People matter survey 2023

Have your say

Department of Families, Fairness and Housing
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
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Report overview

About your report

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

Report contents

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

Comparing data in this report

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

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

Rounding of percentages

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

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

Survey questions and definitions

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

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Privacy and anonymity

To protect you, we:

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

Read more in our privacy policy.

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

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

Our public sector values

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

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

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

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

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

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

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

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

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

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

Responsiveness **Integrity** **Impartiality** **Accountability** **Respect** **Leadership** **Human Rights**

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Department of Education

Department of Energy, Environment and Climate Action

Department of Health

Department of Jobs, Skills, Industry and Regions

Department of Justice and Community Safety

Department of Premier and Cabinet

Department of Transport and Planning

Department of Treasury and Finance

State Revenue Office

Victoria Police

Victorian Public Sector Commission

VICTORIA State Government

Report overview

Your response rate

What this is

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

Why this is important

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

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

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

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

How to read this

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

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

2022	2023
41%	**61%**
(3005)	**(4299)**
Comparator 71%	Comparator 63%
Public Sector 42%	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.

2022	
65	
Comparator	70
Public Sector	68

2023	
67	
Comparator	67
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.
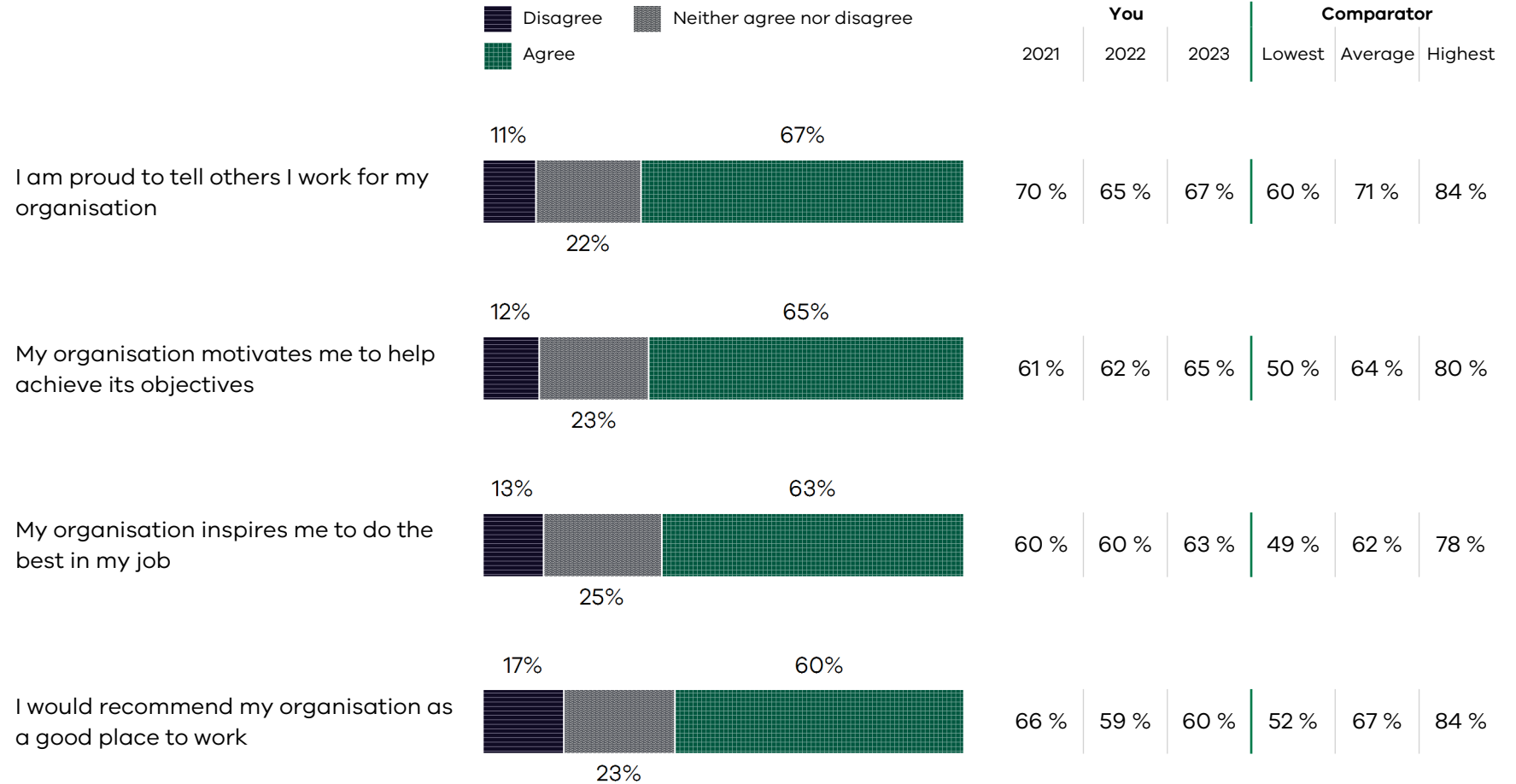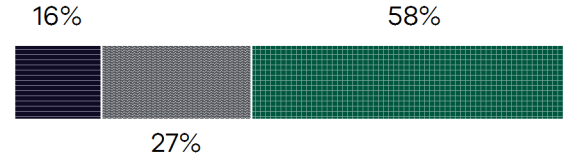
Example

67% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question · Your results · Benchmark agree results

Legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I am proud to tell others I work for my organisation (Disagree 11%, Neither 22%, Agree 67%)	70 %	65 %	67 %	60 %	71 %	84 %
My organisation motivates me to help achieve its objectives (Disagree 12%, Neither 23%, Agree 65%)	61 %	62 %	65 %	50 %	64 %	80 %
My organisation inspires me to do the best in my job (Disagree 13%, Neither 25%, Agree 63%)	60 %	60 %	63 %	49 %	62 %	78 %
I would recommend my organisation as a good place to work (Disagree 17%, Neither 23%, Agree 60%)	66 %	59 %	60 %	52 %	67 %	84 %

People outcomes

Engagement question results 2 of 2

What this is

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

Your organisation's engagement index

Your 2023 index is 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

58% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.
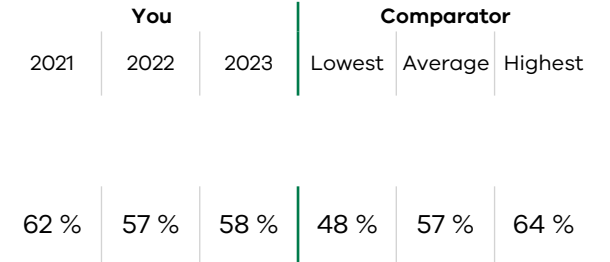
Survey question

Your results

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

I feel a strong personal attachment to my organisation

16% | 27% | 58%

Benchmark agree results

	You			Comparator		
2021	2022	2023		Lowest	Average	Highest
62 %	57 %	58 %		48 %	57 %	64 %

Victorian Public Sector Commission

VICTORIA State Government

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:

- 78% of your staff who did the survey responded positively to questions about Inclusion which is up from 77% in 2022.

Compared to:

- 78% of staff at your comparator and 78% of staff across the public sector.
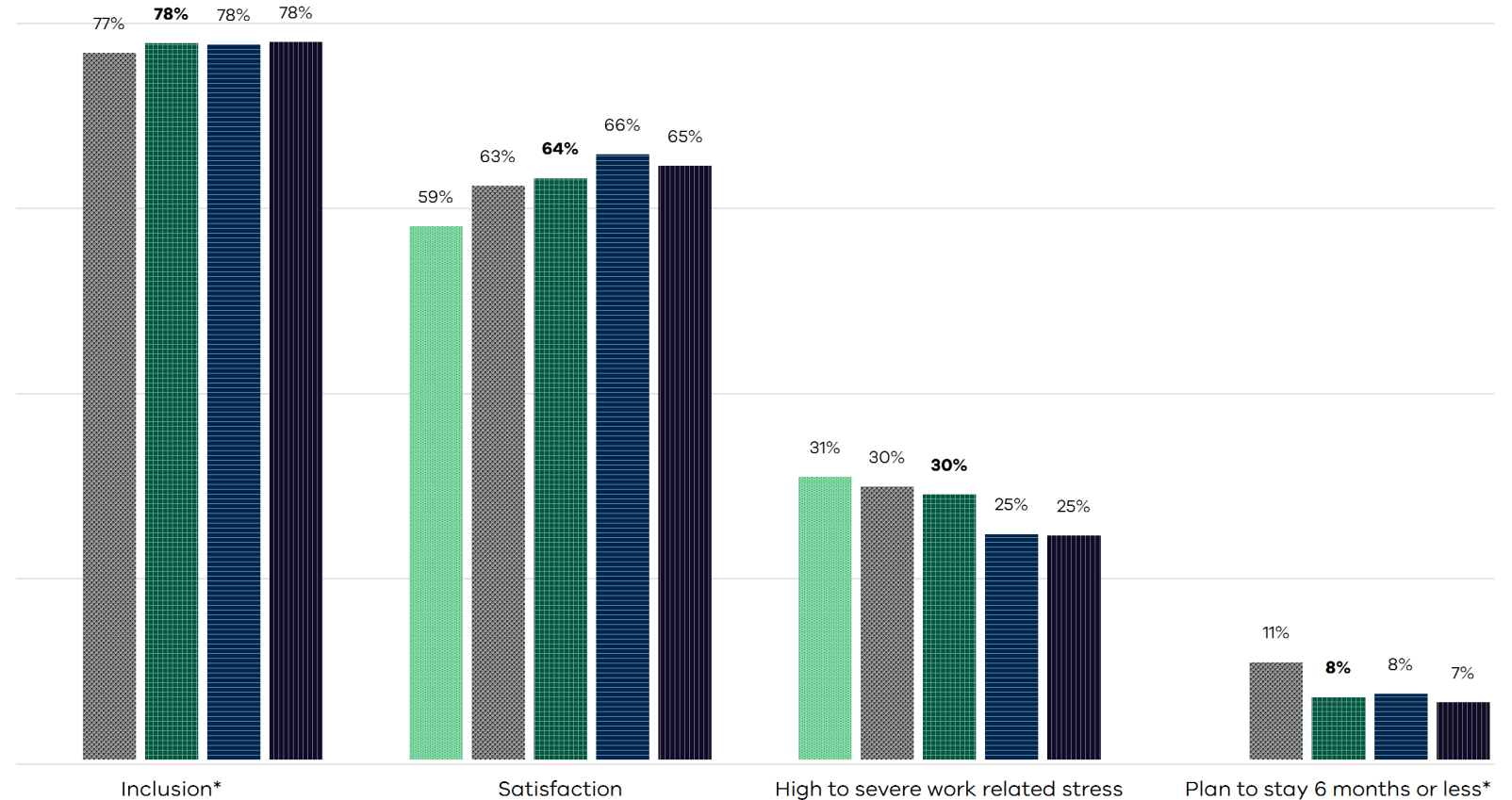
Chart data:

Inclusion*
- You 2022: 77%
- You 2023: **78%**
- Comparator 2023: 78%
- Public sector 2023: 78%

Satisfaction
- You 2021: 59%
- You 2022: 63%
- You 2023: **64%**
- Comparator 2023: 66%
- Public sector 2023: 65%

High to severe work related stress
- You 2021: 31%
- You 2022: 30%
- You 2023: **30%**
- Comparator 2023: 25%
- Public sector 2023: 25%

Plan to stay 6 months or less*
- You 2022: 11%
- You 2023: **8%**
- Comparator 2023: 8%
- 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 2022 | You 2023 | Comparator 2023 | Public sector 2023

People outcomes

Satisfaction question results

What this is

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

Why this is important

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

How to read this

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

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

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

Example

70% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

Survey question	Your results		Benchmark satisfied results					

Legend:
- Dissatisfied
- Satisfied
- Neither satisfied nor dissatisfied

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Considering everything, how satisfied are you with your current job	14% / 16% / 70%	65 %	68 %	70 %	63 %	72 %	81 %
How satisfied are you with the work/life balance in your current job	21% / 16% / 63%	62 %	64 %	63 %	62 %	71 %	86 %
How satisfied are you with your career development within your current organisation	17% / 24% / 59%	49 %	57 %	59 %	46 %	56 %	66 %
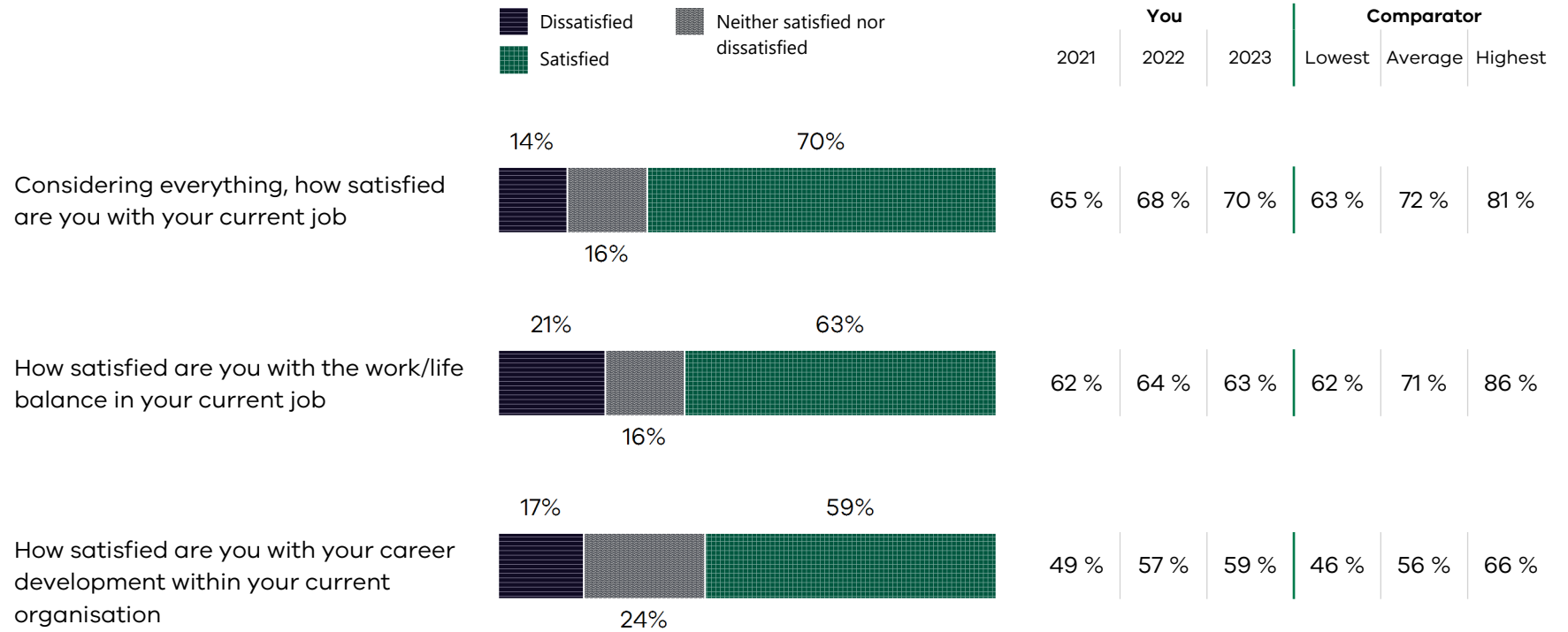
People outcomes

Work-related stress levels

What this is

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

Why this is important

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

How to read this

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

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

The numbers below show the percentage of staff in your organisation who said they experienced high to severe stress in 2023 compared to 2022 and your comparator.

Example

30% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 25% 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	9%
Low / mild	30%
Moderate	31%
High	15%
Very high	10%
Severe	5%
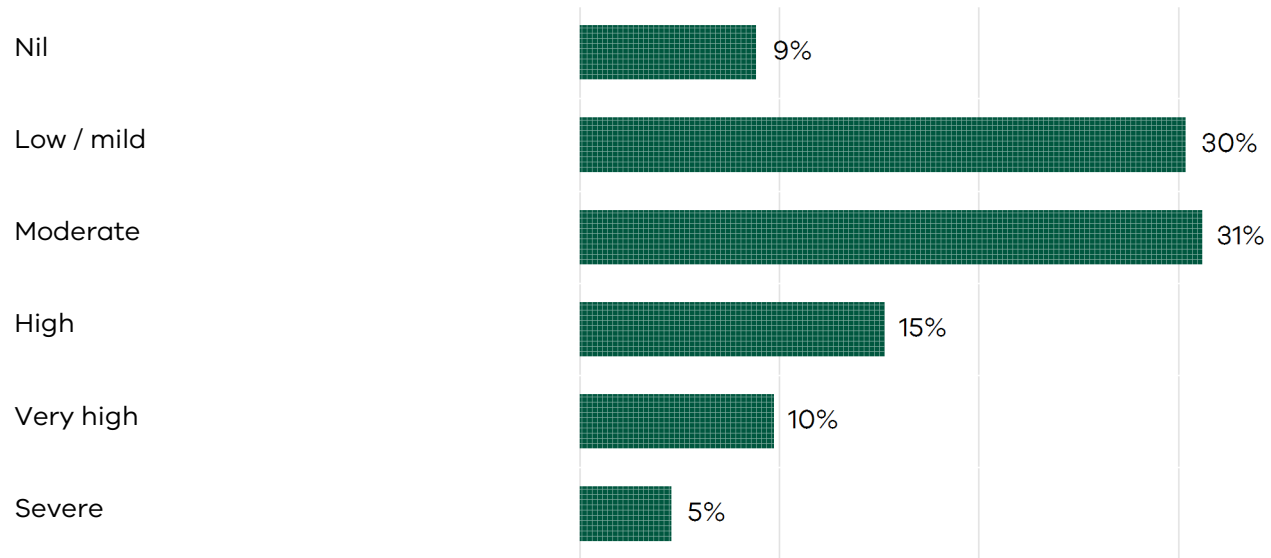
Reported levels of high to severe stress

2022		2023	
30%		**30%**	
Comparator	24%	Comparator	25%
Public Sector	25%	Public Sector	25%
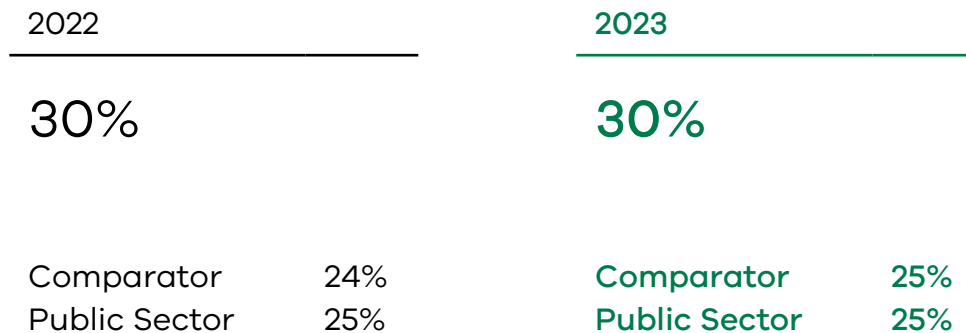
People outcomes

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

91% of your staff who did the survey said they experienced mild to severe stress.

Of that 91%, 56% said the top reason was 'Workload'.

	3919	380
	91%	9%

■ Experienced some work-related stress   ▦ Did not experience some work-related stress
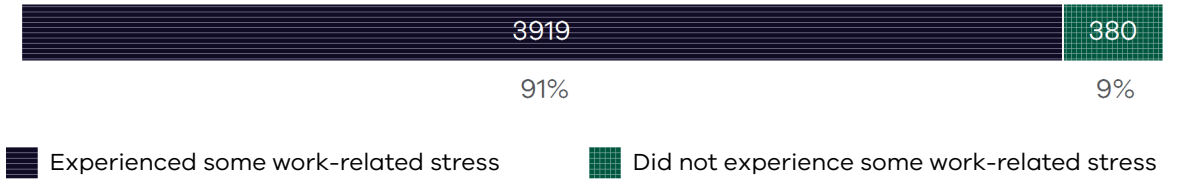
Of those that experienced work related stress it was from ...	You 2022	You 2023	Comparator 2023	Public sector 2023
Workload	54%	56%	48%	49%
Time pressure	47%	47%	43%	41%
Competing home and work responsibilities	13%	15%	13%	14%
Dealing with clients, patients or stakeholders	13%	15%	14%	15%
Unclear job expectations	15%	14%	15%	14%
Management of work (e.g. supervision, training, information, support)	13%	13%	12%	13%
Content, variety, or difficulty of work	10%	12%	12%	11%
Job security	11%	11%	15%	11%
Other	9%	11%	12%	12%
Organisation or workplace change	20%	10%	14%	12%

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

10% 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 2022	You 2023	Comparator 2023	Public sector 2023
6 months or less	11%	8%	8%	7%
Over 6 months and up to 1 year	11%	10%	11%	10%
Over 1 year and up to 3 years	24%	24%	26%	24%
Over 3 years and up to 5 years	14%	14%	14%	15%
Over 5 years	40%	44%	41%	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

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

Survey question	Your results	Benchmark agree results

Legend: ■ Disagree ▨ Neither agree nor disagree ▦ Agree

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I can be myself at work	8% / 11% / 82%	Not asked	81 %	82 %	71 %	81 %	88 %
I feel culturally safe at work	7% / 12% / 81%	75 %	82 %	81 %	73 %	83 %	91 %
I feel as if I belong at this organisation	9% / 19% / 72%	Not asked	69 %	72 %	61 %	70 %	81 %
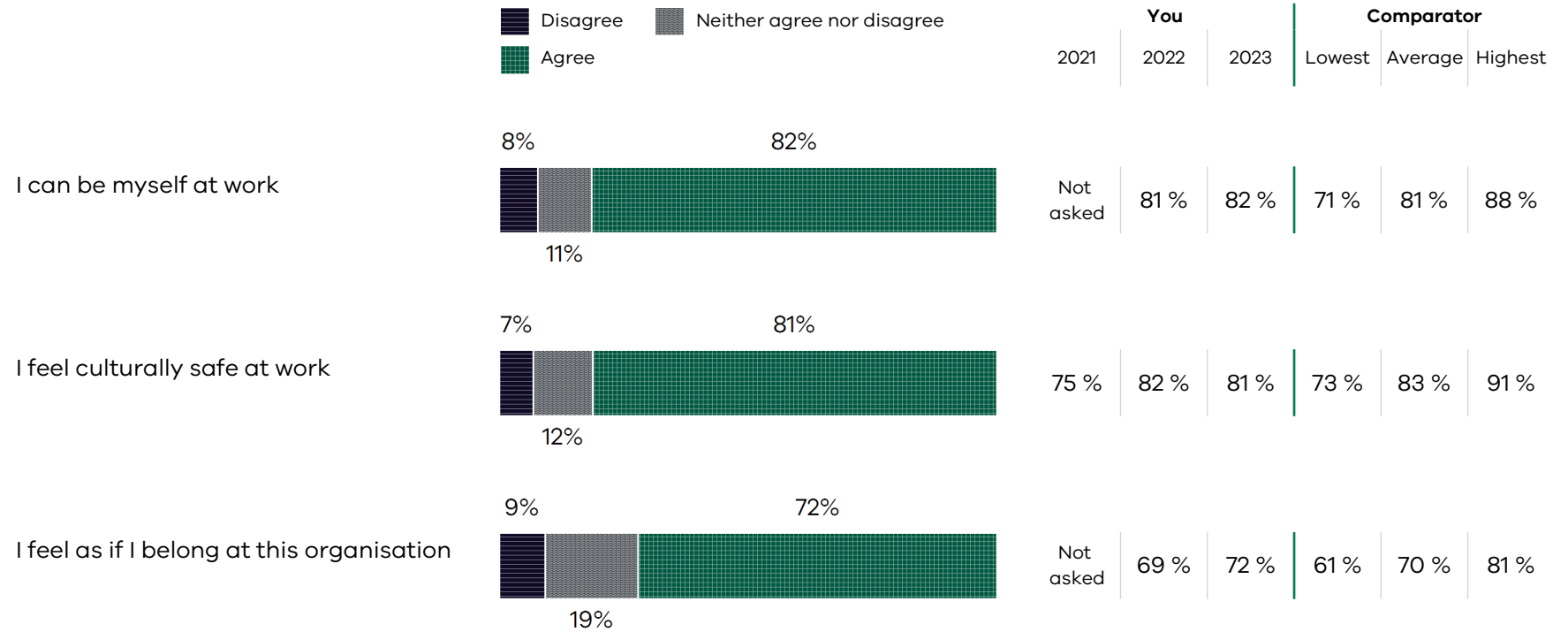
People outcomes

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 caring responsibilities'.

Staff who experienced one or more barriers to success at work

1379	2920
32%	68%

■ Experienced barriers listed   ▦ Did not experience any of the barriers listed
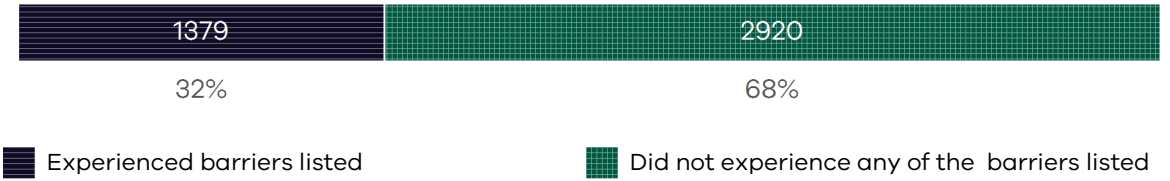
During the last 12 months, employees experienced barriers to their success due to …	You 2022	You 2023	Comparator 2023	Public sector 2023
My caring responsibilities	10%	10%	7%	7%
My mental health	9%	10%	8%	8%
My flexible working	0%	9%	7%	7%
My age	10%	8%	8%	8%
My physical health	5%	5%	4%	4%
My sex	4%	4%	5%	6%
My cultural background	3%	4%	3%	3%
My disability	2%	2%	2%	2%
My race	1%	2%	2%	2%
My religious belief	1%	1%	1%	1%

People outcomes

Inclusion - Witnessed barriers to success

What this is

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

Why this is important

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

How to read this

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

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

Example

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

1302	2997
30%	70%

■ Witnessed barriers listed   ■ Did not witness barriers listed
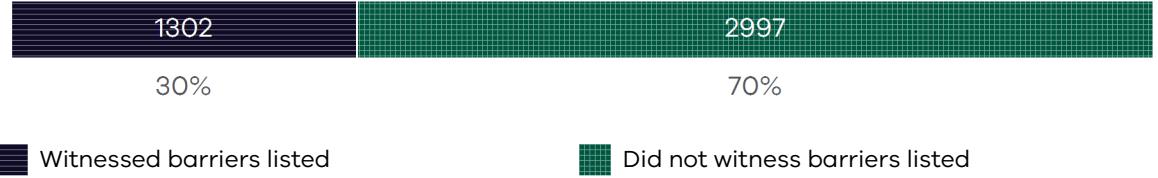
During the last 12 months, employees witnessed barriers to the success of other employees due to their...	You 2023	Comparator 2023	Public sector 2023
Flexible working	13%	9%	10%
Caring responsibilities	11%	7%	7%
Mental health	10%	7%	8%
Cultural background	7%	4%	4%
Age	6%	6%	6%
Physical health	5%	3%	3%
Sex	4%	6%	7%
Race	3%	2%	2%
Aboriginal and/or Torres Strait Islander status	3%	1%	1%
Disability	3%	2%	2%

Victorian Public Sector Commission

VICTORIA State Government

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 47% in 2022

Compared to:

- 50% 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 …

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

	Happy	Enthusiastic	Worried	Miserable
You 2021	43%	44%	45%	20%
You 2022	47%	44%	40%	21%
You 2023	50%	47%	39%	20%
Comparator 2023	50%	47%	31%	17%
Public sector 2023	52%	48%	31%	18%
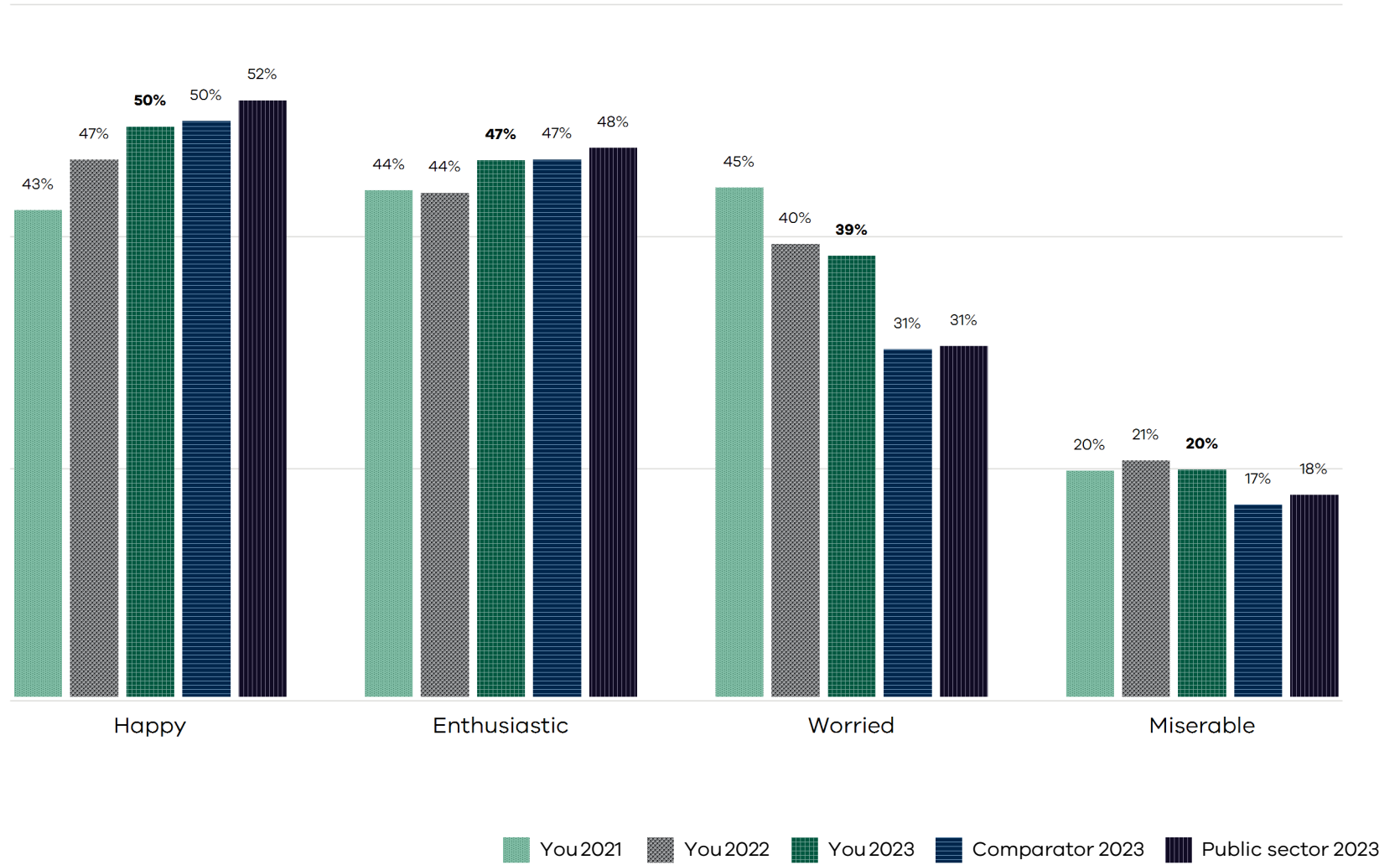
People outcomes

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:

- 21% of your staff who did the survey stated they experienced ' Violence or aggression' in the last 12 months which is up from 18% in 2022.

Compared to:

- 8% of staff at your comparator and 11% of staff across the public sector.

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

Violence or aggression: 20%, 18%, 21%, 8%, 11%
Bullying: 17%, 13%, 15%, 11%, 12%
Discrimination: 5%, 6%, 7%, 5%, 6%
Sexual harassment: 3%, 3%, 3%, 4%, 4%
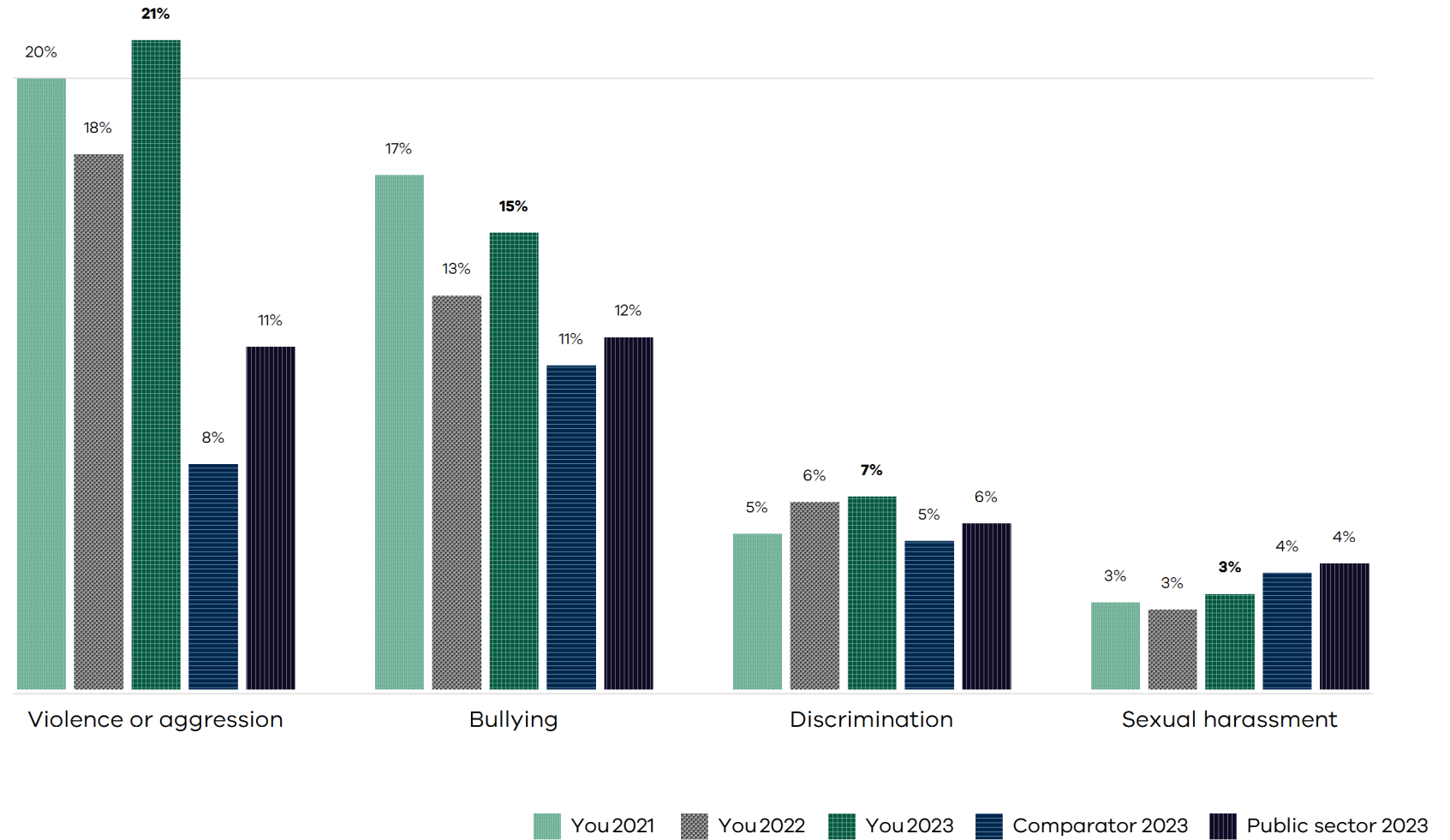
People outcomes

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

15% of your staff who did the survey said they experienced bullying.

Of that 15%, 74% 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?

650	3295	354
15%	77%	8%

- ■ Experienced bullying
- ▨ Did not experience bullying
- ▨ Not sure
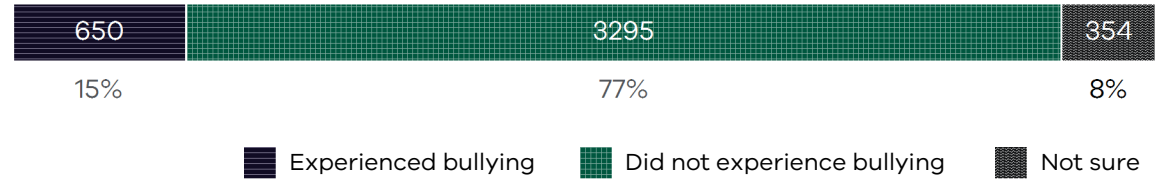
If you experienced bullying, what type of bullying did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	72%	74%	72%	71%
Exclusion or isolation	44%	44%	46%	45%
Withholding essential information for me to do my job	31%	30%	33%	30%
Intimidation and/or threats	27%	26%	29%	29%
Verbal abuse	15%	19%	18%	20%
Other	19%	17%	15%	16%
Being assigned meaningless tasks unrelated to my job	15%	15%	17%	16%
Being given impossible assignment(s)	14%	11%	12%	11%
Interference with my personal property and/or work equipment	5%	4%	5%	6%

Victorian Public Sector Commission

VICTORIA State Government

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

15% of your staff who did the survey said they experienced bullying, of which

- 56% said the top way they reported the bullying was 'Told a manager'.
- 84% said they didn't submit a formal complaint.

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

650	3295	354
15%	77%	8%

■ Experienced bullying　■ Did not experience bullying　■ Not sure
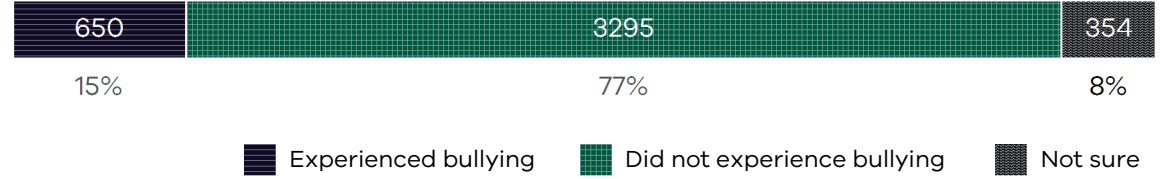
Did you tell anyone about the bullying?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	53%	56%	49%	50%
Told a colleague	40%	42%	41%	41%
Told a friend or family member	32%	36%	35%	36%
Told the person the behaviour was not OK	19%	18%	18%	17%
Submitted a formal complaint	14%	16%	11%	12%
Told employee assistance program (EAP) or peer support	14%	13%	12%	10%
Told Human Resources	11%	12%	11%	13%
Told someone else	10%	12%	12%	13%
I did not tell anyone about the bullying	10%	9%	13%	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

84% of your staff who experienced bullying did not submit a formal complaint, of which:

- 57% said the top reason was 'I believed there would be negative consequences for my reputation'.

Did you submit a formal complaint?
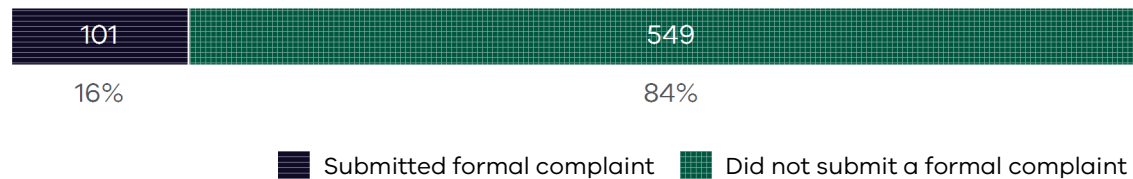
101	549
16%	84%

■ Submitted formal complaint   ■ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I believed there would be negative consequences for my reputation	52%	57%	56%	55%
I didn't think it would make a difference	54%	49%	51%	51%
I believed there would be negative consequences for my career	47%	47%	47%	45%
I didn't feel safe to report the incident	21%	23%	19%	19%
Other	7%	14%	14%	14%
I didn't think it was serious enough	13%	14%	18%	16%
I thought the complaint process would be embarrassing or difficult	9%	12%	14%	13%
I believed there would be negative consequences for the person I was going to complain about	9%	10%	10%	10%
I didn't need to because I no longer had contact with the person(s) who bullied me	7%	9%	7%	7%
I didn't know how to make a complaint	4%	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, 15% 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

15% of your staff who did the survey said they experienced bullying.

Of that 15%, 50% said it was by 'A manager or supervisor'.

650 people (15% of staff) experienced bullying (You 2023)
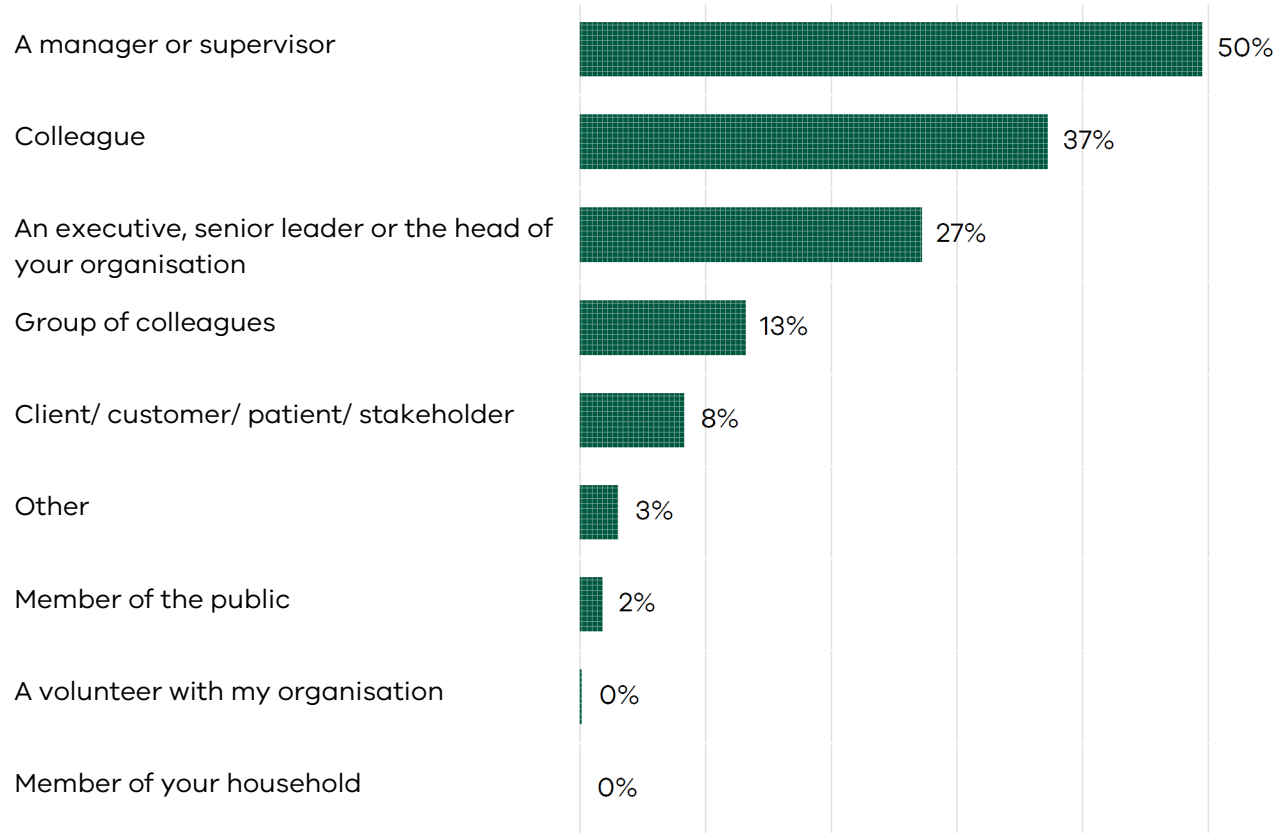
Perpetrator	Percentage
A manager or supervisor	50%
Colleague	37%
An executive, senior leader or the head of your organisation	27%
Group of colleagues	13%
Client/ customer/ patient/ stakeholder	8%
Other	3%
Member of the public	2%
A volunteer with my organisation	0%
Member of your household	0%

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, 15% 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

15% of your staff who did the survey said they experienced bullying.

Of that 15%, 97% said it was by someone within the organisation.

Of that 97%, 54% said it was 'They were in my workgroup'.

628 people (97% of staff who experienced bullying) experienced bullying from within your organisation (You 2023)

Relationship	Percentage
They were in my workgroup	54%
They were my immediate manager or supervisor	40%
They were outside my workgroup	21%
They were someone I supervise or manage	6%
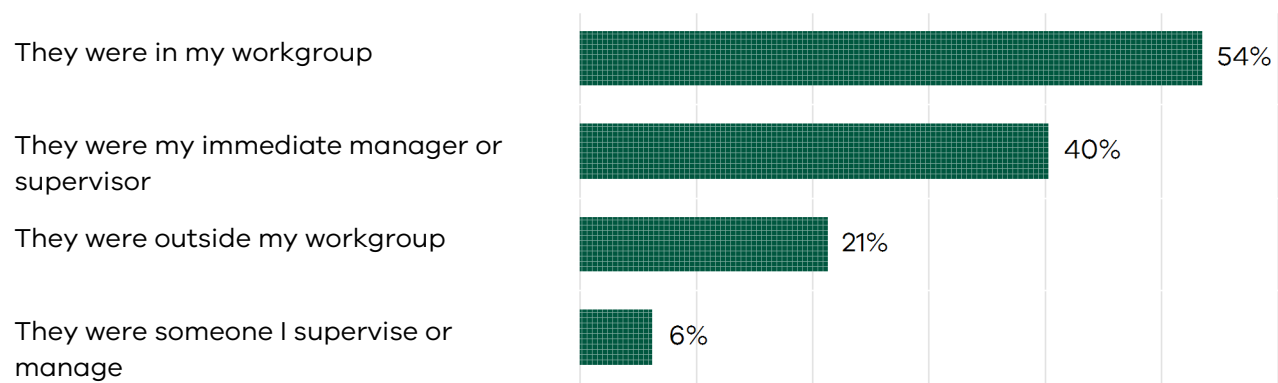
People outcomes

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

3% of your staff who did the survey said they experienced sexual harassment.

Of those, 51% said the top type was 'Intrusive questions about your private life or comments about your physical appearance'.

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

145	4154
3%	97%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
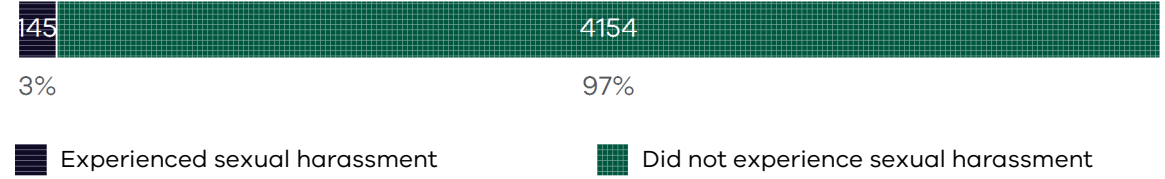
Behaviours reported	You 2022	You 2023	Comparator 2023	Public sector 2023
Intrusive questions about your private life or comments about your physical appearance	55%	51%	46%	45%
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	44%	43%	53%	50%
Unwelcome touching, hugging, cornering or kissing	7%	17%	12%	14%
Inappropriate staring or leering that made you feel intimidated	15%	15%	15%	15%
Inappropriate physical contact	2%	12%	13%	14%
Any other unwelcome conduct of a sexual nature	5%	3%	8%	8%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	6%	2%	4%	4%
Repeated or inappropriate invitations to go out on dates	3%	2%	4%	4%
Sexual gestures, indecent exposure or inappropriate display of the body	1%	1%	3%	3%
Sexually explicit email or SMS message	1%	1%	3%	2%

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

3% of your staff who did the survey said they experienced sexual harassment.

Of those, 41% said their top response was 'Pretended it didn't bother you'.

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

145	4154
3%	97%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
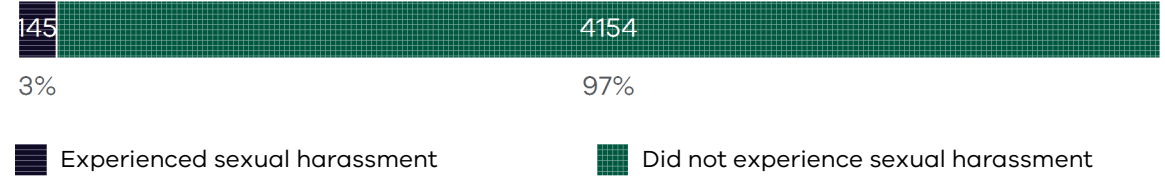
When the harassment happened to you, did you respond in any of the following ways?	You 2022	You 2023	Comparator 2023	Public sector 2023
Pretended it didn't bother you	47%	41%	45%	44%
Avoided the person(s) by staying away from them	33%	40%	36%	36%
Tried to laugh it off or forget about it	42%	36%	40%	40%
Told a friend or family member	24%	28%	20%	21%
Told a colleague	30%	24%	23%	23%
Told a manager	24%	24%	20%	20%
Told the person the behaviour was not OK	22%	21%	27%	23%
Avoided locations where the behaviour might occur	10%	12%	16%	14%
Other	7%	5%	5%	5%
Submitted a formal complaint	7%	5%	6%	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

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

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

Did you submit a formal complaint?
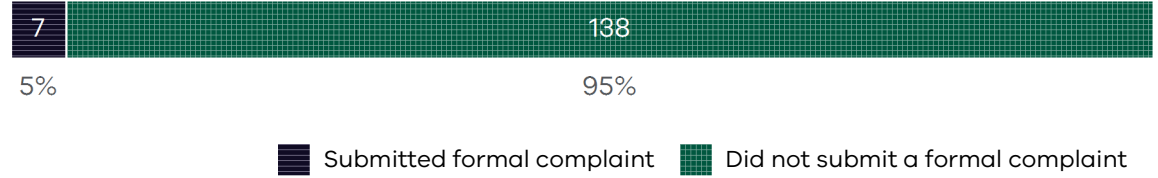
7	138

5%   95%

■ Submitted formal complaint   ■ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it was serious enough	45%	47%	47%	44%
I didn't think it would make a difference	45%	33%	40%	40%
I believed there would be negative consequences for my reputation	45%	32%	40%	37%
I believed there would be negative consequences for my career	34%	24%	30%	27%
I thought the complaint process would be embarrassing or difficult	18%	13%	11%	11%
Other	11%	13%	9%	10%
I didn't need to because I no longer had contact with the person(s) who harassed me	3%	12%	6%	7%
I believed there would be negative consequences for the person I was going to complain about	19%	11%	15%	13%
I didn't need to because I made the harassment stop	6%	10%	11%	10%
I didn't feel safe to report the incident	16%	8%	8%	9%

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, 3% of your staff said they experienced sexual harassment.

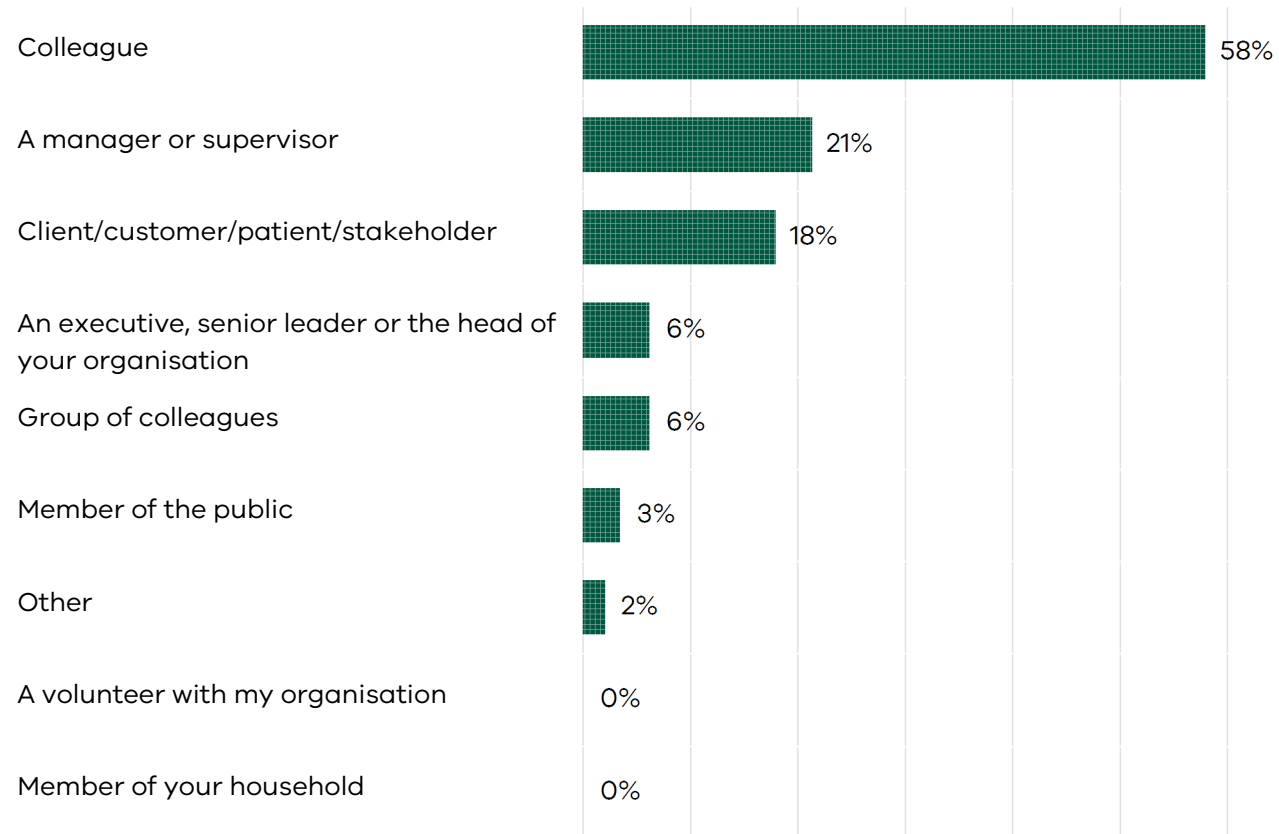If they did, they could tell us with one or more answers who the perpetrator was.

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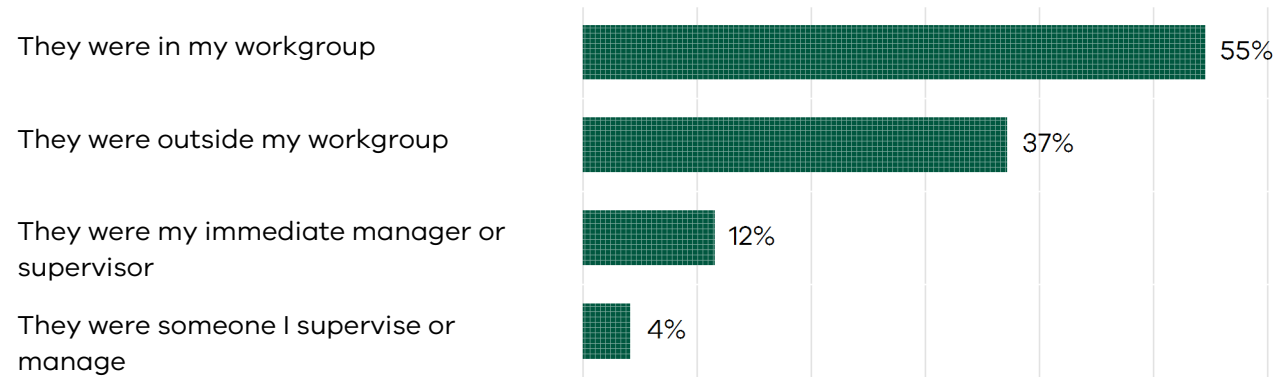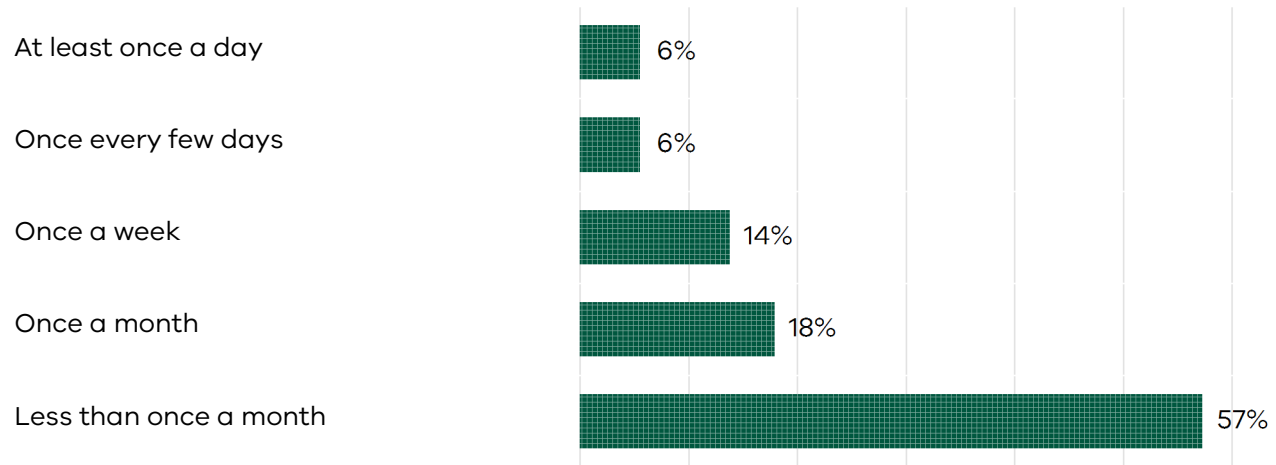
Each row is one perpetrator or group of perpetrators.

Example

3% of your staff who did the survey said they experienced sexual harassment.

Of that 3%, 58% said it was by 'Colleague'.

145 people (3% of staff) experienced sexual harassment (You2023)

Perpetrator	%
Colleague	58%
A manager or supervisor	21%
Client/customer/patient/stakeholder	18%
An executive, senior leader or the head of your organisation	6%
Group of colleagues	6%
Member of the public	3%
Other	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 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, 3% 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

3% of your staff who did the survey said they experienced sexual harassment.

Of that 3%, 83% said it was by someone within the organisation.

Of that 83%, 55% said it was 'They were in my workgroup'.

121 people (83% of staff who experienced harassment) experienced harassment from within your organisation (You 2023)

Relationship	Percentage
They were in my workgroup	55%
They were outside my workgroup	37%
They were my immediate manager or supervisor	12%
They were someone I supervise or manage	4%

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, 3% 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

3% of your staff who did the survey said they experienced sexual harassment.

Of that 3%, 6% said it was 'At least once a day'.

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

Frequency	Percentage
At least once a day	6%
Once every few days	6%
Once a week	14%
Once a month	18%
Less than once a month	57%

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

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

Of that 7%, 31% said it was 'Age'.

Have you experienced discrimination at work?

281	3550	468
7%	83%	11%
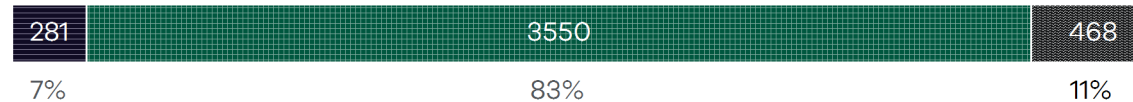
- ■ Experienced discrimination
- ▦ Did not experience discrimination
- ▨ Not sure

Why were you discriminated against?	You 2022	You 2023	Comparator 2023	Public sector 2023
Age	28%	31%	31%	28%
Employment activity	24%	25%	27%	26%
Race	15%	20%	16%	16%
Sex	14%	17%	22%	26%
Parent or carer status (including pregnancy and breastfeeding)	15%	17%	17%	15%
Disability	12%	10%	12%	10%
Gender identity	8%	7%	8%	8%
Physical features	6%	5%	7%	7%
Sexual orientation (including expunged homosexual conviction), or lawful sexual activity	0%	5%	3%	3%
Personal association with someone who has any of the above attributes (whether as a relative or otherwise)	7%	4%	8%	6%

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

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

Of that 7%, 43% said it was 'Opportunities for promotion'.

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

281	3550	468
7%	83%	11%

■ Experienced discrimination ▦ Did not experience discrimination ▦ Not sure
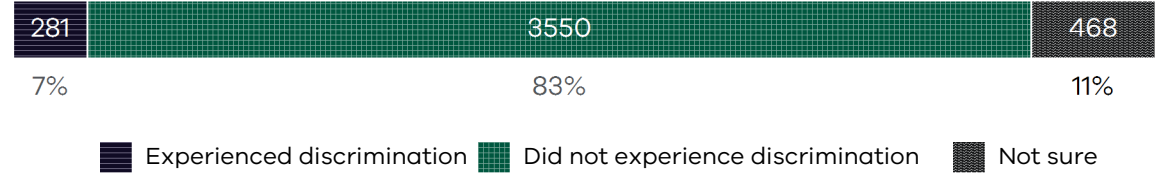
If you experienced discrimination, what type of discrimination did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Opportunities for promotion	43%	43%	43%	41%
Other	38%	40%	36%	36%
Denied flexible work arrangements or other adjustments	23%	25%	21%	22%
Opportunities for training	17%	18%	25%	26%
Opportunities for transfer/secondment	17%	13%	21%	21%
Access to leave	8%	9%	10%	9%
Employment security - threats of dismissal or termination	12%	9%	15%	13%
Pay or conditions offered by employer	10%	7%	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

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

- 36% said the top way they reported the discrimination was 'Told a colleague'.

- 92% said they didn't submit a formal complaint.

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

281	3550	468
7%	83%	11%

■ Experienced discrimination   ■ Did not experience discrimination   ■ Not sure
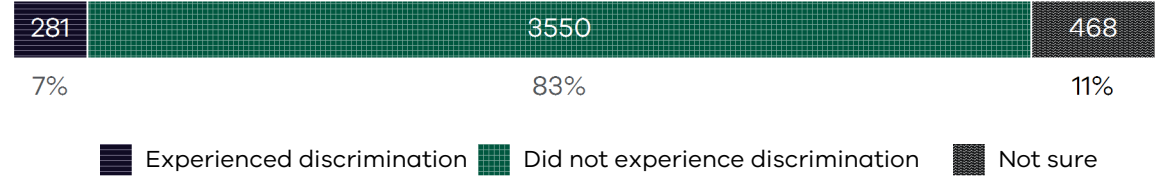
Did you tell anyone about the discrimination?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a colleague	31%	36%	35%	36%
Told a manager	32%	33%	30%	30%
Told a friend or family member	30%	33%	32%	31%
I did not tell anyone about the discrimination	24%	21%	24%	24%
Told employee assistance program (EAP) or peer support	13%	13%	10%	9%
Told someone else	15%	12%	14%	14%
Told Human Resources	13%	9%	11%	11%
Submitted a formal complaint	8%	8%	9%	8%
Told the person the behaviour was not OK	9%	8%	10%	9%

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

92% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 57% said the top reason was 'I believed there would be negative consequences for my career'.

Did you submit a formal complaint?
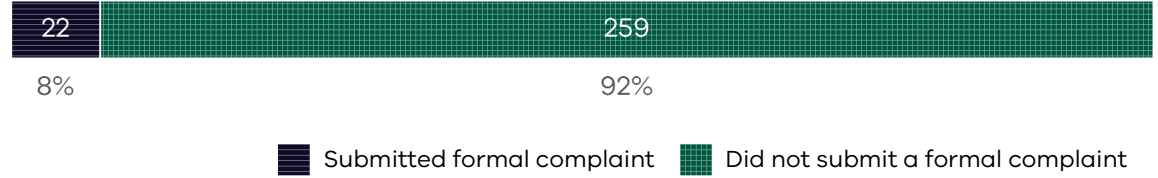
22	259
8%	92%

■ Submitted formal complaint   ■ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I believed there would be negative consequences for my career	57%	57%	54%	54%
I believed there would be negative consequences for my reputation	53%	56%	57%	56%
I didn't think it would make a difference	60%	55%	61%	59%
I didn't feel safe to report the incident	18%	23%	18%	18%
I didn't think it was serious enough	9%	12%	12%	12%
Other	9%	11%	12%	11%
I thought the complaint process would be embarrassing or difficult	10%	10%	11%	12%
I didn't know how to make a complaint	7%	9%	5%	5%
I believed there would be negative consequences for the person I was going to complain about	9%	8%	9%	8%
I didn't know who to talk to	9%	6%	7%	6%

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, 7% 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.
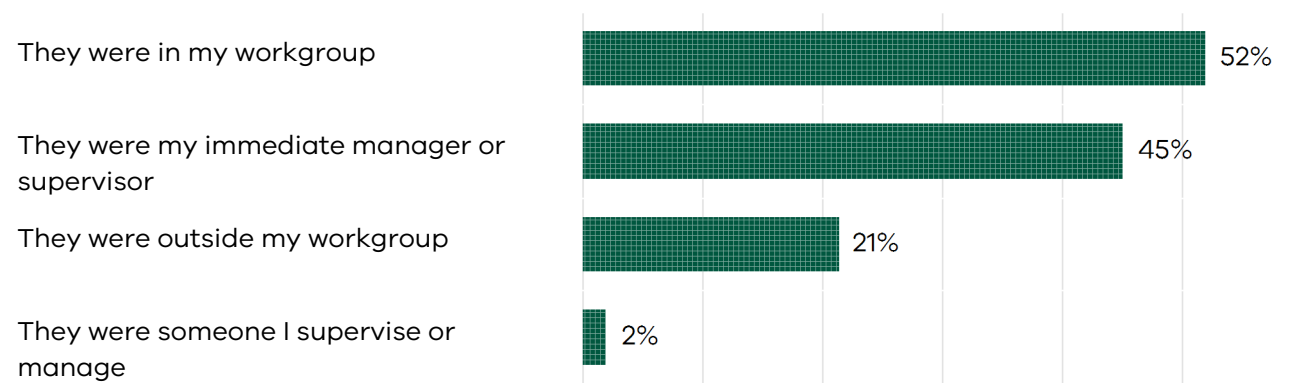
Each row is one perpetrator or group of perpetrators.

Example

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

Of that 7%, 60% said it was by 'A manager or supervisor'.

281 people (7% of staff) experienced discrimination (You2023)
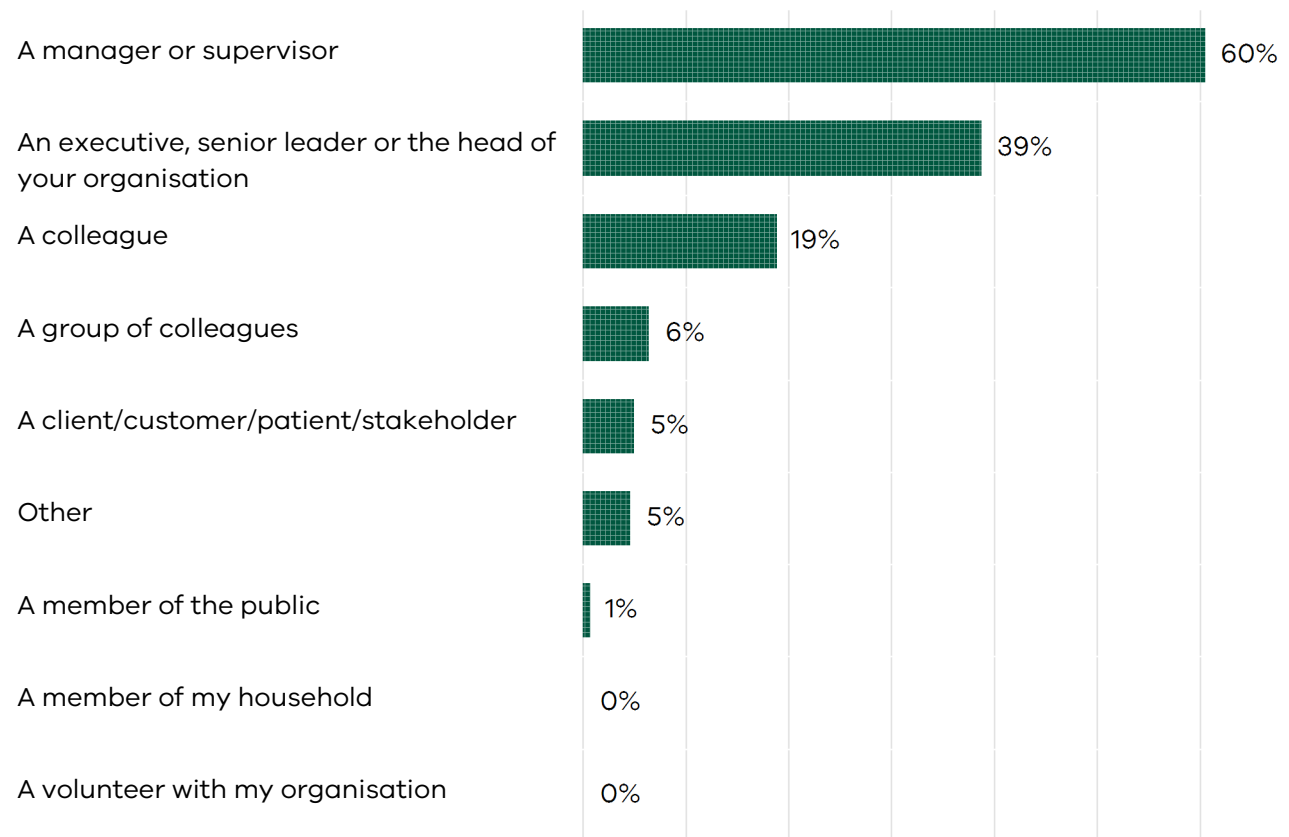
Perpetrator	Percentage
A manager or supervisor	60%
An executive, senior leader or the head of your organisation	39%
A colleague	19%
A group of colleagues	6%
A client/customer/patient/stakeholder	5%
Other	5%
A member of the public	1%
A member of my household	0%
A volunteer with my organisation	0%

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, 7% 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

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

Of that 7%, 93% said it was by someone within the organisation.

Of that 93%, 52% said it was 'They were in my workgroup'.

262 people (93% of staff who experienced discrimination) experienced discrimination from within your organisation (You2023)

Relationship	%
They were in my workgroup	52%
They were my immediate manager or supervisor	45%
They were outside my workgroup	21%
They were someone I supervise or manage	2%

Negative behaviour

Violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

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

Of that 21%, 83% said it was from 'Abusive language'.

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

919	3240	140
21%	75%	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 2022	You 2023	Comparator 2023	Public sector 2023
Abusive language	81%	83%	68%	75%
Intimidating behaviour	71%	74%	77%	73%
Threats of violence	42%	45%	33%	39%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	9%	8%	13%	20%
Other	5%	6%	6%	6%
Stalking, including cyber-stalking	3%	3%	3%	2%
Damage to my property or work equipment	4%	3%	4%	5%

Victorian Public Sector Commission

VICTORIA State Government

Negative behaviour

Telling someone about violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

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

- 70% said the top way they reported the violence or agression was 'Told a manager'
- 74% said they didn't submit a formal incident report.

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

919	3240	140
21%	75%	3%

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

Did you tell anyone about the incident?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	71%	70%	58%	56%
Told a colleague	50%	44%	40%	40%
Told the person the behaviour was not OK	27%	27%	23%	23%
Submitted a formal incident report	23%	26%	34%	30%
Told a friend or family member	18%	19%	20%	19%
Told employee assistance program (EAP) or peer support	7%	7%	7%	5%
I did not tell anyone about the incident(s)	6%	6%	8%	9%
Told someone else	4%	5%	8%	6%
Told Human Resources	4%	3%	6%	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

74% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 42% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal incident report?

240	679
26%	74%

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

What was your reason for not submitting a formal incident report?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	43%	42%	41%	38%
I didn't think it was serious enough	36%	36%	27%	28%
Other	19%	21%	19%	22%
I believed there would be negative consequences for my reputation	15%	15%	30%	21%
I believed there would be negative consequences for my career	13%	13%	27%	18%
I didn't need to because I made the violence or aggression stop	11%	12%	12%	14%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	11%	11%	10%	13%
I didn't feel safe to report the incident	5%	5%	8%	7%
I didn't know how to make a complaint	3%	5%	4%	4%
I thought the complaint process would be embarrassing or difficult	4%	4%	6%	5%

Victorian Public Sector Commission

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Negative behaviour

Perpetrators of violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

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

Each row is one perpetrator or a group of perpetrators.

Example

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

Of that 21%, 79% said it was 'Client/ customer/ patient/ stakeholder'.

919 people (21% of staff) experienced violence or aggression (You2023)
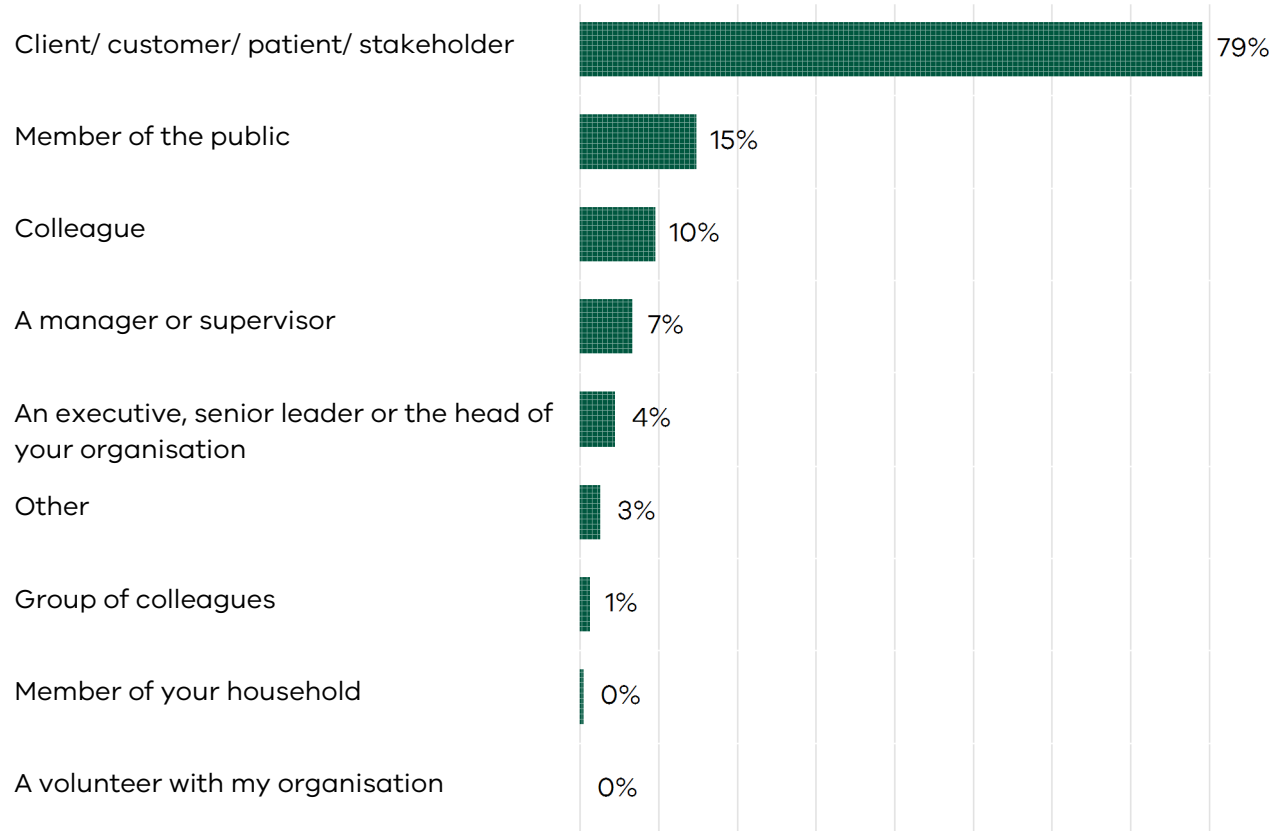
Client/ customer/ patient/ stakeholder	79%
Member of the public	15%
Colleague	10%
A manager or supervisor	7%
An executive, senior leader or the head of your organisation	4%
Other	3%
Group of colleagues	1%
Member of your household	0%
A volunteer with my organisation	0%

People outcomes

Relationship to perpetrator

What this is

This provides further detail on who staff have said are responsible for 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, 21% 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

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

Of that 21%, 19% said it was by someone within the organisation.

Of that 19%, 49% said it was 'They were in my workgroup'.

177 people (19% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You2023)

They were in my workgroup	49%
They were my immediate manager or supervisor	29%
They were outside my workgroup	28%
They were someone I supervise or manage	10%
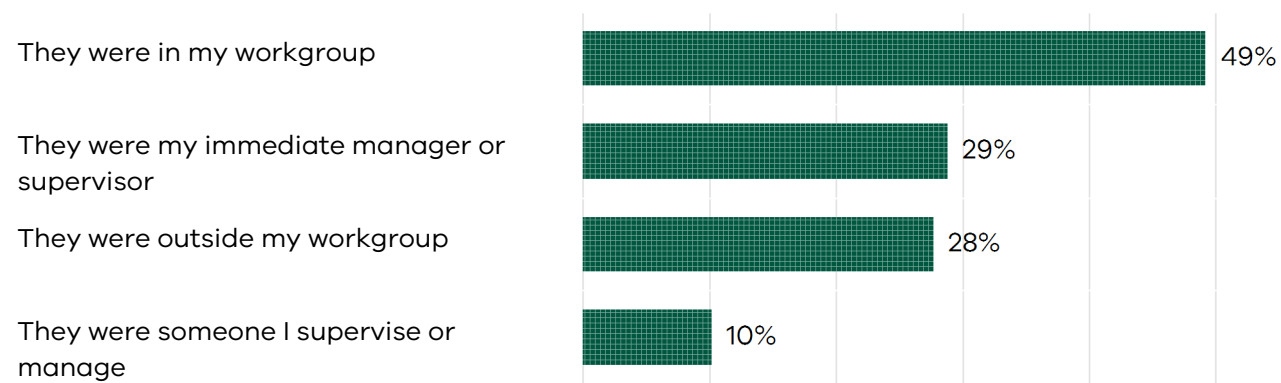
Negative behaviour

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

25% of your staff who did the survey said they witnessed some negative behaviour at work.

75% 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?

1093	3206
25%	75%

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

During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	Comparator 2023	Public sector 2023
No, I have not witnessed any of the situations above	75%	85%	81%
Bullying of a colleague	18%	11%	13%
Discrimination against a colleague	10%	6%	7%
Violence or aggression against a colleague	5%	2%	3%
Sexual harassment of a colleague	1%	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

25% of your staff who did the survey witnessed negative behaviour, of which:

- 73% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 5% took no action.

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

1093	3206
25%	75%

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

When you witnessed the above behaviour(s), did you do any of the following?	You 2023	Comparator 2023	Public sector 2023
Spoke to the person who experienced the behaviour	73%	71%	69%
Told a manager	49%	38%	38%
Told the person the behaviour was not OK	22%	17%	20%
Told a colleague	19%	21%	19%
Spoke to the person who behaved in a negative way	17%	15%	17%
Submitted a formal complaint	6%	3%	5%
Told Human Resources	5%	6%	7%
Took no action	5%	8%	8%
Other	5%	6%	6%

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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

58% of staff who did the survey were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Survey question	Your results	Benchmark satisfied results

Were you satisfied with the way your formal complaint was handled

Legend: ■ No   ■ Don't know   ▦ Yes

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Violence or aggression	22% / 20% / 58%	53 %	53 %	58 %	0 %	45 %	75 %
Bullying	60% / 18% / 22%	26 %	20 %	22 %	0 %	21 %	36 %
Discrimination	68% / 14% / 18%	8 %	13 %	18 %	0 %	8 %	33 %

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- Adjustments
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Key differences

Highest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Other questions', the 'You 2023' column shows 95% of your staff agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.
This question was not asked in 2022.

Question group	Highest scoring questions	You 2023	Change from 2022	Comparator 2023
Other questions	I understand how the Code of Conduct for Victorian public sector employees applies to my work	95%	Not asked in 2022	92%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	92%	+0%	82%
Job enrichment	I understand how my job helps my organisation achieve its goals	91%	+1%	90%
Meaningful work	I can make a worthwhile contribution at work	91%	+1%	91%
Job enrichment	I can use my skills and knowledge in my job	91%	+1%	90%
Meaningful work	I achieve something important through my work	90%	+1%	88%
Manager leadership	My manager treats employees with dignity and respect	88%	+0%	88%
Manager leadership	My manager demonstrates honesty and integrity	87%	+0%	88%
Manager leadership	My manager models my organisation's values	86%	+1%	86%
Gender equality supporting measures	My organisation uses inclusive and respectful images and language	86%	Not asked in 2022	84%

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Key differences

Lowest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Taking action', the 'You 2023' column shows 24% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.
In the 'Change from 2022' column, you have a 0% increase, which is a positive trend.

Question subgroup	Lowest scoring questions	You 2023	Change from 2022	Comparator 2023
Taking action	My organisation has made improvements based on the survey results from last year	24%	+0%	37%
Taking action	I believe my organisation will make improvements based on the results of this survey	41%	+3%	49%
Safety climate	All levels of my organisation are involved in the prevention of stress	42%	+3%	45%
Organisational integrity	I believe the promotion processes in my organisation are fair	44%	+3%	45%
Workload	I have enough time to do my job effectively	47%	-1%	58%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	48%	+2%	50%
Organisational integrity	I have an equal chance at promotion in my organisation	51%	+4%	50%
Workload	The workload I have is appropriate for the job that I do	52%	+0%	61%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	53%	Not asked in 2022	58%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	53%	+4%	52%

Key differences

Most improved

What this is

This is where staff feel their organisation has most improved.

How to read this

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

In this table, your trend is shown in the 'Increase from 2022' column.

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

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

Example

On the first row 'Safety climate', the 'You 2023' column shows 53% of your staff agreed with 'Senior leaders show support for stress prevention through involvement and commitment'.
In the 'Increase from 2022' column, you have a 4% increase, which is a positive trend.

Question group	Most improved from last year	You 2023	Increase from 2022	Comparator 2023
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	53%	+4%	52%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	53%	+4%	53%
Organisational integrity	I have an equal chance at promotion in my organisation	51%	+4%	50%
Learning and development	I am satisfied with the opportunities to progress in my organisation	54%	+4%	49%
Engagement	My organisation motivates me to help achieve its objectives	65%	+4%	64%
Safety climate	All levels of my organisation are involved in the prevention of stress	42%	+3%	45%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	58%	+3%	57%
Inclusion	I feel as if I belong at this organisation	72%	+3%	70%
Engagement	My organisation inspires me to do the best in my job	63%	+3%	62%
Organisational integrity	I believe the promotion processes in my organisation are fair	44%	+3%	45%

Key differences

Most declined

What this is

This is where staff feel their organisation has most declined.

How to read this

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

In this table, your trend is shown in the 'Decrease from 2022' column.

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

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

Example

On the first row 'Flexible working', the 'You 2023' column shows 73% of your staff agreed with 'I am confident that if I requested a flexible work arrangement, it would be given due consideration'.
In the 'Decrease from 2022' column, you have a 2% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2023	Decrease from 2022	Comparator 2023
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	73%	-2%	79%
Satisfaction	How satisfied are you with the work/life balance in your current job	63%	-2%	71%
Quality service delivery	My workgroup acts fairly and without bias	75%	-1%	76%
Flexible working	My manager supports working flexibly	84%	-1%	87%
Quality service delivery	My workgroup provides high quality advice and services	81%	-1%	84%
Workload	I have enough time to do my job effectively	47%	-1%	58%
Inclusion	I feel culturally safe at work	81%	-1%	83%
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	77%	-1%	79%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	68%	0%	72%
Organisational integrity	My organisation encourages respectful workplace behaviours	80%	0%	83%

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 'Human rights', the 'You 2023' column shows 92% of your staff agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

The 'difference' column, shows that agreement for this question was 10 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	92%	+10%	82%
Collaboration	Workgroups across my organisation willingly share information with each other	67%	+5%	62%
Learning and development	I am satisfied with the opportunities to progress in my organisation	54%	+4%	49%
Other questions	I understand how the Code of Conduct for Victorian public sector employees applies to my work	95%	+3%	92%
Satisfaction	How satisfied are you with your career development within your current organisation	59%	+3%	56%
Learning and development	I am developing and learning in my role	77%	+3%	74%
Senior leadership	Senior leaders model my organisation's values	70%	+2%	68%
Meaningful work	I achieve something important through my work	90%	+2%	88%
Inclusion	I feel as if I belong at this organisation	72%	+2%	70%
Gender equality supporting measures	My organisation uses inclusive and respectful images and language	86%	+2%	84%

Key differences

Biggest negative difference from comparator

What this is

This is where your staff have agreed less to a question compared to staff at similar organisations.

How to read this

Use this data to see where your organisation has the biggest negative difference with questions from the 2023 survey compared to your comparator group.

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

Example

On the first row 'Taking action', the 'You 2023' column shows 24% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.

The 'difference' column, shows that agreement for this question was 14 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Taking action	My organisation has made improvements based on the survey results from last year	24%	-14%	37%
Workload	I have enough time to do my job effectively	47%	-11%	58%
Satisfaction	How satisfied are you with the work/life balance in your current job	63%	-9%	71%
Workload	The workload I have is appropriate for the job that I do	52%	-9%	61%
Taking action	I believe my organisation will make improvements based on the results of this survey	41%	-8%	49%
Other questions	I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	68%	-7%	75%
Engagement	I would recommend my organisation as a good place to work	60%	-6%	67%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	73%	-6%	79%
Safety climate	My organisation provides a physically safe work environment	81%	-6%	87%
Organisational integrity	My organisation is committed to earning a high level of public trust	73%	-5%	77%

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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

41% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this survey'.

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

Legend: Disagree, Don't know, Neither agree nor disagree, Agree
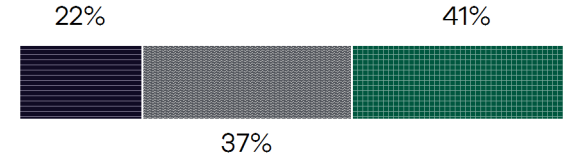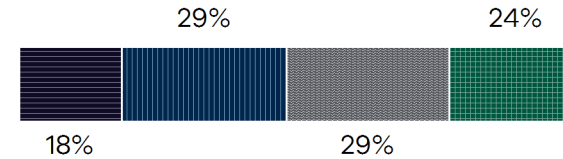
Survey question		2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I believe my organisation will make improvements based on the results of this survey	22% / 37% / 41%	Not asked	38 %	41 %	36 %	49 %	69 %
My organisation has made improvements based on the survey results from last year	18% / 29% / 29% / 24%	Not asked	24 %	24 %	29 %	37 %	58 %

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Senior leadership

Senior leadership

What this is

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

Why this is important

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

How to read this

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

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

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

Example

70% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

Survey question	Your results		You			Comparator		
			2021	2022	2023	Lowest	Average	Highest
Senior leaders demonstrate honesty and integrity	10% / 2% / 17% / 70%		65 %	67 %	70 %	54 %	69 %	88 %
Senior leaders model my organisation's values	11% / 2% / 16% / 70%		67 %	68 %	70 %	55 %	68 %	85 %
Senior leaders provide clear strategy and direction	19% / 1% / 20% / 59%		56 %	57 %	59 %	45 %	59 %	77 %

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

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- Scorecard: satisfaction, stress, intention to stay, inclusion
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Key differences

- Highest scoring
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- Integrity
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- Respect
- Leadership
- Human rights

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Organisational climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

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

Example

In 2023:

- 76% of your staff who did the survey responded positively to questions about Collaboration which is up from 74% in 2022.

Compared to:

- 73% of staff at your comparator and 72% of staff across the public sector.
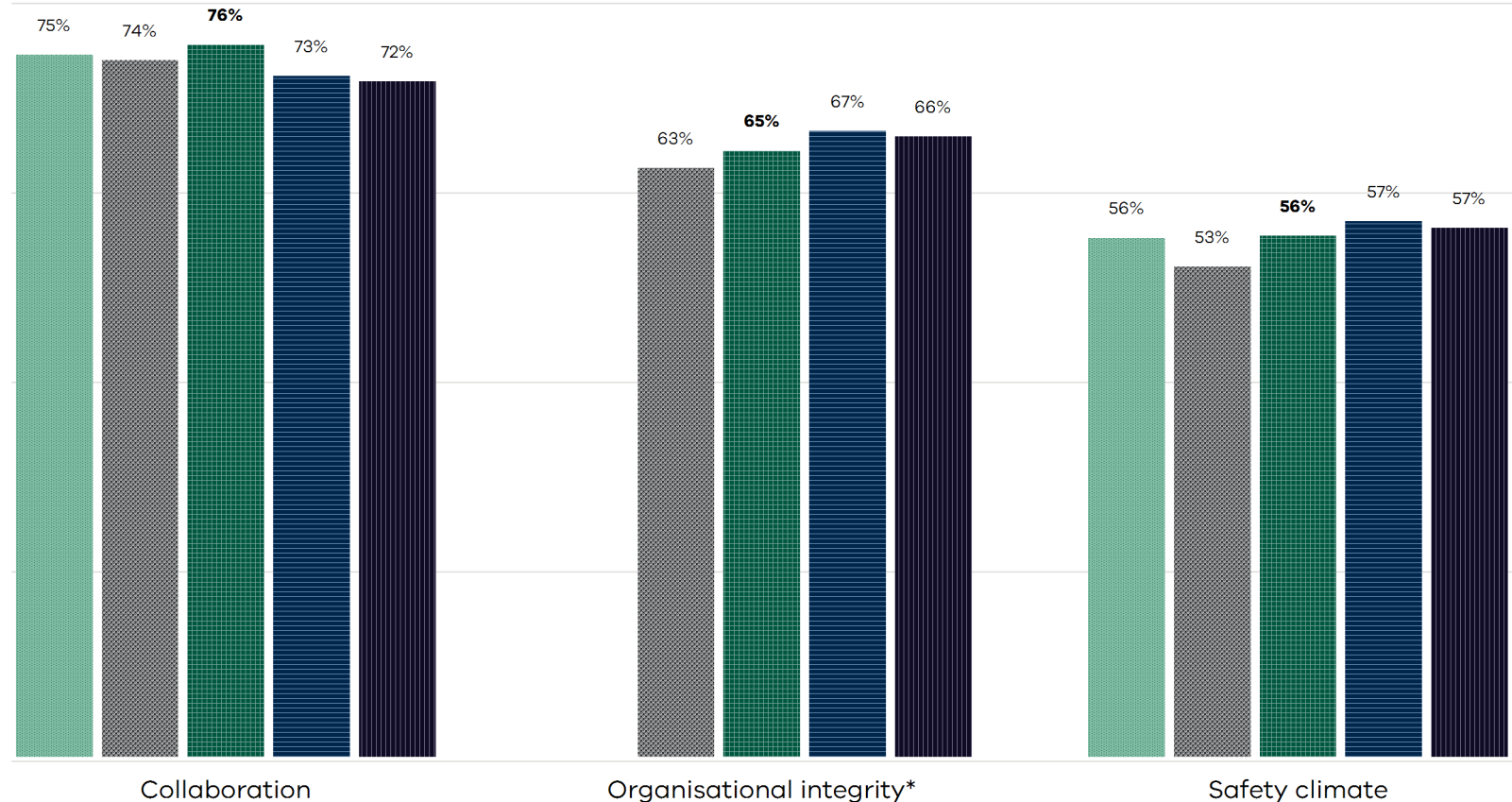
Collaboration — 75%, 74%, 76%, 73%, 72%
Organisational integrity* — 63%, 65%, 67%, 66%
Safety climate — 56%, 53%, 56%, 57%, 57%

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

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

Organisational climate

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

84% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question	Your results						
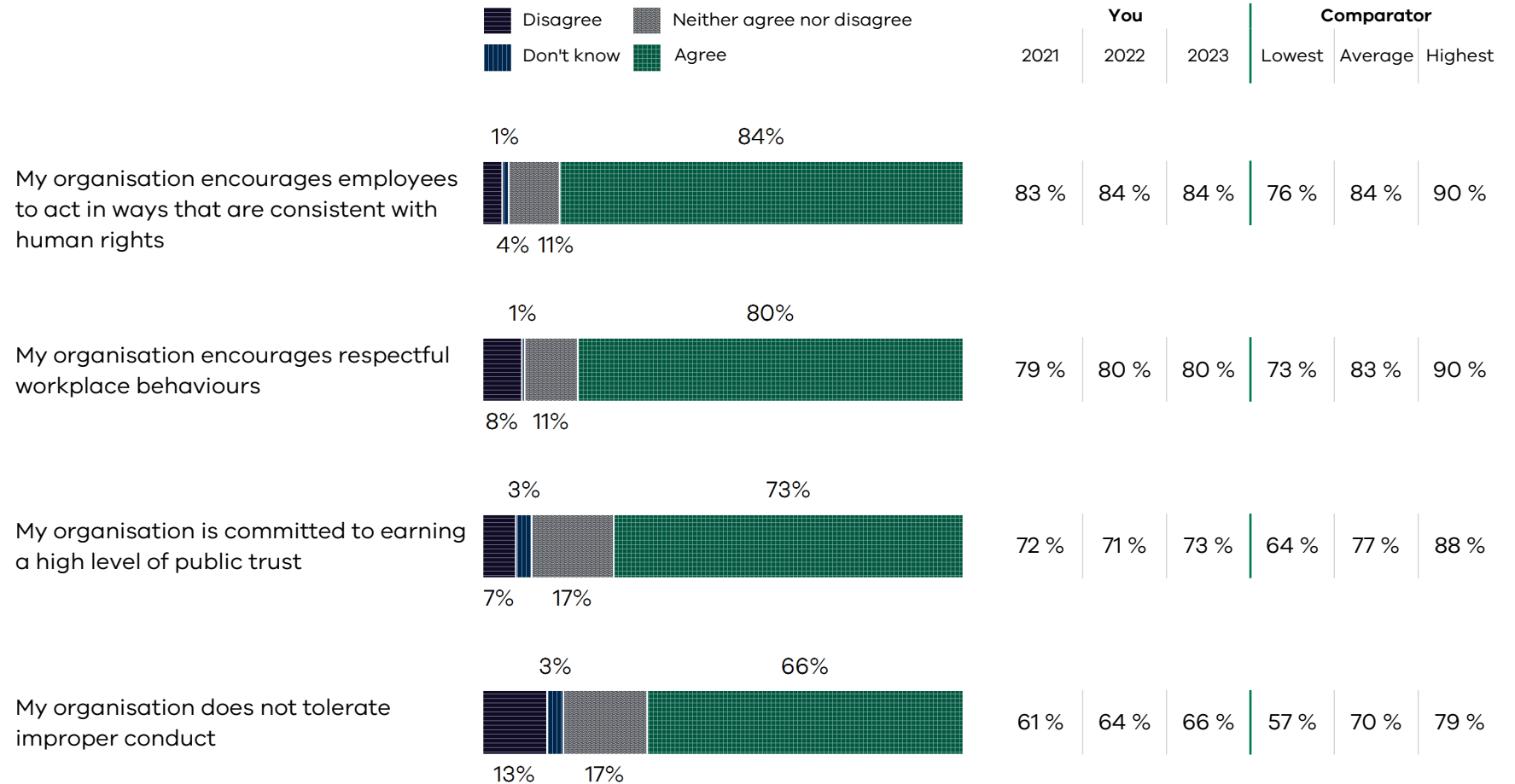
Legend: Disagree, Don't know, Neither agree nor disagree, Agree

Benchmark agree results

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	1% / 84% / 4% / 11%	83 %	84 %	84 %	76 %	84 %	90 %
My organisation encourages respectful workplace behaviours	1% / 80% / 8% / 11%	79 %	80 %	80 %	73 %	83 %	90 %
My organisation is committed to earning a high level of public trust	3% / 73% / 7% / 17%	72 %	71 %	73 %	64 %	77 %	88 %
My organisation does not tolerate improper conduct	3% / 66% / 13% / 17%	61 %	64 %	66 %	57 %	70 %	79 %

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

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

64% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question — Your results — Benchmark agree results

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

Survey question		You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination (Disagree 13%, 4%, Neither 18%, Agree 64%)	64 %	62 %	64 %	54 %	67 %	75 %
I believe the recruitment processes in my organisation are fair (Disagree 19%, 4%, Neither 20%, Agree 57%)	Not asked	55 %	57 %	44 %	59 %	74 %
I have an equal chance at promotion in my organisation (Disagree 21%, Neither 28%, Agree 51%)	Not asked	47 %	51 %	39 %	50 %	63 %
I believe the promotion processes in my organisation are fair (Disagree 23%, 6%, Neither 26%, Agree 44%)	Not asked	41 %	44 %	33 %	45 %	59 %

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Collaboration

What this is

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

Why this is important

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

How to read this

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

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

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

Example

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

Survey question | Your results | Benchmark agree results

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

Survey question	5%	86%	2021	You 2022	2023	Comparator Lowest	Average	Highest

		You			Comparator		
	2021	2022	2023	Lowest	Average	Highest

I am able to work effectively with others outside my immediate workgroup — 5% / 86% / 9%

| 90 % | 85 % | 86 % | 80 % | 84 % | 90 % |

Workgroups across my organisation willingly share information with each other — 2% / 67% / 15% / 17%

| 60 % | 64 % | 67 % | 51 % | 62 % | 78 % |

Victorian Public Sector Commission

VICTORIA State Government
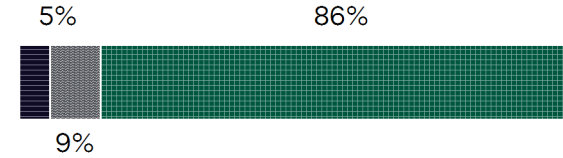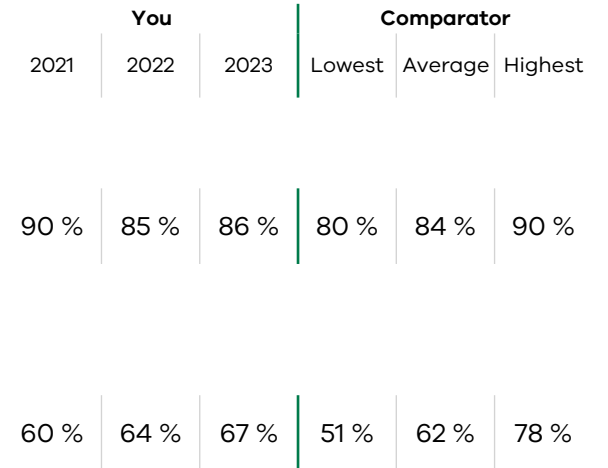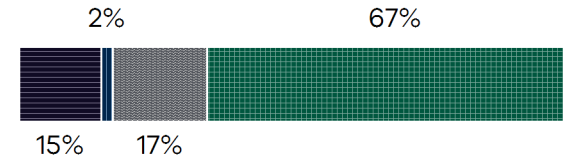
Organisational climate

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

81% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation provides a physically safe work environment	9% / 10% / 81%	77 %	78 %	81 %	70 %	87 %	93 %
Senior leaders consider the psychological health of employees to be as important as productivity	21% / 21% / 58%	51 %	55 %	58 %	45 %	58 %	75 %
In my workplace, there is good communication about psychological safety issues that affect me	22% / 25% / 53%	56 %	49 %	53 %	41 %	53 %	65 %
Senior leaders show support for stress prevention through involvement and commitment	23% / 24% / 53%	50 %	49 %	53 %	39 %	52 %	70 %

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

48% 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		You			Comparator		
	2021	2022	2023		Lowest	Average	Highest
My organisation has effective procedures in place to support employees who may experience stress	59 %	47 %	48 %		39 %	50 %	61 %
All levels of my organisation are involved in the prevention of stress	42 %	39 %	42 %		33 %	45 %	62 %

Your results — My organisation has effective procedures in place to support employees who may experience stress: Disagree 24%, Don't know 7%, Neither agree nor disagree 21%, Agree 48%

Your results — All levels of my organisation are involved in the prevention of stress: Disagree 30%, Neither agree nor disagree 28%, Agree 42%

People matter survey

2023

Have your say

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

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- Caring

Workgroup climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

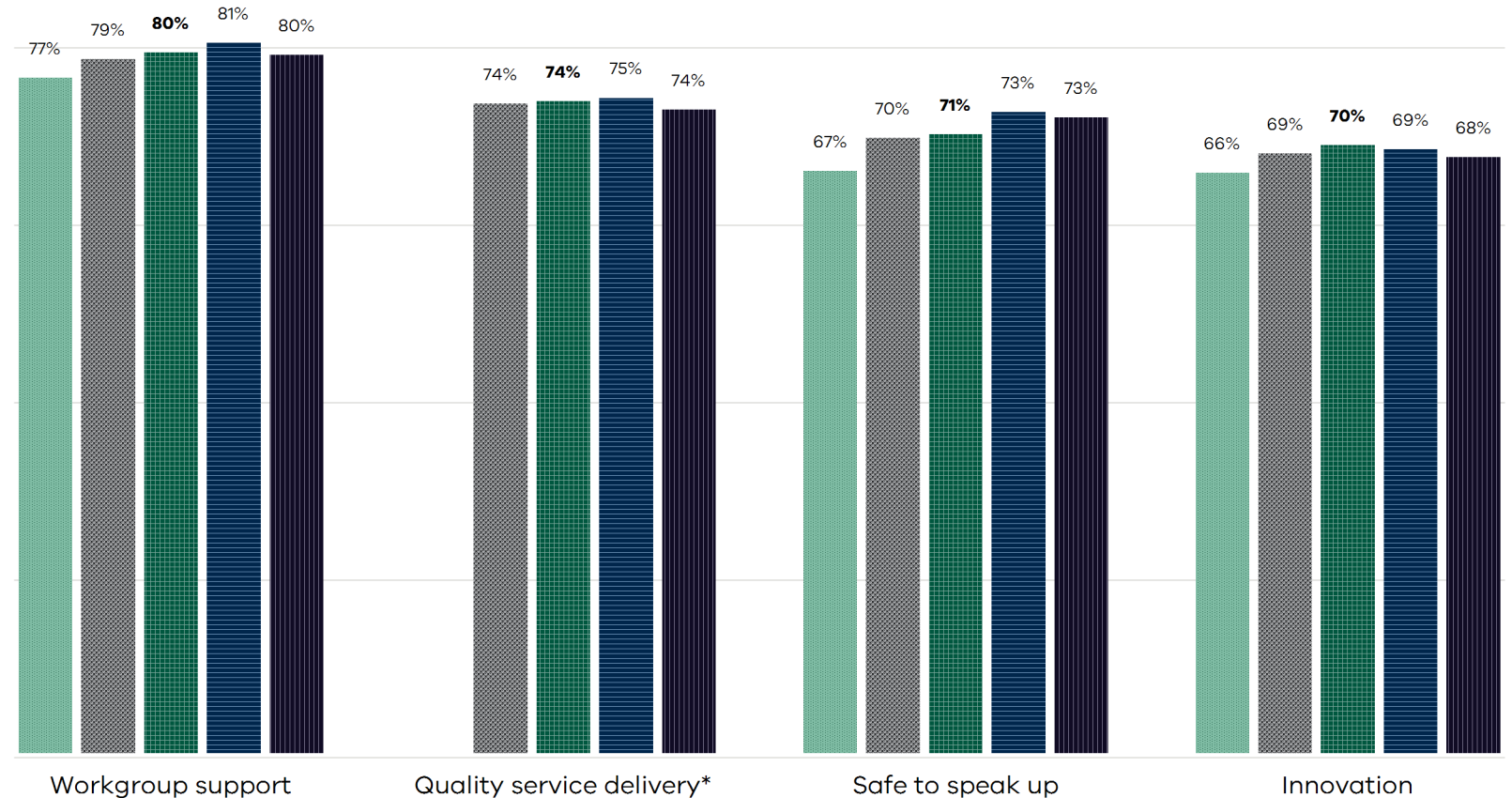Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2023:

- 80% of your staff who did the survey responded positively to questions about Workgroup support which is up from 79% in 2022.

Compared to:

- 81% of staff at your comparator and 80% of staff across the public sector.

Bar chart showing results by factor:

Workgroup support: You 2021: 77%, You 2022: 79%, You 2023: 80%, Comparator 2023: 81%, Public sector 2023: 80%

Quality service delivery*: You 2022: 74%, You 2023: 74%, Comparator 2023: 75%, Public sector 2023: 74%

Safe to speak up: You 2021: 67%, You 2022: 70%, You 2023: 71%, Comparator 2023: 73%, Public sector 2023: 73%

Innovation: You 2021: 66%, You 2022: 69%, You 2023: 70%, Comparator 2023: 69%, Public sector 2023: 68%

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

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

Workgroup climate

Quality service delivery

What this is

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

Why this is important

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

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

How to read this

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

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

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

Example

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

Survey question	Your results	Benchmark agree results					

Legend: Disagree · Don't know · Neither agree nor disagree · Agree
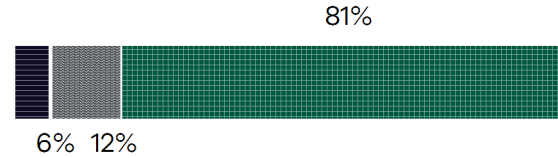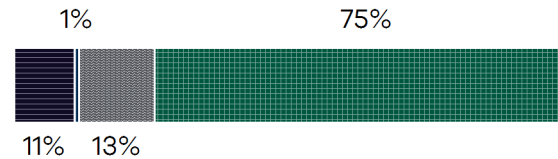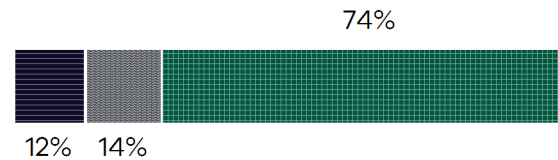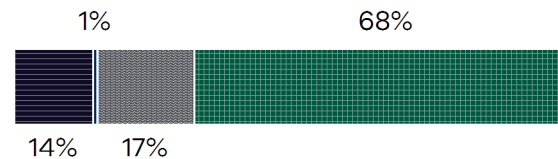
		You			Comparator		
Survey question	Your results	2021	2022	2023	Lowest	Average	Highest
My workgroup provides high quality advice and services	6% / 12% / 81%	Not asked	82 %	81 %	70 %	84 %	95 %
My workgroup acts fairly and without bias	11% / 1% / 13% / 75%	Not asked	76 %	75 %	63 %	76 %	85 %
My workgroup has clear lines of responsibility	12% / 14% / 74%	76 %	73 %	74 %	65 %	72 %	82 %
My workgroup uses its resources well	14% / 1% / 17% / 68%	Not asked	66 %	68 %	54 %	67 %	75 %

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Innovation

What this is

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

Why this is important

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

How to read this

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

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

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

Example

71% of your staff who did the survey agreed or strongly agreed with 'My workgroup is quick to respond to opportunities to do things better'.
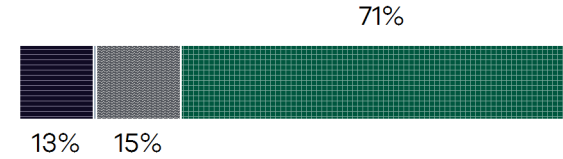
Survey question	Your results		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
	Legend: Disagree / Don't know / Neither agree nor disagree / Agree							
My workgroup is quick to respond to opportunities to do things better	13% Disagree, 15% Neither, 71% Agree	70 %	71 %	71 %	60 %	71 %	79 %
My workgroup learns from failures and mistakes	12% Disagree, 1% Don't know, 17% Neither, 70% Agree	66 %	69 %	70 %	57 %	70 %	79 %
My workgroup encourages employee creativity	13% Disagree, 1% Don't know, 19% Neither, 68% Agree	63 %	66 %	68 %	54 %	67 %	78 %
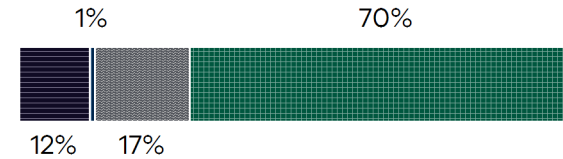
Workgroup climate

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'.
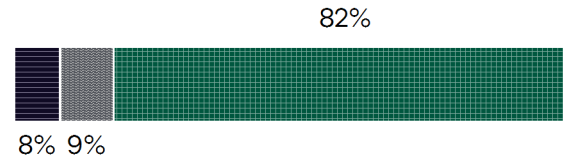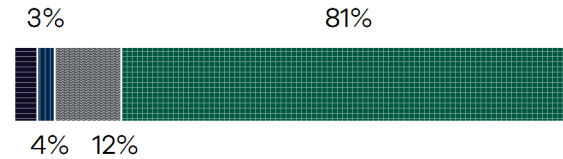
Survey question	Your results						

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
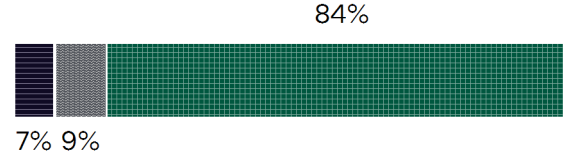
Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup treat each other with respect — 7% / 9% / 84%	83 %	84 %	84 %	75 %	85 %	94 %
People in my workgroup work together effectively to get the job done — 8% / 9% / 82%	81 %	81 %	82 %	76 %	83 %	92 %
People in my workgroup are politically impartial in their work — 3% / 4% / 12% / 81%	76 %	80 %	81 %	72 %	82 %	89 %
People in my workgroup are honest, open and transparent in their dealings — 1% / 9% / 13% / 77%	73 %	77 %	77 %	65 %	79 %	91 %

Victorian Public Sector Commission

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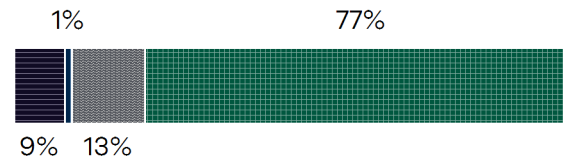
Workgroup climate

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.

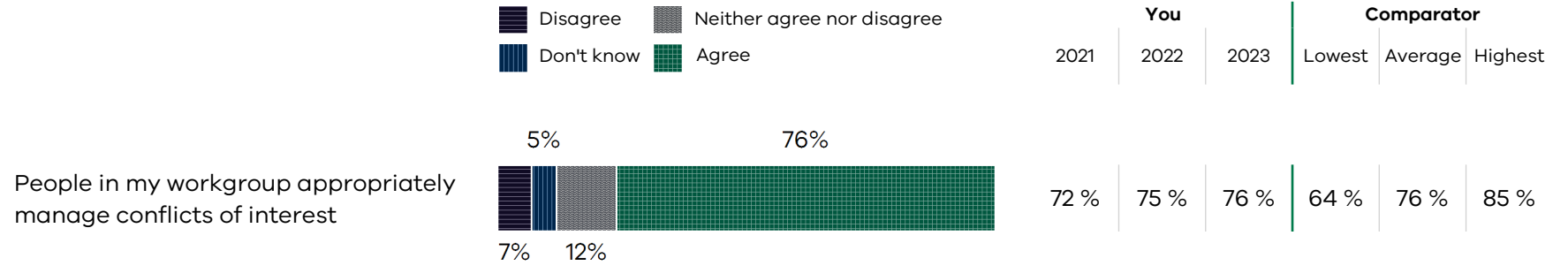Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

76% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

| Survey question | Your results | Benchmark agree results |

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

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

Survey question		**You**			**Comparator**		
		2021	2022	2023	Lowest	Average	Highest
People in my workgroup appropriately manage conflicts of interest	5% 7% 12% 76%	72 %	75 %	76 %	64 %	76 %	85 %

Victorian Public Sector Commission

VICTORIA State Government

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.

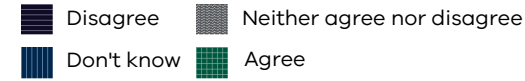Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

74% 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'.
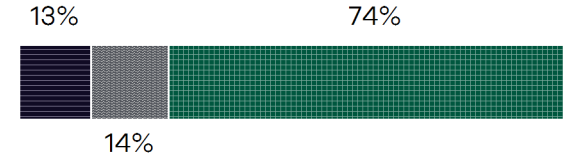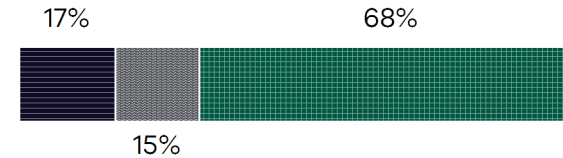
Survey question	Your results						

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
People in my workgroup are able to bring up problems and tough issues	13% / 14% / 74%	73 %	72 %	74 %	62 %	75 %	85 %
I feel safe to challenge inappropriate behaviour at work	17% / 15% / 68%	61 %	68 %	68 %	62 %	72 %	81 %

Victorian Public Sector Commission

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People matter survey

2023

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Key differences

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

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- Adjustments
- Caring

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.
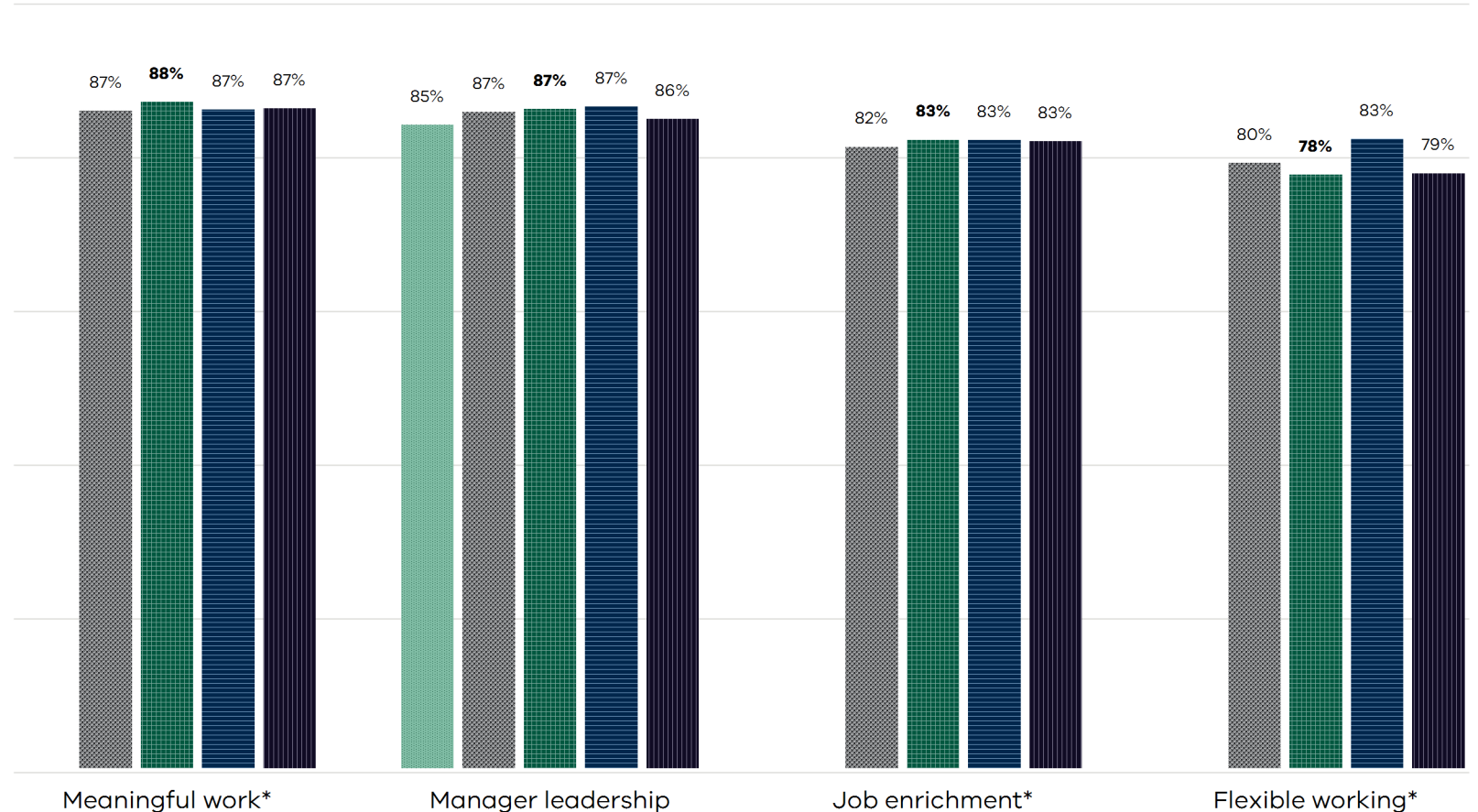
Example

In 2023:

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

Compared to:

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

	Meaningful work*	Manager leadership	Job enrichment*	Flexible working*
You 2022	87%	85%	82%	80%
You 2022	88%	87%	83%	78%
You 2023	87%	87%	83%	83%
Comparator 2023	87%	87%	83%	79%

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

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

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.
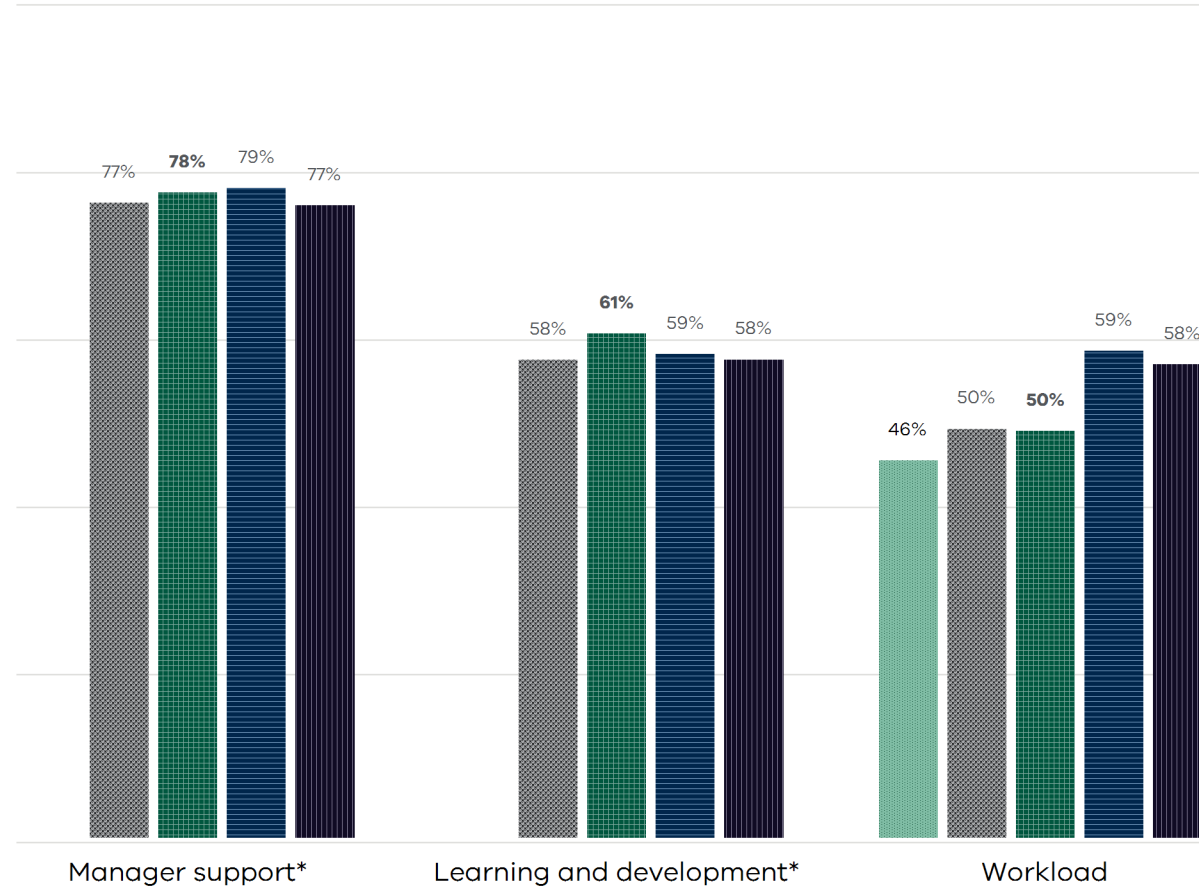
Example

In 2023:

- 78% of your staff who did the survey responded positively to questions about Manager support.

Compared to:

- 79% of staff at your comparator and 77% of staff across the public sector.

	Manager support*	Learning and development*	Workload
You 2021			46%
You 2022	77%	58%	50%
You 2023	78%	61%	50%
Comparator 2023	79%	59%	59%
Public sector 2023	77%	58%	58%

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

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

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Manager leadership

What this is

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

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

How to read this

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

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

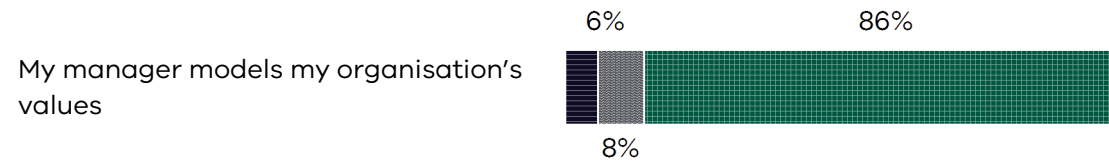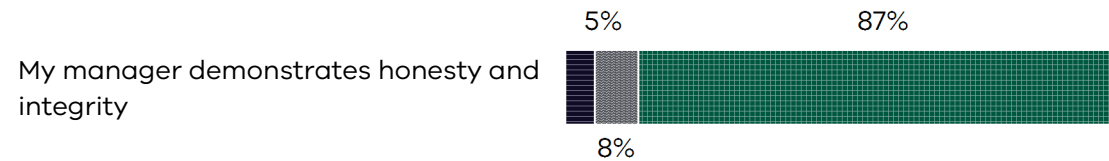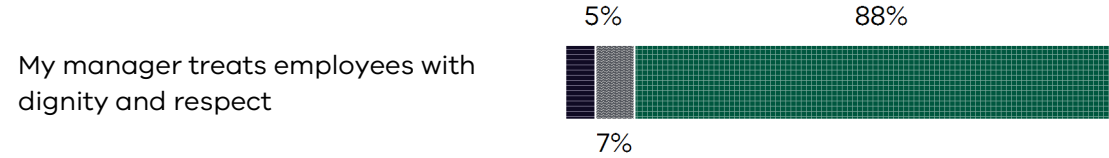Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

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 | Benchmark agree results

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect	5% / 7% / 88%	86 %	87 %	88 %	81 %	88 %	95 %
My manager demonstrates honesty and integrity	5% / 8% / 87%	85 %	87 %	87 %	79 %	88 %	94 %
My manager models my organisation's values	6% / 8% / 86%	83 %	85 %	86 %	78 %	86 %	92 %

Job and manager factors

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

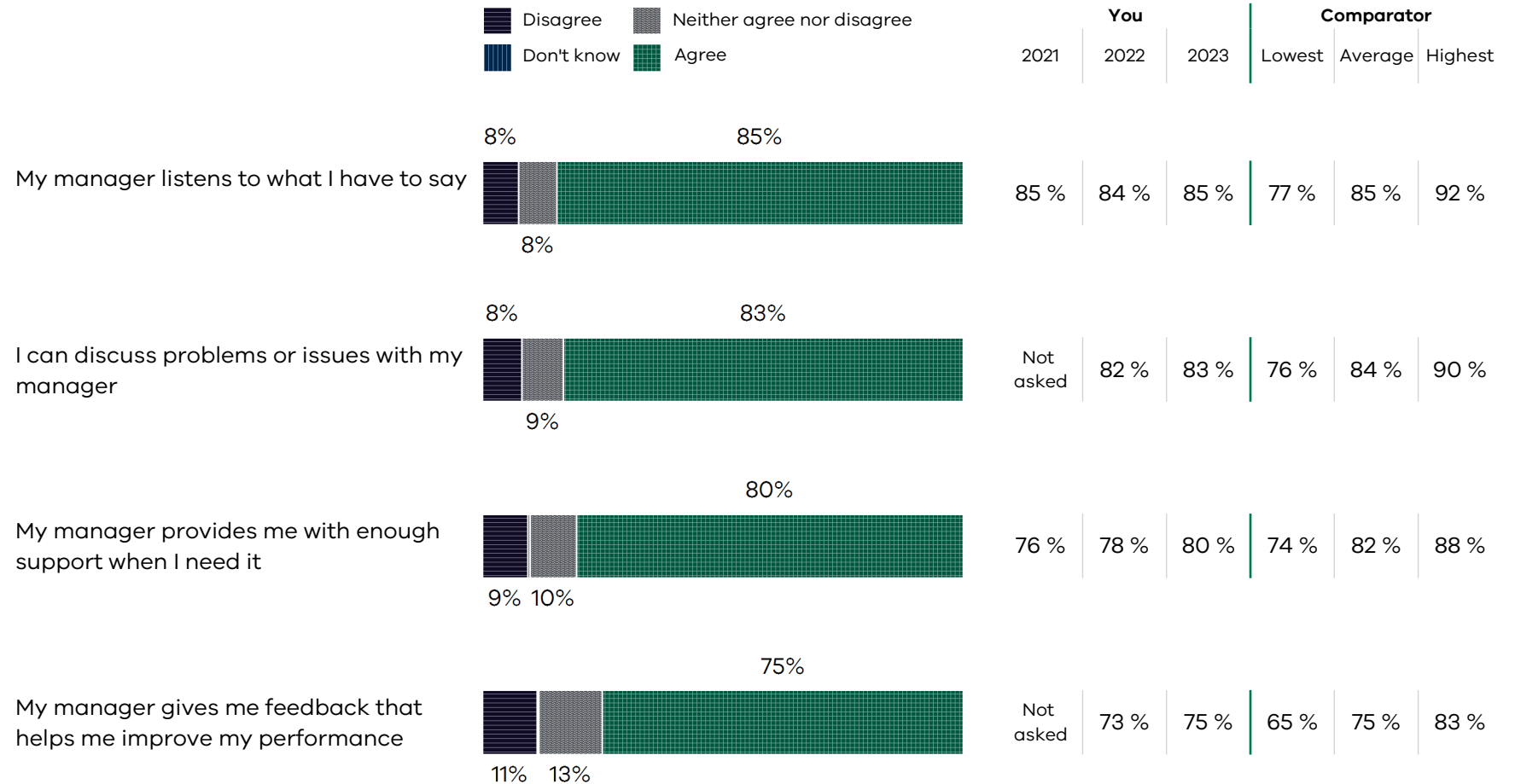Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

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

Survey question | Your results | Benchmark agree results

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager listens to what I have to say	8% / 8% / 85%	85 %	84 %	85 %	77 %	85 %	92 %
I can discuss problems or issues with my manager	8% / 9% / 83%	Not asked	82 %	83 %	76 %	84 %	90 %
My manager provides me with enough support when I need it	9% / 10% / 80%	76 %	78 %	80 %	74 %	82 %	88 %
My manager gives me feedback that helps me improve my performance	11% / 13% / 75%	Not asked	73 %	75 %	65 %	75 %	83 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Manager support 2 of 2

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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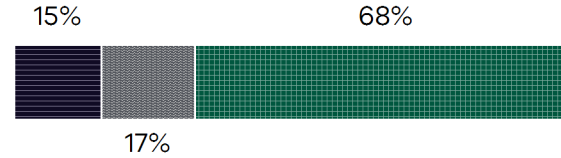
Example

68% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.
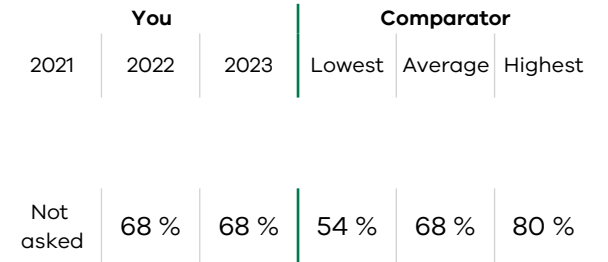
| | Disagree | | Neither agree nor disagree |
| | Don't know | | Agree |

		You			Comparator	
	2021	2022	2023	Lowest	Average	Highest
I receive meaningful recognition when I do good work	Not asked	68 %	68 %	54 %	68 %	80 %

Your results bar: 15% Disagree, 17% Neither agree nor disagree, 68% Agree

Victorian Public Sector Commission

VICTORIA State Government

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

52% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.
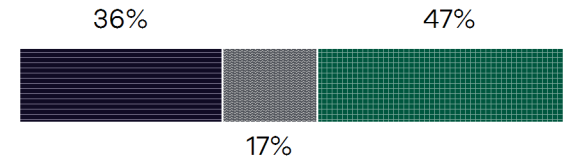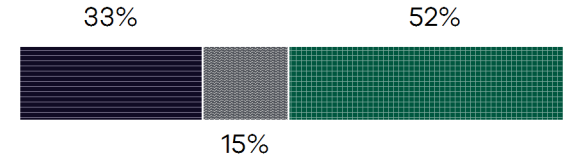
| Survey question | Your results | Benchmark agree results |

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

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

		You			Comparator		
Survey question		2021	2022	2023	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	33% / 15% / 52%	48 %	52 %	52 %	54 %	61 %	76 %
I have enough time to do my job effectively	36% / 17% / 47%	44 %	48 %	47 %	51 %	58 %	71 %

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.
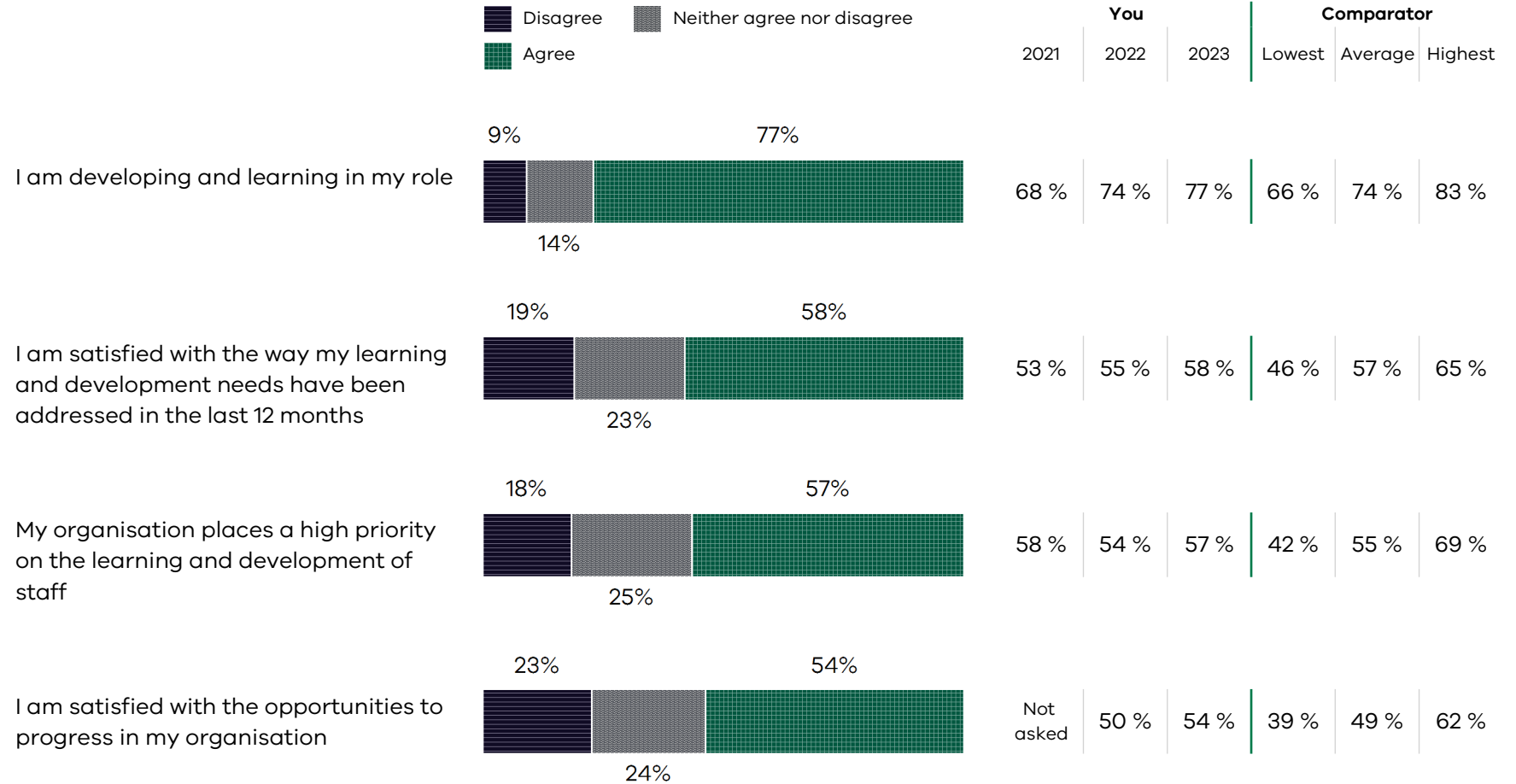
Example

77% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

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

Legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

Survey question	Disagree	Neither	Agree	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I am developing and learning in my role	9%	14%	77%	68 %	74 %	77 %	66 %	74 %	83 %
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	19%	23%	58%	53 %	55 %	58 %	46 %	57 %	65 %
My organisation places a high priority on the learning and development of staff	18%	25%	57%	58 %	54 %	57 %	42 %	55 %	69 %
I am satisfied with the opportunities to progress in my organisation	23%	24%	54%	Not asked	50 %	54 %	39 %	49 %	62 %

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.
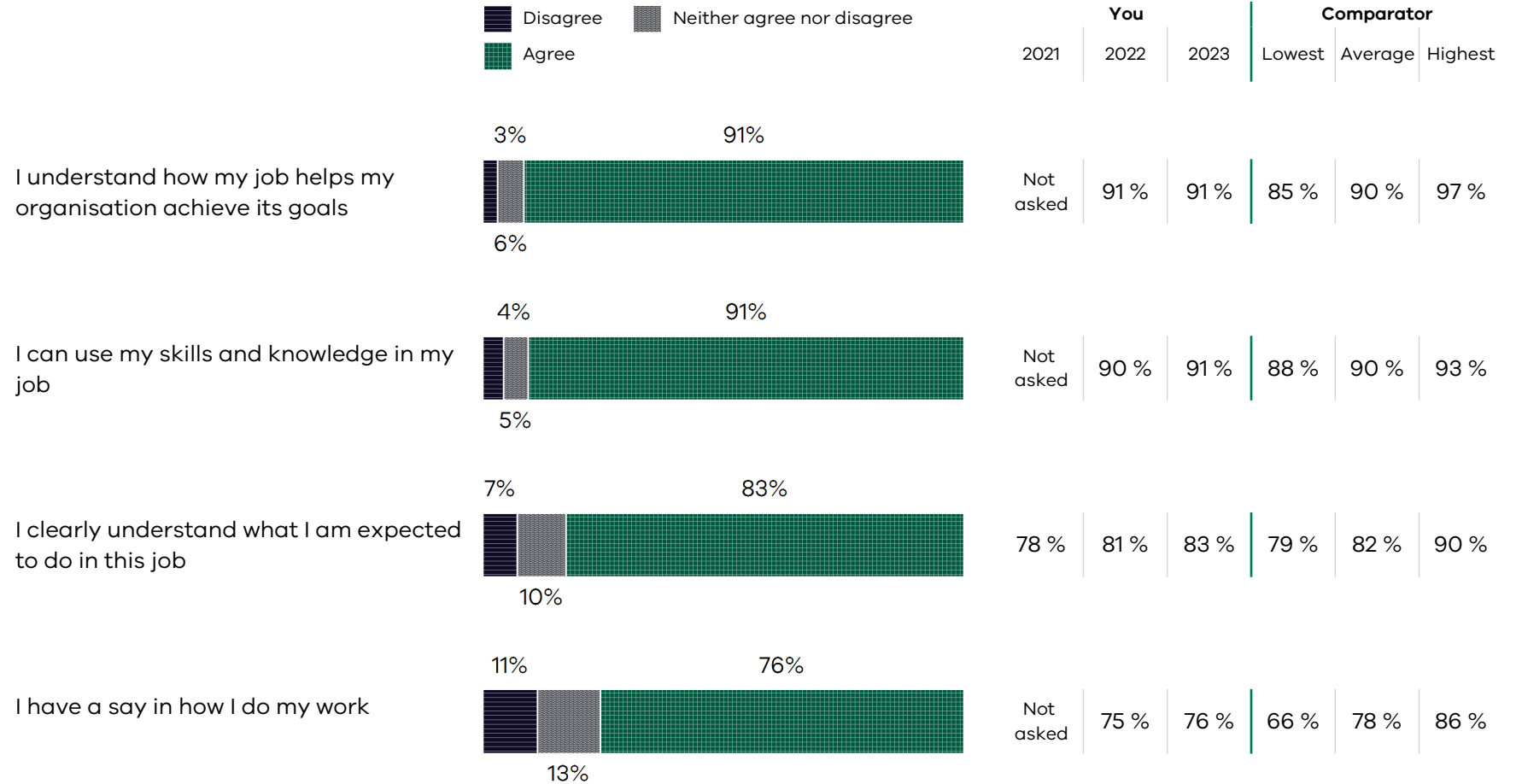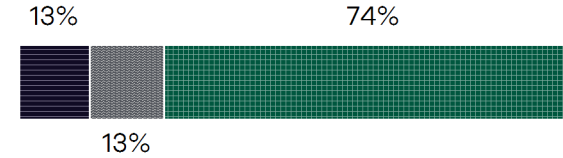
Example

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

Survey question — Your results — Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Agree

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	3% / 6% / 91%	Not asked	91 %	91 %	85 %	90 %	97 %
I can use my skills and knowledge in my job	4% / 5% / 91%	Not asked	90 %	91 %	88 %	90 %	93 %
I clearly understand what I am expected to do in this job	7% / 10% / 83%	78 %	81 %	83 %	79 %	82 %	90 %
I have a say in how I do my work	11% / 13% / 76%	Not asked	75 %	76 %	66 %	78 %	86 %

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

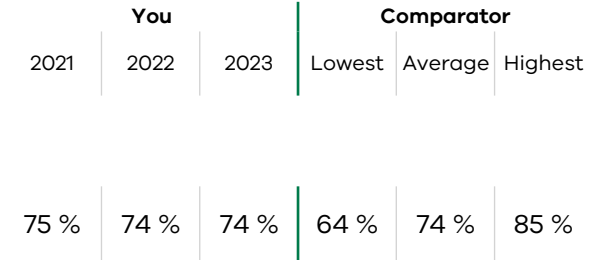74% of your staff who did the survey agreed or strongly agreed with 'I have the authority to do my job effectively'.

Survey question

I have the authority to do my job effectively

Your results

| ■ Disagree | ▦ Neither agree nor disagree |
| ▦ Agree | |

13%   74%

13%

Benchmark agree results

	You			**Comparator**		
2021	2022	2023	Lowest	Average	Highest
75 %	74 %	74 %	64 %	74 %	85 %

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.
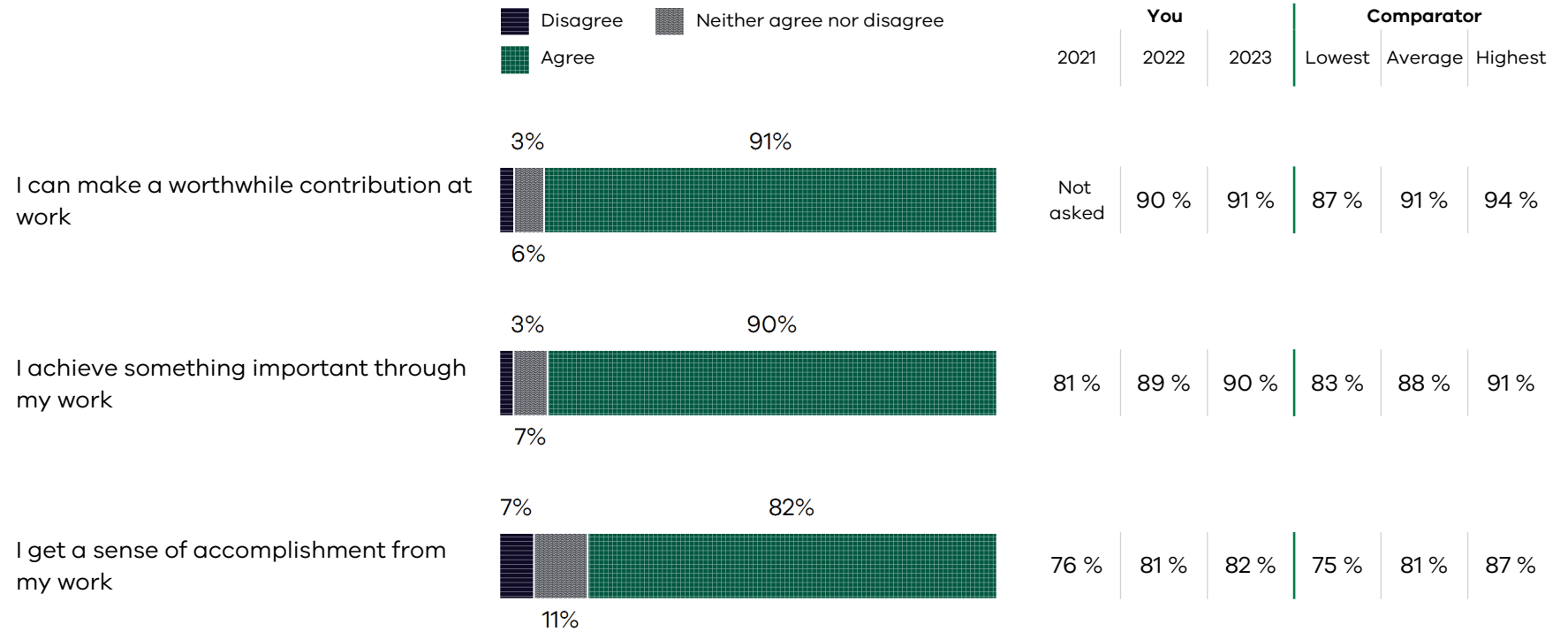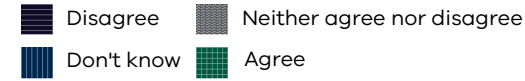
Example

91% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.
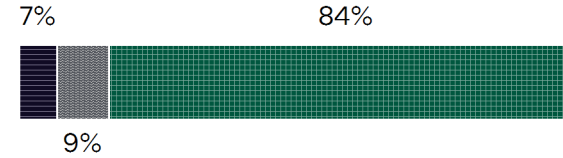
Survey question	Your results						

Your results legend: Disagree | Neither agree nor disagree | Agree

Benchmark agree results

Survey question		You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I can make a worthwhile contribution at work (3% / 91% / 6%)	Not asked	90 %	91 %	87 %	91 %	94 %
I achieve something important through my work (3% / 90% / 7%)	81 %	89 %	90 %	83 %	88 %	91 %
I get a sense of accomplishment from my work (7% / 82% / 11%)	76 %	81 %	82 %	75 %	81 %	87 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

Example

84% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.
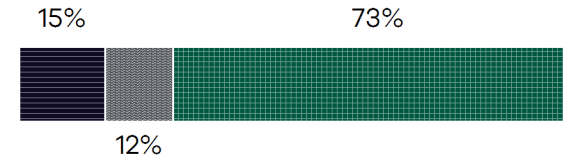
Survey question

Your results

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

My manager supports working flexibly

7% · 84% · 9%

I am confident that if I requested a flexible work arrangement, it would be given due consideration

15% · 73% · 12%

Benchmark agree results

Survey question	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My manager supports working flexibly	Not asked	85 %	84 %	74 %	87 %	96 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	71 %	75 %	73 %	61 %	79 %	91 %

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.
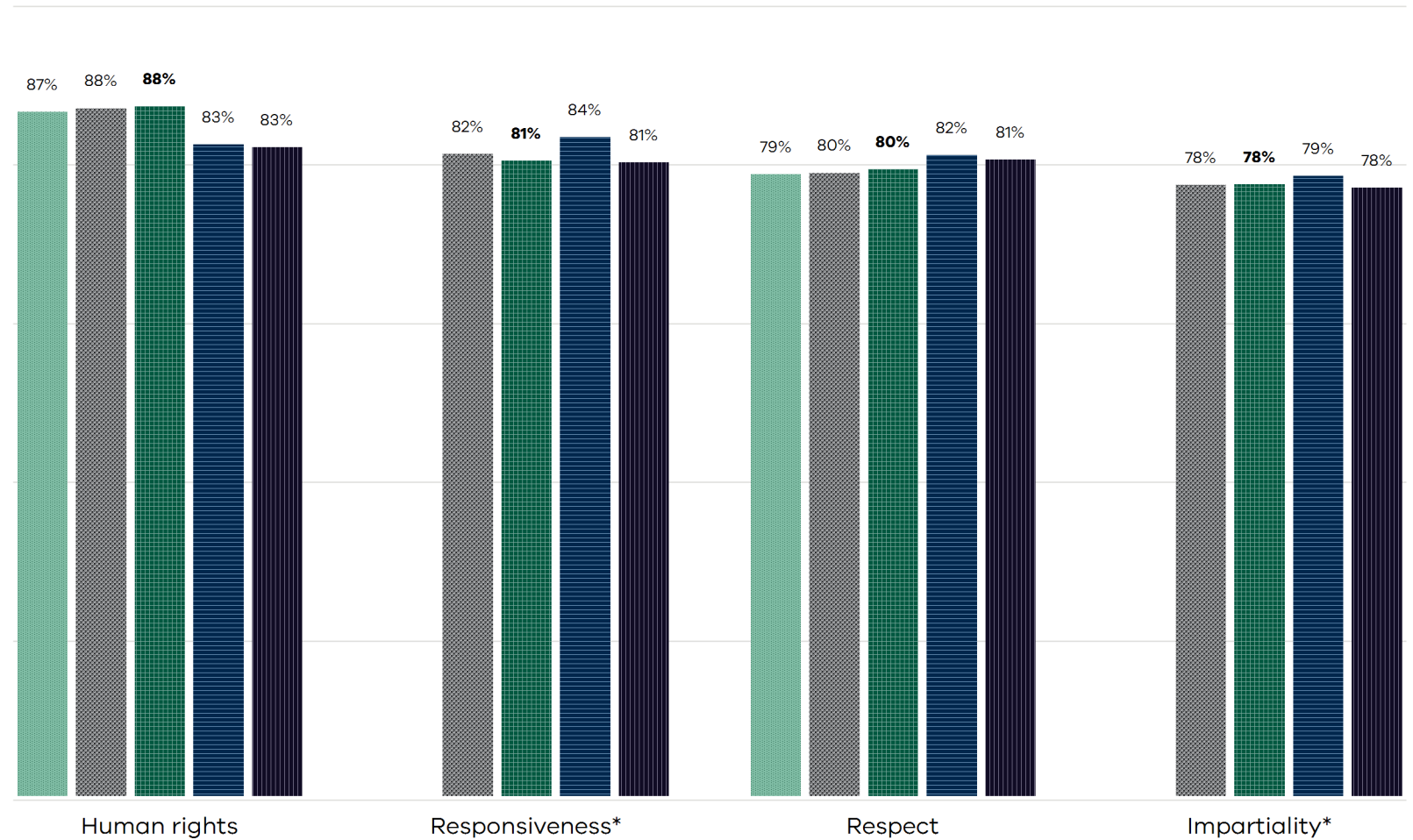
Example

In 2023:

- 88% of your staff who did the survey responded positively to questions about Human rights , which is up 0% in 2022.

Compared to:

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

Chart

	Human rights	Responsiveness*	Respect	Impartiality*
You 2021	87%		79%	
You 2022	88%	82%	80%	78%
You 2023	**88%**	**81%**	**80%**	**78%**
Comparator 2023	83%	84%	82%	79%
Public sector 2023	83%	81%	81%	78%

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

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

Public sector values

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.
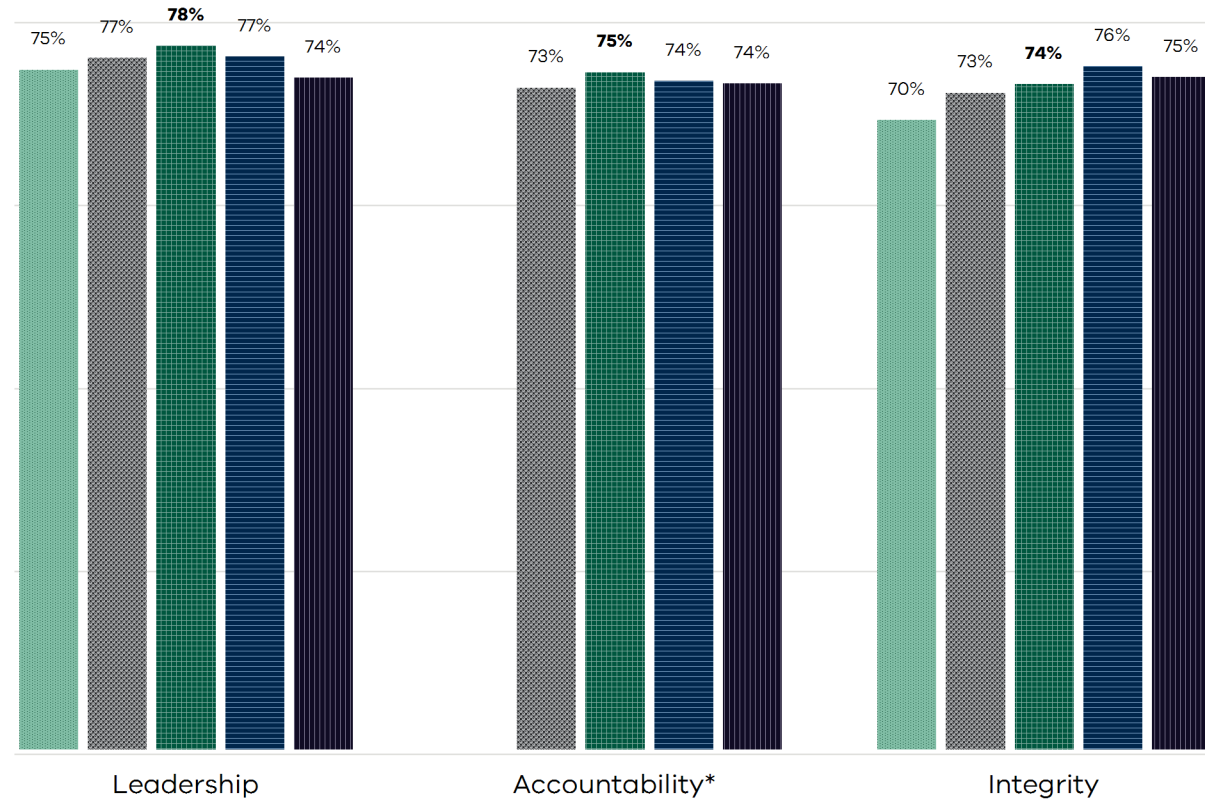
Example

In 2023:

- 78% of your staff who did the survey responded positively to questions about Leadership , which is up 1% in 2022.

Compared to:

- 77% of staff at your comparator and 74% of staff across the public sector.

Leadership: 75%, 77%, **78%**, 77%, 74%
Accountability*: 73%, **75%**, 74%, 74%
Integrity: 70%, 73%, **74%**, 76%, 75%

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

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

Victorian Public Sector Commission

VICTORIA State Government

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.
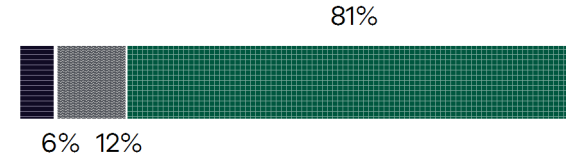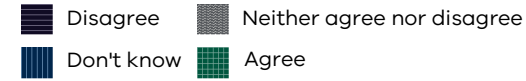
Example

81% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.
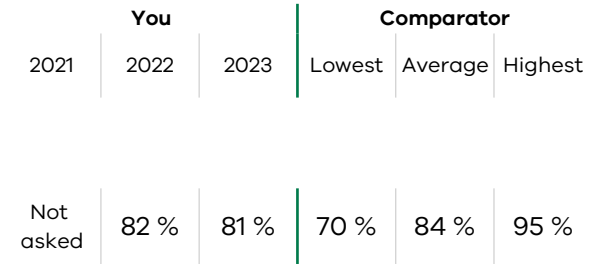
Legend	
■ Disagree	▦ Neither agree nor disagree
▦ Don't know	▦ Agree

My workgroup provides high quality advice and services

81%

6% 12%

	You			Comparator		
2021	2022	2023		Lowest	Average	Highest
Not asked	82 %	81 %		70 %	84 %	95 %

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.
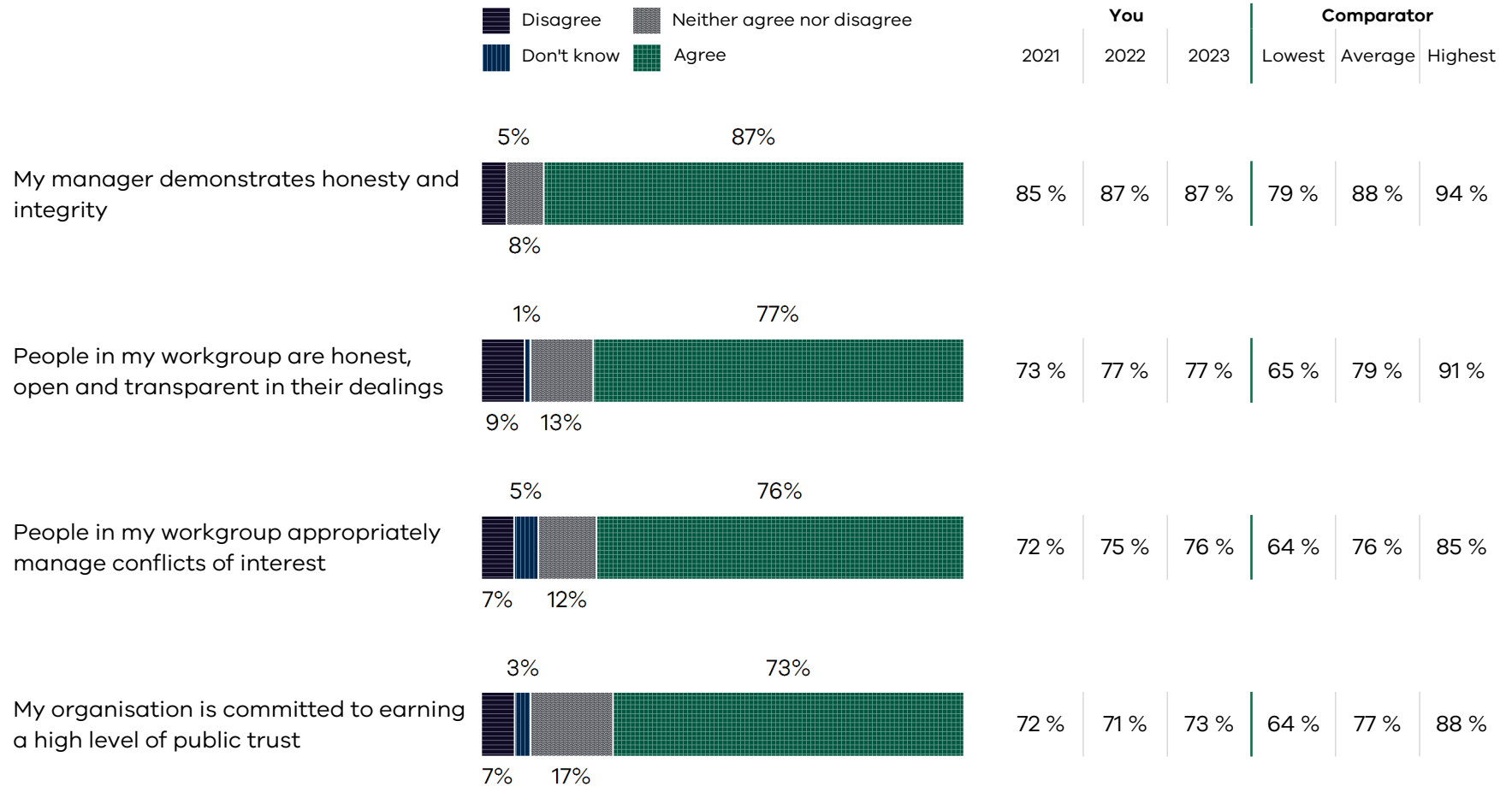
Example

87% 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

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager demonstrates honesty and integrity (5% / 8% / 87%)	85 %	87 %	87 %	79 %	88 %	94 %
People in my workgroup are honest, open and transparent in their dealings (1% / 9% / 13% / 77%)	73 %	77 %	77 %	65 %	79 %	91 %
People in my workgroup appropriately manage conflicts of interest (5% / 7% / 12% / 76%)	72 %	75 %	76 %	64 %	76 %	85 %
My organisation is committed to earning a high level of public trust (3% / 7% / 17% / 73%)	72 %	71 %	73 %	64 %	77 %	88 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Integrity 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

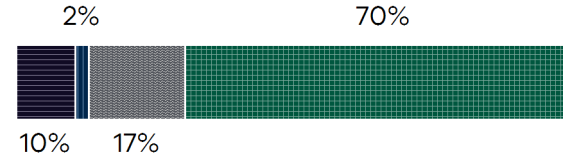70% of staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.
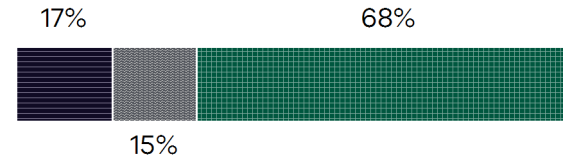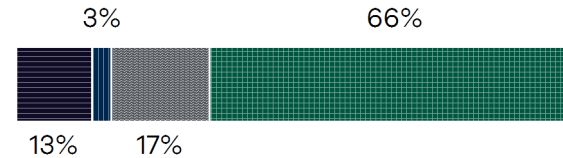
Survey question

Your results

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

Benchmark agree results

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Senior leaders demonstrate honesty and integrity	2% ... 70% / 10% 17%	65 %	67 %	70 %	54 %	69 %	88 %
I feel safe to challenge inappropriate behaviour at work	17% ... 68% / 15%	61 %	68 %	68 %	62 %	72 %	81 %
My organisation does not tolerate improper conduct	3% ... 66% / 13% 17%	61 %	64 %	66 %	57 %	70 %	79 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Impartiality

What this is

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

Why this is important

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

How to read this

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

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

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

Example

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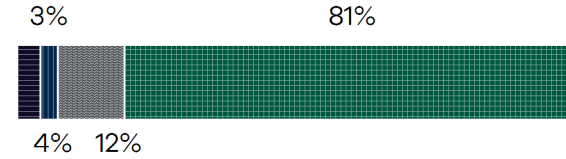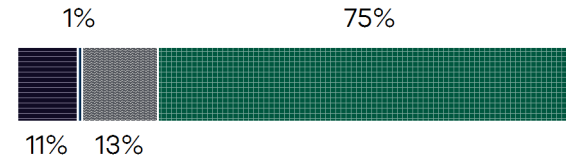
Survey question	Your results							

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

Survey question		You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
People in my workgroup are politically impartial in their work	76 %	80 %	81 %	72 %	82 %	89 %
My workgroup acts fairly and without bias	Not asked	76 %	75 %	63 %	76 %	85 %

People in my workgroup are politically impartial in their work: 3% Disagree, 4% Don't know, 12% Neither agree nor disagree, 81% Agree

My workgroup acts fairly and without bias: 1% / 11% Disagree, 13% Neither agree nor disagree, 75% Agree

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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

Example

91% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.
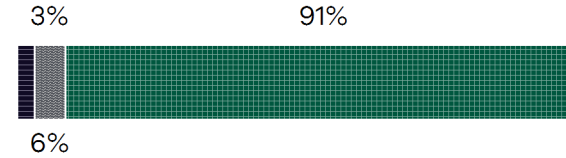
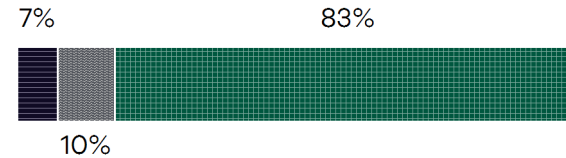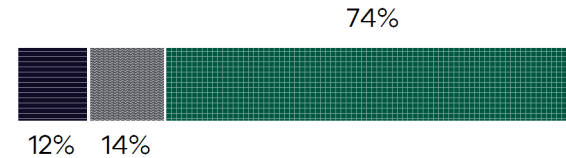| Survey question	Your results		You			Comparator		
		2021	2022	2023		Lowest	Average	Highest

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

Survey question	2021	2022	2023	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals (3% / 6% / 91%)	Not asked	91 %	91 %	85 %	90 %	97 %
I clearly understand what I am expected to do in this job (7% / 10% / 83%)	78 %	81 %	83 %	79 %	82 %	90 %
My workgroup has clear lines of responsibility (12% / 14% / 74%)	76 %	73 %	74 %	65 %	72 %	82 %
My workgroup uses its resources well (14% / 17% / 1% / 68%)	Not asked	66 %	68 %	54 %	67 %	75 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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

Example

59% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question	Your results	Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Senior leaders provide clear strategy and direction	19% / 1% / 20% / 59%	56 %	57 %	59 %	45 %	59 %	77 %
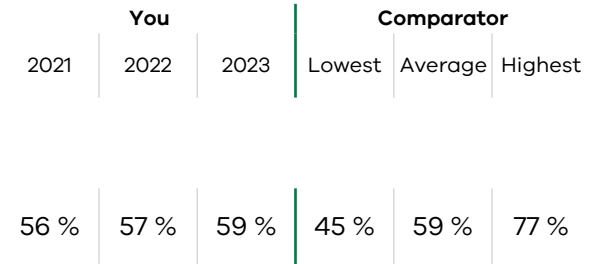
Public sector values

Respect 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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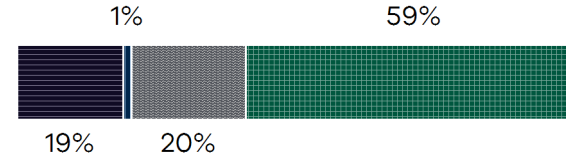
Example

88% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.
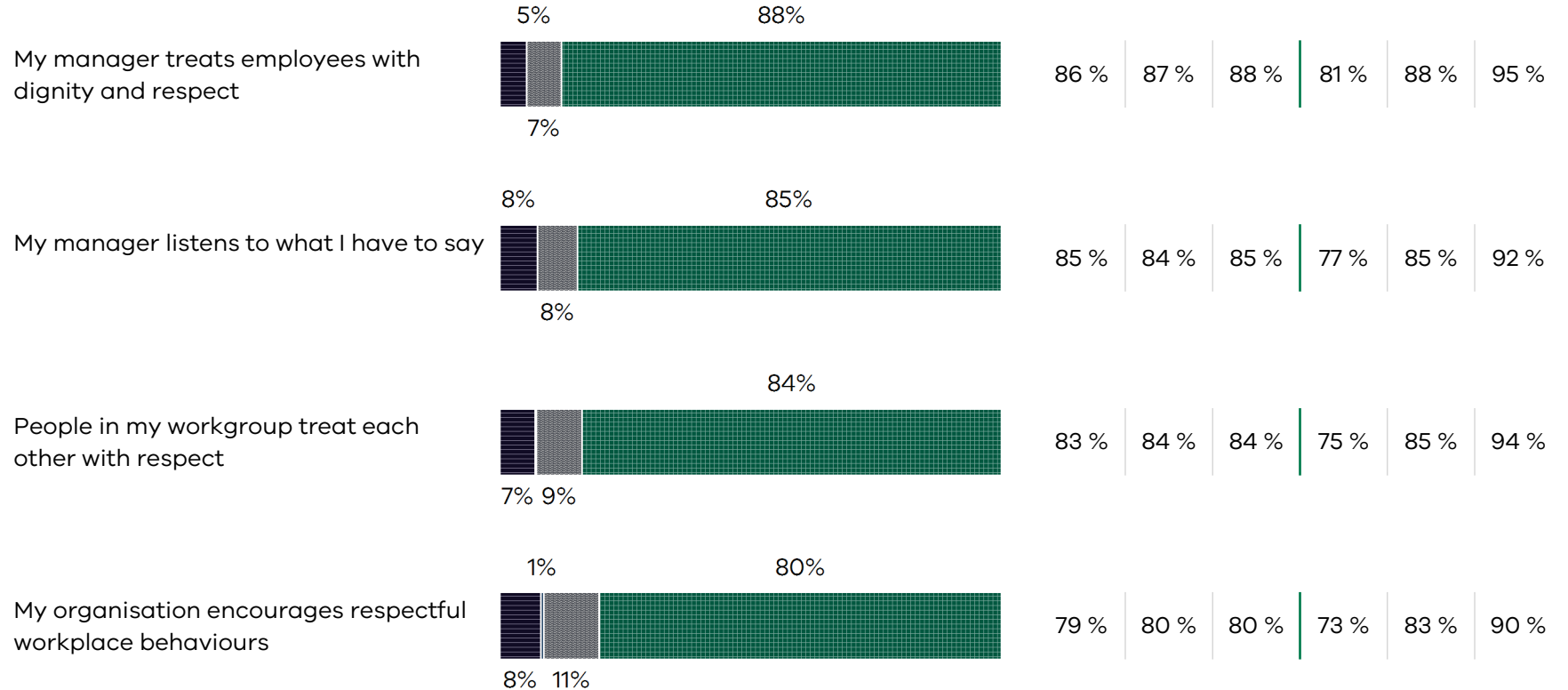
Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect	5% / 7% / 88%	86 %	87 %	88 %	81 %	88 %	95 %
My manager listens to what I have to say	8% / 8% / 85%	85 %	84 %	85 %	77 %	85 %	92 %
People in my workgroup treat each other with respect	7% / 9% / 84%	83 %	84 %	84 %	75 %	85 %	94 %
My organisation encourages respectful workplace behaviours	1% / 8% / 11% / 80%	79 %	80 %	80 %	73 %	83 %	90 %

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.
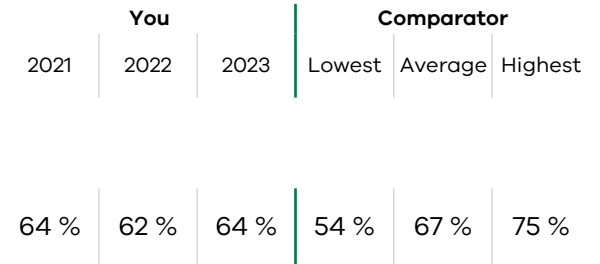
Example

64% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question	Your results	Benchmark agree results

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

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination — 13% Disagree, 4% Don't know, 18% Neither agree nor disagree, 64% Agree	64 %	62 %	64 %	54 %	67 %	75 %

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.
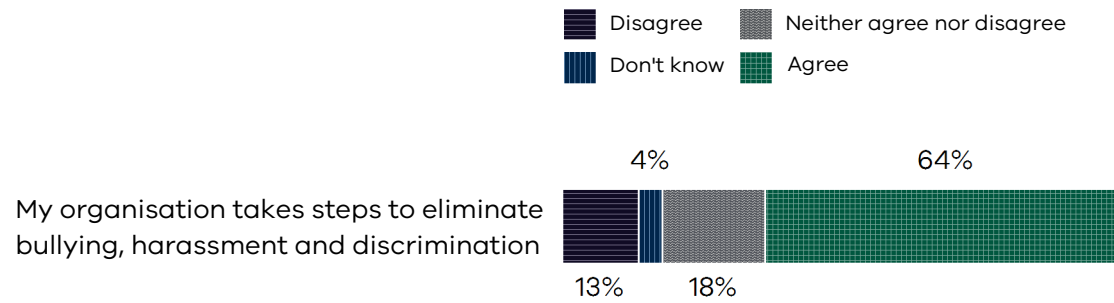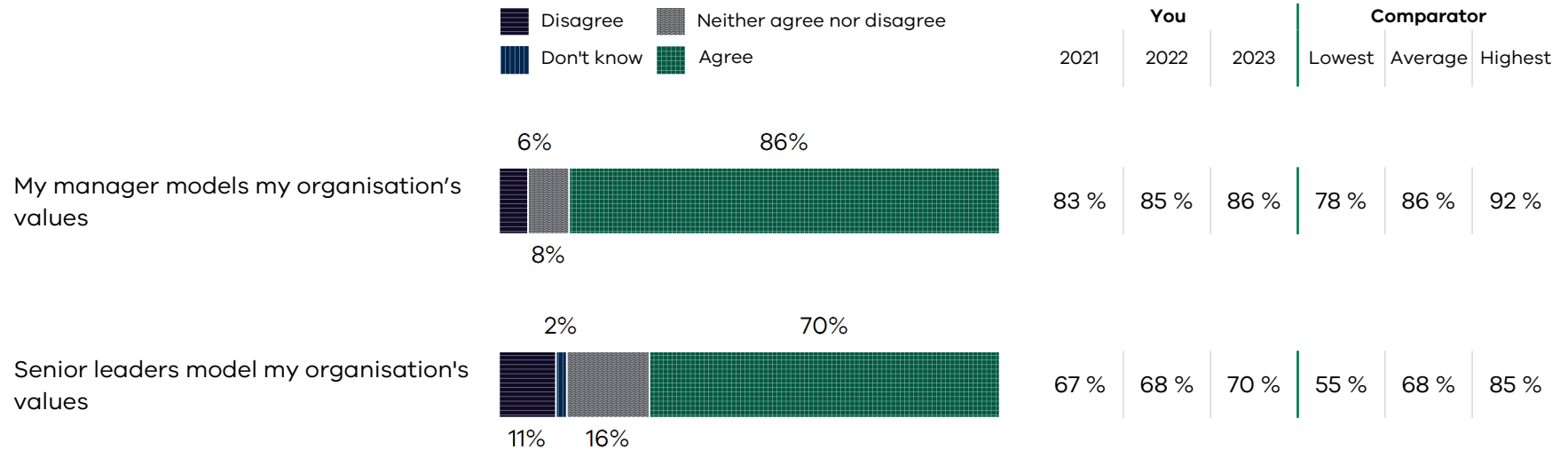
Example

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

Survey question			You			Comparator		
	2021	2022	2023		Lowest	Average	Highest
My manager models my organisation's values (6% / 86% / 8%)	83 %	85 %	86 %		78 %	86 %	92 %
Senior leaders model my organisation's values (2% / 70% / 11% / 16%)	67 %	68 %	70 %		55 %	68 %	85 %

Victorian Public Sector Commission

VICTORIA State Government

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.
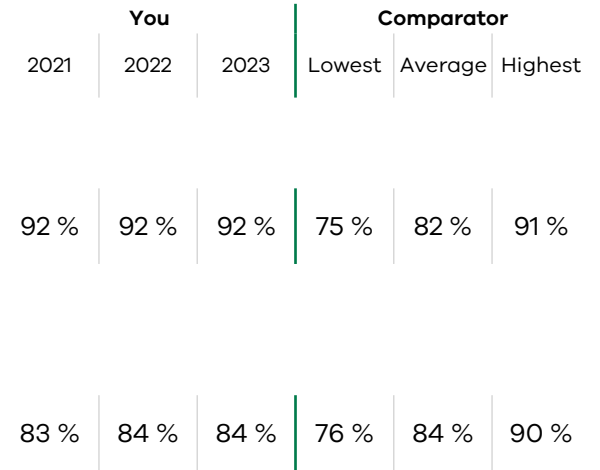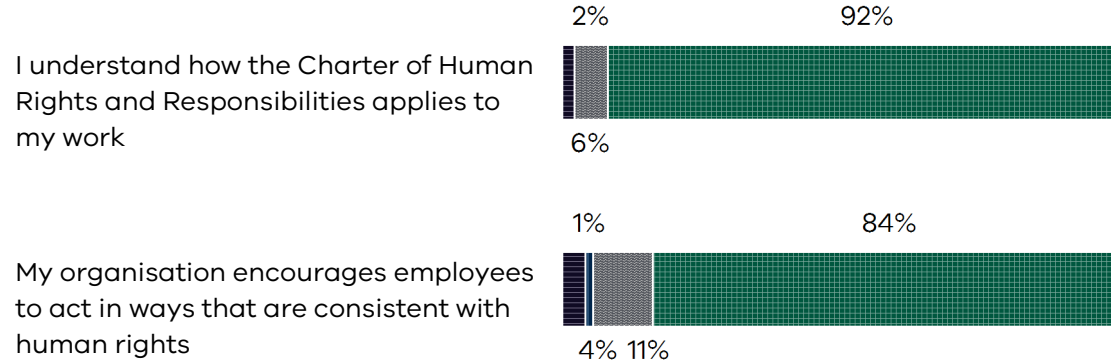
Example

92% of staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I understand how the Charter of Human Rights and Responsibilities applies to my work	2% / 6% Disagree-Neither; 92% Agree	92 %	92 %	92 %	75 %	82 %	91 %
My organisation encourages employees to act in ways that are consistent with human rights	1% / 4% / 11%; 84% Agree	83 %	84 %	84 %	76 %	84 %	90 %

People matter survey

2023

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- Your comparator group
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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

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- Cultural diversity
- Employment
- 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.
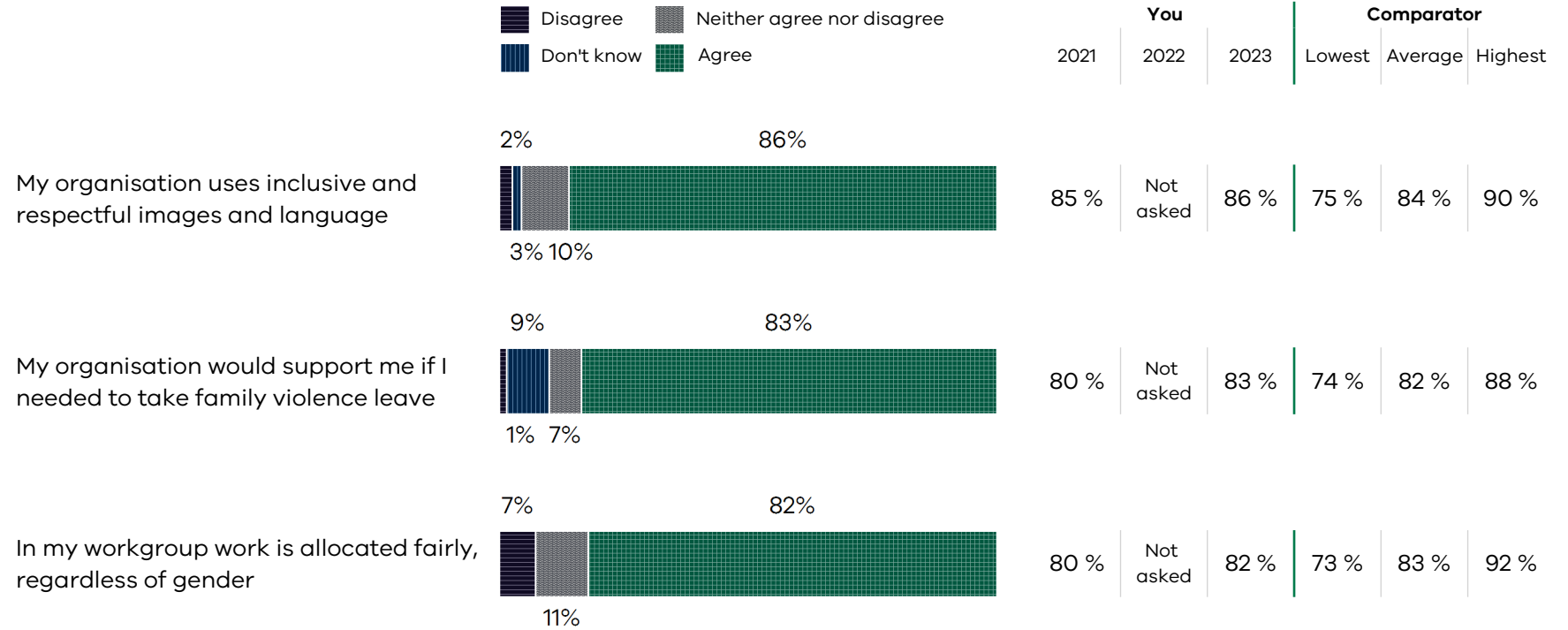
Example

86% 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

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

Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation uses inclusive and respectful images and language	85 %	Not asked	86 %	75 %	84 %	90 %
My organisation would support me if I needed to take family violence leave	80 %	Not asked	83 %	74 %	82 %	88 %
In my workgroup work is allocated fairly, regardless of gender	80 %	Not asked	82 %	73 %	83 %	92 %

My organisation uses inclusive and respectful images and language: 2%, 86%, 3% 10%

My organisation would support me if I needed to take family violence leave: 9%, 83%, 1% 7%

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

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

95% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.
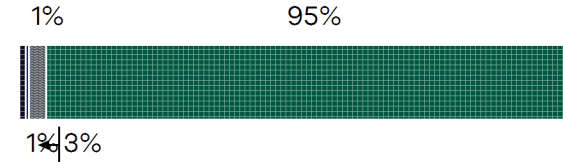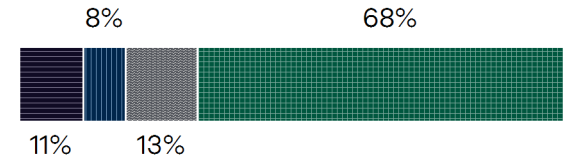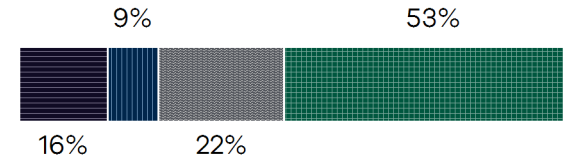
Survey question	Your results	Benchmark agree results

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

			You			**Comparator**		
		2021	2022	2023	Lowest	Average	Highest

Survey question	Your results	2021	2022	2023	Lowest	Average	Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	1% ... 95% / 1% 3%	Not asked	Not asked	95 %	87 %	92 %	96 %
I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	8% ... 68% / 11% 13%	Not asked	Not asked	68 %	52 %	75 %	84 %
My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	9% ... 53% / 16% 22%	Not asked	Not asked	53 %	45 %	58 %	77 %

People matter survey

2023

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Demographics

- Age, gender, variations in sex characteristics and sexual orientation
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- Cultural diversity
- Employment
- Adjustments
- Caring

Custom questions

What this is

Your organisation asked 6 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.
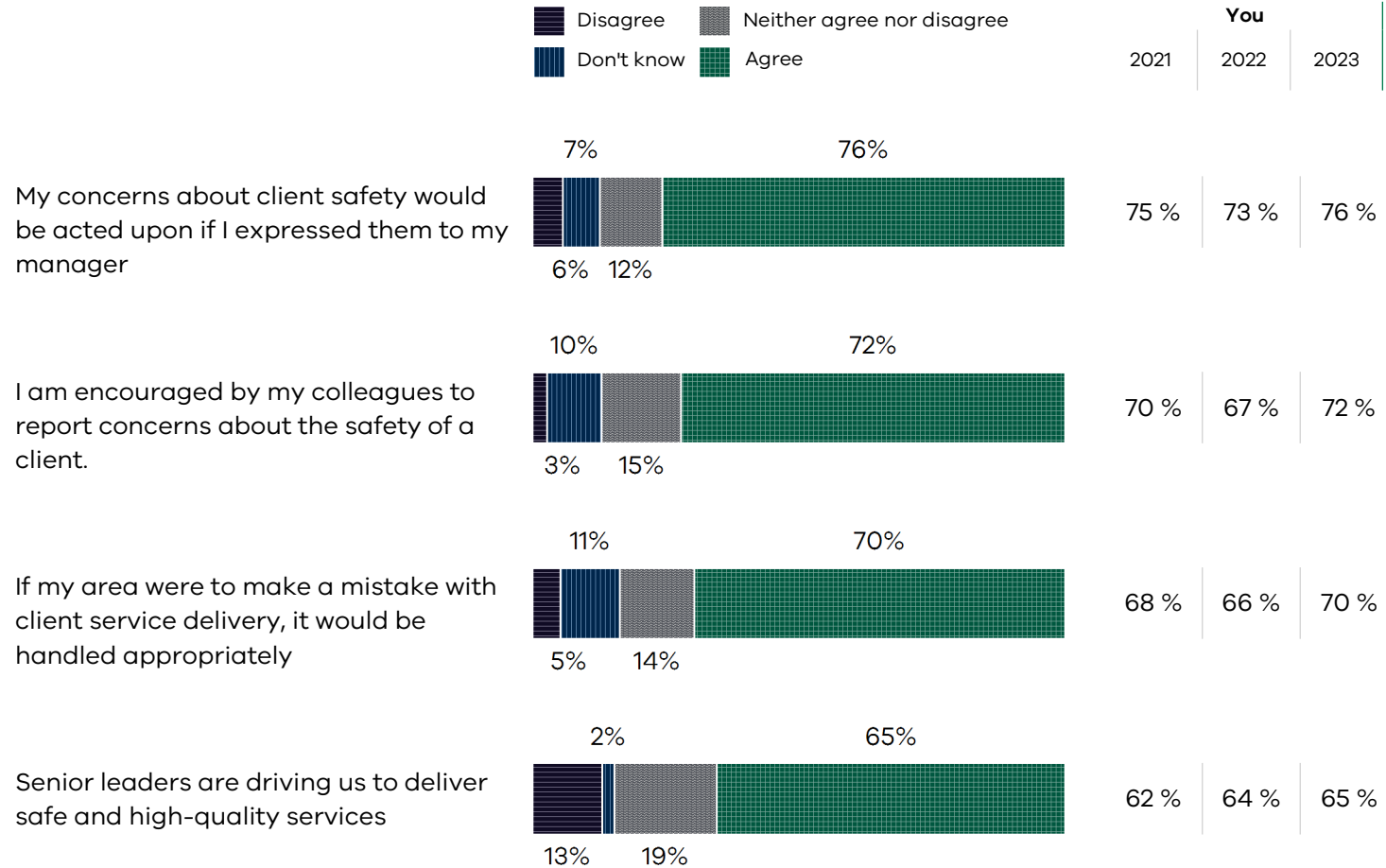
Example

76% of staff who did the survey agreed or strongly agreed with 'My concerns about client safety would be acted upon if I expressed them to my manager'.

Survey question	Your results	Benchmark results

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

You

	2021	2022	2023
My concerns about client safety would be acted upon if I expressed them to my manager	75 %	73 %	76 %
I am encouraged by my colleagues to report concerns about the safety of a client.	70 %	67 %	72 %
If my area were to make a mistake with client service delivery, it would be handled appropriately	68 %	66 %	70 %
Senior leaders are driving us to deliver safe and high-quality services	62 %	64 %	65 %

My concerns about client safety would be acted upon if I expressed them to my manager: 7%, 76%, 6%, 12%

I am encouraged by my colleagues to report concerns about the safety of a client: 10%, 72%, 3%, 15%

If my area were to make a mistake with client service delivery, it would be handled appropriately: 11%, 70%, 5%, 14%

Senior leaders are driving us to deliver safe and high-quality services: 2%, 65%, 13%, 19%

Victorian Public Sector Commission

VICTORIA State Government

Custom questions

What this is

Your organisation asked 6 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

61% of staff who did the survey agreed or strongly agreed with 'The culture in my work area makes it easy to learn from our successes and failures'.
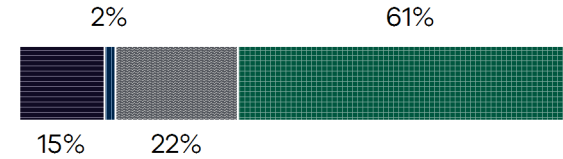
Legend:
- Disagree
- Don't know
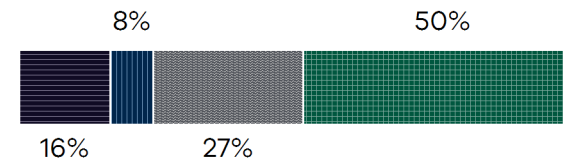- Neither agree nor disagree
- Agree

Survey question	Your results	2021	You 2022	2023
The culture in my work area makes it easy to learn from our successes and failures	15% / 2% / 22% / 61%	54 %	60 %	61 %
If a friend or relative were required to use the department's frontline services, I would be confident they would receive a safe and high-quality service	16% / 8% / 27% / 50%	51 %	46 %	50 %

People matter survey

2023

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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	1145	27%
35-54 years	2175	51%
55+ years	600	14%
Prefer not to say	379	9%

How would you describe your gender?	(n)	%
Woman	2999	70%
Man	847	20%
Prefer not to say	401	9%
Non-binary and I use a different term	52	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	44	1%
No	3867	90%
Prefer not to say	388	9%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?*	(n)	%
Yes	14	0%
No	3805	89%
Don't know	108	3%
Prefer not to say	372	9%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	3006	70%
Prefer not to say	695	16%
Bisexual	199	5%
Gay or lesbian	184	4%
Asexual	84	2%
I use a different term	61	1%
Pansexual	50	1%
Don't know	20	0%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	**106**	2%
Non Aboriginal and/or Torres Strait Islander	**3900**	91%
Prefer not to say	**293**	7%

Identified as Aboriginal and/or Torres Strait Islander on your organisations HR system?*	(n)	%
Yes	**87**	82%
No	**15**	14%
Don't know	**3**	3%
Prefer not to say	**1**	1%

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	**381**	9%
No	**3564**	83%
Prefer not to say	**354**	8%

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

	(n)	%
Yes	**232**	61%
No	**139**	36%
Prefer not to say	**10**	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	**61**	44%
My disability does not impact on my ability to perform my role	**39**	28%
I do not require any adjustments to be made to perform my role	**28**	20%
Other	**11**	8%

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

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.

Country of birth	(n)	%
Born in Australia	**3146**	73%
Not born in Australia	**683**	16%
Prefer not to say	**470**	11%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	**296**	40%
Italian	**87**	12%
Greek	**70**	9%
Hindi	**61**	8%
Mandarin	**47**	6%
Spanish	**46**	6%
Arabic	**38**	5%
Cantonese	**33**	4%
Vietnamese	**29**	4%
Punjabi	**18**	2%
Sinhalese	**18**	2%
Persian (excluding Dari)	**17**	2%

Language other than English spoken with family or community	(n)	%
Yes	**743**	17%
No	**3155**	73%
Prefer not to say	**401**	9%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Macedonian	**16**	2%
Urdu	**15**	2%
Tamil	**14**	2%
Turkish	**13**	2%
Filipino	**12**	2%
Auslan	**11**	1%
Australian Indigenous Language	**9**	1%
Malayalam	**9**	1%
Gujarati	**7**	1%
Telugu	**7**	1%
Tagalog	**6**	1%

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

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.

Cultural identity	(n)	%
Australian	**2817**	66%
Prefer not to say	**519**	12%
English, Irish, Scottish and/or Welsh	**491**	11%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	**445**	10%
East and/or South-East Asian	**175**	4%
Other	**136**	3%
Aboriginal and/or Torres Strait Islander	**105**	2%
African	**76**	2%
South Asian	**70**	2%
New Zealander	**60**	1%
Middle Eastern	**51**	1%
Central Asian	**32**	1%
Central and/or South American	**22**	1%
Pacific Islander	**15**	0%
North American	**14**	0%
Maori	**10**	0%

Religion	(n)	%
No religion	**2297**	53%
Christianity	**1042**	24%
Prefer not to say	**604**	14%
Other	**136**	3%
Islam	**80**	2%
Buddhism	**63**	1%
Hinduism	**48**	1%
Judaism	**20**	0%
Sikhism	**9**	0%

Demographics

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

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Working arrangement	(n)	%
Full-Time	**3685**	86%
Part-Time	**614**	14%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	**391**	9%
Below $80k	**716**	17%
$80k to $120k	**1943**	46%
$120k to $160k	**828**	20%
$160k to $200k	**219**	5%
$200k or more	**114**	3%

Organisational tenure	(n)	%
<1 year	**831**	19%
1 to less than 2 years	**656**	15%
2 to less than 5 years	**764**	18%
5 to less than 10 years	**803**	19%
10 to less than 20 years	**780**	18%
More than 20 years	**465**	11%

Management responsibility	(n)	%
Non-manager	**3064**	71%
Other manager	**731**	17%
Manager of other manager(s)	**504**	12%

Employment type	(n)	%
Ongoing and executive	**3242**	75%
Fixed term	**969**	23%
Other	**88**	2%

Demographics

Employment characteristics 2 of 2

What this is

These are the employment characteristics of staff.

Why this is important

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How to read this

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Primary workplace location over the last 3 months	(n)	%
Melbourne: Suburbs	1863	43%
Melbourne CBD	1184	28%
Large regional city	669	16%
Rural	532	12%
Other	51	1%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	3037	71%
A frontline or service delivery location	679	16%
Home or private location	2268	53%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	297	7%
Other	75	2%

Flexible work	(n)	%
Working from an alternative location (e.g. home, hub/shared work space)	1995	46%
No, I do not use any flexible work arrangements	1278	30%
Flexible start and finish times	1094	25%
Part-time	514	12%
Working more hours over fewer days	423	10%
Using leave to work flexible hours	237	6%
Purchased leave	192	4%
Other	80	2%
Study leave	49	1%
Job sharing	37	1%
Shift swap	35	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.

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

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Have you requested any of the following adjustments at work?*	(n)	%
No, I have not requested adjustments	**2846**	66%
Flexible working arrangements	**1163**	27%
Physical modifications or improvements to the workplace	**425**	10%
Career development support strategies	**72**	2%
Other	**37**	1%
Job redesign or role sharing	**31**	1%
Accessible communications technologies	**24**	1%

Why did you make this request?	(n)	%
Work-life balance	**694**	48%
Health	**518**	36%
Caring responsibilities	**510**	35%
Family responsibilities	**411**	28%
Disability	**142**	10%
Other	**105**	7%
Study commitments	**68**	5%

What was your experience with making the request?	(n)	%
The adjustments I needed were made and the process was satisfactory	**1067**	73%
The adjustments I needed were not made	**209**	14%
The adjustments I needed were made but the process was unsatisfactory	**177**	12%

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

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Caring responsibility	(n)	%
None of the above	**1537**	36%
Primary school aged child(ren)	**879**	20%
Secondary school aged child(ren)	**769**	18%
Frail or aged person(s)	**535**	12%
Prefer not to say	**463**	11%
Child(ren) - younger than preschool age	**383**	9%
Preschool aged child(ren)	**275**	6%
Person(s) with disability	**271**	6%
Person(s) with a medical condition	**248**	6%
Person(s) with a mental illness	**238**	6%
Other	**129**	3%

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