People matter survey 2023

Have your say

Court Services Victoria
2023 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

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

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

Victorian Public Sector Commission

VICTORIA State Government

Report overview

About your report

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

Report contents

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

Comparing data in this report

Your organisation took part in the survey in 2021 but not 2022.

This means you'll be able to compare about 75% of this year's survey with your previous results.

Rounding of percentages

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

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

Survey questions and definitions

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

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Report overview

Privacy and anonymity

To protect you, we:

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

Read more in our privacy policy.

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

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

Our public sector values

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

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

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

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

Senior leadership	Organisation climate	Workgroup climate	Job and manager	Outcomes
• Lead the organisation • Set the culture • Lead by example • Actions influence outcomes	• Organisational integrity • Safety climate • Patient safety climate • Collaboration	• Quality service delivery • Innovation • Workgroup support • Safe to speak up	• Manager leadership • Manager support • Workload • Learning and development • Job enrichment • Meaningful work • Flexible working	• Engagement • Satisfaction • Wellbeing – work-related stress • Wellbeing – job-related affect • Intention to stay • Acting on negative behaviours • Inclusion

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

Responsiveness   Integrity   Impartiality   Accountability   Respect   Leadership   Human Rights

Report overview

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'.

CenITex

Commission for Children and Young People

Emergency Services Superannuation Board

Essential Services Commission

Family Violence Prevention Agency

Game Management Authority

Independent Broad-based Anti-corruption Commission

Infrastructure Victoria

Labour Hire Licensing Authority

Major Transport Infrastructure Authority

Office of Public Prosecutions

Office of the Chief Parliamentary Counsel

Office of the Governor Victoria

Office of the Legal Services Commissioner

Office of the Ombudsman Victoria

Office of the Victorian Electoral Commissioner

Office of the Victorian Government Architect

Office of the Victorian Information Commissioner

Office of the Victorian Inspectorate

Portable Long Service Authority

Public Record Office Victoria

Safe Transport Victoria

Safer Care Victoria

Service Victoria

Suburban Rail Loop Authority

Victorian Auditor-General's Office

Victorian Disability Worker Commission

Victorian Equal Opportunity and Human Rights Commission

Victorian Fisheries Authority

Victorian Gambling and Casino Control Commission

Report overview

Your comparator group 2 of 2

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Victorian Government Solicitor's Office

Victorian Public Sector Commission

Victorian Responsible Gambling Foundation

Victorian Skills Authority

Wage Inspectorate Victoria

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.

2021	
30%	
(881)	
Comparator	57%
Public Sector	39%

2023	
45%	
(1443)	
Comparator	65%
Public Sector	57%

People matter survey

2023

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People outcomes

Scorecard: employee engagement index

What this is

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

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

The weightings for each engagement response are:

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

Why this is important

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

2021	
69	
Comparator	73
Public Sector	70

2023	
67	
Comparator	72
Public Sector	67

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 67.

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.
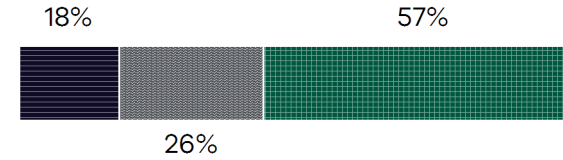
Example

74% 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

Legend: Disagree | Neither agree nor disagree | Agree

Benchmark agree results
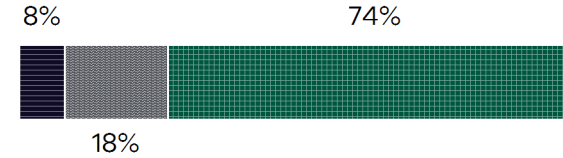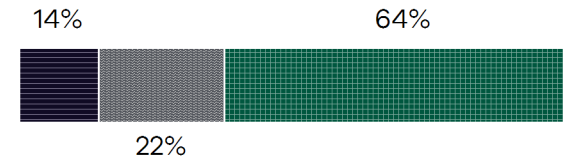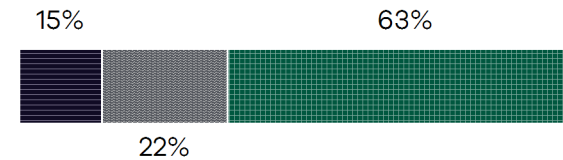
Survey question		You		Comparator		
		2021	2023	Lowest	Average	Highest
I am proud to tell others I work for my organisation	8% / 18% / 74%	79 %	74 %	45 %	78 %	100 %
My organisation motivates me to help achieve its objectives	14% / 22% / 64%	64 %	64 %	50 %	73 %	94 %
I would recommend my organisation as a good place to work	15% / 22% / 63%	67 %	63 %	44 %	73 %	97 %
My organisation inspires me to do the best in my job	14% / 24% / 62%	61 %	62 %	45 %	70 %	91 %
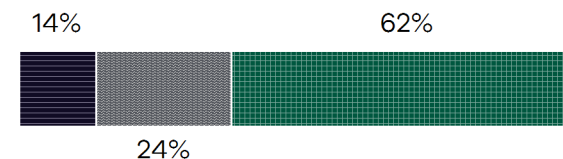
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What this is

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 67.

Why this is important

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

How to read this

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

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

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

Example

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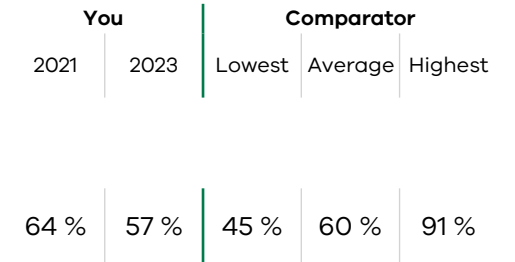
Survey question

	Disagree		Neither agree nor disagree
	Agree		

I feel a strong personal attachment to my organisation

Your results

18%   57%

26%

Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
	64 %	57 %	45 %	60 %	91 %

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:

- 77% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 82% of staff at your comparator and 78% of staff across the public sector.
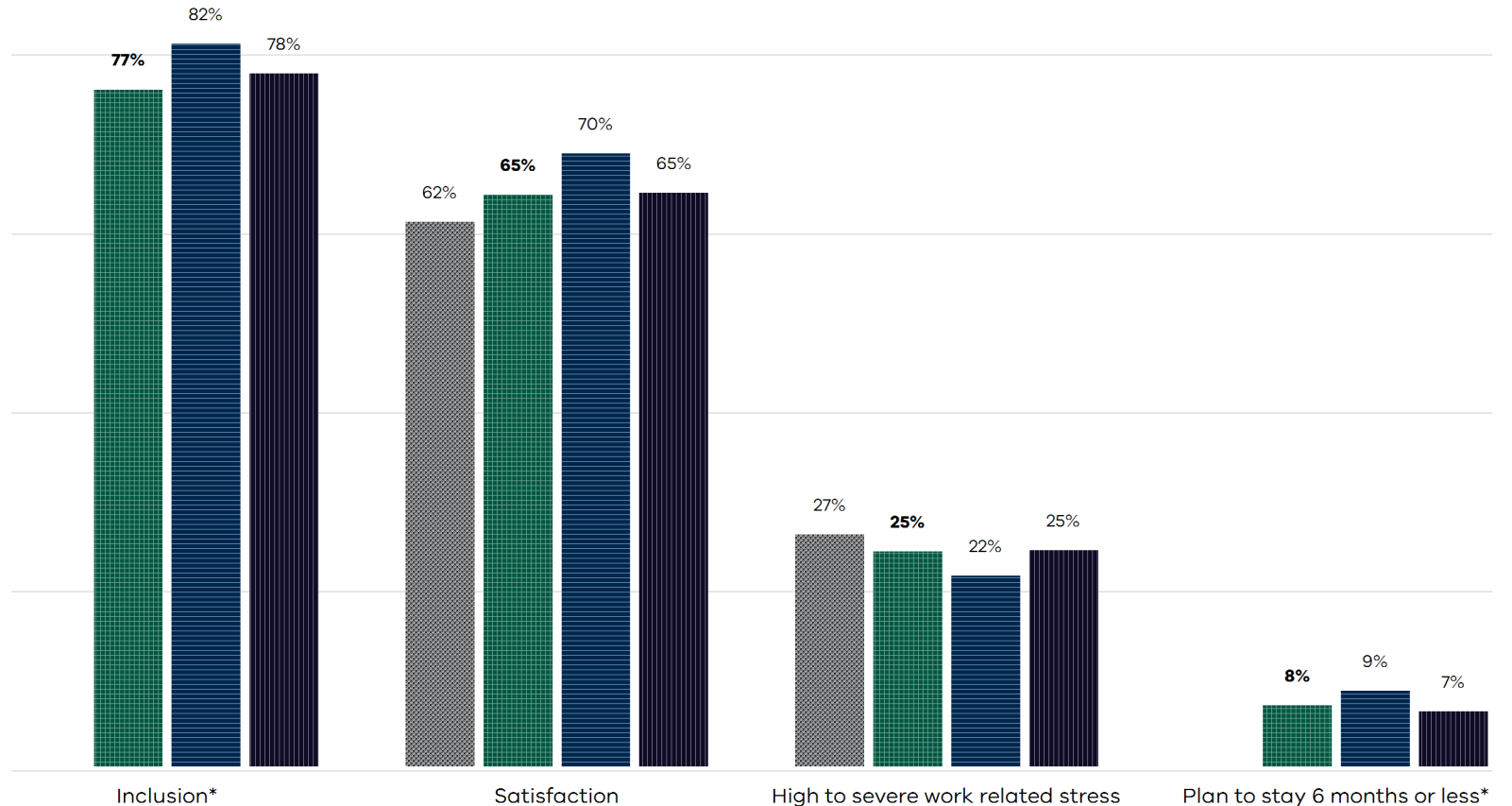
Inclusion*: You 2021 (n/a), You 2023 77%, Comparator 2023 82%, Public sector 2023 78%

Satisfaction: You 2021 62%, You 2023 65%, Comparator 2023 70%, Public sector 2023 65%

High to severe work related stress: You 2021 27%, You 2023 25%, Comparator 2023 22%, Public sector 2023 25%

Plan to stay 6 months or less*: You 2023 8%, Comparator 2023 9%, Public sector 2023 7%

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

Legend: You 2021, 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

70% of your staff who did the survey were satisfied or very satisfied with 'How satisfied are you with the work/life balance in your current job'.

Survey question

Your results

Legend:
- Dissatisfied
- Satisfied
- Neither satisfied nor dissatisfied

How satisfied are you with the work/life balance in your current job

16%   70%
13%

Considering everything, how satisfied are you with your current job

14%   70%
16%

How satisfied are you with your career development within your current organisation

20%   54%
26%

Benchmark satisfied results

Survey question	You		Comparator		
	2021	2023	Lowest	Average	Highest
How satisfied are you with the work/life balance in your current job	66 %	70 %	58 %	77 %	100 %
Considering everything, how satisfied are you with your current job	69 %	70 %	56 %	74 %	100 %
How satisfied are you with your career development within your current organisation	50 %	54 %	41 %	57 %	83 %

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 2021 and your comparator.

Example

25% 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 25% of staff across the public sector.

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

Nil	11%
Low / mild	30%
Moderate	34%
High	15%
Very high	7%
Severe	3%
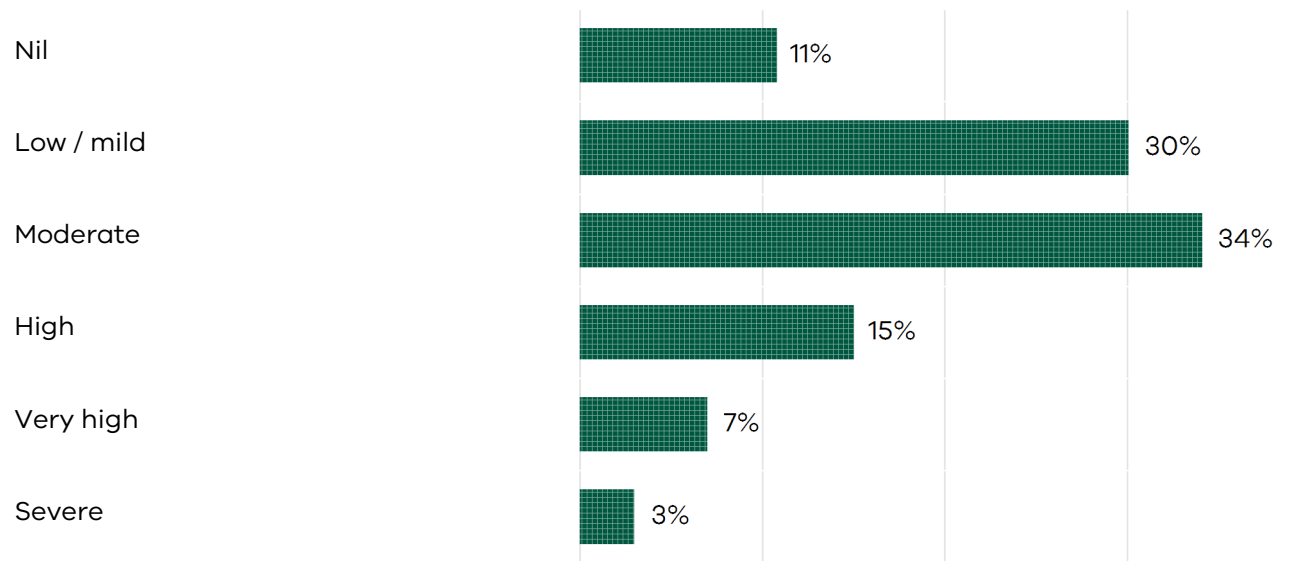
Reported levels of high to severe stress

2021	2023
27%	**25%**

Comparator	27%	Comparator	22%
Public Sector	26%	Public Sector	25%
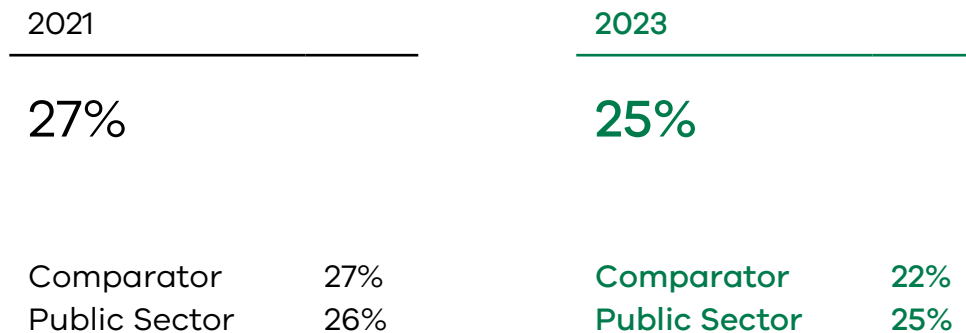
People outcomes

Work-related stress causes

What this is

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

Why this is important

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

How to read this

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

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

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

Example

89% of your staff who did the survey said they experienced mild to severe stress.

Of that 89%, 47% said the top reason was 'Workload'.

	1287	156
	89%	11%

■ Experienced some work-related stress   ▦ Did not experience some work-related stress
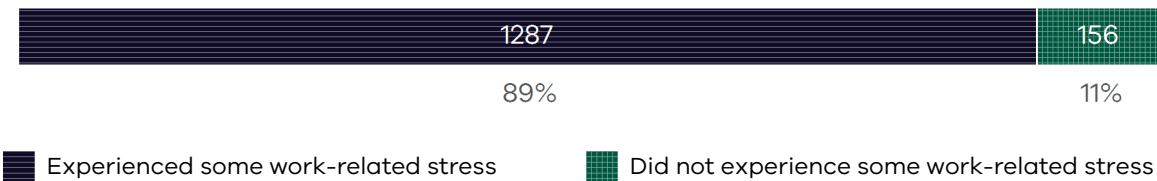
Of those that experienced work related stress it was from …	You 2021	You 2023	Comparator 2023	Public sector 2023
Workload	50%	47%	45%	49%
Time pressure	43%	40%	42%	41%
Dealing with clients, patients or stakeholders	17%	20%	16%	15%
Content, variety, or difficulty of work	14%	15%	13%	11%
Management of work (e.g. supervision, training, information, support)	15%	15%	11%	13%
Competing home and work responsibilities	10%	14%	13%	14%
Unclear job expectations	14%	13%	15%	14%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	11%	12%	10%	11%
Other	7%	11%	10%	12%
Job security	9%	11%	16%	11%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Intention to stay

What this is

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

Why this is important

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

How to read this

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

Example

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

■ Leaving your organisation   ▦ Leaving the sector   ▦ Staying

Employees plan to work at your organisation for …	You 2023	Comparator 2023	Public sector 2023
6 months or less	8%	9%	7%
Over 6 months and up to 1 year	13%	13%	10%
Over 1 year and up to 3 years	26%	32%	24%
Over 3 years and up to 5 years	15%	17%	15%
Over 5 years	37%	29%	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

81% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I feel culturally safe at work	7% Disagree / 12% Neither / 81% Agree	75 %	81 %	69 %	87 %	100 %
I can be myself at work	9% Disagree / 12% Neither / 80% Agree	Not asked	80 %	72 %	84 %	100 %
I feel as if I belong at this organisation	10% Disagree / 21% Neither / 69% Agree	Not asked	69 %	50 %	75 %	97 %
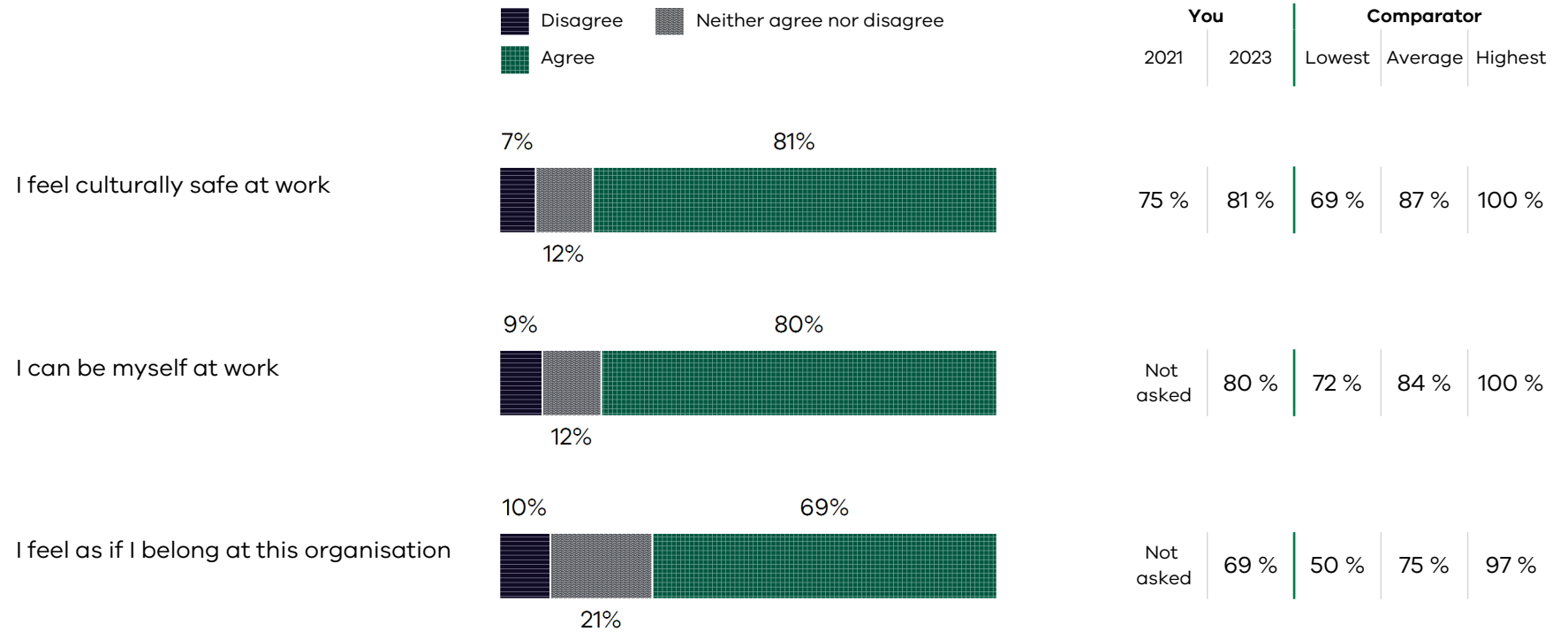
People outcomes

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

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

Staff who experienced one or more barriers to success at work

405	1038
28%	72%

■ Experienced barriers listed   ■ Did not experience any of the barriers listed
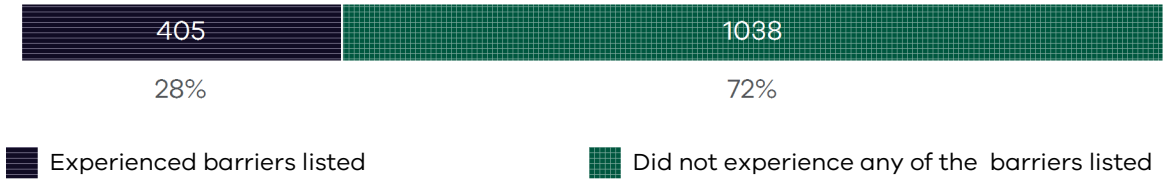
During the last 12 months, employees experienced barriers to their success due to …	You 2023	Comparator 2023	Public sector 2023
My mental health	10%	6%	8%
My flexible working	8%	6%	7%
My age	8%	5%	8%
My caring responsibilities	7%	5%	7%
My sex	5%	4%	6%
My physical health	4%	3%	4%
My cultural background	3%	3%	3%
My disability	3%	1%	2%
My physical features	1%	1%	1%
My gender identity	1%	1%	1%

Victorian Public Sector Commission

VICTORIA State Government

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

13% 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

387	1056
27%	73%

■ Witnessed barriers listed   ▦ Did not witness barriers listed
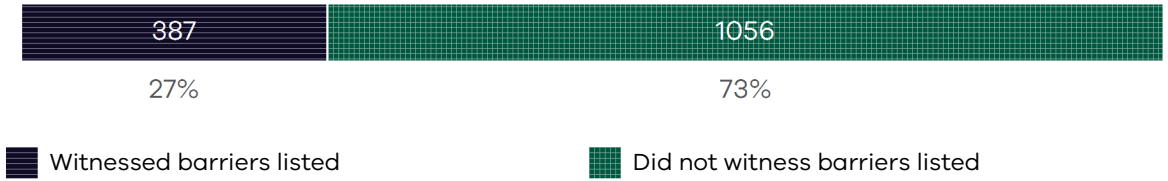
During the last 12 months, employees witnessed barriers to the success of other employees due to their...	You 2023	Comparator 2023	Public sector 2023
Flexible working	13%	7%	10%
Mental health	11%	5%	8%
Caring responsibilities	8%	5%	7%
Age	7%	4%	6%
Sex	5%	5%	7%
Physical health	4%	2%	3%
Cultural background	4%	3%	4%
Disability	3%	2%	2%
Race	2%	2%	2%
Aboriginal and/or Torres Strait Islander status	2%	1%	1%

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:

- 50% of your staff who did the survey said work made them feel happy in 2023, which is up from 45% in 2021

Compared to:

- 55% of staff at your comparator and 52% of staff across the public sector.

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

	Happy	Enthusiastic	Worried	Miserable
You 2021	45%	45%	38%	20%
You 2023	50%	44%	32%	18%
Comparator 2023	55%	53%	27%	15%
Public sector 2023	52%	48%	31%	18%

Legend: You 2021 | You 2023 | Comparator 2023 | Public sector 2023
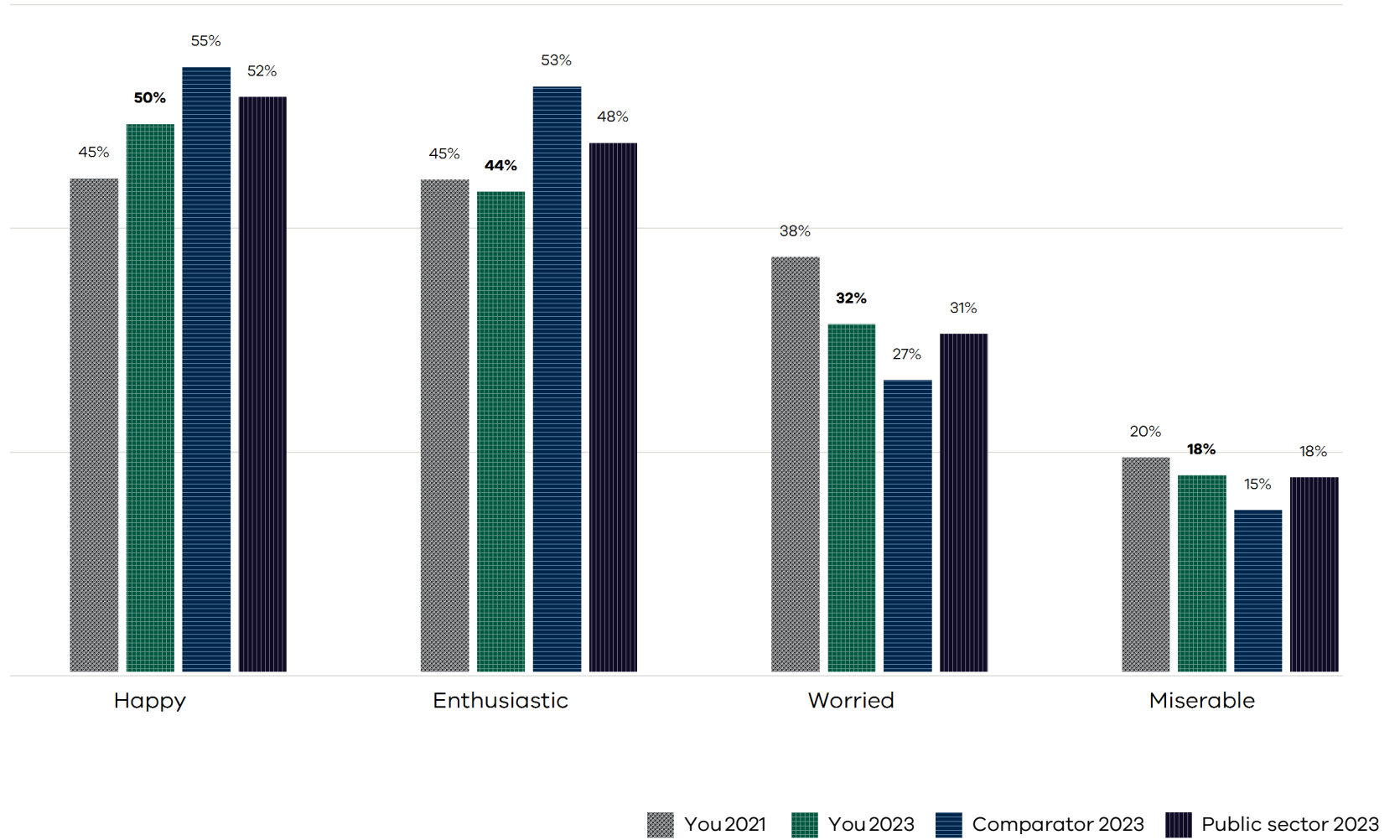
People outcomes

Scorecard: negative behaviours

What this is

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

Why this is important

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

How to read this

Each label represents a question in the survey about negative behaviour.

Each result is the percentage of staff who said they experienced bullying, sexual harassment, discrimination or violence and aggression in the past 12 months.

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

Example

In 2023:

- 17% of your staff who did the survey stated they experienced ' Violence or aggression' in the last 12 months which is up from 14% in 2021.

Compared to:

- 5% of staff at your comparator and 11% of staff across the public sector.

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

Categories: Violence or aggression, Bullying, Sexual harassment, Discrimination

Violence or aggression: You 2021 14%, You 2023 17%, Comparator 2023 5%, Public sector 2023 11%

Bullying: You 2021 15%, You 2023 13%, Comparator 2023 8%, Public sector 2023 12%

Sexual harassment: You 2021 6%, You 2023 6%, Comparator 2023 3%, Public sector 2023 4%

Discrimination: You 2021 4%, You 2023 6%, Comparator 2023 4%, Public sector 2023 6%

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

13% of your staff who did the survey said they experienced bullying.

Of that 13%, 76% 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?

184	1155	104
13%	80%	7%

■ Experienced bullying   ▨ Did not experience bullying   ▨ Not sure
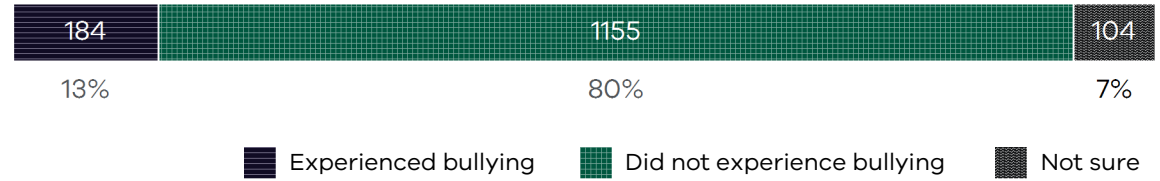
If you experienced bullying, what type of bullying did you experience?	You 2021	You 2023	Comparator 2023	Public sector 2023
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	77%	76%	81%	71%
Exclusion or isolation	45%	52%	48%	45%
Withholding essential information for me to do my job	33%	33%	37%	30%
Intimidation and/or threats	33%	30%	25%	29%
Being assigned meaningless tasks unrelated to my job	11%	21%	17%	16%
Other	20%	19%	11%	16%
Verbal abuse	23%	18%	20%	20%
Being given impossible assignment(s)	8%	13%	14%	11%
Interference with my personal property and/or work equipment	5%	5%	2%	6%

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

13% of your staff who did the survey said they experienced bullying, of which

- 60% 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?

184	1155	104
13%	80%	7%

■ Experienced bullying   ▧ Did not experience bullying   ▨ Not sure
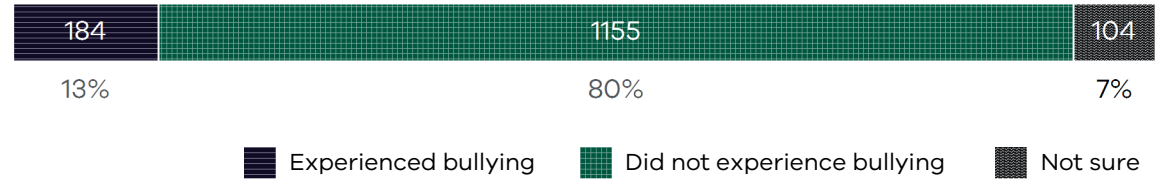
Did you tell anyone about the bullying?	You 2021	You 2023	Comparator 2023	Public sector 2023
Told a manager	44%	60%	53%	50%
Told a friend or family member	41%	46%	36%	36%
Told a colleague	45%	41%	45%	41%
Told the person the behaviour was not OK	20%	20%	19%	17%
Told someone else	14%	18%	14%	13%
Told Human Resources	16%	17%	22%	13%
Told employee assistance program (EAP) or peer support	11%	14%	12%	10%
Submitted a formal complaint	9%	9%	13%	12%
I did not tell anyone about the bullying	10%	9%	10%	12%

People outcomes

Bullying - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

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

Example

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

- 60% said the top reason was 'I believed there would be negative consequences for my reputation'.

Did you submit a formal complaint?
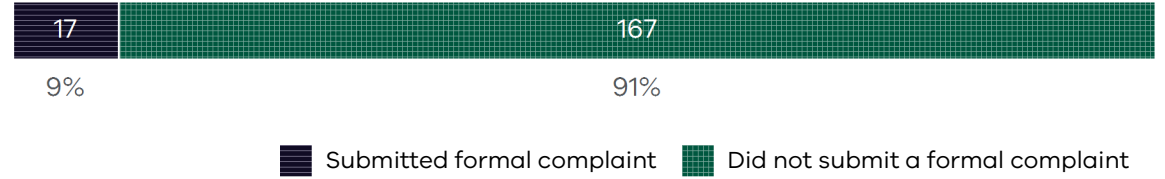
17	167
9%	91%

■ Submitted formal complaint   ■ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2021	You 2023	Comparator 2023	Public sector 2023
I believed there would be negative consequences for my reputation	60%	60%	58%	55%
I didn't think it would make a difference	54%	58%	48%	51%
I believed there would be negative consequences for my career	53%	51%	47%	45%
I didn't feel safe to report the incident	23%	30%	25%	19%
I thought the complaint process would be embarrassing or difficult	16%	17%	14%	13%
Other	15%	17%	14%	14%
I didn't think it was serious enough	17%	14%	18%	16%
I believed there would be negative consequences for the person I was going to complain about	11%	11%	9%	10%
I didn't know who to talk to	9%	10%	4%	5%
I didn't know how to make a complaint	8%	8%	6%	6%

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, 13% of your staff said they experienced bullying.

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

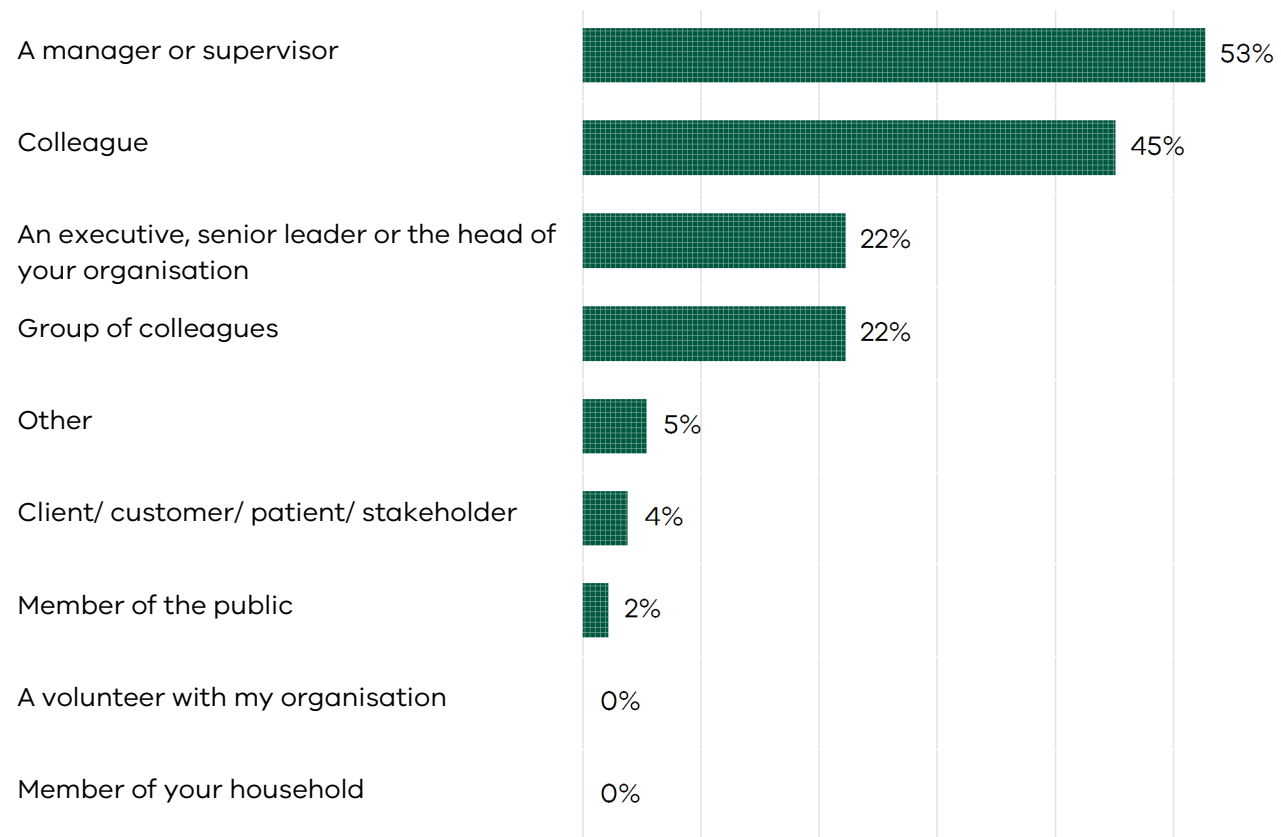In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

13% of your staff who did the survey said they experienced bullying.

Of that 13%, 53% said it was by 'A manager or supervisor'.

184 people (13% of staff) experienced bullying (You 2023)

A manager or supervisor	53%
Colleague	45%
An executive, senior leader or the head of your organisation	22%
Group of colleagues	22%
Other	5%
Client/ customer/ patient/ stakeholder	4%
Member of the public	2%
A volunteer with my organisation	0%
Member of your household	0%

People outcomes

Relationship to perpetrator

What this is

This provides further detail on who staff have said are responsible for 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, 13% 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

13% of your staff who did the survey said they experienced bullying.

Of that 13%, 96% said it was by someone within the organisation.

Of that 96%, 55% said it was 'They were in my workgroup'.

177 people (96% of staff who experienced bullying) experienced bullying from within your organisation (You 2023)

Relationship	Percentage
They were in my workgroup	55%
They were my immediate manager or supervisor	46%
They were outside my workgroup	27%
They were someone I supervise or manage	5%

Victorian Public Sector Commission

VICTORIA State Government
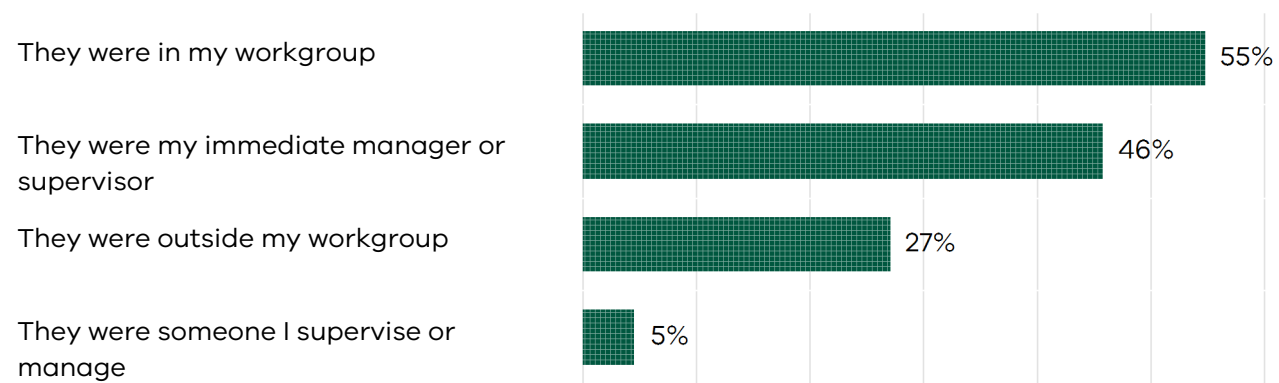
People outcomes

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

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

Of those, 58% 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?

89	1354
6%	94%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
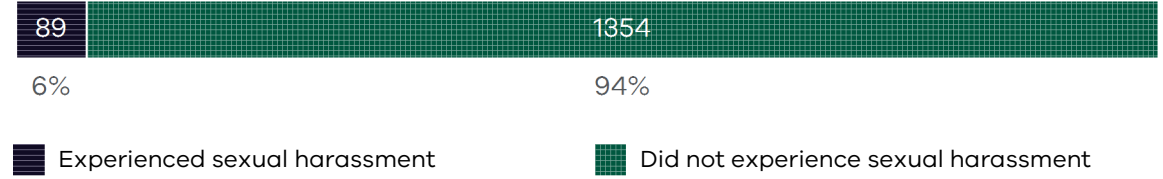
Behaviours reported	You 2021	You 2023	Comparator 2023	Public sector 2023
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	56%	58%	45%	50%
Intrusive questions about your private life or comments about your physical appearance	51%	45%	44%	45%
Inappropriate staring or leering that made you feel intimidated	14%	26%	18%	15%
Inappropriate physical contact	14%	20%	10%	14%
Any other unwelcome conduct of a sexual nature	7%	18%	4%	8%
Unwelcome touching, hugging, cornering or kissing	12%	9%	10%	14%
Repeated or inappropriate invitations to go out on dates	2%	6%	7%	4%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	5%	4%	7%	4%
Sexually explicit email or SMS message	5%	3%	1%	2%
Sexual gestures, indecent exposure or inappropriate display of the body	5%	1%	4%	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

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

Of those, 43% said their top response was 'Tried to laugh it off or forget about it'.

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

89	1354
6%	94%

■ Experienced sexual harassment ▥ Did not experience sexual harassment
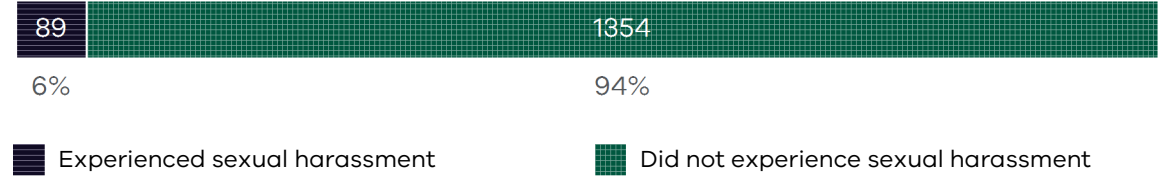
When the harassment happened to you, did you respond in any of the following ways?	You 2021	You 2023	Comparator 2023	Public sector 2023
Tried to laugh it off or forget about it	56%	43%	51%	40%
Avoided the person(s) by staying away from them	37%	40%	39%	36%
Pretended it didn't bother you	53%	40%	47%	44%
Told a manager	25%	34%	17%	20%
Told a colleague	30%	26%	26%	23%
Told a friend or family member	23%	26%	25%	21%
Avoided locations where the behaviour might occur	12%	24%	18%	14%
Told the person the behaviour was not OK	21%	17%	17%	23%
Told someone else	9%	11%	9%	6%
Other	0%	4%	5%	5%

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

97% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 52% said the top reason was 'I didn't think it was serious enough'.

Did you submit a formal complaint?

	3	86
	3%	97%

■ Submitted formal complaint   ■ Did not submit a formal complaint
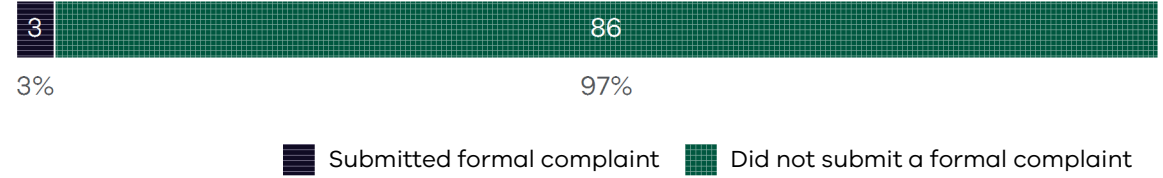
What was your reason for not submitting a formal complaint?	You 2021	You 2023	Comparator 2023	Public sector 2023
I didn't think it was serious enough	49%	52%	51%	44%
I didn't think it would make a difference	49%	44%	31%	40%
I believed there would be negative consequences for my reputation	40%	31%	39%	37%
I believed there would be negative consequences for my career	28%	28%	32%	27%
I believed there would be negative consequences for the person I was going to complain about	7%	16%	16%	13%
I didn't feel safe to report the incident	11%	13%	5%	9%
I didn't need to because I no longer had contact with the person(s) who harassed me	2%	13%	9%	7%
I thought the complaint process would be embarrassing or difficult	14%	13%	10%	11%
Other	12%	13%	13%	10%
I didn't need to because I made the harassment stop	12%	9%	10%	10%

Victorian Public Sector Commission

VICTORIA State Government

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, 6% of your staff said they experienced sexual harassment.

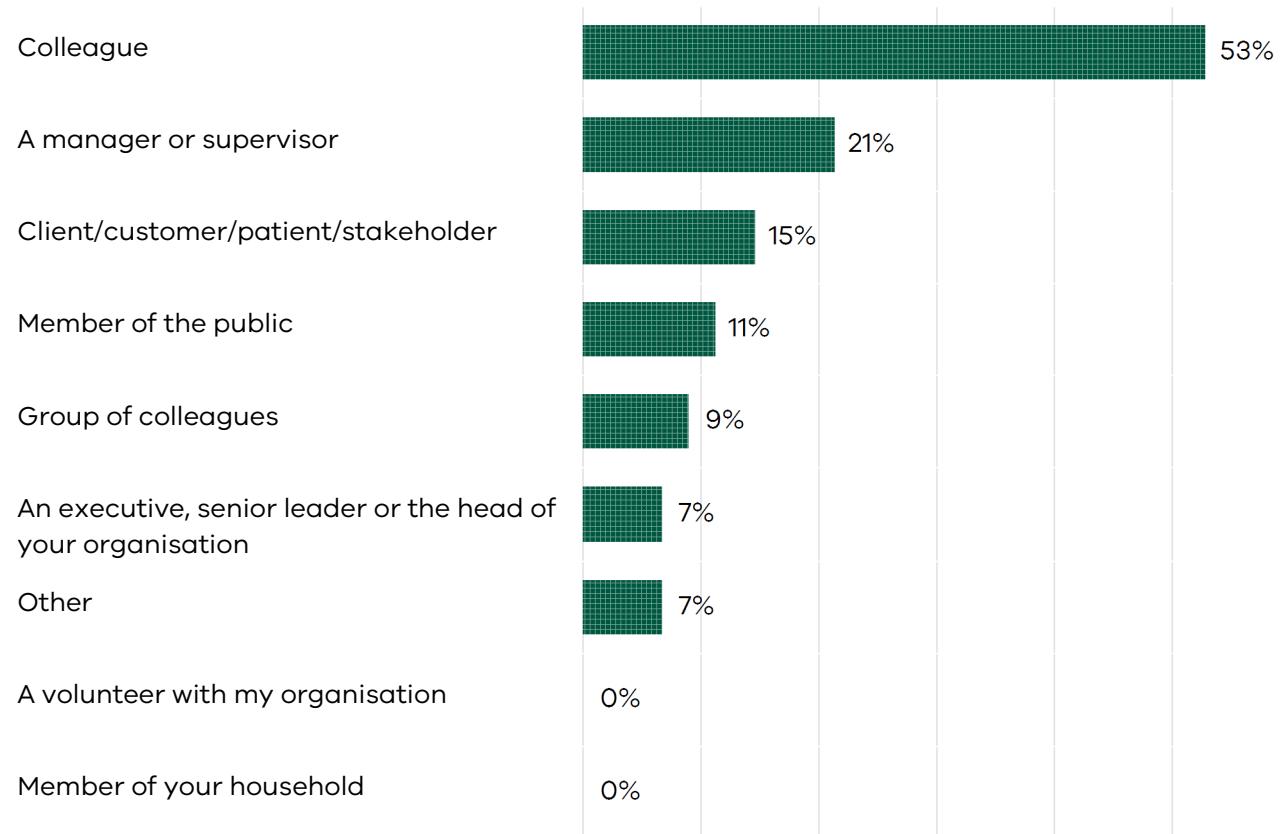If they did, they could tell us with one or more answers who the perpetrator was.
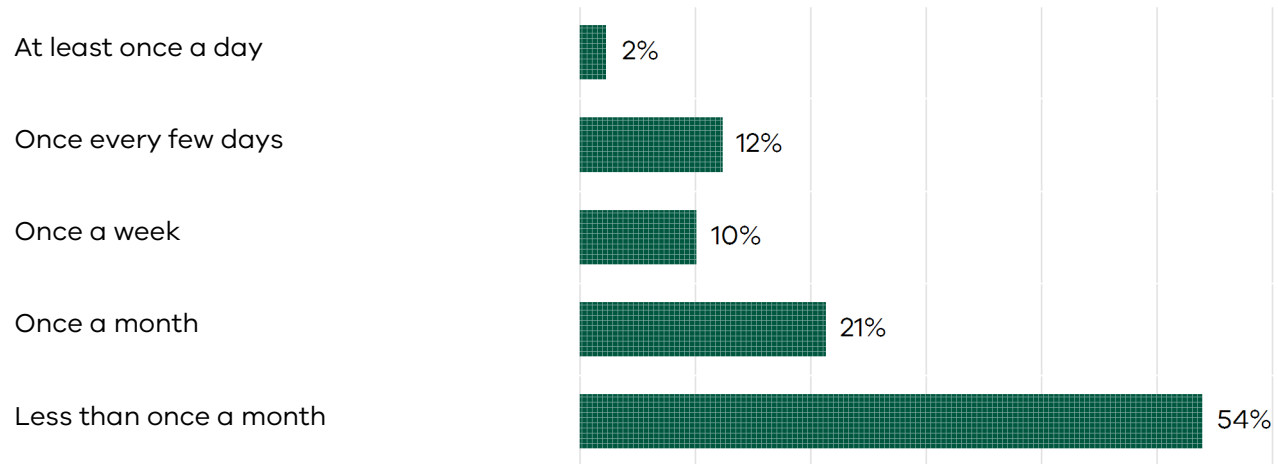
In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

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

Of that 6%, 53% said it was by 'Colleague'.

89 people (6% of staff) experienced sexual harassment (You2023)

Perpetrator	%
Colleague	53%
A manager or supervisor	21%
Client/customer/patient/stakeholder	15%
Member of the public	11%
Group of colleagues	9%
An executive, senior leader or the head of your organisation	7%
Other	7%
A volunteer with my organisation	0%
Member of your household	0%

People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 6% 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

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

Of that 6%, 78% said it was by someone within the organisation.

Of that 78%, 48% said it was 'They were in my workgroup'.

69 people (78% of staff who experienced harassment) experienced harassment from within your organisation (You 2023)

Relationship	%
They were in my workgroup	48%
They were outside my workgroup	46%
They were my immediate manager or supervisor	16%
They were someone I supervise or manage	1%
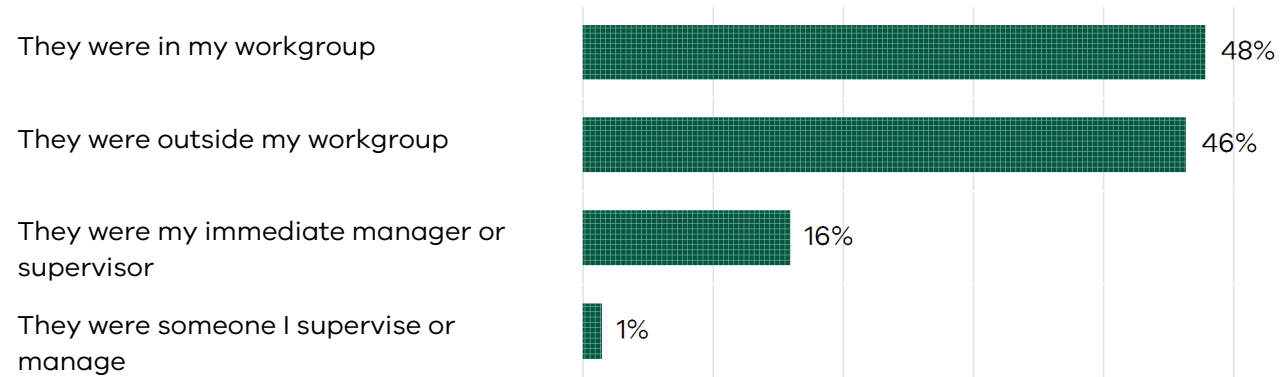
People outcomes

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, 6% of your staff said they experienced sexual harassment.

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

The graph shows how often staff were experiencing sexual harassment.

Example

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

Of that 6%, 2% said it was 'At least once a day'.

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

Frequency	Percentage
At least once a day	2%
Once every few days	12%
Once a week	10%
Once a month	21%
Less than once a month	54%

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

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

Of that 6%, 25% said it was 'Employment activity'.

Have you experienced discrimination at work?

83	1206	154
6%	84%	11%

■ Experienced discrimination ■ Did not experience discrimination ■ Not sure
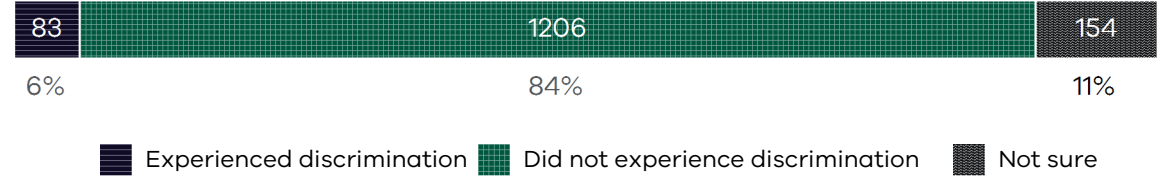
Why were you discriminated against?	You 2021	You 2023	Comparator 2023	Public sector 2023
Employment activity	0%	25%	22%	26%
Age	31%	24%	25%	28%
Race	0%	18%	21%	16%
Sex	0%	18%	24%	26%
Parent or carer status (including pregnancy and breastfeeding)	0%	17%	14%	15%

People outcomes

Type of discrimination

What this is

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

Why this is important

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

How to read this

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

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

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

Example

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

Of that 6%, 49% said it was 'Other'.

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

83	1206	154
6%	84%	11%

■ Experienced discrimination ▨ Did not experience discrimination ▨ Not sure
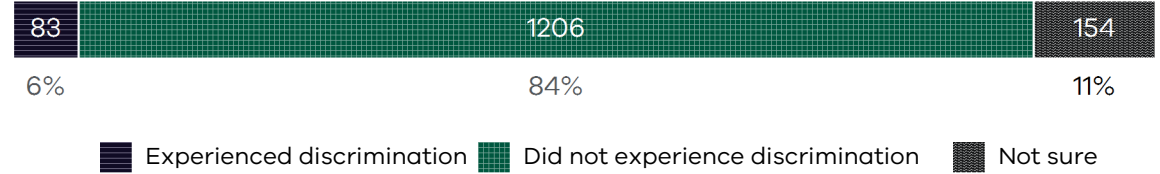
If you experienced discrimination, what type of discrimination did you experience?	You 2021	You 2023	Comparator 2023	Public sector 2023
Other	47%	49%	43%	36%
Opportunities for promotion	41%	30%	36%	41%
Denied flexible work arrangements or other adjustments	19%	27%	22%	22%
Opportunities for training	19%	24%	24%	26%
Opportunities for transfer/secondment	22%	14%	13%	21%
Employment security - threats of dismissal or termination	19%	11%	12%	13%
Access to leave	9%	6%	7%	9%
Pay or conditions offered by employer	3%	5%	10%	10%

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

6% of your staff who did the survey said they experienced discrimination, of which

- 41% said the top way they reported the discrimination was 'Told a colleague'.
- 94% said they didn't submit a formal complaint.

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

83	1206	154
6%	84%	11%

■ Experienced discrimination ■ Did not experience discrimination ■ Not sure
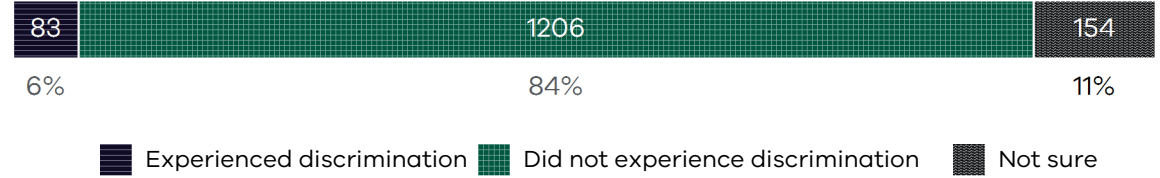
Did you tell anyone about the discrimination?	You 2021	You 2023	Comparator 2023	Public sector 2023
Told a colleague	34%	41%	38%	36%
Told a friend or family member	38%	41%	34%	31%
Told a manager	16%	33%	38%	30%
I did not tell anyone about the discrimination	34%	20%	19%	24%
Told someone else	19%	16%	17%	14%
Told Human Resources	9%	14%	21%	11%
Told employee assistance program (EAP) or peer support	6%	13%	9%	9%
Told the person the behaviour was not OK	13%	11%	9%	9%
Submitted a formal complaint	6%	6%	9%	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

94% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 60% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?
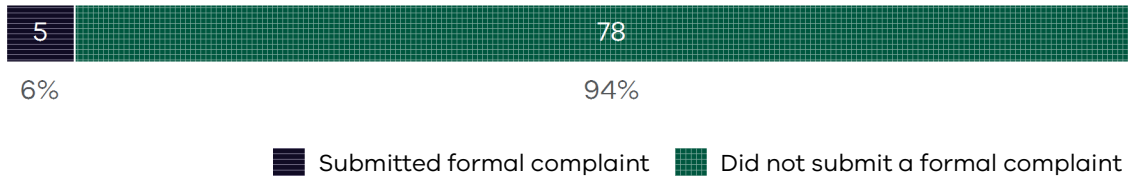
5	78
6%	94%

■ Submitted formal complaint   ■ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2021	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	53%	60%	56%	59%
I believed there would be negative consequences for my reputation	63%	59%	58%	56%
I believed there would be negative consequences for my career	53%	58%	56%	54%
I didn't feel safe to report the incident	27%	26%	21%	18%
I didn't think it was serious enough	20%	18%	16%	12%
I thought the complaint process would be embarrassing or difficult	20%	14%	14%	12%
I believed there would be negative consequences for the person I was going to complain about	10%	12%	10%	8%
I was advised not to	7%	10%	3%	4%
I didn't know who to talk to	3%	9%	7%	6%
Other	13%	9%	9%	11%

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, 6% 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

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

Of that 6%, 61% said it was by 'A manager or supervisor'.

83 people (6% of staff) experienced discrimination (You 2023)
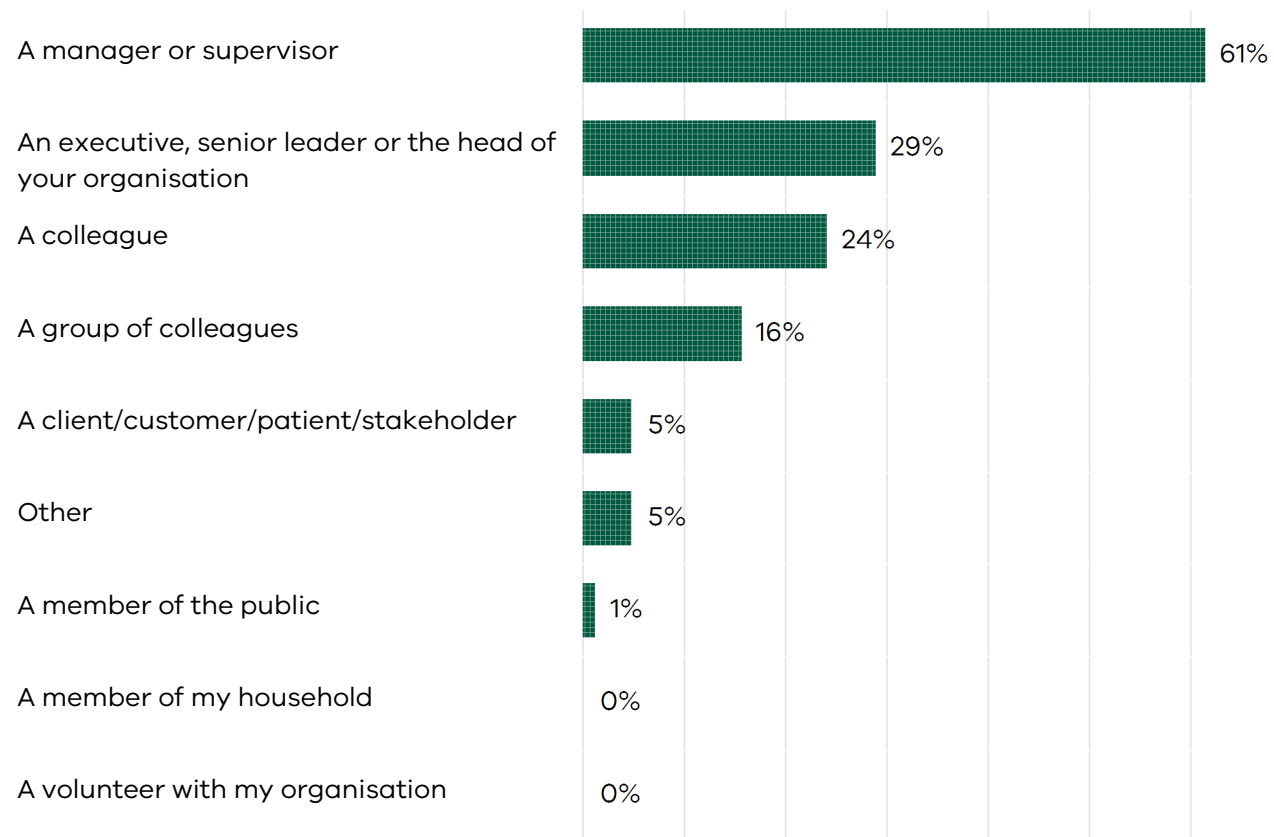
Perpetrator	Percentage
A manager or supervisor	61%
An executive, senior leader or the head of your organisation	29%
A colleague	24%
A group of colleagues	16%
A client/customer/patient/stakeholder	5%
Other	5%
A member of the public	1%
A member of my household	0%
A volunteer with my organisation	0%

People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 6% 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

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

Of that 6%, 93% said it was by someone within the organisation.

Of that 93%, 55% said it was 'They were my immediate manager or supervisor'.

77 people (93% of staff who experienced discrimination) experienced discrimination from within your organisation (You 2023)

Relationship	Percentage
They were my immediate manager or supervisor	55%
They were in my workgroup	51%
They were outside my workgroup	29%
They were someone I supervise or manage	1%
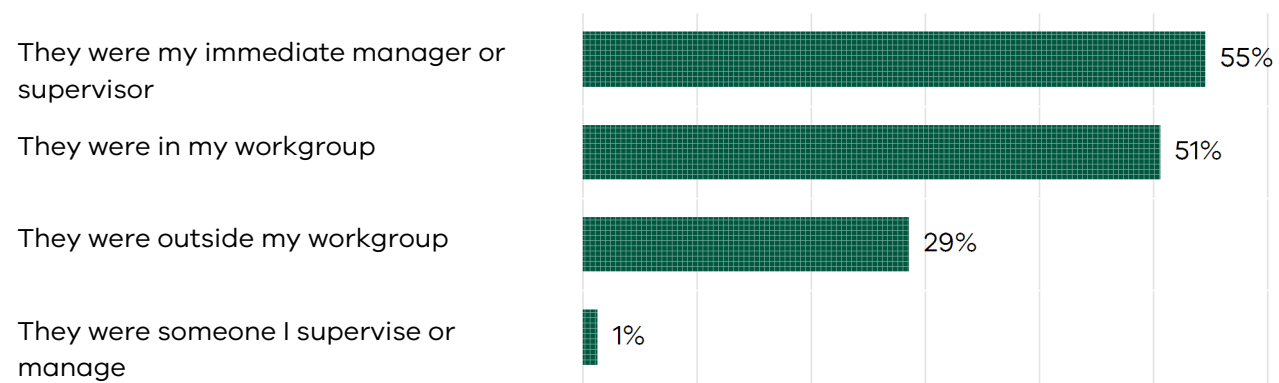
Negative behaviour

Violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

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

Of that 17%, 81% said it was from 'Abusive language'.

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

246	1159	38
17%	80%	3%

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

If you experienced violence or aggression, what type did you experience?	You 2021	You 2023	Comparator 2023	Public sector 2023
Abusive language	75%	81%	62%	75%
Intimidating behaviour	67%	76%	74%	73%
Threats of violence	27%	25%	16%	39%
Other	7%	7%	8%	6%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	4%	2%	2%	20%
Stalking, including cyber-stalking	2%	2%	3%	2%
Damage to my property or work equipment	2%	2%	1%	5%

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Negative behaviour

Telling someone about violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

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

- 61% said the top way they reported the violence or agression was 'Told a manager'
- 89% said they didn't submit a formal incident report.

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

246	1159	38
17%	80%	3%

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

Did you tell anyone about the incident?	You 2021	You 2023	Comparator 2023	Public sector 2023
Told a manager	56%	61%	63%	56%
Told a colleague	46%	46%	56%	40%
Told the person the behaviour was not OK	30%	27%	22%	23%
Told a friend or family member	19%	25%	28%	19%
Submitted a formal incident report	6%	11%	12%	30%
I did not tell anyone about the incident(s)	8%	11%	9%	9%
Told someone else	8%	9%	8%	6%
Told employee assistance program (EAP) or peer support	5%	5%	4%	5%
Told Human Resources	6%	4%	12%	6%

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

89% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 38% said the top reason was 'I didn't think it was serious enough'.

Did you submit a formal incident report?

28	218
11%	89%

■ Submitted formal incident report ■ Did not submit a formal incident report
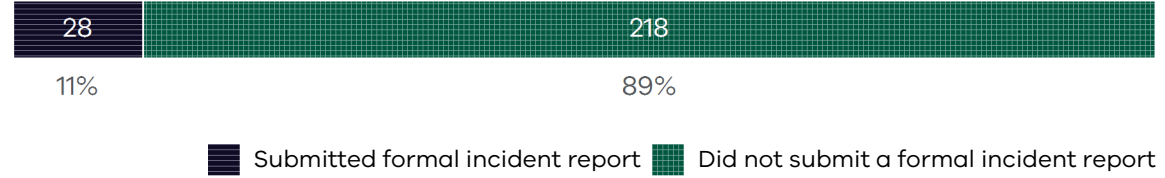
What was your reason for not submitting a formal incident report?	You 2021	You 2023	Comparator 2023	Public sector 2023
I didn't think it was serious enough	48%	38%	28%	28%
I didn't think it would make a difference	36%	31%	39%	38%
Other	21%	25%	17%	22%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	18%	24%	18%	13%
I didn't need to because I made the violence or aggression stop	18%	14%	13%	14%
I believed there would be negative consequences for my reputation	16%	13%	34%	21%
I believed there would be negative consequences for my career	13%	11%	33%	18%
I didn't feel safe to report the incident	4%	7%	13%	7%
I didn't know how to make a complaint	3%	6%	5%	4%
I was advised not to	3%	4%	1%	3%

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Negative behaviour

Perpetrators of violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

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

Each row is one perpetrator or a group of perpetrators.

Example

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

Of that 17%, 57% said it was 'Member of the public'.

246 people (17% of staff) experienced violence or aggression (You2023)
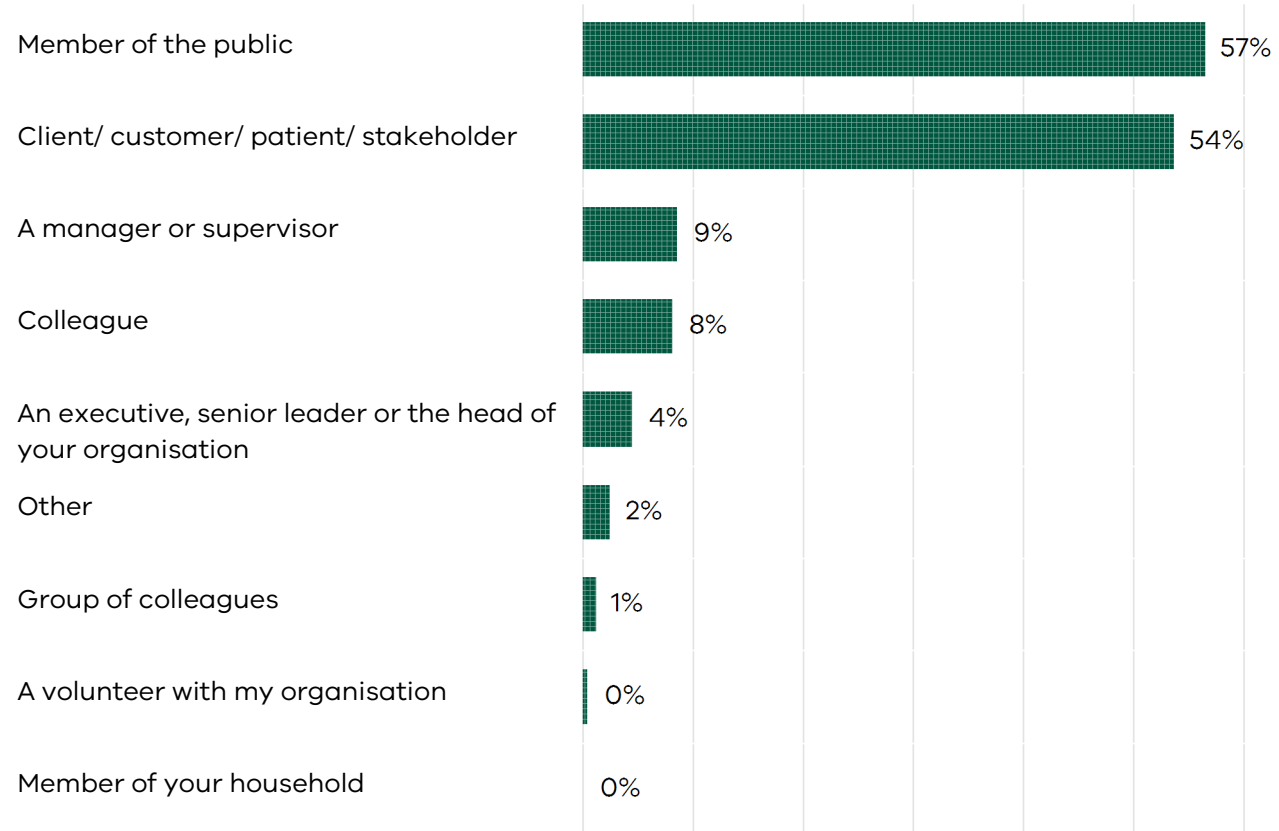
Perpetrator	Percentage
Member of the public	57%
Client/ customer/ patient/ stakeholder	54%
A manager or supervisor	9%
Colleague	8%
An executive, senior leader or the head of your organisation	4%
Other	2%
Group of colleagues	1%
A volunteer with my organisation	0%
Member of your household	0%

People outcomes

Relationship to perpetrator

What this is

This provides further detail on who staff have said are responsible for 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, 17% 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

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

Of that 17%, 20% said it was by someone within the organisation.

Of that 20%, 47% said it was 'They were in my workgroup'.

49 people (20% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You2023)

They were in my workgroup	47%
They were my immediate manager or supervisor	37%
They were outside my workgroup	31%
They were someone I supervise or manage	10%

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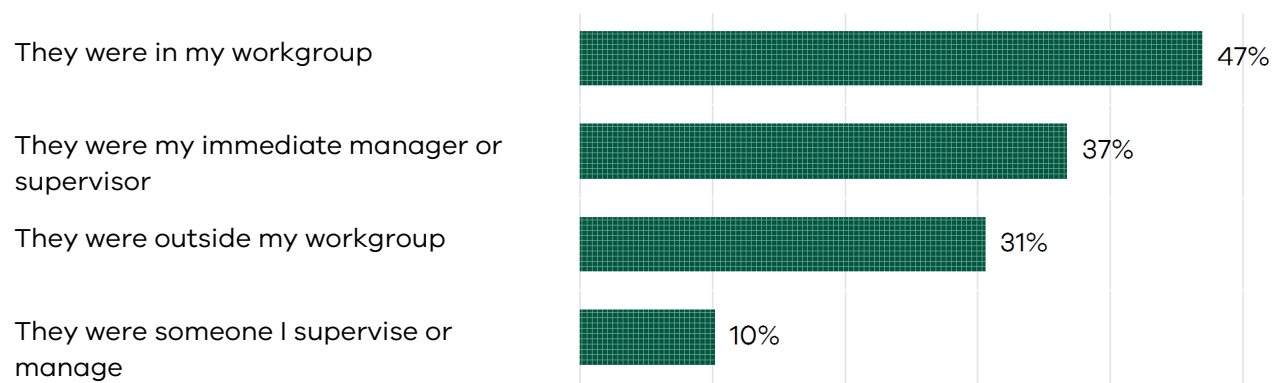
Negative behaviour

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

22% of your staff who did the survey said they witnessed some negative behaviour at work.

78% 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?

317	1126
22%	78%

■ Witnessed some negative behaviour ▦ Did not witness some negative behaviour

During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2021	You 2023	Comparator 2023	Public sector 2023
No, I have not witnessed any of the situations above	78%	78%	86%	81%
Bullying of a colleague	16%	16%	9%	13%
Discrimination against a colleague	6%	8%	5%	7%
Violence or aggression against a colleague	5%	5%	2%	3%
Sexual harassment of a colleague	2%	3%	1%	1%

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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

22% of your staff who did the survey witnessed negative behaviour, of which:

- 72% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 8% took no action.

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

317	1126
22%	78%

■ Witnessed some negative behaviour ▧ Did not witness some negative behaviour

When you witnessed the above behaviour(s), did you do any of the following?	You 2021	You 2023	Comparator 2023	Public sector 2023
Spoke to the person who experienced the behaviour	74%	72%	74%	69%
Told a manager	32%	43%	35%	38%
Told a colleague	17%	21%	22%	19%
Told the person the behaviour was not OK	15%	19%	16%	20%
Spoke to the person who behaved in a negative way	17%	19%	15%	17%
Told Human Resources	11%	9%	13%	7%
Took no action	9%	8%	8%	8%
Other	8%	6%	5%	6%
Submitted a formal complaint	2%	4%	4%	5%

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

54% 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

■ No   ▦ Don't know

▦ Yes

Your results

Violence or aggression

18%   54%

29%

Bullying

65%   24%

12%

Benchmark satisfied results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
Violence or aggression	Not asked	54 %	0 %	47 %	100 %
Bullying	8 %	24 %	0 %	16 %	100 %

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Key differences

Highest scoring questions

What this is

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

How to read this

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

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

You can also compare your 2023 scores against your 2021 scores and your 2023 comparator group.

Example

On the first row 'Job enrichment', the 'You 2023' column shows 92% of your staff agreed with 'I can use my skills and knowledge in my job'.
This question was not asked in 2021.

Question group	Highest scoring questions	You 2023	Change from 2021	Comparator 2023
Job enrichment	I can use my skills and knowledge in my job	92%	Not asked in 2021	90%
Meaningful work	I can make a worthwhile contribution at work	92%	Not asked in 2021	92%
Job enrichment	I understand how my job helps my organisation achieve its goals	92%	Not asked in 2021	92%
Other questions	I understand how the Code of Conduct for Victorian public sector employees applies to my work	91%	Not asked in 2021	91%
Meaningful work	I achieve something important through my work	89%	+7%	89%
Manager leadership	My manager treats employees with dignity and respect	88%	+2%	91%
Manager leadership	My manager demonstrates honesty and integrity	86%	+2%	91%
Manager leadership	My manager models my organisation's values	86%	+5%	88%
Safety climate	My organisation provides a physically safe work environment	85%	+5%	93%
Collaboration	I am able to work effectively with others outside my immediate workgroup	85%	-4%	85%

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Key differences

Lowest scoring questions

What this is

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

How to read this

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

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

You can also compare your 2023 scores against your 2021 scores and your 2023 comparator group.

Example

On the first row 'Learning and development', the 'You 2023' column shows 42% of your staff agreed with 'I am satisfied with the opportunities to progress in my organisation'.

This question was not asked in 2021.

Question subgroup	Lowest scoring questions	You 2023	Change from 2021	Comparator 2023
Learning and development	I am satisfied with the opportunities to progress in my organisation	42%	Not asked in 2021	48%
Organisational integrity	I believe the promotion processes in my organisation are fair	42%	Not asked in 2021	49%
Safety climate	All levels of my organisation are involved in the prevention of stress	44%	+4%	56%
Organisational integrity	I have an equal chance at promotion in my organisation	46%	Not asked in 2021	54%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	48%	Not asked in 2021	64%
Taking action	I believe my organisation will make improvements based on the results of this survey	48%	Not asked in 2021	58%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	49%	-7%	56%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	50%	-3%	60%
Learning and development	My organisation places a high priority on the learning and development of staff	53%	+1%	62%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	53%	-1%	59%

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Key differences

Most improved

What this is

This is where staff feel their organisation has most improved.

How to read this

Use this data to see if your organisation has a developing or changing trend.

In this table, your trend is shown in the 'Increase from 2021' column.

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

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

Example

On the first row 'Organisational integrity', the 'You 2023' column shows 69% of your staff agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.
In the 'Increase from 2021' column, you have a 10% increase, which is a positive trend.

Question group	Most improved from last survey	You 2023	Increase from 2021	Comparator 2023
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	69%	+10%	72%
Workload	I have enough time to do my job effectively	61%	+9%	65%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	67%	+8%	75%
Innovation	My workgroup encourages employee creativity	64%	+7%	73%
Collaboration	Workgroups across my organisation willingly share information with each other	59%	+7%	66%
Workload	The workload I have is appropriate for the job that I do	62%	+7%	68%
Meaningful work	I achieve something important through my work	89%	+7%	89%
Workgroup support	People in my workgroup are politically impartial in their work	81%	+7%	86%
Organisational integrity	My organisation does not tolerate improper conduct	68%	+6%	77%
Inclusion	I feel culturally safe at work	81%	+6%	87%

Key differences

Most declined

What this is

This is where staff feel their organisation has most declined.

How to read this

Use this data to see if your organisation has a developing or changing trend.

In this table, your trend is shown in the 'Decrease from 2021' column.

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

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

Example

On the first row 'Engagement', the 'You 2023' column shows 57% of your staff agreed with 'I feel a strong personal attachment to my organisation'.

In the 'Decrease from 2021' column, you have a 7% decrease, which is a negative trend.

Question subgroup	Largest decline from last survey	You 2023	Decrease from 2021	Comparator 2023
Engagement	I feel a strong personal attachment to my organisation	57%	-7%	60%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	49%	-7%	56%
Engagement	I am proud to tell others I work for my organisation	74%	-5%	78%
Engagement	I would recommend my organisation as a good place to work	63%	-4%	73%
Collaboration	I am able to work effectively with others outside my immediate workgroup	85%	-4%	85%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	71%	-3%	80%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	50%	-3%	60%
Workgroup support	People in my workgroup work together effectively to get the job done	82%	-2%	87%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	69%	-2%	84%
Quality service delivery	My workgroup has clear lines of responsibility	71%	-1%	75%

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 'Job enrichment', the 'You 2023' column shows 92% of your staff agreed with 'I can use my skills and knowledge in my job'.

The 'difference' column, shows that agreement for this question was 2 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Job enrichment	I can use my skills and knowledge in my job	92%	+2%	90%
Job enrichment	I clearly understand what I am expected to do in this job	84%	+1%	83%
Job enrichment	I have the authority to do my job effectively	76%	+1%	75%
Meaningful work	I can make a worthwhile contribution at work	92%	+0%	92%
Meaningful work	I achieve something important through my work	89%	+0%	89%
Job enrichment	I understand how my job helps my organisation achieve its goals	92%	+0%	92%

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 'Other questions', the 'You 2023' column shows 48% of your staff agreed with 'My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)'.

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

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	48%	-16%	64%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	69%	-15%	84%
Safety climate	All levels of my organisation are involved in the prevention of stress	44%	-12%	56%
Flexible working	My manager supports working flexibly	81%	-11%	92%
Taking action	I believe my organisation will make improvements based on the results of this survey	48%	-10%	58%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	50%	-10%	60%
Engagement	I would recommend my organisation as a good place to work	63%	-10%	73%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	71%	-10%	80%
Organisational integrity	My organisation does not tolerate improper conduct	68%	-9%	77%
Engagement	My organisation motivates me to help achieve its objectives	64%	-9%	73%

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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

48% 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'.

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

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

Your results: 23% | 29% | 48%

	You		Comparator		
	2021	2023	Lowest	Average	Highest
	Not asked	48 %	26 %	58 %	94 %

People matter survey

2023

Have your say

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.

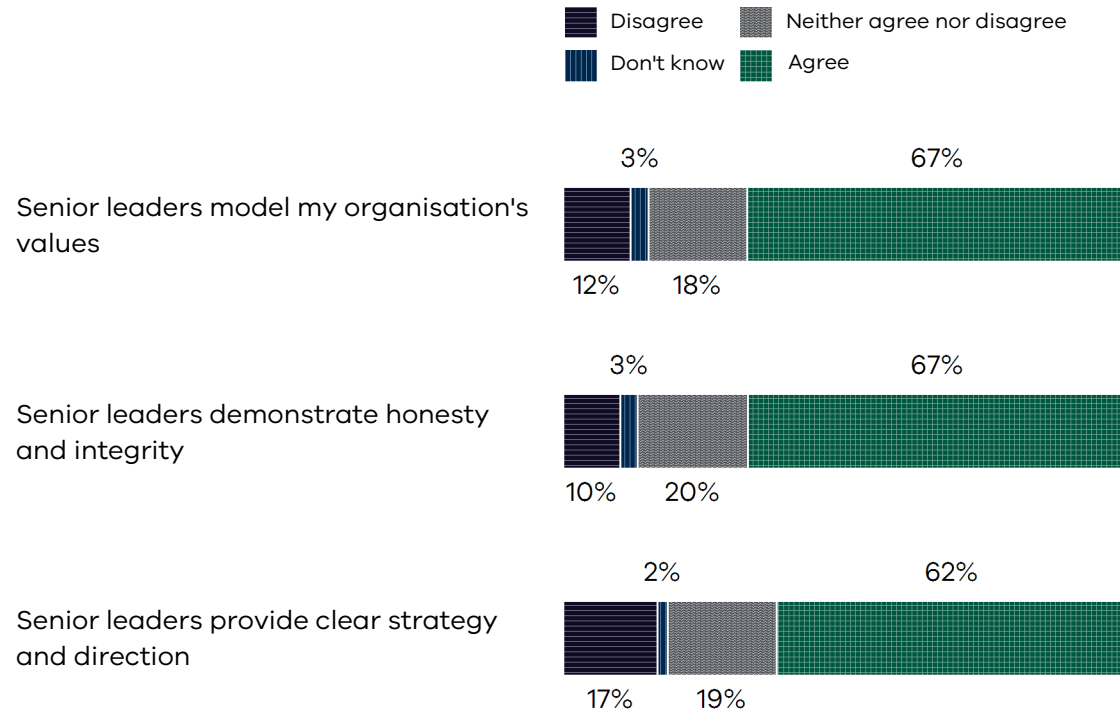Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

67% 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				

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

	You		Comparator		
	2021	2023	Lowest	Average	Highest

Survey question	Your results	2021	2023	Lowest	Average	Highest
Senior leaders model my organisation's values	12% / 3% / 18% / 67%	67 %	67 %	39 %	72 %	100 %
Senior leaders demonstrate honesty and integrity	10% / 3% / 20% / 67%	66 %	67 %	39 %	75 %	100 %
Senior leaders provide clear strategy and direction	17% / 2% / 19% / 62%	57 %	62 %	34 %	65 %	100 %

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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:

- 72% of your staff who did the survey responded positively to questions about Collaboration which is up from 70% in 2021.

Compared to:

- 76% of staff at your comparator and 72% of staff across the public sector.

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

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

Chart data:
- Collaboration: 70%, 72%, 76%, 72%
- Organisational integrity*: 66%, 72%, 66%
- Safety climate: 56%, 56%, 65%, 57%

Victorian Public Sector Commission

VICTORIA State Government

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.
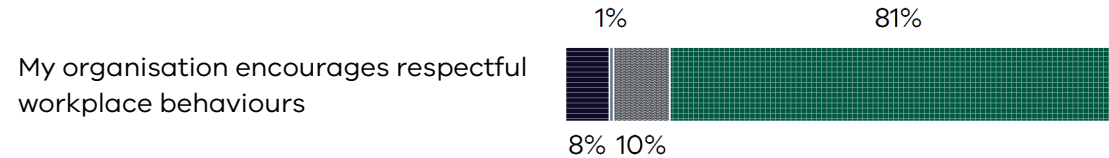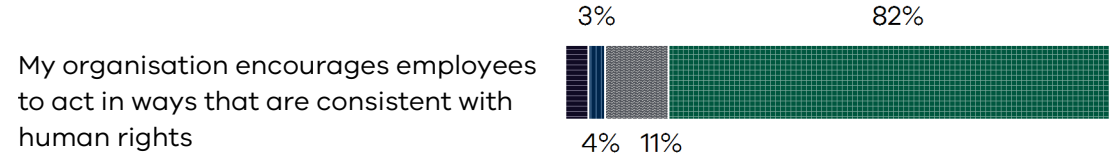
Example

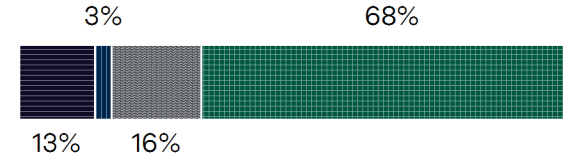82% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

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

Survey question	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages employees to act in ways that are consistent with human rights (Disagree 3%, Don't know 4%, Neither 11%, Agree 82%)	77 %	82 %	63 %	87 %	100 %
My organisation encourages respectful workplace behaviours (Disagree 1%, Don't know 8%, Neither 10%, Agree 81%)	79 %	81 %	63 %	87 %	100 %
My organisation is committed to earning a high level of public trust (Disagree 3%, Don't know 6%, Neither 13%, Agree 78%)	75 %	78 %	53 %	86 %	100 %
My organisation takes steps to eliminate bullying, harassment and discrimination (Disagree 3%, Don't know 12%, Neither 16%, Agree 69%)	60 %	69 %	50 %	72 %	91 %

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

68% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.
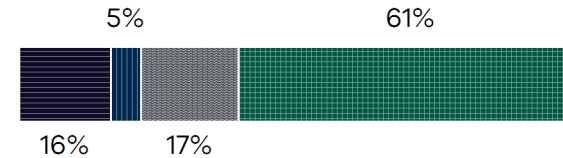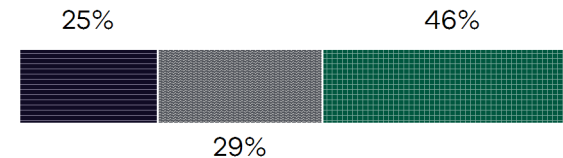
Survey question

Your results

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

My organisation does not tolerate improper conduct
- 3%
- 68%
- 13%
- 16%

I believe the recruitment processes in my organisation are fair
- 5%
- 61%
- 16%
- 17%

I have an equal chance at promotion in my organisation
- 25%
- 46%
- 29%

I believe the promotion processes in my organisation are fair
- 7%
- 42%
- 25%
- 26%

Benchmark agree results

Survey question	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation does not tolerate improper conduct	61 %	68 %	48 %	77 %	94 %
I believe the recruitment processes in my organisation are fair	Not asked	61 %	33 %	66 %	86 %
I have an equal chance at promotion in my organisation	Not asked	46 %	38 %	54 %	74 %
I believe the promotion processes in my organisation are fair	Not asked	42 %	32 %	49 %	71 %

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Collaboration

What this is

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

Why this is important

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

How to read this

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

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

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

Example

85% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.
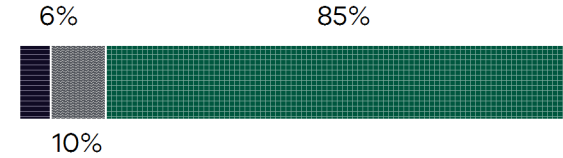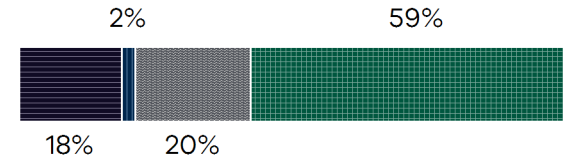
Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question		You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I am able to work effectively with others outside my immediate workgroup	6% / 10% / 85%	88 %	85 %	68 %	85 %	94 %
Workgroups across my organisation willingly share information with each other	18% / 2% / 20% / 59%	52 %	59 %	41 %	66 %	97 %

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

85% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.
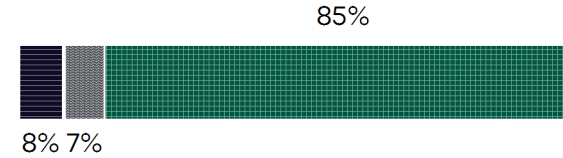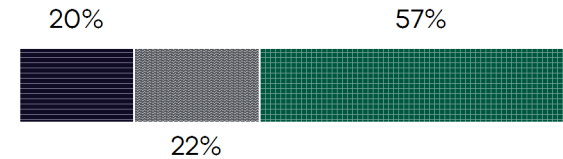
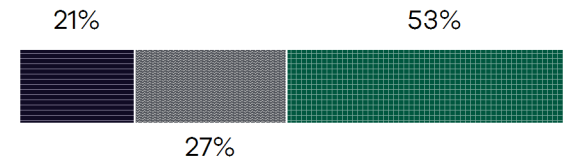| Survey question	Your results			Benchmark agree results				
				You		**Comparator**		
				2021	2023	Lowest	Average	Highest
My organisation provides a physically safe work environment	Disagree 8% · Neither 7% · Agree 85%			80 %	85 %	80 %	93 %	100 %
Senior leaders consider the psychological health of employees to be as important as productivity	Disagree 20% · Neither 22% · Agree 57%			55 %	57 %	41 %	67 %	91 %
In my workplace, there is good communication about psychological safety issues that affect me	Disagree 21% · Neither 27% · Agree 53%			53 %	53 %	32 %	59 %	89 %
Senior leaders show support for stress prevention through involvement and commitment	Disagree 23% · Neither 27% · Agree 50%			53 %	50 %	29 %	60 %	91 %

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

Victorian Public Sector Commission · VICTORIA State Government
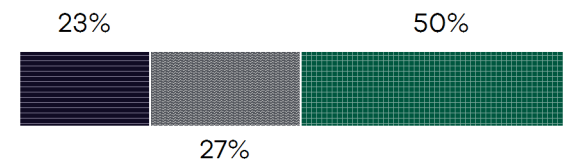
Organisational climate

Safety climate 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

49% of your staff who did the survey agreed or strongly agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.
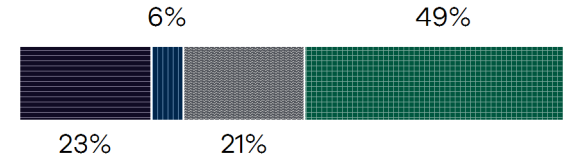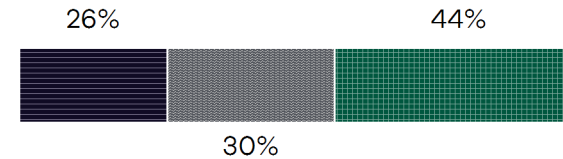
Legend: ■ Disagree   ■ Don't know   ▦ Neither agree nor disagree   ▦ Agree

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation has effective procedures in place to support employees who may experience stress	23% / 6% / 21% / 49%	56 %	49 %	34 %	56 %	80 %
All levels of my organisation are involved in the prevention of stress	26% / 30% / 44%	40 %	44 %	35 %	56 %	86 %

People matter survey

2023

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- Biggest negative difference from comparator

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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

Workgroup climate

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.
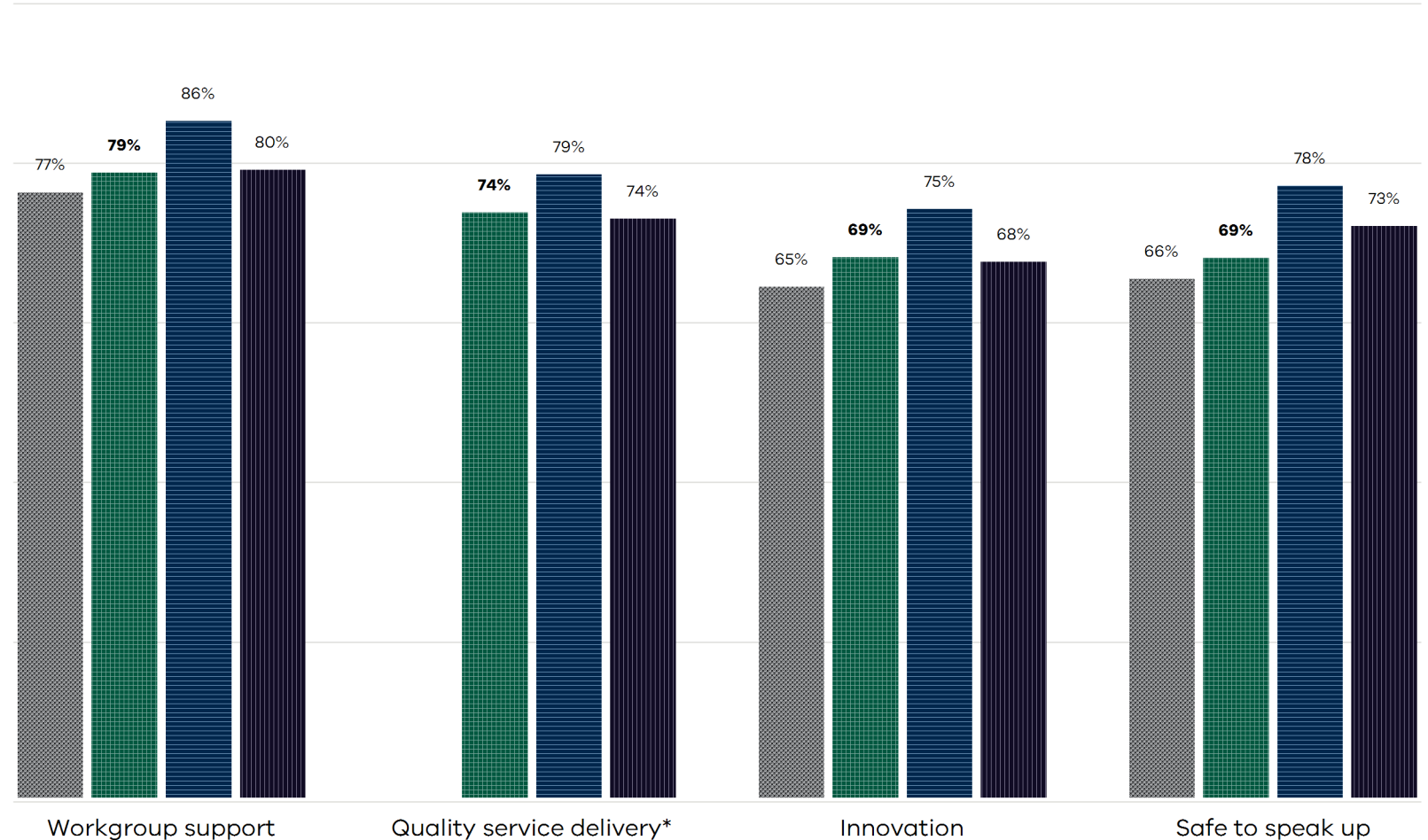
Example

In 2023:

- 79% of your staff who did the survey responded positively to questions about Workgroup support which is up from 77% in 2021.

Compared to:

- 86% of staff at your comparator and 80% of staff across the public sector.

	Workgroup support	Quality service delivery*	Innovation	Safe to speak up
You 2021	77%		65%	66%
You 2023	79%	74%	69%	69%
Comparator 2023	86%	79%	75%	78%
Public sector 2023	80%	74%	68%	73%

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

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

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Quality service delivery

What this is

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

Why this is important

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

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

How to read this

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

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

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

Example

81% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.
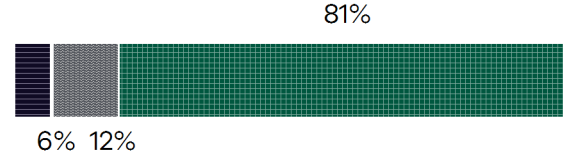
Legend:
- Disagree (dark navy)
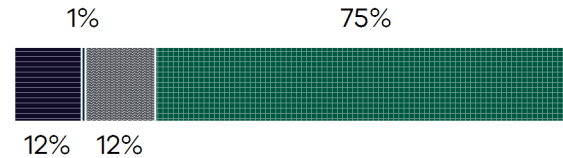- Don't know (blue)
- Neither agree nor disagree (grey)
- Agree (green)

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup provides high quality advice and services	6% Disagree, 12% Neither, 81% Agree	Not asked	81 %	76 %	87 %	100 %
My workgroup acts fairly and without bias	12% Disagree, 12% Neither, 1% / 75% Agree	Not asked	75 %	69 %	82 %	100 %
My workgroup has clear lines of responsibility	15% Disagree, 13% Neither, 1% / 71% Agree	72 %	71 %	59 %	75 %	100 %
My workgroup uses its resources well	14% Disagree, 15% Neither, 1% / 70% Agree	Not asked	70 %	58 %	72 %	91 %

Workgroup climate

Innovation

What this is

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

Why this is important

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

How to read this

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

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

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

Example

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

Legend: ■ Disagree ■ Don't know ▦ Neither agree nor disagree ▦ Agree
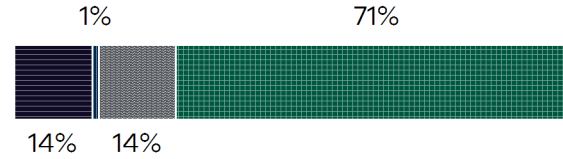
Survey question	Your results		You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup is quick to respond to opportunities to do things better	14% / 1% / 14% / 71%		72 %	71 %	61 %	76 %	85 %
My workgroup learns from failures and mistakes	12% / 1% / 15% / 71%		67 %	71 %	61 %	75 %	89 %
My workgroup encourages employee creativity	15% / 1% / 20% / 64%		57 %	64 %	58 %	73 %	93 %
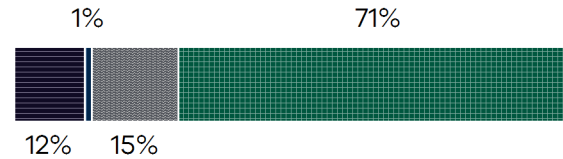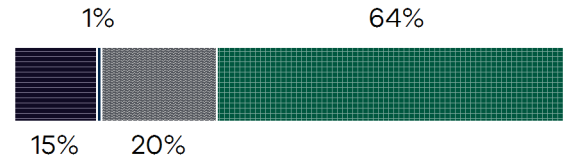
Workgroup climate

Workgroup support 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

84% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
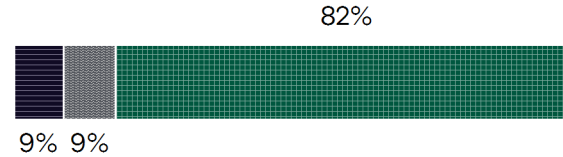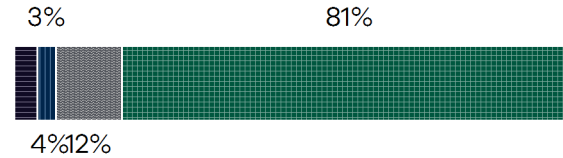
Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup treat each other with respect	8% / 8% / 84%	85 %	84 %	75 %	90 %	100 %
People in my workgroup work together effectively to get the job done	9% / 9% / 82%	84 %	82 %	75 %	87 %	100 %
People in my workgroup are politically impartial in their work	3% / 4% / 12% / 81%	74 %	81 %	77 %	86 %	100 %
People in my workgroup are honest, open and transparent in their dealings	1% / 9% / 14% / 76%	71 %	76 %	63 %	84 %	97 %

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

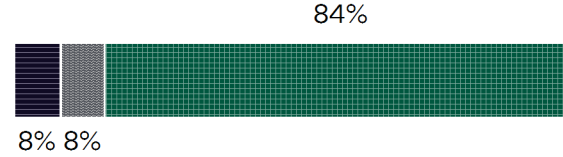74% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

Survey question	Your results	Benchmark agree results

	Disagree		Neither agree nor disagree
	Don't know		Agree

		You		Comparator		
		2021	2023	Lowest	Average	Highest

People in my workgroup appropriately manage conflicts of interest

Your results: 5%, 7%, 14%, 74%

Benchmark: 70 % | 74 % | 56 % | 82 % | 100 %
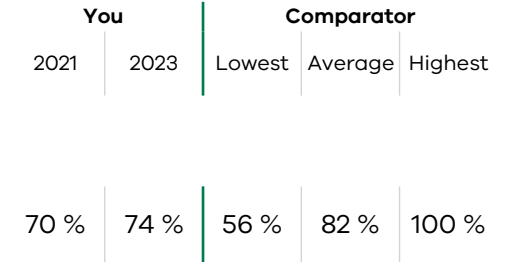
Workgroup climate

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.

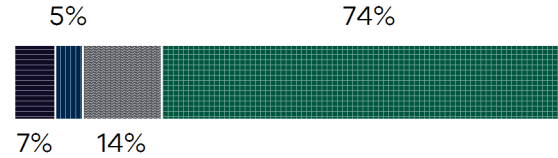Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

71% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.

Survey question	Your results

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

Survey question		Benchmark agree results

Benchmark agree results
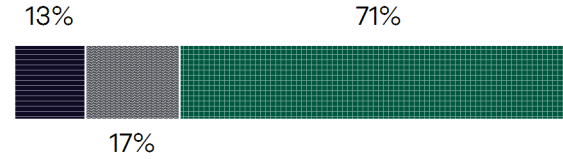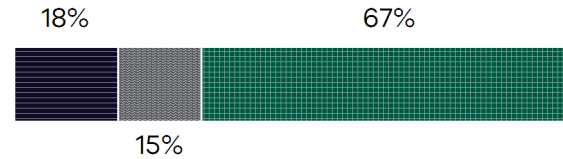
Survey question	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup are able to bring up problems and tough issues — 13% / 17% / 71%	73 %	71 %	63 %	80 %	97 %
I feel safe to challenge inappropriate behaviour at work — 18% / 15% / 67%	59 %	67 %	53 %	75 %	94 %

People matter survey

2023

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- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay

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

Key differences

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

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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

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

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

What this is

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

Why this is important

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

How to read this

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

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

Example

In 2023:

• 88% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

• 88% of staff at your comparator and 87% of staff across the public sector.

Factor	You 2021	You 2023	Comparator 2023	Public sector 2023
Meaningful work*		88%	88%	87%
Manager leadership	84%	87%	90%	86%
Job enrichment*		84%	84%	83%
Manager support*		76%	81%	77%

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

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

Job and manager factors

What this is

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

Why this is important

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

How to read this

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

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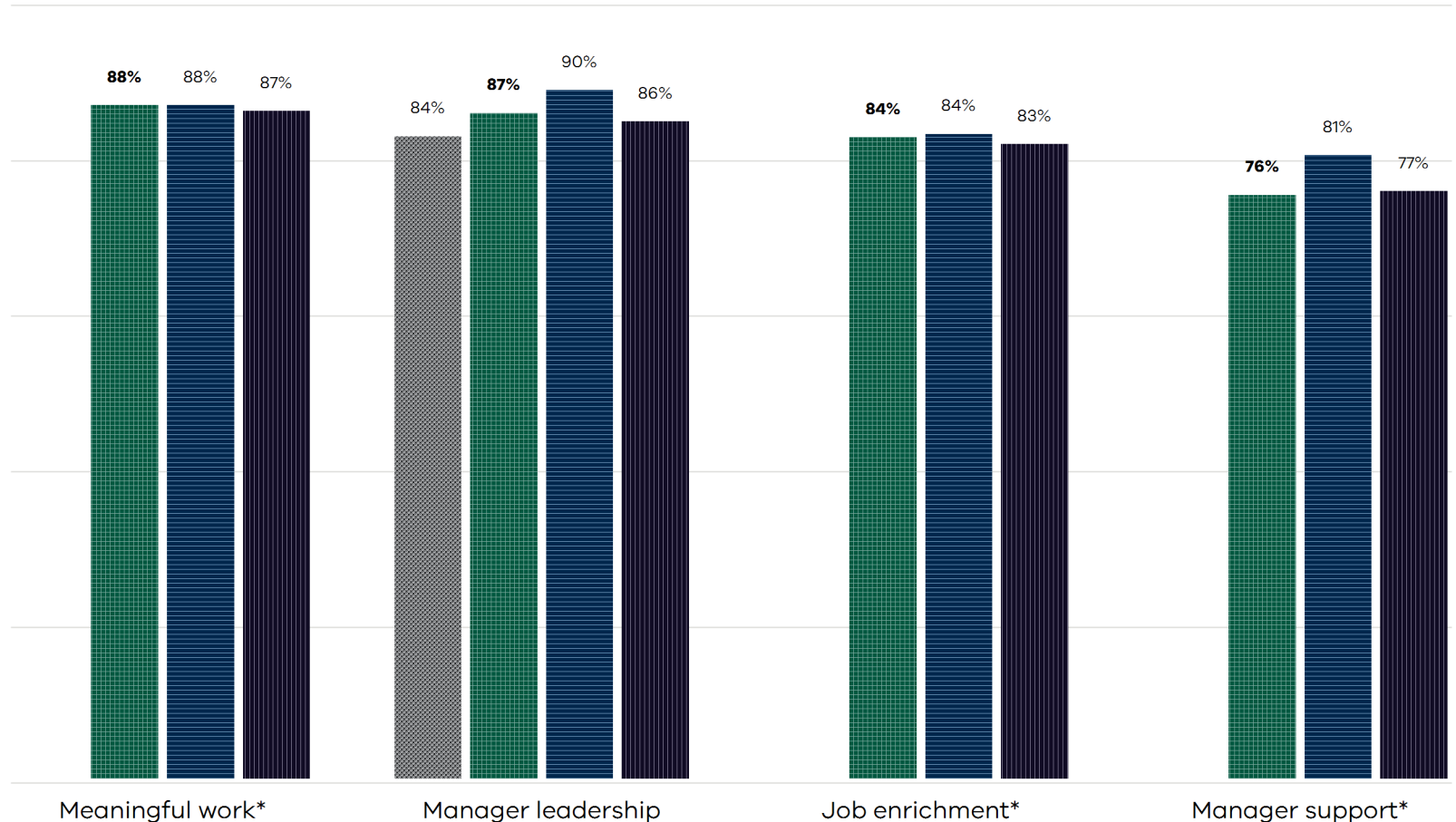
Example

In 2023:

- 75% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 88% of staff at your comparator and 79% of staff across the public sector.
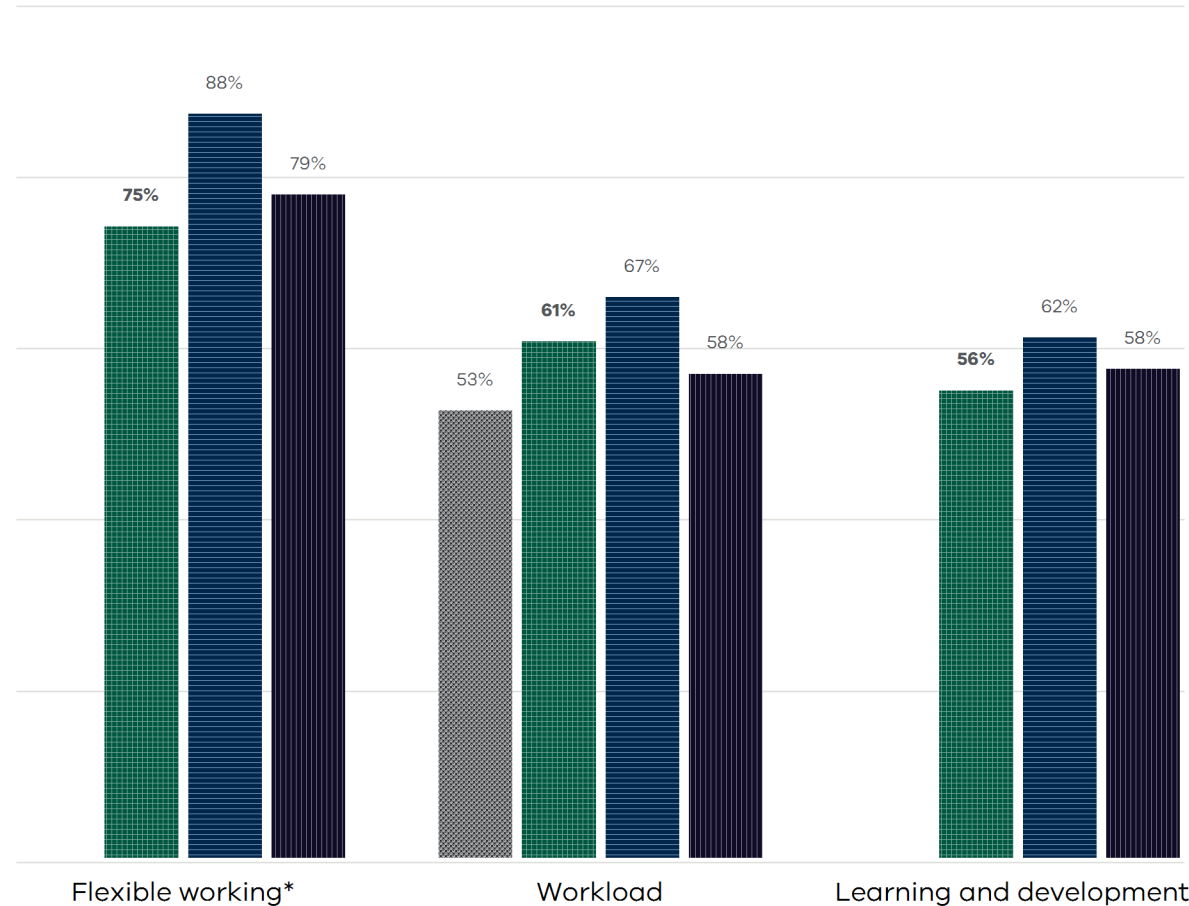
*We can't compare some data here because one or more questions were not asked in a previous survey

Legend: You 2021 | You 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

88% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

Your results

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

My manager treats employees with dignity and respect
6% 88%
6%

My manager demonstrates honesty and integrity
5% 86%
9%

My manager models my organisation's values
7% 86%
8%

Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
My manager treats employees with dignity and respect	86 %	88 %	75 %	91 %	100 %
My manager demonstrates honesty and integrity	84 %	86 %	75 %	91 %	100 %
My manager models my organisation's values	81 %	86 %	75 %	88 %	96 %

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.
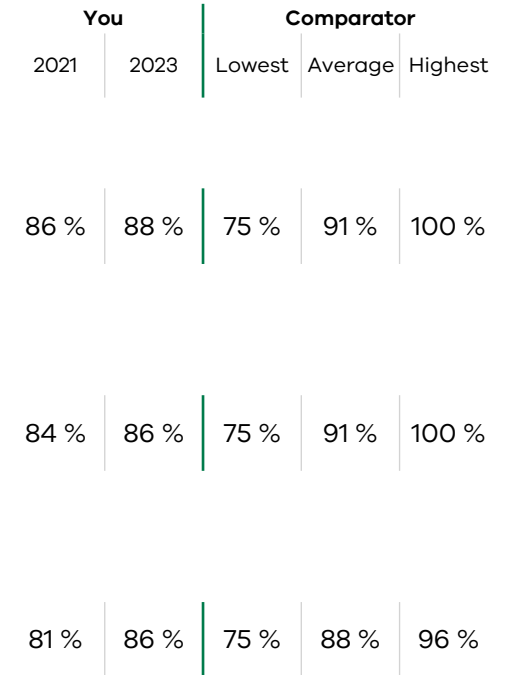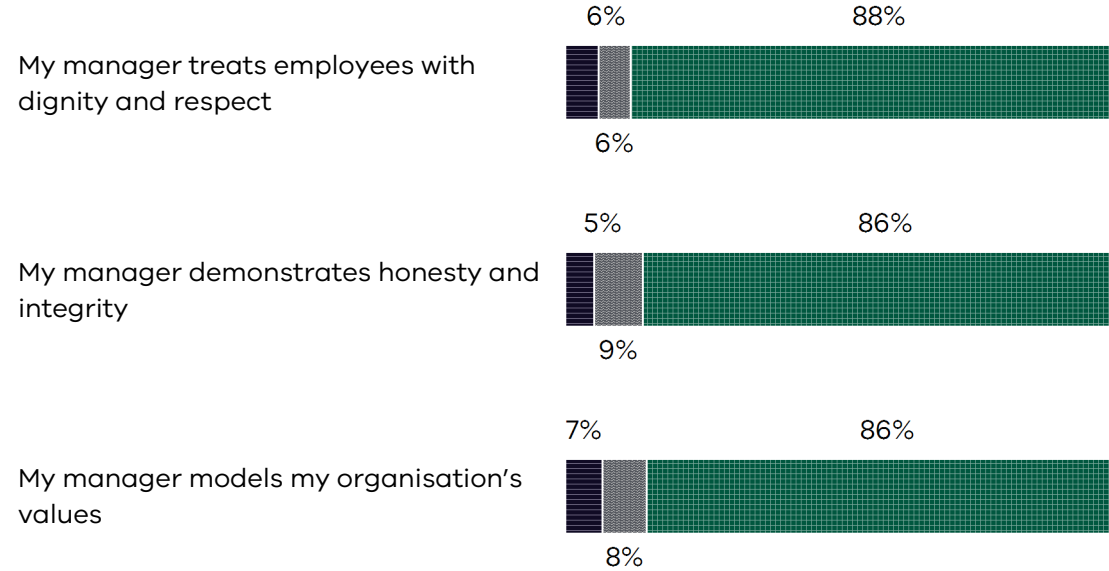
Example

83% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

Survey question	Your results			Benchmark agree results				
				You		**Comparator**		
	Disagree — Neither agree nor disagree — Don't know — Agree			2021	2023	Lowest	Average	Highest
My manager listens to what I have to say	7% · 9% · 83%			82 %	83 %	72 %	87 %	97 %
I can discuss problems or issues with my manager	9% · 9% · 82%			Not asked	82 %	69 %	86 %	100 %
My manager provides me with enough support when I need it	9% · 10% · 81%			77 %	81 %	71 %	85 %	100 %
My manager gives me feedback that helps me improve my performance	13% · 16% · 72%			Not asked	72 %	62 %	77 %	96 %

Victorian Public Sector Commission

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Job and manager factors

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

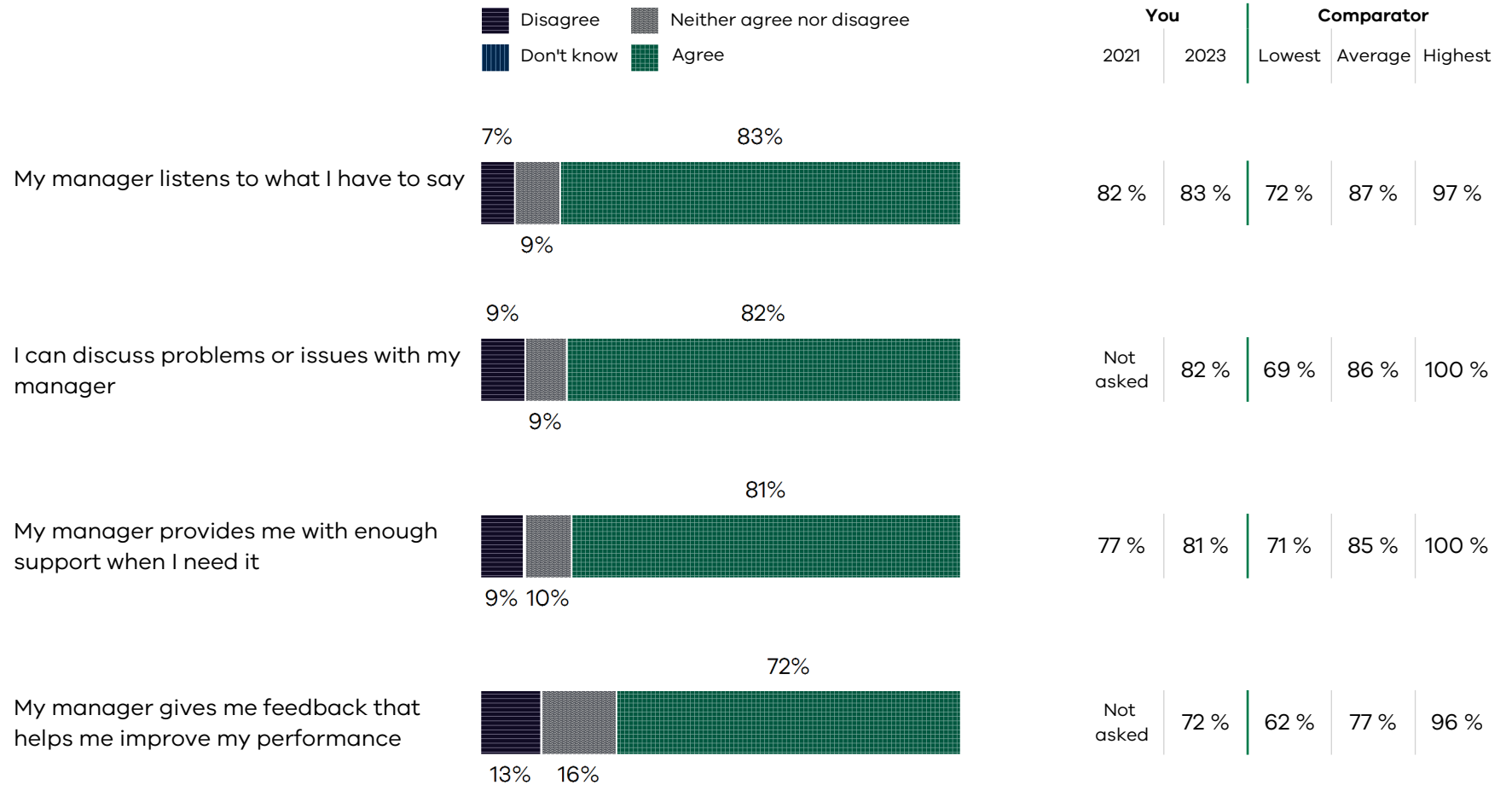Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

63% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

Survey question

Your results

	Disagree		Neither agree nor disagree
	Don't know		Agree

I receive meaningful recognition when I do good work

18%   63%

19%

Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
	Not asked	63 %	52 %	71 %	91 %
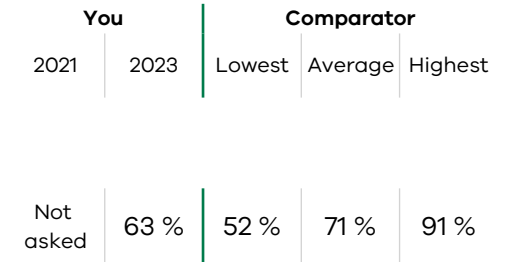
Job and manager factors

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.
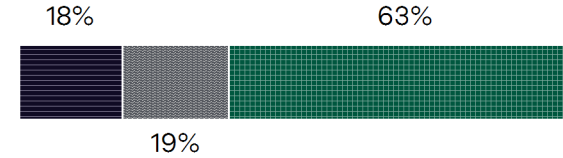
Example

62% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

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

Legend: ■ Disagree ▨ Neither agree nor disagree ▥ Agree

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
The workload I have is appropriate for the job that I do	23% / 15% / 62%	55 %	62 %	45 %	68 %	96 %
I have enough time to do my job effectively	22% / 16% / 61%	52 %	61 %	43 %	65 %	81 %

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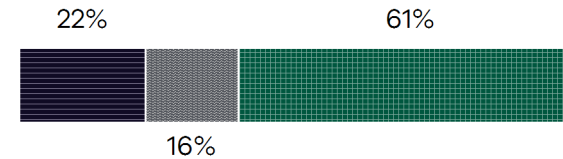
Job and manager factors

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.
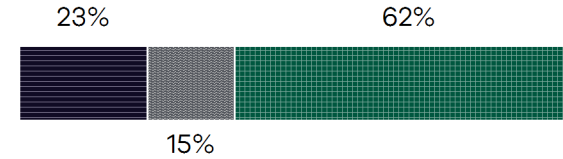
Example

73% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Legend: Disagree | Neither agree nor disagree | Agree

Survey question	Your results (Disagree / Neither / Agree)	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I am developing and learning in my role	11% / 16% / 73%	71 %	73 %	63 %	77 %	96 %
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	20% / 25% / 56%	52 %	56 %	39 %	61 %	91 %
My organisation places a high priority on the learning and development of staff	23% / 25% / 53%	52 %	53 %	32 %	62 %	100 %
I am satisfied with the opportunities to progress in my organisation	31% / 27% / 42%	Not asked	42 %	27 %	48 %	74 %

Job and manager factors

What this is

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

Why this is important

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

How to read this

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

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

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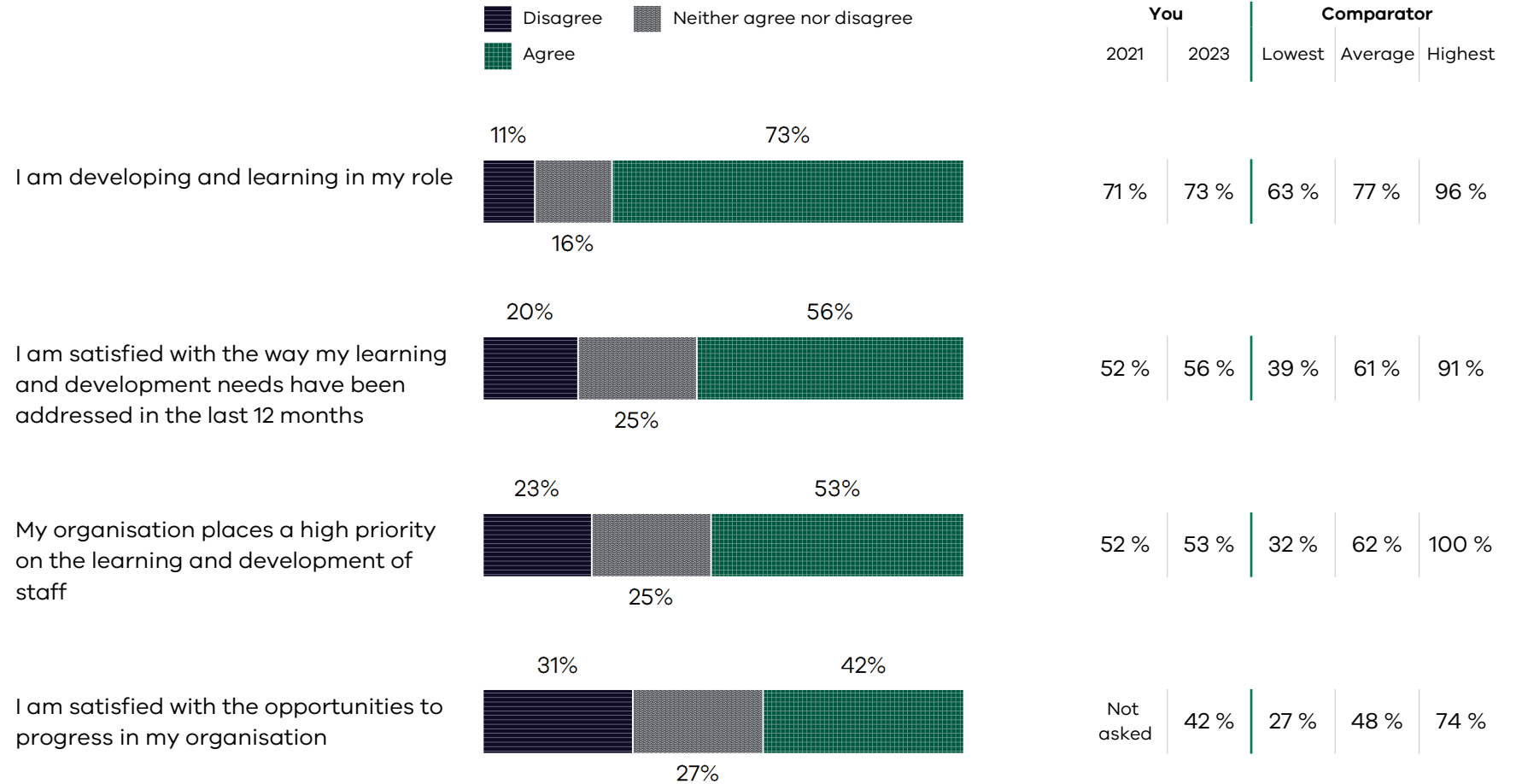
Example

92% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question	Your results			

Legend: Disagree ■ / Neither agree nor disagree ▨ / Agree ▨
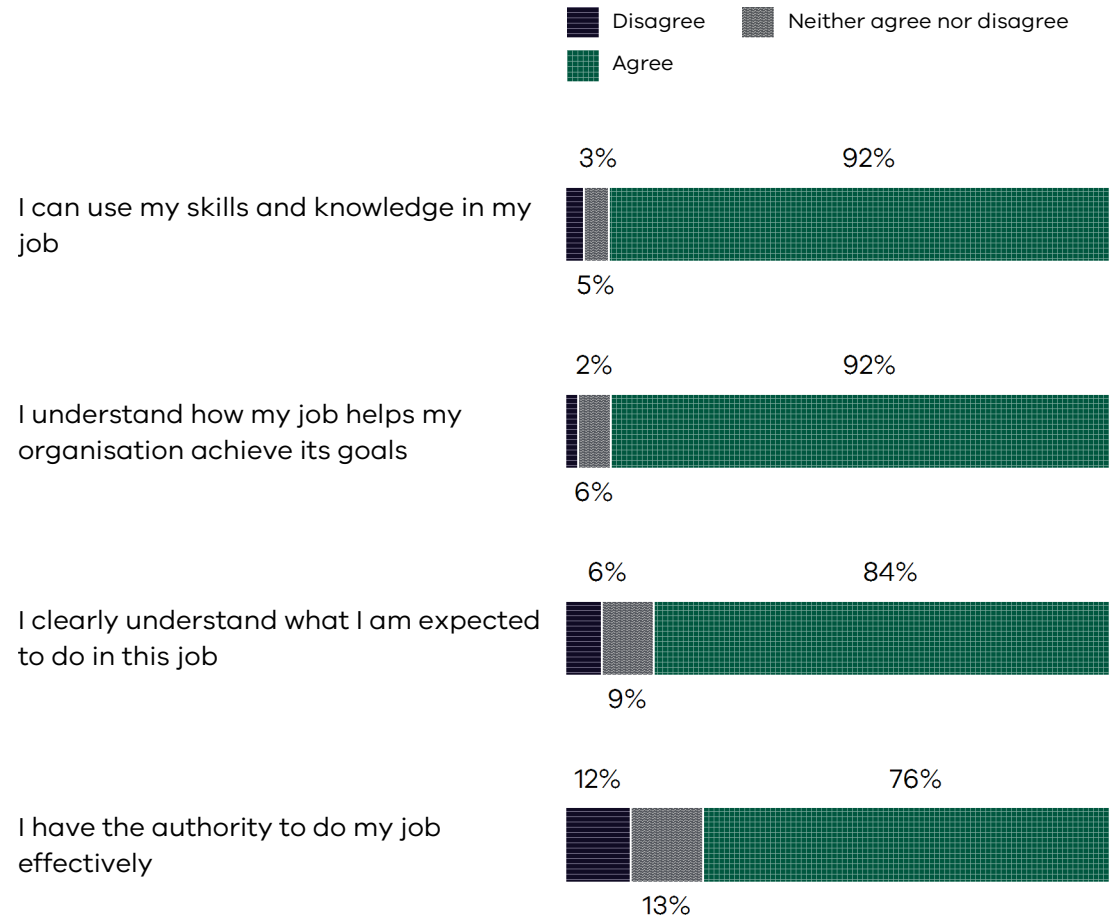
	Your results	You		Comparator		
Survey question		2021	2023	Lowest	Average	Highest
I can use my skills and knowledge in my job	3% / 5% / 92%	Not asked	92 %	79 %	90 %	100 %
I understand how my job helps my organisation achieve its goals	2% / 6% / 92%	Not asked	92 %	82 %	92 %	100 %
I clearly understand what I am expected to do in this job	6% / 9% / 84%	81 %	84 %	62 %	83 %	100 %
I have the authority to do my job effectively	12% / 13% / 76%	77 %	76 %	57 %	75 %	100 %

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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

74% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

Survey question

I have a say in how I do my work

Your results

Disagree Neither agree nor disagree

Agree

11%   74%

14%

Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
	Not asked	74 %	63 %	81 %	94 %

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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.
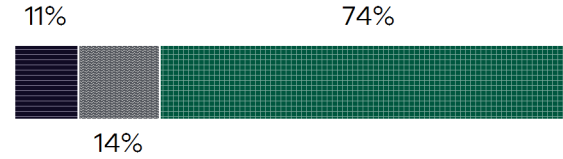
Example

92% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.
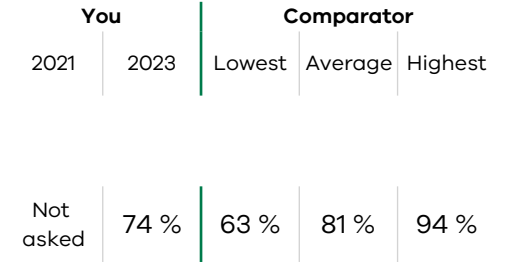
Survey question	Your results			
	Disagree	Neither agree nor disagree		
	Agree			

Survey question	Your results (Disagree / Neither / Agree)	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I can make a worthwhile contribution at work	3% / 5% / 92%	Not asked	92 %	86 %	92 %	100 %
I achieve something important through my work	3% / 8% / 89%	82 %	89 %	81 %	89 %	100 %
I get a sense of accomplishment from my work	6% / 11% / 82%	79 %	82 %	69 %	83 %	100 %

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Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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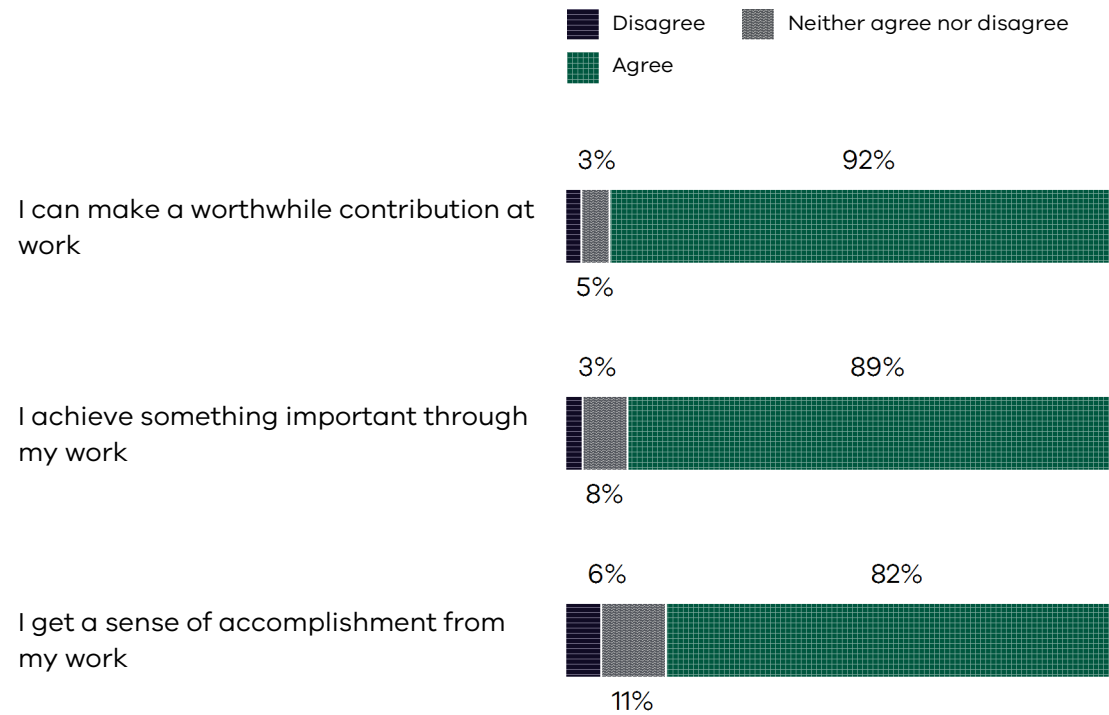
Example

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

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
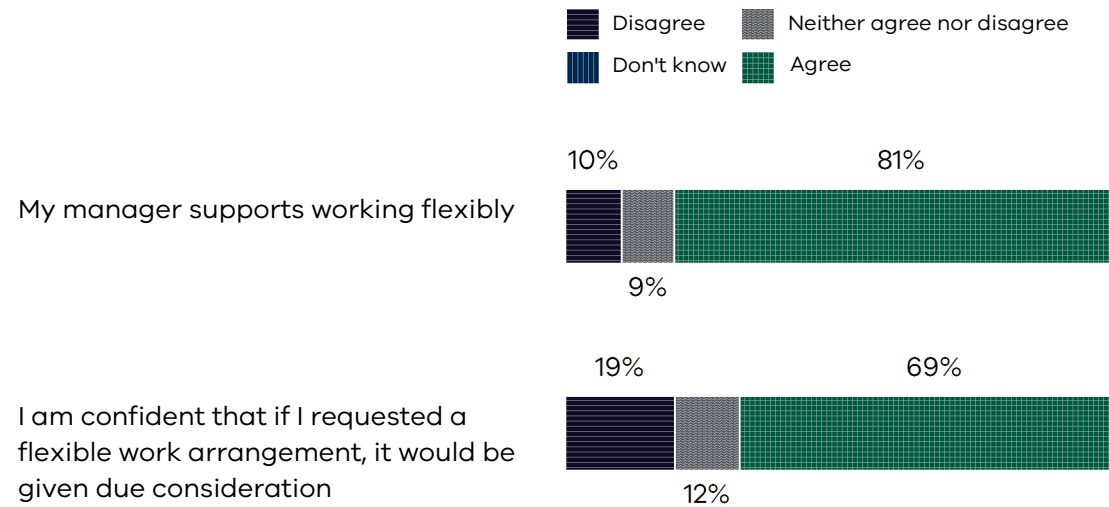
Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager supports working flexibly	Disagree 10%, Neither 9%, Agree 81%	Not asked	81 %	77 %	92 %	100 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	Disagree 19%, Neither 12%, Agree 69%	71 %	69 %	63 %	84 %	98 %

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

Example

In 2023:

- 81% of your staff who did the survey responded positively to questions about Responsiveness .

Compared to:

- 87% of staff at your comparator and 81% of staff across the public sector.

Bar chart showing:

Responsiveness*: You 2023 81%, Comparator 2023 87%, Public sector 2023 81%

Respect: You 2021 79%, You 2023 81%, Comparator 2023 85%, Public sector 2023 81%

Impartiality*: You 2023 78%, Comparator 2023 84%, Public sector 2023 78%

Human rights: You 2021 73%, You 2023 78%, Comparator 2023 83%, Public sector 2023 83%

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

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

Public sector values

What this is

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

Why this is important

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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.
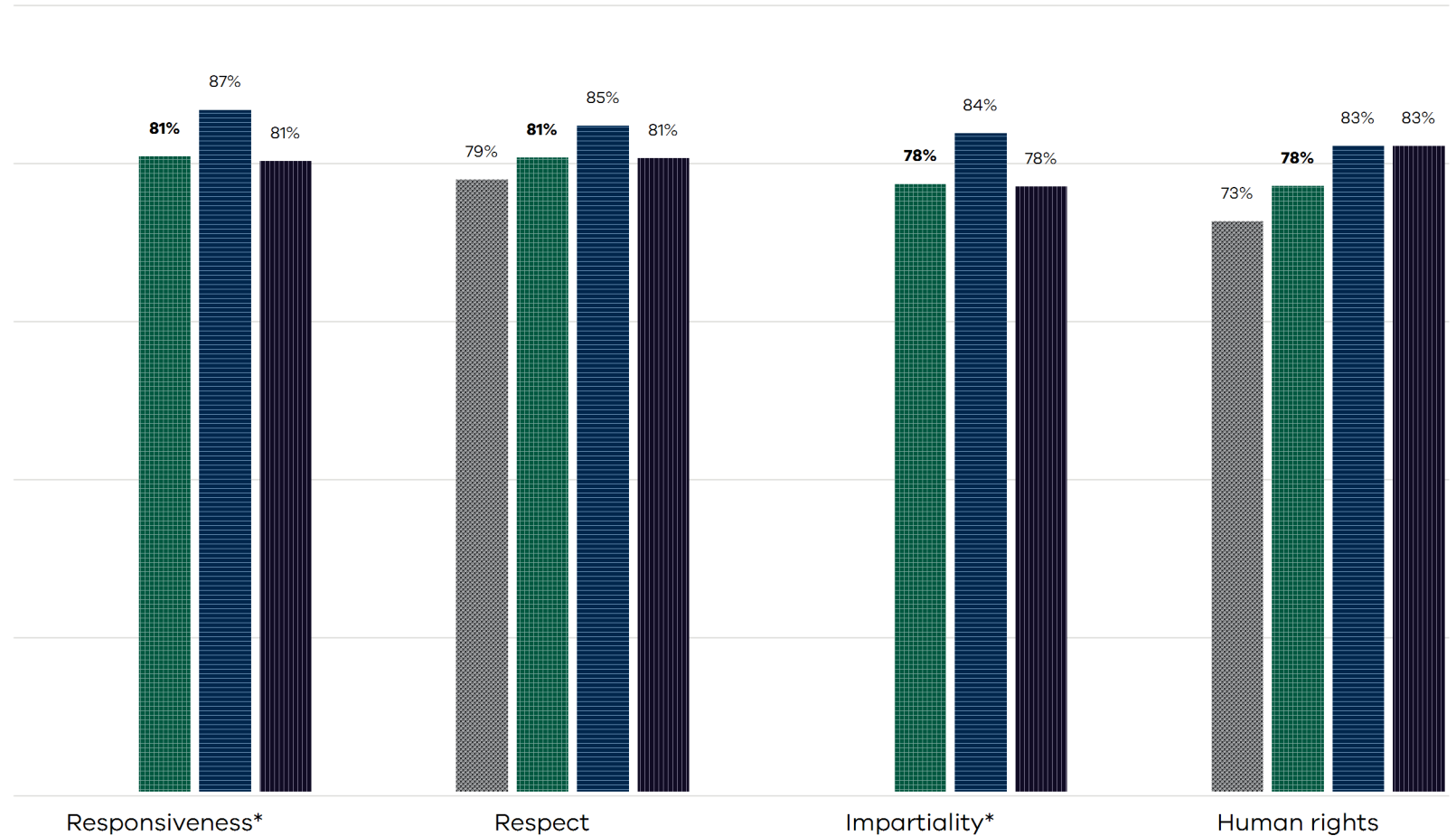
Example

In 2023:

- 76% of your staff who did the survey responded positively to questions about Leadership , which is up 2% in 2021.

Compared to:

- 80% 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

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

Leadership: 74%, **76%**, 80%, 74%
Accountability*: **76%**, 77%, 74%
Integrity: 70%, **74%**, 81%, 75%

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'.

Legend	
Disagree	Neither agree nor disagree
Don't know	Agree

My workgroup provides high quality advice and services

81%

6% 12%

	You		Comparator		
	2021	2023	Lowest	Average	Highest
	Not asked	81 %	76 %	87 %	100 %

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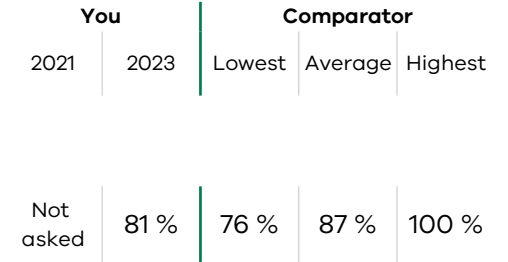
Public sector values

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.

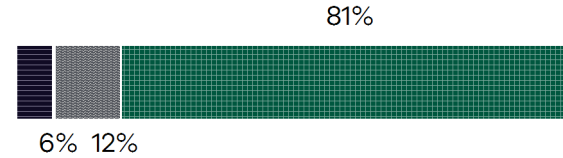Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

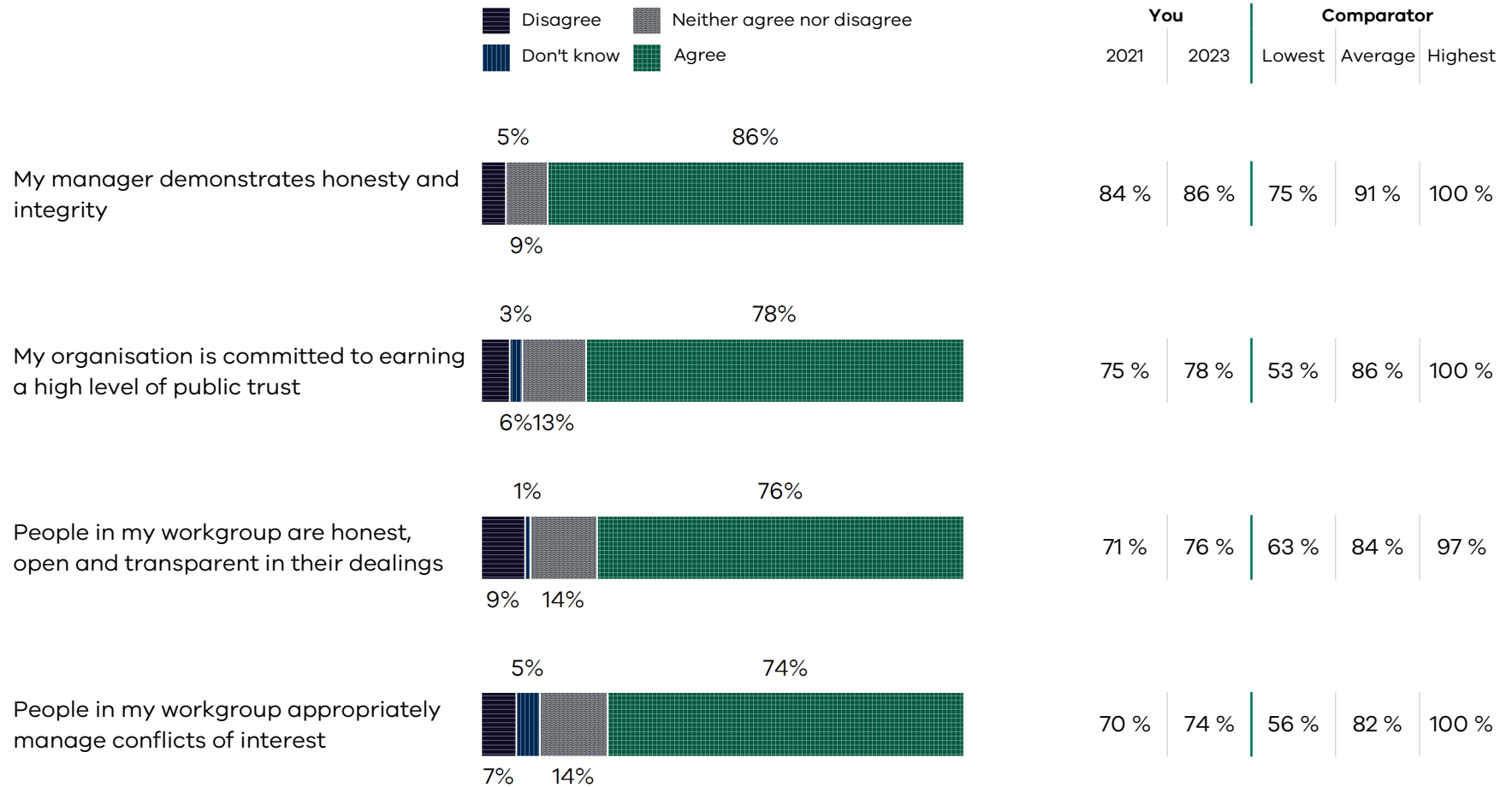86% of staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question	Your results	Benchmark agree results

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

	You		Comparator		
	2021	2023	Lowest	Average	Highest
My manager demonstrates honesty and integrity	84 %	86 %	75 %	91 %	100 %
My organisation is committed to earning a high level of public trust	75 %	78 %	53 %	86 %	100 %
People in my workgroup are honest, open and transparent in their dealings	71 %	76 %	63 %	84 %	97 %
People in my workgroup appropriately manage conflicts of interest	70 %	74 %	56 %	82 %	100 %

Your results bar values:
- My manager demonstrates honesty and integrity: 5% / 9% / 86%
- My organisation is committed to earning a high level of public trust: 3% / 6% / 13% / 78%
- People in my workgroup are honest, open and transparent in their dealings: 1% / 9% / 14% / 76%
- People in my workgroup appropriately manage conflicts of interest: 5% / 7% / 14% / 74%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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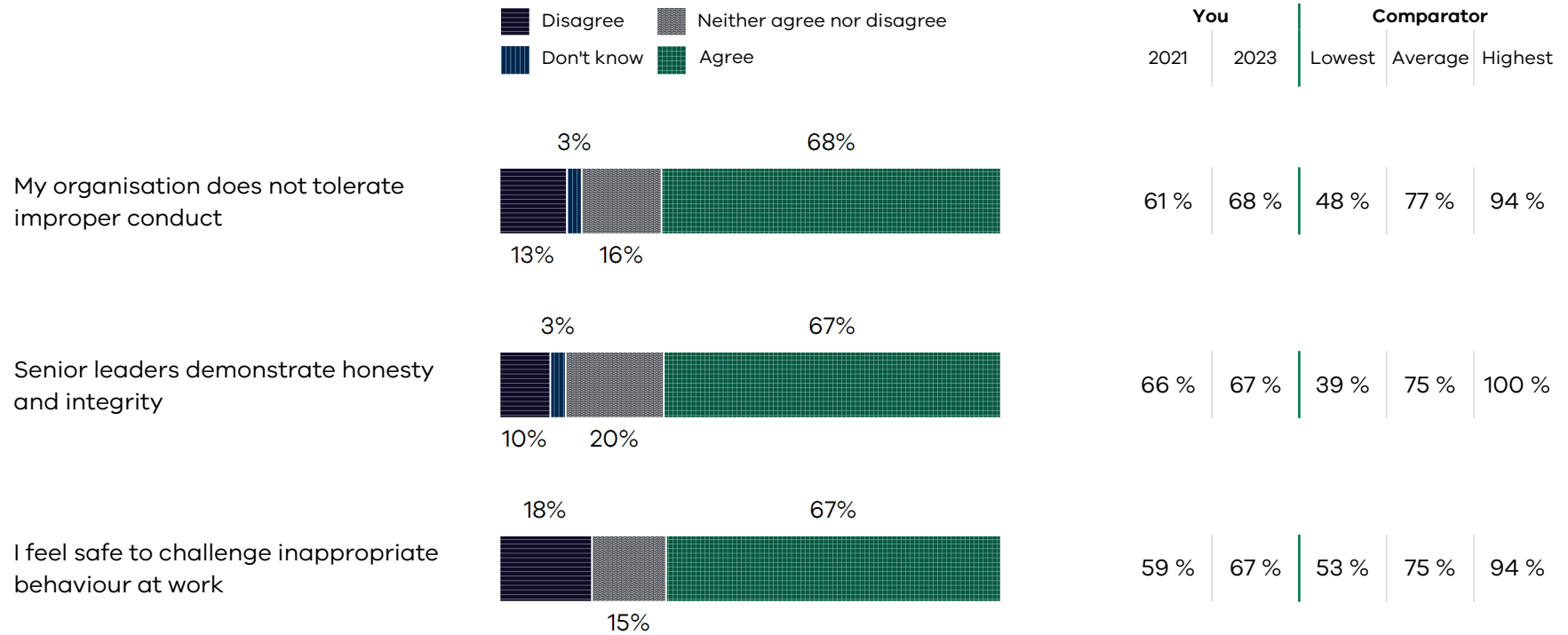
Example

68% of staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

Survey question

Your results

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

My organisation does not tolerate improper conduct

3% | 68%
13% | 16%

Senior leaders demonstrate honesty and integrity

3% | 67%
10% | 20%

I feel safe to challenge inappropriate behaviour at work

18% | 67%
15%

Benchmark agree results

Survey question	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation does not tolerate improper conduct	61 %	68 %	48 %	77 %	94 %
Senior leaders demonstrate honesty and integrity	66 %	67 %	39 %	75 %	100 %
I feel safe to challenge inappropriate behaviour at work	59 %	67 %	53 %	75 %	94 %

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

81% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.
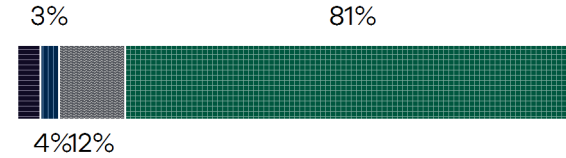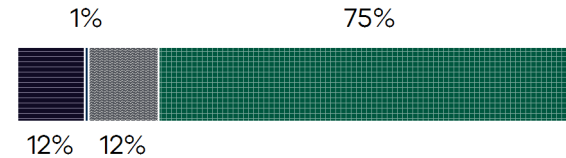
Survey question

Your results

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

People in my workgroup are politically impartial in their work

3%   81%

4%12%

My workgroup acts fairly and without bias

1%   75%

12%   12%

Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
People in my workgroup are politically impartial in their work	74 %	81 %	77 %	86 %	100 %
My workgroup acts fairly and without bias	Not asked	75 %	69 %	82 %	100 %

Public sector values

Accountability 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

92% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.
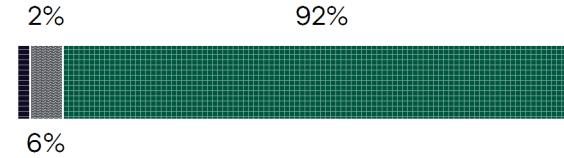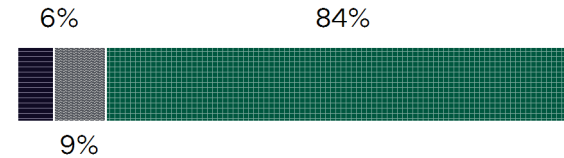
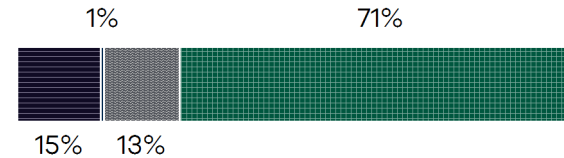| Survey question | Your results | Benchmark agree results |

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
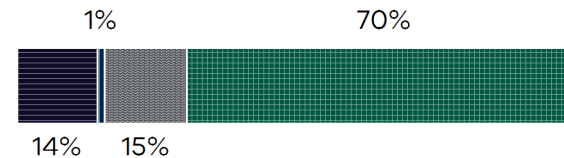
Survey question	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I understand how my job helps my organisation achieve its goals (2%, 6%, 92%)	Not asked	92 %	82 %	92 %	100 %
I clearly understand what I am expected to do in this job (6%, 9%, 84%)	81 %	84 %	62 %	83 %	100 %
My workgroup has clear lines of responsibility (1%, 15%, 13%, 71%)	72 %	71 %	59 %	75 %	100 %
My workgroup uses its resources well (1%, 14%, 15%, 70%)	Not asked	70 %	58 %	72 %	91 %

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

62% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

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

Survey question	Your results					
		You		**Comparator**		
		2021	2023	Lowest	Average	Highest
Senior leaders provide clear strategy and direction	17% / 2% / 19% / 62%	57 %	62 %	34 %	65 %	100 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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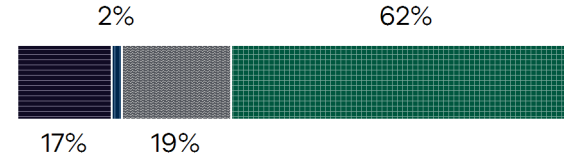
Example

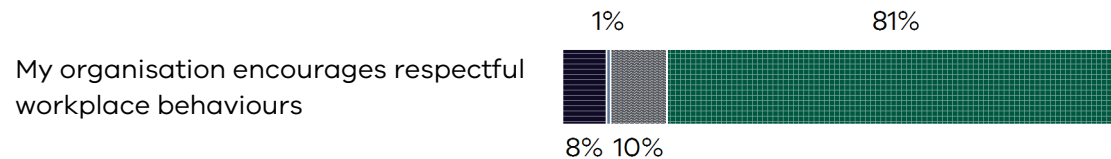88% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question	Your results	Benchmark agree results

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

	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect — 6% / 6% / 88%	86 %	88 %	75 %	91 %	100 %
People in my workgroup treat each other with respect — 8% / 8% / 84%	85 %	84 %	75 %	90 %	100 %
My manager listens to what I have to say — 7% / 9% / 83%	82 %	83 %	72 %	87 %	97 %
My organisation encourages respectful workplace behaviours — 8% / 1% / 10% / 81%	79 %	81 %	63 %	87 %	100 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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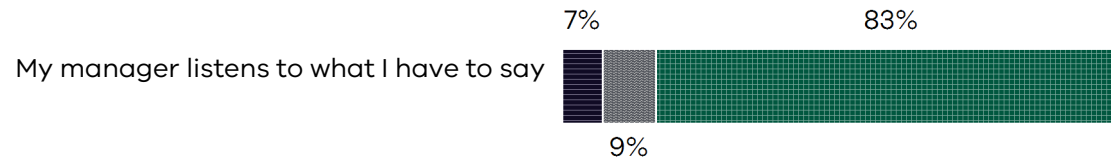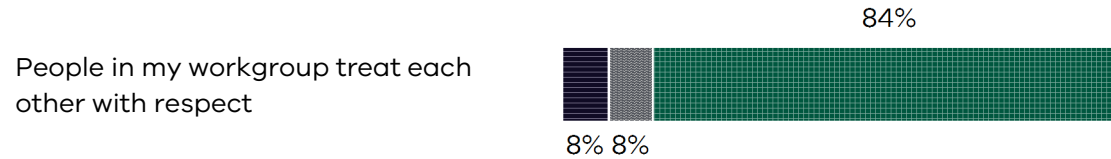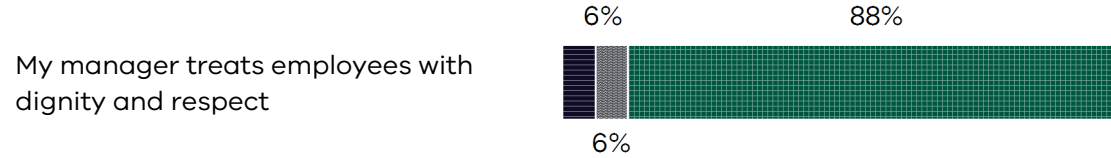
Example

69% 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

Disagree	Neither agree nor disagree
Don't know	Agree

My organisation takes steps to eliminate bullying, harassment and discrimination

3%   69%

12%   16%

Benchmark agree results

	You		Comparator		
2021	2023		Lowest	Average	Highest
60 %	69 %		50 %	72 %	91 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Leadership

What this is

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

Why this is important

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

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

How to read this

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

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

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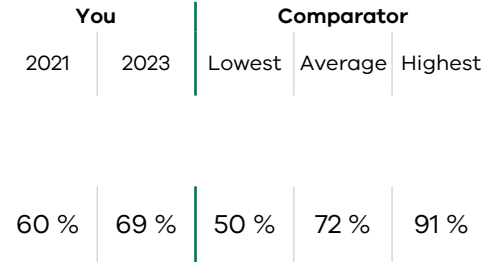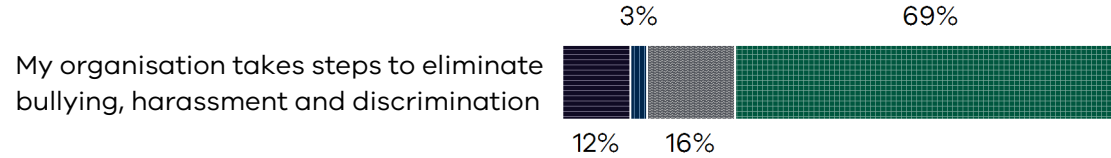
Example

86% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Survey question	Your results	Benchmark agree results

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

	You		Comparator		
	2021	2023	Lowest	Average	Highest

My manager models my organisation's values
7% / 8% / 86%

| 81 % | 86 % | 75 % | 88 % | 96 % |

Senior leaders model my organisation's values
3% / 12% / 18% / 67%

| 67 % | 67 % | 39 % | 72 % | 100 % |

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.
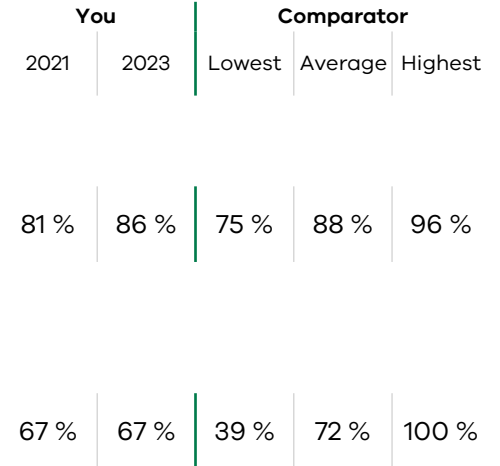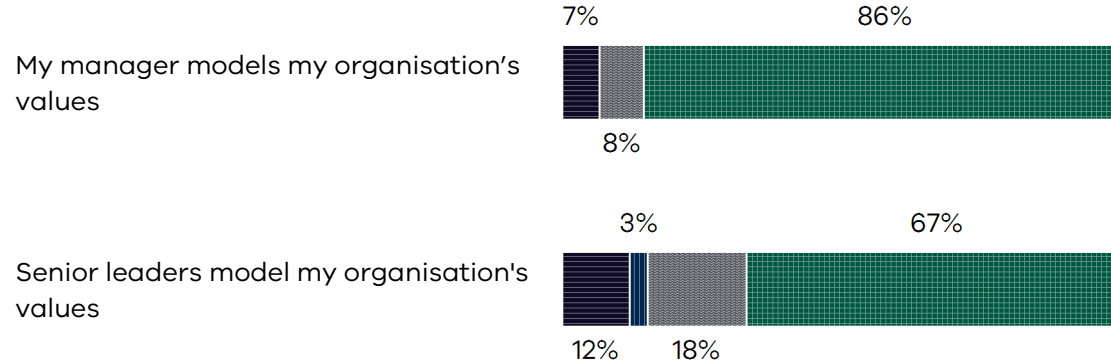
Example

82% 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

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

	You		Comparator		
	2021	2023	Lowest	Average	Highest

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

3%, 82%, 4%, 11%
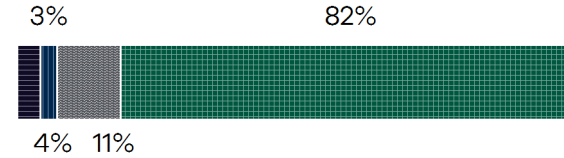
| 77 % | 82 % | 63 % | 87 % | 100 % |

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

9%, 74%, 17%
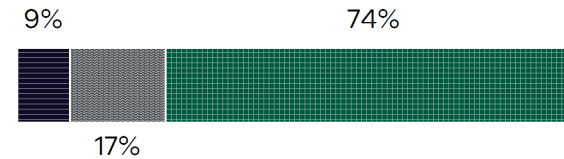
| 69 % | 74 % | 63 % | 79 % | 95 % |

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
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- Adjustments
- Caring

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

83% 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 |

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

Survey question	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation uses inclusive and respectful images and language	77 %	83 %	63 %	88 %	100 %
My organisation would support me if I needed to take family violence leave	77 %	83 %	63 %	84 %	100 %
In my workgroup work is allocated fairly, regardless of gender	81 %	82 %	75 %	87 %	100 %

My organisation uses inclusive and respectful images and language — 2%, 83%, 4%, 11%

My organisation would support me if I needed to take family violence leave — 9%, 83%, 2%, 6%

In my workgroup work is allocated fairly, regardless of gender — 7%, 82%, 11%

Victorian Public Sector Commission

VICTORIA State Government

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.

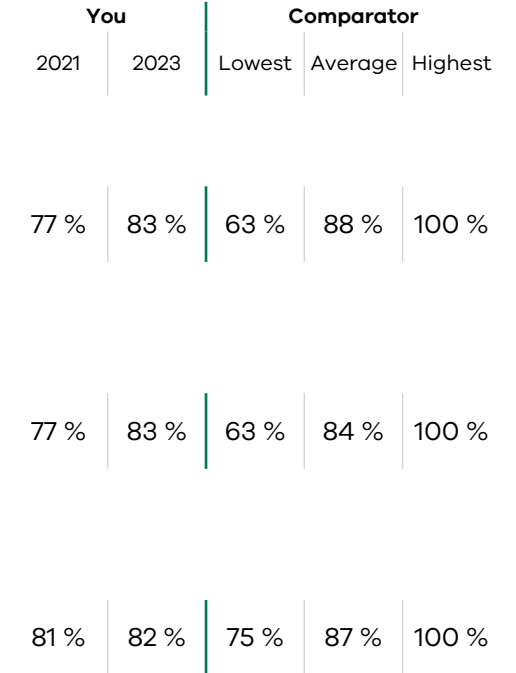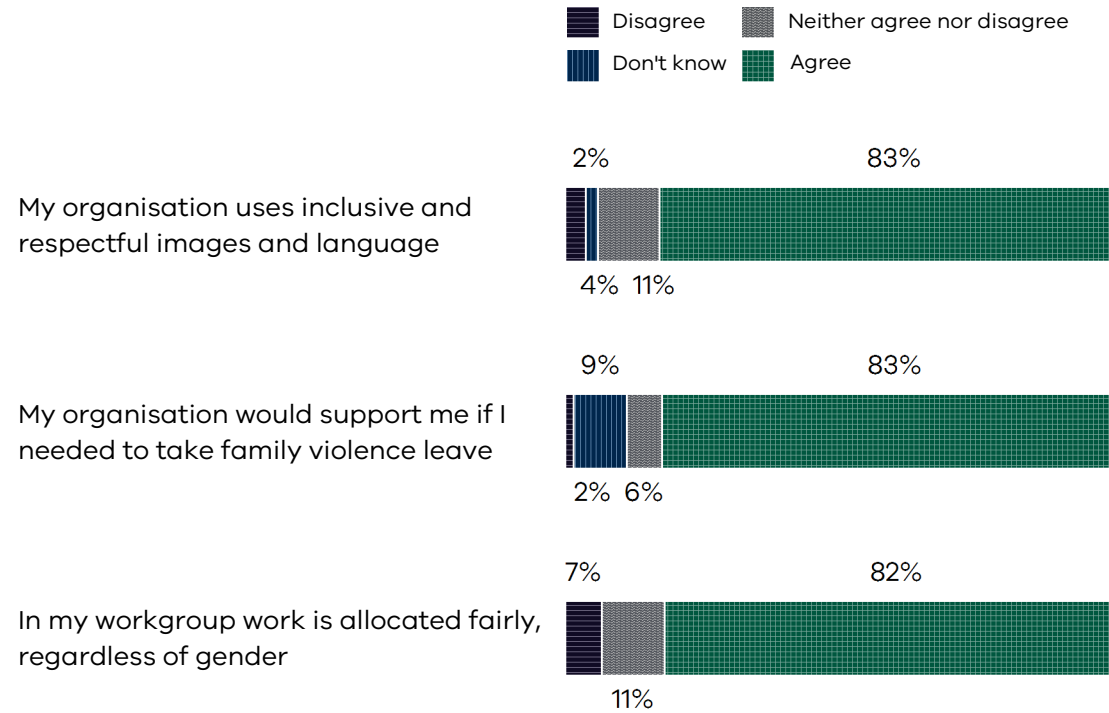Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

91% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.
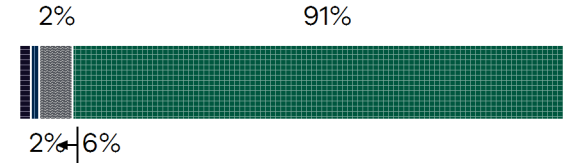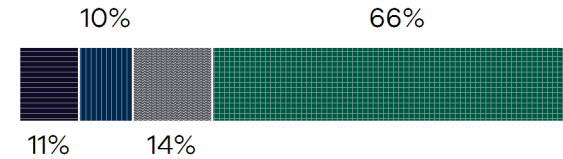
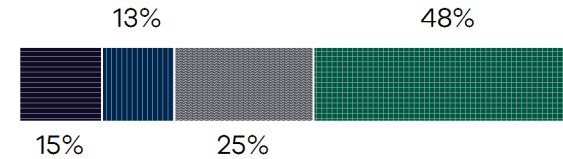| Survey question | Your results | Benchmark agree results |

Your results legend:
- Disagree (dark navy)
- Don't know (blue)
- Neither agree nor disagree (grey)
- Agree (green)

	You		Comparator		
	2021	2023	Lowest	Average	Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	Not asked	91 %	78 %	91 %	100 %
I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	Not asked	66 %	38 %	73 %	95 %
My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	Not asked	48 %	44 %	64 %	88 %

Chart values:

I understand how the Code of Conduct for Victorian public sector employees applies to my work: 2%, 91%, 2%, 6%

I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration: 10%, 66%, 11%, 14%

My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable): 13%, 48%, 15%, 25%

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Custom questions

What this is

Your organisation asked 16 custom questions as part of the 2023 survey.

Why this is important

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

How to read this

Under 'Your results' in descending order, you can see the percentage of staff who agreed or disagreed with each question.

In this report, 'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Example

90% of staff who did the survey agreed or strongly agreed with 'I feel confident to ask my colleagues for help.'.

Survey question	Your results	Benchmark results

Legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

You

	2021	2023

Survey question	Disagree	Neither	Agree	2021	2023
I feel confident to ask my colleagues for help.	3%	7%	90%	Not asked	90 %
It is clear in my organisation that sexual harassment in the workplace is not tolerated	3%	8%	88%	Not asked	88 %
My manager is approachable and demonstrates empathy when I need to raise issues	8%	9%	83%	Not asked	83 %
I know how to raise concerns about sexual harassment in the workplace and I am confident that I will be supported.	5%	13%	82%	Not asked	82 %

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In this report, 'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.
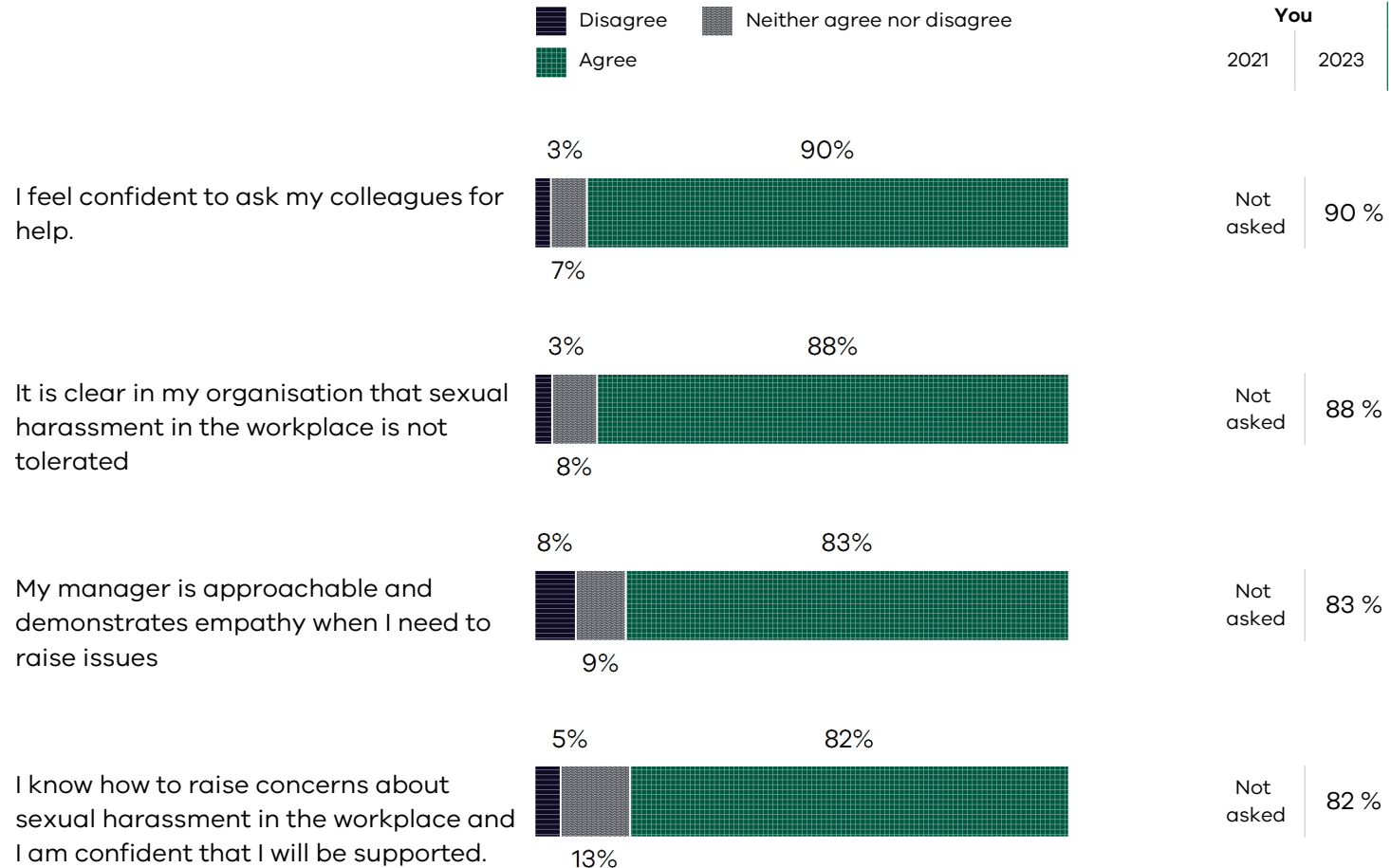
Example

82% of staff who did the survey agreed or strongly agreed with 'If I make a mistake at work, I'm able to raise it with my manager and feel supported to resolve it without fear of negative consequences.'.
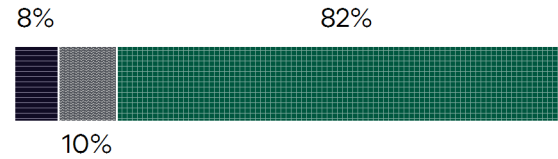
Survey question	Your results	Benchmark results

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

Benchmark results — You

	2021	2023

**If I make a mistake at work, I'm able to raise it with my manager and feel supported to resolve it without fear of negative consequences.**

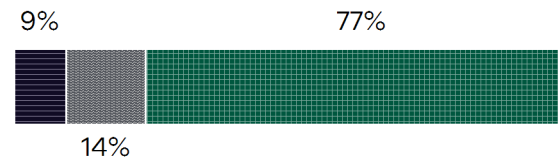Your results: 8% (Disagree), 10% (Neither agree nor disagree), 82% (Agree)

Benchmark: Not asked (2021), 82 % (2023)

In my workplace I am encouraged to build my cultural awareness and have a good understanding of Koori/First Nations history, culture, peoples and CSV's commitment to this work. (Koori Self-Determination Plan and Employment Plan)

Your results: 6% (Disagree), 15% (Neither agree nor disagree), 79% (Agree)

Benchmark: Not asked (2021), 79 % (2023)
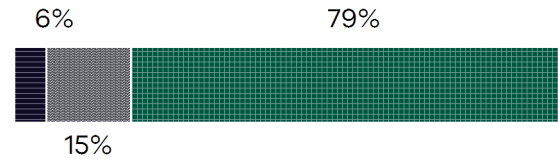
I'm encouraged to make suggestions regarding improving work practices and/or new initiatives that contribute to team performance

Your results: 9% (Disagree), 14% (Neither agree nor disagree), 77% (Agree)

Benchmark: Not asked (2021), 77 % (2023)

I have access to the tools, processes, systems and technology to succeed in my role.
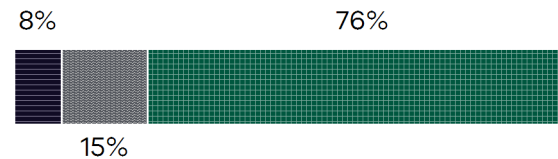
Your results: 8% (Disagree), 15% (Neither agree nor disagree), 76% (Agree)

Benchmark: Not asked (2021), 76 % (2023)

Victorian Public Sector Commission

VICTORIA State Government

Custom questions

What this is

Your organisation asked 16 custom questions as part of the 2023 survey.

Why this is important

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How to read this

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In this report, 'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.
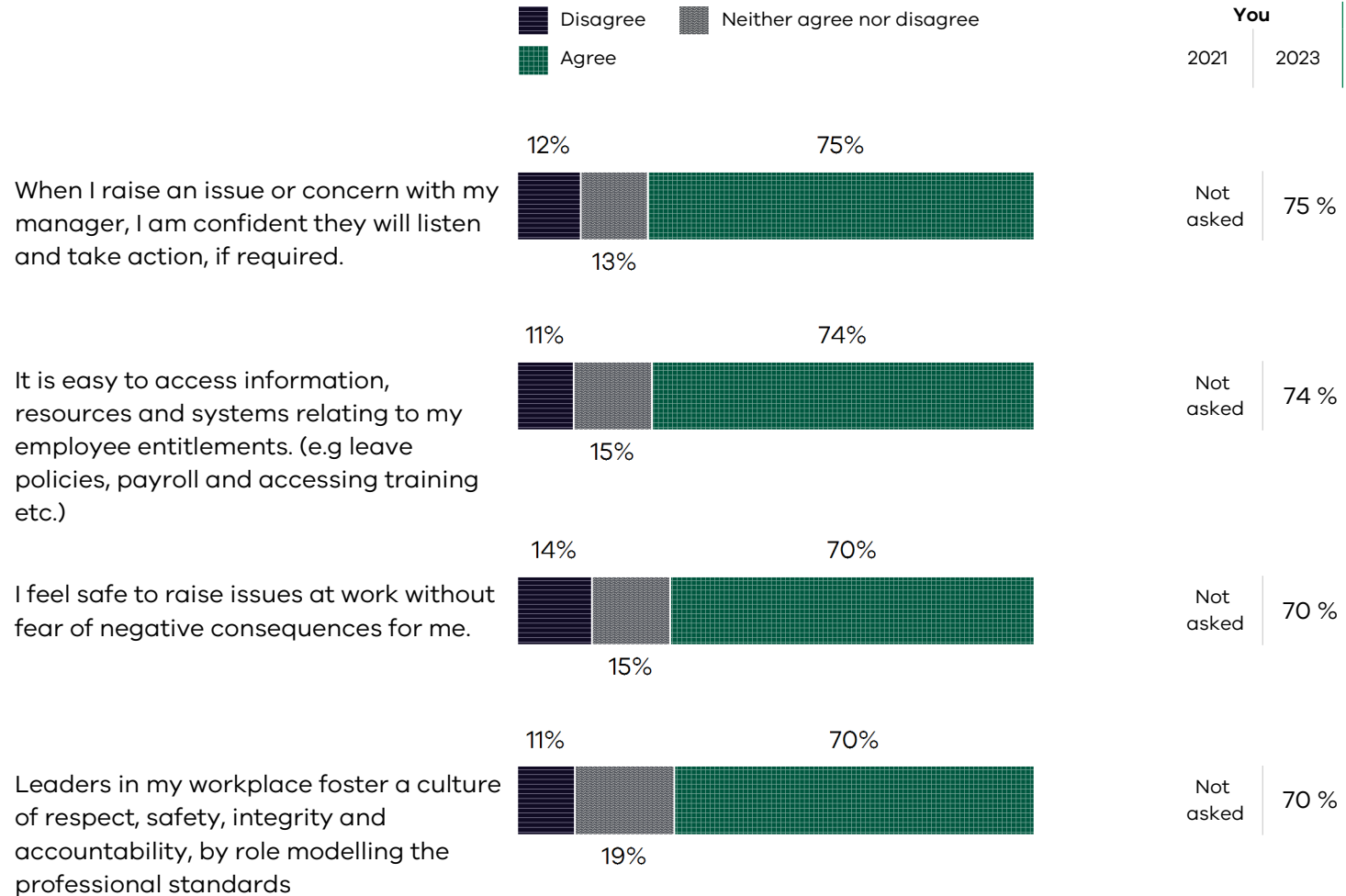
Example

75% of staff who did the survey agreed or strongly agreed with 'When I raise an issue or concern with my manager, I am confident they will listen and take action, if required.'.

Survey question	Your results	Benchmark results

■ Disagree ▨ Neither agree nor disagree ▨ Agree

Benchmark results

You

	2021	2023

When I raise an issue or concern with my manager, I am confident they will listen and take action, if required.
- 12% Disagree
- 13% Neither
- 75% Agree
- Benchmark: Not asked | 75 %

It is easy to access information, resources and systems relating to my employee entitlements. (e.g leave policies, payroll and accessing training etc.)
- 11% Disagree
- 15% Neither
- 74% Agree
- Benchmark: Not asked | 74 %

I feel safe to raise issues at work without fear of negative consequences for me.
- 14% Disagree
- 15% Neither
- 70% Agree
- Benchmark: Not asked | 70 %

Leaders in my workplace foster a culture of respect, safety, integrity and accountability, by role modelling the professional standards
- 11% Disagree
- 19% Neither
- 70% Agree
- Benchmark: Not asked | 70 %

Victorian Public Sector Commission

VICTORIA State Government

Custom questions

What this is

Your organisation asked 16 custom questions as part of the 2023 survey.

Why this is important

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

How to read this

The table shows you responses to the question 'How much would you say you know about your workplace's sexual harassment policy'.

Example

52% of staff who did the survey

responded 'A fair amount' to the question.

How much would you say you know about your workplace's sexual harassment policy	You 2023
A fair amount	52%
A great deal	22%
Just a little	18%
Heard of but know nothing about it	3%
Assume they have one but know nothing about it	1%
I don't know	1%
Prefer not to say	1%
Have never heard about it	0%

Custom questions

What this is

Your organisation asked 16 custom questions as part of the 2023 survey.

Why this is important

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

How to read this

The table shows you responses to the question 'I know how to access support to help me manage challenging elements of my work, particularly exposure to traumatic material.'.

Example

49% of staff who did the survey responded 'Agree' to the question.

I know how to access support to help me manage challenging elements of my work, particularly exposure to traumatic material.	You 2023
Agree	49%
Strongly agree	28%
Neither agree nor disagree	13%
Disagree	5%
Not applicable	4%
Strongly disagree	2%

Custom questions

What this is

Your organisation asked 16 custom questions as part of the 2023 survey.

Why this is important

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

How to read this

The table shows you responses to the question 'When did you last take part in training at your workplace on the issue of workplace sexual harassment'.

Example

72% of staff who did the survey

responded 'Within the last year' to the question.

When did you last take part in training at your workplace on the issue of workplace sexual harassment	You 2023
Within the last year	72%
1-2 years ago	12%
Can't recall	9%
I have not attended training	5%
2 or more years ago	1%
Prefer not to say	1%

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2023

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- Employment
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Demographics

Age, gender, variations in sex characteristics and sexual orientation

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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

Age	(n)	%
15-34 years	501	35%
35-54 years	631	44%
55+ years	187	13%
Prefer not to say	124	9%

How would you describe your gender?	(n)	%
Woman	938	65%
Man	365	25%
Prefer not to say	121	8%
Non-binary and I use a different term	19	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	18	1%
No	1315	91%
Prefer not to say	110	8%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?*	(n)	%
Yes	3	0%
No	1296	90%
Don't know	41	3%
Prefer not to say	103	7%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	1027	71%
Prefer not to say	221	15%
Bisexual	64	4%
Gay or lesbian	49	3%
Asexual	25	2%
I use a different term	22	2%
Pansexual	18	1%
Don't know	17	1%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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

Aboriginal and/or Torres Strait Islander	(n)	%
Yes	**32**	2%
Non Aboriginal and/or Torres Strait Islander	**1327**	92%
Prefer not to say	**84**	6%

Identified as Aboriginal and/or Torres Strait Islander on your organisations HR system?*	(n)	%
Yes	**30**	94%
No	**2**	6%

Demographics

Disability

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

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

How we protect anonymity and privacy

To protect you, we:

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

Do you identify as a person with a disability?

	(n)	%
Yes	**106**	7%
No	**1249**	87%
Prefer not to say	**88**	6%

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

	(n)	%
Yes	**59**	56%
No	**44**	42%
Prefer not to say	**3**	3%

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	**15**	34%
I do not require any adjustments to be made to perform my role	**13**	30%
My disability does not impact on my ability to perform my role	**13**	30%
Other	**3**	7%

Demographics

Cultural diversity 1 of 2

What this is

These are the personal characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Country of birth	(n)	%
Born in Australia	**1077**	75%
Not born in Australia	**221**	15%
Prefer not to say	**145**	10%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	**94**	34%
Italian	**43**	16%
Hindi	**31**	11%
Greek	**23**	8%
Cantonese	**15**	5%
Arabic	**13**	5%
Mandarin	**13**	5%
Sinhalese	**12**	4%
Vietnamese	**12**	4%
Spanish	**11**	4%
Urdu	**11**	4%
Filipino	**10**	4%

Language other than English spoken with family or community	(n)	%
Yes	**277**	19%
No	**1034**	72%
Prefer not to say	**132**	9%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Punjabi	**10**	4%
Macedonian	**9**	3%
Tamil	**8**	3%
Malayalam	**7**	3%
Auslan	**6**	2%
Telugu	**5**	2%
Gujarati	**4**	1%
Turkish	**4**	1%
Australian Indigenous Language	**3**	1%
Tagalog	**2**	1%

Victorian Public Sector Commission

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Demographics

What this is

This is the cultural identity and religion of staff.

Why this is important

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

How to read this

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Cultural identity	(n)	%
Australian	966	67%
Prefer not to say	172	12%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	154	11%
English, Irish, Scottish and/or Welsh	152	11%
East and/or South-East Asian	68	5%
Other	41	3%
South Asian	40	3%
Aboriginal and/or Torres Strait Islander	33	2%
New Zealander	18	1%
African	17	1%
Middle Eastern	16	1%
Central Asian	11	1%
North American	10	1%
Pacific Islander	10	1%
Central and/or South American	8	1%
Maori	5	0%

Religion	(n)	%
No religion	744	52%
Christianity	373	26%
Prefer not to say	200	14%
Other	52	4%
Islam	25	2%
Hinduism	22	2%
Buddhism	17	1%
Judaism	7	0%
Sikhism	3	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

Each table shows the breakdown of responses from your survey.

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

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Working arrangement	(n)	%
Full-Time	1254	87%
Part-Time	189	13%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	179	13%
Below $80k	436	31%
$80k to $120k	541	38%
$120k to $160k	164	12%
$160k to $200k	64	5%
$200k or more	23	2%

Organisational tenure	(n)	%
<1 year	308	21%
1 to less than 2 years	206	14%
2 to less than 5 years	353	24%
5 to less than 10 years	244	17%
10 to less than 20 years	229	16%
More than 20 years	103	7%

Management responsibility	(n)	%
Non-manager	1028	71%
Other manager	248	17%
Manager of other manager(s)	167	12%

Employment type	(n)	%
Ongoing and executive	1084	75%
Fixed term	323	22%
Other	36	2%

Demographics

Employment characteristics 2 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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Primary workplace location over the last 3 months

	(n)	%
Melbourne CBD	**909**	63%
Melbourne: Suburbs	**333**	23%
Large regional city	**117**	8%
Rural	**69**	5%
Other	**15**	1%

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

	(n)	%
Your employer's office	**1070**	74%
A frontline or service delivery location	**204**	14%
Home or private location	**651**	45%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	**82**	6%
Other	**26**	2%

Flexible work

	(n)	%
Working from an alternative location (e.g. home, hub/shared work space)	**631**	44%
No, I do not use any flexible work arrangements	**563**	39%
Flexible start and finish times	**271**	19%
Part-time	**155**	11%
Using leave to work flexible hours	**77**	5%
Working more hours over fewer days	**74**	5%
Study leave	**35**	2%
Other	**27**	2%
Purchased leave	**17**	1%
Shift swap	**11**	1%
Job sharing	**8**	1%

Demographics

Adjustments

What this is

These are adjustments staff requested to perform in their role.

Why this is important

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

How to read this

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

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Have you requested any of the following adjustments at work?*	(n)	%
No, I have not requested adjustments	**1014**	70%
Flexible working arrangements	**345**	24%
Physical modifications or improvements to the workplace	**111**	8%
Career development support strategies	**30**	2%
Other	**14**	1%
Accessible communications technologies	**12**	1%
Job redesign or role sharing	**8**	1%

Why did you make this request?	(n)	%
Work-life balance	**208**	48%
Health	**147**	34%
Caring responsibilities	**119**	28%
Family responsibilities	**119**	28%
Other	**45**	10%
Disability	**32**	7%
Study commitments	**21**	5%

What was your experience with making the request?	(n)	%
The adjustments I needed were made and the process was satisfactory	**308**	72%
The adjustments I needed were not made	**75**	17%
The adjustments I needed were made but the process was unsatisfactory	**46**	11%

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	**690**	48%
Primary school aged child(ren)	**216**	15%
Secondary school aged child(ren)	**192**	13%
Prefer not to say	**160**	11%
Frail or aged person(s)	**129**	9%
Child(ren) - younger than preschool age	**105**	7%
Preschool aged child(ren)	**83**	6%
Person(s) with disability	**60**	4%
Person(s) with a medical condition	**60**	4%
Person(s) with a mental illness	**43**	3%
Other	**34**	2%

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