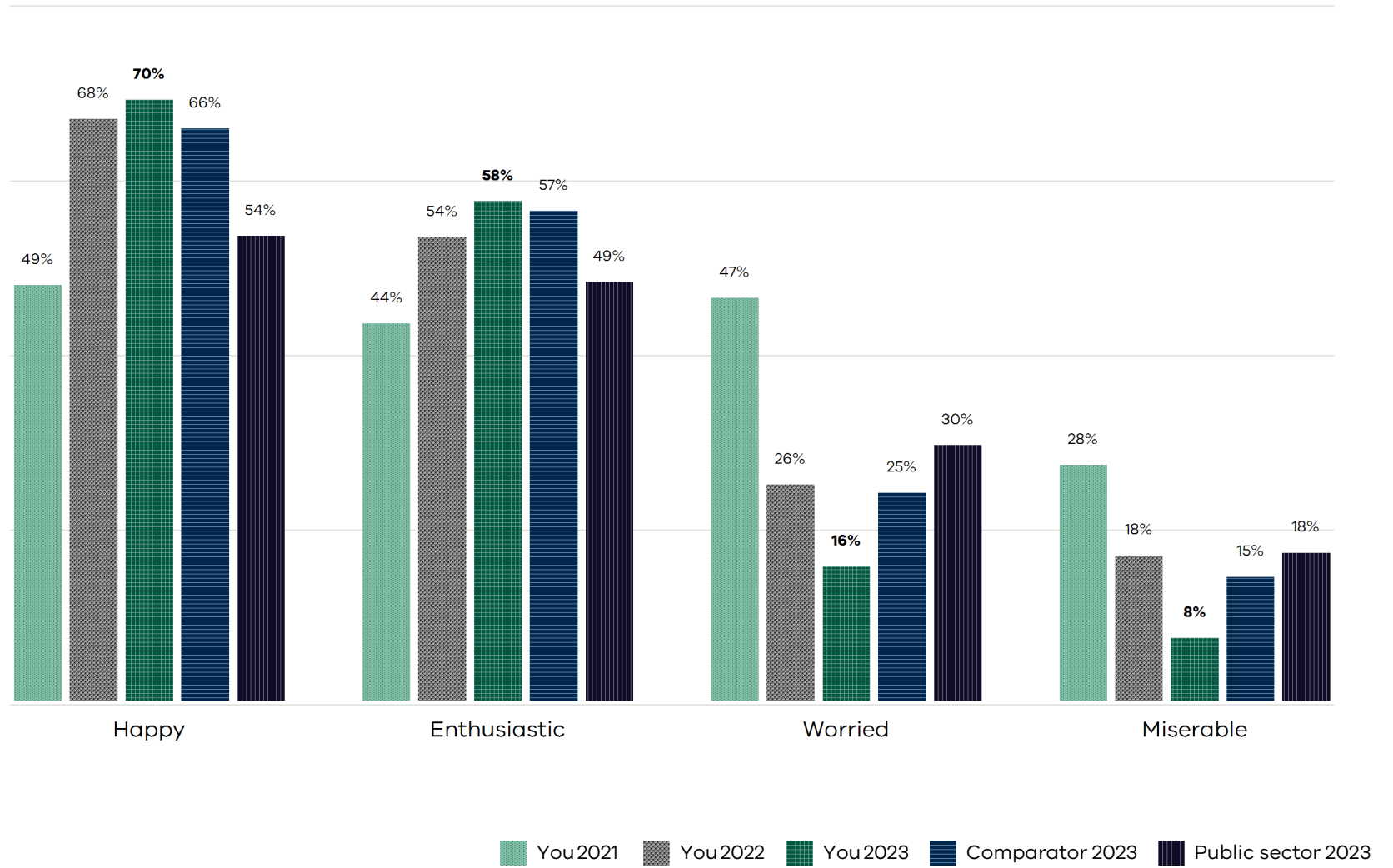
People outcomes

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 2023:

- 17% of your staff who did the survey stated they experienced ' Violence or aggression' in the last 12 months which is down from 26% in 2022.

Compared to:

- 18% of staff at your comparator and 15% of staff across the public sector.

Legend: You 2021 | You 2022 | You 2023 | Comparator 2023 | Public sector 2023

Violence or aggression: 18%, 26%, 17%, 18%, 15%
Bullying: 18%, 9%, 10%, 17%, 13%
Discrimination: 4%, 3%, 6%, 4%, 6%
Sexual harassment: 0%, 3%, 1%, 5%, 5%
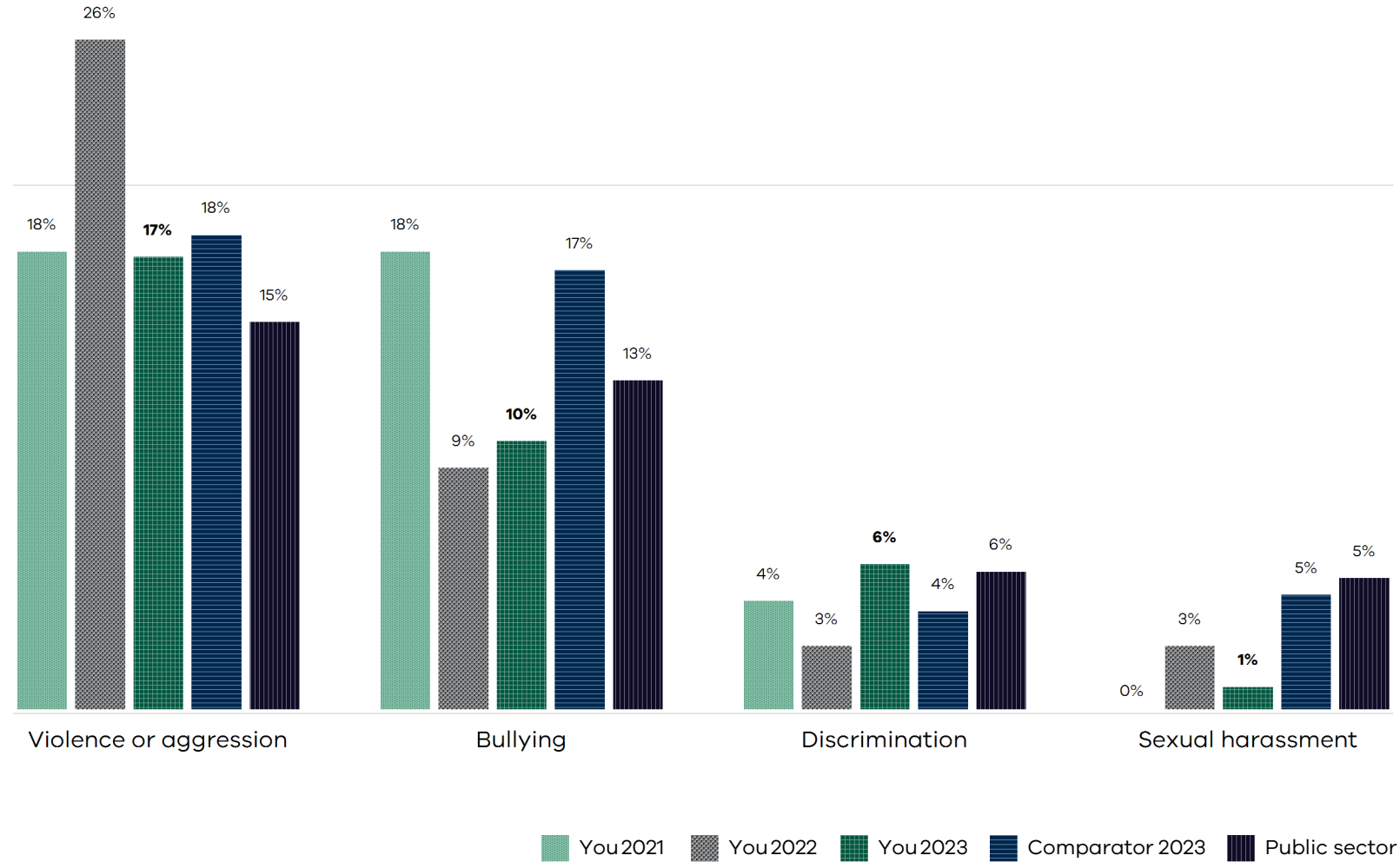
People outcomes

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.

Why there is no data here

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

We do this to protect the respondents.

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.

Why there is no data here

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

We do this to protect the respondents.

People outcomes

Discrimination

What this is

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

Why this is important

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

Why there is no data here

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

We do this to protect the respondents.

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

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

Of that 17%, 100% said it was from 'Abusive language'.

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

15	70	1
17%	81%	1%

■ Experienced violence or aggression ■ Did not experience violence or aggression ■ Not sure
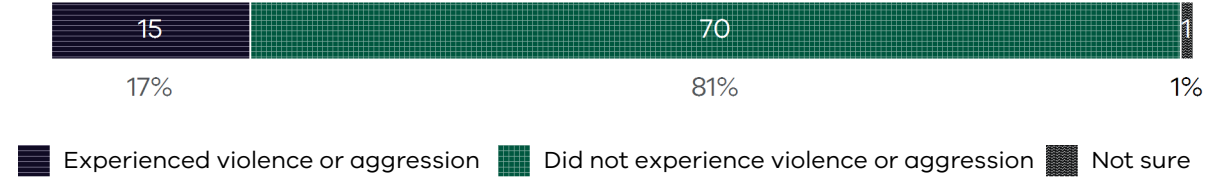
If you experienced violence or aggression, what type did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Abusive language	63%	100%	75%	79%
Intimidating behaviour	68%	53%	53%	70%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	11%	33%	41%	27%
Threats of violence	16%	13%	26%	39%
Other	5%	7%	4%	4%

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

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

- 73% said the top way they reported the violence or agression was 'Told a manager'

- 40% said they didn't submit a formal incident report.

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

15	70	1
17%	81%	1%

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

Did you tell anyone about the incident?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	58%	73%	55%	56%
Told the person the behaviour was not OK	26%	67%	33%	29%
Submitted a formal incident report	42%	60%	41%	34%
Told a colleague	42%	53%	42%	44%
Told someone else	11%	7%	3%	6%

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

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

Of that 17%, 100% said it was 'Client/ customer/ patient/ stakeholder'.

15 people (17% of staff) experienced violence or aggression (You2023)

Perpetrator	Percentage
Client/ customer/ patient/ stakeholder	100%
Member of the public	13%
A manager or supervisor	7%
Member of your household	7%
Other	7%
A volunteer with my organisation	0%
An executive, senior leader or the head of your organisation	0%
Colleague	0%
Group of colleagues	0%
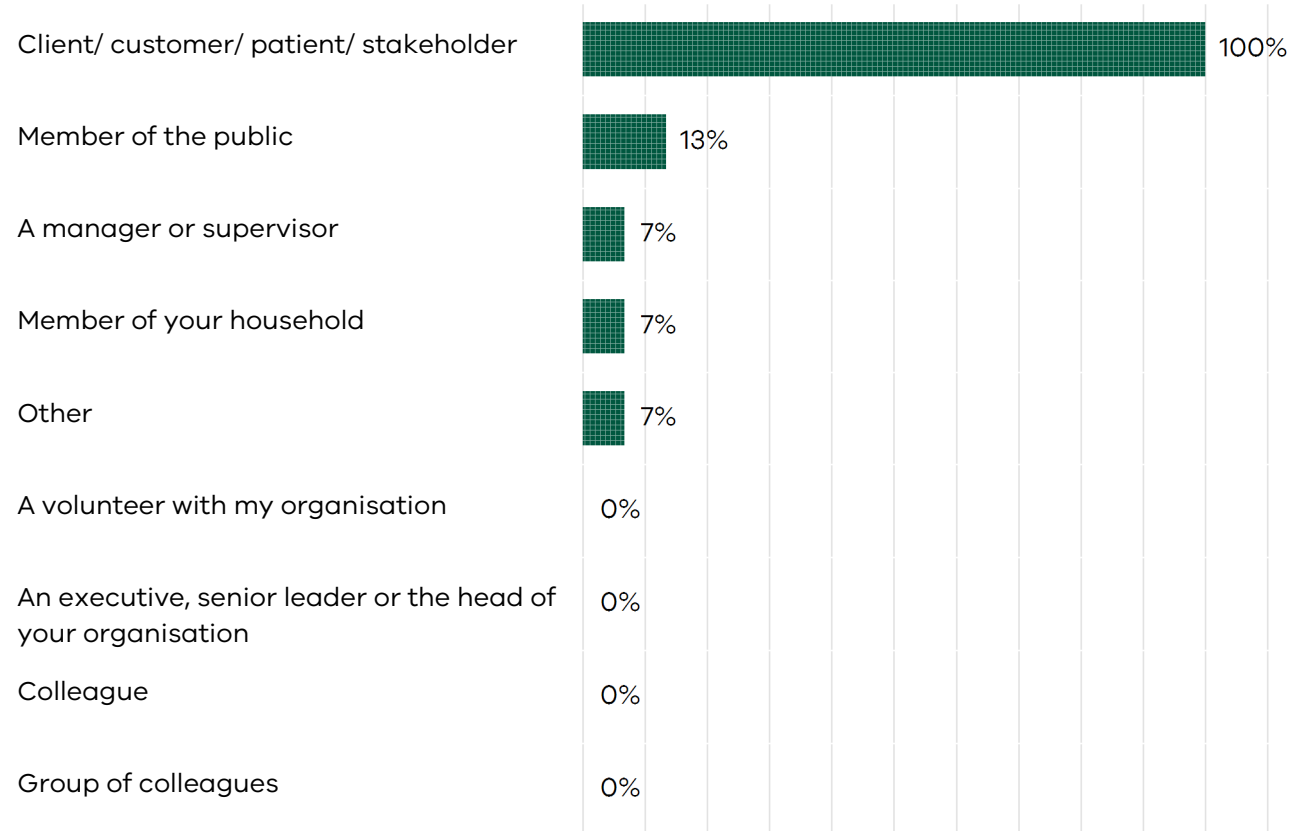
Negative behaviour

Witnessing negative behaviours

What this is

This is where staff witnessed people acting in a negative way against a colleague.

Why this is important

Witnessing negative behaviour can still have a negative impact on the person, as it does on the victim.

How to read this

In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.

They could tell us with one or more answers if they witnessed negative behaviour and what type they witnessed.

In descending order, the table shows the answers.

Example

17% of your staff who did the survey said they witnessed some negative behaviour at work.

83% said they witnessed No, I have not witnessed any of the situations above'.

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

15	71
17%	83%

■ Witnessed some negative behaviour　■ Did not witness some negative behaviour
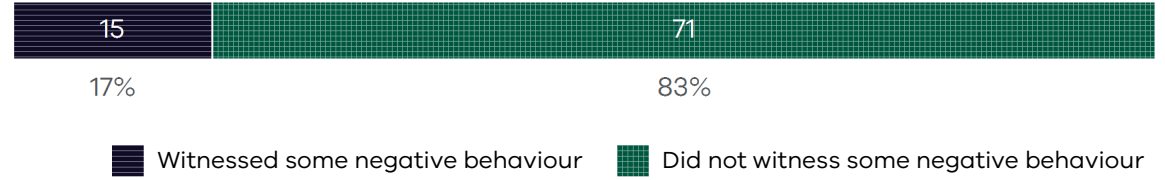
During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	Comparator 2023	Public sector 2023
No, I have not witnessed any of the situations above	83%	76%	79%
Bullying of a colleague	10%	18%	14%
Violence or aggression against a colleague	6%	4%	5%
Discrimination against a colleague	5%	9%	8%

Negative behaviour

Taking action when witnessing negative behaviours

What this is

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

Why this is important

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

How to read this

In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.

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

The table shows the answers in descending order.

Example

17% of your staff who did the survey witnessed negative behaviour, of which:

- 73% said the top action they took was 'Spoke to the person who experienced the behaviour'.

- 13% took no action.

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

15	71
17%	83%

■ Witnessed some negative behaviour ■ Did not witness some negative behaviour
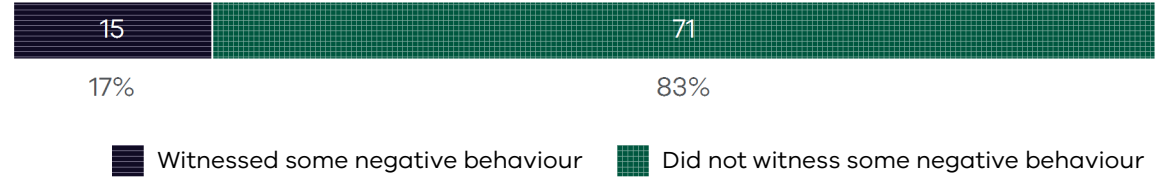
When you witnessed the above behaviour(s), did you do any of the following?	You 2023	Comparator 2023	Public sector 2023
Spoke to the person who experienced the behaviour	73%	69%	70%
Told a manager	53%	40%	39%
Told the person the behaviour was not OK	40%	21%	22%
Spoke to the person who behaved in a negative way	33%	19%	19%
Told a colleague	20%	16%	20%
Submitted a formal complaint	13%	8%	6%
Told Human Resources	13%	9%	7%
Took no action	13%	7%	8%

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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 2023.

How to read this

Use this data to see where your organisation has the highest agreement or satisfaction with questions from the 2023 survey.

In this table, your score for this year is shown in the 'you 2023 column'.

You can also compare your 2023 scores against your 2022 scores and your 2023 comparator group.

Example

On the first row 'Meaningful work', the 'You 2023' column shows 99% of your staff agreed with 'I achieve something important through my work'.
In the 'Change from 2022' column, you have a 6% increase, which is a positive trend.

Question group	Highest scoring questions	You 2023	Change from 2022	Comparator 2023
Meaningful work	I achieve something important through my work	99%	+6%	94%
Job enrichment	I can use my skills and knowledge in my job	98%	+3%	93%
Job enrichment	I understand how my job helps my organisation achieve its goals	98%	+0%	93%
Meaningful work	I can make a worthwhile contribution at work	98%	+3%	95%
Job enrichment	I clearly understand what I am expected to do in this job	97%	+6%	90%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	97%	+2%	85%
Meaningful work	I get a sense of accomplishment from my work	95%	+9%	90%
Gender equality supporting measures	My organisation uses inclusive and respectful images and language	95%	Not asked in 2022	85%
Safety climate	My organisation provides a physically safe work environment	94%	-3%	83%
Quality service delivery	My workgroup provides high quality advice and services	94%	+8%	80%

Victorian Public Sector Commission

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Key differences

Lowest scoring questions

What this is

These are the questions your organisation had the lowest agreement or satisfaction with in 2023.

How to read this

Use this data to see where your organisation has the lowest agreement or satisfaction with questions from the 2023 survey.

In this table, your score for this year is shown in the 'you 2023 column'.

You can also compare your 2023 scores against your 2022 scores and your 2023 comparator group.

Example

On the first row 'Other questions', the 'You 2023' column shows 56% of your staff agreed with 'My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)'.

This question was not asked in 2022.

Question subgroup	Lowest scoring questions	You 2023	Change from 2022	Comparator 2023
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	56%	Not asked in 2022	56%
Workload	I have enough time to do my job effectively	60%	+1%	61%
Learning and development	I am satisfied with the opportunities to progress in my organisation	62%	+8%	58%
Organisational integrity	I believe the promotion processes in my organisation are fair	62%	+2%	51%
Organisational integrity	I have an equal chance at promotion in my organisation	63%	+3%	54%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	63%	-2%	56%
Safety climate	All levels of my organisation are involved in the prevention of stress	66%	+7%	55%
Workload	The workload I have is appropriate for the job that I do	67%	-3%	67%
Organisational integrity	I believe the recruitment processes in my organisation are fair	67%	-3%	66%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	67%	+5%	56%

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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 2022' column.

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

This is because the increase from 2022 shows you where the most positive changes are happening in your organisation.

Example

On the first row 'Taking action', the 'You 2023' column shows 72% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.

In the 'Increase from 2022' column, you have a 21% increase, which is a positive trend.

Question group	Most improved from last year	You 2023	Increase from 2022	Comparator 2023
Taking action	My organisation has made improvements based on the survey results from last year	72%	+21%	40%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	71%	+17%	66%
Flexible working	My manager supports working flexibly	74%	+15%	80%
Job enrichment	I have the authority to do my job effectively	93%	+13%	82%
Engagement	My organisation inspires me to do the best in my job	81%	+12%	71%
Learning and development	I am developing and learning in my role	84%	+12%	79%
Organisational integrity	My organisation does not tolerate improper conduct	86%	+12%	73%
Patient safety climate	Trainees in my discipline are adequately supervised	74%	+11%	64%
Satisfaction	How satisfied are you with your career development within your current organisation	76%	+11%.	67%
Engagement	My organisation motivates me to help achieve its objectives	77%	+11%	69%

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 2022' column.

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

This is because the decrease from 2022 shows you where the most negative changes are happening in your organisation.

Example

On the first row 'Workgroup support', the 'You 2023' column shows 72% of your staff agreed with 'People in my workgroup are honest, open and transparent in their dealings'.

In the 'Decrease from 2022' column, you have a 9% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2023	Decrease from 2022	Comparator 2023
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	72%	-9%	70%
Patient safety climate	The culture in my work area makes it easy to learn from the errors of others	72%	-8%	67%
Workgroup support	People in my workgroup treat each other with respect	81%	-6%	77%
Innovation	My workgroup learns from failures and mistakes	74%	-5%	72%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	70%	-5%	69%
Patient safety climate	Patient care errors are handled appropriately in my work area	78%	-5%	71%
Innovation	My workgroup encourages employee creativity	69%	-4%	66%
Manager leadership	My manager models my organisation's values	79%	-3%	81%
Safety climate	My organisation provides a physically safe work environment	94%	-3%	83%
Organisational integrity	I believe the recruitment processes in my organisation are fair	67%	-3%	66%

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 2023 survey compared to your comparator group.

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

Example

On the first row 'Taking action', the 'You 2023' column shows 72% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.

The 'difference' column, shows that agreement for this question was 32 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Taking action	My organisation has made improvements based on the survey results from last year	72%	+32%	40%
Senior leadership	Senior leaders demonstrate honesty and integrity	84%	+19%	65%
Taking action	I believe my organisation will make improvements based on the results of this survey	78%	+19%	59%
Patient safety climate	This health service does a good job of training new and existing staff	79%	+18%	61%
Senior leadership	Senior leaders model my organisation's values	84%	+17%	67%
Quality service delivery	My workgroup has clear lines of responsibility	91%	+15%	75%
Collaboration	Workgroups across my organisation willingly share information with each other	78%	+15%	63%
Quality service delivery	My workgroup provides high quality advice and services	94%	+15%	80%
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	92%	+14%	78%
Organisational integrity	My organisation does not tolerate improper conduct	86%	+13%	73%

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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 2023 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 'Flexible working', the 'You 2023' column shows 74% of your staff agreed with 'My manager supports working flexibly'.

The 'difference' column, shows that agreement for this question was 6 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Flexible working	My manager supports working flexibly	74%	-6%	80%
Manager leadership	My manager models my organisation's values	79%	-2%	81%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	70%	-2%	72%
Job enrichment	I have a say in how I do my work	76%	-1%	77%
Workload	I have enough time to do my job effectively	60%	-1%	61%
Manager leadership	My manager treats employees with dignity and respect	83%	-1%	83%

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- Questions on topical issues, includes additional questions that support the Gender Equality Act 2020

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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

78% 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	Benchmark agree results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
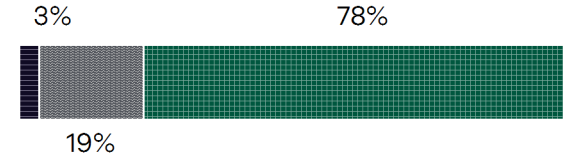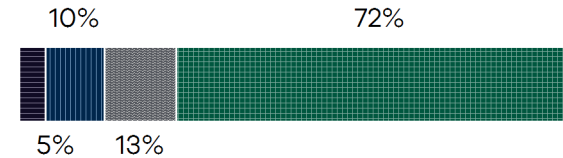
	You			Comparator		
Survey question	2021	2022	2023	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this survey	Not asked	68 %	78 %	41 %	59 %	80 %
My organisation has made improvements based on the survey results from last year	Not asked	51 %	72 %	14 %	40 %	64 %

I believe my organisation will make improvements based on the results of this survey: 3%, 19%, 78%

My organisation has made improvements based on the survey results from last year: 10%, 5%, 13%, 72%

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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

84% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

Survey question	Your results		Benchmark agree results					
			You			**Comparator**		
	Disagree / Neither agree nor disagree / Don't know / Agree		2021	2022	2023	Lowest	Average	Highest
Senior leaders demonstrate honesty and integrity	1% 84% / 1% 14%		60 %	80 %	84 %	40 %	65 %	94 %
Senior leaders model my organisation's values	1% 84% / 15%		54 %	78 %	84 %	40 %	67 %	92 %
Senior leaders provide clear strategy and direction	1% 73% / 3% 22%		56 %	64 %	73 %	30 %	62 %	87 %

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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 2023:

- 85% of your staff who did the survey responded positively to questions about Collaboration which is up from 78% in 2022.

Compared to:

- 75% of staff at your comparator and 73% of staff across the public sector.
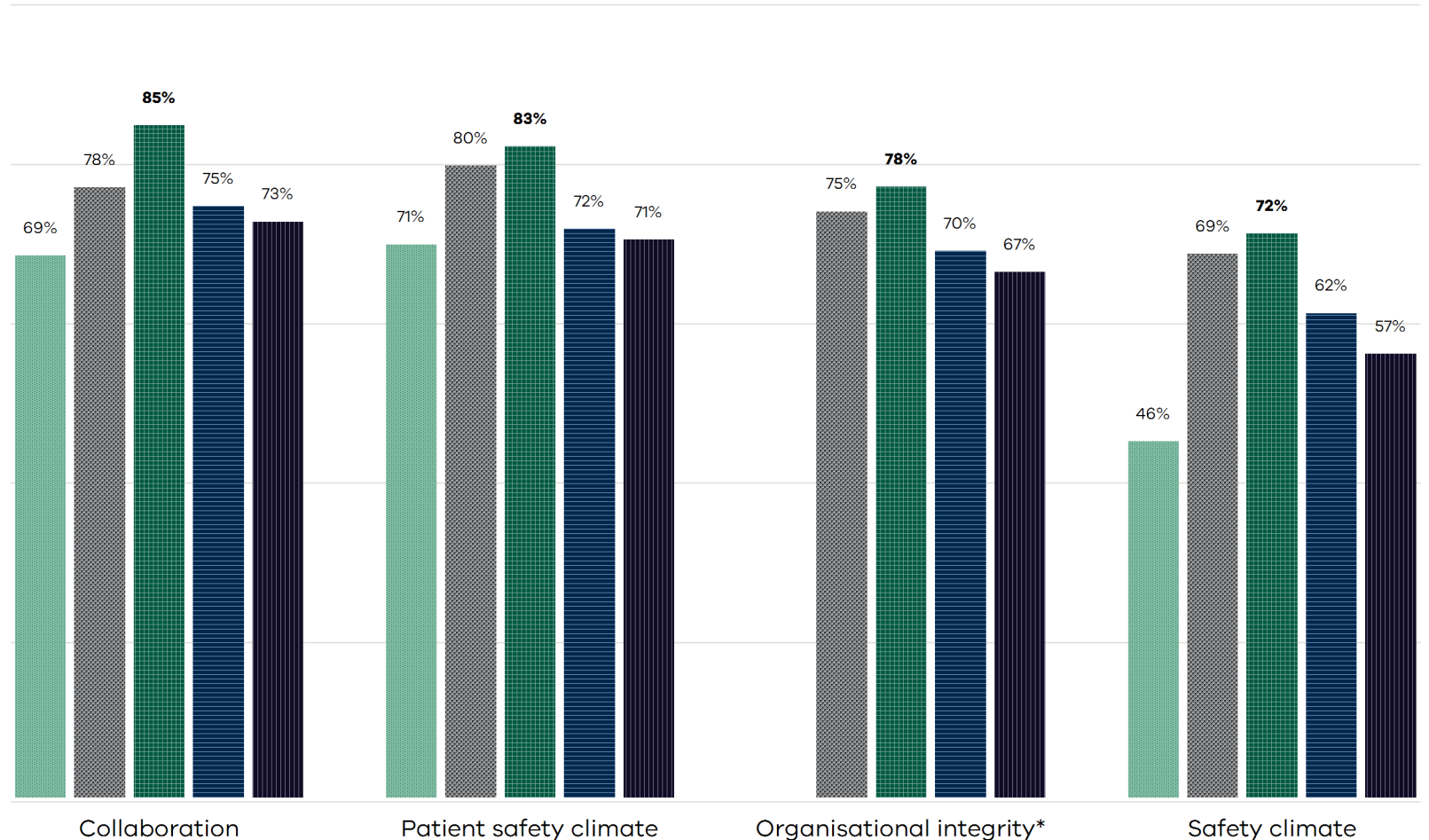
*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021 | You 2022 | You 2023 | Comparator 2023 | Public sector 2023

Chart data:

Factor	You 2021	You 2022	You 2023	Comparator 2023	Public sector 2023
Collaboration	69%	78%	85%	75%	73%
Patient safety climate	71%	80%	83%	72%	71%
Organisational integrity*		75%	78%	70%	67%
Safety climate	46%	69%	72%	62%	57%

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.
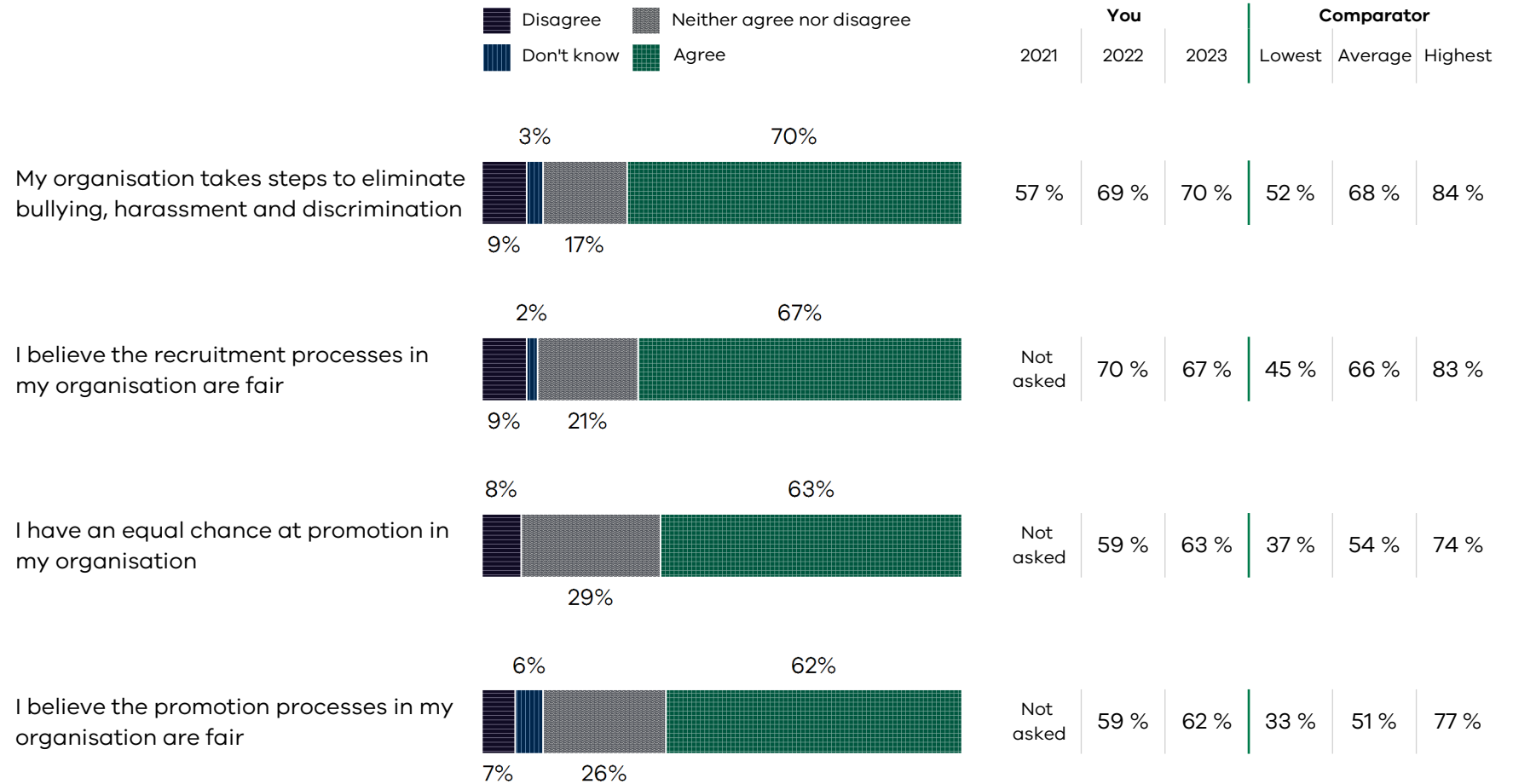
Example

97% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question | Your results | Benchmark agree results

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages employees to act in ways that are consistent with human rights	1% / 97% / 2%	82 %	95 %	97 %	71 %	85 %	98 %
My organisation is committed to earning a high level of public trust	1% / 90% / 9%	66 %	85 %	90 %	48 %	80 %	98 %
My organisation encourages respectful workplace behaviours	3% / 88% / 8%	72 %	85 %	88 %	66 %	81 %	97 %
My organisation does not tolerate improper conduct	1% / 86% / 3% 9%	68 %	74 %	86 %	60 %	73 %	90 %

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

70% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question | Your results | Benchmark agree results

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

Survey question		You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination (9% Disagree, 3% Don't know, 17% Neither, 70% Agree)	57 %	69 %	70 %	52 %	68 %	84 %
I believe the recruitment processes in my organisation are fair (9% Disagree, 2% Don't know, 21% Neither, 67% Agree)	Not asked	70 %	67 %	45 %	66 %	83 %
I have an equal chance at promotion in my organisation (8% Disagree, 29% Neither, 63% Agree)	Not asked	59 %	63 %	37 %	54 %	74 %
I believe the promotion processes in my organisation are fair (7% Disagree, 6% Don't know, 26% Neither, 62% Agree)	Not asked	59 %	62 %	33 %	51 %	77 %

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

93% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

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

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
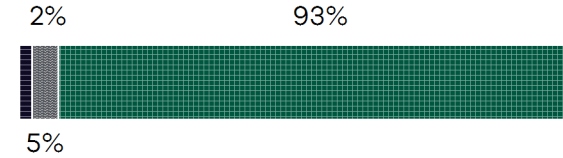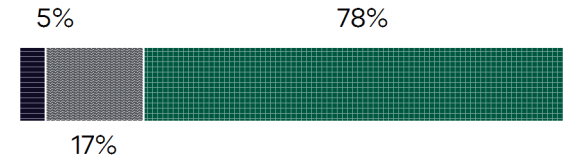
Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	2% / 93% / 5%	87 %	86 %	93 %	78 %	88 %	96 %
Workgroups across my organisation willingly share information with each other	5% / 78% / 17%	51 %	69 %	78 %	40 %	63 %	88 %

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

94% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation provides a physically safe work environment (1%, 1%, 3%, 94%)		84 %	97 %	94 %	71 %	83 %	96 %
Senior leaders consider the psychological health of employees to be as important as productivity (8%, 20%, 72%)		38 %	70 %	72 %	37 %	61 %	85 %
My organisation has effective procedures in place to support employees who may experience stress (7%, 1%, 23%, 69%)		53 %	62 %	69 %	40 %	60 %	83 %
In my workplace, there is good communication about psychological safety issues that affect me (7%, 26%, 67%)		38 %	62 %	67 %	33 %	56 %	79 %
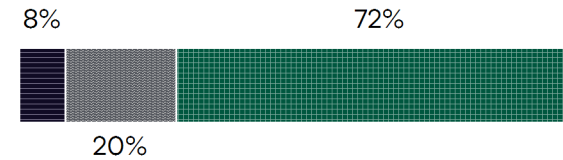
Victorian Public Sector Commission

VICTORIA State Government

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

66% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.
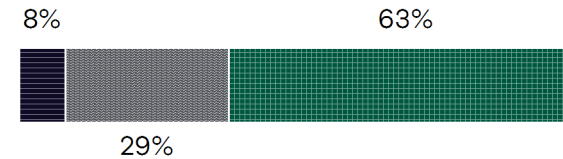
Legend: Disagree | Neither agree nor disagree | Don't know | Agree
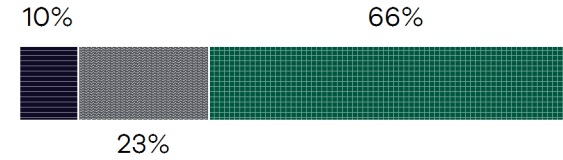
Survey question	Your results		You			Comparator		
		2021	2022	2023		Lowest	Average	Highest
All levels of my organisation are involved in the prevention of stress	10% / 23% / 66%	28 %	59 %	66 %		30 %	55 %	81 %
Senior leaders show support for stress prevention through involvement and commitment	8% / 29% / 63%	34 %	65 %	63 %		31 %	56 %	81 %

Organisational climate

Patient safety climate 1 of 2

What this is

This is the safety culture in a healthcare workplace.

Why this is important

A good patient safety climate means safe, high-quality care and experiences.

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

How to read this

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

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

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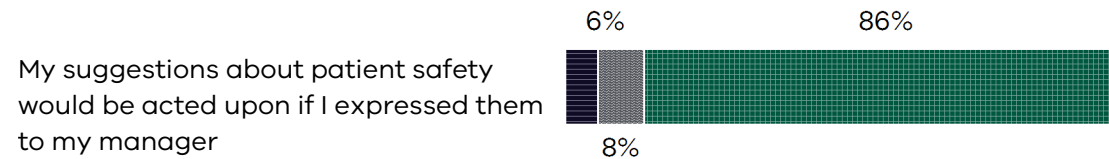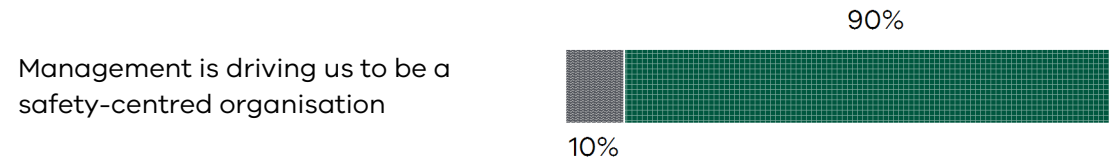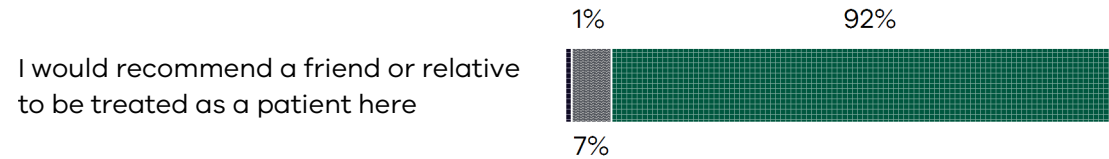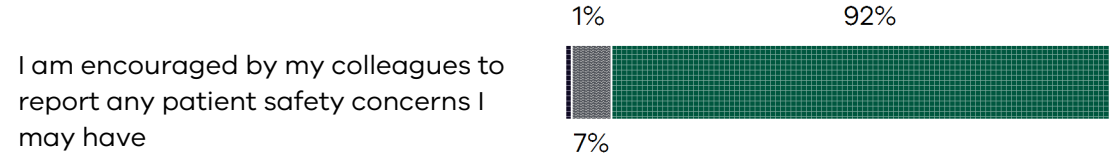
Example

92% of your staff who did the survey agreed or strongly agreed with 'I am encouraged by my colleagues to report any patient safety concerns I may have'.

Survey question / Your results / Benchmark agree results

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I am encouraged by my colleagues to report any patient safety concerns I may have	1% / 92% / 7%	93 %	92 %	92 %	76 %	85 %	96 %
I would recommend a friend or relative to be treated as a patient here	1% / 92% / 7%	76 %	85 %	92 %	61 %	78 %	95 %
Management is driving us to be a safety-centred organisation	90% / 10%	75 %	89 %	90 %	60 %	77 %	96 %
My suggestions about patient safety would be acted upon if I expressed them to my manager	6% / 86% / 8%	82 %	81 %	86 %	61 %	77 %	93 %

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

What this is

This is the safety culture in a healthcare workplace.

Why this is important

A good patient safety climate means safe, high-quality care and experiences.

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

How to read this

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

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

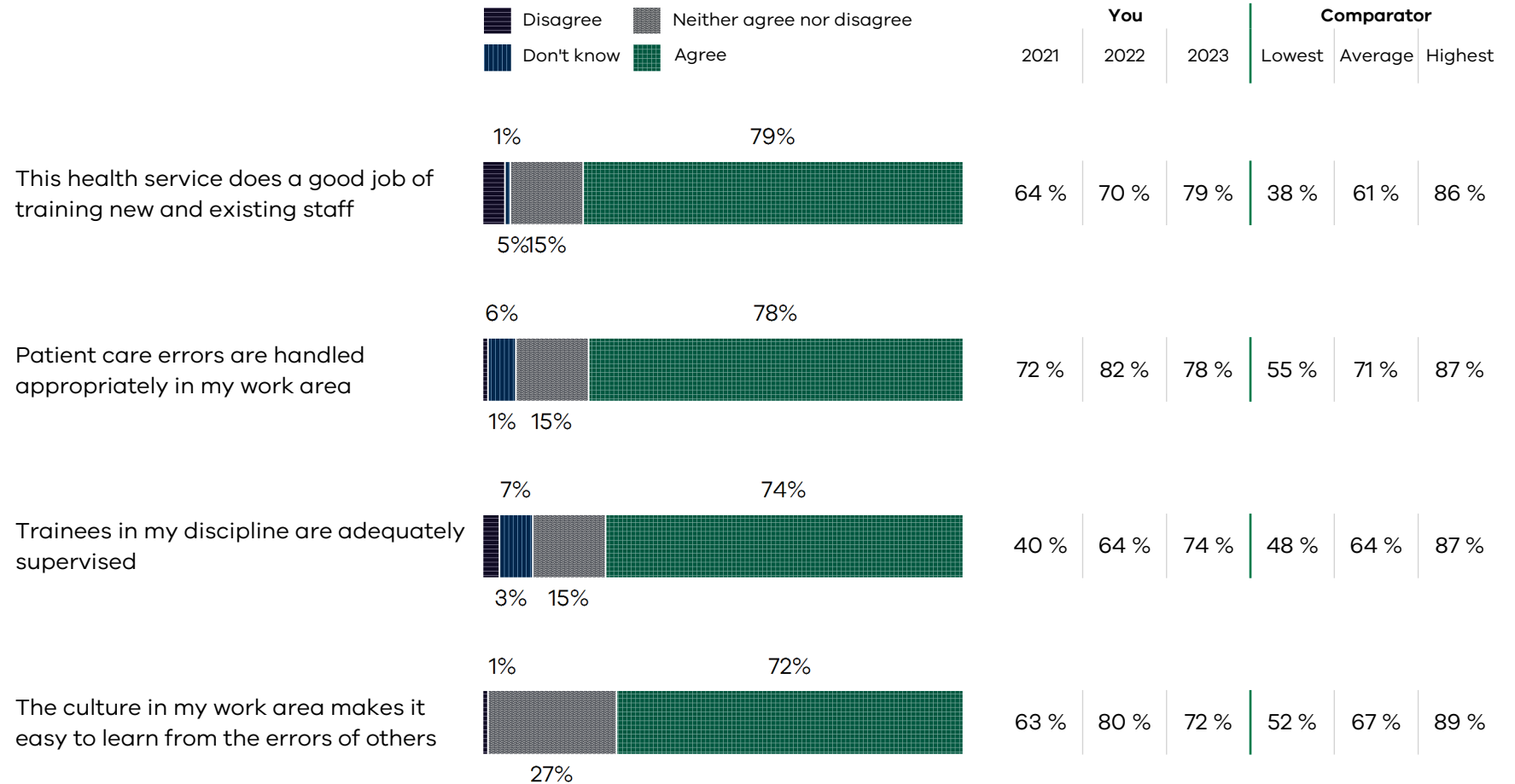Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

79% of your staff who did the survey agreed or strongly agreed with 'This health service does a good job of training new and existing staff'.

Survey question | Your results | Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
This health service does a good job of training new and existing staff	1% / 79% / 5% / 15%	64 %	70 %	79 %	38 %	61 %	86 %
Patient care errors are handled appropriately in my work area	6% / 78% / 1% / 15%	72 %	82 %	78 %	55 %	71 %	87 %
Trainees in my discipline are adequately supervised	7% / 74% / 3% / 15%	40 %	64 %	74 %	48 %	64 %	87 %
The culture in my work area makes it easy to learn from the errors of others	1% / 72% / 27%	63 %	80 %	72 %	52 %	67 %	89 %

People matter survey

2023

Have your say

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- Accountability
- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues, includes additional questions that support the Gender Equality Act 2020

Demographics

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

Workgroup climate

Scorecard

What 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.
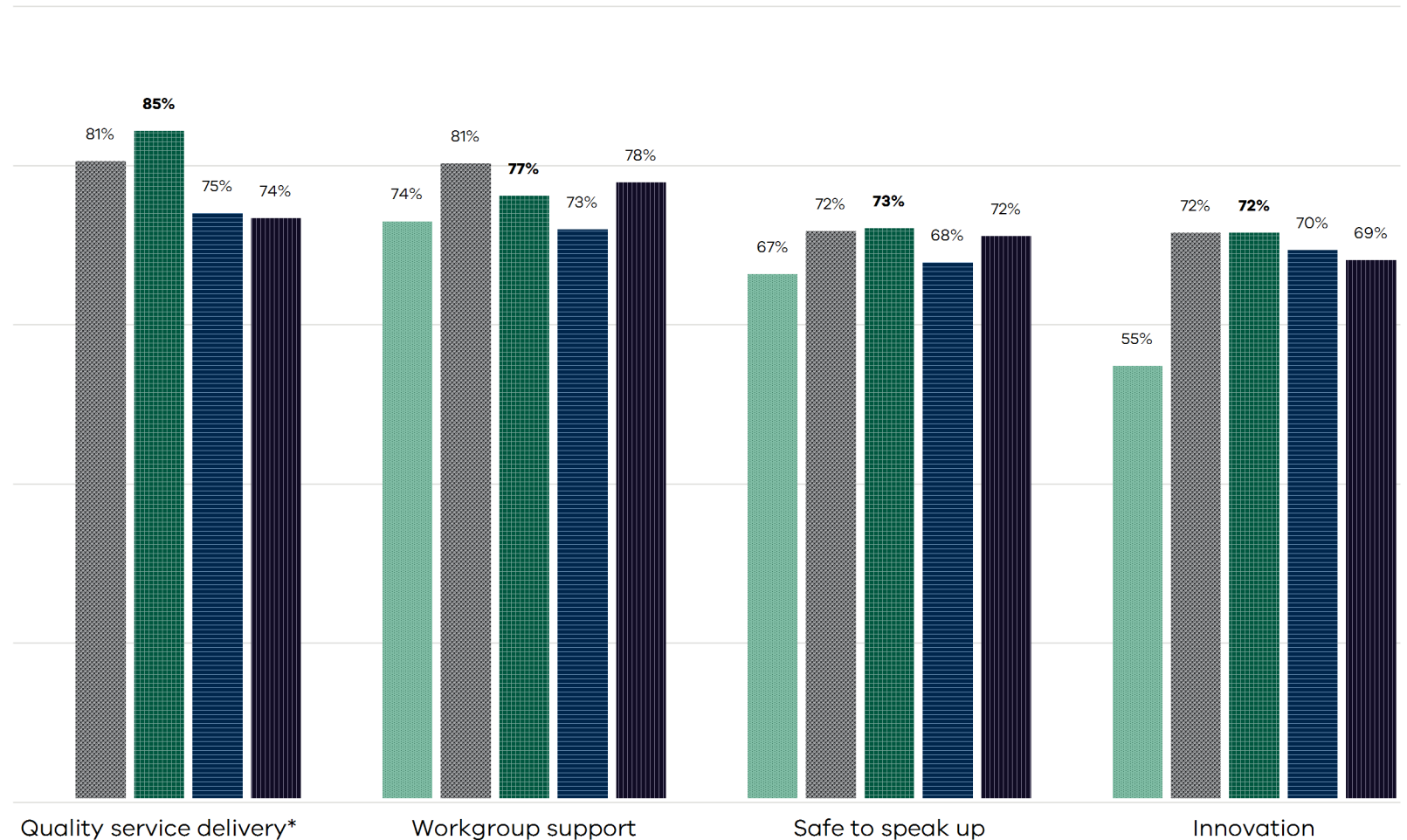
Example

In 2023:

- 85% of your staff who did the survey responded positively to questions about Quality service delivery which is up from 81% in 2022.

Compared to:

- 75% of staff at your comparator and 74% of staff across the public sector.

Quality service delivery*: 81%, 85%, 75%, 74%
Workgroup support: 74%, 81%, 77%, 73%, 78%
Safe to speak up: 67%, 72%, 73%, 68%, 72%
Innovation: 55%, 72%, 72%, 70%, 69%

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

Legend: You 2021 | You 2022 | You 2023 | Comparator 2023 | Public sector 2023

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

94% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.
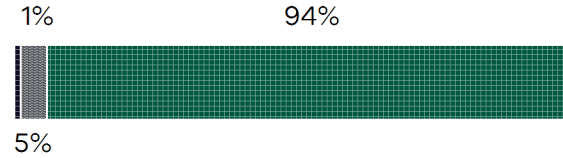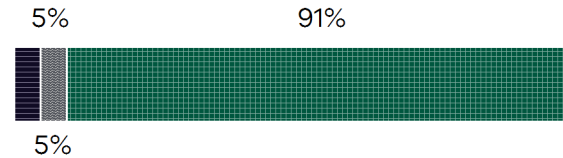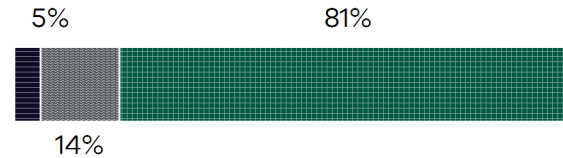
Survey question / Your results / Benchmark agree results

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

Survey question	Your results		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My workgroup provides high quality advice and services	1% · 94% · 5%	Not asked	86 %	94 %	64 %	80 %	93 %
My workgroup has clear lines of responsibility	5% · 91% · 5%	71 %	89 %	91 %	55 %	75 %	87 %
My workgroup uses its resources well	5% · 81% · 14%	Not asked	76 %	81 %	60 %	72 %	86 %
My workgroup acts fairly and without bias	6% · 73% · 21%	Not asked	73 %	73 %	58 %	71 %	86 %

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

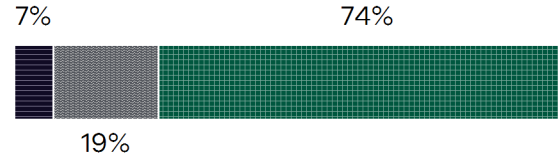74% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.

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

Survey question	Your results		You			Comparator		
		2021	2022	2023		Lowest	Average	Highest
My workgroup learns from failures and mistakes	7% Disagree, 19% Neither, 74% Agree	57 %	80 %	74 %		58 %	72 %	89 %
My workgroup is quick to respond to opportunities to do things better	8% Disagree, 19% Neither, 73% Agree	53 %	64 %	73 %		54 %	72 %	90 %
My workgroup encourages employee creativity	7% Disagree, 1% Don't know, 23% Neither, 69% Agree	56 %	73 %	69 %		51 %	66 %	85 %

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

84% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

| Survey question | Your results | Benchmark agree results |

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
People in my workgroup work together effectively to get the job done	3% / 13% / 84%	79 %	86 %	84 %	70 %	80 %	94 %
People in my workgroup treat each other with respect	6% / 13% / 81%	78 %	88 %	81 %	63 %	77 %	92 %
People in my workgroup are politically impartial in their work	1% / 2% / 21% / 76%	72 %	78 %	76 %	59 %	72 %	85 %
People in my workgroup are honest, open and transparent in their dealings	7% / 21% / 72%	74 %	81 %	72 %	59 %	70 %	86 %

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.

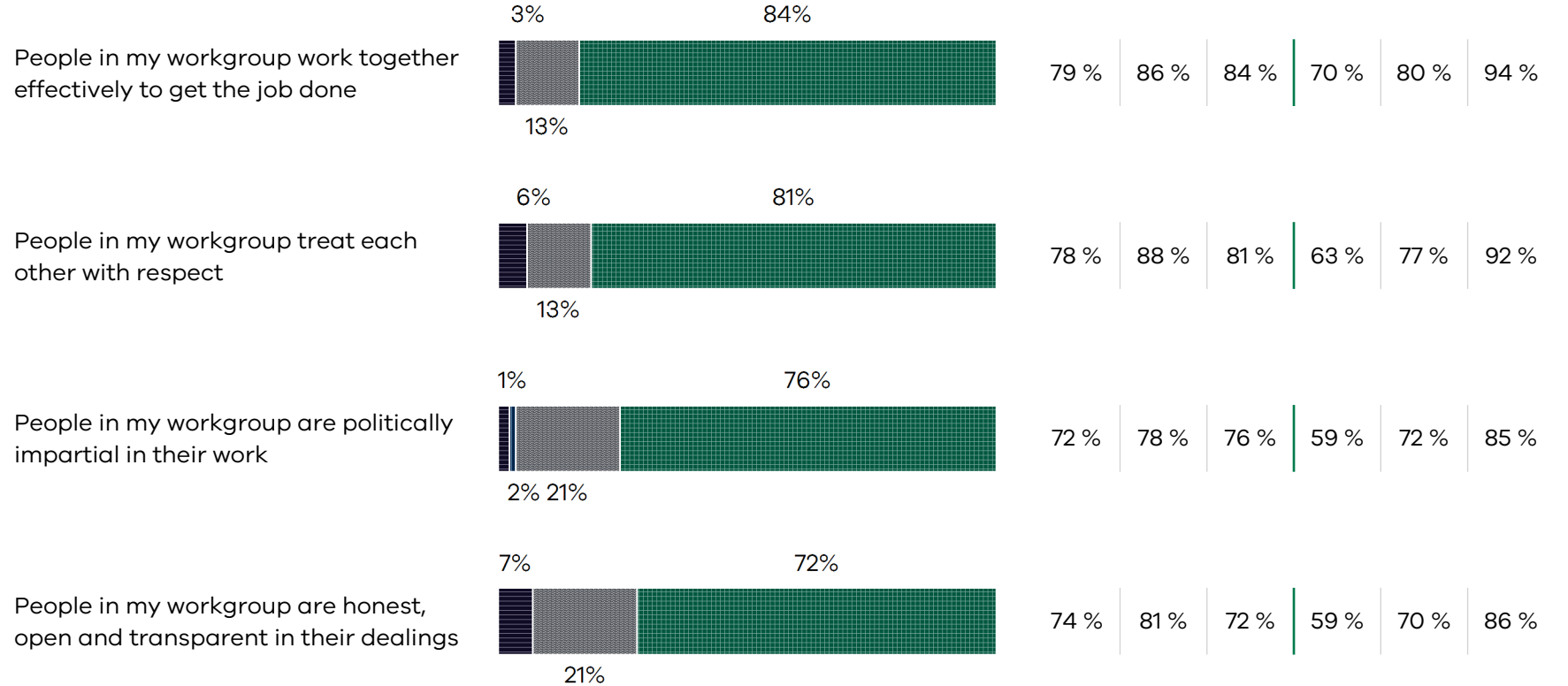Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

71% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

| Survey question | Your results | Benchmark agree results |

Survey question

Your results

Benchmark agree results

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

		You			Comparator		
Survey question		2021	2022	2023	Lowest	Average	Highest
People in my workgroup appropriately manage conflicts of interest	7% / 2% / 20% / 71%	65 %	70 %	71 %	51 %	63 %	80 %

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.
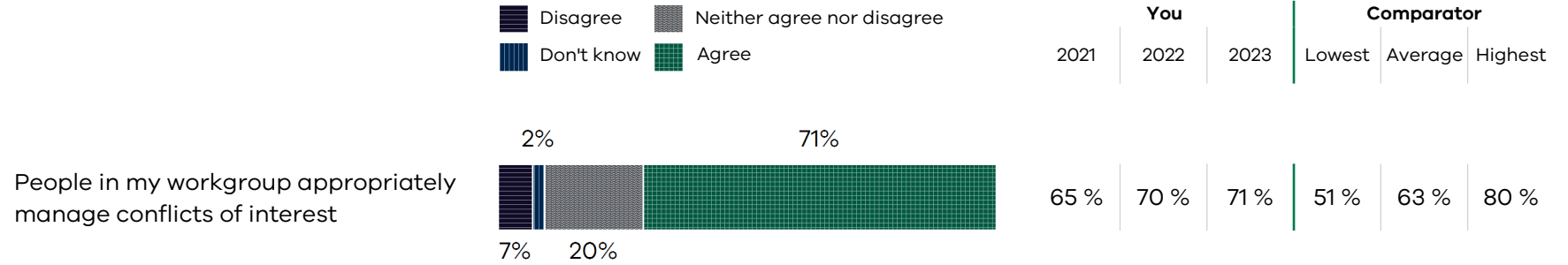
Example

76% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.
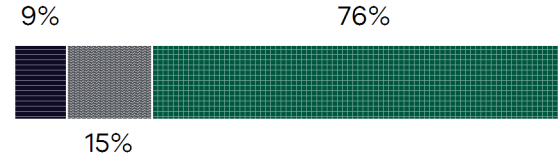
Survey question	Your results			You			Comparator		
		2021		2022	2023		Lowest	Average	Highest

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

Survey question	Your results	2021	2022	2023	Lowest	Average	Highest
I feel safe to challenge inappropriate behaviour at work	9% / 15% / 76%	59 %	70 %	76 %	55 %	68 %	85 %
People in my workgroup are able to bring up problems and tough issues	8% / 22% / 70%	75 %	74 %	70 %	54 %	69 %	84 %

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

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- Violence and aggression

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

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Job and manager factors

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Public sector values

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

Topical questions

- Questions on topical issues, includes additional questions that support the Gender Equality Act 2020

Demographics

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

Job and manager factors

Scorecard 1 of 2

What 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 2023:

- 97% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 93% of staff at your comparator and 88% 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 | You 2023 | Comparator 2023 | Public sector 2023

Chart data:

Factor	You 2022	You 2023	Comparator 2023	Public sector 2023	You 2021
Meaningful work*	91%	97%	93%	88%	
Job enrichment*	88%	92%	87%	84%	
Manager leadership	81%	81%	82%	85%	77%
Manager support*	75%	78%	76%	76%	

Job and manager factors

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.
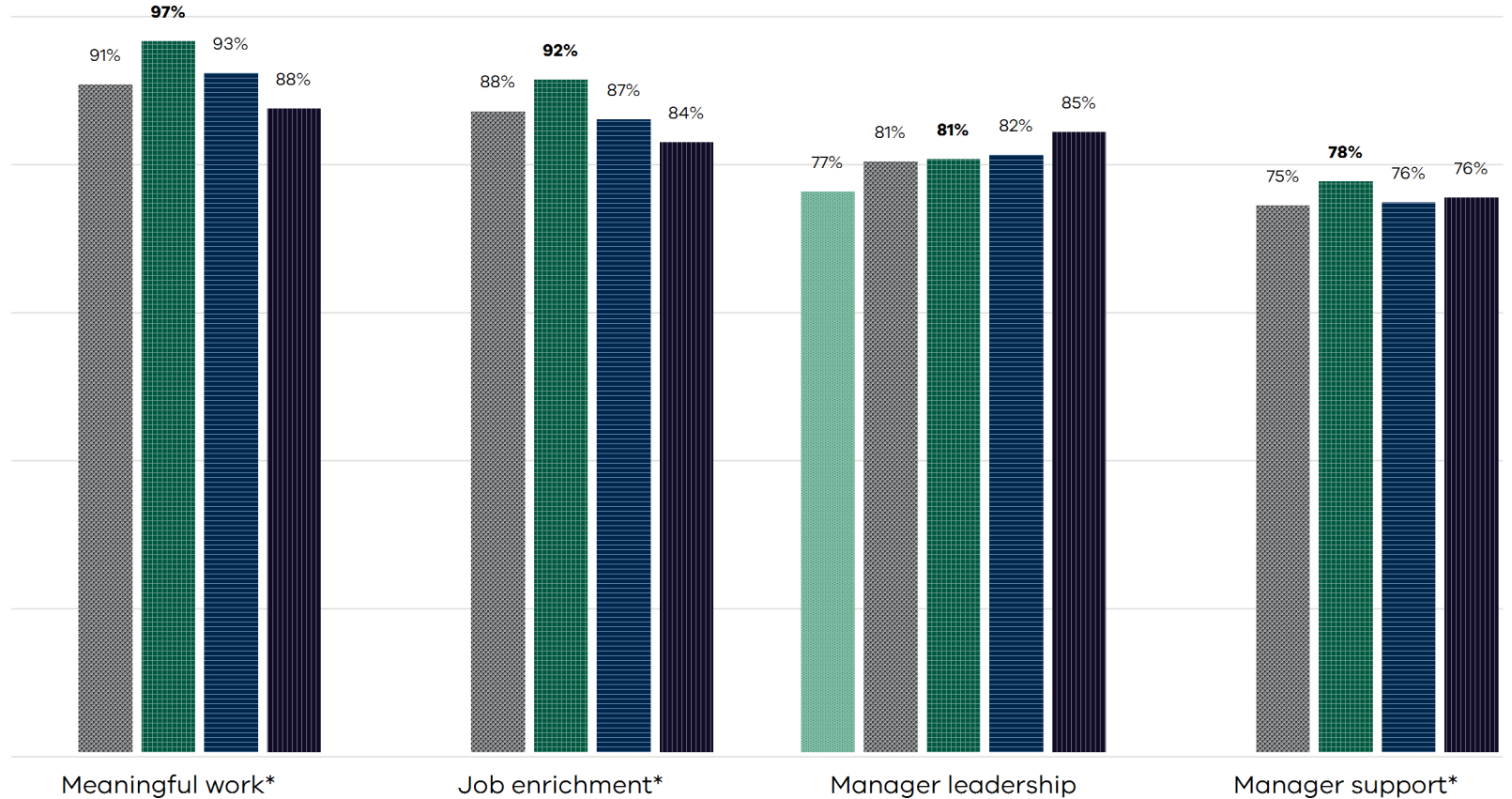
Example

In 2023:

• 73% of your staff who did the survey responded positively to questions about Learning and development.

Compared to:

• 67% of staff at your comparator and 60% of staff across the public sector.
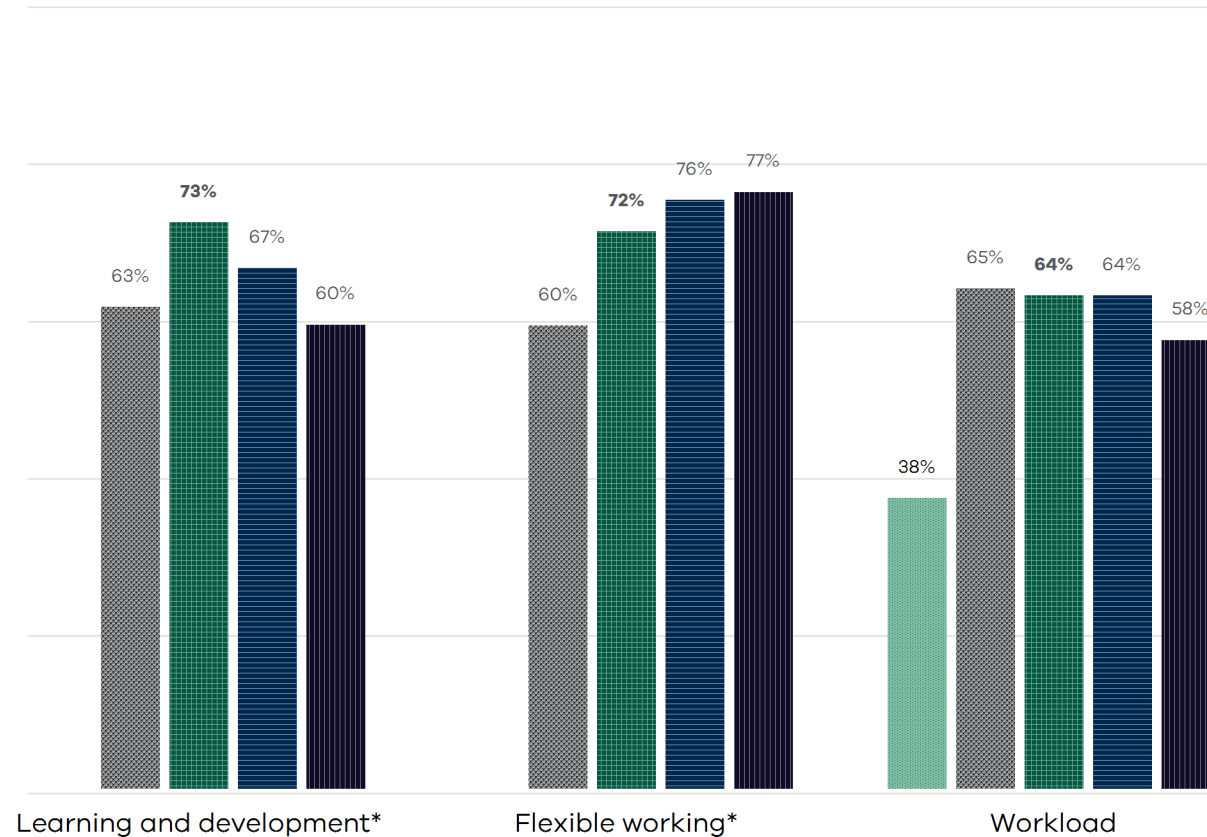
*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021 | You 2022 | You 2023 | Comparator 2023 | Public sector 2023

Learning and development*: 63%, 73%, 67%, 60%
Flexible working*: 60%, 72%, 76%, 77%
Workload: 38%, 65%, 64%, 64%, 58%

Victorian Public Sector Commission

VICTORIA State Government

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

83% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question — Your results — Benchmark agree results

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

Survey question	Disagree	Neither	Agree	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager demonstrates honesty and integrity	7%	10%	83%	74 %	81 %	83 %	67 %	81 %	93 %
My manager treats employees with dignity and respect	7%	10%	83%	81 %	80 %	83 %	67 %	83 %	94 %
My manager models my organisation's values	7%	14%	79%	76 %	82 %	79 %	64 %	81 %	92 %

Job and manager factors

Manager support 1 of 2

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.
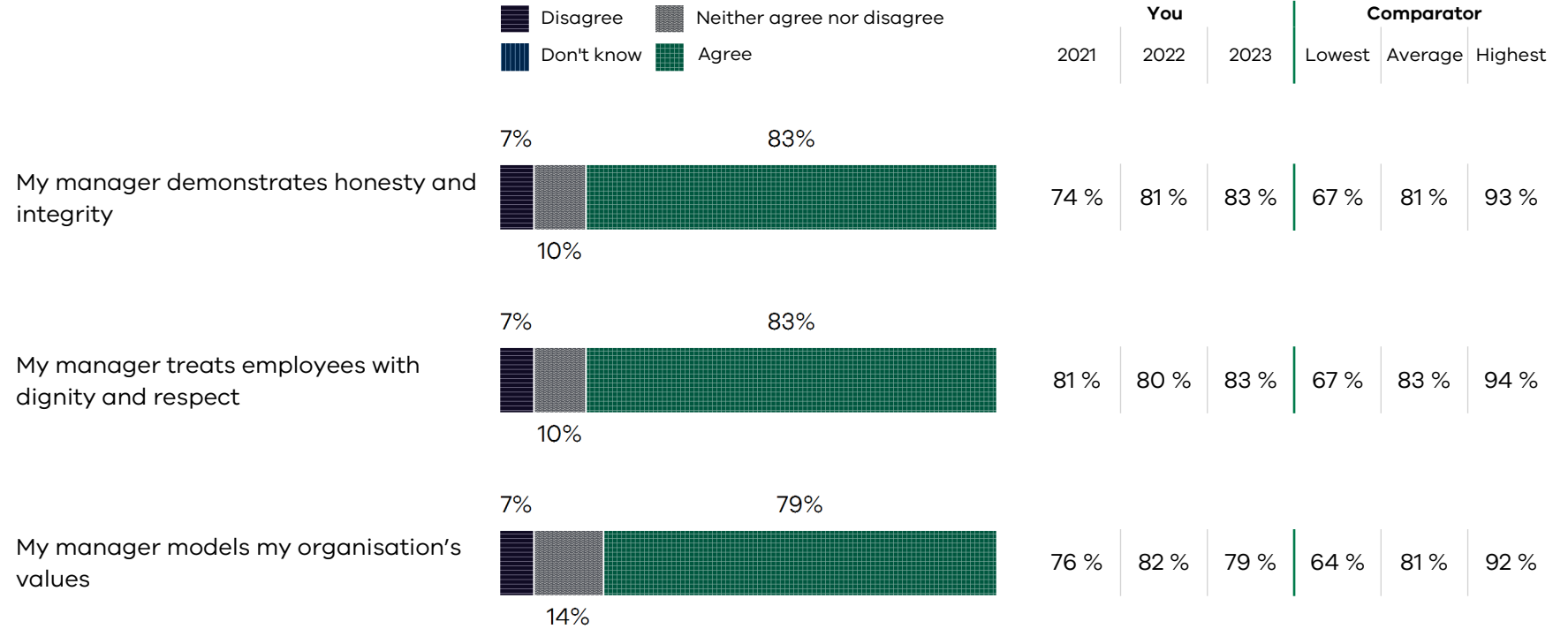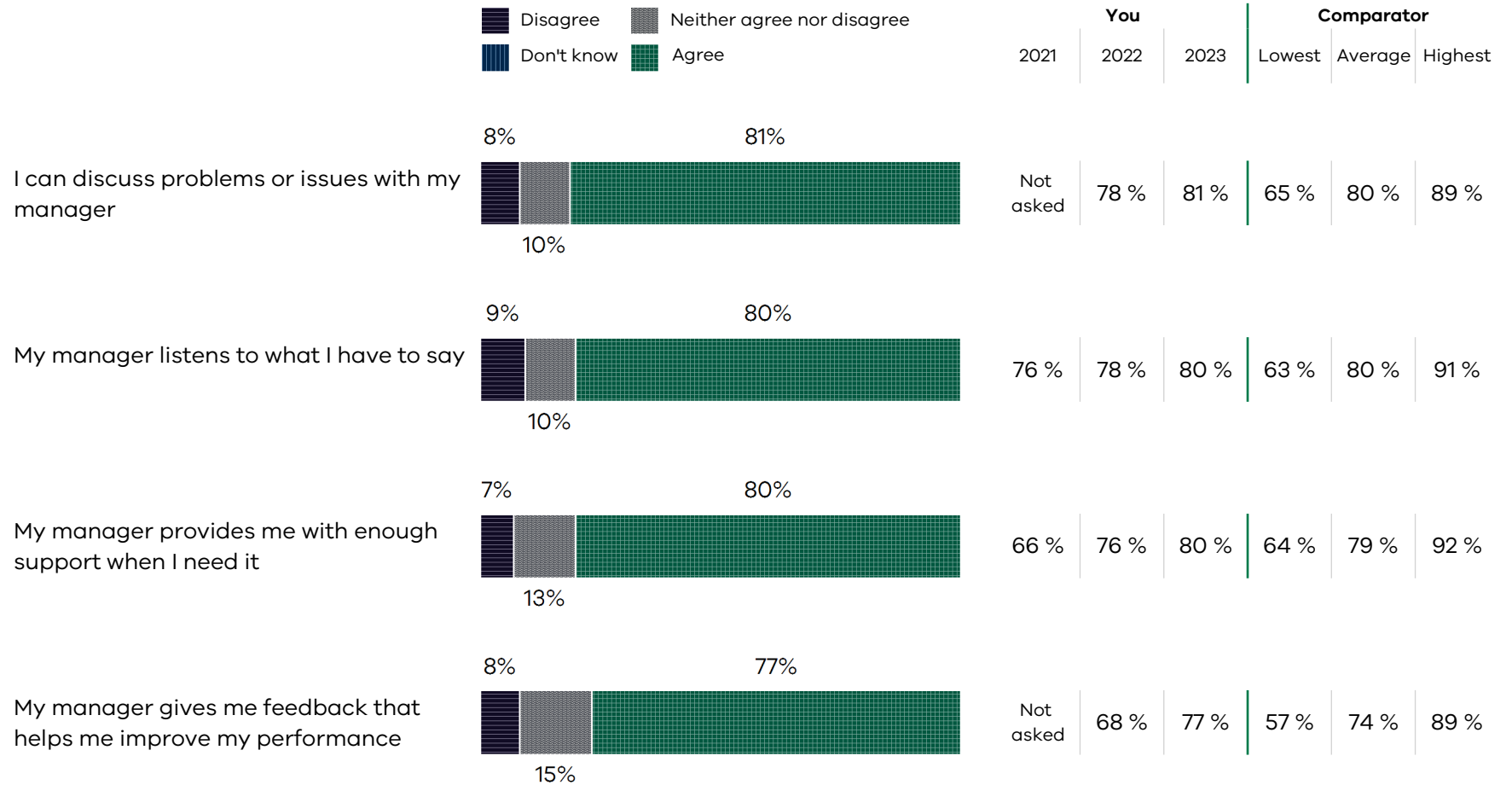
Example

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

Survey question	Your results		You			Comparator		
		2021	**2022**	**2023**	**Lowest**	**Average**	**Highest**

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

Survey question	Your results (Disagree / Neither / Agree)	2021	2022	2023	Lowest	Average	Highest
I can discuss problems or issues with my manager	8% / 10% / 81%	Not asked	78 %	81 %	65 %	80 %	89 %
My manager listens to what I have to say	9% / 10% / 80%	76 %	78 %	80 %	63 %	80 %	91 %
My manager provides me with enough support when I need it	7% / 13% / 80%	66 %	76 %	80 %	64 %	79 %	92 %
My manager gives me feedback that helps me improve my performance	8% / 15% / 77%	Not asked	68 %	77 %	57 %	74 %	89 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Manager support 2 of 2

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.
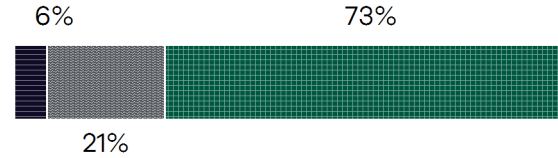
Example

73% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.
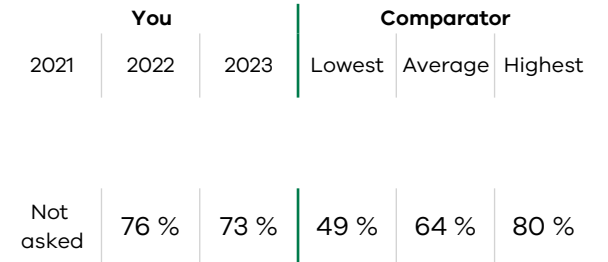
| Survey question | Your results | Benchmark agree results |

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I receive meaningful recognition when I do good work	6% / 21% / 73%	Not asked	76 %	73 %	49 %	64 %	80 %

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.
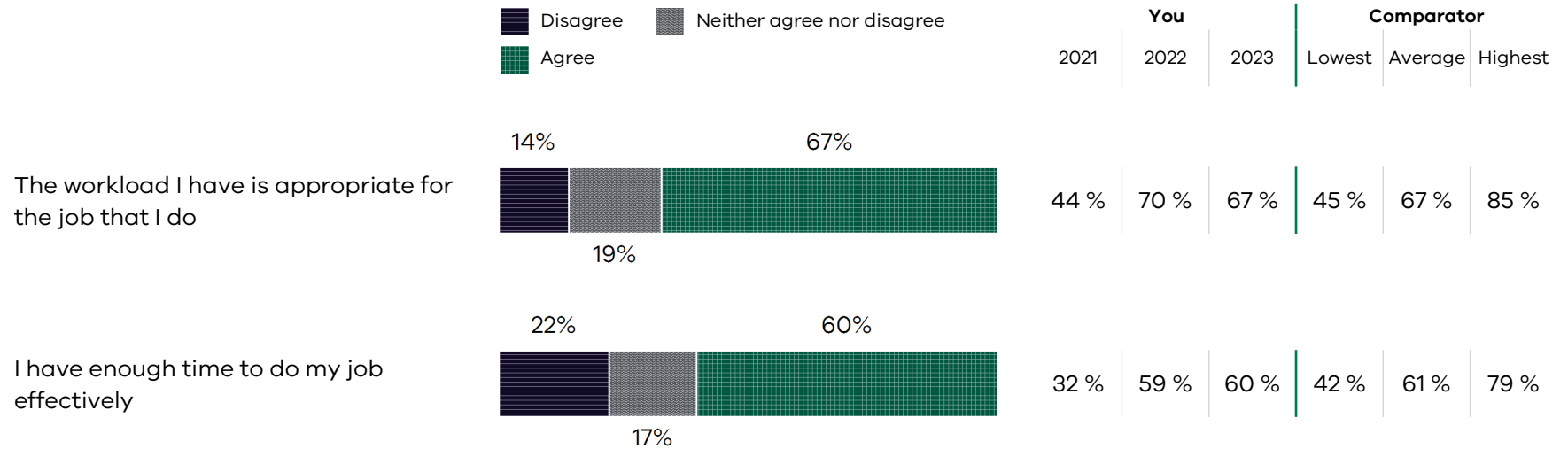
Example

67% 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

Survey question	Your results	2021	2022 You	2023	Lowest	Comparator Average	Highest
The workload I have is appropriate for the job that I do	Disagree 14%, Neither 19%, Agree 67%	44 %	70 %	67 %	45 %	67 %	85 %
I have enough time to do my job effectively	Disagree 22%, Neither 17%, Agree 60%	32 %	59 %	60 %	42 %	61 %	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.
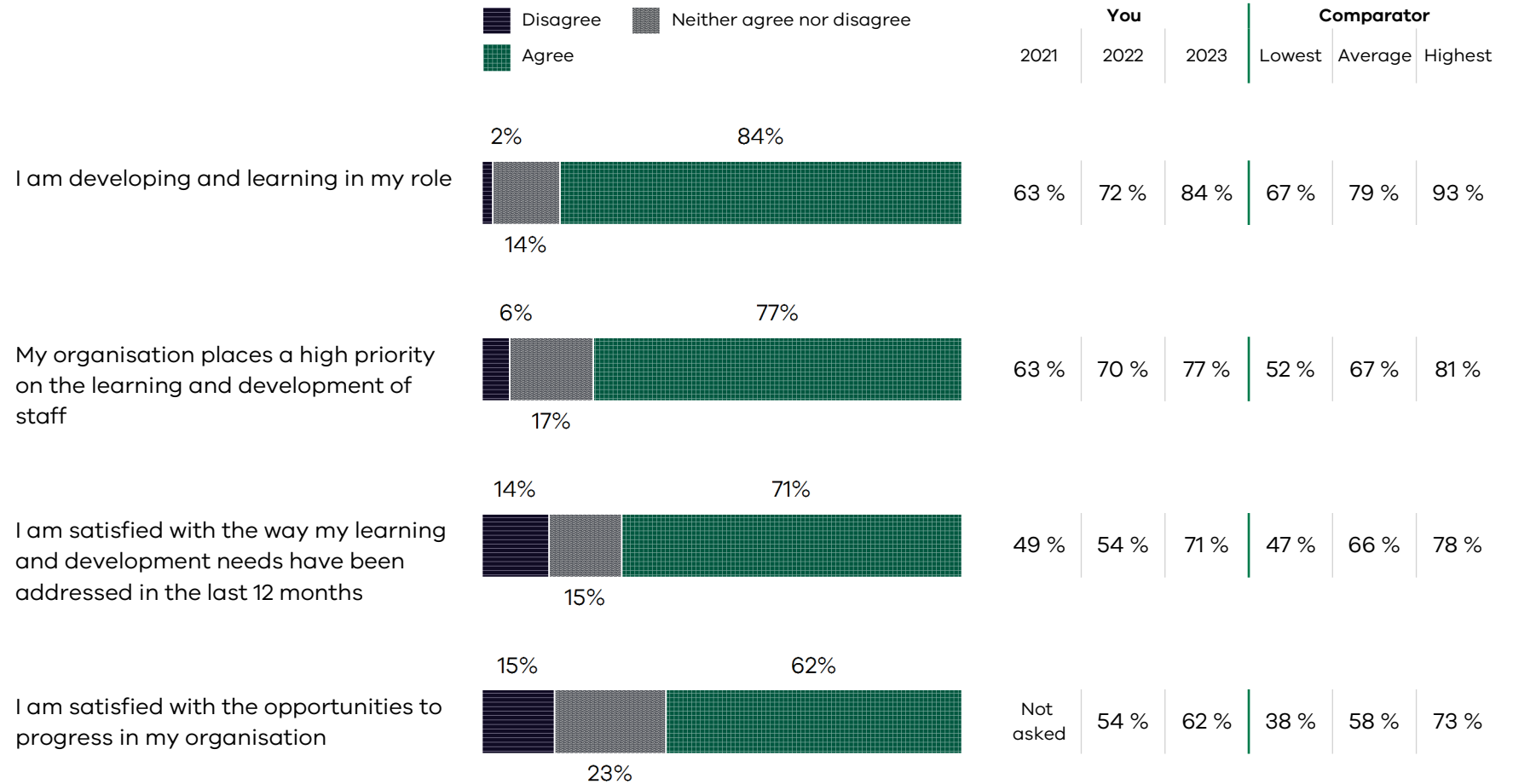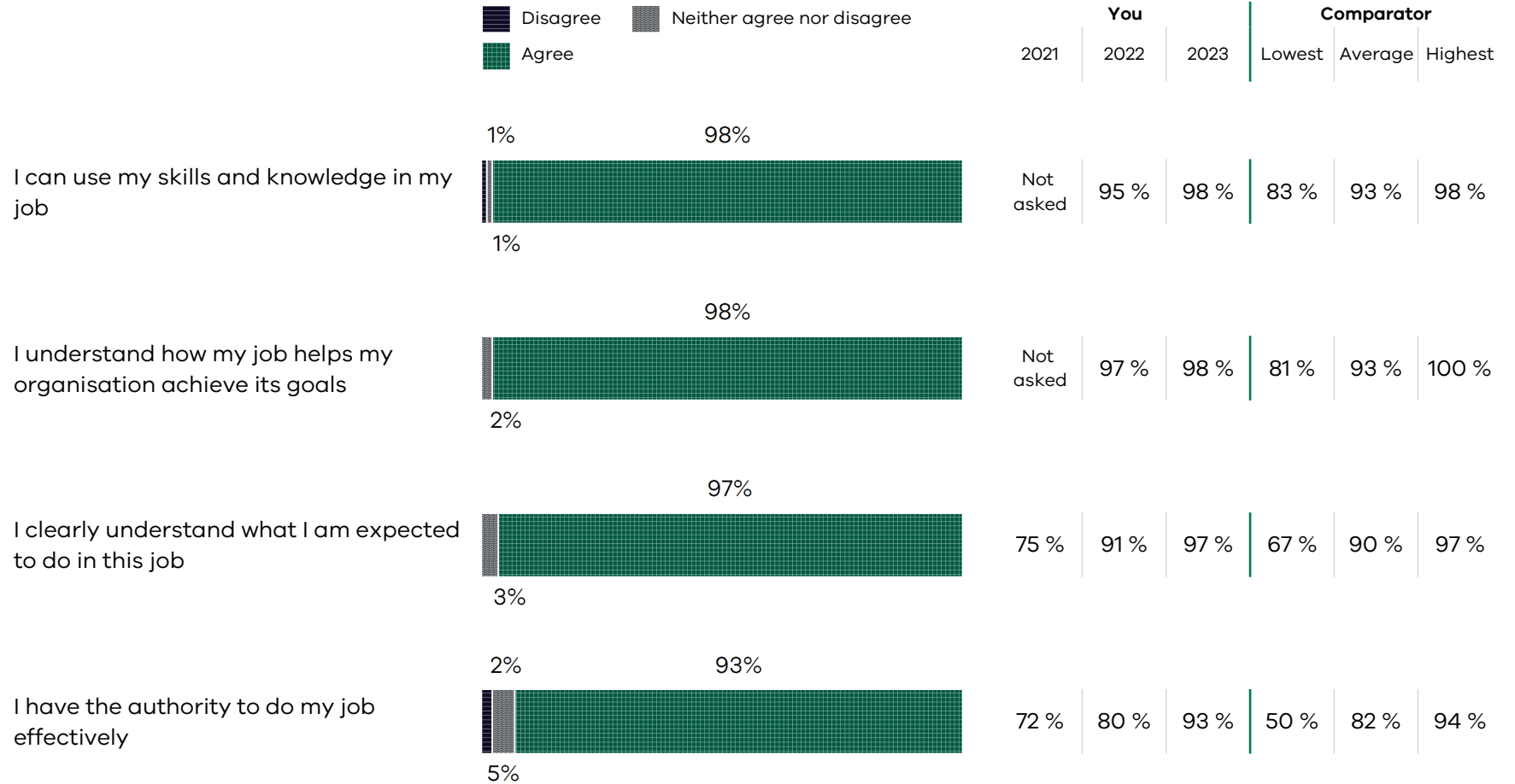
Example

84% 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					

Legend: Disagree | Neither agree nor disagree | Agree

Survey question	Your results	2021	2022 (You)	2023 (You)	Lowest (Comparator)	Average (Comparator)	Highest (Comparator)
I am developing and learning in my role	2% / 14% / 84%	63 %	72 %	84 %	67 %	79 %	93 %
My organisation places a high priority on the learning and development of staff	6% / 17% / 77%	63 %	70 %	77 %	52 %	67 %	81 %
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	14% / 15% / 71%	49 %	54 %	71 %	47 %	66 %	78 %
I am satisfied with the opportunities to progress in my organisation	15% / 23% / 62%	Not asked	54 %	62 %	38 %	58 %	73 %

Job and manager factors

Job enrichment 1 of 2

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.
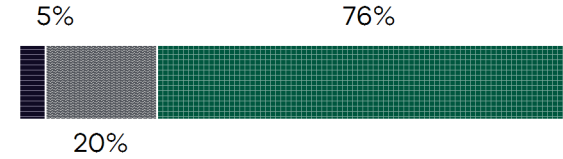
Example

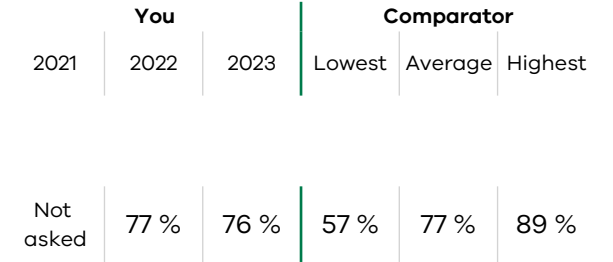98% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question	Your results						

Legend: ■ Disagree　▨ Neither agree nor disagree　▨ Agree

	You			Comparator		
Survey question	2021	2022	2023	Lowest	Average	Highest
I can use my skills and knowledge in my job (Disagree 1%, Neither 1%, Agree 98%)	Not asked	95 %	98 %	83 %	93 %	98 %
I understand how my job helps my organisation achieve its goals (Neither 2%, Agree 98%)	Not asked	97 %	98 %	81 %	93 %	100 %
I clearly understand what I am expected to do in this job (Neither 3%, Agree 97%)	75 %	91 %	97 %	67 %	90 %	97 %
I have the authority to do my job effectively (Disagree 2%, Neither 5%, Agree 93%)	72 %	80 %	93 %	50 %	82 %	94 %

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.
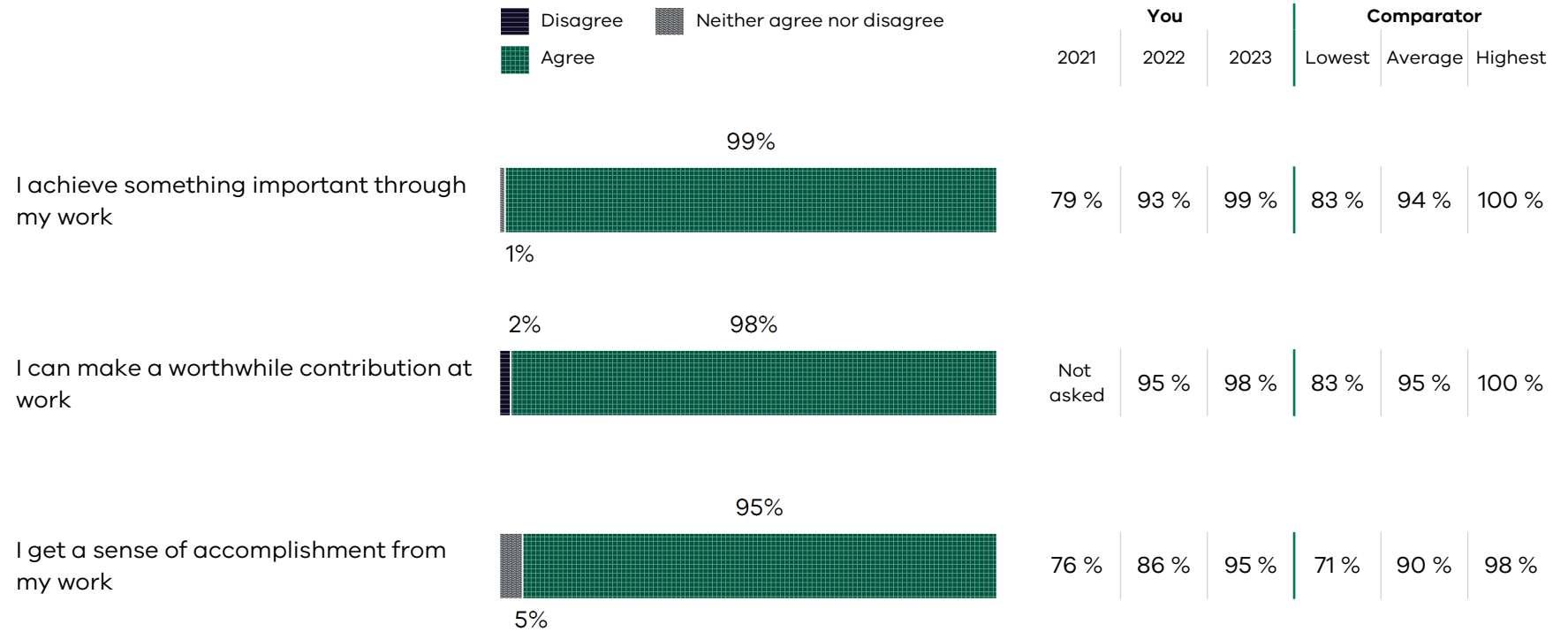
Example

76% 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

I have a say in how I do my work

Your results

Disagree ■   Neither agree nor disagree ▦

Agree ▦

5%   76%

20%

Benchmark agree results

	You			Comparator		
2021	2022	2023		Lowest	Average	Highest
Not asked	77 %	76 %		57 %	77 %	89 %

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.
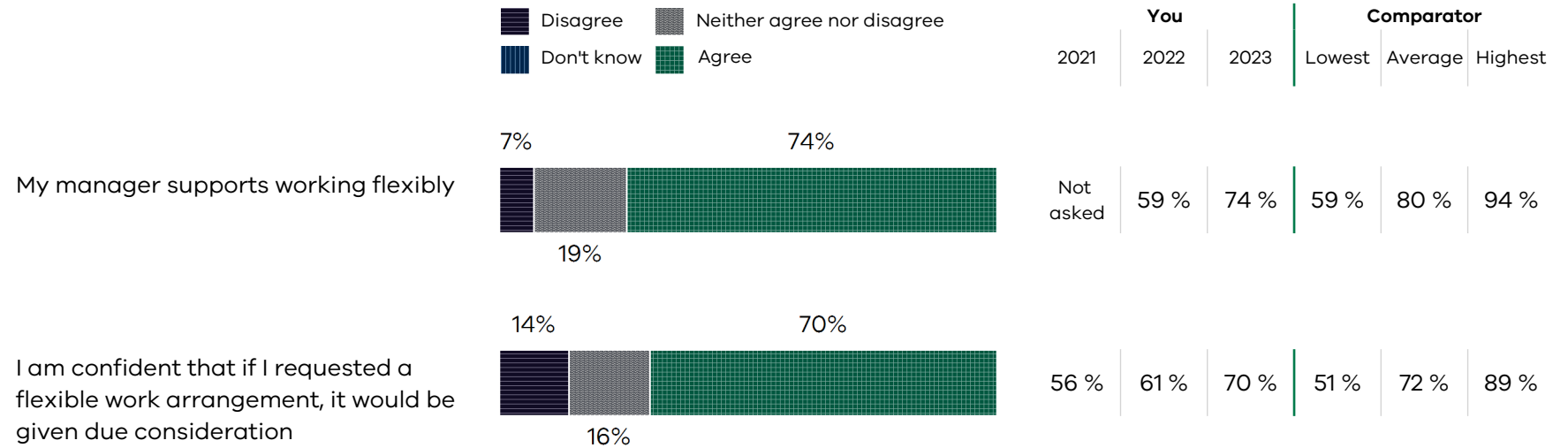
Example

99% of your staff who did the survey agreed or strongly agreed with 'I achieve something important through my work'.

Survey question	Your results		Benchmark agree results					
				You			**Comparator**	
			2021	2022	2023	Lowest	Average	Highest
I achieve something important through my work	99% / 1%		79 %	93 %	99 %	83 %	94 %	100 %
I can make a worthwhile contribution at work	98% / 2%		Not asked	95 %	98 %	83 %	95 %	100 %
I get a sense of accomplishment from my work	95% / 5%		76 %	86 %	95 %	71 %	90 %	98 %

Legend: Disagree, Neither agree nor disagree, Agree

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

74% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

Survey question	Your results		Benchmark agree results					

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

		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My manager supports working flexibly	7% / 19% / 74%	Not asked	59 %	74 %	59 %	80 %	94 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	14% / 16% / 70%	56 %	61 %	70 %	51 %	72 %	89 %

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

- Questions on topical issues, includes additional questions that support the Gender Equality Act 2020

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

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 2023:

- 94% of your staff who did the survey responded positively to questions about Responsiveness , which is up 8% in 2022.

Compared to:

- 80% of staff at your comparator and 81% 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 · You 2023 · Comparator 2023 · Public sector 2023

Chart — Responsiveness*: 86%, 94%, 80%, 81%. Human rights: 86%, 93%, 92%, 86%, 82%. Accountability*: 83%, 88%, 79%, 75%. Leadership: 65%, 80%, 81%, 74%, 74%.

Victorian Public Sector Commission

VICTORIA State Government

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 2023:

- 80% of your staff who did the survey responded positively to questions about Respect , which is up 0% in 2022.

Compared to:

- 78% of staff at your comparator and 81% of staff across the public sector.
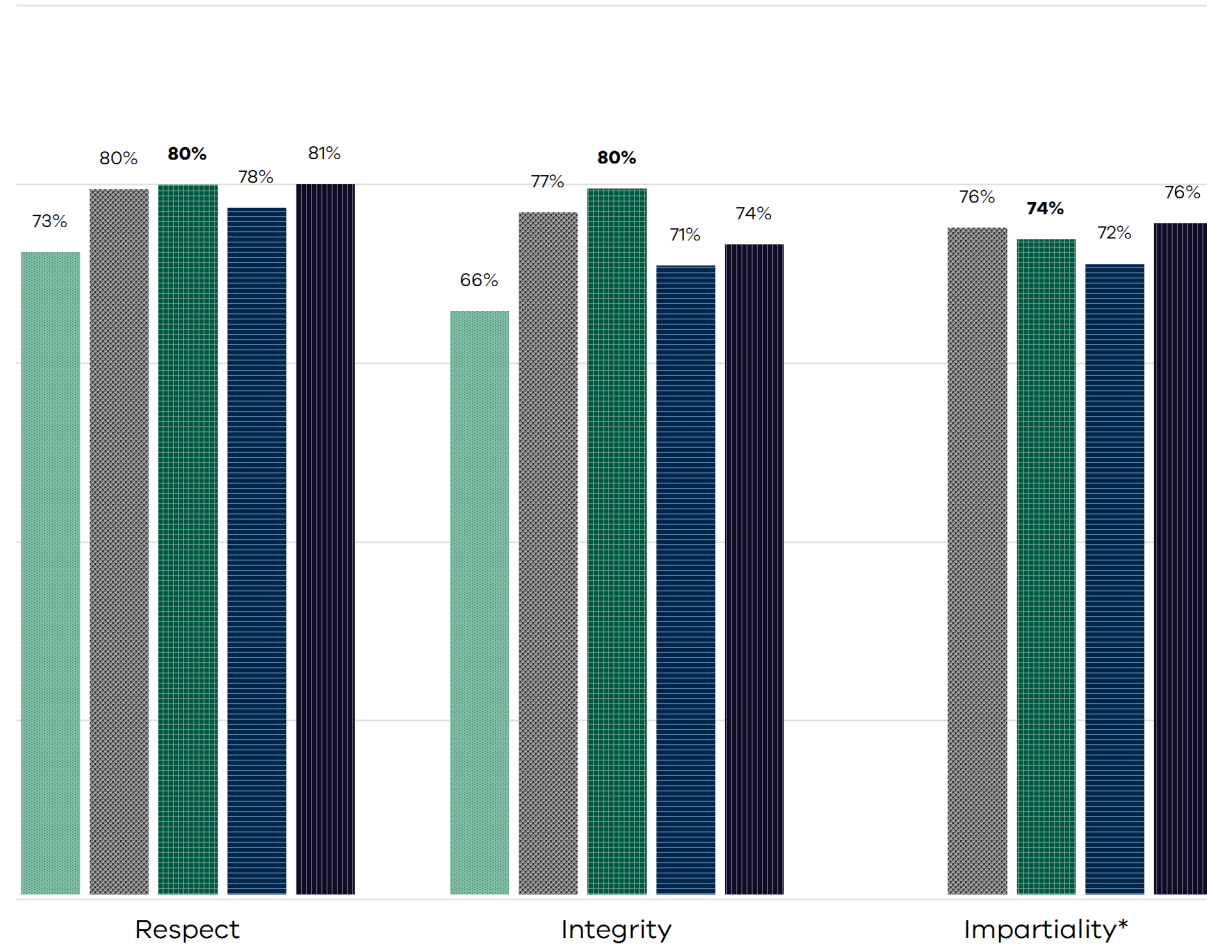
*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021 · You 2022 · You 2023 · Comparator 2023 · Public sector 2023

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.
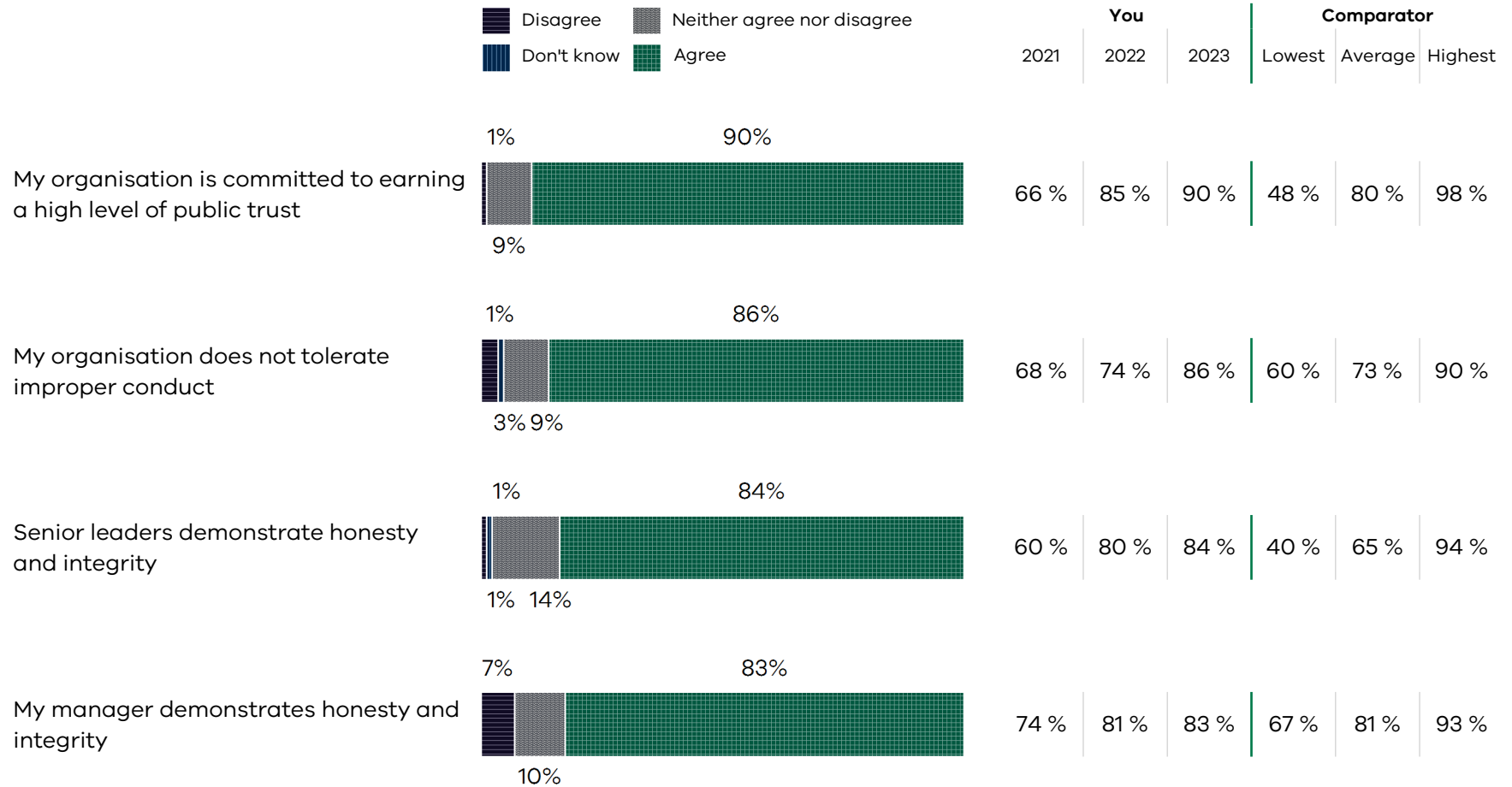
Example

94% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question

Your results

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

My workgroup provides high quality advice and services

1%   94%

5%

Benchmark agree results

	You			Comparator		
2021	2022	2023		Lowest	Average	Highest
Not asked	86 %	94 %		64 %	80 %	93 %

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.
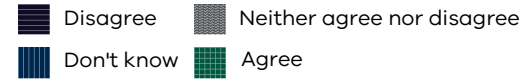
Example

90% of staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

Survey question	Your results	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest

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

Survey question	1% / 90% / 9%	2021	2022	2023	Lowest	Average	Highest
My organisation is committed to earning a high level of public trust	1% / 90% / 9%	66 %	85 %	90 %	48 %	80 %	98 %
My organisation does not tolerate improper conduct	1% / 86% / 3% / 9%	68 %	74 %	86 %	60 %	73 %	90 %
Senior leaders demonstrate honesty and integrity	1% / 84% / 1% / 14%	60 %	80 %	84 %	40 %	65 %	94 %
My manager demonstrates honesty and integrity	7% / 83% / 10%	74 %	81 %	83 %	67 %	81 %	93 %

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

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		You			Comparator		
			2021	2022	2023	Lowest	Average	Highest
I feel safe to challenge inappropriate behaviour at work	Disagree 9%, Neither agree nor disagree 15%, Agree 76%		59 %	70 %	76 %	55 %	68 %	85 %
People in my workgroup are honest, open and transparent in their dealings	Disagree 7%, Neither agree nor disagree 21%, Agree 72%		74 %	81 %	72 %	59 %	70 %	86 %
People in my workgroup appropriately manage conflicts of interest	Disagree 7%, Don't know 2%, Neither agree nor disagree 20%, Agree 71%		65 %	70 %	71 %	51 %	63 %	80 %

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

Victorian Public Sector Commission

VICTORIA State Government

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 'People in my workgroup are politically impartial in their work'.

Survey question

Your results

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

People in my workgroup are politically impartial in their work

1% — 76%
2% 21%

My workgroup acts fairly and without bias

6% — 73%
21%

Benchmark agree results
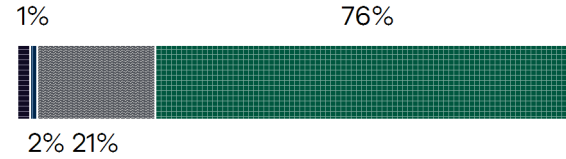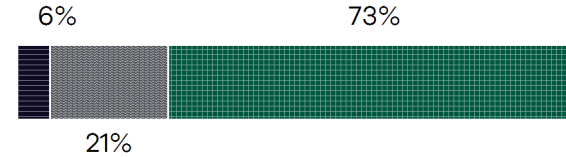
Survey question	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
People in my workgroup are politically impartial in their work	72 %	78 %	76 %	59 %	72 %	85 %
My workgroup acts fairly and without bias	Not asked	73 %	73 %	58 %	71 %	86 %

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

98% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.
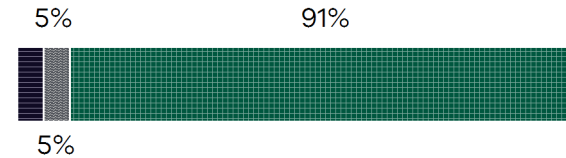
Survey question	Your results		You			Comparator		
		2021	2022	2023		Lowest	Average	Highest

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
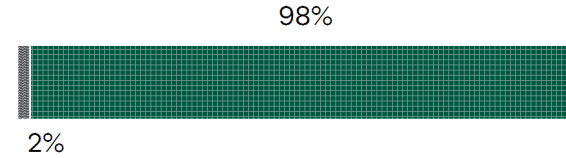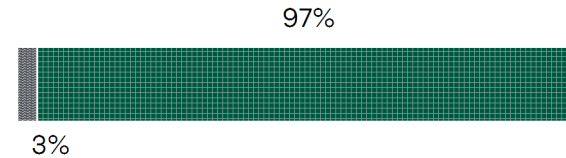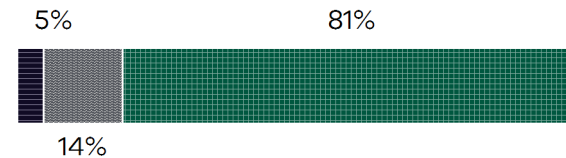
Survey question	Your results	2021	2022	2023	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	98% agree, 2%	Not asked	97 %	98 %	81 %	93 %	100 %
I clearly understand what I am expected to do in this job	97% agree, 3%	75 %	91 %	97 %	67 %	90 %	97 %
My workgroup has clear lines of responsibility	5%, 91% agree, 5%	71 %	89 %	91 %	55 %	75 %	87 %
My workgroup uses its resources well	5%, 81% agree, 14%	Not asked	76 %	81 %	60 %	72 %	86 %

Victorian Public Sector Commission

VICTORIA State Government

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.

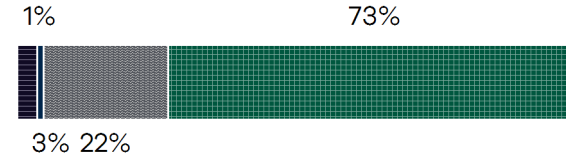Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

73% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.
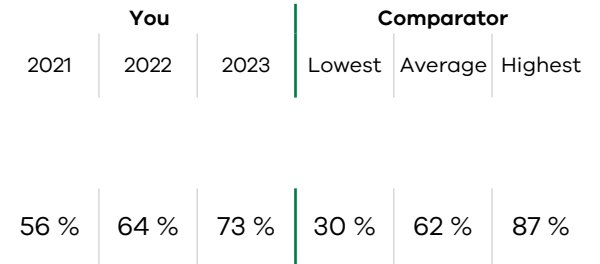
Survey question

Your results

Benchmark agree results

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

Survey question	Your results	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Senior leaders provide clear strategy and direction	1% · 3% · 22% · 73%	56 %	64 %	73 %	30 %	62 %	87 %

Public sector values

Respect 1 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.
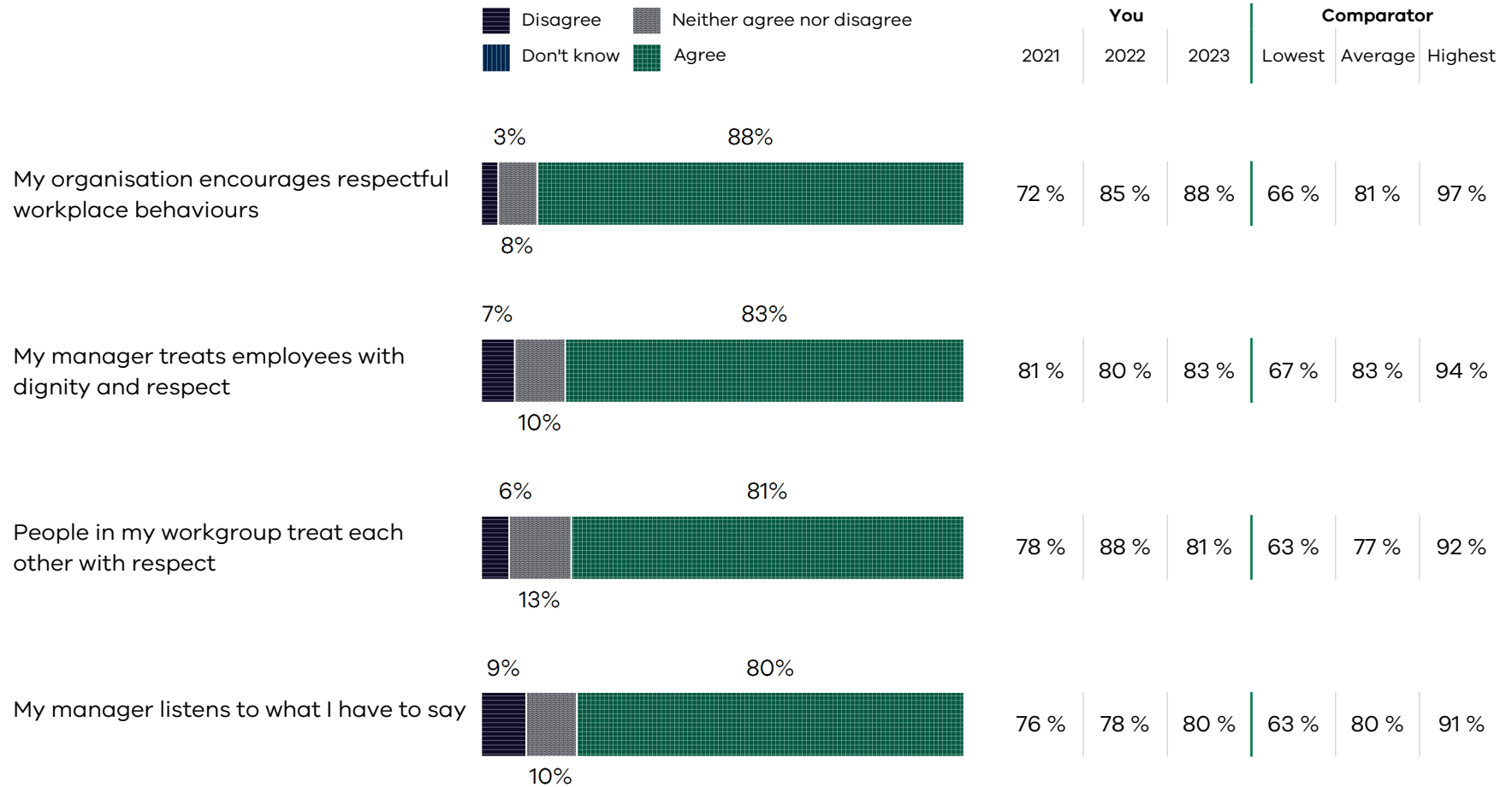
Example

88% of staff who did the survey agreed or strongly agreed with 'My organisation encourages respectful workplace behaviours'.

Survey question	Your results		You			Comparator		
		2021	**2022**	**2023**	**Lowest**	**Average**	**Highest**
	Disagree ■ Neither agree nor disagree ▧ Don't know ▦ Agree ■							
My organisation encourages respectful workplace behaviours	3% ... 88% / 8%	72 %	85 %	88 %	66 %	81 %	97 %
My manager treats employees with dignity and respect	7% ... 83% / 10%	81 %	80 %	83 %	67 %	83 %	94 %
People in my workgroup treat each other with respect	6% ... 81% / 13%	78 %	88 %	81 %	63 %	77 %	92 %
My manager listens to what I have to say	9% ... 80% / 10%	76 %	78 %	80 %	63 %	80 %	91 %

Victorian Public Sector Commission

VICTORIA State Government

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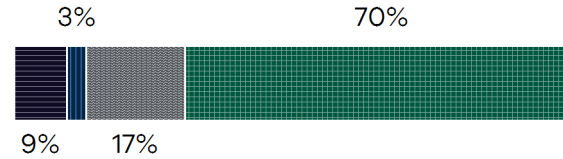
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

70% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.
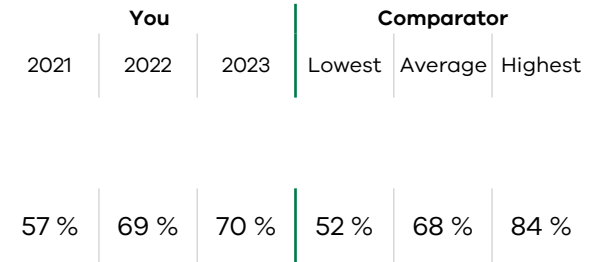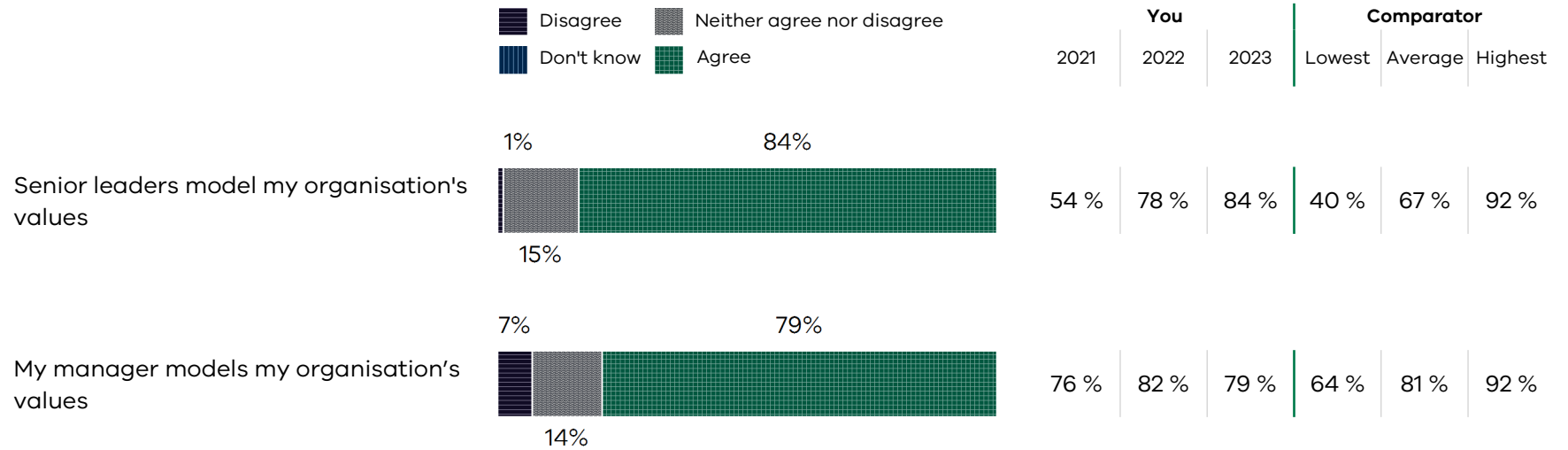
| Survey question | Your results | Benchmark agree results |

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

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	9% / 3% / 17% / 70%	57 %	69 %	70 %	52 %	68 %	84 %

Victorian Public Sector Commission

VICTORIA State Government

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

84% of staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question — Your results — Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Senior leaders model my organisation's values	1% / 15% / 84%	54 %	78 %	84 %	40 %	67 %	92 %
My manager models my organisation's values	7% / 14% / 79%	76 %	82 %	79 %	64 %	81 %	92 %

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

97% 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'.
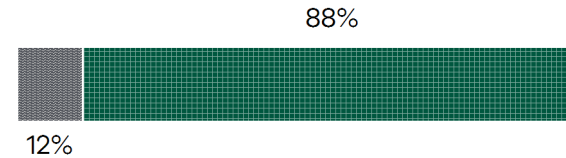
Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
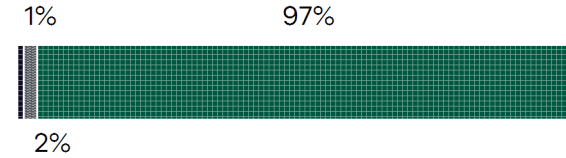
Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages employees to act in ways that are consistent with human rights	1% / 97% / 2%	82 %	95 %	97 %	71 %	85 %	98 %
I understand how the Charter of Human Rights and Responsibilities applies to my work	88% / 12%	90 %	91 %	88 %	74 %	88 %	98 %

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

- Questions on topical issues, includes additional questions that support the Gender Equality Act 2020

Custom questions

- Questions requested by your organisation

Demographics

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

Topical questions

What this is

These are additional questions to support Workplace Gender Audits, in addition to existing survey questions on gender equality.

Detailed results for all gender equality questions are provided to your Human Resources area in separate Excel reports..

Why this is important

Under the Gender Equality Act 2020, organisations have obligations to promote gender equality in the workplace.

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 'My organisation uses inclusive and respectful images and language'.
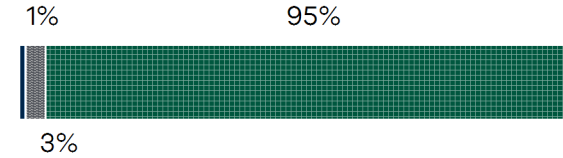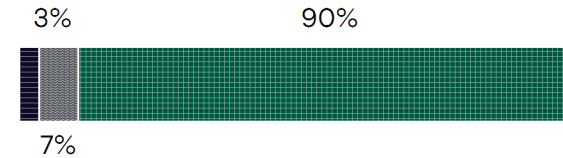
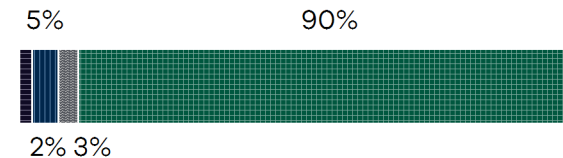| Survey question	Your results		You			Comparator		
			2021	2022	2023	Lowest	Average	Highest
My organisation uses inclusive and respectful images and language	Disagree 1% · Neither 3% · Agree 95%		75 %	Not asked	95 %	74 %	85 %	95 %
In my workgroup work is allocated fairly, regardless of gender	Disagree 3% · Neither 7% · Agree 90%		79 %	Not asked	90 %	71 %	83 %	94 %
My organisation would support me if I needed to take family violence leave	Disagree 5% · Don't know 2% · Neither 3% · Agree 90%		74 %	Not asked	90 %	73 %	86 %	99 %

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

Topical questions

What this is

Results for additional questions that gather data on whole of Government sector issues.

Why this is important

The People matter survey is an efficient way to gather data on public sector issues, avoiding additional surveys.

How to read this

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

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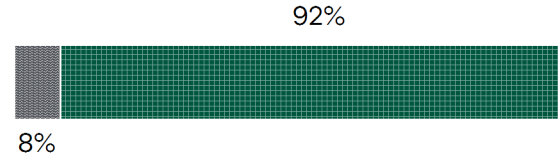
Example

92% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.
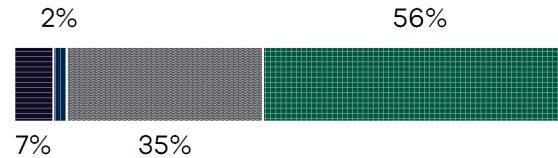
Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	8% / 92%	Not asked	Not asked	92 %	75 %	88 %	96 %
My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	2% / 7% / 35% / 56%	Not asked	Not asked	56 %	42 %	56 %	74 %

People matter survey

2023

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Demographics

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

Demographics

Age, gender, variations in sex characteristics and sexual orientation

What 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 employee experience results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total.

Age	(n)	%
15-34 years	10	12%
35-54 years	48	56%
55+ years	25	29%
Prefer not to say	3	3%

How would you describe your gender?	(n)	%
Woman	77	90%
Man	4	5%
Prefer not to say	4	5%
Non-binary and I use a different term	1	1%

Are you trans, non-binary or gender diverse?	(n)	%
No	82	95%
Prefer not to say	4	5%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?*	(n)	%
No	80	93%
Don't know	1	1%
Prefer not to say	5	6%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	75	87%
Prefer not to say	8	9%
Bisexual	2	2%
Don't know	1	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.

How we protect anonymity and privacy

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	**2**	2%
Non Aboriginal and/or Torres Strait Islander	**82**	95%
Prefer not to say	**2**	2%

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.

How we protect anonymity and privacy

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Do you identify as a person with a disability?	(n)	%
Yes	**4**	5%
No	**77**	90%
Prefer not to say	**5**	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.

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Country of birth	(n)	%
Born in Australia	**73**	85%
Not born in Australia	**8**	9%
Prefer not to say	**5**	6%

Language other than English spoken with family or community	(n)	%
Yes	**4**	5%
No	**79**	92%
Prefer not to say	**3**	3%

Demographics

Cultural diversity 2 of 2

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

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

Cultural identity	(n)	%
Australian	**70**	81%
English, Irish, Scottish and/or Welsh	**12**	14%
Prefer not to say	**6**	7%
New Zealander	**2**	2%
Aboriginal and/or Torres Strait Islander	**2**	2%
Central Asian	**2**	2%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	**2**	2%
Maori	**2**	2%
North American	**1**	1%
Pacific Islander	**1**	1%
South Asian	**1**	1%
Other	**1**	1%
African	**1**	1%
Middle Eastern	**1**	1%
Central and/or South American	**1**	1%
East and/or South-East Asian	**1**	1%

Religion	(n)	%
No religion	**52**	60%
Christianity	**21**	24%
Prefer not to say	**11**	13%
Other	**2**	2%

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.

How we protect anonymity and privacy

To protect you, we:
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- don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total.

Working arrangement	(n)	%
Full-Time	9	10%
Part-Time	77	90%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	11	14%
Below $80k	38	48%
$80k to $120k	24	30%
$120k to $160k	3	4%
$160k to $200k	1	1%
$200k or more	2	3%

Organisational tenure	(n)	%
<1 year	11	13%
1 to less than 2 years	11	13%
2 to less than 5 years	23	27%
5 to less than 10 years	10	12%
10 to less than 20 years	22	26%
More than 20 years	9	10%

Management responsibility	(n)	%
Non-manager	69	80%
Other manager	11	13%
Manager of other manager(s)	6	7%

Employment type	(n)	%
Ongoing and executive	68	79%
Fixed term	11	13%
Other	7	8%

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

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Primary workplace location over the last 3 months	(n)	%
Rural	78	91%
Large regional city	5	6%
Melbourne CBD	1	1%
Melbourne: Suburbs	1	1%
Other	1	1%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	30	35%
A frontline or service delivery location	51	59%
Home or private location	5	6%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	6	7%
Other	5	6%

Flexible work	(n)	%
Part-time	44	51%
Shift swap	26	30%
Flexible start and finish times	24	28%
No, I do not use any flexible work arrangements	19	22%
Study leave	11	13%
Using leave to work flexible hours	9	10%
Working from an alternative location (e.g. home, hub/shared work space)	6	7%
Other	4	5%
Working more hours over fewer days	4	5%
Purchased leave	4	5%
Job sharing	1	1%

Victorian Public Sector Commission

VICTORIA State Government

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.

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 employee experience results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total.

Have you requested any of the following adjustments at work?*	(n)	%
No, I have not requested adjustments	60	70%
Flexible working arrangements	21	24%
Physical modifications or improvements to the workplace	5	6%
Career development support strategies	4	5%
Job redesign or role sharing	2	2%
Other	1	1%

Why did you make this request?	(n)	%
Work-life balance	15	58%
Family responsibilities	12	46%
Health	10	38%
Caring responsibilities	4	15%
Other	3	12%
Study commitments	2	8%
Disability	1	4%

What was your experience with making the request?	(n)	%
The adjustments I needed were made and the process was satisfactory	19	73%
The adjustments I needed were not made	6	23%
The adjustments I needed were made but the process was unsatisfactory	1	4%

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.

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 employee experience results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total.

Caring responsibility	(n)	%
None of the above	**30**	35%
Primary school aged child(ren)	**23**	27%
Secondary school aged child(ren)	**21**	24%
Frail or aged person(s)	**7**	8%
Child(ren) - younger than preschool age	**6**	7%
Preschool aged child(ren)	**6**	7%
Prefer not to say	**5**	6%
Person(s) with a medical condition	**5**	6%
Person(s) with disability	**4**	5%
Person(s) with a mental illness	**4**	5%
Other	**2**	2%

Demographics

Employment categories

What is this

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

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

To protect you, we:

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

Which of the following categories best describes your current position?	(n)	%
Nursing Employees	**38**	44%
Management, Administration and Corporate support	**22**	26%
Support services	**12**	14%
Allied health - therapy discipline	**8**	9%
Medical Employees	**2**	2%
Allied health - assistant	**2**	2%
Allied health - science discipline	**1**	1%
Other health and social care	**1**	1%

Victorian
Public Sector
Commission

VICTORIA
State
Government

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

To protect you, we:
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- don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total.

Which of the following best describes the primary operational area in which you work?	(n)	%
Hospital-based services	**69**	80%
Corporate services	**3**	3%
Community-based services	**13**	15%
Residential aged care services	**1**	1%

Is your primary work role in one of the following areas?	(n)	%
Aged care	**2**	2%
Emergency	**6**	7%
Medical	**19**	22%
Mental health	**1**	1%
Mixed medical/surgical	**16**	19%
Palliative care	**1**	1%
Paediatrics	**1**	1%
Peri-operative	**3**	3%
Rehabilitation	**2**	2%
Surgical	**1**	1%
Other	**14**	16%
Administration	**20**	23%

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