

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

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- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
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Report overview

About your report

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

Report contents

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

Comparing data in this report

Your organisation took part in the survey in 2021 and 2022.

This means you'll be able to compare about 93% 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.



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



Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Barwon Health

Echuca Regional Health

Goulburn Valley Health Services

Mildura Base Public Hospital

South West Healthcare

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

54%
(2429)

Comparator 32%
Public Sector 42%

2023

51%
(2538)

Comparator 28%
Public Sector 42%

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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

68

Comparator 65
Public Sector 68

2023

69

Comparator 66
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 69.

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.

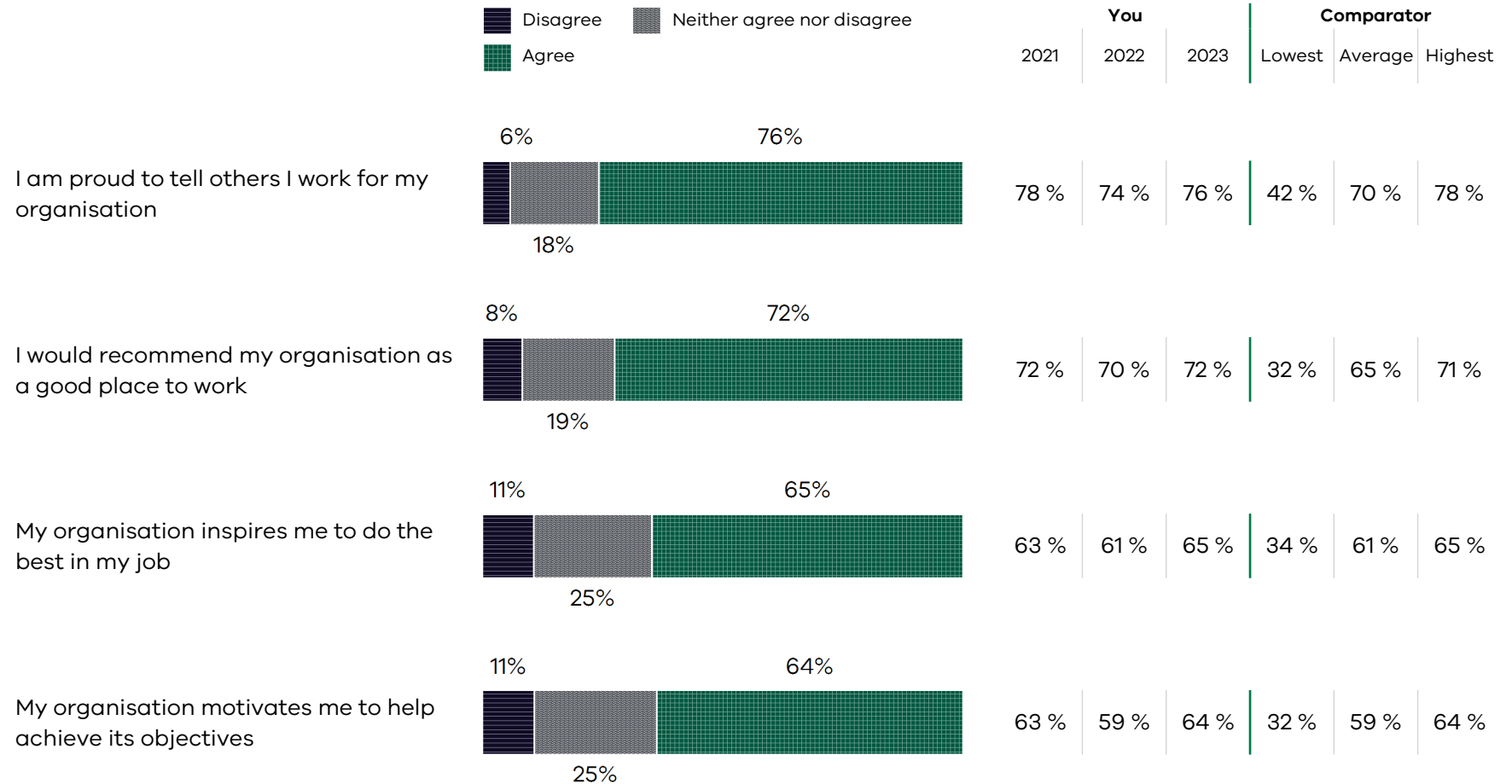
Example

76% 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



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 69.

Why this is important

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

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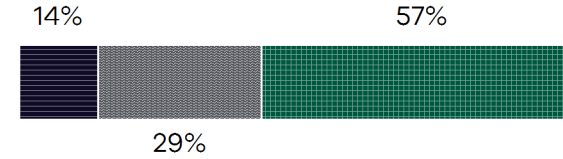
Example

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

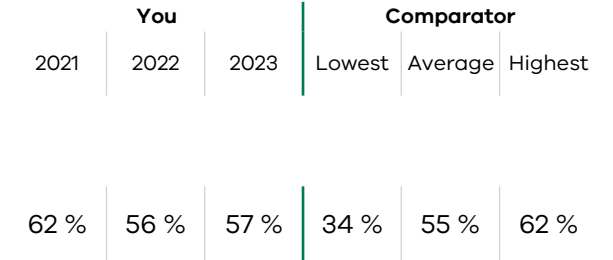
Survey question

I feel a strong personal attachment to my organisation

Your results



Benchmark agree results



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.

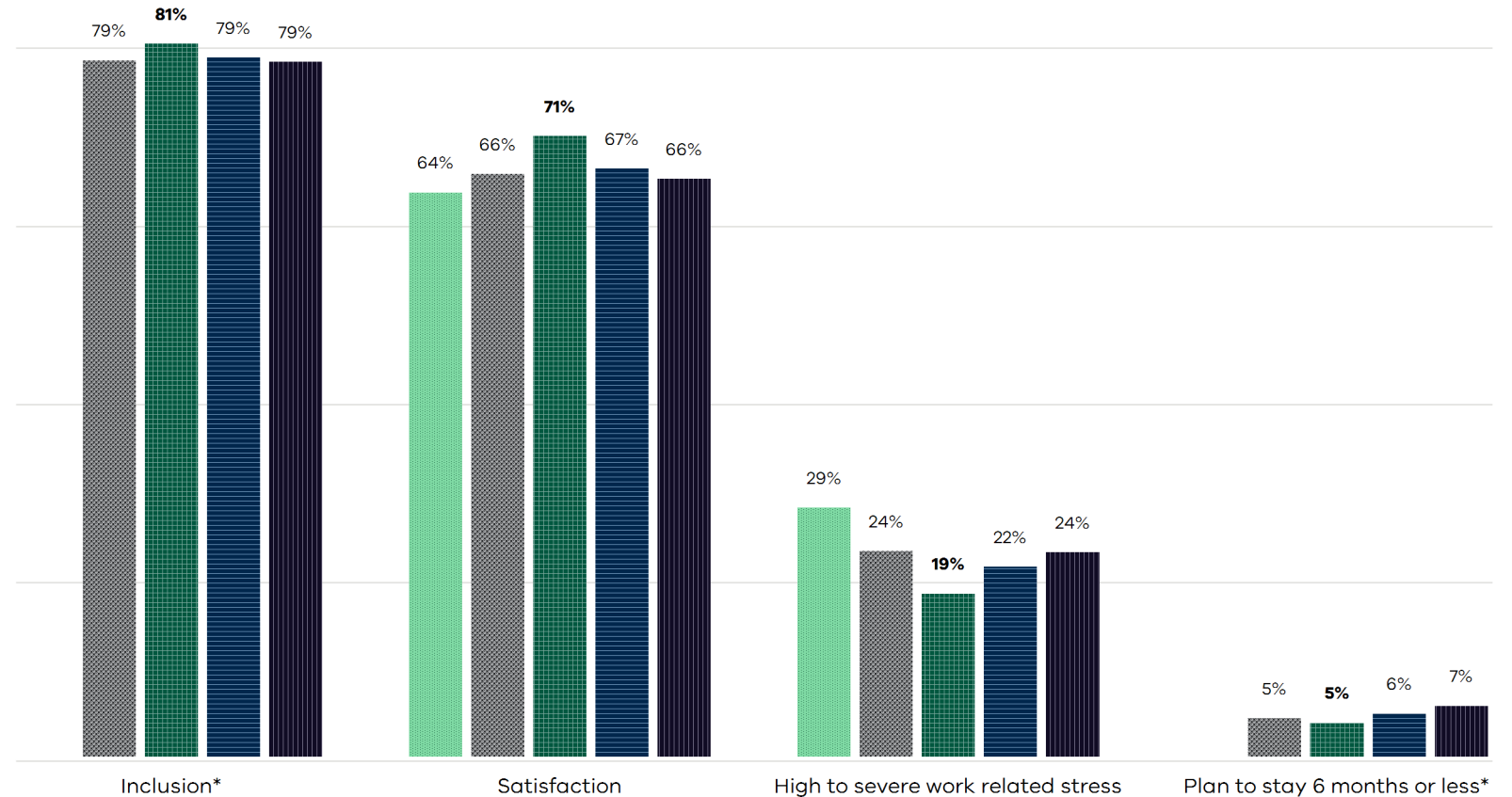
Example

In 2023:

- 81% of your staff who did the survey responded positively to questions about Inclusion which is up from 79% in 2022.

Compared to:

- 79% 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

■ You 2021 ■ You 2022 ■ You 2023 ■ Comparator 2023 ■ Public sector 2023

People outcomes

Satisfaction question results

What this is

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

Why this is important

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

How to read this

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

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

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

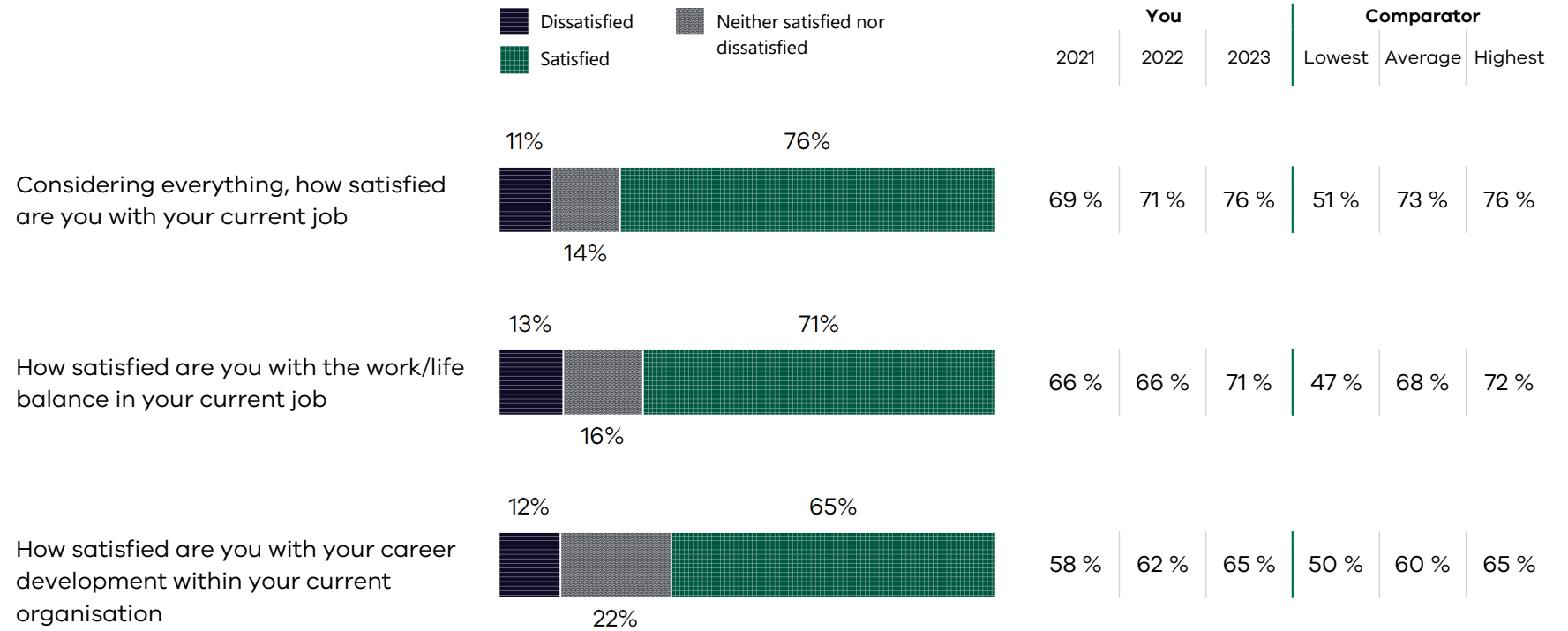
Example

76% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

Survey question

Your results

Benchmark satisfied results



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.

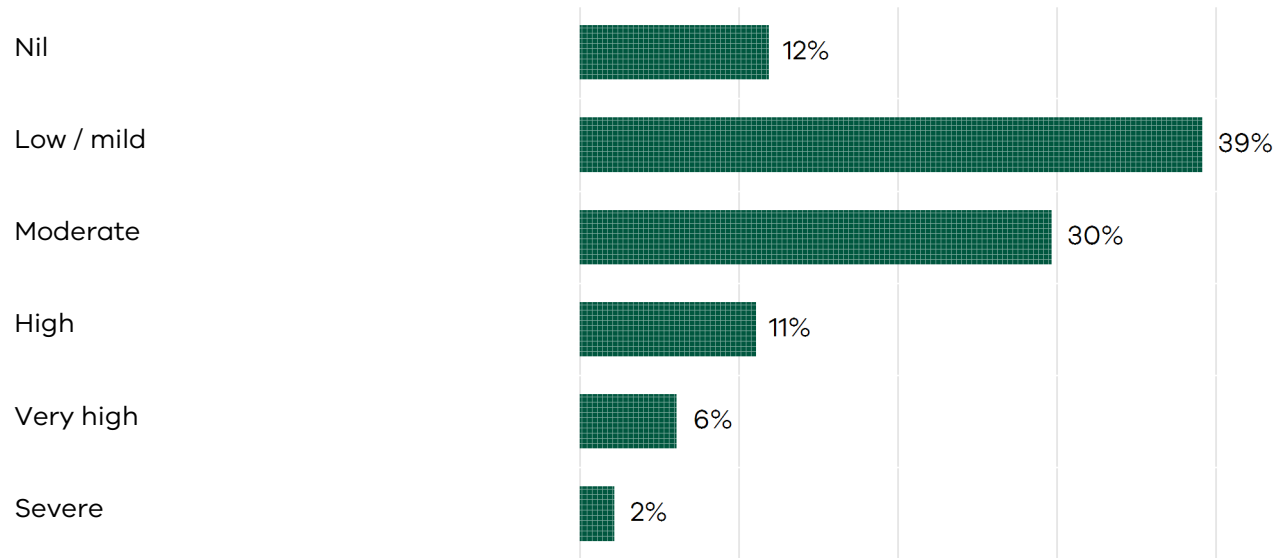
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

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.

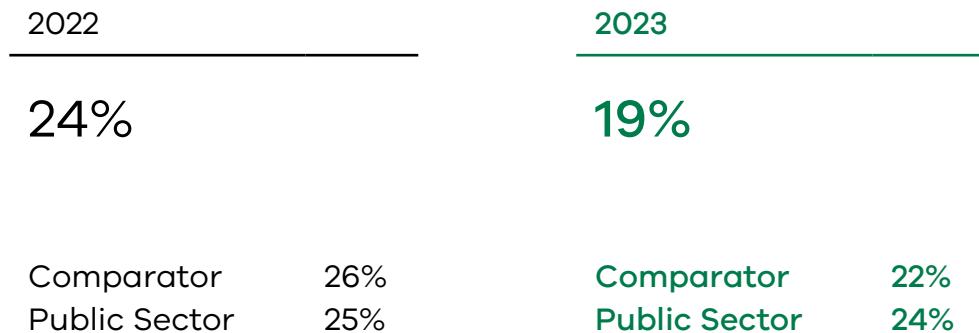
Example

19% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 22% 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)



Reported levels of high to severe stress



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.

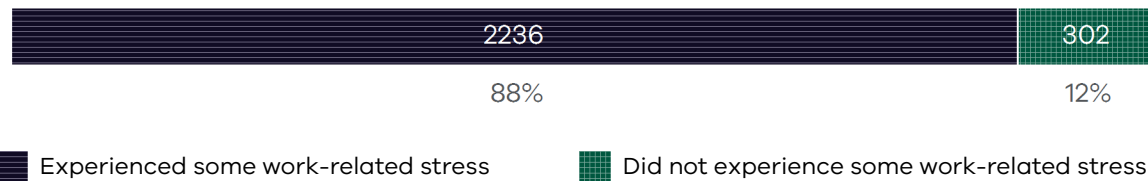
If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

Example

88% of your staff who did the survey said they experienced mild to severe stress.

Of that 88%, 54% said the top reason was 'Workload'.



Of those that experienced work related stress it was from ...	You 2022	You 2023	Comparator 2023	Public sector 2023
Workload	58%	54%	54%	50%
Time pressure	44%	40%	41%	41%
Dealing with clients, patients or stakeholders	18%	19%	17%	16%
Competing home and work responsibilities	16%	16%	15%	14%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	12%	14%	13%	12%
Other	11%	12%	14%	13%
Management of work (e.g. supervision, training, information, support)	12%	11%	14%	13%
Content, variety, or difficulty of work	12%	11%	11%	11%
Work schedule or hours	10%	9%	9%	8%
Technology or equipment	0%	9%	10%	9%

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

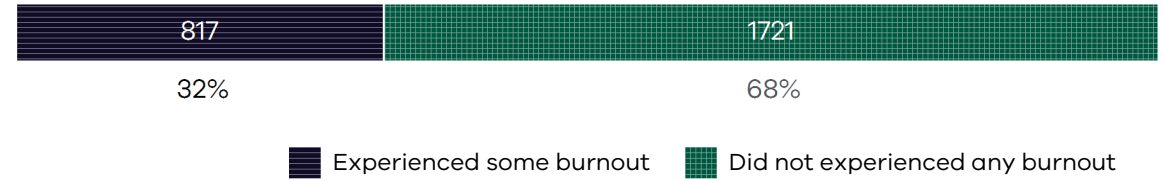
Burnout can affect negatively affect peoples health and wellbeing as well as their performance and behaviour.

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

32% of your staff who did the survey said they felt burnout at work in 2023.



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	46%	50%	47%	47%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	27%	22%	24%	23%
I enjoy my work. I have no symptoms of burnout	14%	18%	18%	19%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	8%	7%	7%	7%
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	5%	3%	4%	4%

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

7% 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	5%	5%	6%	7%
Over 6 months and up to 1 year	8%	7%	8%	9%
Over 1 year and up to 3 years	20%	20%	22%	23%
Over 3 years and up to 5 years	14%	15%	16%	15%
Over 5 years	52%	54%	49%	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.

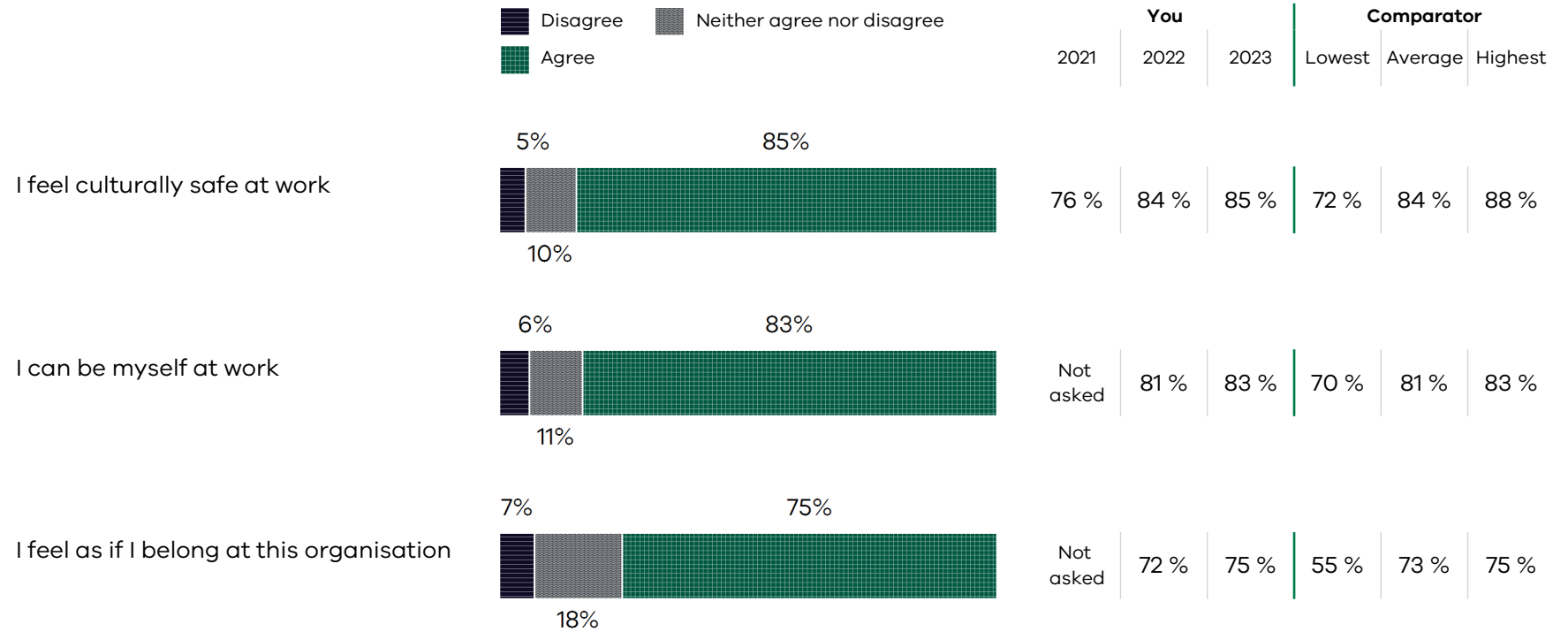
Example

85% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question

Your results

Benchmark agree results



People outcomes

Inclusion - Barriers to success

What 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

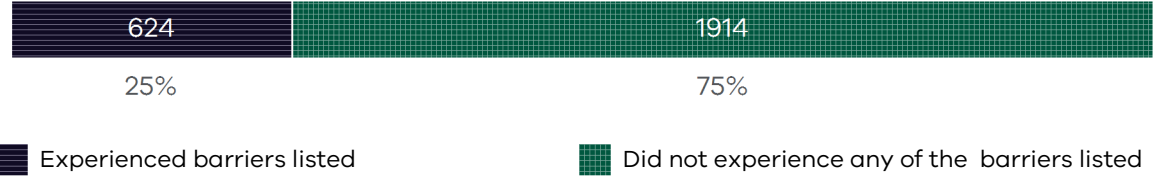
In the survey, we ask staff to select from a list, any barriers they have experienced and believe to have hindered their success at work. They can select more than one barrier.

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

Example

9% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My caring responsibilities'.

Staff who experienced one or more barriers to success at work



During the last 12 months, employees experienced barriers to their success due to ...	You 2022	You 2023	Comparator 2023	Public sector 2023
My caring responsibilities	7%	9%	8%	7%
My age	7%	7%	6%	7%
My mental health	7%	7%	7%	7%
My flexible working	0%	6%	7%	7%
My physical health	6%	4%	5%	4%
My sex	3%	2%	3%	5%
My cultural background	2%	2%	3%	3%
My disability	1%	1%	1%	1%
My race	1%	1%	2%	2%
My physical features	1%	1%	1%	1%

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

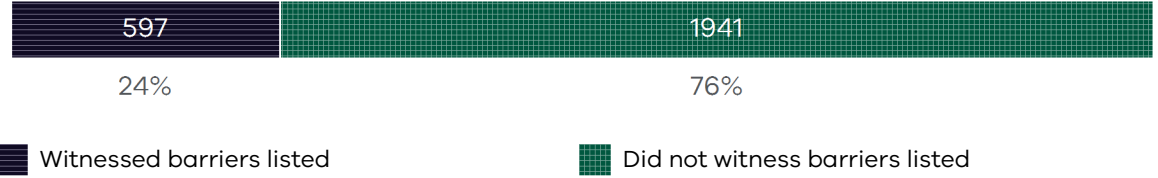
In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one barrier.

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

Example

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

Staff who witnessed one or more barriers to success at work



During the last 12 months, employees witnessed barriers to the success of other employees due to their...

	You 2023	Comparator 2023	Public sector 2023
Flexible working	9%	11%	10%
Caring responsibilities	9%	10%	8%
Mental health	7%	7%	7%
Age	5%	6%	6%
Cultural background	4%	6%	5%
Physical health	3%	4%	4%
Sex	3%	4%	6%
Race	3%	3%	3%
Disability	1%	1%	2%
Gender identity	1%	1%	2%

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

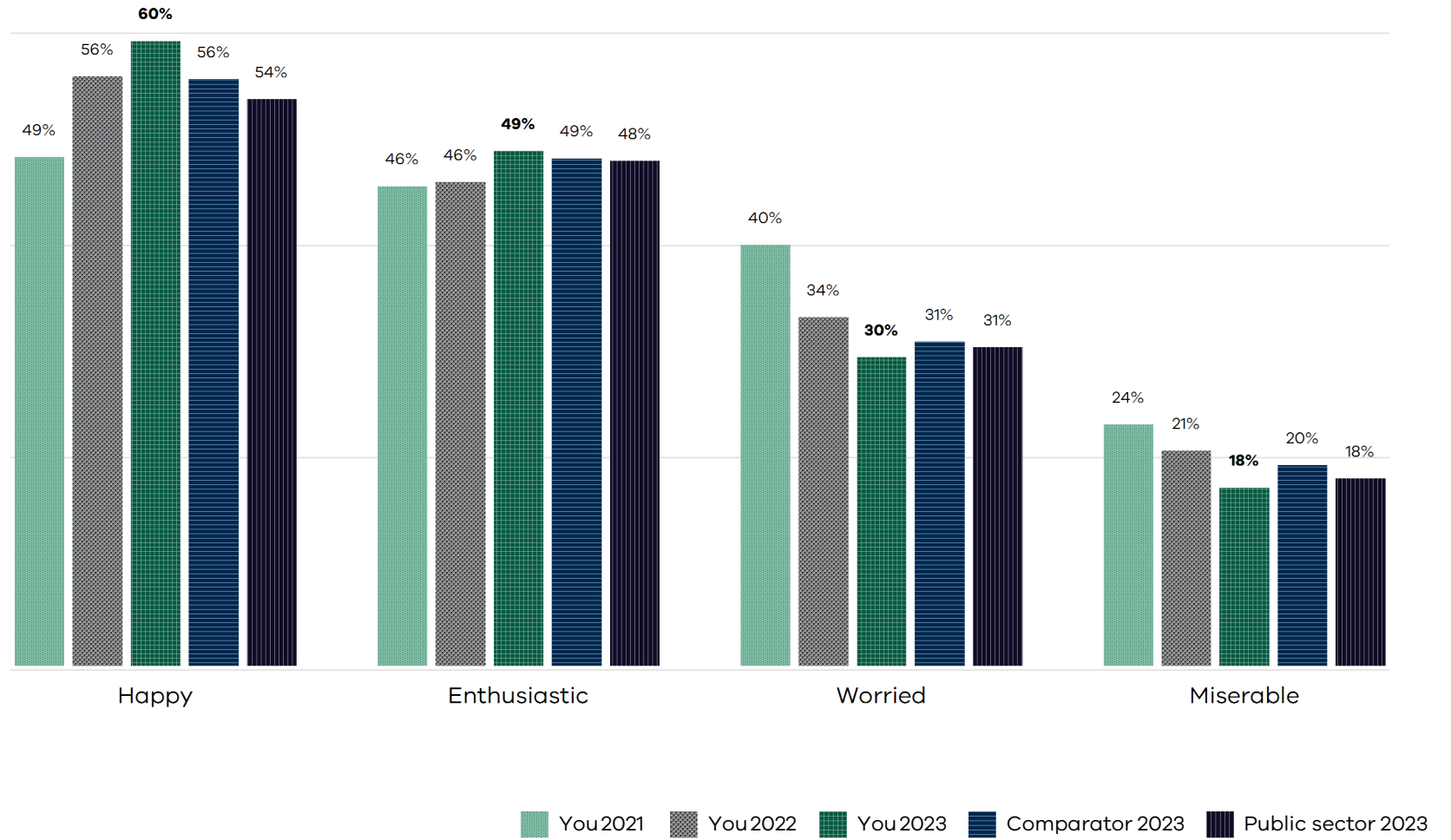
In 2023:

- 60% of your staff who did the survey said work made them feel happy in 2023, which is up from 56% in 2022

Compared to:

- 56% 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 ...



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.

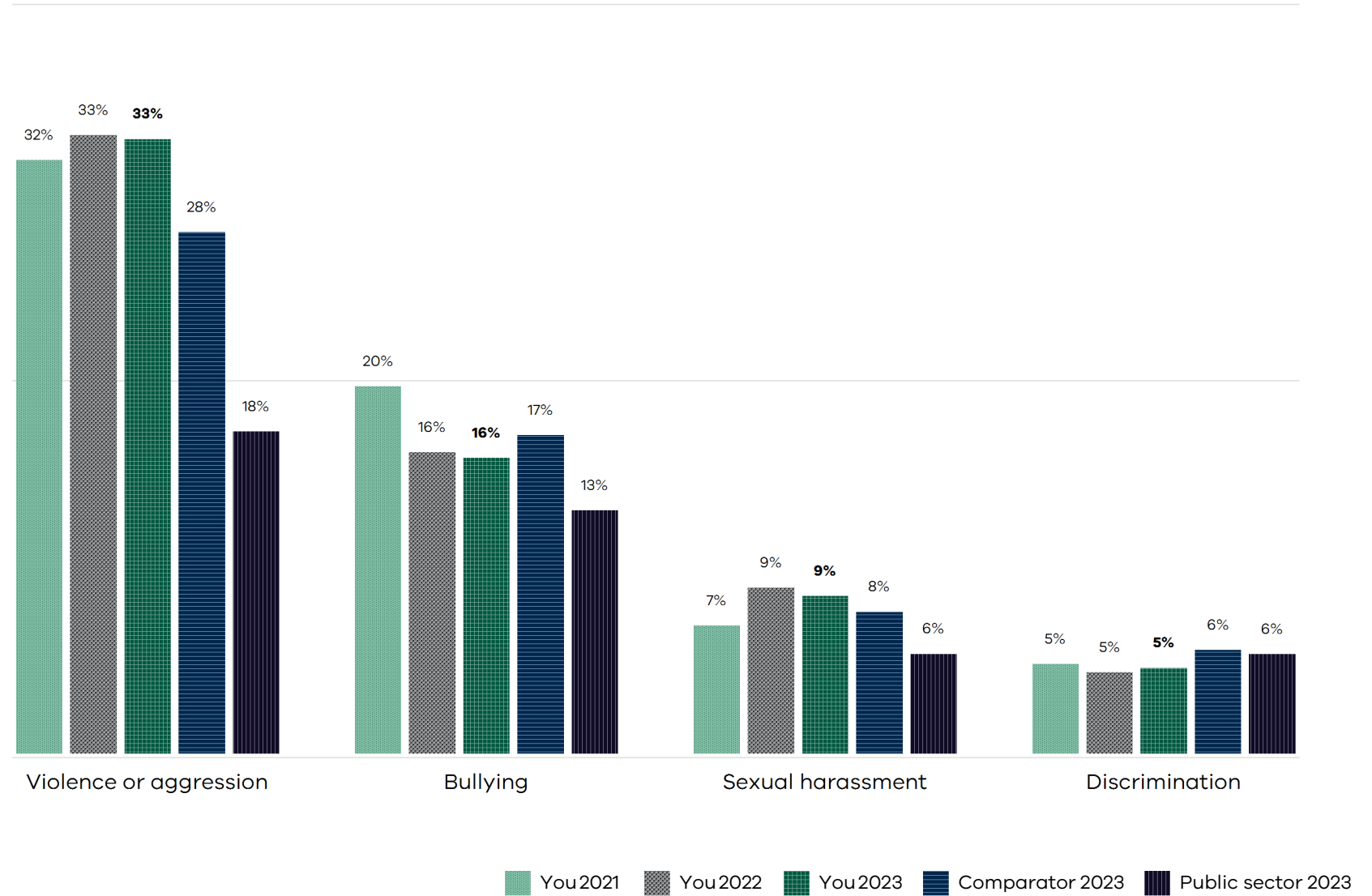
Example

In 2023:

- 33% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months which is down from 33% in 2022.

Compared to:

- 28% of staff at your comparator and 18% of staff across the public sector.



People outcomes

Bullying

What this is

This is repeated unreasonable behaviour directed at an employee that creates a risk to their health and safety.

Why this is important

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

How to read this

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

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

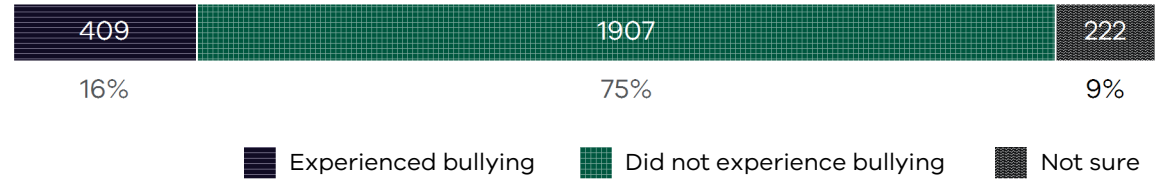
In descending order, the table shows the answers.

Example

16% of your staff who did the survey said they experienced bullying.

Of that 16%, 72% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

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



If you experienced bullying, what type of bullying did you experience?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	74%	72%	72%	71%
Exclusion or isolation	39%	41%	40%	42%
Intimidation and/or threats	32%	33%	31%	30%
Withholding essential information for me to do my job	24%	27%	27%	27%
Verbal abuse	25%	20%	22%	21%
Other	15%	11%	14%	15%
Being assigned meaningless tasks unrelated to my job	10%	8%	12%	14%
Being given impossible assignment(s)	6%	5%	9%	9%
Interference with my personal property and/or work equipment	4%	3%	6%	5%

People outcomes

Telling someone about the bullying

What this is

This is if staff told someone when they experienced bullying.

Why this is important

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

How to read this

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

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

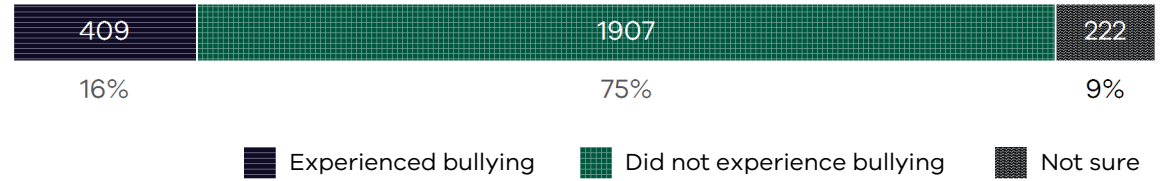
In descending order, the table shows the answers.

Example

16% of your staff who did the survey said they experienced bullying, of which

- 48% said the top way they reported the bullying was 'Told a manager'.
- 91% said they didn't submit a formal complaint.

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



Did you tell anyone about the bullying?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	48%	48%	52%	49%
Told a colleague	42%	47%	43%	42%
Told a friend or family member	38%	37%	35%	36%
Told the person the behaviour was not OK	16%	13%	15%	17%
I did not tell anyone about the bullying	12%	12%	12%	12%
Told Human Resources	12%	11%	9%	12%
Submitted a formal complaint	6%	9%	12%	12%
Told someone else	11%	8%	10%	12%
Told employee assistance program (EAP) or peer support	7%	5%	8%	9%

People outcomes

Bullying - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

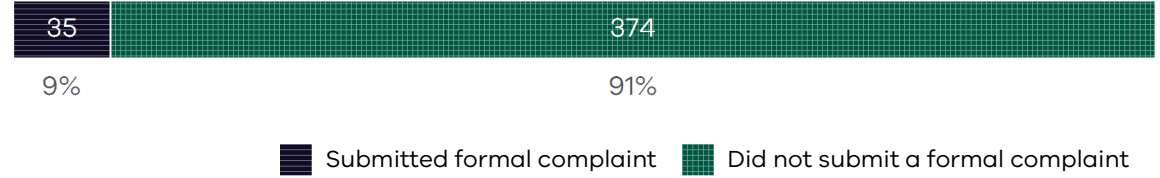
In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

91% of your staff who experienced bullying did not submit a formal complaint, of which:

- 55% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?



What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	58%	55%	57%	51%
I believed there would be negative consequences for my reputation	47%	49%	48%	51%
I believed there would be negative consequences for my career	29%	31%	31%	39%
I didn't think it was serious enough	15%	18%	18%	17%
I didn't feel safe to report the incident	18%	16%	16%	18%
Other	9%	15%	11%	14%
I thought the complaint process would be embarrassing or difficult	11%	13%	10%	12%
I believed there would be negative consequences for the person I was going to complain about	7%	11%	8%	10%
I didn't need to because I no longer had contact with the person(s) who bullied me	4%	6%	6%	7%
I didn't know who to talk to	5%	6%	5%	5%

People outcomes

Perpetrators of bullying

What this is

This is who staff have said are responsible for bullying.

Why this is important

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

How to read this

In this year's survey, 16% of your staff said they experienced bullying.

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

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

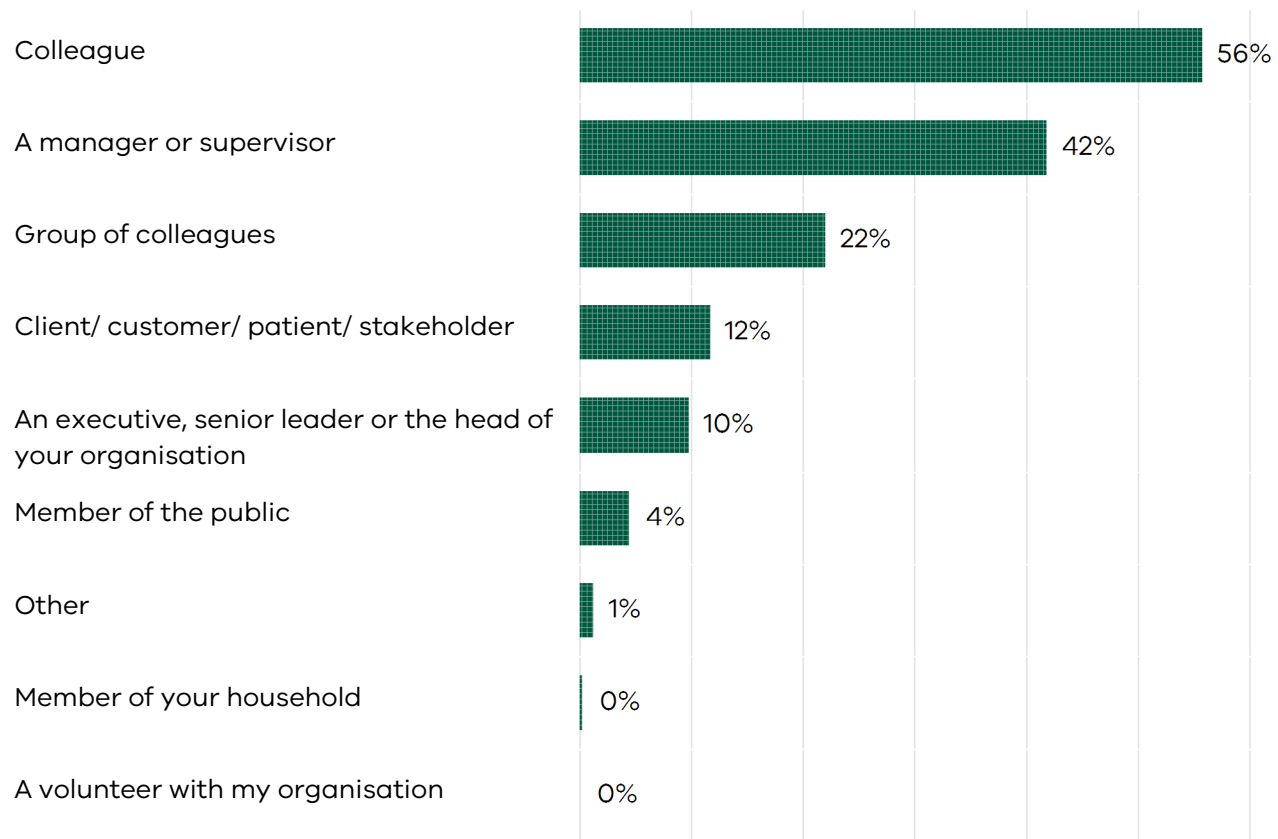
Each row is one perpetrator or group of perpetrators.

Example

16% of your staff who did the survey said they experienced bullying.

Of that 16%, 56% said it was by 'Colleague'.

409 people (16% of staff) experienced bullying (You2023)



People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 16% of your staff said they experienced bullying.

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

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

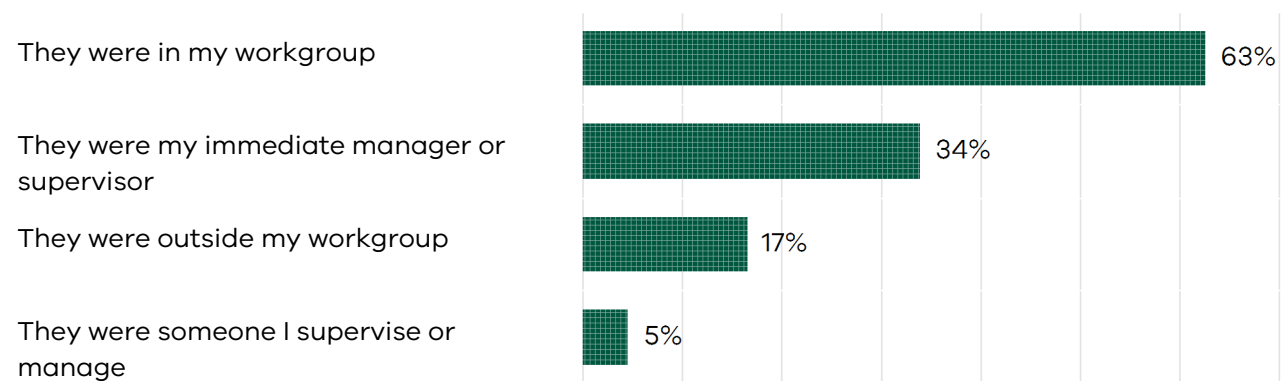
Example

16% of your staff who did the survey said they experienced bullying.

Of that 16%, 97% said it was by someone within the organisation.

Of that 97%, 63% said it was 'They were in my workgroup'.

398 people (97% of staff who experienced bullying) experienced bullying from within your organisation (You2023)



People outcomes

Sexual harassment

What this is

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

Why this is important

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

How to read this

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

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

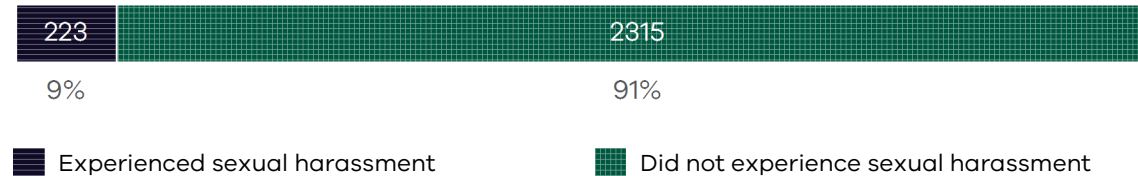
In descending order, the table shows the top 10 answers.

Example

9% of your staff who did the survey said they experienced sexual harassment.

Of those, 60% said the top type was 'Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)'.
'

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



Behaviours reported	You 2022	You 2023	Comparator 2023	Public sector 2023
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	65%	60%	51%	52%
Intrusive questions about your private life or comments about your physical appearance	51%	52%	47%	48%
Inappropriate physical contact	27%	26%	26%	20%
Unwelcome touching, hugging, cornering or kissing	24%	24%	25%	18%
Inappropriate staring or leering that made you feel intimidated	14%	16%	15%	16%
Sexual gestures, indecent exposure or inappropriate display of the body	9%	14%	10%	7%
Any other unwelcome conduct of a sexual nature	7%	9%	7%	8%
Repeated or inappropriate invitations to go out on dates	4%	4%	3%	4%
Request or pressure for sex or other sexual acts	2%	2%	1%	2%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	0%	1%	2%	3%

People outcomes

Response to sexual harassment

What this is

This is how staff responded when they experienced sexual harassment.

Why this is important

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

How to read this

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

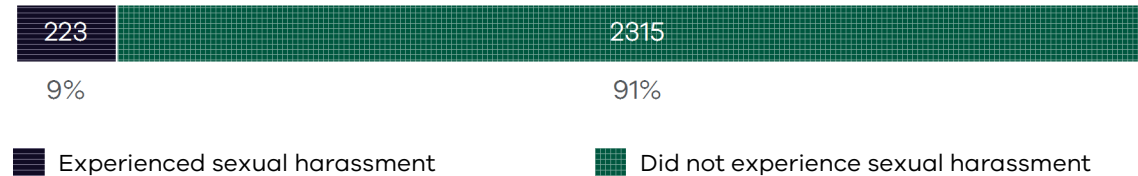
If they did, they could tell us with one or more answers how they responded.

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

Example

9% of your staff who did the survey said they experienced sexual harassment. Of those, 51% said their top response was 'Told the person the behaviour was not OK'.

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



When the harassment happened to you, did you respond in any of the following ways?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told the person the behaviour was not OK	39%	51%	38%	32%
Tried to laugh it off or forget about it	40%	42%	40%	40%
Pretended it didn't bother you	42%	36%	39%	42%
Told a colleague	28%	34%	36%	28%
Avoided the person(s) by staying away from them	34%	32%	37%	36%
Told a manager	19%	23%	22%	22%
Told a friend or family member	21%	17%	20%	20%
Avoided locations where the behaviour might occur	9%	11%	15%	14%
Submitted a formal complaint	5%	4%	5%	6%
Told someone else	4%	2%	6%	6%

People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

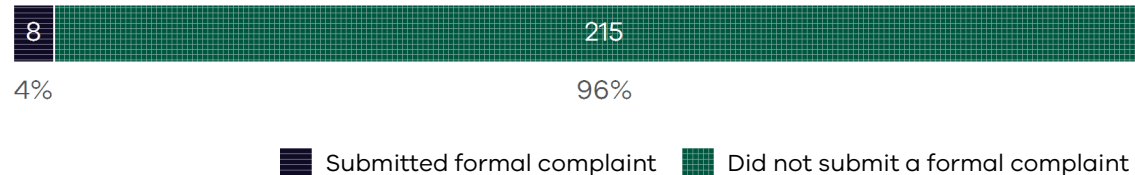
In the survey, we asked staff to tell us if they'd experienced sexual harassment at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

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

- 47% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?



What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	43%	47%	42%	40%
I didn't think it was serious enough	45%	45%	48%	47%
I didn't need to because I no longer had contact with the person(s) who harassed me	14%	13%	13%	10%
Other	10%	12%	9%	12%
I believed there would be negative consequences for my reputation	18%	11%	17%	27%
I didn't need to because I made the harassment stop	9%	10%	13%	11%
I believed there would be negative consequences for my career	9%	7%	9%	18%
I believed there would be negative consequences for the person I was going to complain about	5%	6%	7%	11%
I didn't know how to make a complaint	3%	5%	5%	4%
I thought the complaint process would be embarrassing or difficult	9%	4%	8%	10%

People outcomes

Perpetrators of sexual harassment

What this is

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

Why this is important

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

How to read this

In this year's survey, 9% of your staff said they experienced sexual harassment.

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

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

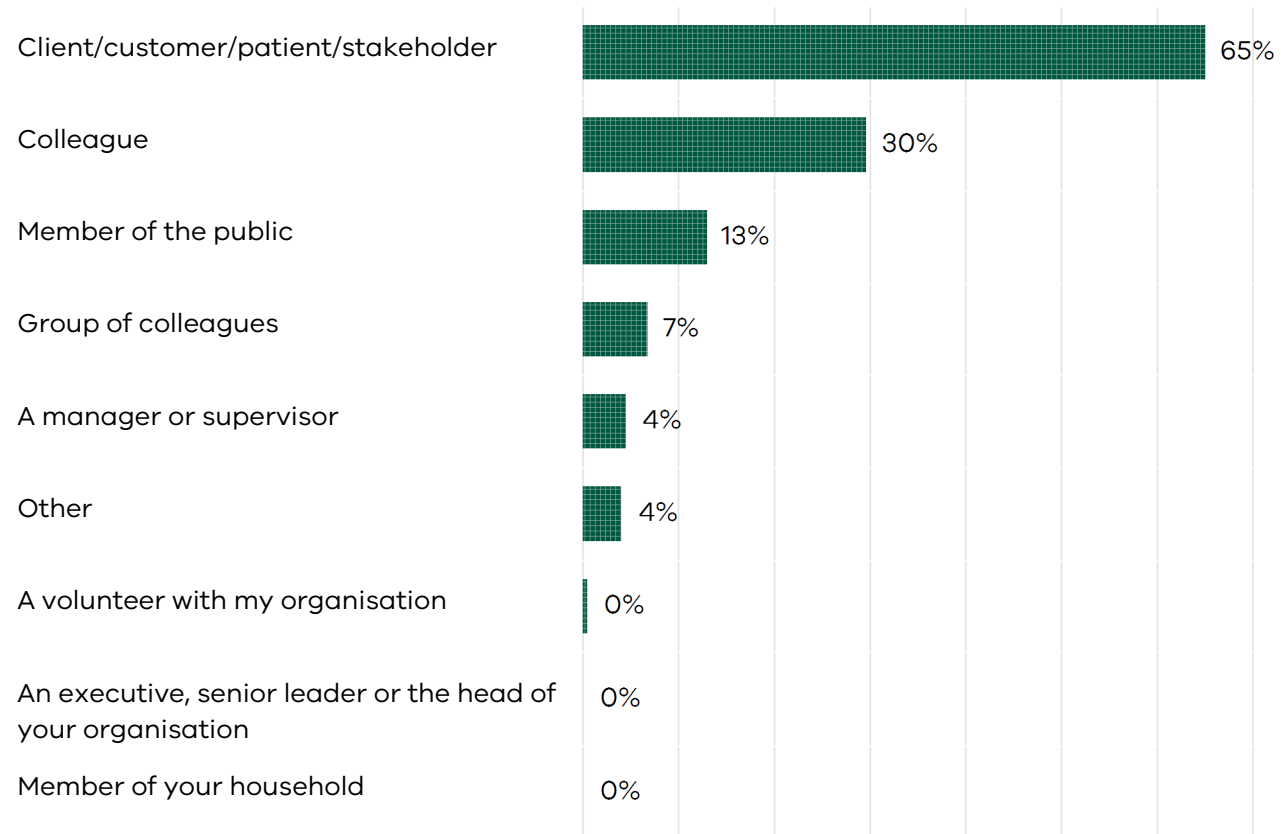
Each row is one perpetrator or group of perpetrators.

Example

9% of your staff who did the survey said they experienced sexual harassment.

Of that 9%, 65% said it was by 'Client/customer/patient/stakeholder'.

223 people (9% of staff) experienced sexual harassment (You2023)



People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 9% of your staff said they experienced sexual harassment.

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

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

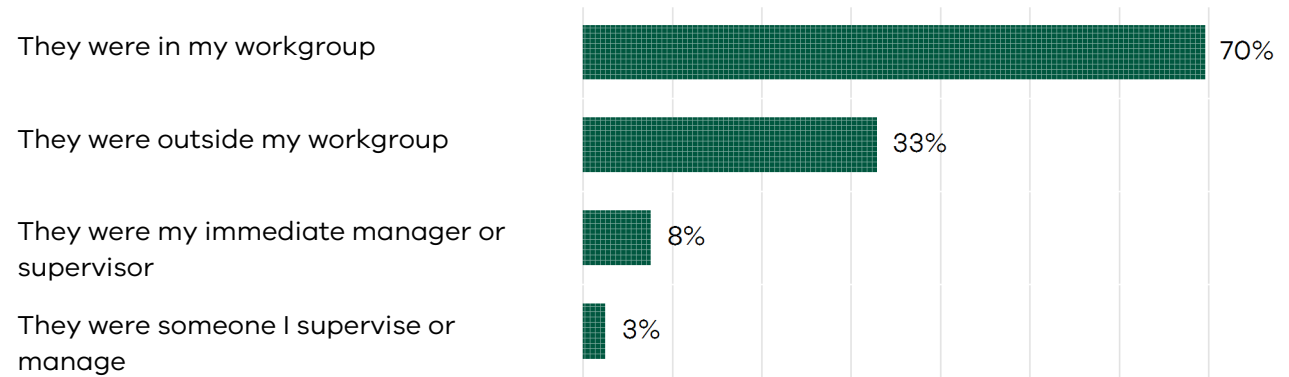
Example

9% of your staff who did the survey said they experienced sexual harassment.

Of that 9%, 35% said it was by someone within the organisation.

Of that 35%, 70% said it was 'They were in my workgroup'.

79 people (35% of staff who experienced harassment) experienced harassment from within your organisation (You2023)



People outcomes

Frequency of sexual harassment

What this is

This is how often staff experienced sexual harassment.

Why this is important

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

How to read this

In this year's survey, 9% of your staff said they experienced sexual harassment.

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

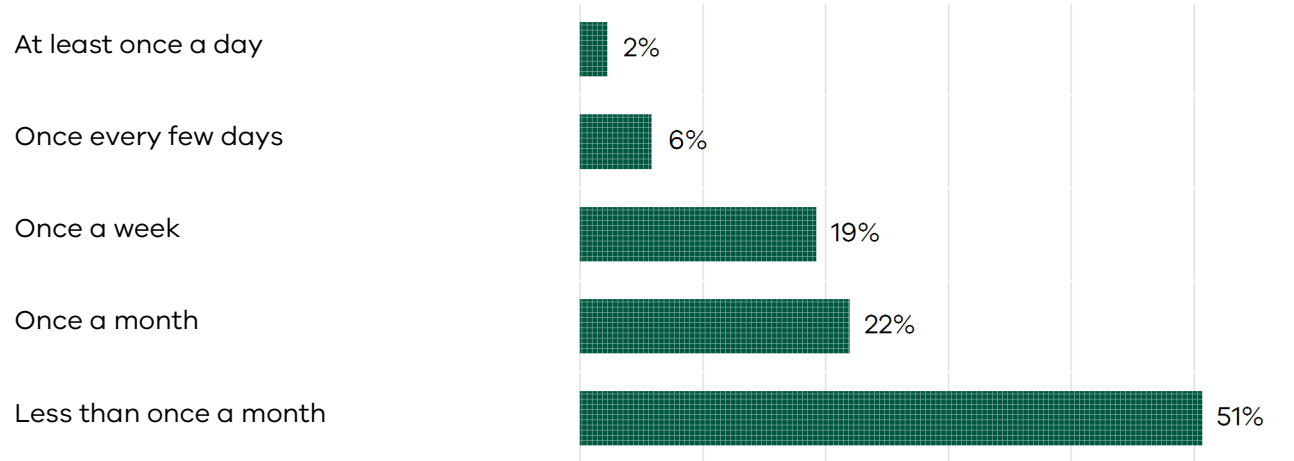
The graph shows how often staff were experiencing sexual harassment.

Example

9% of your staff who did the survey said they experienced sexual harassment.

Of that 9%, 2% said it was 'At least once a day'.

How often have you experienced the behaviour(s)? (You2023)



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.

How to read this

In the survey, we asked staff to tell us if they'd experienced discrimination. If they did, they could tell us with one or more answers what attributes the discrimination was based on.

What results are shown

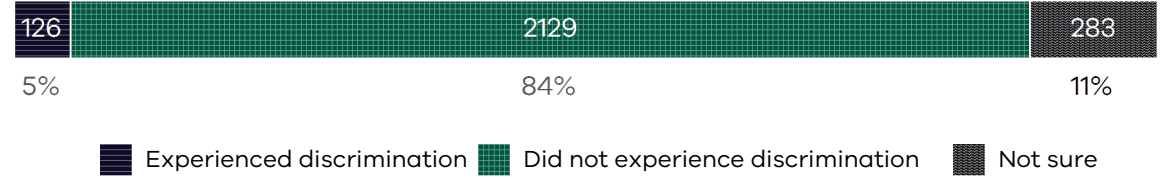
Results for response options with 10 or more responses.

Example

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

Of that 5%, 30% said it was 'Employment activity'.

Have you experienced discrimination at work?



Why were you discriminated against?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Employment activity	27%	30%	32%	28%
Age	30%	27%	25%	27%
Parent or carer status (including pregnancy and breastfeeding)	16%	20%	14%	15%
Race	17%	13%	21%	19%
Disability	0%	12%	7%	9%
Sex	12%	11%	12%	21%

People outcomes

Type of discrimination

What this is

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

Why this is important

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

How to read this

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

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

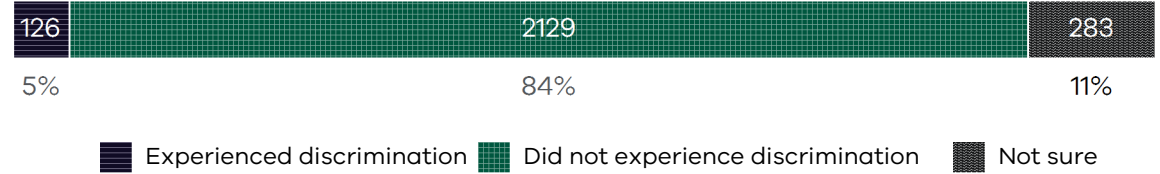
In descending order, the table shows the top 10 types.

Example

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

Of that 5%, 47% said it was 'Other'.

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



If you experienced discrimination, what type of discrimination did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Other	43%	47%	47%	38%
Denied flexible work arrangements or other adjustments	19%	33%	25%	24%
Opportunities for promotion	32%	28%	27%	38%
Opportunities for training	23%	22%	20%	25%
Pay or conditions offered by employer	6%	13%	11%	10%
Opportunities for transfer/secondment	3%	11%	5%	17%
Access to leave	10%	10%	9%	9%
Employment security - threats of dismissal or termination	12%	8%	10%	12%

People outcomes

Telling someone about the discrimination

What this is

This is who staff told about the discrimination they experienced.

Why this is important

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

How to read this

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

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

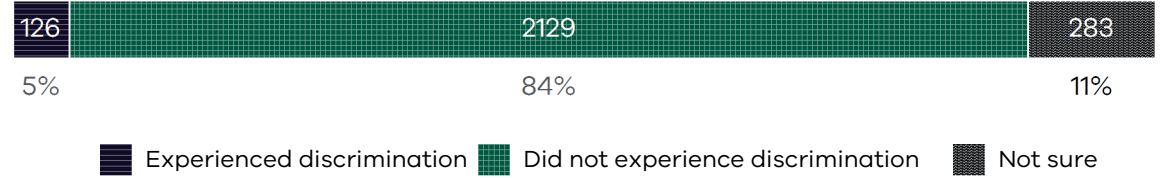
In descending order, the table shows the answers.

Example

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

- 37% said the top way they reported the discrimination was 'Told a colleague'.
- 95% said they didn't submit a formal complaint.

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



Did you tell anyone about the discrimination?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a colleague	35%	37%	38%	37%
Told a friend or family member	32%	35%	30%	32%
I did not tell anyone about the discrimination	30%	32%	25%	24%
Told a manager	24%	25%	27%	29%
Told Human Resources	8%	11%	10%	10%
Told someone else	16%	10%	14%	14%
Told employee assistance program (EAP) or peer support	3%	6%	6%	8%
Told the person the behaviour was not OK	2%	6%	10%	9%
Submitted a formal complaint	3%	5%	8%	8%

People outcomes

Discrimination - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

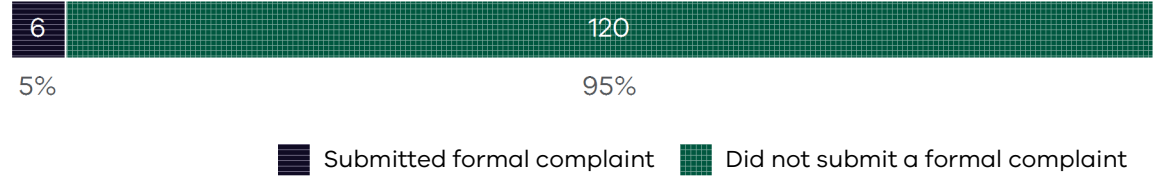
In the survey, we asked staff to tell us if they'd experienced discrimination at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

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

- 65% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?



What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	58%	65%	59%	59%
I believed there would be negative consequences for my reputation	46%	51%	42%	52%
I believed there would be negative consequences for my career	41%	37%	37%	50%
I didn't think it was serious enough	9%	18%	15%	13%
I didn't feel safe to report the incident	23%	18%	15%	18%
I thought the complaint process would be embarrassing or difficult	10%	13%	11%	11%
Other	12%	11%	11%	11%
I didn't know who to talk to	8%	8%	5%	6%
I believed there would be negative consequences for the person I was going to complain about	4%	8%	7%	8%
I was advised not to	2%	4%	3%	4%

People outcomes

Perpetrators of discrimination

What this is

This is who staff have said are responsible for discrimination.

Why this is important

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

How to read this

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

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

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

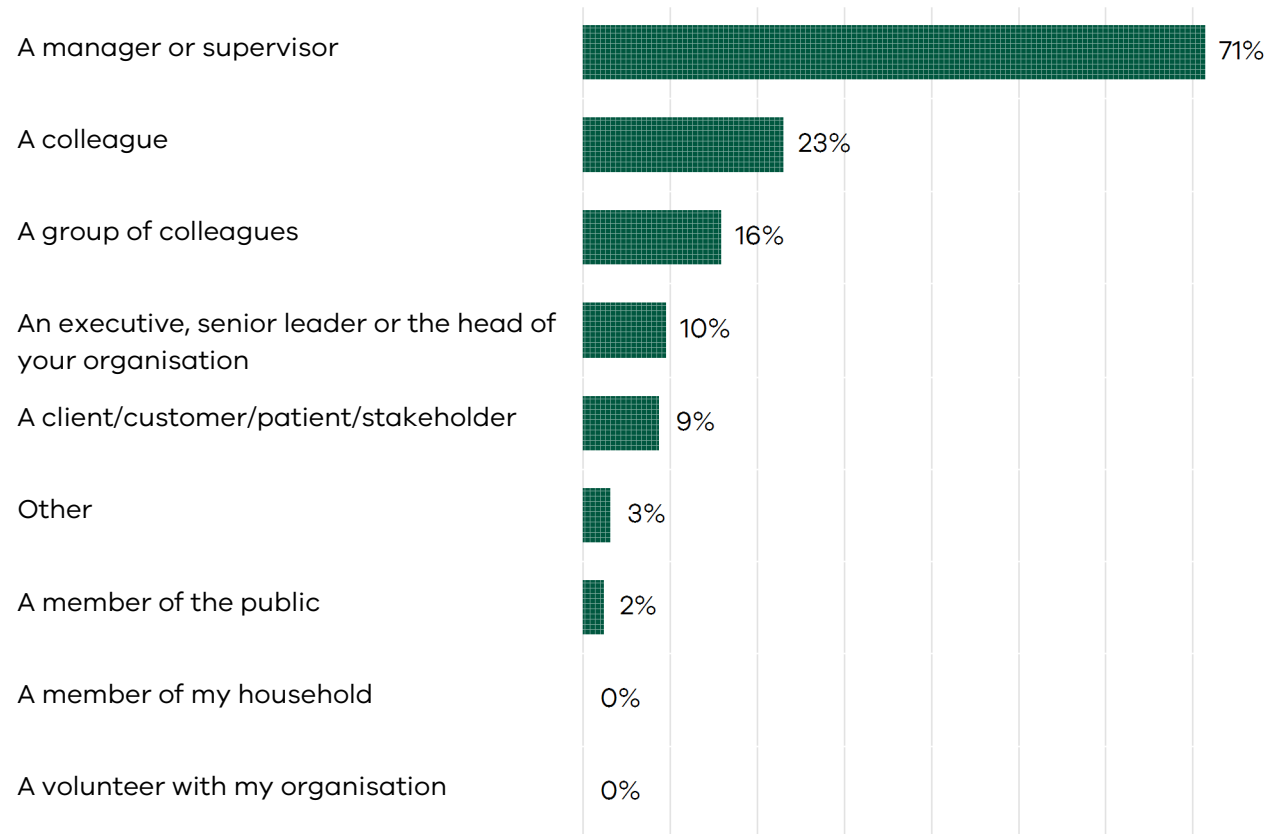
Each row is one perpetrator or group of perpetrators.

Example

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

Of that 5%, 71% said it was by 'A manager or supervisor'.

126 people (5% of staff) experienced discrimination (You2023)



People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

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

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

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

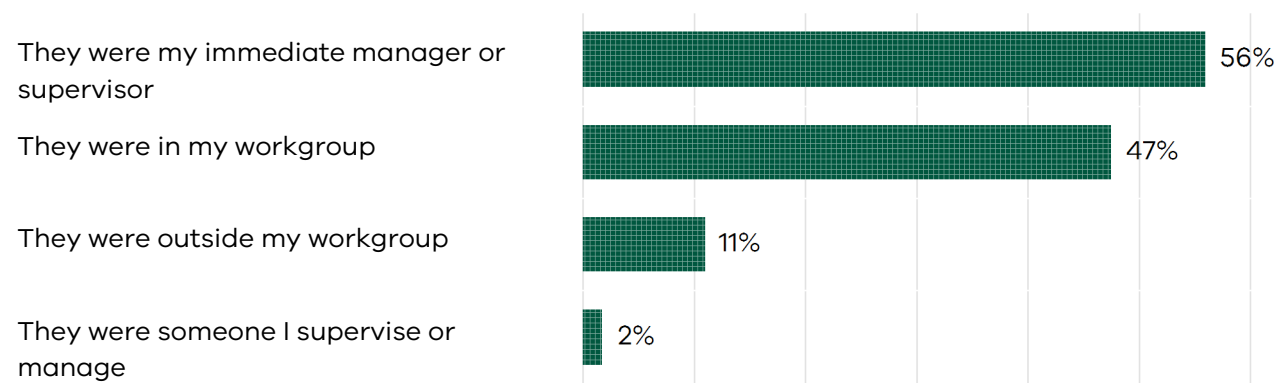
Example

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

Of that 5%, 94% said it was by someone within the organisation.

Of that 94%, 56% said it was 'They were my immediate manager or supervisor'.

118 people (94% of staff who experienced discrimination) experienced discrimination from within your organisation (You2023)



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

33% of your staff who did the survey said they experienced violence or aggression.

Of that 33%, 89% said it was from 'Abusive language'.

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



If you experienced violence or aggression, what type did you experience?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Abusive language	88%	89%	87%	81%
Intimidating behaviour	68%	70%	66%	70%
Threats of violence	47%	48%	43%	41%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	44%	44%	33%	29%
Damage to my property or work equipment	11%	11%	9%	8%
Other	3%	2%	3%	4%
Stalking, including cyber-stalking	1%	1%	1%	2%

Negative behaviour

Telling someone about violence and aggression

What this is

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

Why this is important

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

How to read this

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

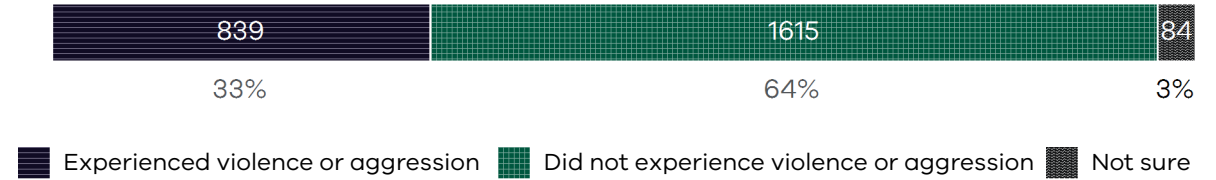
In descending order, the table shows the answers.

Example

33% of your staff who did the survey said they experienced violence or aggression, of which

- 56% said the top way they reported the violence or aggression was 'Told a manager'
- 69% said they didn't submit a formal incident report.

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



Did you tell anyone about the incident?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	54%	56%	55%	56%
Told a colleague	53%	52%	45%	45%
Told the person the behaviour was not OK	42%	40%	35%	31%
Submitted a formal incident report	26%	31%	38%	36%
Told a friend or family member	19%	22%	17%	20%
I did not tell anyone about the incident(s)	6%	5%	4%	7%
Told someone else	6%	5%	4%	6%
Told Human Resources	3%	3%	3%	4%
Told employee assistance program (EAP) or peer support	3%	2%	3%	4%

Negative behaviour

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

What this is

This is why staff who experienced violence or aggression chose not to submit a formal incident report.

Why this is important

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

How to read this

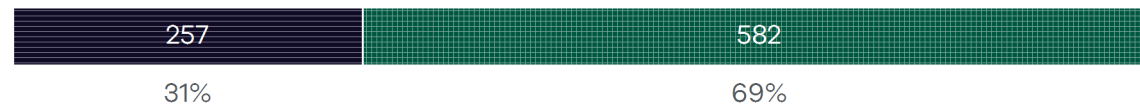
In the survey, we asked staff to tell us if they'd experienced violence or aggression at work. We then asked them if they submitted a formal incident report. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

69% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 43% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal incident report?



Submitted formal incident report Did not submit a formal incident report

What was your reason for not submitting a formal incident report?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	42%	43%	40%	39%
I didn't think it was serious enough	30%	35%	33%	32%
Other	21%	21%	21%	22%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	16%	16%	14%	15%
I didn't need to because I made the violence or aggression stop	18%	15%	14%	15%
I believed there would be negative consequences for my reputation	10%	7%	9%	15%
I believed there would be negative consequences for my career	6%	4%	6%	12%
I thought the complaint process would be embarrassing or difficult	3%	3%	3%	4%
I didn't know how to make a complaint	4%	3%	3%	3%
I believed there would be negative consequences for the person I was going to complain about	2%	2%	2%	4%

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.

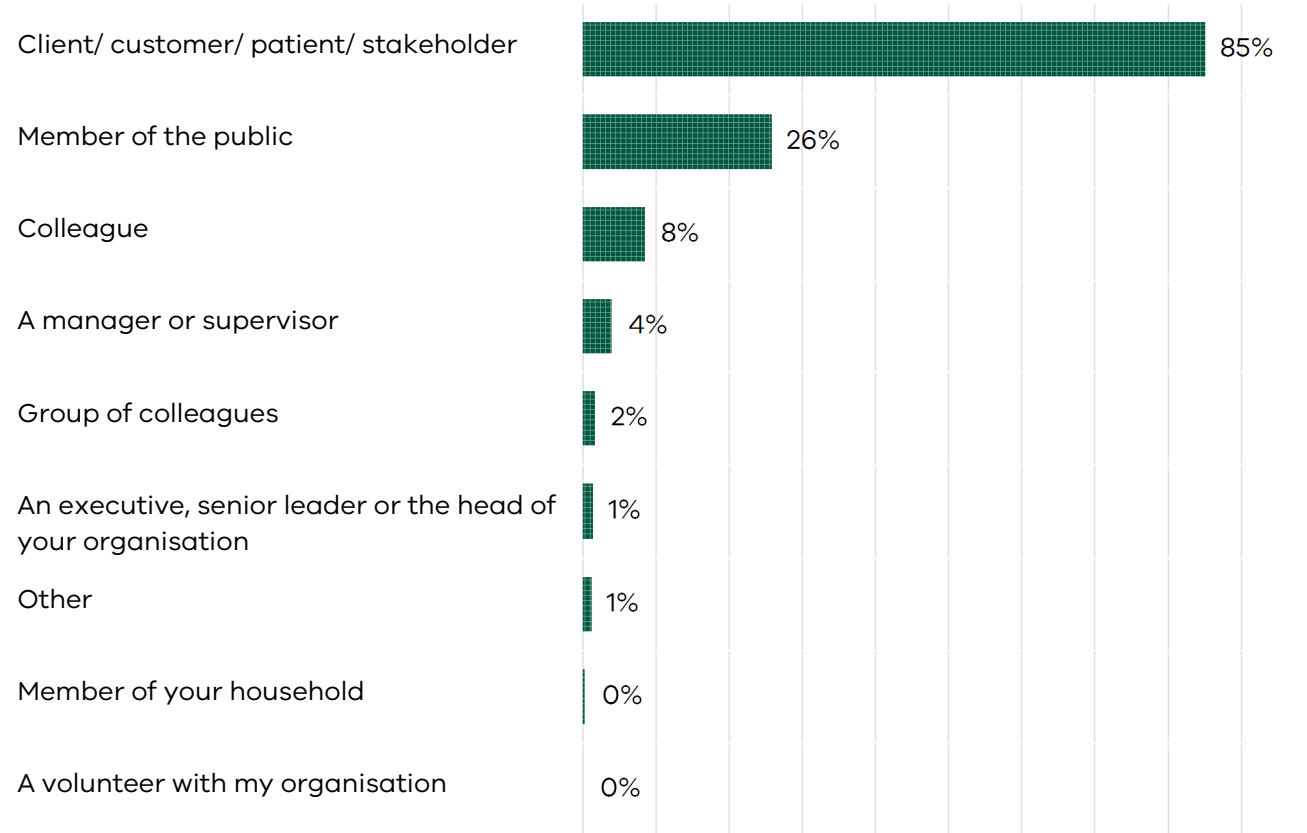
Each row is one perpetrator or a group of perpetrators.

Example

33% of your staff who did the survey said they experienced violence or aggression.

Of that 33%, 85% said it was 'Client/ customer/ patient/ stakeholder'.

839 people (33% of staff) experienced violence or aggression (You2023)



People outcomes

Relationship to perpetrator

What this is

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

Why this is important

Understanding where violence or aggression happens means organisations can work out what action to take.

How to read this

In this year's survey, 33% of your staff said they experienced violence or aggression.

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

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

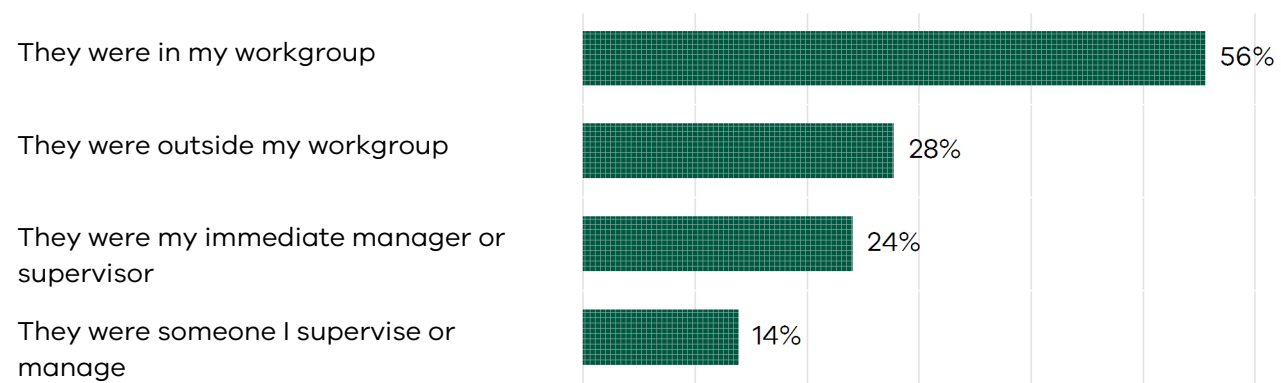
Example

33% of your staff who did the survey said they experienced violence or aggression.

Of that 33%, 13% said it was by someone within the organisation.

Of that 13%, 56% said it was 'They were in my workgroup'.

108 people (13% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You2023)



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

30% of your staff who did the survey said they witnessed some negative behaviour at work.

70% 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?



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	70%	71%	78%
Bullying of a colleague	18%	20%	15%
Violence or aggression against a colleague	10%	9%	6%
Discrimination against a colleague	9%	10%	8%
Sexual harassment of a colleague	2%	1%	1%

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

30% of your staff who did the survey witnessed negative behaviour, of which:

- 69% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 9% took no action.

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



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	69%	73%	70%
Told a manager	37%	39%	39%
Told the person the behaviour was not OK	29%	26%	24%
Told a colleague	25%	19%	20%
Spoke to the person who behaved in a negative way	24%	21%	20%
Took no action	9%	5%	7%
Submitted a formal complaint	5%	8%	6%
Other	4%	5%	6%
Told Human Resources	3%	5%	7%

People outcomes

Negative behaviour — satisfaction with making a formal complaint

What this is

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

Why this is important

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

How to read this

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

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

Example

49% of staff who did the survey were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

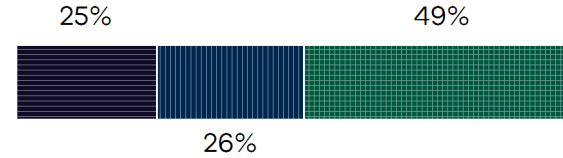
Survey question

Were you satisfied with the way your formal complaint was handled

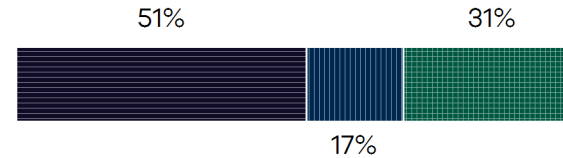
Your results



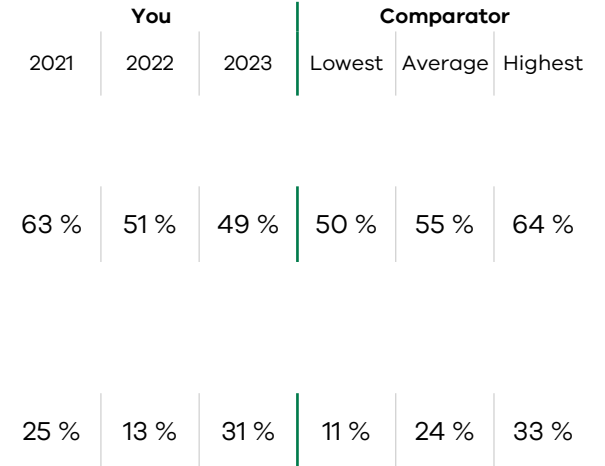
Violence or aggression



Bullying



Benchmark satisfied results



People matter survey

2023

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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
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- Employment
- Adjustments
- Caring
- Categories
- Primary role

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 94% of your staff agreed with 'I can make a worthwhile contribution at work'.

In the 'Change from 2022' column, you have a 2% increase, which is a positive trend.

Question group	Highest scoring questions	You 2023	Change from 2022	Comparator 2023
Meaningful work	I can make a worthwhile contribution at work	94%	+2%	94%
Job enrichment	I can use my skills and knowledge in my job	94%	+1%	93%
Meaningful work	I achieve something important through my work	93%	+1%	93%
Job enrichment	I understand how my job helps my organisation achieve its goals	91%	+1%	90%
Job enrichment	I clearly understand what I am expected to do in this job	91%	+2%	89%
Collaboration	I am able to work effectively with others outside my immediate workgroup	87%	+1%	87%
Meaningful work	I get a sense of accomplishment from my work	86%	+1%	86%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	85%	+1%	82%
Inclusion	I feel culturally safe at work	85%	+1%	84%
Gender equality supporting measures	My organisation uses inclusive and respectful images and language	85%	Not asked in 2022	82%

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 'Taking action', the 'You 2023' column shows 32% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.

In the 'Change from 2022' column, you have a 10% increase, which is a positive trend.

Question subgroup	Lowest scoring questions	You 2023	Change from 2022	Comparator 2023
Taking action	My organisation has made improvements based on the survey results from last year	32%	+10%	32%
Safety climate	All levels of my organisation are involved in the prevention of stress	42%	+2%	41%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	47%	+2%	47%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	48%	+0%	47%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	49%	0%	45%
Taking action	I believe my organisation will make improvements based on the results of this survey	49%	+4%	46%
Organisational integrity	I believe the promotion processes in my organisation are fair	51%	+5%	45%
Organisational integrity	I have an equal chance at promotion in my organisation	53%	+3%	49%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	53%	+0%	50%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	53%	Not asked in 2022	48%

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 32% 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 10% 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	32%	+10%	32%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	68%	+9%	62%
Workload	The workload I have is appropriate for the job that I do	63%	+8%	58%
Learning and development	My organisation places a high priority on the learning and development of staff	67%	+7%	58%
Workload	I have enough time to do my job effectively	57%	+6%	53%
Satisfaction	How satisfied are you with the work/life balance in your current job	71%	+5%	68%
Organisational integrity	I believe the promotion processes in my organisation are fair	51%	+5%	45%
Learning and development	I am satisfied with the opportunities to progress in my organisation	58%	+4%	52%
Satisfaction	Considering everything, how satisfied are you with your current job	76%	+4%	73%
Patient safety climate	This health service does a good job of training new and existing staff	60%	+4%	58%

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 'Manager leadership', the 'You 2023' column shows 82% of your staff agreed with 'My manager demonstrates honesty and integrity'.

In the 'Decrease from 2022' column, you have a 1% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2023	Decrease from 2022	Comparator 2023
Manager leadership	My manager demonstrates honesty and integrity	82%	-1%	81%
Organisational integrity	My organisation is committed to earning a high level of public trust	78%	0%	75%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	49%	0%	45%
Manager leadership	My manager treats employees with dignity and respect	84%	0%	83%
Senior leadership	Senior leaders demonstrate honesty and integrity	62%	0%	58%
Senior leadership	Senior leaders model my organisation's values	64%	0%	59%

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 'Learning and development', the 'You 2023' column shows 67% of your staff agreed with 'My organisation places a high priority on the learning and development of staff'.

The 'difference' column, shows that agreement for this question was 8 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Learning and development	My organisation places a high priority on the learning and development of staff	67%	+8%	58%
Engagement	I would recommend my organisation as a good place to work	72%	+7%	65%
Learning and development	I am satisfied with the opportunities to progress in my organisation	58%	+6%	52%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	68%	+6%	62%
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	74%	+6%	69%
Organisational integrity	I believe the promotion processes in my organisation are fair	51%	+5%	45%
Engagement	I am proud to tell others I work for my organisation	76%	+5%	70%
Other questions	I understand how the Code of Conduct for Victorian public sector employees applies to my work	84%	+5%	79%
Senior leadership	Senior leaders provide clear strategy and direction	60%	+5%	55%
Satisfaction	How satisfied are you with your career development within your current organisation	65%	+5%	60%

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 'Gender equality supporting measures', the 'You 2023' column shows 79% of your staff agreed with 'My organisation would support me if I needed to take family violence leave'.

The 'difference' column, shows that agreement for this question was 1 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Gender equality supporting measures	My organisation would support me if I needed to take family violence leave	79%	-1%	80%
Meaningful work	I can make a worthwhile contribution at work	94%	0%	94%
Meaningful work	I achieve something important through my work	93%	0%	93%
Meaningful work	I get a sense of accomplishment from my work	86%	0%	86%
Patient safety climate	Management is driving us to be a safety-centred organisation	71%	0%	71%
Collaboration	I am able to work effectively with others outside my immediate workgroup	87%	0%	87%
Patient safety climate	Patient care errors are handled appropriately in my work area	68%	0%	68%

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

Demographics

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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.

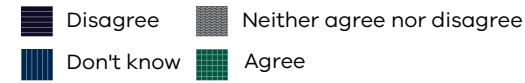
Example

49% 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'.

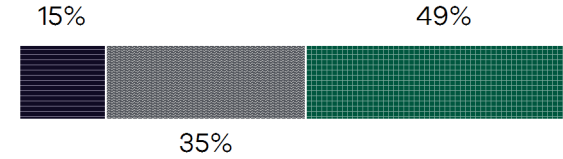
Survey question

Your results

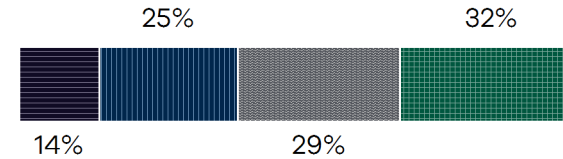
Benchmark agree results



I believe my organisation will make improvements based on the results of this survey



My organisation has made improvements based on the survey results from last year



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this survey	Not asked	45 %	49 %	24 %	46 %	59 %
My organisation has made improvements based on the survey results from last year	Not asked	23 %	32 %	14 %	32 %	45 %

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

Demographics

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- Primary role

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.

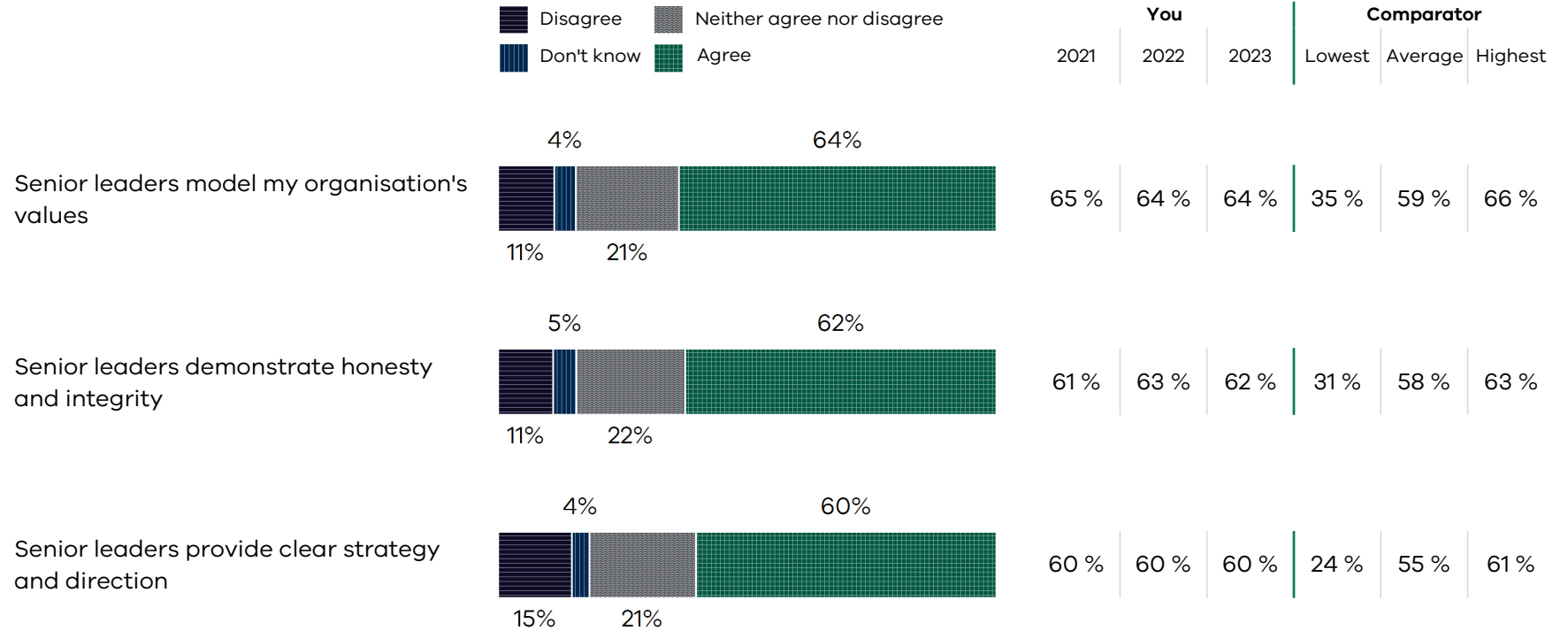
Example

64% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question

Your results

Benchmark agree results



People matter survey

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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.

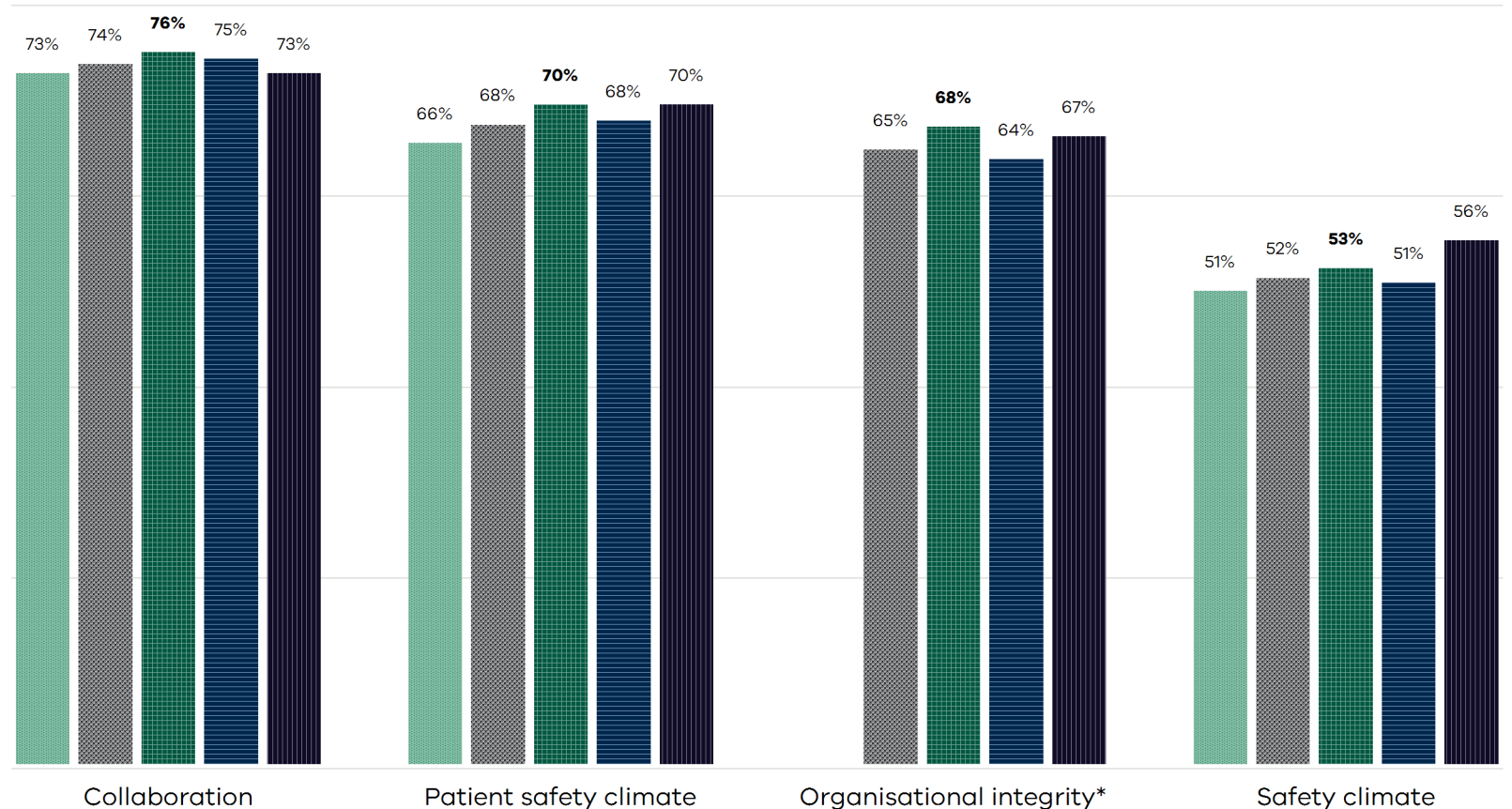
Example

In 2023:

- 76% of your staff who did the survey responded positively to questions about Collaboration which is up from 74% 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

You 2021 You 2022 You 2023 Comparator 2023 Public sector 2023

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.

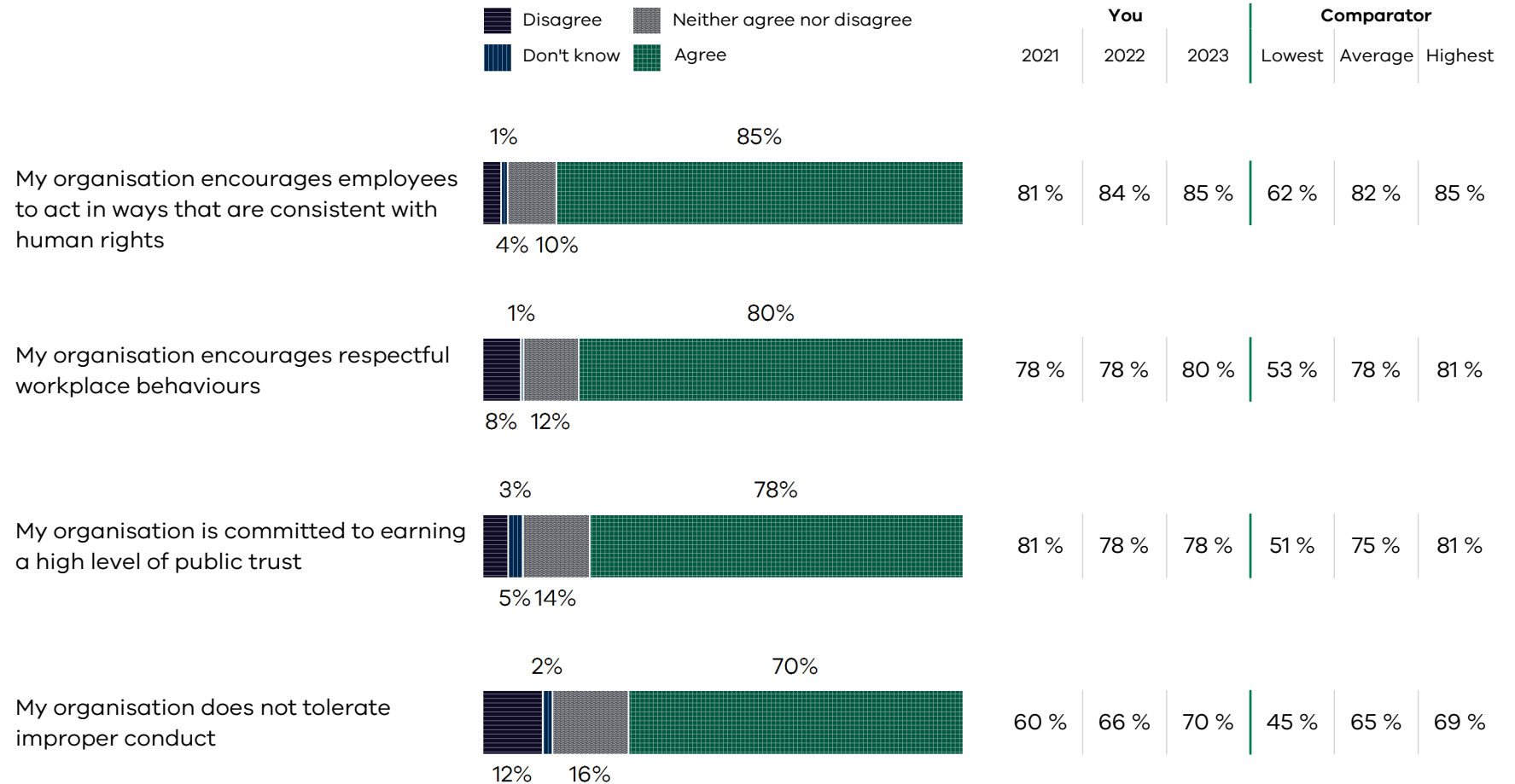
Example

85% 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



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.

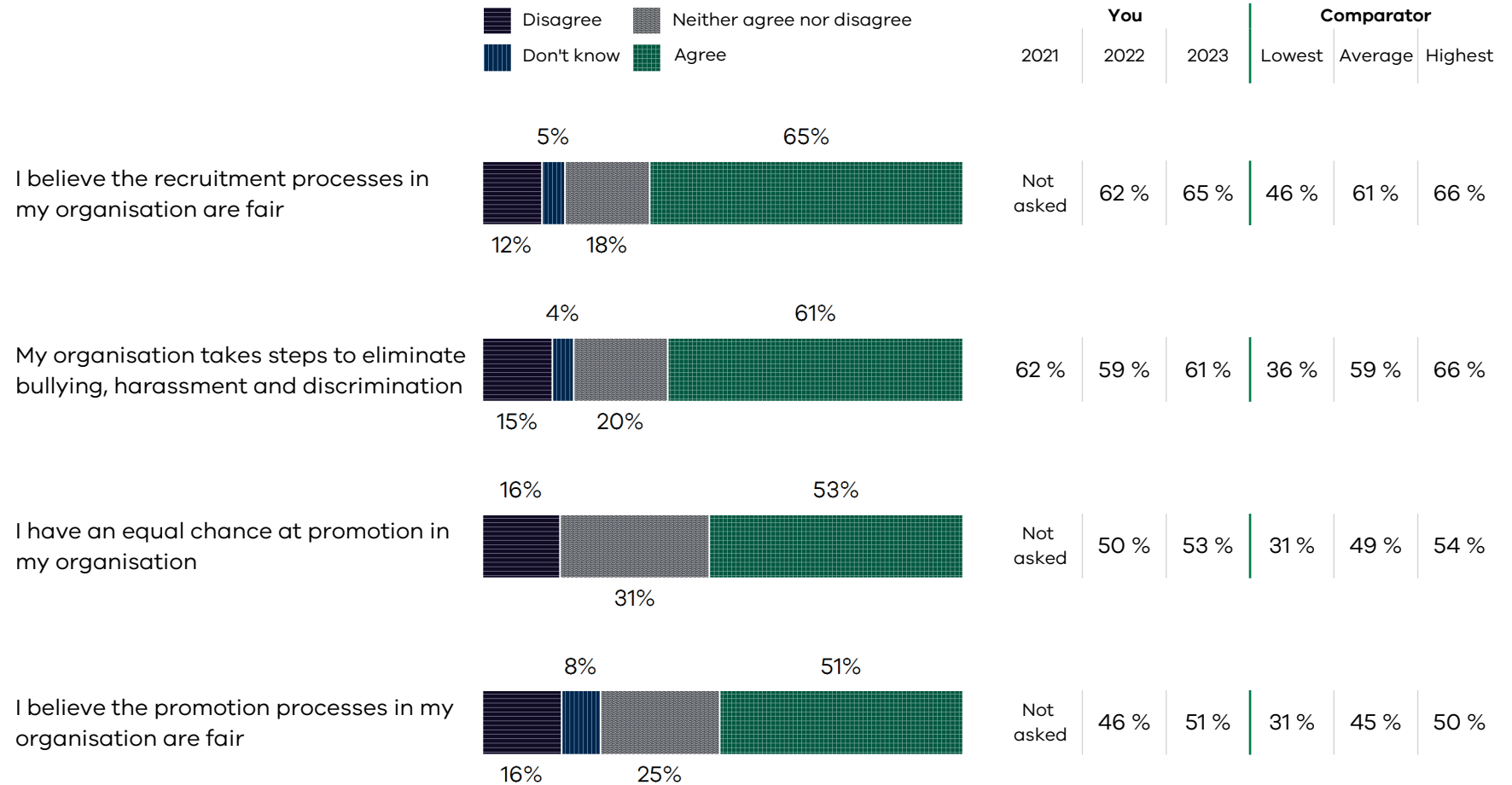
Example

65% of your staff who did the survey agreed or strongly agreed with 'I believe the recruitment processes in my organisation are fair'.

Survey question

Your results

Benchmark agree results



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.

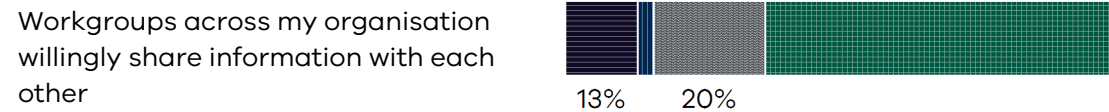
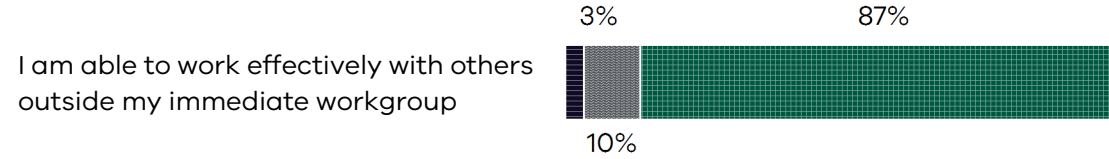
Example

87% 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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	92 %	86 %	87 %	70 %	87 %	87 %
Workgroups across my organisation willingly share information with each other	55 %	63 %	64 %	41 %	63 %	66 %

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

80% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

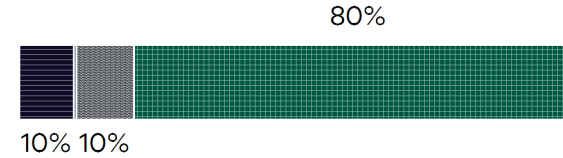
Survey question

Your results

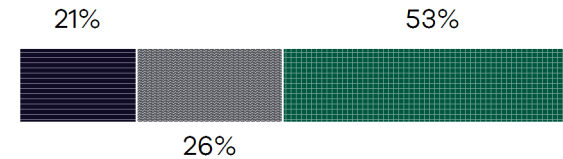
Benchmark agree results



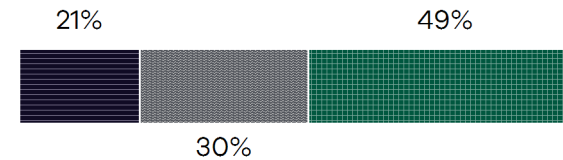
My organisation provides a physically safe work environment



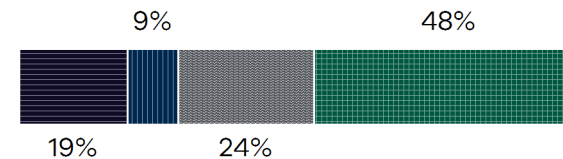
Senior leaders consider the psychological health of employees to be as important as productivity



Senior leaders show support for stress prevention through involvement and commitment



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



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation provides a physically safe work environment	78 %	78 %	80 %	72 %	79 %	85 %
Senior leaders consider the psychological health of employees to be as important as productivity	46 %	53 %	53 %	30 %	50 %	60 %
Senior leaders show support for stress prevention through involvement and commitment	47 %	49 %	49 %	20 %	45 %	56 %
My organisation has effective procedures in place to support employees who may experience stress	52 %	47 %	48 %	32 %	47 %	52 %

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

47% of your staff who did the survey agreed or strongly agreed with 'In my workplace, there is good communication about psychological safety issues that affect me'.

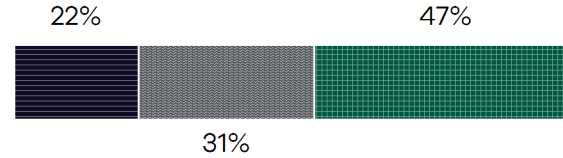
Survey question

Your results

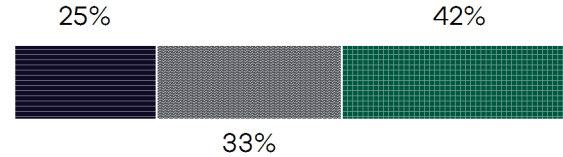
Benchmark agree results



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



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
In my workplace, there is good communication about psychological safety issues that affect me	45 %	45 %	47 %	27 %	47 %	52 %
All levels of my organisation are involved in the prevention of stress	35 %	40 %	42 %	26 %	41 %	49 %

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.

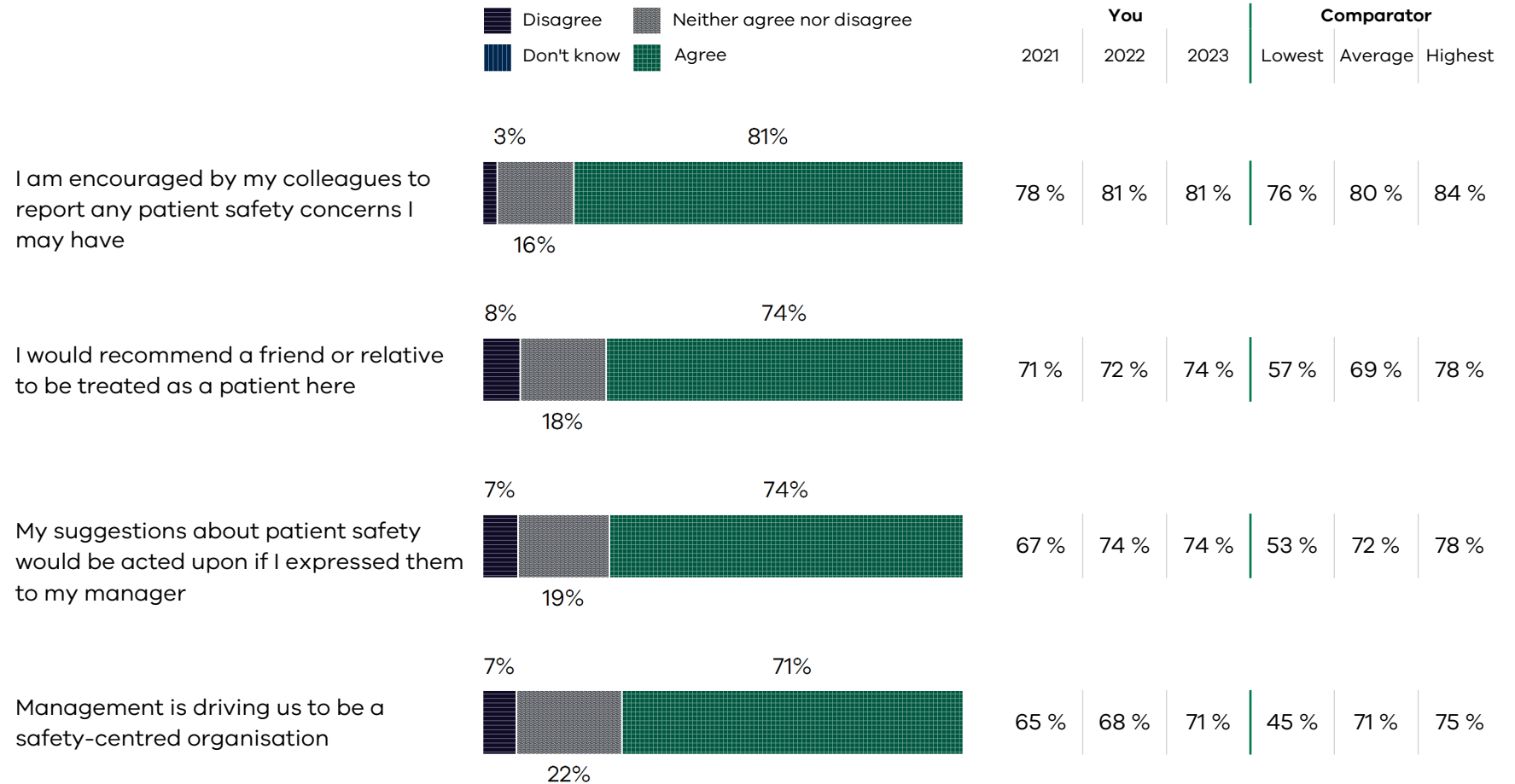
Example

81% 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



Organisational climate

Patient safety climate 2 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.

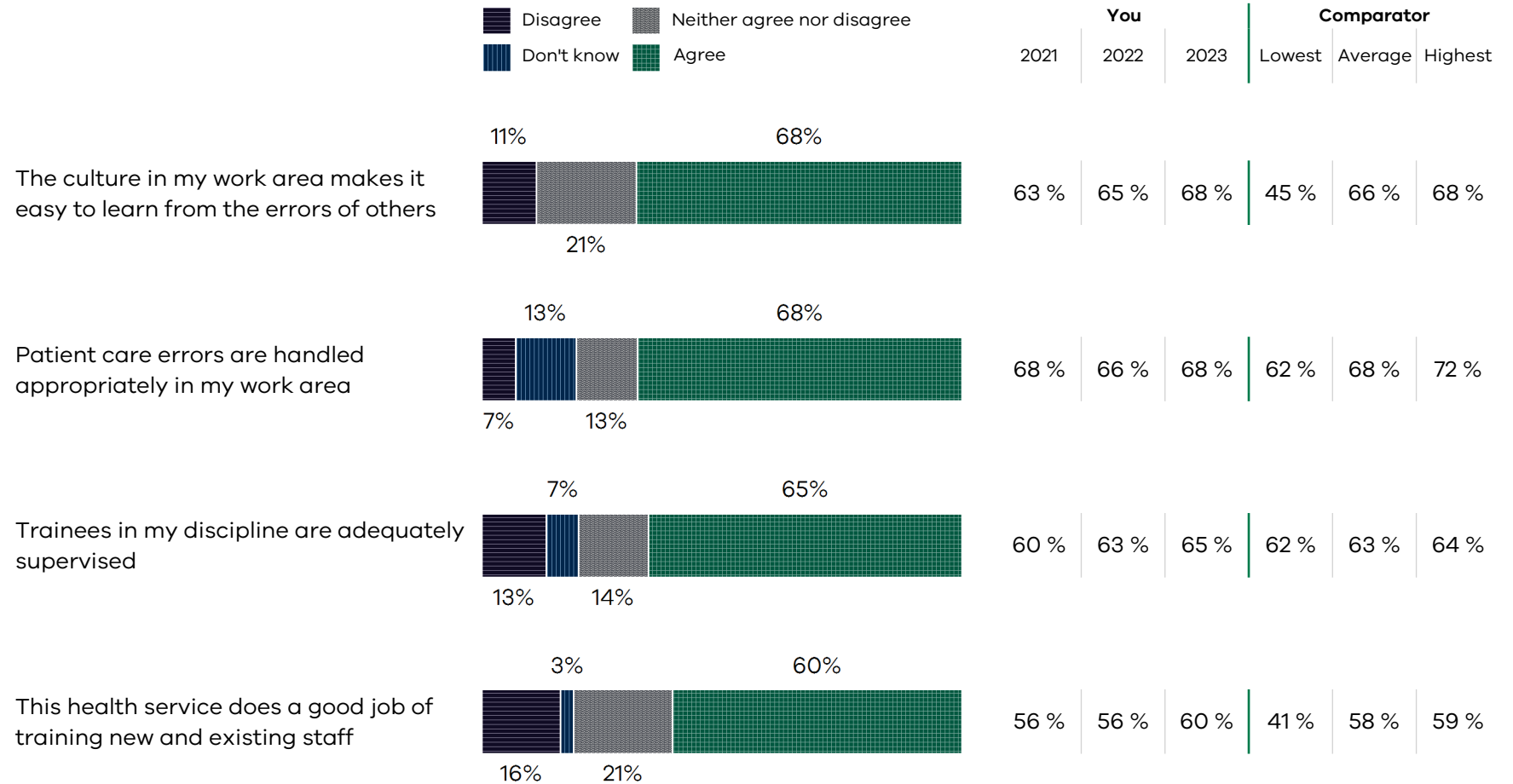
Example

68% of your staff who did the survey agreed or strongly agreed with 'The culture in my work area makes it easy to learn from the errors of others'.

Survey question

Your results

Benchmark agree results



People matter survey

2023

Have your say

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- Your response rate

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- Bullying
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- Violence and aggression
- Satisfaction with complaint processes

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

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- Senior leadership questions

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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

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.

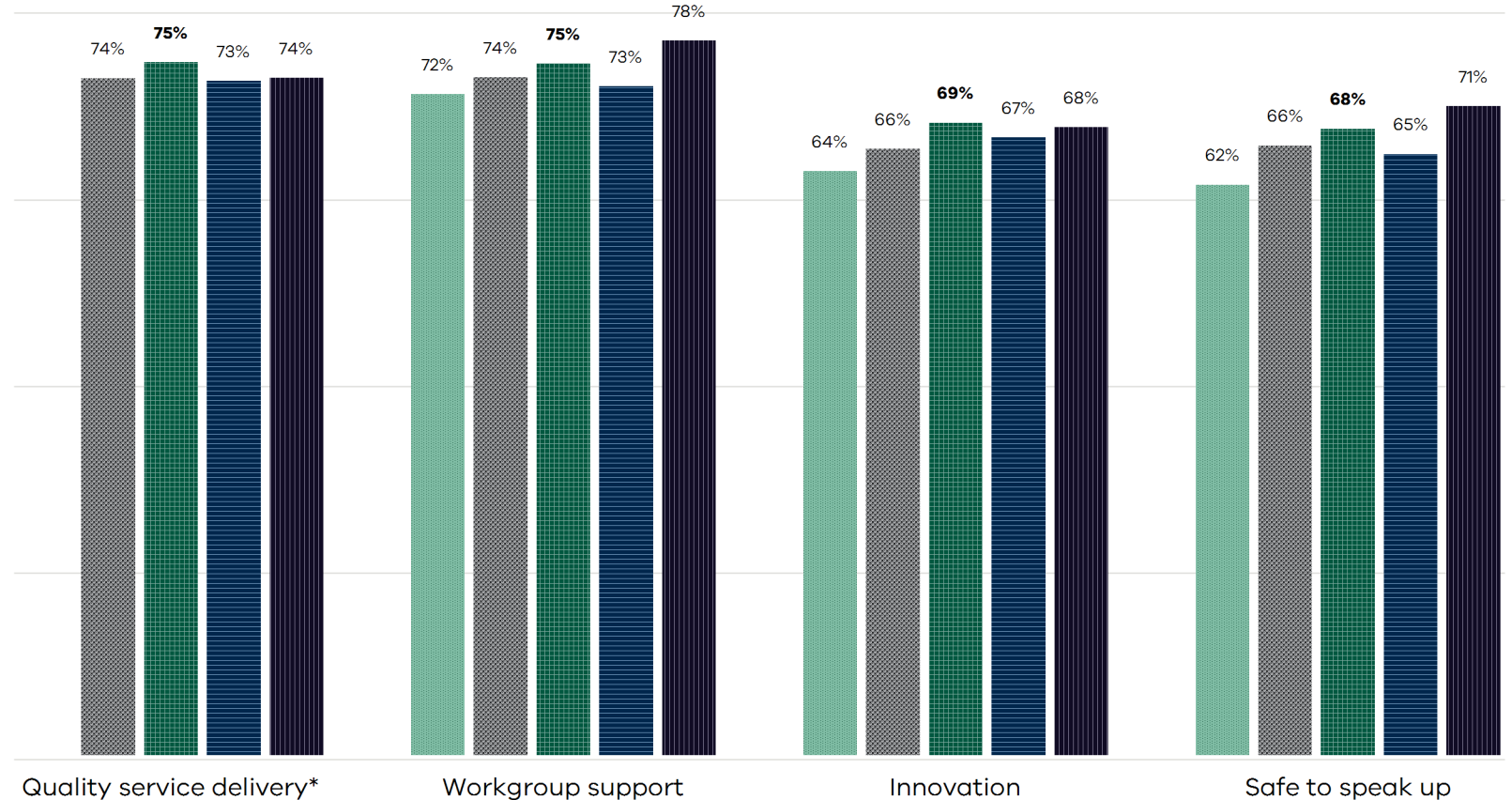
Example

In 2023:

- 75% of your staff who did the survey responded positively to questions about Quality service delivery which is up from 74% in 2022.

Compared to:

- 73% of staff at your comparator and 74% 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

■ 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

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

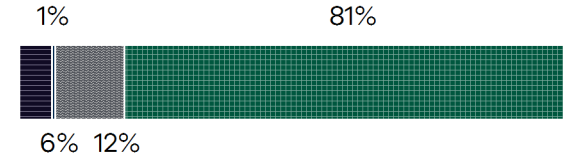
Survey question

Your results

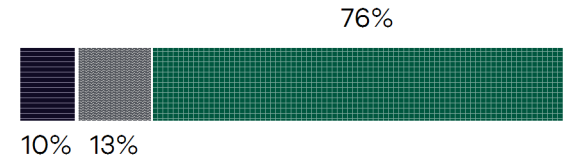
Benchmark agree results



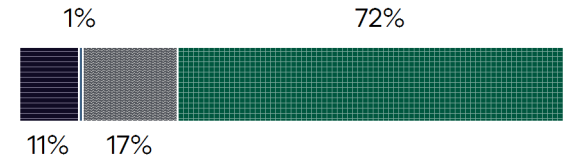
My workgroup provides high quality advice and services



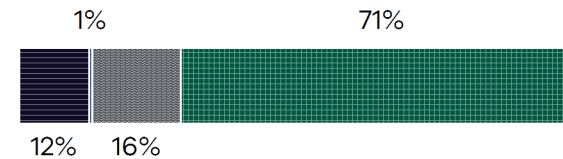
My workgroup has clear lines of responsibility



My workgroup uses its resources well



My workgroup acts fairly and without bias



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My workgroup provides high quality advice and services	Not asked	80 %	81 %	76 %	80 %	81 %
My workgroup has clear lines of responsibility	75 %	74 %	76 %	65 %	73 %	76 %
My workgroup uses its resources well	Not asked	70 %	72 %	64 %	71 %	74 %
My workgroup acts fairly and without bias	Not asked	69 %	71 %	65 %	70 %	73 %

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

72% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.

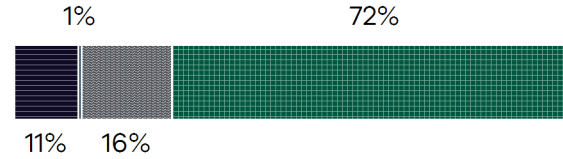
Survey question

Your results

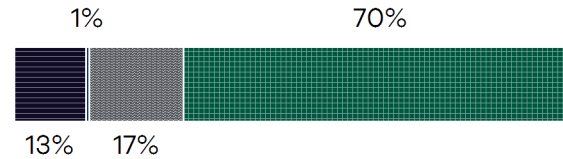
Benchmark agree results



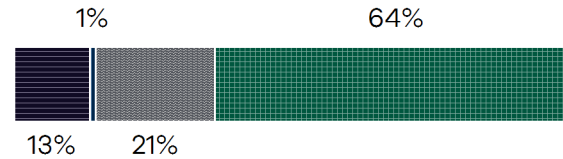
My workgroup learns from failures and mistakes



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



My workgroup encourages employee creativity



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest

66 %	69 %	72 %	66 %	70 %	72 %
------	------	------	------	------	------

68 %	67 %	70 %	65 %	68 %	71 %
------	------	------	------	------	------

57 %	62 %	64 %	58 %	63 %	67 %
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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

82% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

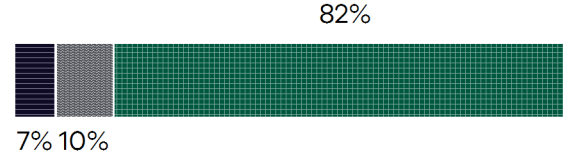
Survey question

Your results

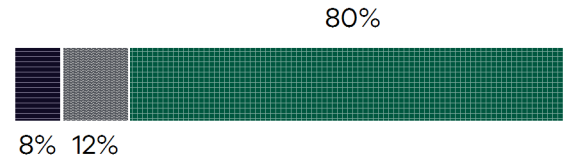
Benchmark agree results



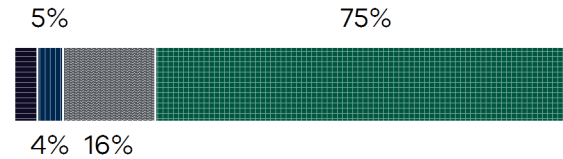
People in my workgroup work together effectively to get the job done



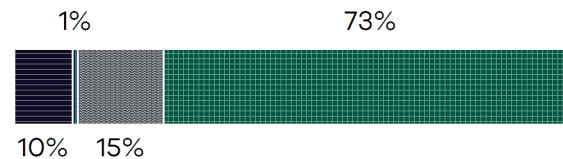
People in my workgroup treat each other with respect



People in my workgroup are politically impartial in their work



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
People in my workgroup work together effectively to get the job done	81 %	81 %	82 %	70 %	80 %	81 %
People in my workgroup treat each other with respect	78 %	79 %	80 %	66 %	77 %	78 %
People in my workgroup are politically impartial in their work	70 %	72 %	75 %	71 %	73 %	75 %
People in my workgroup are honest, open and transparent in their dealings	68 %	72 %	73 %	59 %	70 %	73 %

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.

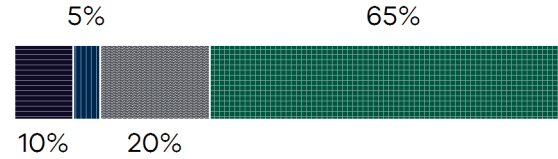
Example

65% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

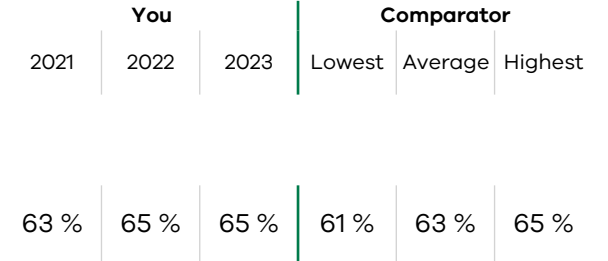
Survey question

People in my workgroup appropriately manage conflicts of interest

Your results



Benchmark agree results



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

69% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.

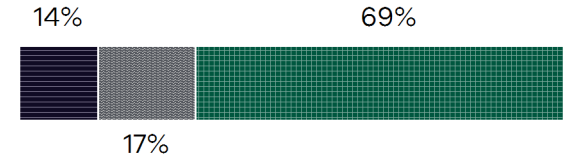
Survey question

Your results

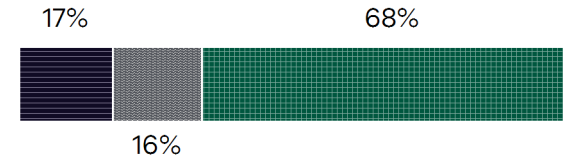
Benchmark agree results



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



I feel safe to challenge inappropriate behaviour at work



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
People in my workgroup are able to bring up problems and tough issues	67 %	68 %	69 %	55 %	65 %	67 %
I feel safe to challenge inappropriate behaviour at work	57 %	65 %	68 %	43 %	65 %	69 %

People matter survey

2023

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

Key differences

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

Taking action

- Taking action questions

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Public sector values

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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.

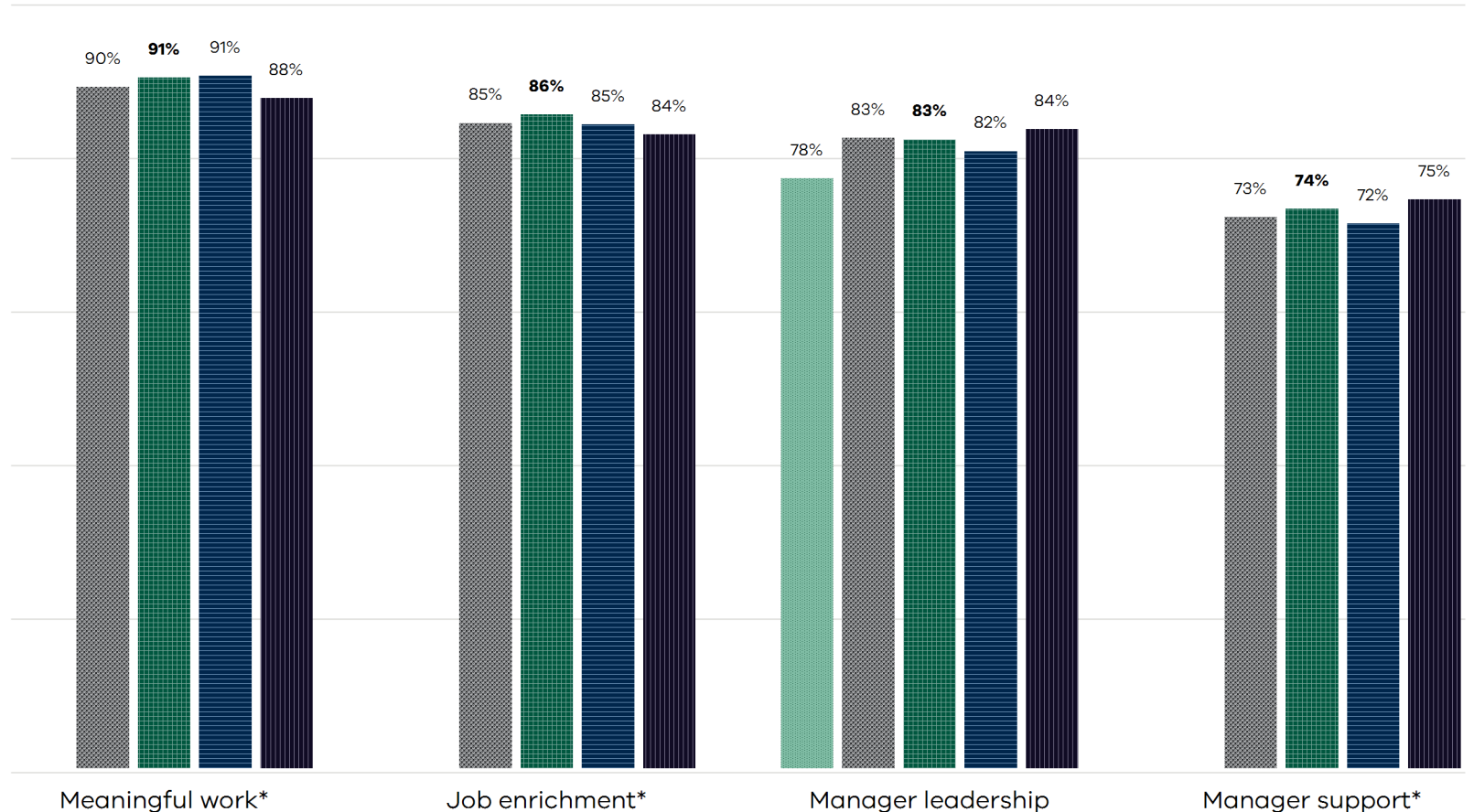
Example

In 2023:

- 91% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 91% 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

■ You 2021 ■ You 2022 ■ You 2023 ■ Comparator 2023 ■ Public sector 2023

Job and manager factors

Scorecard 2 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.

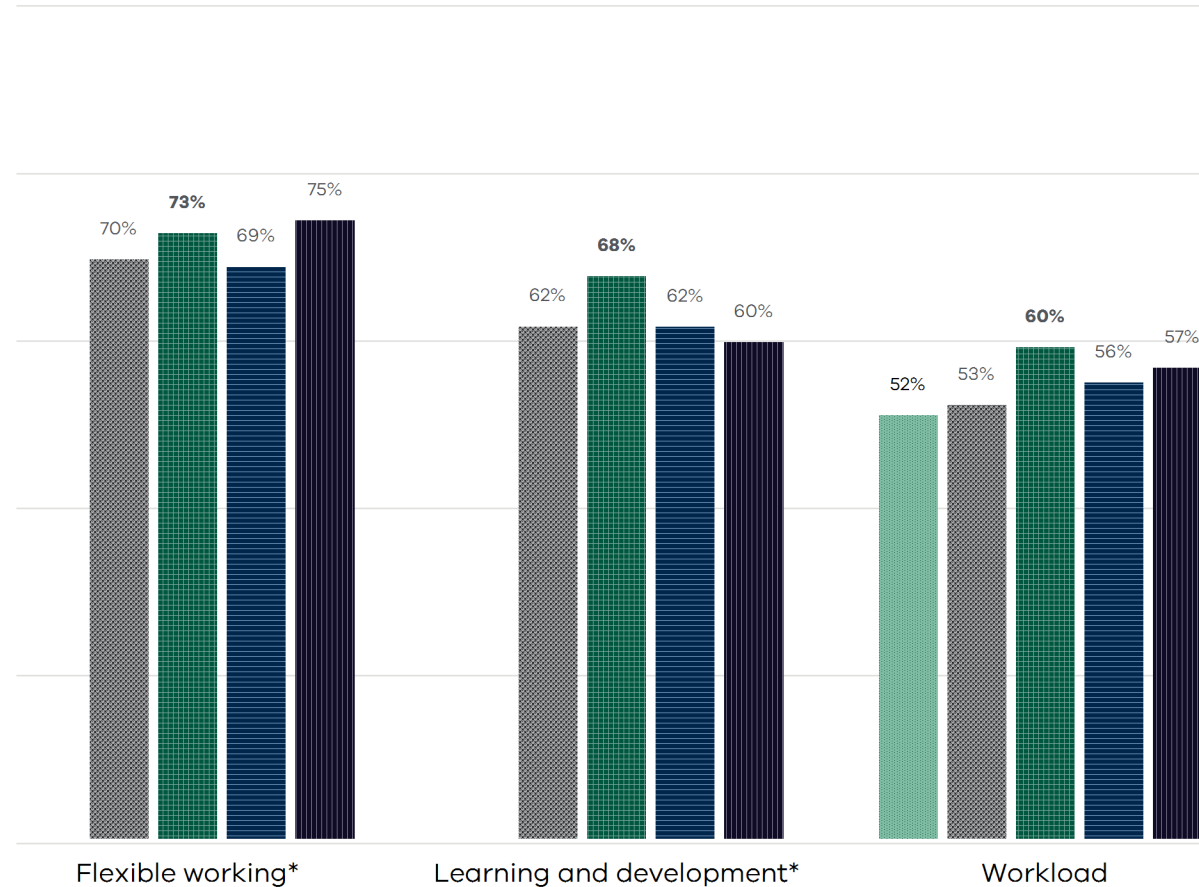
Example

In 2023:

- 73% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 69% of staff at your comparator and 75% 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

■ You 2021 ■ You 2022 ■ You 2023 ■ Comparator 2023 ■ Public sector 2023

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.

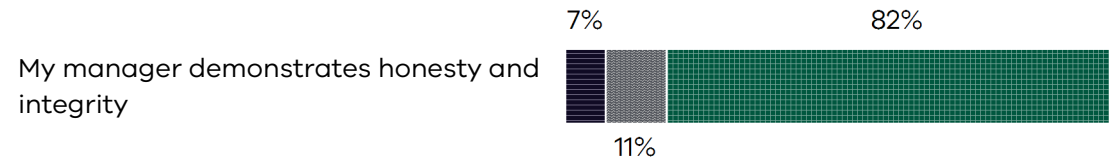
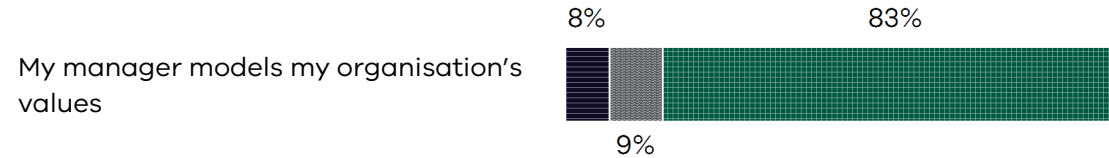
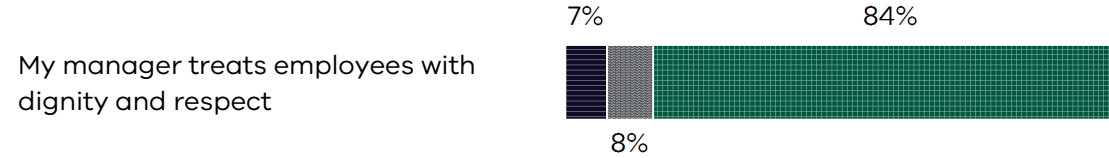
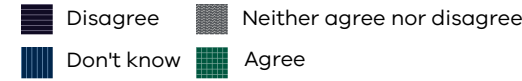
Example

84% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

Your results

Benchmark agree results



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My manager treats employees with dignity and respect	80 %	85 %	84 %	72 %	83 %	85 %
My manager models my organisation's values	76 %	82 %	83 %	69 %	80 %	82 %
My manager demonstrates honesty and integrity	78 %	83 %	82 %	68 %	81 %	82 %

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.

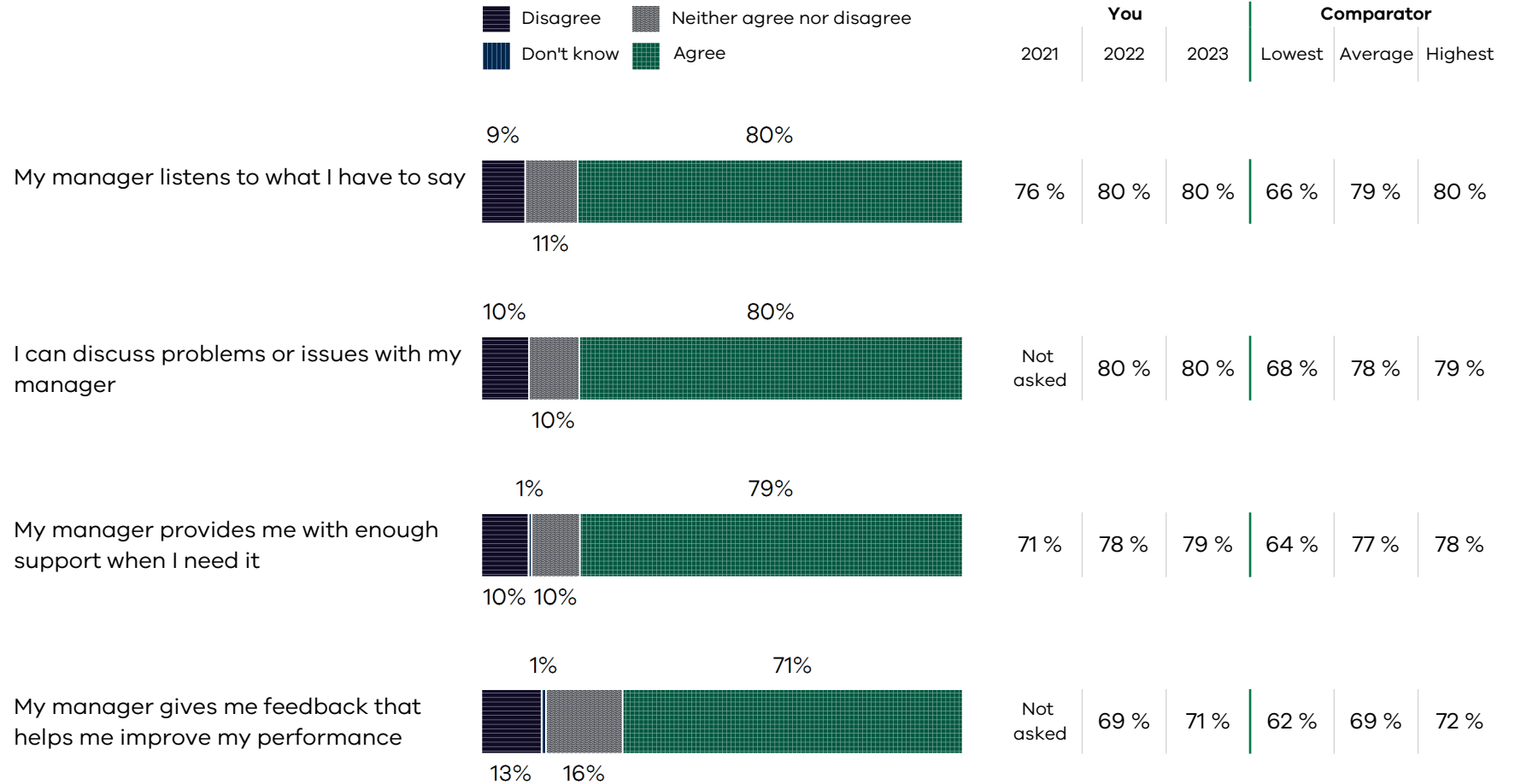
Example

80% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

Survey question

Your results

Benchmark agree results



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.

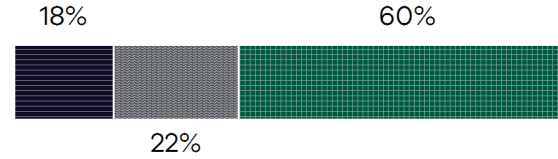
Example

60% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

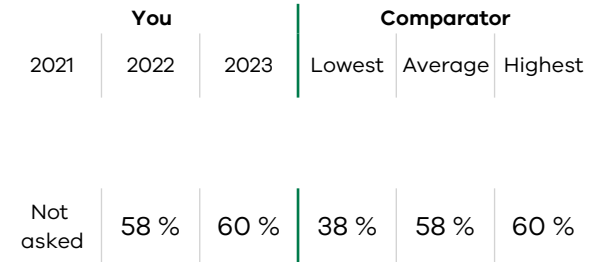
Survey question

I receive meaningful recognition when I do good work

Your results



Benchmark agree results



Job and manager factors

Workload

What this is

This is how staff feel about workload and time pressure.

Why this is important

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

How to read this

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

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

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

Example

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

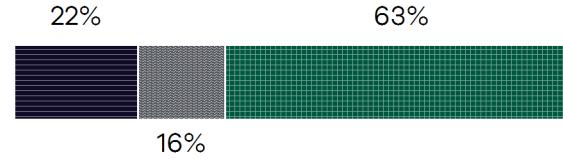
Survey question

Your results

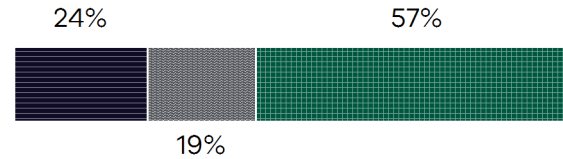
Benchmark agree results



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



I have enough time to do my job effectively



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	56 %	55 %	63 %	38 %	58 %	65 %
I have enough time to do my job effectively	47 %	51 %	57 %	35 %	53 %	61 %

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.

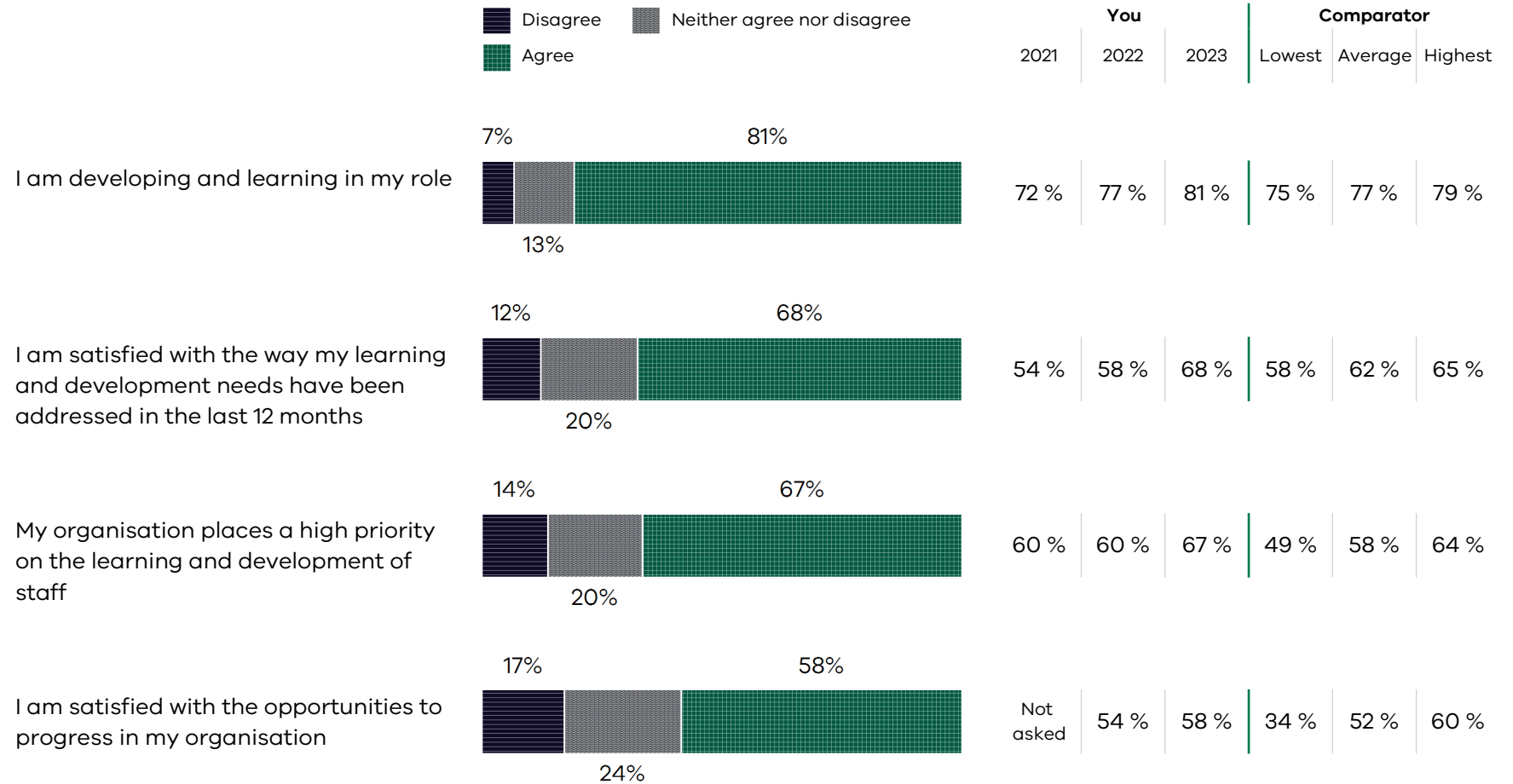
Example

81% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 1 of 2

What 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.

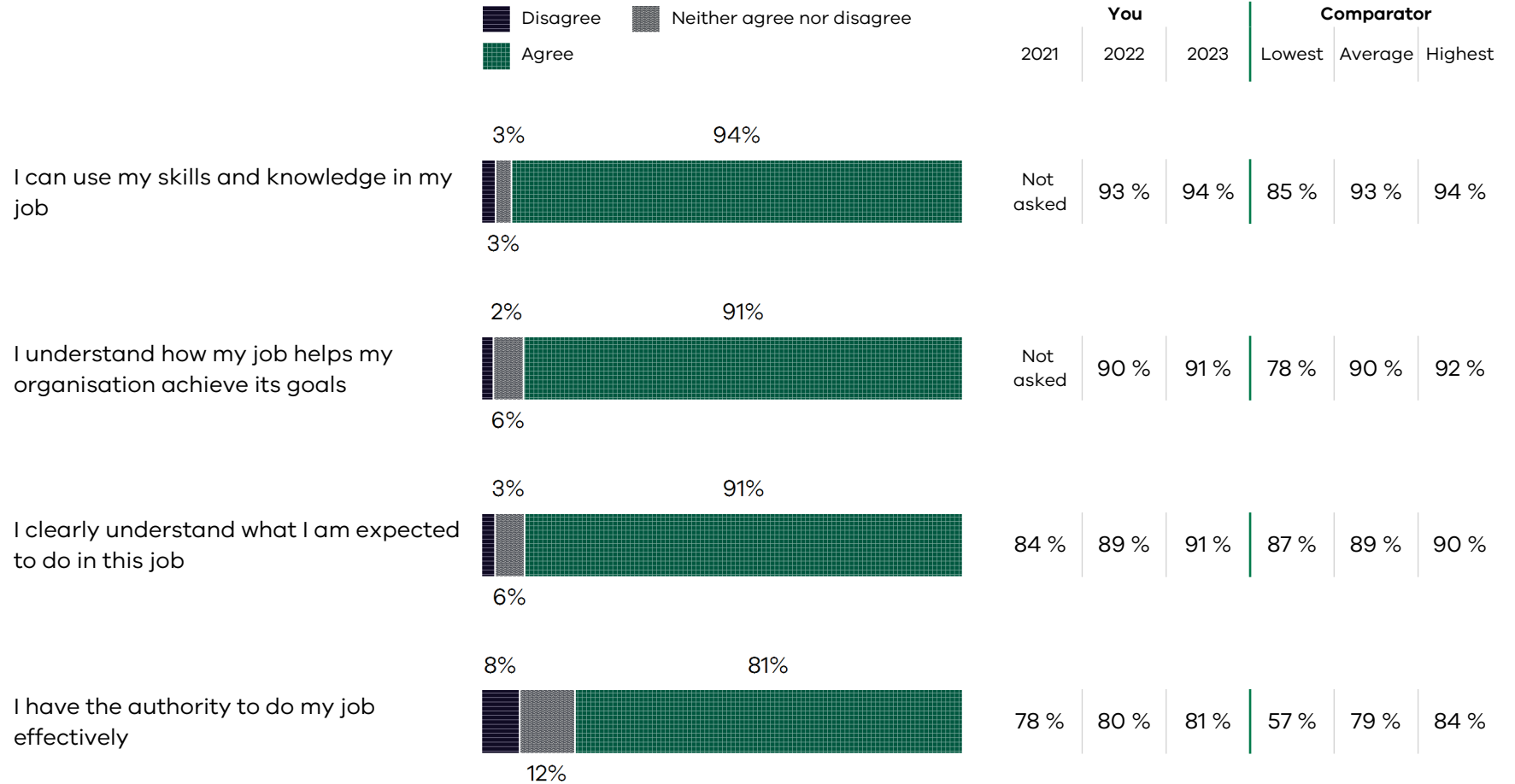
Example

94% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 2 of 2

What 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.

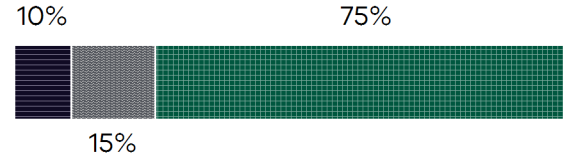
Example

75% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

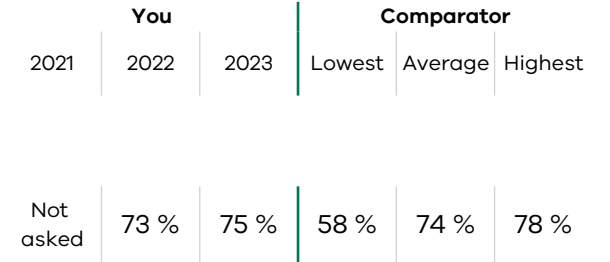
Survey question

I have a say in how I do my work

Your results



Benchmark agree results



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.

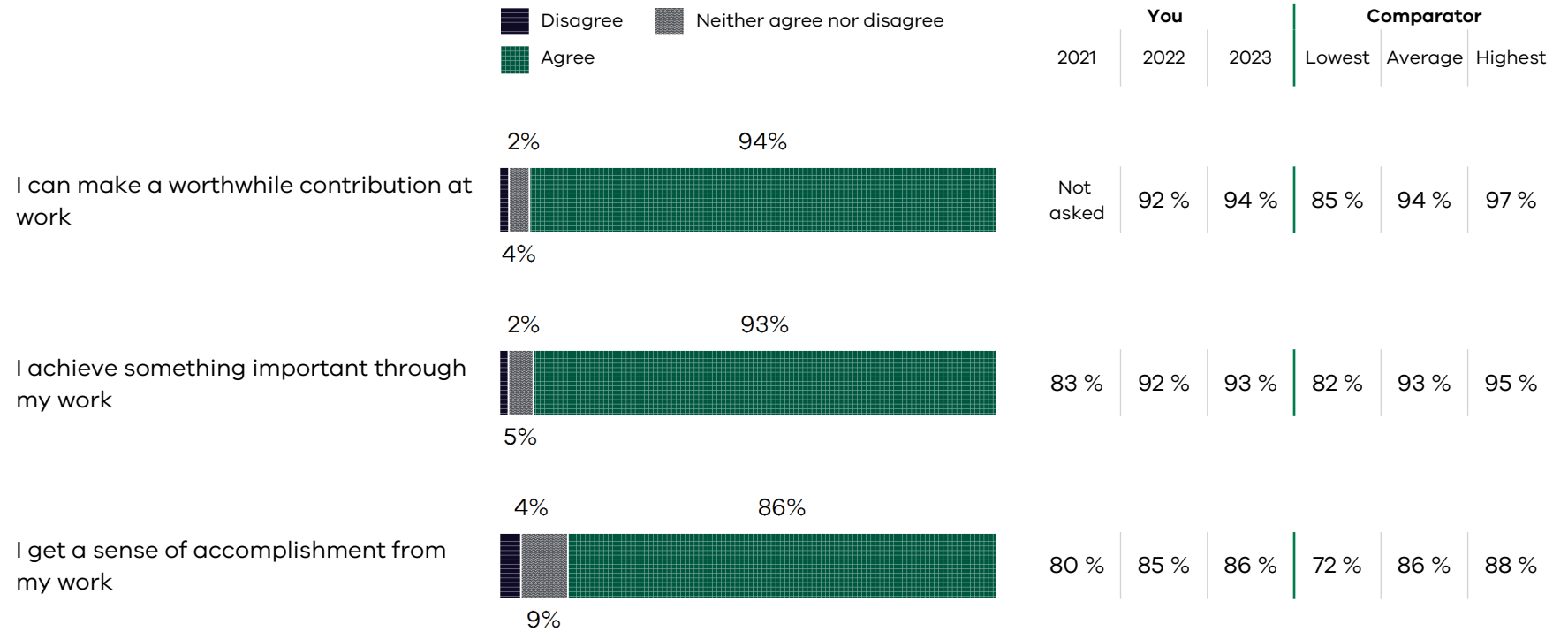
Example

94% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

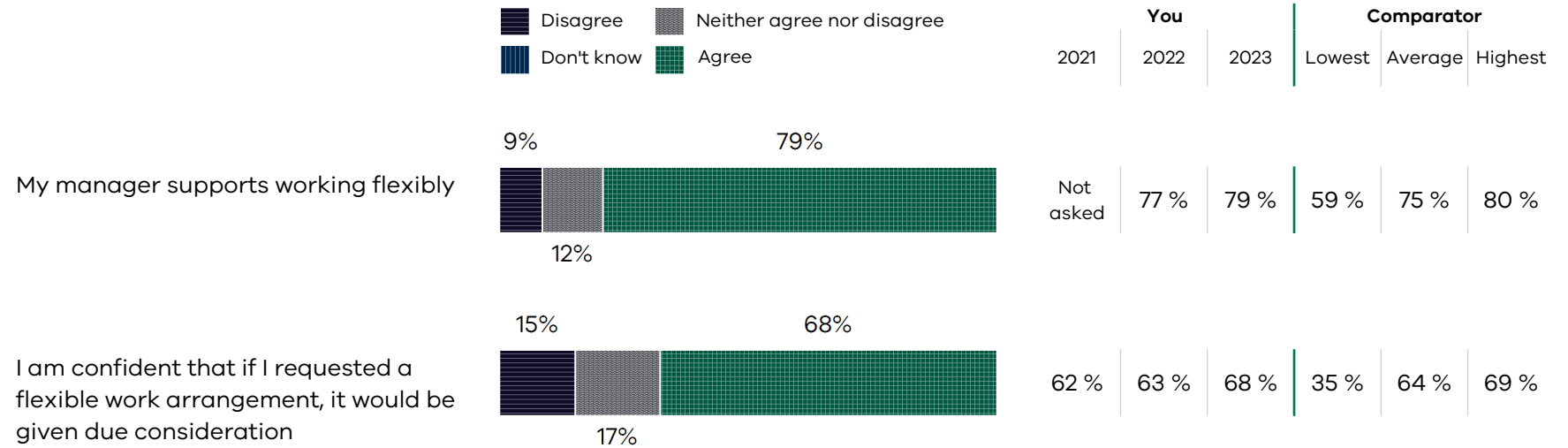
Example

79% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

Survey question

Your results

Benchmark agree results



People matter survey

2023

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

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

Public sector values

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

Each label represents a group of questions in the survey about public sector values.

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

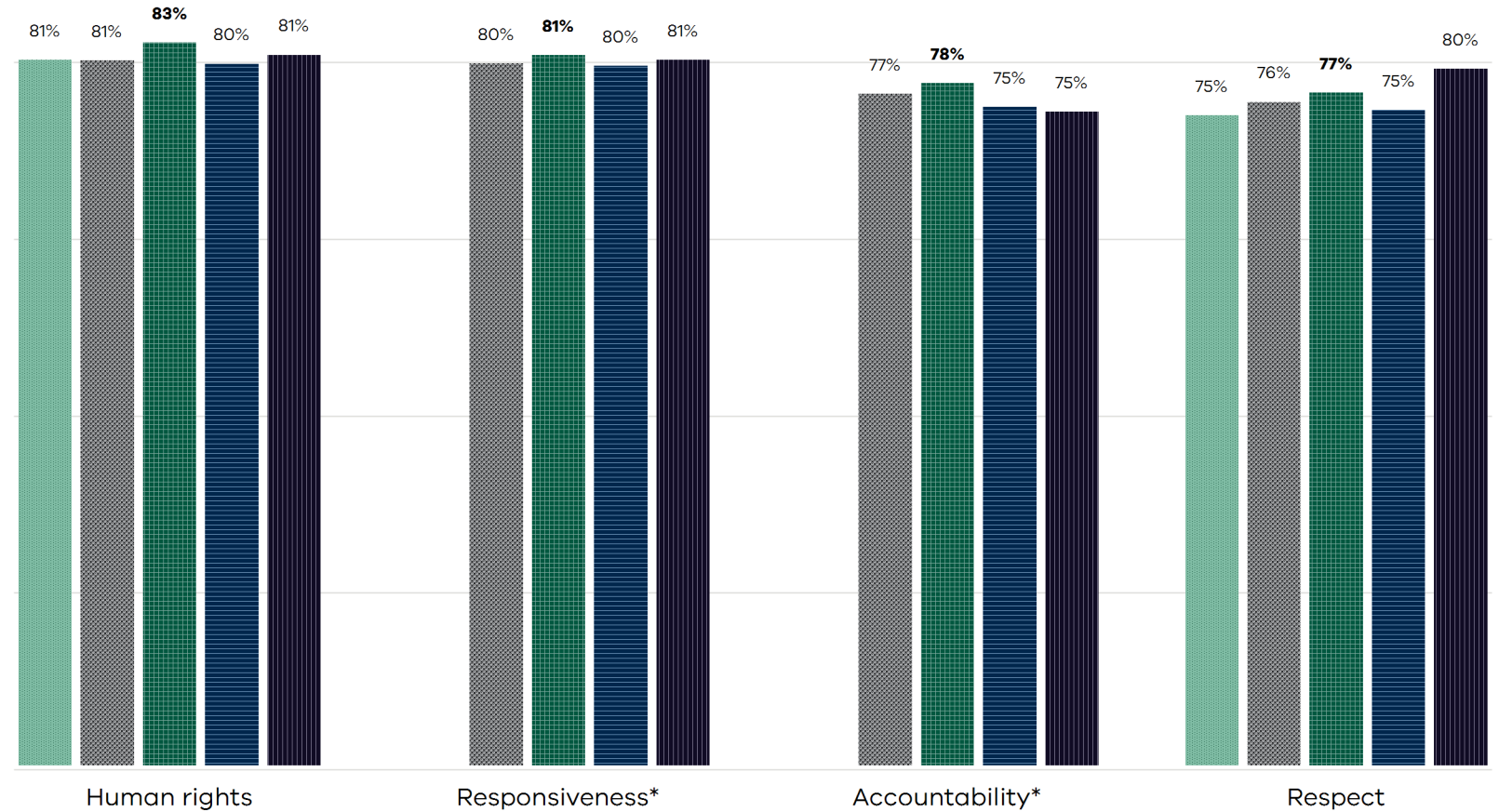
Example

In 2023:

- 83% of your staff who did the survey responded positively to questions about Human rights, which is up 2% 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

■ You 2021 ■ You 2022 ■ You 2023 ■ Comparator 2023 ■ Public sector 2023

Public sector values

Scorecard 2 of 2

What this is

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

Why this is important

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

How to read this

Each label represents a group of questions in the survey about public sector values.

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

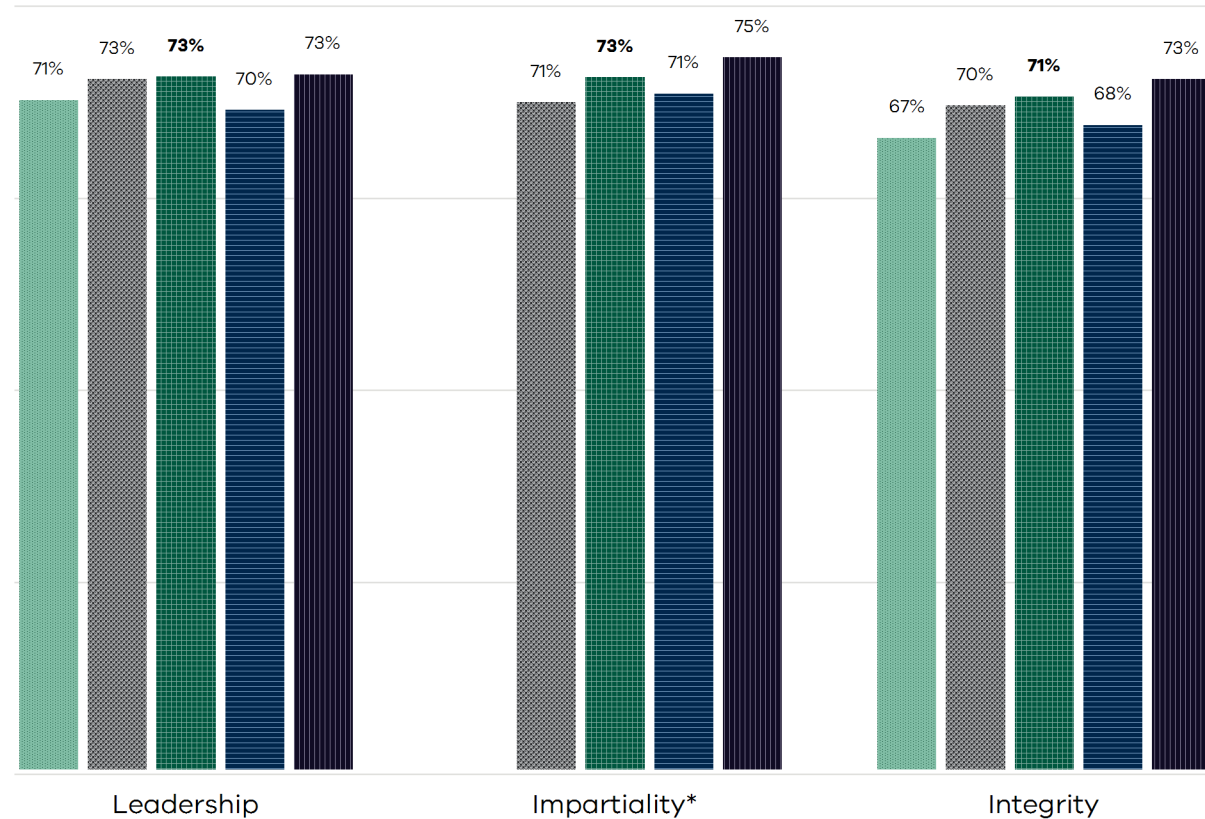
Example

In 2023:

- 73% of your staff who did the survey responded positively to questions about Leadership, which is up 0% in 2022.

Compared to:

- 70% 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

■ 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.

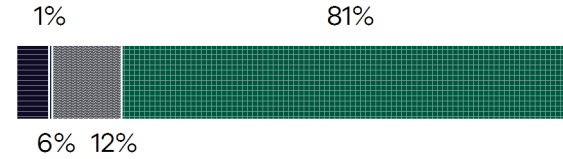
Example

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

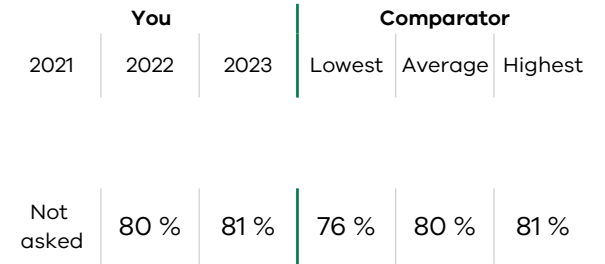
Survey question

My workgroup provides high quality advice and services

Your results



Benchmark agree results



Public sector values

Integrity 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

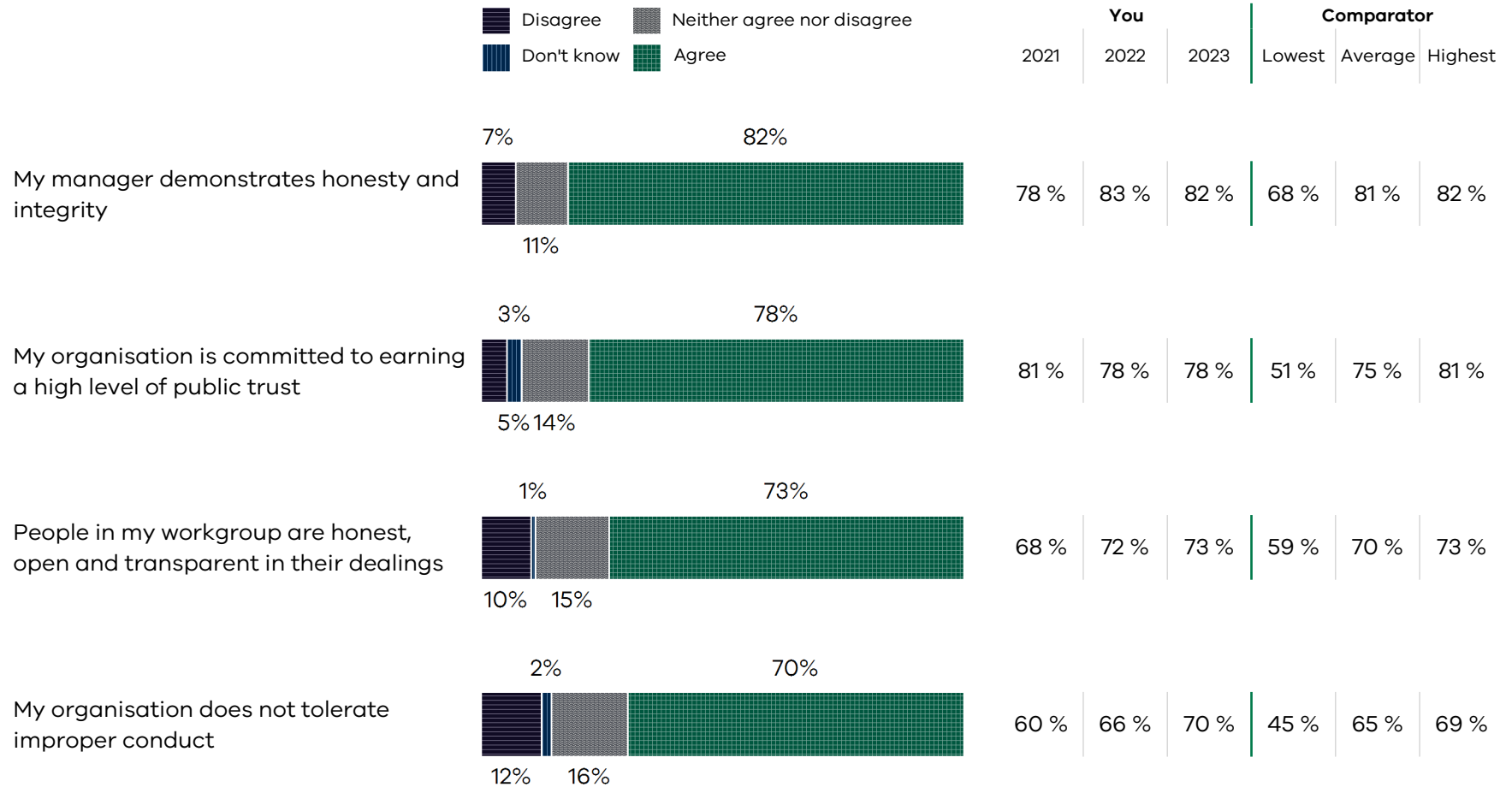
Example

82% of staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question

Your results

Benchmark agree results



Public sector values

Integrity 2 of 2

What 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

68% of staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.

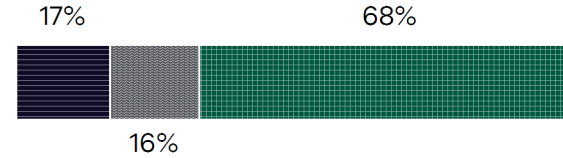
Survey question

Your results

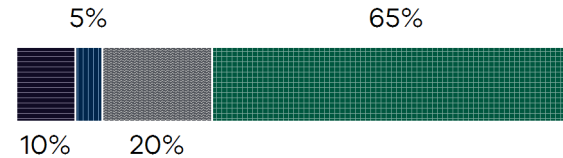
Benchmark agree results



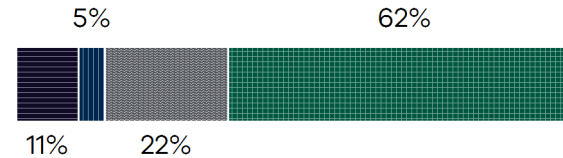
I feel safe to challenge inappropriate behaviour at work



People in my workgroup appropriately manage conflicts of interest



Senior leaders demonstrate honesty and integrity



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	57%	65%	68%	43%	65%	69%
	63%	65%	65%	61%	63%	65%
	61%	63%	62%	31%	58%	63%

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

75% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

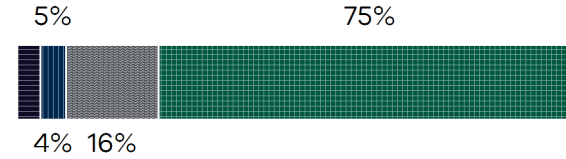
Survey question

Your results

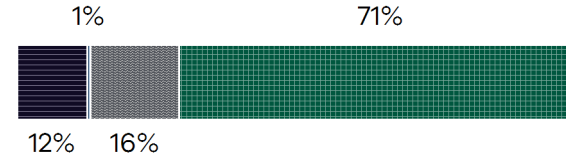
Benchmark agree results



People in my workgroup are politically impartial in their work



My workgroup acts fairly and without bias



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
People in my workgroup are politically impartial in their work	70 %	72 %	75 %	71 %	73 %	75 %
My workgroup acts fairly and without bias	Not asked	69 %	71 %	65 %	70 %	73 %

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

91% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

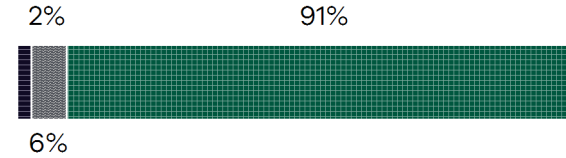
Survey question

Your results

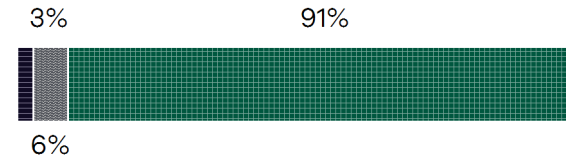
Benchmark agree results



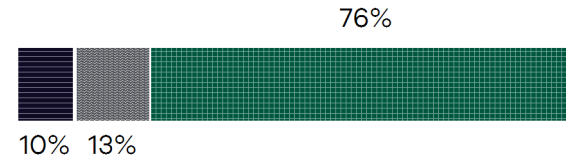
I understand how my job helps my organisation achieve its goals



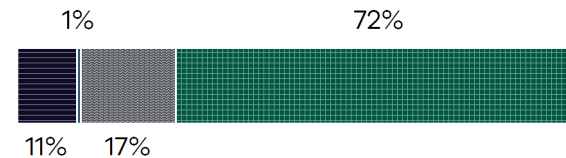
I clearly understand what I am expected to do in this job



My workgroup has clear lines of responsibility



My workgroup uses its resources well



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	Not asked	90 %	91 %	78 %	90 %	92 %
I clearly understand what I am expected to do in this job	84 %	89 %	91 %	87 %	89 %	90 %
My workgroup has clear lines of responsibility	75 %	74 %	76 %	65 %	73 %	76 %
My workgroup uses its resources well	Not asked	70 %	72 %	64 %	71 %	74 %

Public sector values

Accountability 2 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.

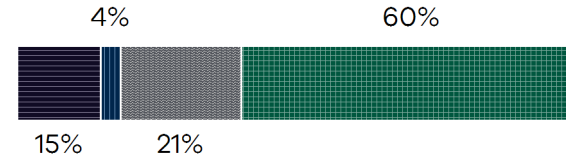
Example

60% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

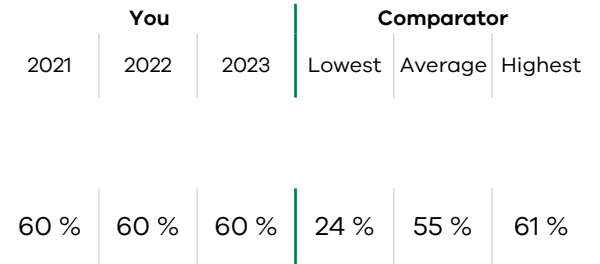
Survey question

Senior leaders provide clear strategy and direction

Your results



Benchmark agree results



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.

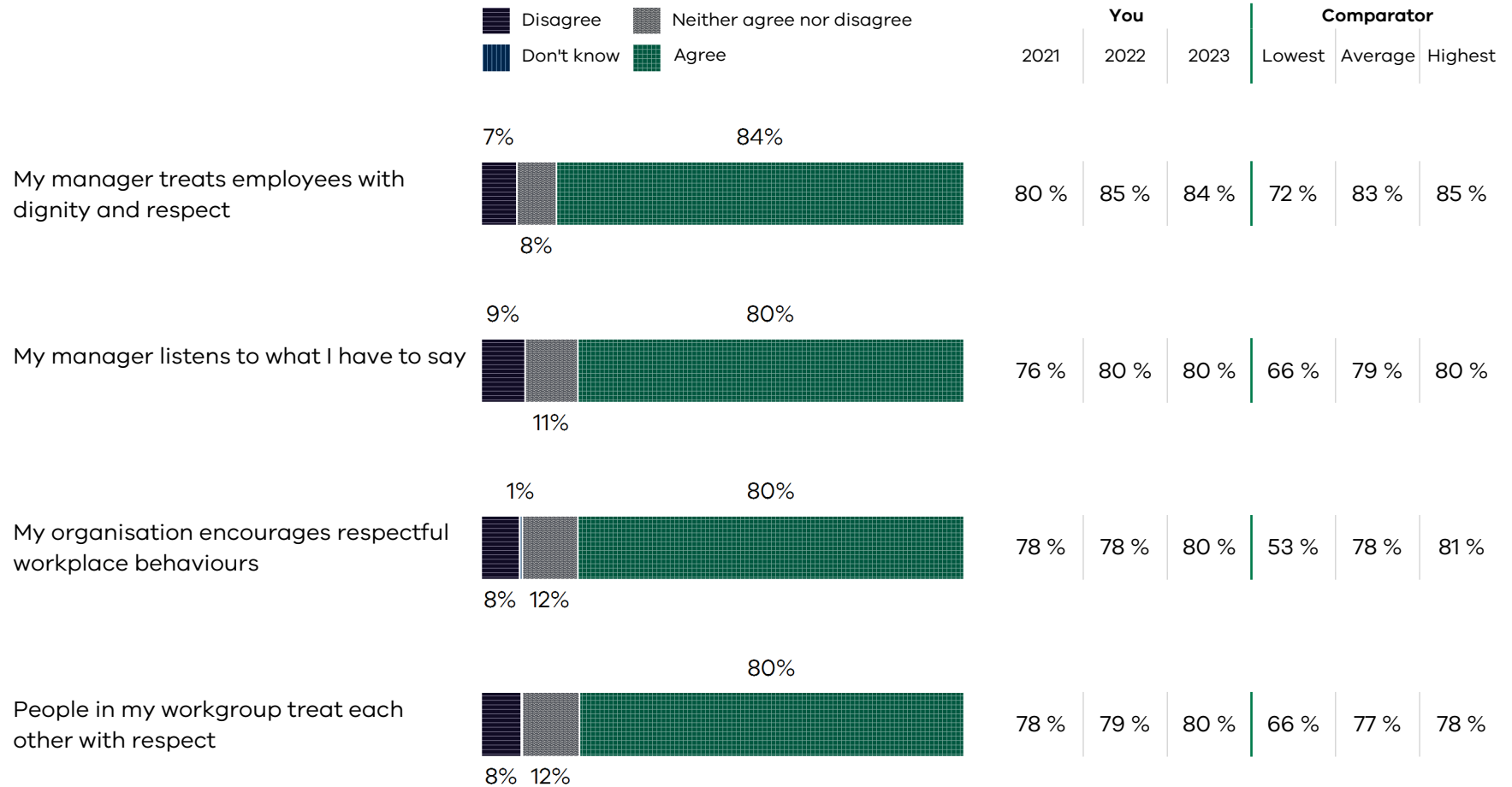
Example

84% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

Your results

Benchmark agree results



Public sector values

Respect 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

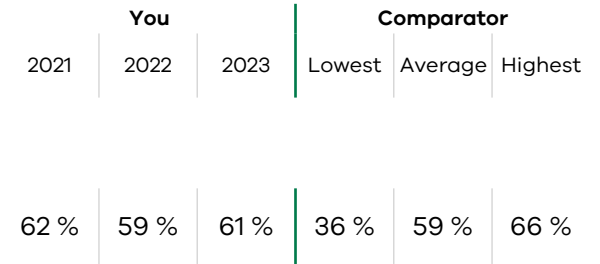
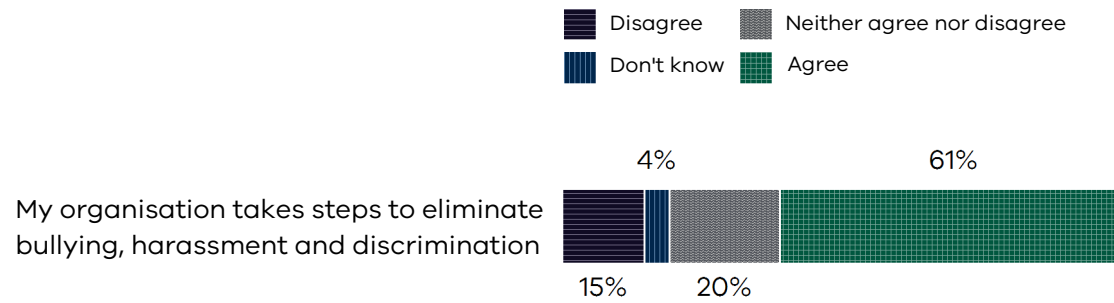
Example

61% 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



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.

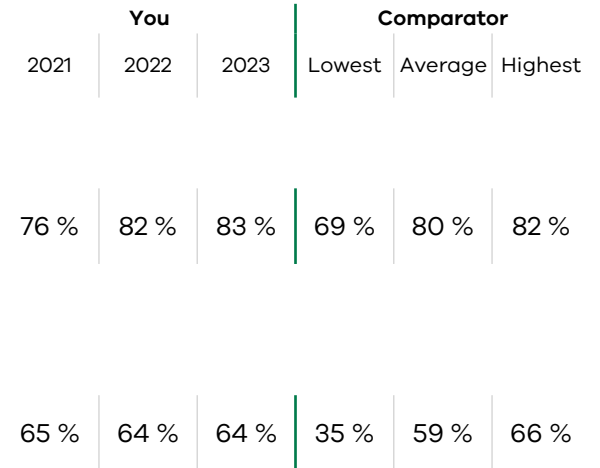
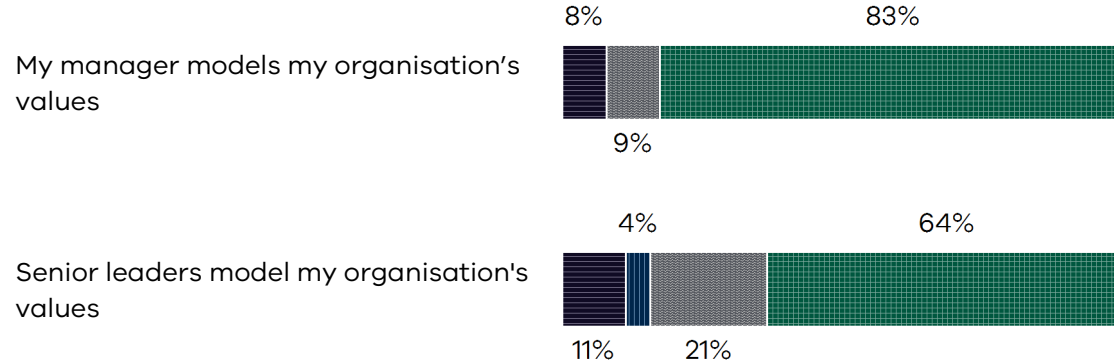
Example

83% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Survey question

Your results

Benchmark agree results



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

85% 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'.

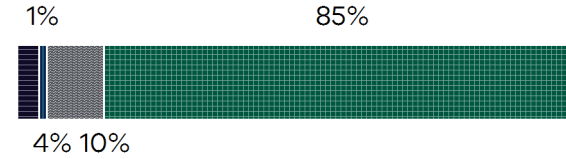
Survey question

Your results

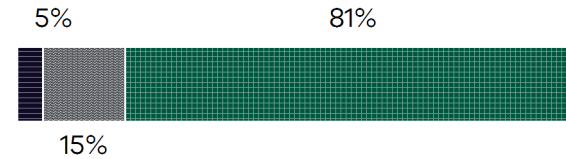
Benchmark agree results



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



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	81 %	84 %	85 %	62 %	82 %	85 %
I understand how the Charter of Human Rights and Responsibilities applies to my work	81 %	78 %	81 %	68 %	79 %	83 %

People matter survey

2023

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- Satisfaction with complaint processes

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

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- 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.

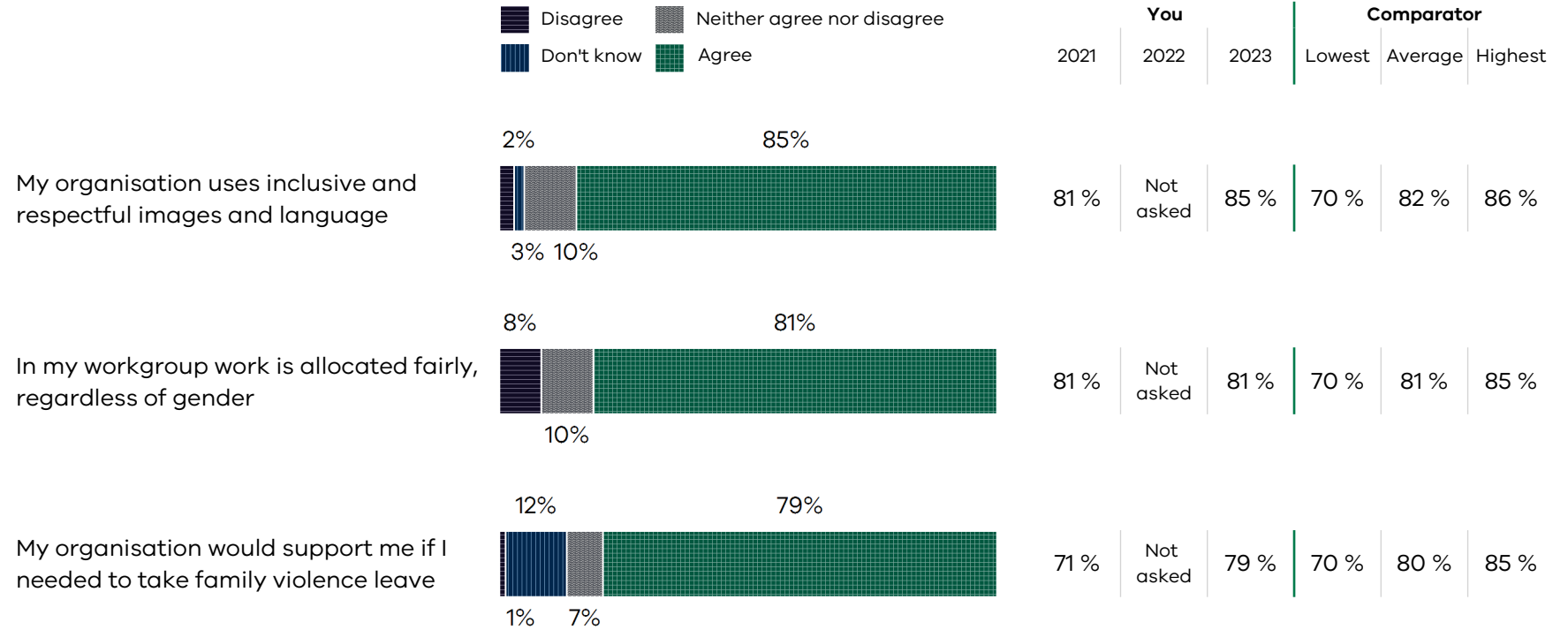
Example

85% 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

Benchmark agree results



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.

'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.

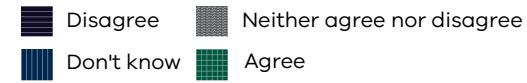
Example

84% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

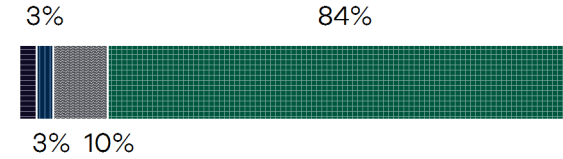
Survey question

Your results

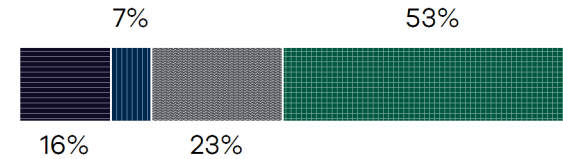
Benchmark agree results



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



My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	Not asked	Not asked	84 %	73 %	79 %	85 %
My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	Not asked	Not asked	53 %	22 %	48 %	56 %

People matter survey

2023

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- Biggest positive difference from comparator
- Biggest negative difference from comparator

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- Taking action questions

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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

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

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Age	(n)	%
15-34 years	755	30%
35-54 years	1123	44%
55+ years	481	19%
Prefer not to say	179	7%

How would you describe your gender?	(n)	%
Woman	1924	76%
Man	401	16%
Prefer not to say	192	8%
Non-binary and I use a different term	21	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	11	0%
No	2363	93%
Prefer not to say	164	6%

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

	(n)	%
Yes	8	0%
No	2291	90%
Don't know	71	3%
Prefer not to say	168	7%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	1986	78%
Prefer not to say	321	13%
Bisexual	79	3%
Asexual	60	2%
Gay or lesbian	38	1%
Pansexual	23	1%
I use a different term	19	1%
Don't know	12	0%

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.

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Aboriginal and/or Torres Strait Islander

	(n)	%
Yes	26	1%
Non Aboriginal and/or Torres Strait Islander	2389	94%
Prefer not to say	123	5%

Identified as Aboriginal and/or Torres Strait Islander on your organisations HR system?*

	(n)	%
Yes	11	42%
No	6	23%
Don't know	9	35%

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

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

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

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Do you identify as a person with a disability?

	(n)	%
Yes	115	5%
No	2294	90%
Prefer not to say	129	5%

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

	(n)	%
Yes	63	55%
No	42	37%
Prefer not to say	10	9%

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

	(n)	%
I feel that sharing my disability information will reflect negatively on me	18	43%
I do not require any adjustments to be made to perform my role	11	26%
My disability does not impact on my ability to perform my role	9	21%
Other	4	10%

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

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Country of birth	(n)	%
Born in Australia	2115	83%
Not born in Australia	281	11%
Prefer not to say	142	6%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	68	28%
Malayalam	66	27%
Filipino	38	16%
Hindi	27	11%
Tagalog	17	7%
Italian	12	5%
Greek	10	4%
Mandarin	9	4%
Tamil	9	4%
Punjabi	8	3%
Arabic	7	3%
Cantonese	5	2%

Language other than English spoken with family or community	(n)	%
Yes	244	10%
No	2167	85%
Prefer not to say	127	5%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Spanish	5	2%
Urdu	5	2%
Auslan	4	2%
Vietnamese	4	2%
Gujarati	3	1%
Macedonian	3	1%
Sinhalese	3	1%
Turkish	3	1%
Persian (excluding Dari)	2	1%
Telugu	2	1%
Australian Indigenous Language	1	0%

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

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Cultural identity	(n)	%
Australian	2038	80%
English, Irish, Scottish and/or Welsh	192	8%
Prefer not to say	174	7%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	82	3%
East and/or South-East Asian	73	3%
South Asian	63	2%
Other	37	1%
Aboriginal and/or Torres Strait Islander	22	1%
New Zealander	18	1%
Central Asian	16	1%
African	7	0%
Middle Eastern	6	0%
Pacific Islander	4	0%
North American	2	0%
Central and/or South American	2	0%
Maori	1	0%

Religion	(n)	%
No religion	1356	53%
Christianity	790	31%
Prefer not to say	244	10%
Other	78	3%
Hinduism	30	1%
Buddhism	25	1%
Islam	10	0%
Sikhism	5	0%

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

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Working arrangement	(n)	%
Full-Time	886	35%
Part-Time	1652	65%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	278	12%
Below \$80k	977	41%
\$80k to \$120k	920	38%
\$120k to \$160k	152	6%
\$160k to \$200k	29	1%
\$200k or more	49	2%

Organisational tenure	(n)	%
<1 year	327	13%
1 to less than 2 years	283	11%
2 to less than 5 years	558	22%
5 to less than 10 years	512	20%
10 to less than 20 years	548	22%
More than 20 years	310	12%

Management responsibility	(n)	%
Non-manager	2172	86%
Other manager	263	10%
Manager of other manager(s)	103	4%

Employment type	(n)	%
Ongoing and executive	2131	84%
Fixed term	274	11%
Other	133	5%

Demographics

Employment characteristics 2 of 2

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Primary workplace location over the last 3 months

	(n)	%
Large regional city	2393	94%
Rural	120	5%
Other	16	1%
Melbourne: Suburbs	6	0%
Melbourne CBD	3	0%

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

	(n)	%
Your employer's office	879	35%
A frontline or service delivery location	1457	57%
Home or private location	228	9%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	122	5%
Other	184	7%

Flexible work

	(n)	%
Part-time	1010	40%
Shift swap	640	25%
No, I do not use any flexible work arrangements	640	25%
Flexible start and finish times	444	17%
Working from an alternative location (e.g. home, hub/shared work space)	422	17%
Using leave to work flexible hours	379	15%
Study leave	263	10%
Working more hours over fewer days	214	8%
Other	67	3%
Job sharing	59	2%
Purchased leave	44	2%

Demographics

Adjustments

What this is

These are adjustments staff requested to perform in their role.

Why this is important

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

How to read this

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

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Have you requested any of the following adjustments at work?*

	(n)	%
No, I have not requested adjustments	1838	72%
Flexible working arrangements	532	21%
Physical modifications or improvements to the workplace	185	7%
Job redesign or role sharing	52	2%
Career development support strategies	46	2%
Other	33	1%
Accessible communications technologies	17	1%

Why did you make this request?

	(n)	%
Work-life balance	276	39%
Caring responsibilities	237	34%
Health	231	33%
Family responsibilities	224	32%
Other	65	9%
Study commitments	40	6%
Disability	19	3%

What was your experience with making the request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	523	75%
The adjustments I needed were not made	125	18%
The adjustments I needed were made but the process was unsatisfactory	52	7%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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

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Caring responsibility	(n)	%
None of the above	932	37%
Primary school aged child(ren)	532	21%
Secondary school aged child(ren)	429	17%
Child(ren) - younger than preschool age	353	14%
Preschool aged child(ren)	248	10%
Frail or aged person(s)	245	10%
Prefer not to say	221	9%
Person(s) with a medical condition	138	5%
Person(s) with a mental illness	121	5%
Person(s) with disability	107	4%
Other	49	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

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Which of the following categories best describes your current position?

	(n)	%
Nursing Employees	1229	48%
Management, Administration and Corporate support	545	21%
Allied health - therapy discipline	297	12%
Other health and social care	108	4%
Medical Employees	101	4%
Allied health - science discipline	76	3%
Allied health - assistant	72	3%
Support services	67	3%
Community development	28	1%
Lived experience specific worker	9	0%
Pastoral / spiritual care	4	0%
Counselling	2	0%

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

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

How to read this

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Which of the following best describes the primary operational area in which you work?

	(n)	%
Hospital-based services	1701	67%
Prison-based services	2	0%
Corporate services	130	5%
Community-based services	382	15%
Residential aged care services	154	6%
Mental health care services	169	7%

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

	(n)	%
Aged care	212	8%
Critical care	123	5%
Drug and alcohol	2	0%
Emergency	130	5%
Maternity care	96	4%
Medical	210	8%
Mental health	266	10%
Mixed medical/surgical	67	3%
Neonatal care	25	1%
Palliative care	50	2%
Paediatrics	54	2%
Peri-operative	72	3%
Rehabilitation	176	7%
Surgical	140	6%
Other	462	18%
Administration	453	18%



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