

People matter survey

2023

Have your say



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Have your say

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

About your report

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

Report contents

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

Comparing data in this report

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

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

Rounding of percentages

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

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

Survey questions and definitions

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

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Report overview

Privacy and anonymity

To protect you, we:

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

Read more in [our privacy policy](#).

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

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

Our public sector values

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

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

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



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



Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Department of Education

Department of Energy,
Environment and Climate Action

Department of Families, Fairness
and Housing

Department of Health

Department of Jobs, Skills,
Industry and Regions

Department of Premier and
Cabinet

Department of Transport and
Planning

Department of Treasury and
Finance

State Revenue Office

Victoria Police

Report overview

Your response rate

What this is

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

Why this is important

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

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

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

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

How to read this

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

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

2021

25%
(2657)

Comparator 56%
Public Sector 39%

2023

38%
(4127)

Comparator 70%
Public Sector 57%

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People outcomes

Scorecard: employee engagement index

What this is

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

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

The weightings for each engagement response are:

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

Why this is important

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

2021

61

Comparator 71
Public Sector 70

2023

60

Comparator 69
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 60.

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.

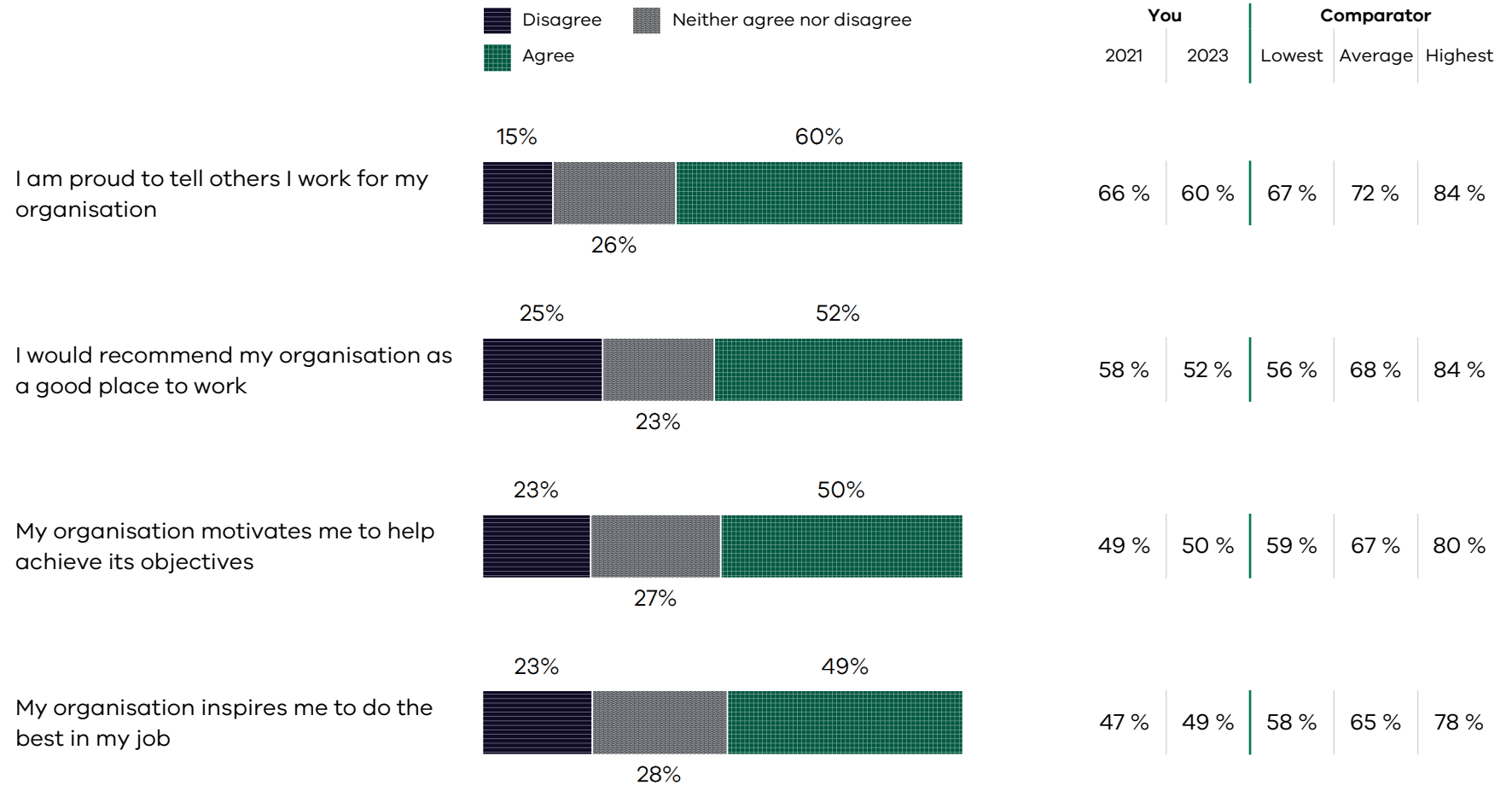
Example

60% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question

Your results

Benchmark agree results



People outcomes

Engagement question results 2 of 2

What this is

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

Your organisation's engagement index

Your 2023 index is 60.

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

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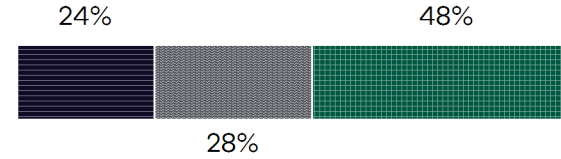
Example

48% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

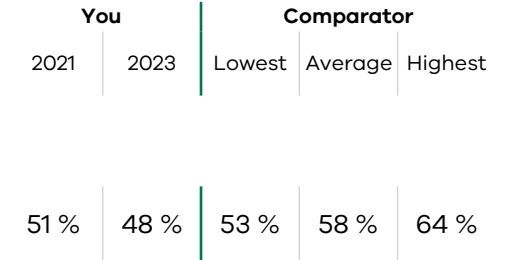
Survey question

I feel a strong personal attachment to my organisation

Your results



Benchmark agree results



People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What this is

This scorecard provides overall results for satisfaction, high to severe work-related stress, intention to stay and inclusion.

There are more people outcomes scorecards throughout this report.

Why this is important

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

How to read this

Each label represents a group of questions in the survey about people outcomes.

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

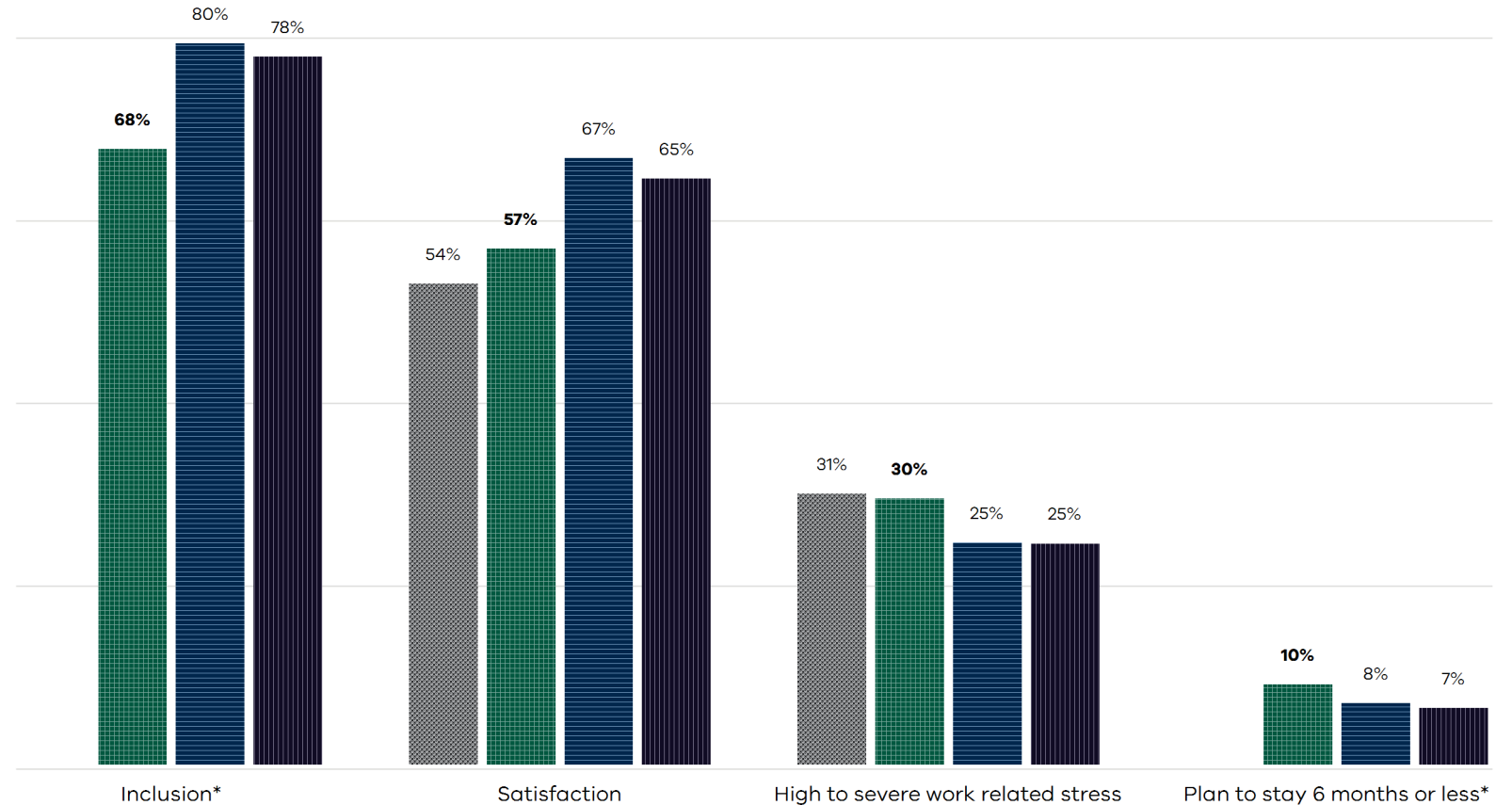
Example

In 2023:

- 68% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 80% of staff at your comparator and 78% of staff across the public sector.



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

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

People outcomes

Satisfaction question results

What this is

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

Why this is important

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

How to read this

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

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

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

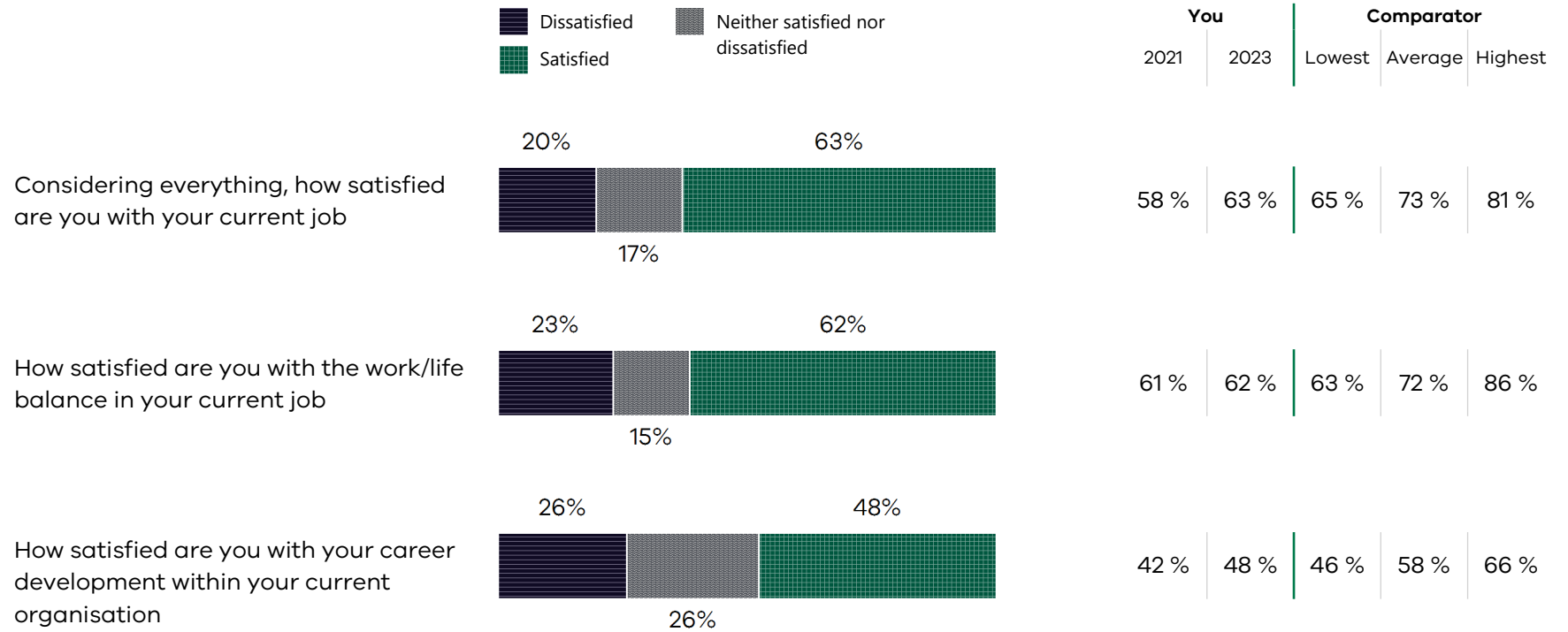
Example

63% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

Survey question

Your results

Benchmark satisfied results



People outcomes

Work-related stress levels

What this is

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

Why this is important

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

How to read this

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

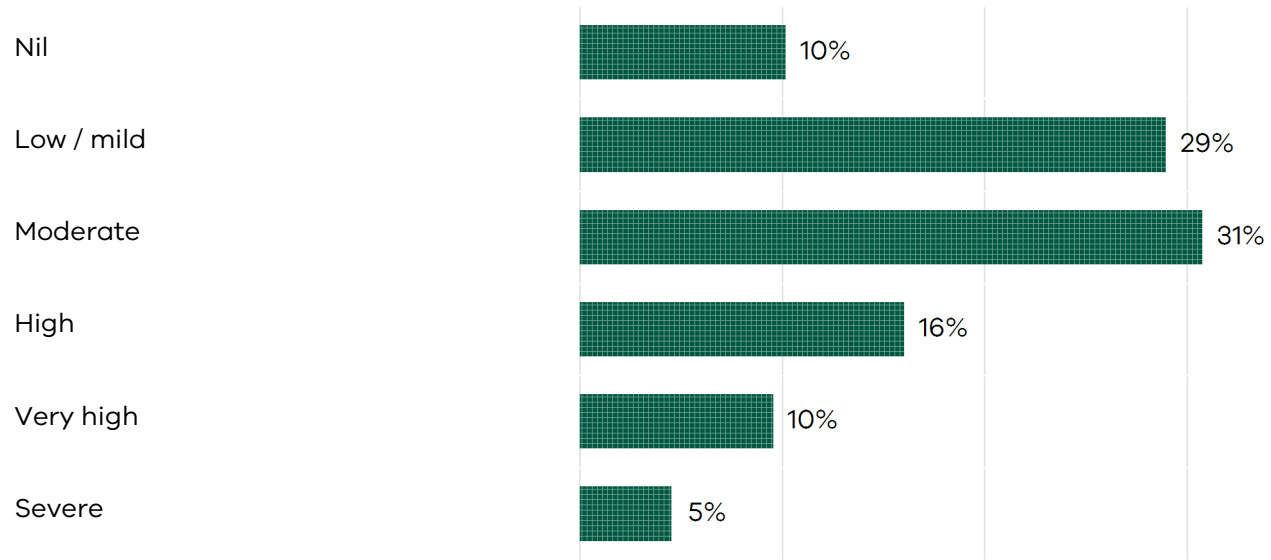
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

The numbers below show the percentage of staff in your organisation who said they experienced high to severe stress in 2023 compared to 2021 and your comparator.

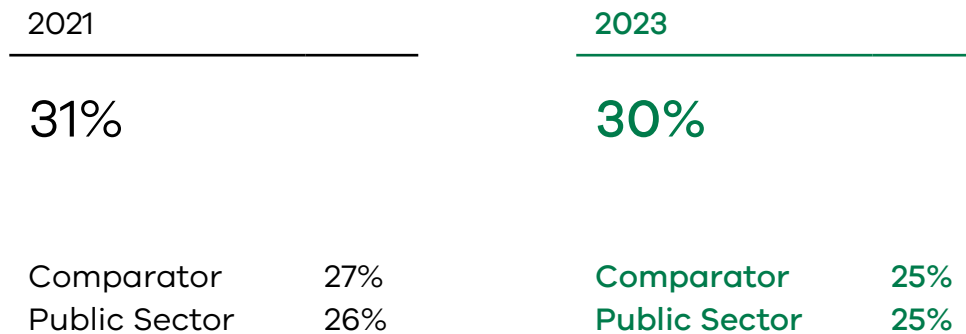
Example

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)



Reported levels of high to severe stress



People outcomes

Work-related stress causes

What this is

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

Why this is important

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

How to read this

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

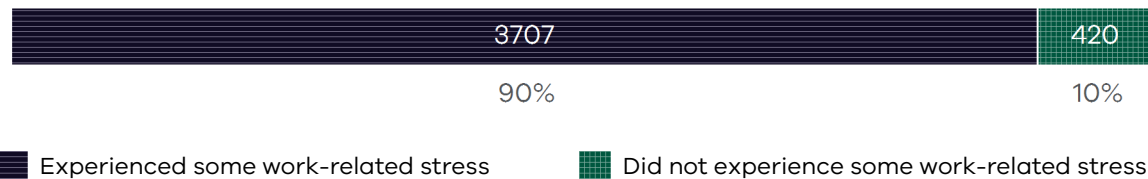
If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

Example

90% of your staff who did the survey said they experienced mild to severe stress.

Of that 90%, 46% said the top reason was 'Workload'.



Of those that experienced work related stress it was from ...	You 2021	You 2023	Comparator 2023	Public sector 2023
Workload	40%	46%	49%	49%
Time pressure	35%	37%	44%	41%
Unclear job expectations	15%	17%	15%	14%
Organisation or workplace change	13%	16%	13%	12%
Dealing with clients, patients or stakeholders	14%	15%	14%	15%
Management of work (e.g. supervision, training, information, support)	18%	15%	12%	13%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	18%	14%	9%	11%
Competing home and work responsibilities	11%	13%	14%	14%
Job security	9%	11%	15%	11%
Content, variety, or difficulty of work	10%	10%	12%	11%

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 2023	Comparator 2023	Public sector 2023
6 months or less	10%	8%	7%
Over 6 months and up to 1 year	10%	11%	10%
Over 1 year and up to 3 years	23%	26%	24%
Over 3 years and up to 5 years	13%	15%	15%
Over 5 years	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.

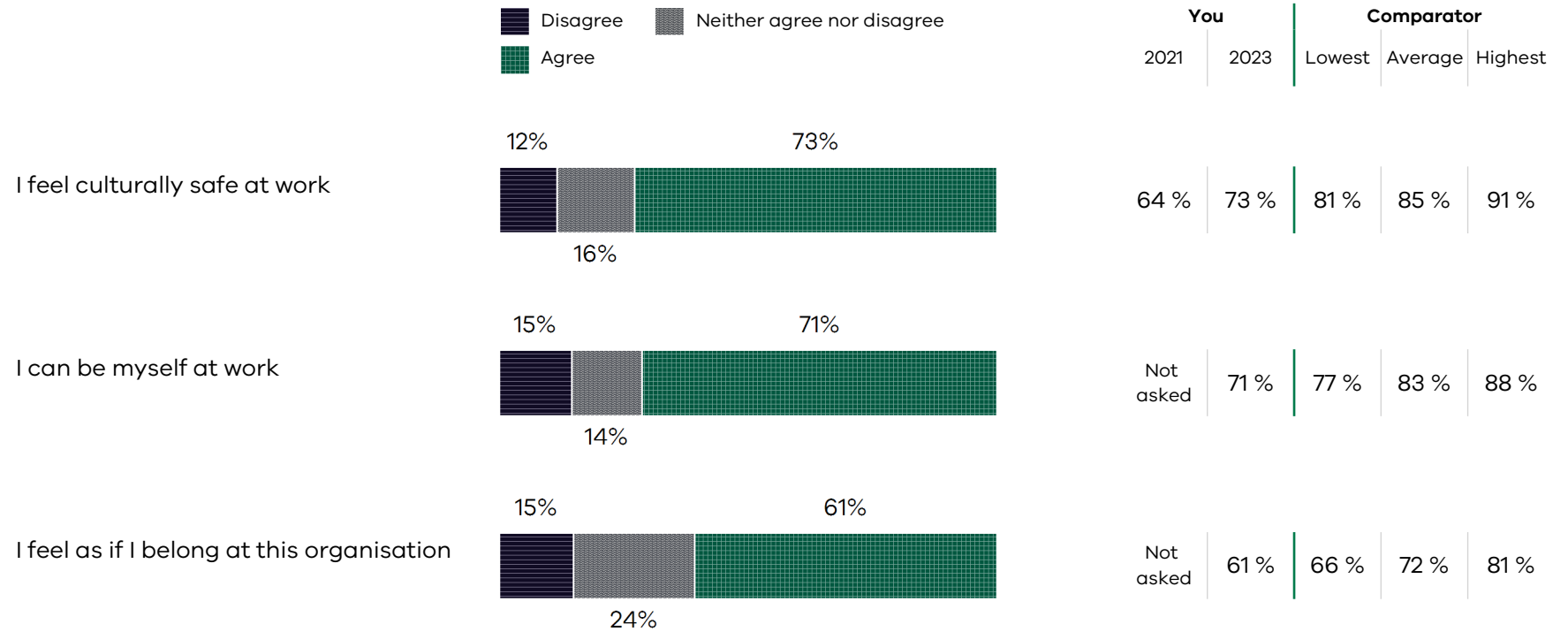
Example

73% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question

Your results

Benchmark agree results



People outcomes

Inclusion - Barriers to success

What this is

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

Why this is important

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

How to read this

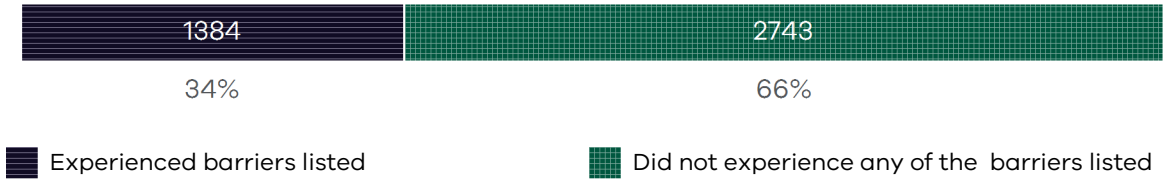
In the survey, we ask staff to select from a list, any barriers they have experienced and believe to have hindered their success at work. They can select more than one barrier.

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

Example

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

Staff who experienced one or more barriers to success at work



During the last 12 months, employees experienced barriers to their success due to ...

	You 2023	Comparator 2023	Public sector 2023
My mental health	10%	8%	8%
My age	10%	8%	8%
My flexible working	9%	7%	7%
My caring responsibilities	9%	8%	7%
My sex	9%	4%	6%
My physical health	4%	4%	4%
My cultural background	4%	3%	3%
My disability	2%	2%	2%
My race	2%	2%	2%
My physical features	2%	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

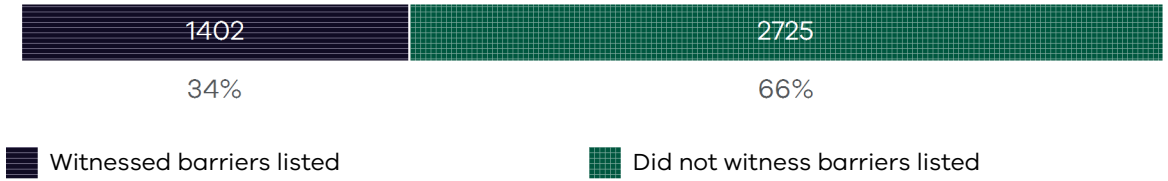
In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one barrier.

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

Example

14% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'Flexible working'.

Staff who witnessed one or more barriers to success at work



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

	You 2023	Comparator 2023	Public sector 2023
Flexible working	14%	9%	10%
Mental health	11%	7%	8%
Caring responsibilities	10%	7%	7%
Sex	10%	5%	7%
Age	9%	6%	6%
Cultural background	6%	4%	4%
Physical health	5%	3%	3%
Race	3%	2%	2%
Disability	3%	2%	2%
Sexual orientation	3%	1%	1%

People outcomes

Scorecard: emotional effects of work

What this is

This is the level of positive and negative feelings experienced by staff in the 3 months before the survey.

Why this is important

Positive feelings can lead to higher wellbeing and job satisfaction and a lower chance of burnout.

How to read this

Each label represents a question in the survey about emotional effects of work.

Each result is the percentage of staff who said they often, very often or always felt happy, enthusiastic, worried or miserable in the past 3 months.

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

Example

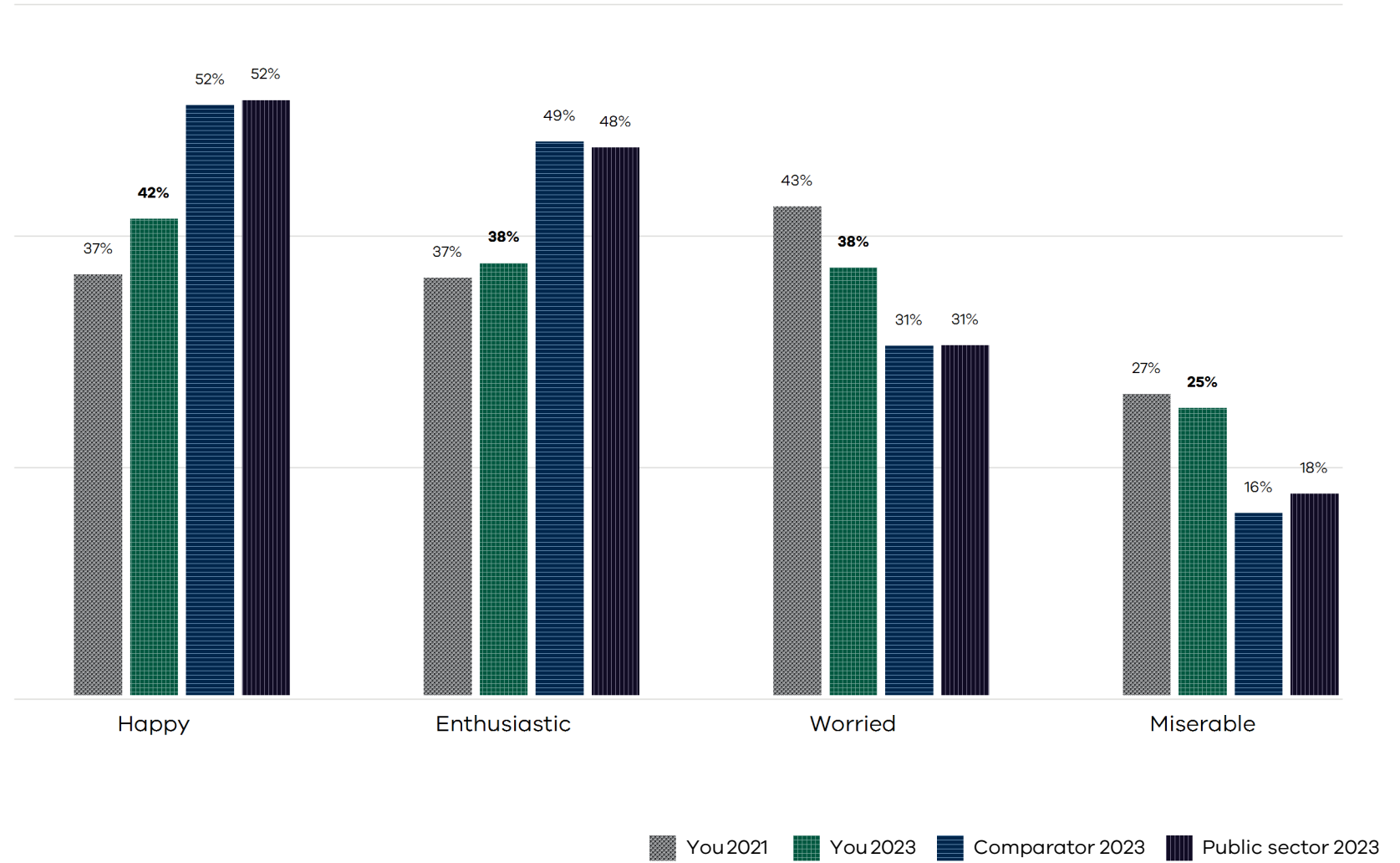
In 2023:

- 42% of your staff who did the survey said work made them feel happy in 2023, which is up from 37% in 2021

Compared to:

- 52% 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 ...



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.

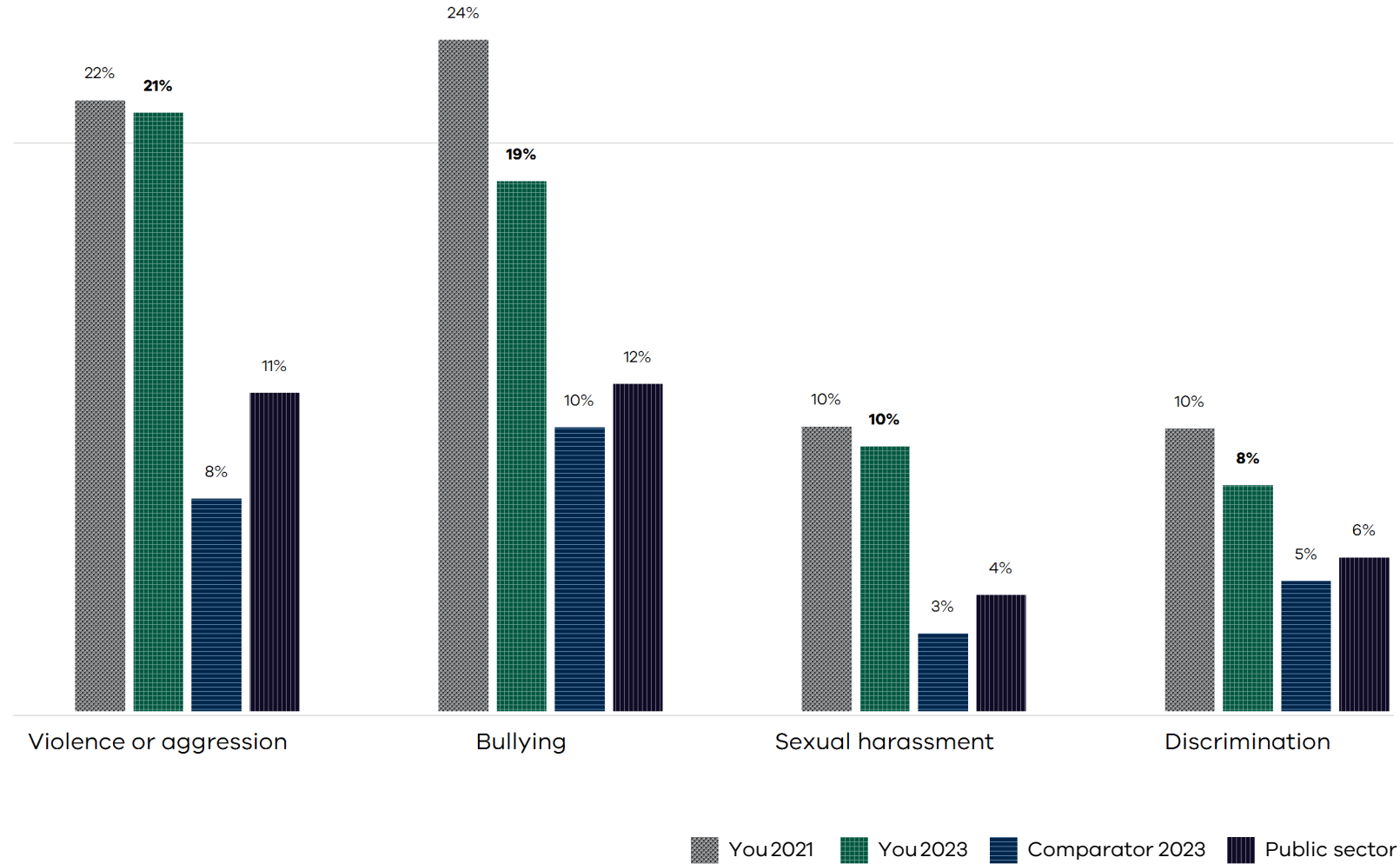
Example

In 2023:

- 21% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months which is down from 22% in 2021.

Compared to:

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



People outcomes

Bullying

What this is

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

Why this is important

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

How to read this

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

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

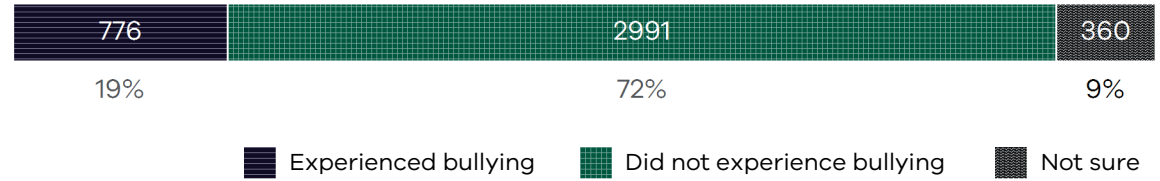
In descending order, the table shows the answers.

Example

19% of your staff who did the survey said they experienced bullying.

Of that 19%, 68% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

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



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

	You 2021	You 2023	Comparator 2023	Public sector 2023
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	68%	68%	74%	71%
Exclusion or isolation	43%	50%	44%	45%
Withholding essential information for me to do my job	29%	31%	33%	30%
Intimidation and/or threats	35%	30%	28%	29%
Verbal abuse	26%	19%	18%	20%
Other	15%	16%	15%	16%
Being assigned meaningless tasks unrelated to my job	14%	15%	18%	16%
Being given impossible assignment(s)	9%	8%	13%	11%
Interference with my personal property and/or work equipment	6%	5%	5%	6%

People outcomes

Telling someone about the bullying

What this is

This is if staff told someone when they experienced bullying.

Why this is important

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

How to read this

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

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

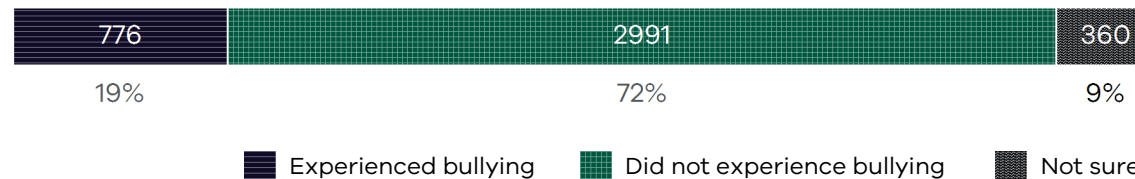
In descending order, the table shows the answers.

Example

19% of your staff who did the survey said they experienced bullying, of which

- 45% said the top way they reported the bullying was 'Told a manager'.
- 86% said they didn't submit a formal complaint.

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



Did you tell anyone about the bullying?

	You 2021	You 2023	Comparator 2023	Public sector 2023
Told a manager	45%	45%	52%	50%
Told a colleague	40%	37%	42%	41%
Told a friend or family member	34%	33%	36%	36%
Told the person the behaviour was not OK	19%	18%	18%	17%
I did not tell anyone about the bullying	13%	15%	11%	12%
Submitted a formal complaint	16%	14%	11%	12%
Told employee assistance program (EAP) or peer support	16%	12%	12%	10%
Told someone else	12%	12%	12%	13%
Told Human Resources	9%	9%	12%	13%

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

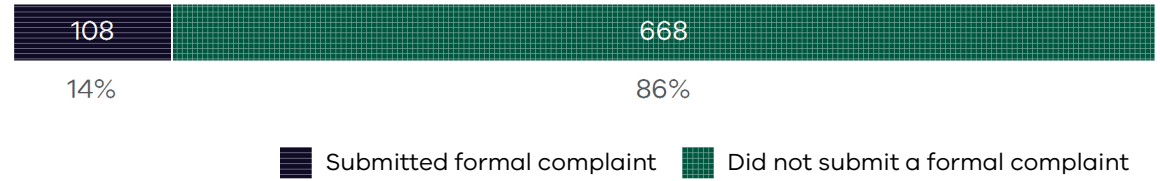
In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

86% of your staff who experienced bullying did not submit a formal complaint, of which:

- 59% said the top reason was 'I believed there would be negative consequences for my reputation'.

Did you submit a formal complaint?



What was your reason for not submitting a formal complaint?	You 2021	You 2023	Comparator 2023	Public sector 2023
I believed there would be negative consequences for my reputation	68%	59%	56%	55%
I didn't think it would make a difference	56%	52%	50%	51%
I believed there would be negative consequences for my career	55%	49%	47%	45%
I didn't feel safe to report the incident	20%	19%	20%	19%
I didn't think it was serious enough	15%	15%	18%	16%
I thought the complaint process would be embarrassing or difficult	15%	12%	15%	13%
Other	9%	11%	15%	14%
I believed there would be negative consequences for the person I was going to complain about	10%	10%	10%	10%
I didn't need to because I made the bullying stop	5%	7%	6%	6%
I was advised not to	6%	6%	5%	5%

People outcomes

Perpetrators of bullying

What this is

This is who staff have said are responsible for bullying.

Why this is important

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

How to read this

In this year's survey, 19% 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.

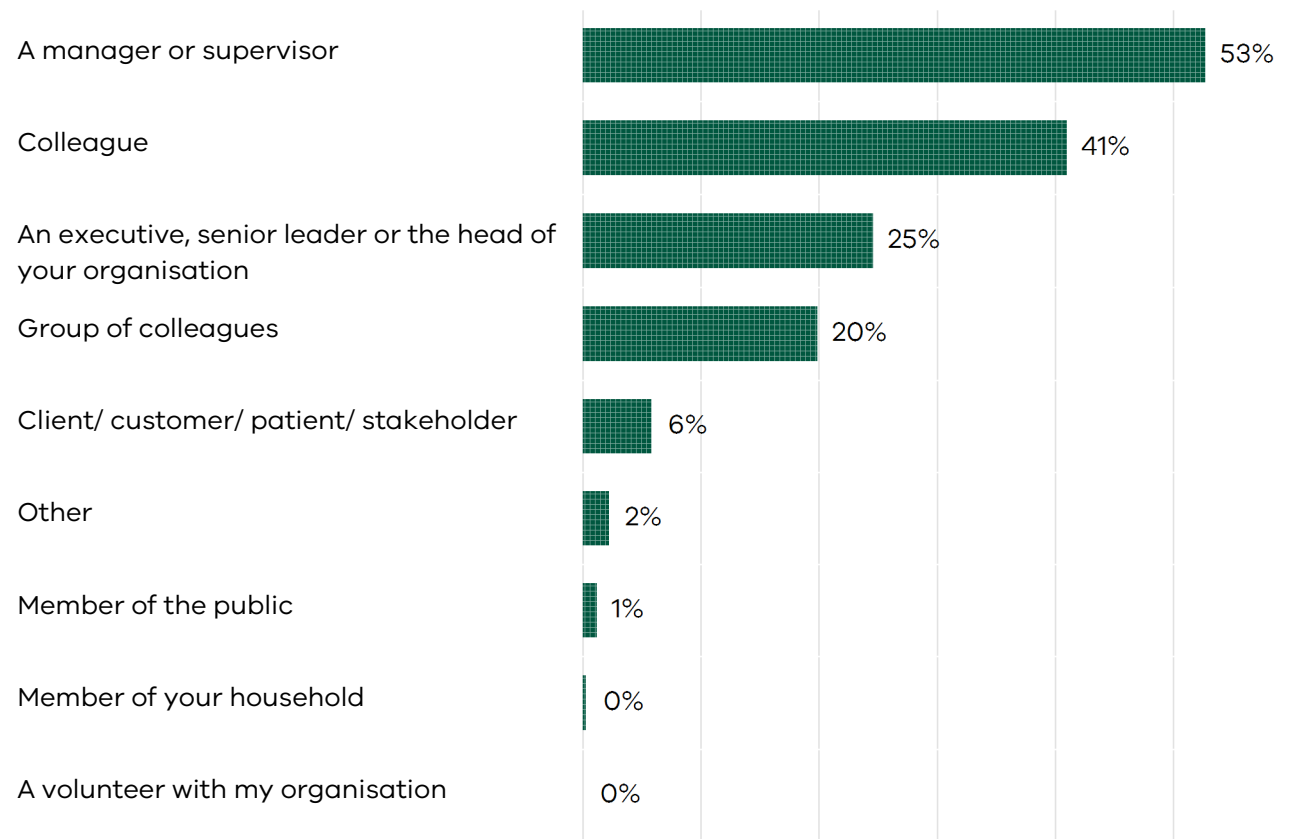
Each row is one perpetrator or group of perpetrators.

Example

19% of your staff who did the survey said they experienced bullying.

Of that 19%, 53% said it was by 'A manager or supervisor'.

776 people (19% of staff) experienced bullying (You2023)



People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 19% 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.

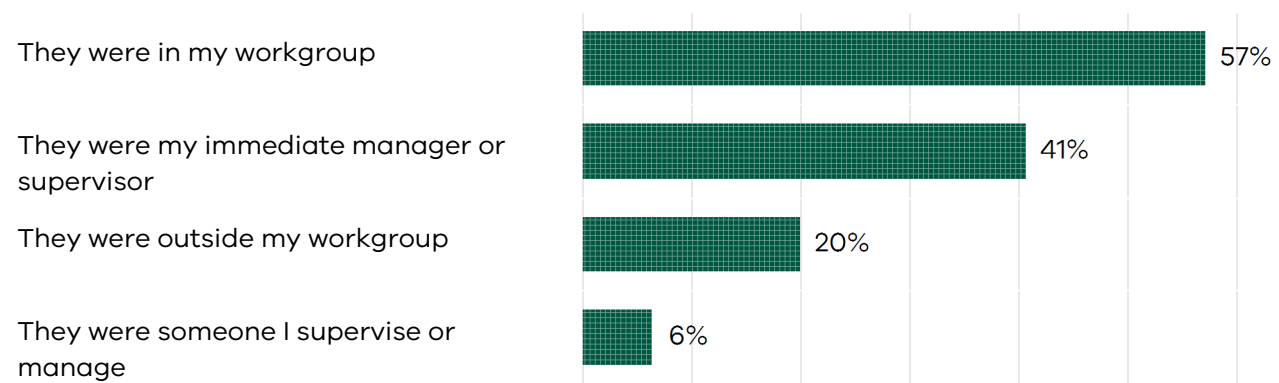
Example

19% of your staff who did the survey said they experienced bullying.

Of that 19%, 98% said it was by someone within the organisation.

Of that 98%, 57% said it was 'They were in my workgroup'.

758 people (98% of staff who experienced bullying) experienced bullying from within your organisation (You2023)



People outcomes

Sexual harassment

What this is

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

Why this is important

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

How to read this

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

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

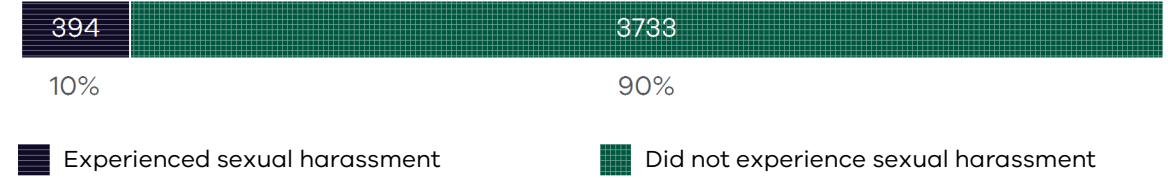
In descending order, the table shows the top 10 answers.

Example

10% of your staff who did the survey said they experienced sexual harassment.

Of those, 57% said the top type was 'Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)'.
'

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



Behaviours reported	You 2021	You 2023	Comparator 2023	Public sector 2023
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	64%	57%	49%	50%
Intrusive questions about your private life or comments about your physical appearance	51%	47%	46%	45%
Inappropriate staring or leering that made you feel intimidated	18%	16%	15%	15%
Inappropriate physical contact	14%	16%	12%	14%
Unwelcome touching, hugging, cornering or kissing	11%	13%	12%	14%
Any other unwelcome conduct of a sexual nature	9%	10%	5%	8%
Sexual gestures, indecent exposure or inappropriate display of the body	6%	5%	2%	3%
Repeated or inappropriate invitations to go out on dates	4%	5%	3%	4%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	7%	4%	4%	4%
Sexually explicit email or SMS message	4%	3%	2%	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.

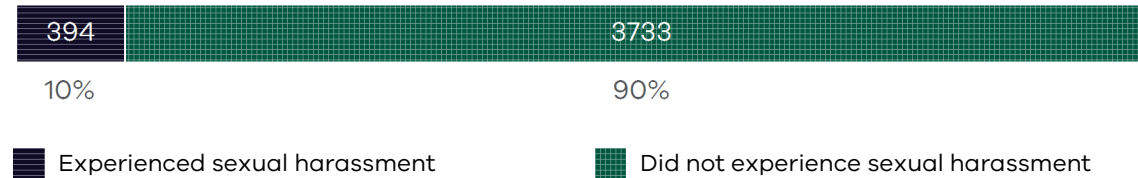
If they did, they could tell us with one or more answers how they responded.

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

Example

10% of your staff who did the survey said they experienced sexual harassment. Of those, 44% said their top response was 'Pretended it didn't bother you'.

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



When the harassment happened to you, did you respond in any of the following ways?	You 2021	You 2023	Comparator 2023	Public sector 2023
Pretended it didn't bother you	43%	44%	44%	44%
Tried to laugh it off or forget about it	43%	39%	39%	40%
Avoided the person(s) by staying away from them	35%	36%	36%	36%
Told the person the behaviour was not OK	33%	36%	21%	23%
Told a colleague	30%	22%	23%	23%
Told a manager	21%	21%	20%	20%
Told a friend or family member	21%	20%	22%	21%
Avoided locations where the behaviour might occur	17%	18%	14%	14%
Submitted a formal complaint	6%	9%	4%	5%
Took time off work	10%	8%	6%	6%

People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

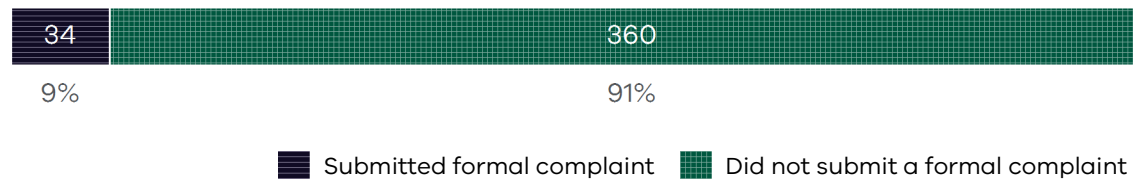
In the survey, we asked staff to tell us if they'd experienced sexual harassment at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

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

- 44% said the top reason was 'I believed there would be negative consequences for my reputation!.'

Did you submit a formal complaint?



What was your reason for not submitting a formal complaint?	You 2021	You 2023	Comparator 2023	Public sector 2023
I believed there would be negative consequences for my reputation	53%	44%	36%	37%
I didn't think it would make a difference	43%	43%	37%	40%
I didn't think it was serious enough	34%	38%	52%	44%
I believed there would be negative consequences for my career	36%	33%	27%	27%
I believed there would be negative consequences for the person I was going to complain about	12%	15%	14%	13%
I didn't need to because I made the harassment stop	13%	14%	10%	10%
I thought the complaint process would be embarrassing or difficult	14%	12%	11%	11%
I didn't feel safe to report the incident	11%	8%	8%	9%
Other	9%	8%	10%	10%
I didn't need to because I no longer had contact with the person(s) who harassed me	5%	5%	8%	7%

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, 10% of your staff said they experienced sexual harassment.

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

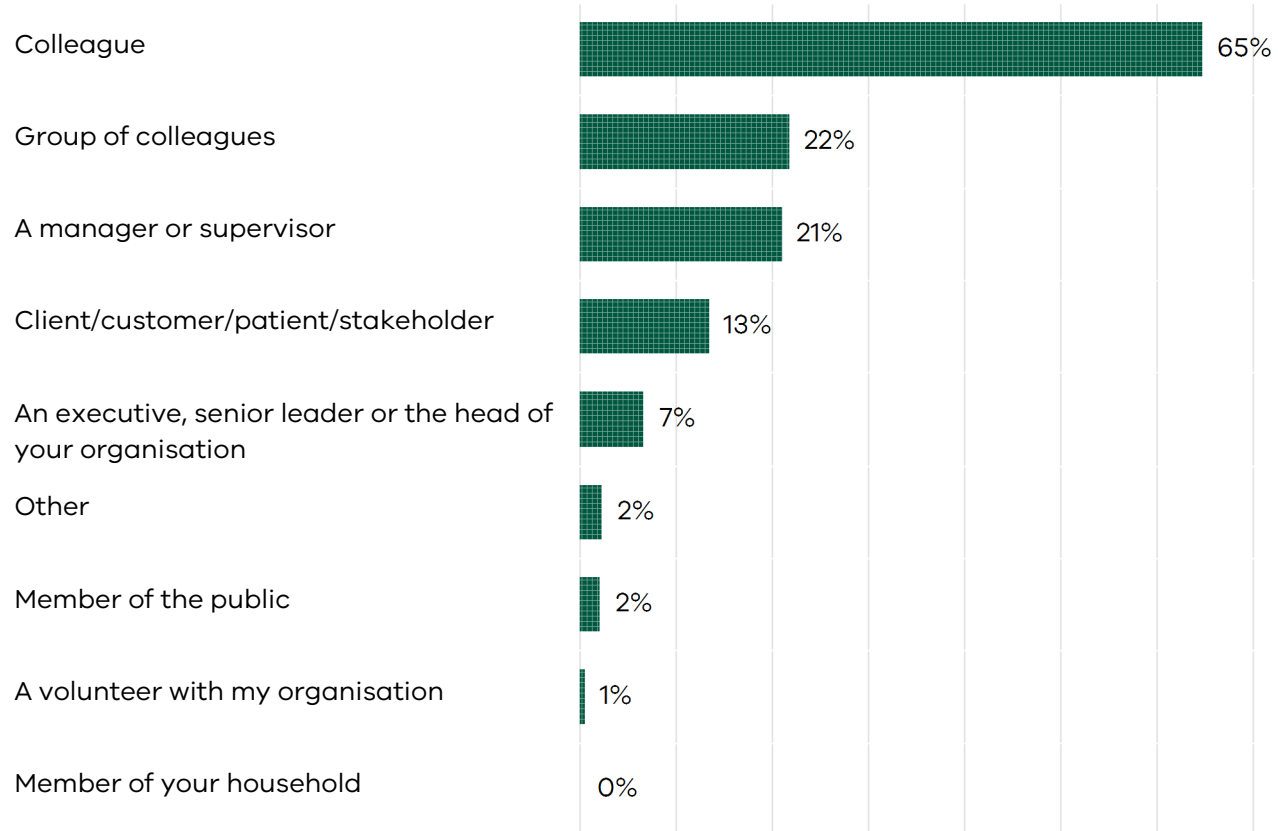
In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

10% of your staff who did the survey said they experienced sexual harassment. Of that 10%, 65% said it was by 'Colleague'.

394 people (10% of staff) experienced sexual harassment (You2023)



People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 10% 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.

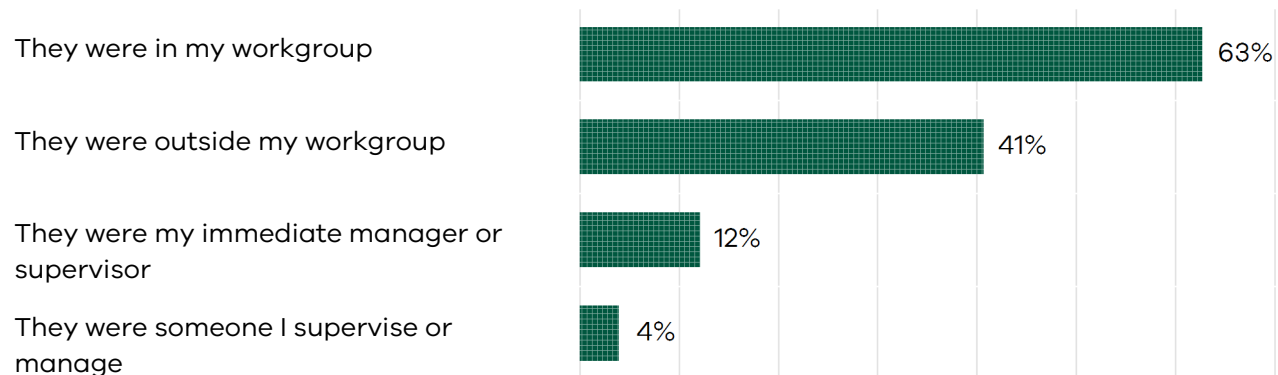
Example

10% of your staff who did the survey said they experienced sexual harassment.

Of that 10%, 90% said it was by someone within the organisation.

Of that 90%, 63% said it was 'They were in my workgroup'.

354 people (90% of staff who experienced harassment) experienced harassment from within your organisation (You2023)



People outcomes

Frequency of sexual harassment

What this is

This is how often staff experienced sexual harassment.

Why this is important

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

How to read this

In this year's survey, 10% of your staff said they experienced sexual harassment. If they did, they could tell us how often they experienced this behaviour.

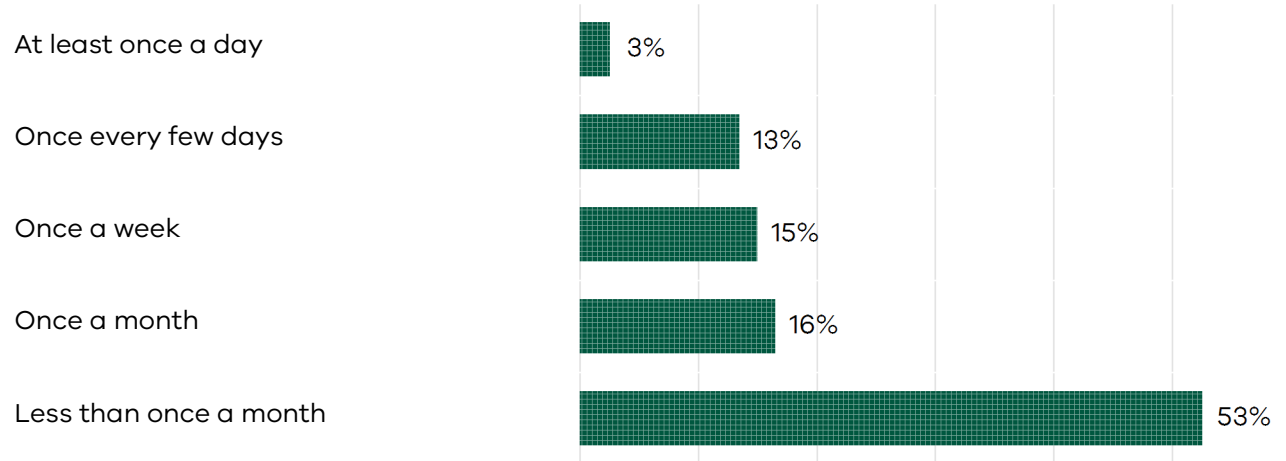
The graph shows how often staff were experiencing sexual harassment.

Example

10% of your staff who did the survey said they experienced sexual harassment.

Of that 10%, 3% said it was 'At least once a day'.

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



People outcomes

Discrimination

What this is

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

Why this is important

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

How to read this

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

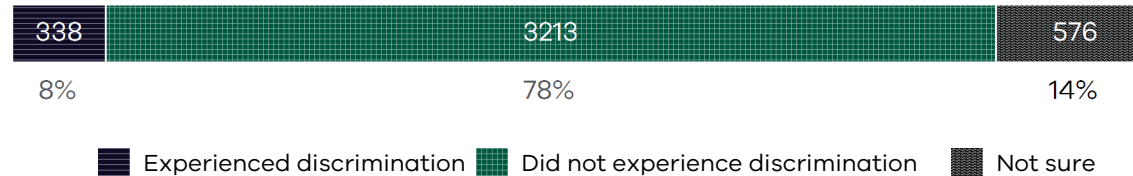
What results are shown

Results for response options with 10 or more responses.

Example

8% of your staff who did the survey said they experienced discrimination. Of that 8%, 26% said it was 'Age'.

Have you experienced discrimination at work?



Why were you discriminated against?

	You 2021	You 2023	Comparator 2023	Public sector 2023
Age	25%	26%	32%	28%
Employment activity	25%	25%	28%	26%
Sex	12%	23%	20%	26%
Parent or carer status (including pregnancy and breastfeeding)	14%	16%	17%	15%
Race	13%	13%	17%	16%
Gender identity	12%	10%	7%	8%
Personal association with someone who has any of the above attributes (whether as a relative or otherwise)	10%	9%	7%	6%
Disability	8%	8%	13%	10%
Religious belief or activity	4%	7%	6%	6%
Physical features	9%	7%	7%	7%

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.

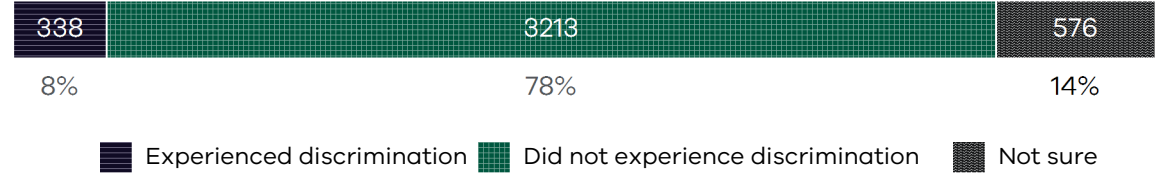
In descending order, the table shows the top 10 types.

Example

8% of your staff who did the survey said they experienced discrimination.

Of that 8%, 45% said it was 'Opportunities for promotion'.

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



If you experienced discrimination, what type of discrimination did you experience?	You 2021	You 2023	Comparator 2023	Public sector 2023
Opportunities for promotion	38%	45%	42%	41%
Other	37%	32%	37%	36%
Opportunities for transfer/secondment	19%	25%	18%	21%
Opportunities for training	24%	21%	25%	26%
Denied flexible work arrangements or other adjustments	19%	20%	23%	22%
Access to leave	12%	12%	9%	9%
Employment security - threats of dismissal or termination	10%	12%	14%	13%
Pay or conditions offered by employer	7%	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.

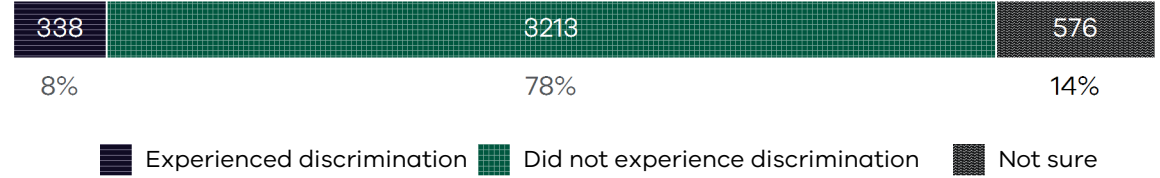
In descending order, the table shows the answers.

Example

8% of your staff who did the survey said they experienced discrimination, of which

- 34% said the top way they reported the discrimination was 'Told a colleague'.
- 89% said they didn't submit a formal complaint.

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



Did you tell anyone about the discrimination?

	You 2021	You 2023	Comparator 2023	Public sector 2023
Told a colleague	36%	34%	35%	36%
Told a manager	29%	30%	30%	30%
Told a friend or family member	34%	28%	33%	31%
I did not tell anyone about the discrimination	23%	25%	23%	24%
Told someone else	16%	15%	13%	14%
Told the person the behaviour was not OK	9%	12%	9%	9%
Submitted a formal complaint	12%	11%	9%	8%
Told employee assistance program (EAP) or peer support	11%	10%	11%	9%
Told Human Resources	8%	8%	11%	11%

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

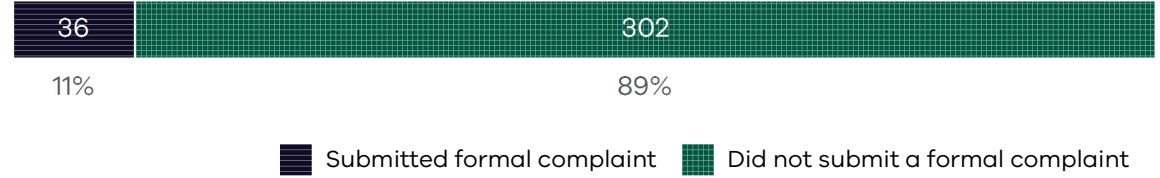
In the survey, we asked staff to tell us if they'd experienced discrimination at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

89% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 61% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?



What was your reason for not submitting a formal complaint?	You 2021	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	57%	61%	59%	59%
I believed there would be negative consequences for my reputation	64%	58%	56%	56%
I believed there would be negative consequences for my career	61%	55%	55%	54%
I didn't feel safe to report the incident	19%	16%	20%	18%
Other	8%	12%	11%	11%
I thought the complaint process would be embarrassing or difficult	12%	11%	11%	12%
I didn't think it was serious enough	9%	9%	13%	12%
I believed there would be negative consequences for the person I was going to complain about	10%	9%	9%	8%
I didn't know who to talk to	7%	5%	7%	6%
I didn't know how to make a complaint	7%	5%	6%	5%

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, 8% 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.

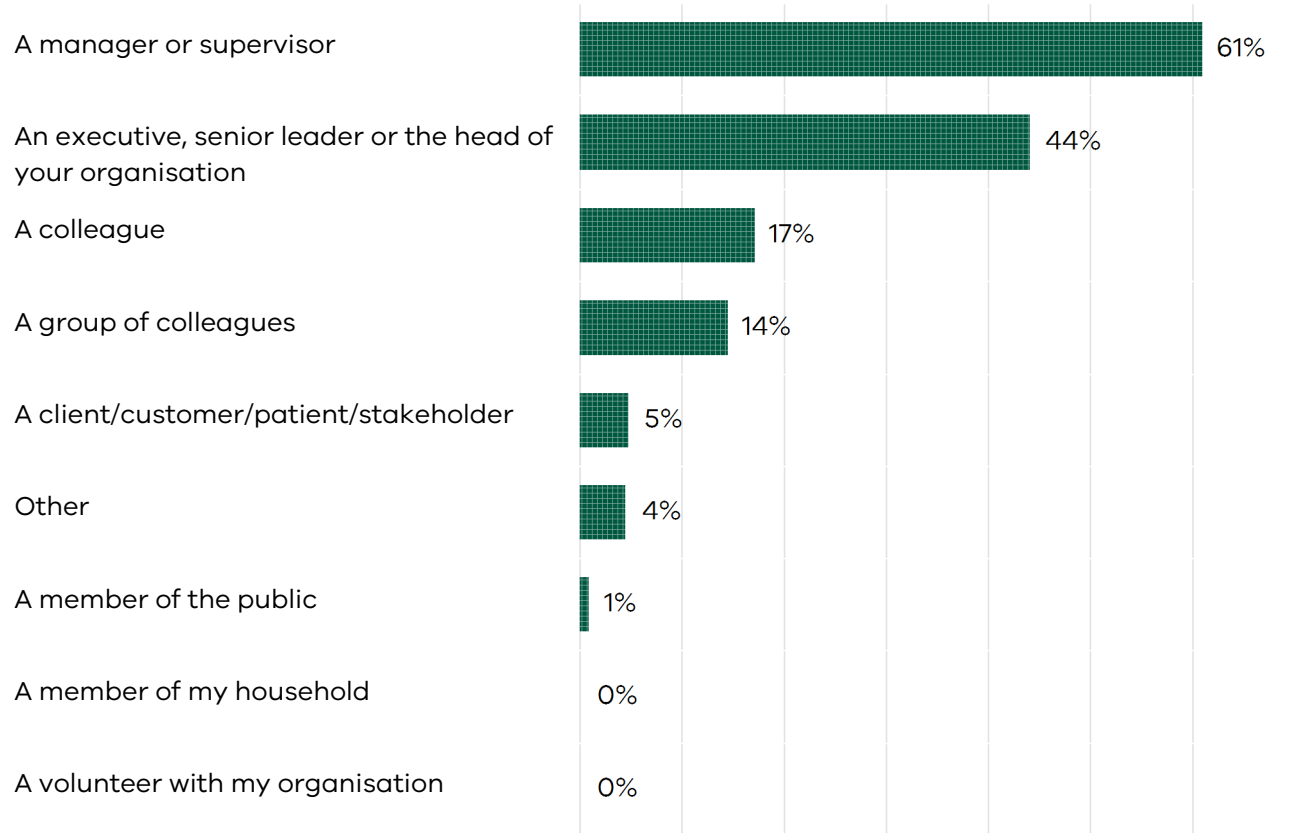
Each row is one perpetrator or group of perpetrators.

Example

8% of your staff who did the survey said they experienced discrimination.

Of that 8%, 61% said it was by 'A manager or supervisor'.

338 people (8% of staff) experienced discrimination (You2023)



People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 8% 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.

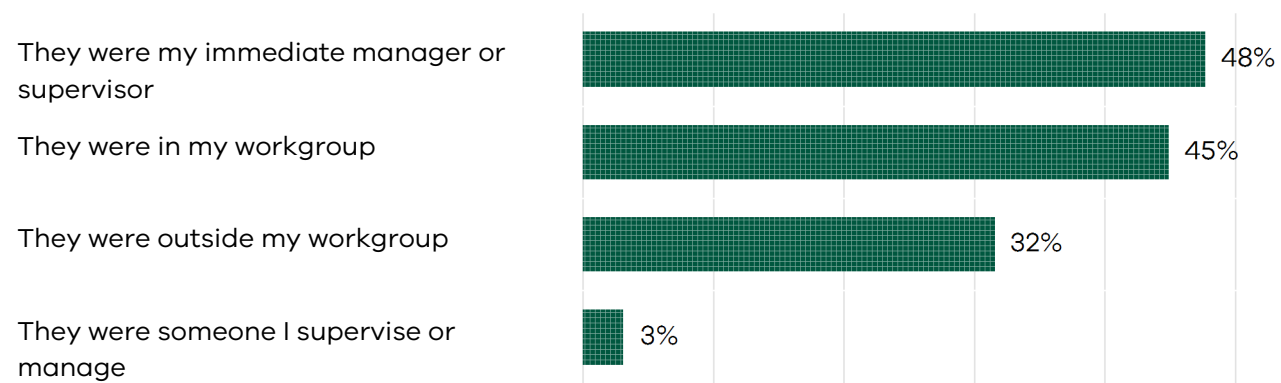
Example

8% of your staff who did the survey said they experienced discrimination.

Of that 8%, 96% said it was by someone within the organisation.

Of that 96%, 48% said it was 'They were my immediate manager or supervisor'.

323 people (96% of staff who experienced discrimination) experienced discrimination from within your organisation (You2023)



Negative behaviour

Violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

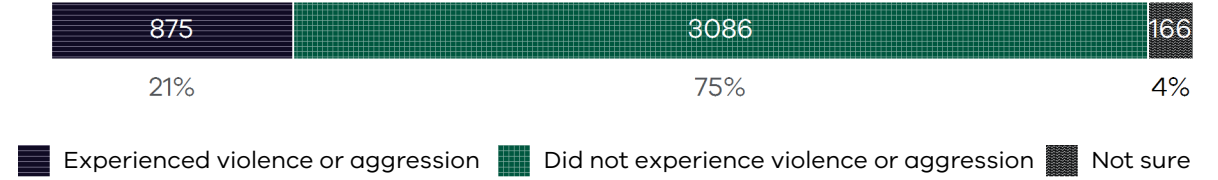
In descending order, the table shows the answers.

Example

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

Of that 21%, 85% said it was from 'Abusive language'.

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



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

	You 2021	You 2023	Comparator 2023	Public sector 2023
Abusive language	85%	85%	67%	75%
Intimidating behaviour	74%	77%	76%	73%
Threats of violence	39%	53%	30%	39%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	15%	20%	8%	20%
Damage to my property or work equipment	5%	5%	3%	5%
Other	3%	4%	7%	6%
Stalking, including cyber-stalking	2%	1%	4%	2%

Negative behaviour

Telling someone about violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

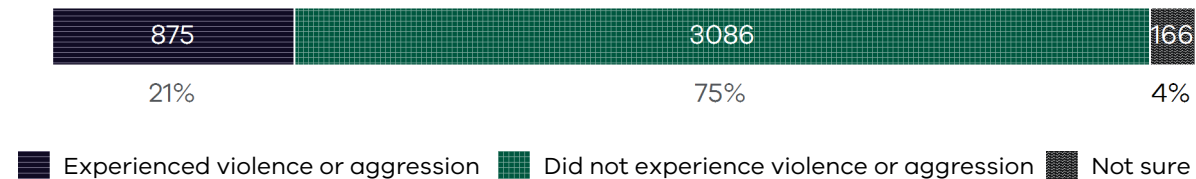
In descending order, the table shows the answers.

Example

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

- 57% said the top way they reported the violence or aggression was 'Submitted a formal incident report'
- 43% said they didn't submit a formal incident report.

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



Did you tell anyone about the incident?

	You 2021	You 2023	Comparator 2023	Public sector 2023
Submitted a formal incident report	46%	57%	20%	30%
Told a manager	54%	55%	65%	56%
Told a colleague	37%	36%	43%	40%
Told the person the behaviour was not OK	32%	30%	22%	23%
Told a friend or family member	19%	17%	21%	19%
I did not tell anyone about the incident(s)	7%	6%	8%	9%
Told employee assistance program (EAP) or peer support	8%	5%	7%	5%
Told someone else	7%	5%	7%	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

43% 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?



Submitted formal incident report Did not submit a formal incident report

What was your reason for not submitting a formal incident report?	You 2021	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	40%	42%	41%	38%
I believed there would be negative consequences for my reputation	31%	25%	25%	21%
I didn't think it was serious enough	33%	25%	32%	28%
I believed there would be negative consequences for my career	25%	22%	22%	18%
Other	16%	20%	20%	22%
I didn't need to because I made the violence or aggression stop	13%	17%	11%	14%
I didn't feel safe to report the incident	8%	7%	7%	7%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	6%	7%	11%	13%
I believed there would be negative consequences for the person I was going to complain about	5%	5%	5%	4%
I thought the complaint process would be embarrassing or difficult	5%	4%	5%	5%

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.

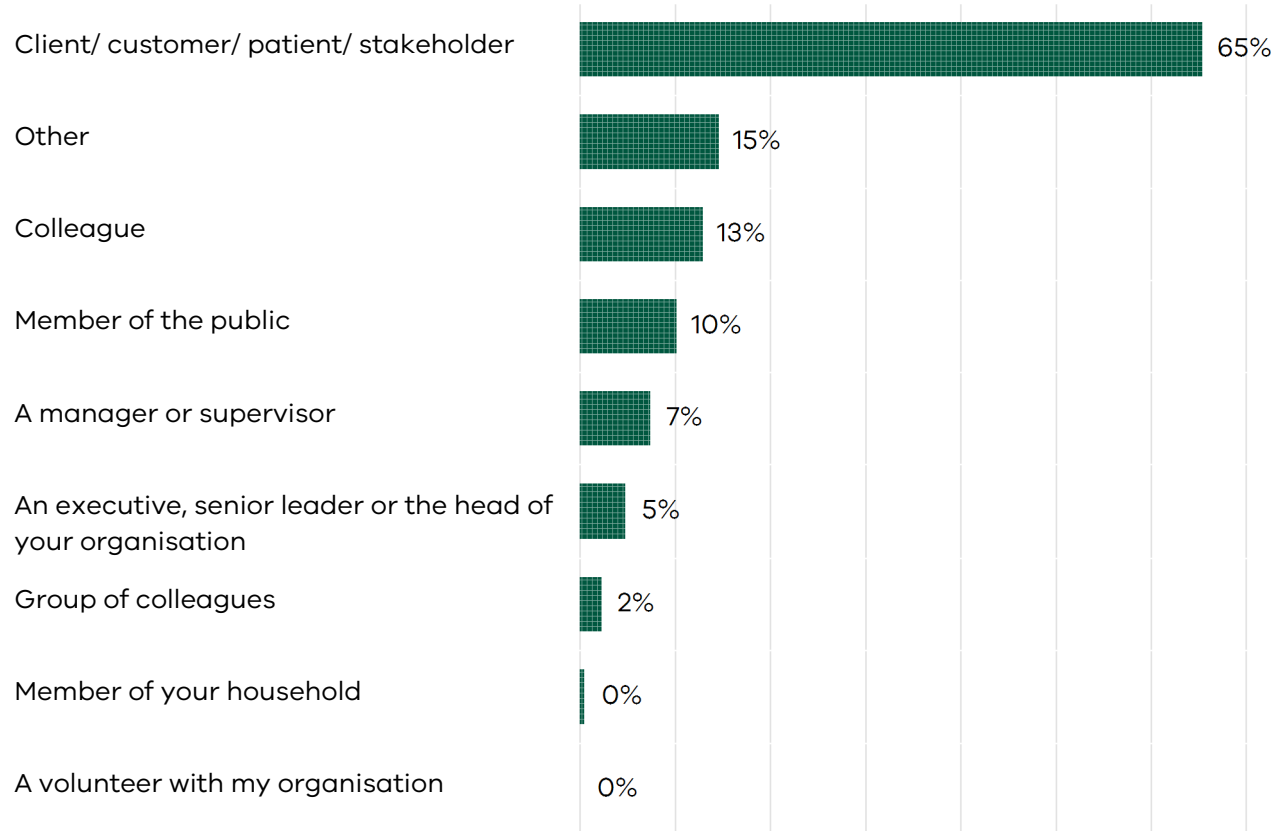
Each row is one perpetrator or a group of perpetrators.

Example

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

Of that 21%, 65% said it was 'Client/ customer/ patient/ stakeholder'.

875 people (21% of staff) experienced violence or aggression (You2023)



People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 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.

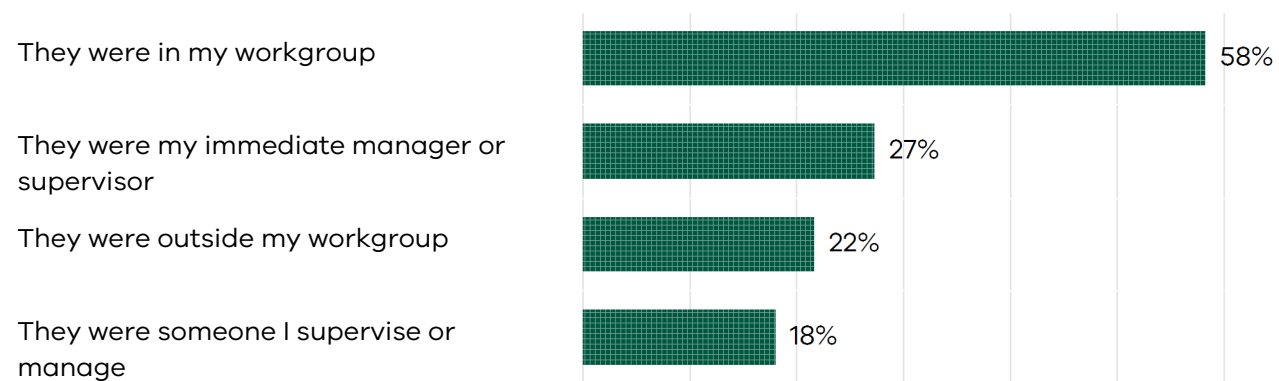
Example

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

Of that 21%, 22% said it was by someone within the organisation.

Of that 22%, 58% said it was 'They were in my workgroup'.

194 people (22% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You2023)



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

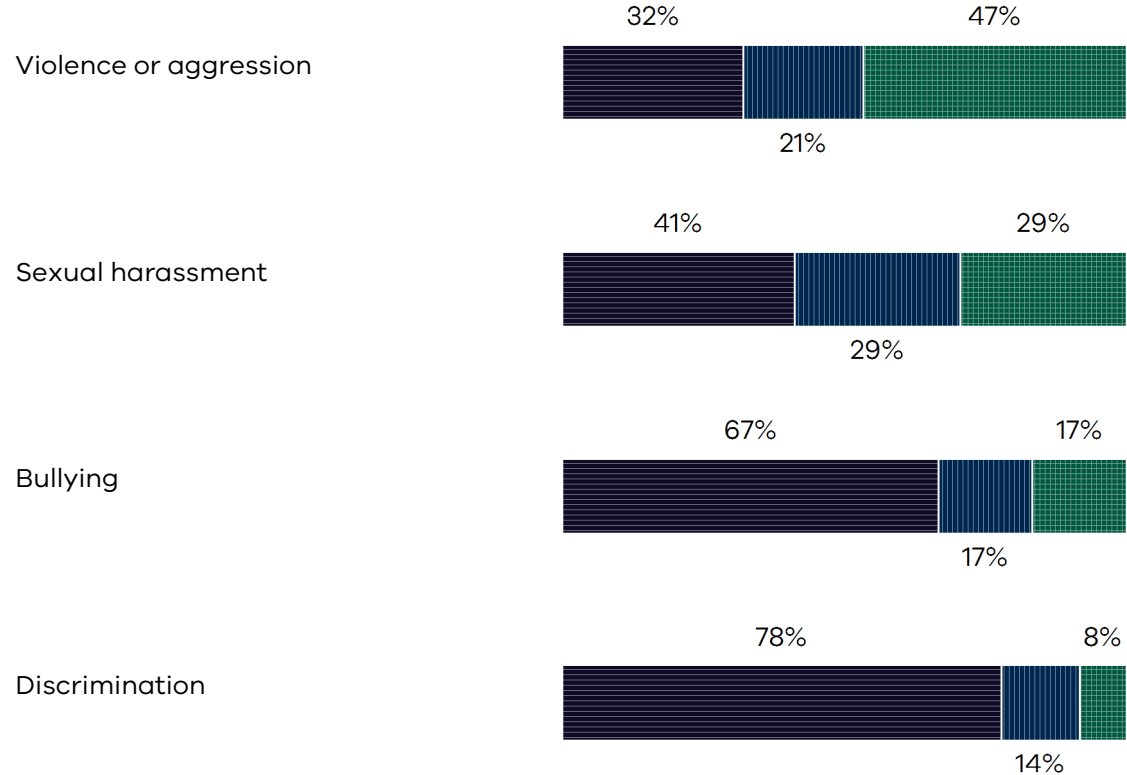
47% of staff who did the survey were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Survey question

Were you satisfied with the way your formal complaint was handled

Your results

No
 Don't know
 Yes



Benchmark satisfied results

You		Comparator		
2021	2023	Lowest	Average	Highest
56 %	47 %	0 %	51 %	75 %
47 %	29 %	0 %	44 %	100 %
13 %	17 %	0 %	23 %	36 %
6 %	8 %	0 %	10 %	33 %

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

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People outcomes

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- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
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- 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

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

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- Taking action questions

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- Senior leadership questions

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

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- Questions requested by your organisation

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- Age, gender, variations in sex characteristics and sexual orientation
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Key differences

Highest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Job enrichment', the 'You 2023' column shows 88% of your staff agreed with 'I can use my skills and knowledge in my job'.

This question was not asked in 2021.

Question group	Highest scoring questions	You 2023	Change from 2021	Comparator 2023
Job enrichment	I can use my skills and knowledge in my job	88%	Not asked in 2021	90%
Meaningful work	I can make a worthwhile contribution at work	87%	Not asked in 2021	92%
Job enrichment	I understand how my job helps my organisation achieve its goals	85%	Not asked in 2021	92%
Meaningful work	I achieve something important through my work	83%	+15%	89%
Manager leadership	My manager treats employees with dignity and respect	81%	+5%	90%
Collaboration	I am able to work effectively with others outside my immediate workgroup	80%	-5%	85%
Job enrichment	I clearly understand what I am expected to do in this job	79%	+6%	83%
Manager leadership	My manager demonstrates honesty and integrity	79%	+5%	89%
Manager leadership	My manager models my organisation's values	78%	+7%	87%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	77%	-2%	85%

Key differences

Lowest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Other questions', the 'You 2023' column shows 32% of your staff agreed with 'People at all levels of my organisation provide frank and fearless advice, including to the Minister'. This question was not asked in 2021.

Question subgroup	Lowest scoring questions	You 2023	Change from 2021	Comparator 2023
Other questions	People at all levels of my organisation provide frank and fearless advice, including to the Minister	32%	Not asked in 2021	0%
Organisational integrity	I believe the promotion processes in my organisation are fair	33%	Not asked in 2021	47%
Safety climate	All levels of my organisation are involved in the prevention of stress	33%	+2%	47%
Taking action	I believe my organisation will make improvements based on the results of this survey	36%	Not asked in 2021	49%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	39%	-7%	51%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	39%	+1%	54%
Organisational integrity	I have an equal chance at promotion in my organisation	39%	Not asked in 2021	52%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	41%	-1%	55%
Learning and development	I am satisfied with the opportunities to progress in my organisation	43%	Not asked in 2021	51%
Learning and development	My organisation places a high priority on the learning and development of staff	43%	-2%	57%

Key differences

Most improved

What this is

This is where staff feel their organisation has most improved.

How to read this

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

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

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

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

Example

On the first row 'Meaningful work', the 'You 2023' column shows 83% of your staff agreed with 'I achieve something important through my work'.

In the 'Increase from 2021' column, you have a 15% increase, which is a positive trend.

Question group	Most improved from last survey	You 2023	Increase from 2021	Comparator 2023
Meaningful work	I achieve something important through my work	83%	+15%	89%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	62%	+11%	73%
Inclusion	I feel culturally safe at work	73%	+9%	85%
Manager support	My manager provides me with enough support when I need it	74%	+8%	83%
Gender equality supporting measures	My organisation would support me if I needed to take family violence leave	74%	+7%	84%
Meaningful work	I get a sense of accomplishment from my work	75%	+7%	83%
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	65%	+7%	81%
Manager leadership	My manager models my organisation's values	78%	+7%	87%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	61%	+7%	81%
Workgroup support	People in my workgroup are politically impartial in their work	72%	+6%	84%

Key differences

Most declined

What this is

This is where staff feel their organisation has most declined.

How to read this

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

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

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

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

Example

On the first row 'Safety climate', the 'You 2023' column shows 39% of your staff agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.

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

Question subgroup	Largest decline from last survey	You 2023	Decrease from 2021	Comparator 2023
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	39%	-7%	51%
Engagement	I would recommend my organisation as a good place to work	52%	-6%	68%
Engagement	I am proud to tell others I work for my organisation	60%	-6%	72%
Collaboration	I am able to work effectively with others outside my immediate workgroup	80%	-5%	85%
Engagement	I feel a strong personal attachment to my organisation	48%	-4%	58%
Job enrichment	I have the authority to do my job effectively	64%	-3%	75%
Learning and development	My organisation places a high priority on the learning and development of staff	43%	-2%	57%
Organisational integrity	My organisation is committed to earning a high level of public trust	64%	-2%	79%
Quality service delivery	My workgroup has clear lines of responsibility	65%	-2%	74%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	77%	-2%	85%

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.

As there is no positive difference from your comparator, we have no data to show on this page.

Key differences

Biggest negative difference from comparator

What this is

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

How to read this

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

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

Example

On the first row 'Flexible working', the 'You 2023' column shows 61% of your staff agreed with 'I am confident that if I requested a flexible work arrangement, it would be given due consideration'.

The 'difference' column, shows that agreement for this question was 19 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	61%	-19%	81%
Safety climate	My organisation provides a physically safe work environment	70%	-18%	88%
Senior leadership	Senior leaders demonstrate honesty and integrity	54%	-18%	72%
Organisational integrity	I believe the recruitment processes in my organisation are fair	44%	-18%	62%
Manager support	I receive meaningful recognition when I do good work	54%	-17%	70%
Engagement	My organisation motivates me to help achieve its objectives	50%	-17%	67%
Senior leadership	Senior leaders provide clear strategy and direction	45%	-16%	61%
Quality service delivery	My workgroup provides high quality advice and services	70%	-16%	86%
Engagement	I would recommend my organisation as a good place to work	52%	-16%	68%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	45%	-16%	61%

People matter survey

2023

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

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- Age, gender, variations in sex characteristics and sexual orientation
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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.

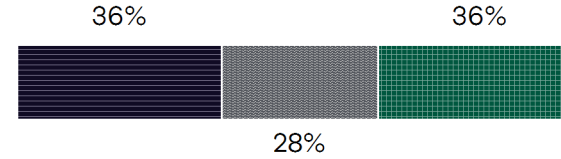
Example

36% 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'.

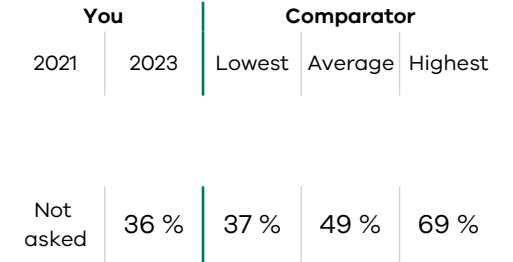
Survey question

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

Your results



Benchmark agree results



People matter survey

2023

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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.

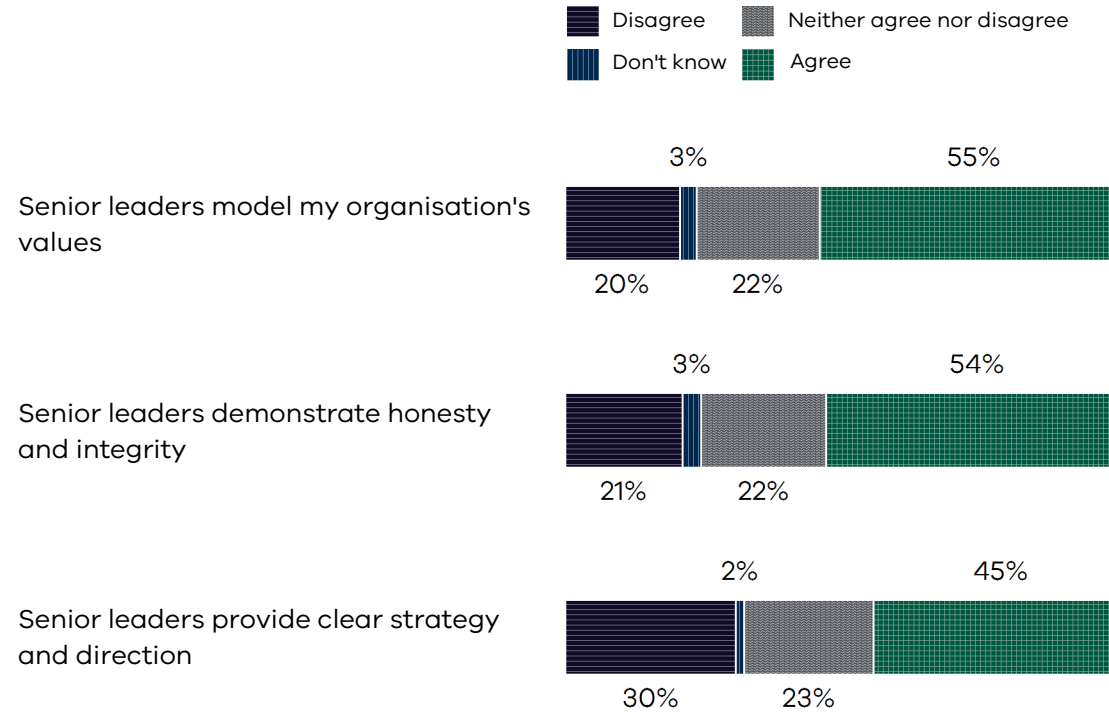
Example

55% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question

Your results

Benchmark agree results



You		Comparator		
2021	2023	Lowest	Average	Highest
52 %	55 %	62 %	70 %	85 %
49 %	54 %	63 %	72 %	88 %
43 %	45 %	52 %	61 %	77 %

People matter survey

2023

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Organisational climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

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

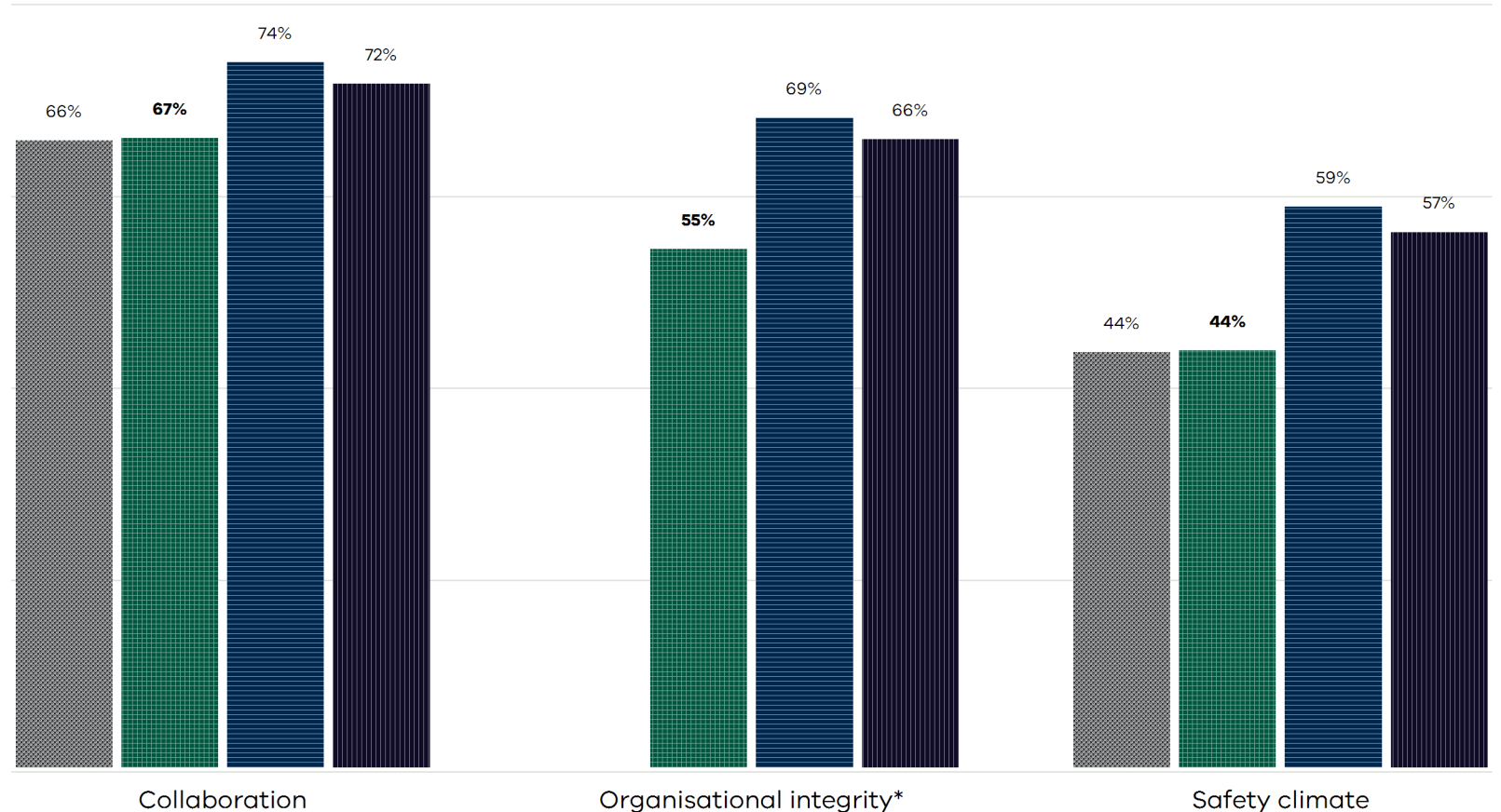
Example

In 2023:

- 67% of your staff who did the survey responded positively to questions about Collaboration which is up from 66% in 2021.

Compared to:

- 74% of staff at your comparator and 72% of staff across the public sector.



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

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

Organisational climate

Organisational integrity 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

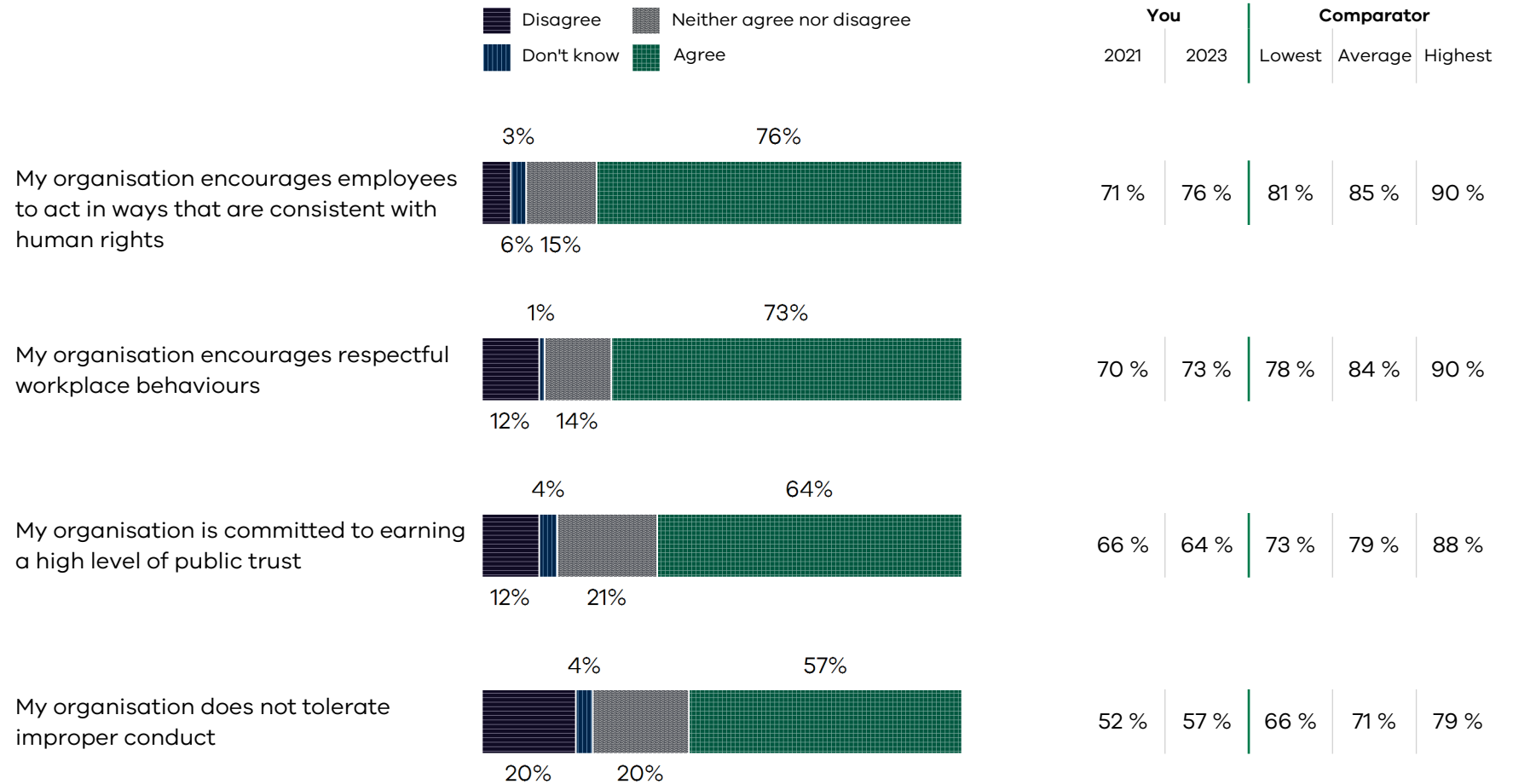
Example

76% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question

Your results

Benchmark agree results



Organisational climate

Organisational integrity 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

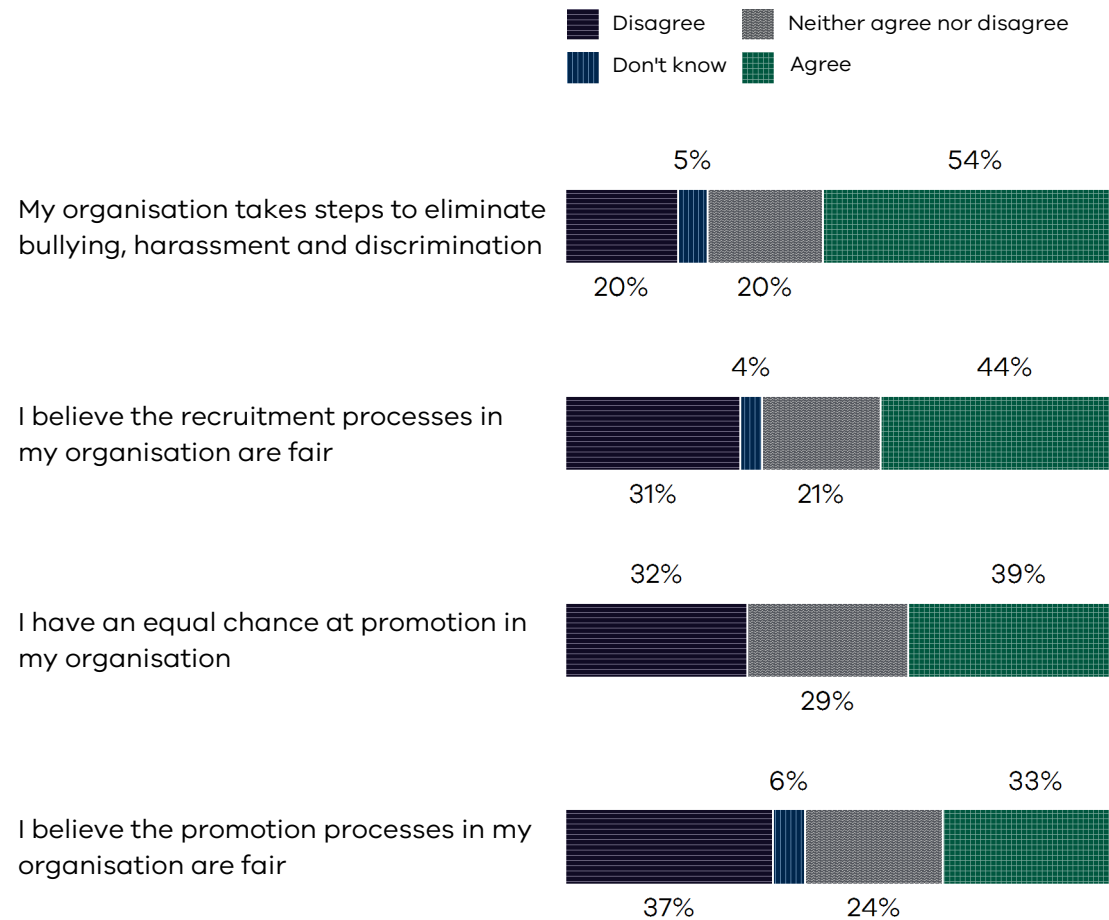
Example

54% 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



	You		Comparator		
	2021	2023	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	52 %	54 %	62 %	69 %	75 %
I believe the recruitment processes in my organisation are fair	Not asked	44 %	50 %	62 %	74 %
I have an equal chance at promotion in my organisation	Not asked	39 %	41 %	52 %	63 %
I believe the promotion processes in my organisation are fair	Not asked	33 %	35 %	47 %	59 %

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

80% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

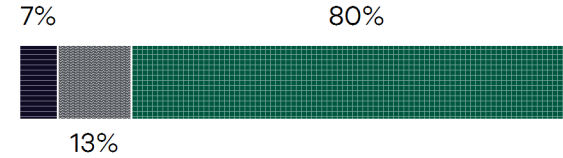
Survey question

Your results

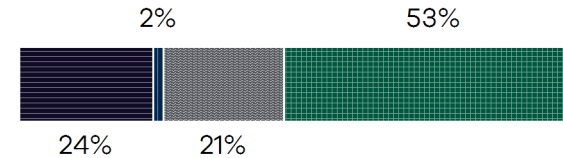
Benchmark agree results



I am able to work effectively with others outside my immediate workgroup



Workgroups across my organisation willingly share information with each other



You		Comparator		
2021	2023	Lowest	Average	Highest
85 %	80 %	83 %	85 %	90 %
47 %	53 %	51 %	64 %	78 %

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

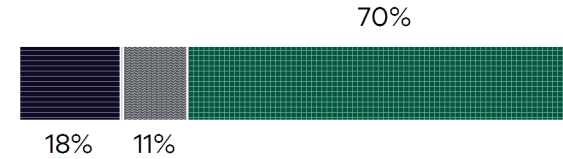
70% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question

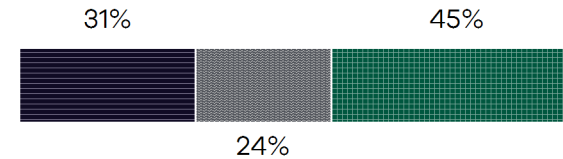
Your results



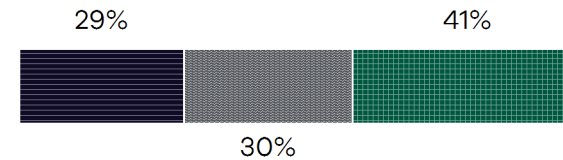
My organisation provides a physically safe work environment



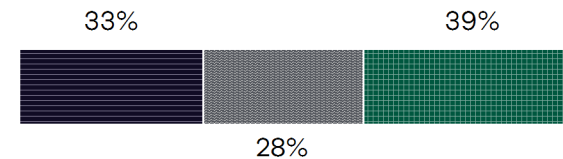
Senior leaders consider the psychological health of employees to be as important as productivity



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



Senior leaders show support for stress prevention through involvement and commitment



Benchmark agree results

You		Comparator		
2021	2023	Lowest	Average	Highest
70 %	70 %	81 %	88 %	93 %
39 %	45 %	49 %	61 %	75 %
42 %	41 %	50 %	55 %	65 %
38 %	39 %	43 %	54 %	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

39% of your staff who did the survey agreed or strongly agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.

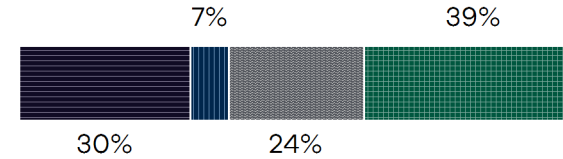
Survey question

Your results

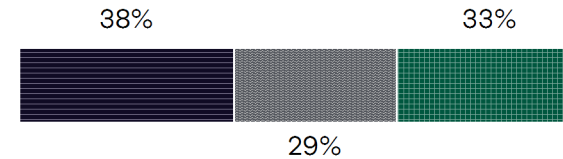
Benchmark agree results



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



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



You		Comparator		
2021	2023	Lowest	Average	Highest
46 %	39 %	43 %	51 %	61 %
31 %	33 %	40 %	47 %	62 %

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2023

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Workgroup climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

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

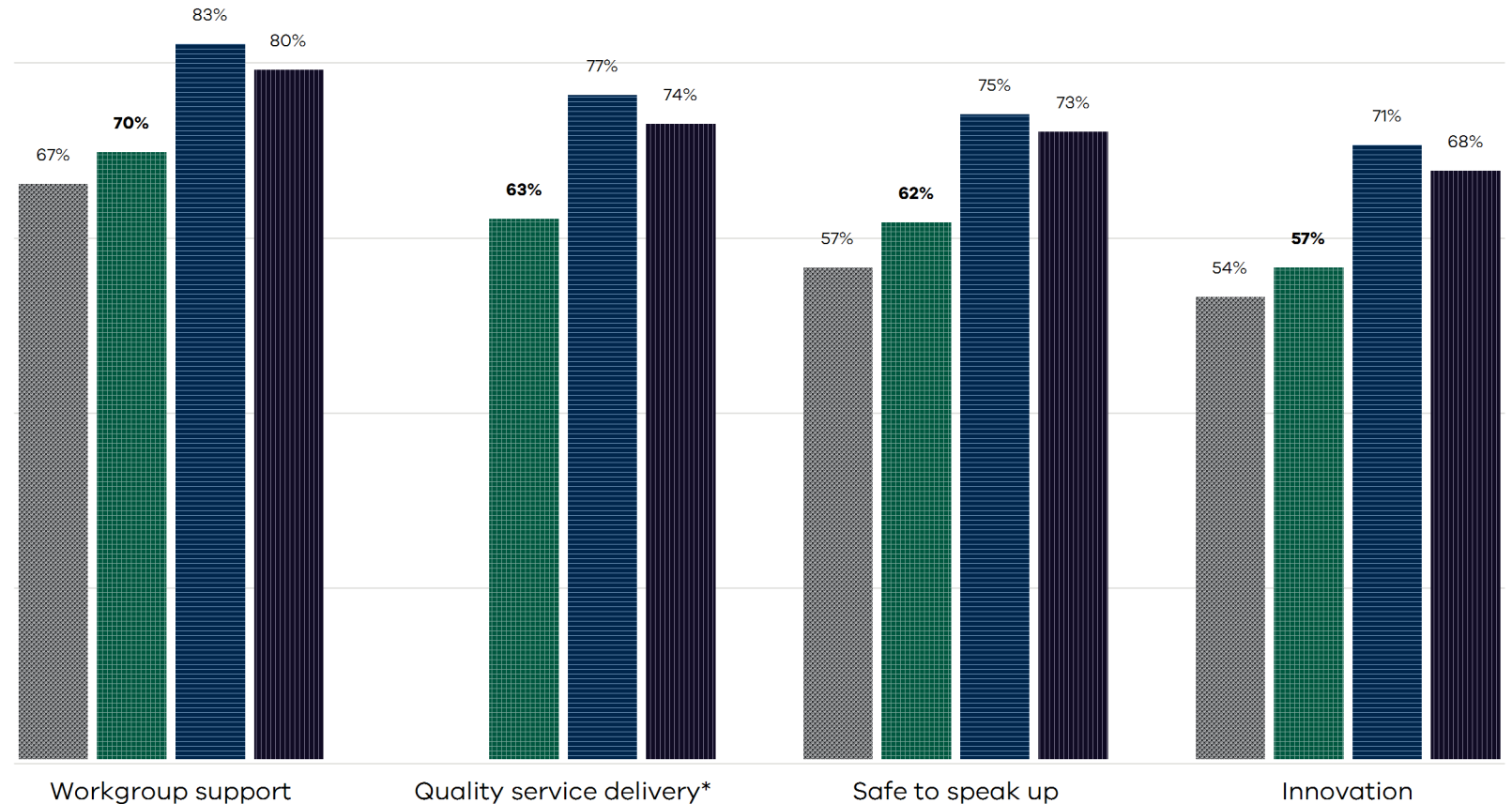
Example

In 2023:

- 70% of your staff who did the survey responded positively to questions about Workgroup support which is up from 67% in 2021.

Compared to:

- 83% of staff at your comparator and 80% of staff across the public sector.



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

■ You 2021 ■ You 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

70% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

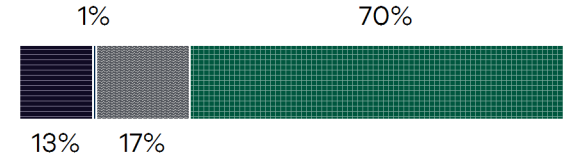
Survey question

Your results

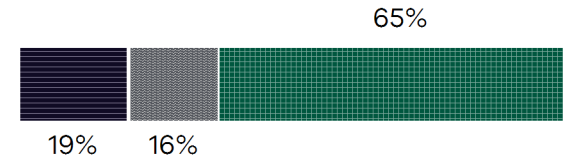
Benchmark agree results



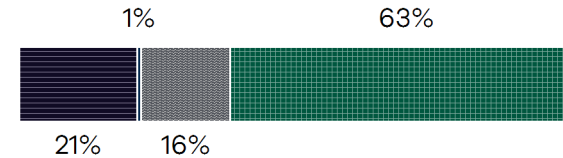
My workgroup provides high quality advice and services



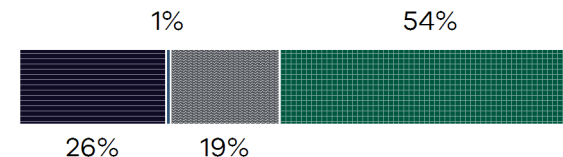
My workgroup has clear lines of responsibility



My workgroup acts fairly and without bias



My workgroup uses its resources well



	You		Comparator		
	2021	2023	Lowest	Average	Highest
My workgroup provides high quality advice and services	Not asked	70 %	78 %	86 %	95 %
My workgroup has clear lines of responsibility	67 %	65 %	68 %	74 %	82 %
My workgroup acts fairly and without bias	Not asked	63 %	69 %	78 %	85 %
My workgroup uses its resources well	Not asked	54 %	61 %	69 %	75 %

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.

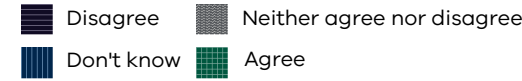
Example

60% of your staff who did the survey agreed or strongly agreed with 'My workgroup is quick to respond to opportunities to do things better'.

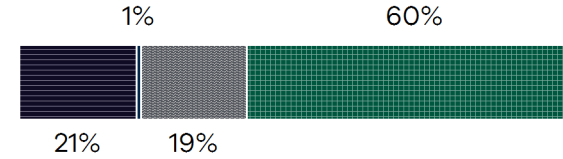
Survey question

Your results

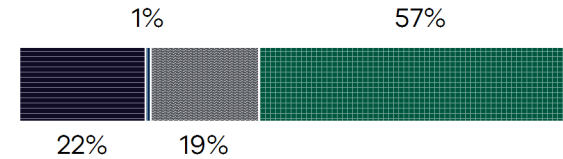
Benchmark agree results



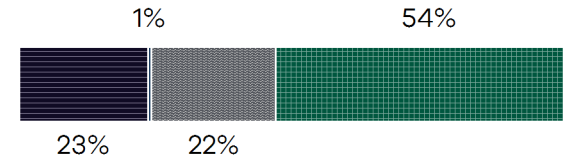
My workgroup is quick to respond to opportunities to do things better



My workgroup learns from failures and mistakes



My workgroup encourages employee creativity



You		Comparator		
2021	2023	Lowest	Average	Highest
58 %	60 %	63 %	73 %	79 %
54 %	57 %	64 %	72 %	79 %
49 %	54 %	56 %	69 %	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

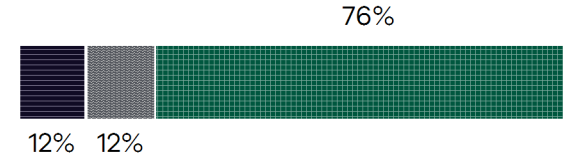
76% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

Survey question

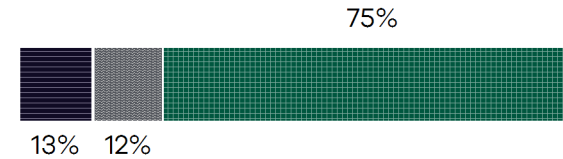
Your results



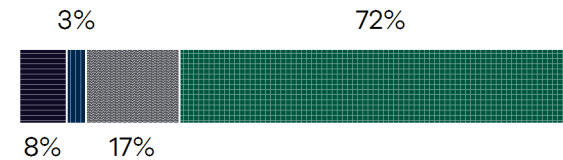
People in my workgroup work together effectively to get the job done



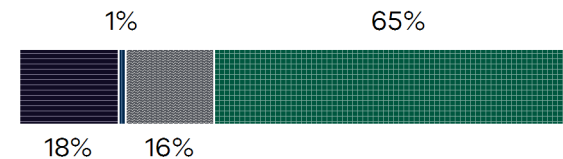
People in my workgroup treat each other with respect



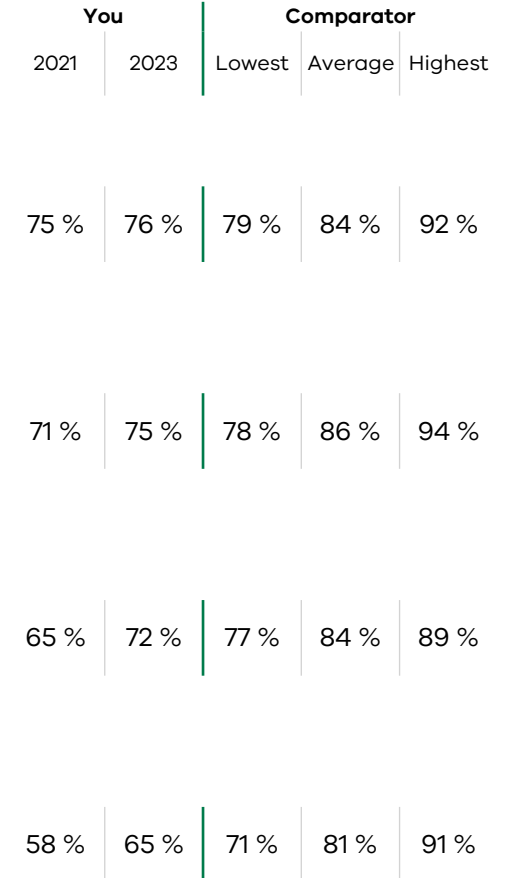
People in my workgroup are politically impartial in their work



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



Benchmark agree results



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.

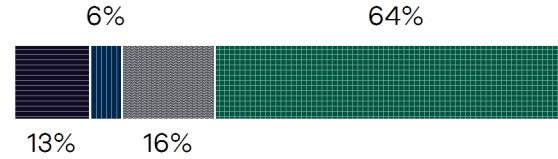
Example

64% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

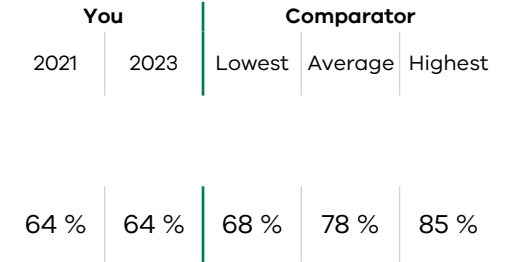
Survey question

People in my workgroup appropriately manage conflicts of interest

Your results



Benchmark agree results



Workgroup climate

Safe to speak up

What this is

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

Why this is important

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

How to read this

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

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

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

Example

62% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.

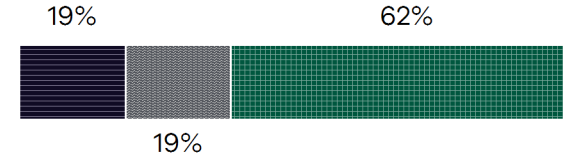
Survey question

Your results

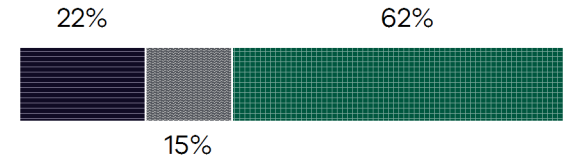
Benchmark agree results



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



I feel safe to challenge inappropriate behaviour at work



You		Comparator		
2021	2023	Lowest	Average	Highest
63 %	62 %	66 %	76 %	85 %
51 %	62 %	67 %	73 %	81 %

People matter survey

2023

Have your say

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- Your comparator group
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- Work-related stress causes
- Intention to stay
- Inclusion
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- Scorecard: negative behaviour
- Bullying
- Sexual harassment
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- Violence and aggression
- Satisfaction with complaint processes

Key differences

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

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- Taking action questions

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Workgroup climate

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- Quality service delivery
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- Responsiveness
- Integrity
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- Accountability
- Respect
- Leadership
- Human rights

Topical questions

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

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

Job and manager factors

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

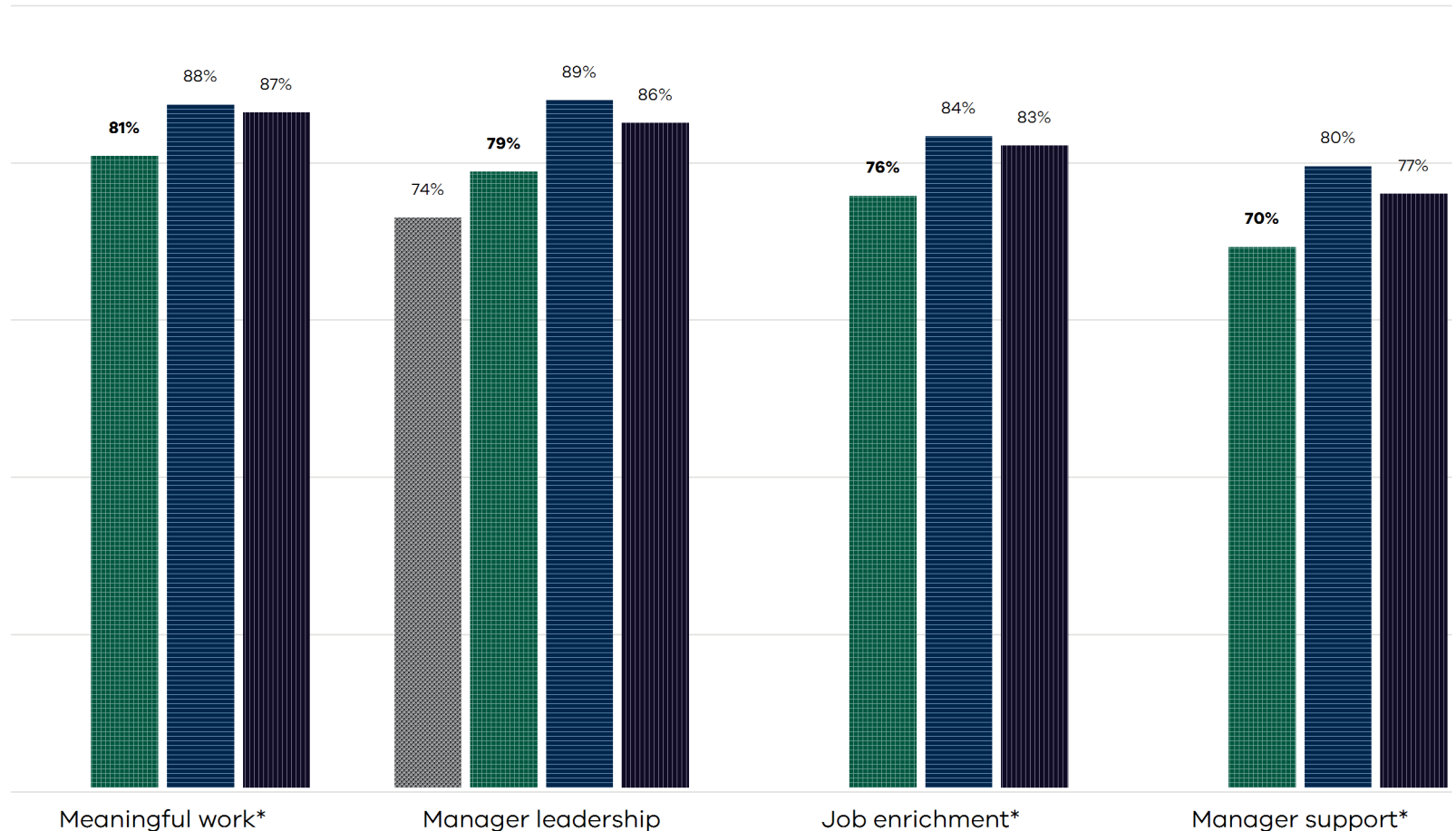
Example

In 2023:

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

Compared to:

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



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

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

Job and manager factors

Scorecard 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

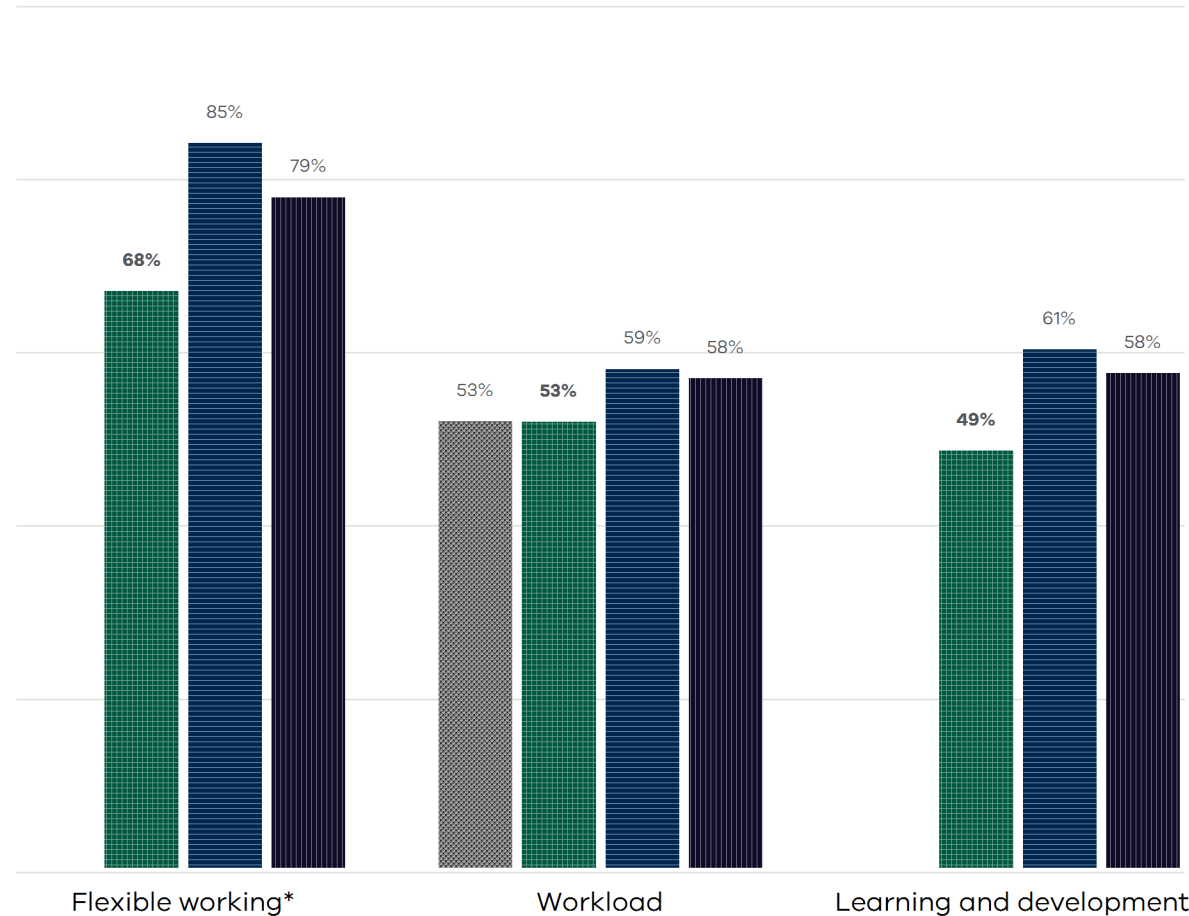
Example

In 2023:

- 68% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 85% of staff at your comparator and 79% of staff across the public sector.



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

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

Job and manager factors

Manager leadership

What this is

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

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

How to read this

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

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

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

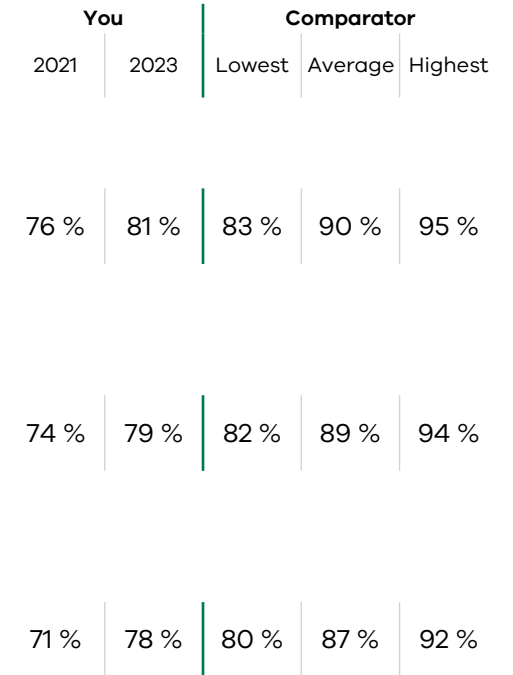
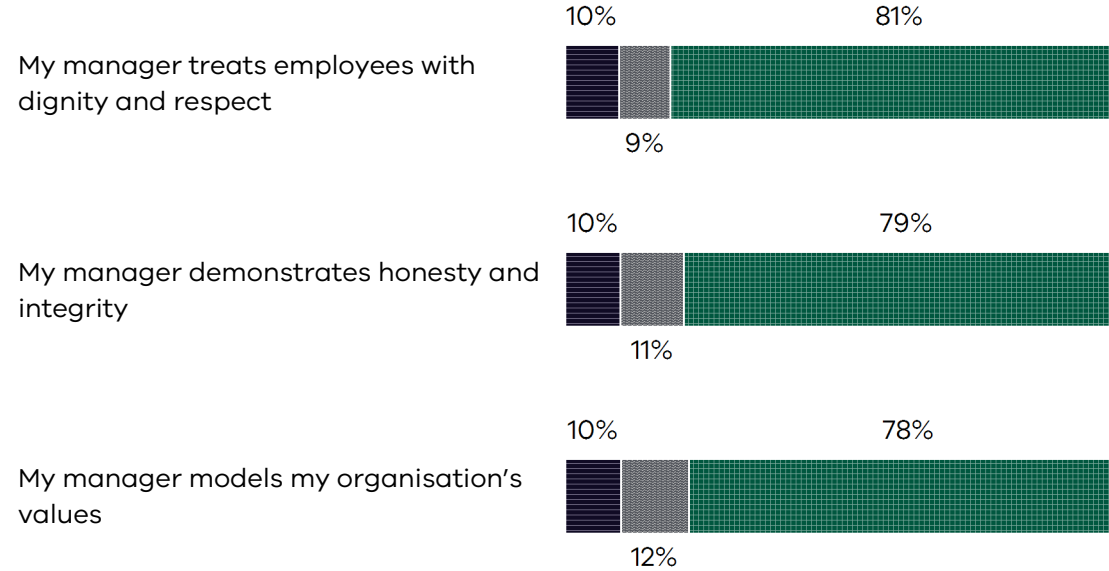
Example

81% 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



Job and manager factors

Manager support 1 of 2

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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

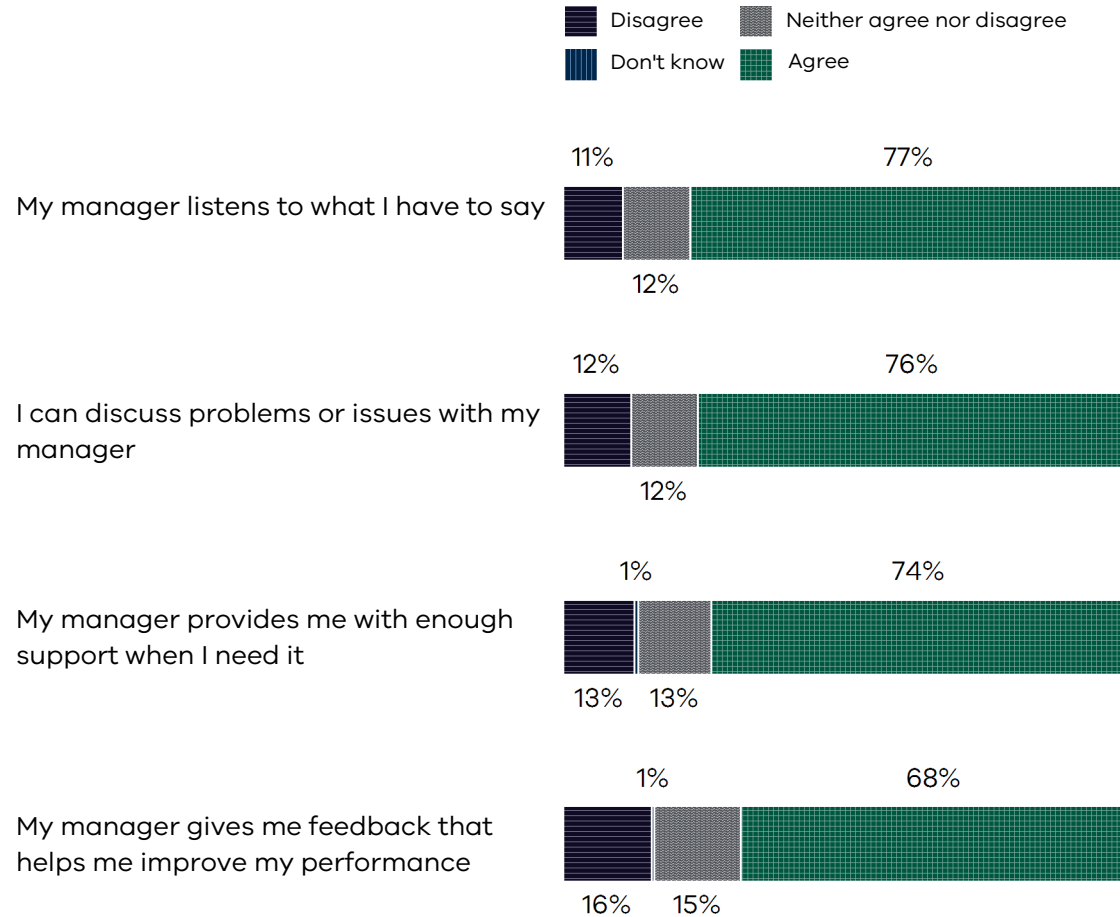
Example

77% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

Survey question

Your results

Benchmark agree results



You		Comparator		
2021	2023	Lowest	Average	Highest
73 %	77 %	77 %	86 %	92 %
Not asked	76 %	76 %	85 %	90 %
66 %	74 %	76 %	83 %	88 %
Not asked	68 %	65 %	76 %	83 %

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.

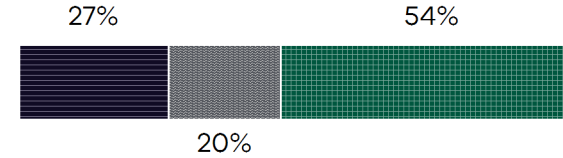
Example

54% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

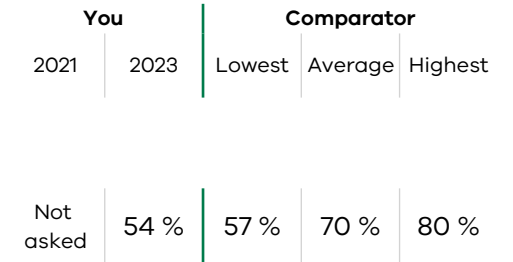
Survey question

I receive meaningful recognition when I do good work

Your results



Benchmark agree results



Job and manager factors

Workload

What this is

This is how staff feel about workload and time pressure.

Why this is important

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

How to read this

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

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

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

Example

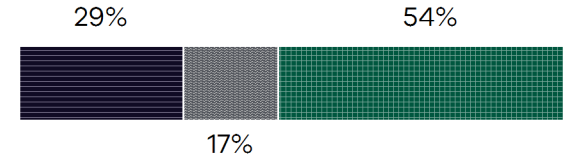
54% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

Survey question

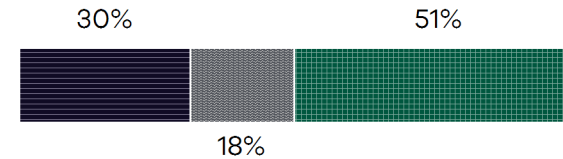
Your results

Benchmark agree results

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



I have enough time to do my job effectively



You		Comparator		
2021	2023	Lowest	Average	Highest
53 %	54 %	52 %	60 %	76 %
52 %	51 %	47 %	57 %	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.

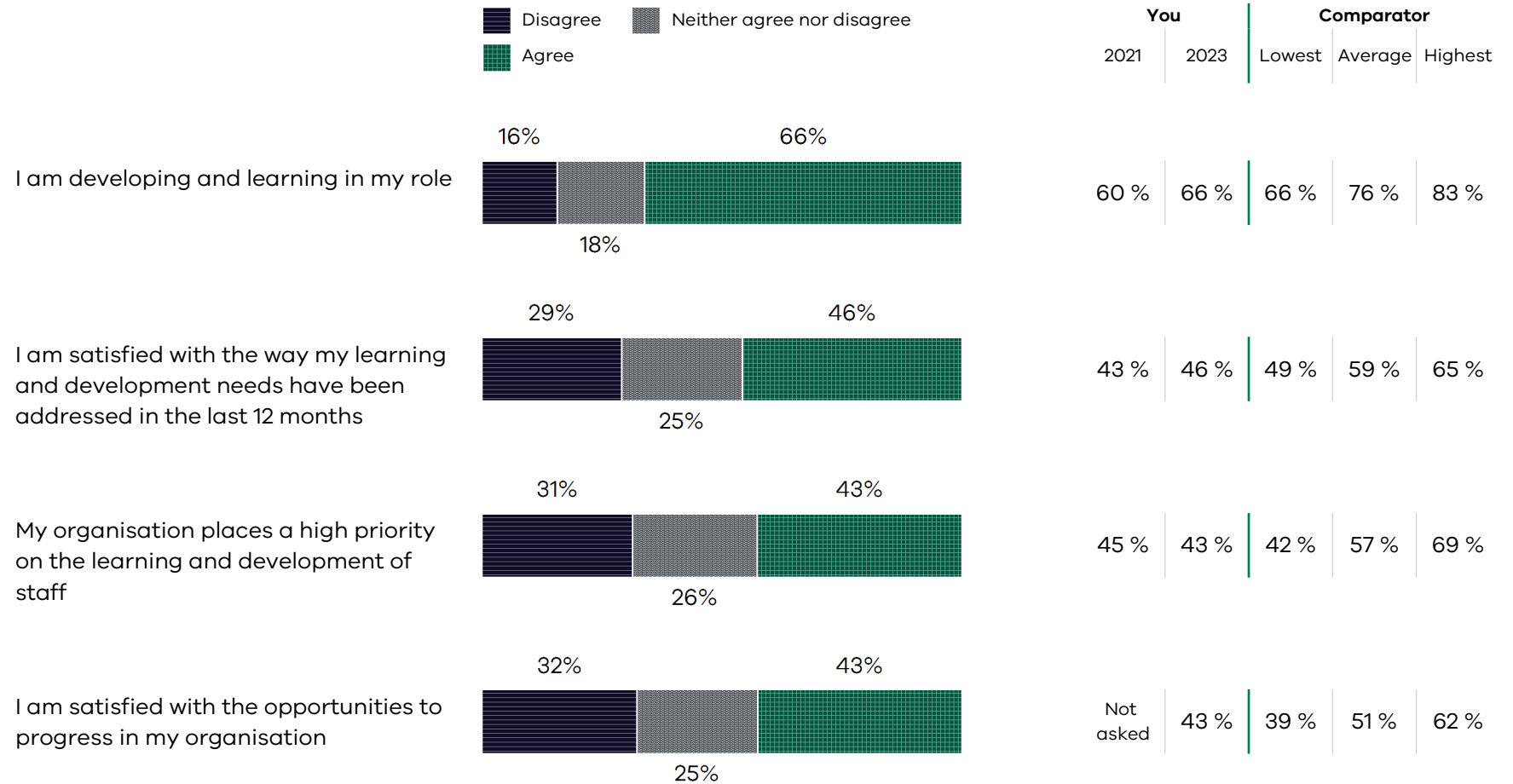
Example

66% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

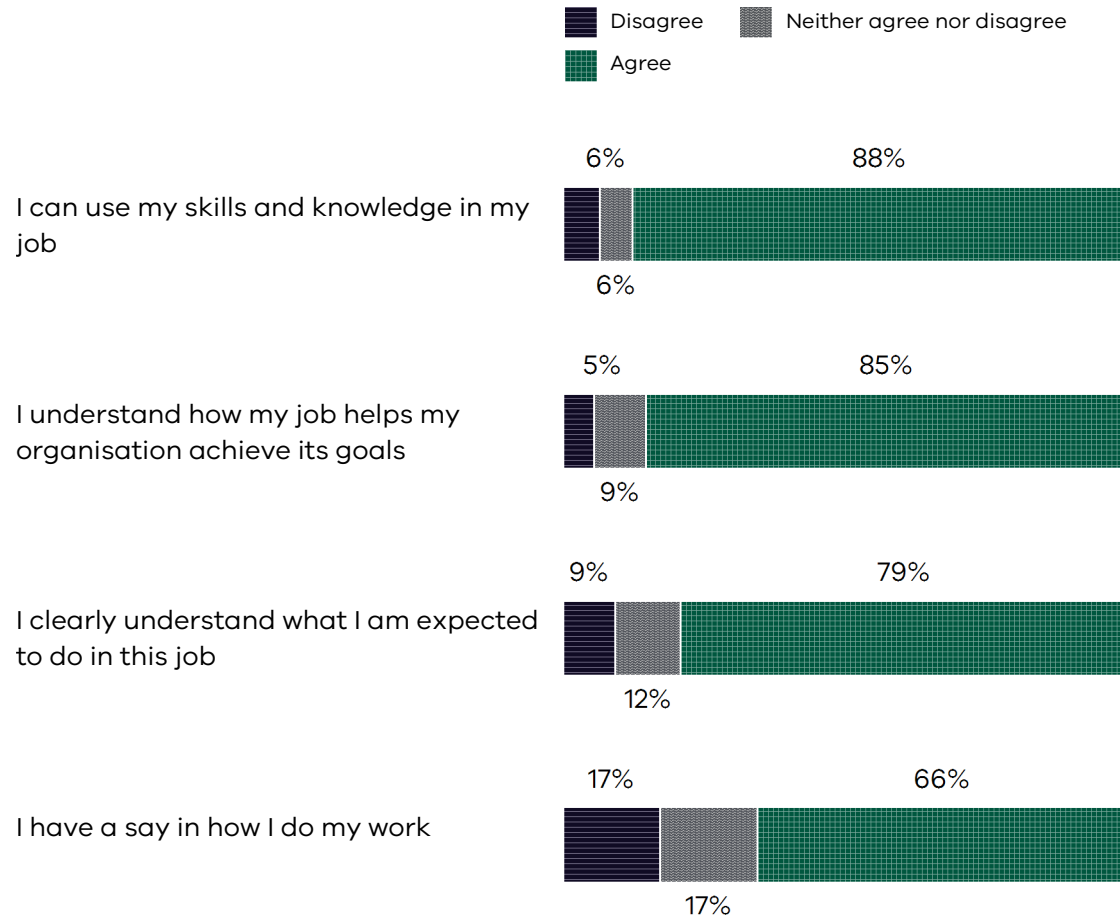
Example

88% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2021	2023	Lowest	Average	Highest
I can use my skills and knowledge in my job	Not asked	88 %	88 %	90 %	93 %
I understand how my job helps my organisation achieve its goals	Not asked	85 %	90 %	92 %	97 %
I clearly understand what I am expected to do in this job	74 %	79 %	80 %	83 %	90 %
I have a say in how I do my work	Not asked	66 %	71 %	80 %	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.

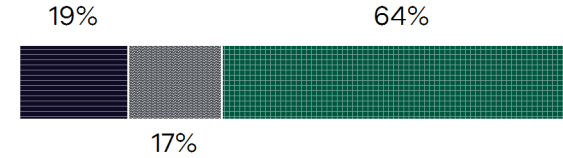
Example

64% of your staff who did the survey agreed or strongly agreed with 'I have the authority to do my job effectively'.

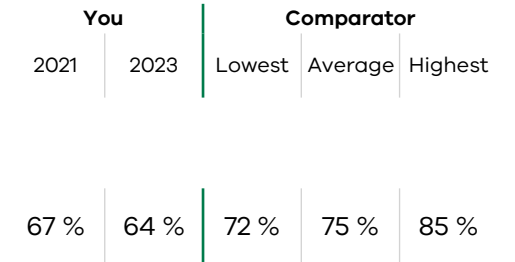
Survey question

I have the authority to do my job effectively

Your results



Benchmark agree results



Job and manager factors

Meaningful work

What this is

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

Why this is important

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

How to read this

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

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

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

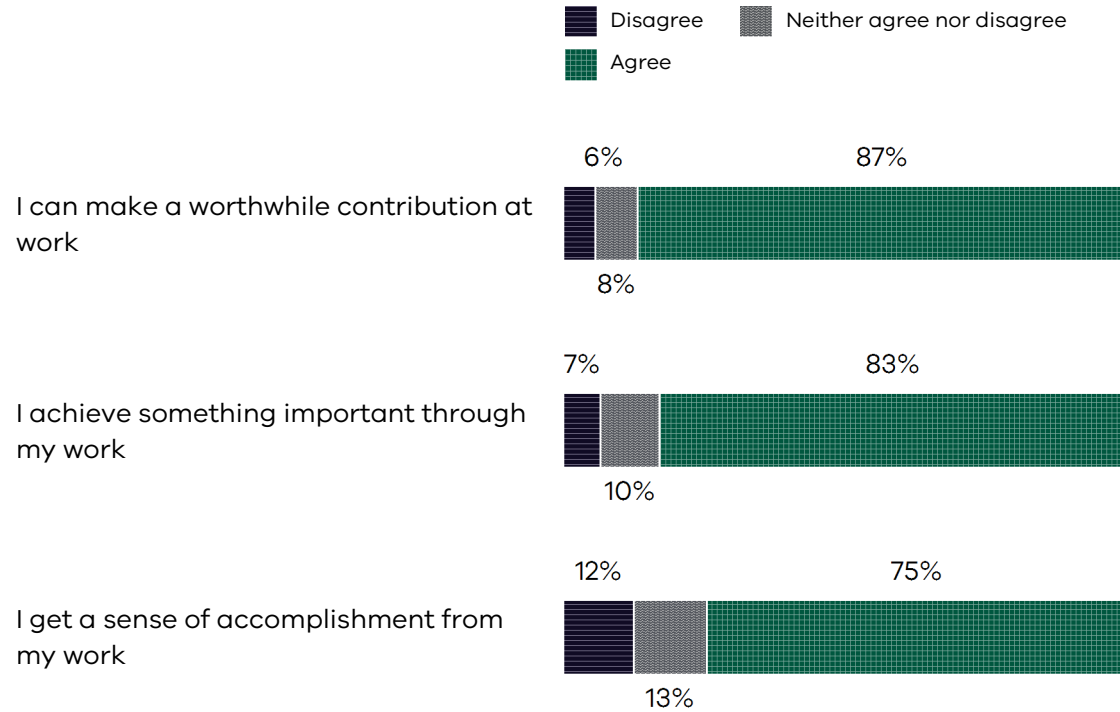
Example

87% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2021	2023	Lowest	Average	Highest
I can make a worthwhile contribution at work	Not asked	87 %	90 %	92 %	94 %
I achieve something important through my work	68 %	83 %	87 %	89 %	91 %
I get a sense of accomplishment from my work	67 %	75 %	78 %	83 %	87 %

Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

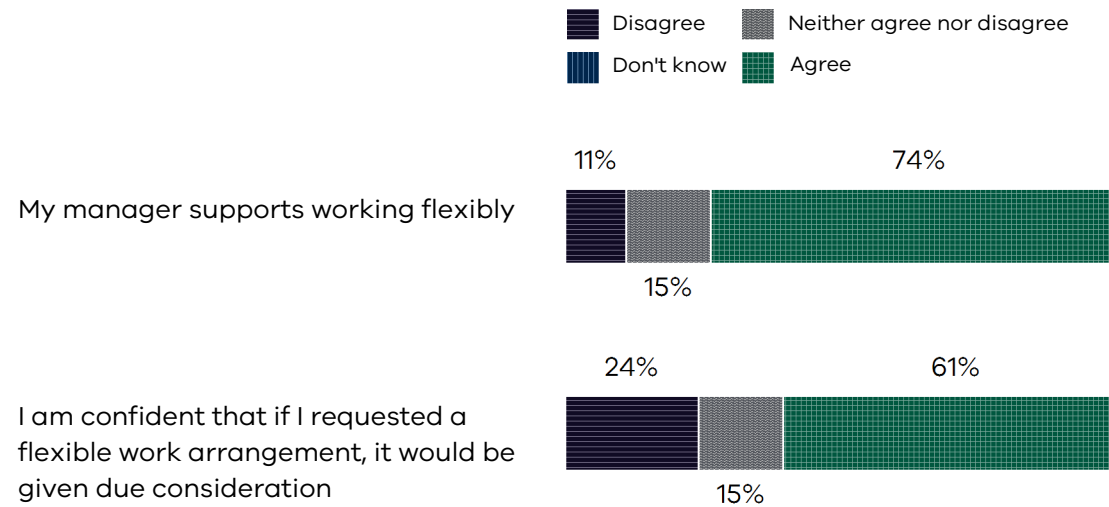
Example

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

Survey question

Your results

Benchmark agree results



	You		Comparator		
	2021	2023	Lowest	Average	Highest
Not asked		74 %	77 %	89 %	96 %
	55 %	61 %	65 %	81 %	91 %

People matter survey

2023

Have your say

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- Satisfaction
- Work-related stress levels
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- 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

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- Taking action questions

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- Senior leadership questions

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- Flexible working

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- 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

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

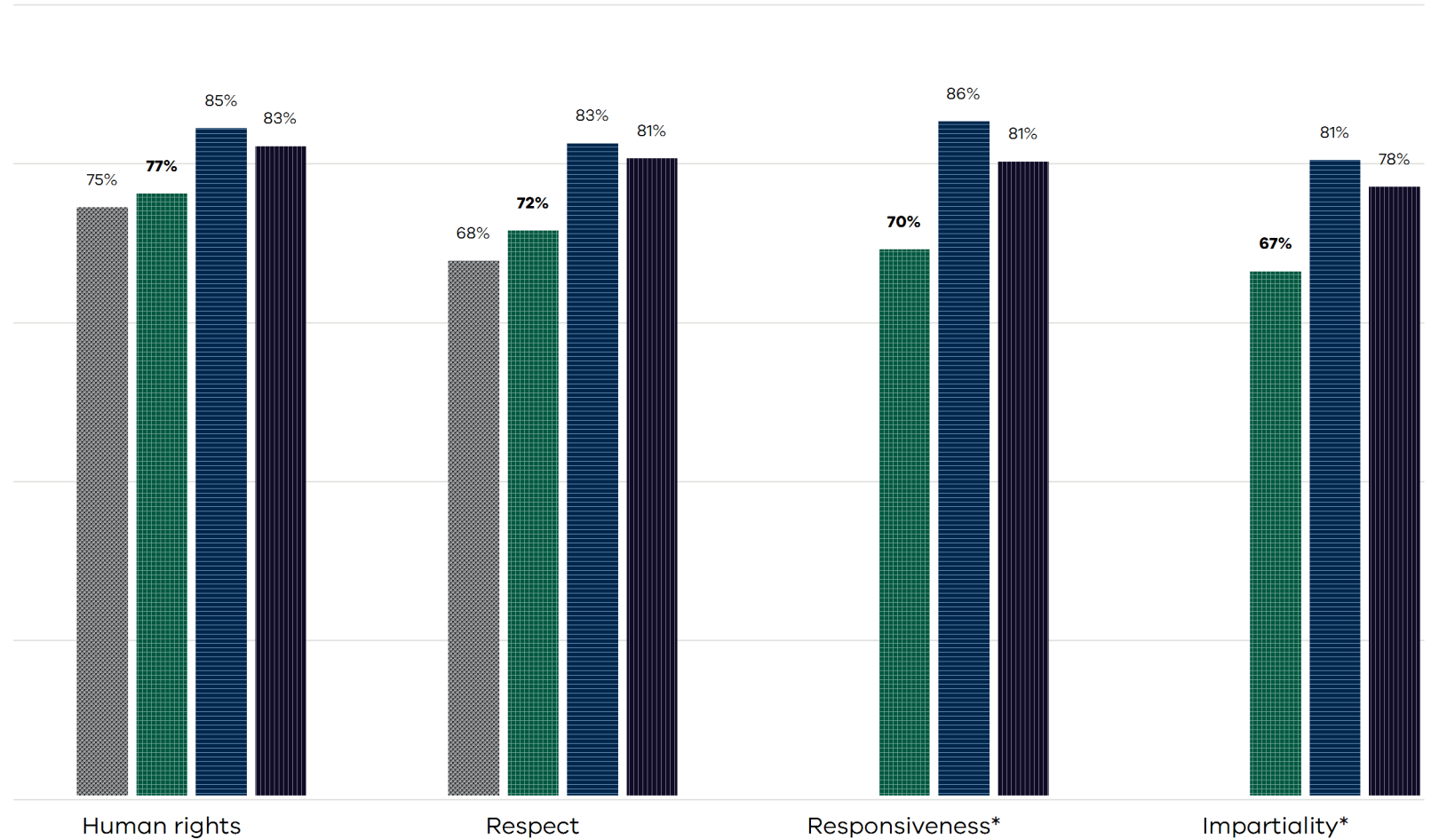
Example

In 2023:

- 77% of your staff who did the survey responded positively to questions about Human rights, which is up 2% in 2021.

Compared to:

- 85% of staff at your comparator and 83% of staff across the public sector.



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

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

Public sector values

Scorecard 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

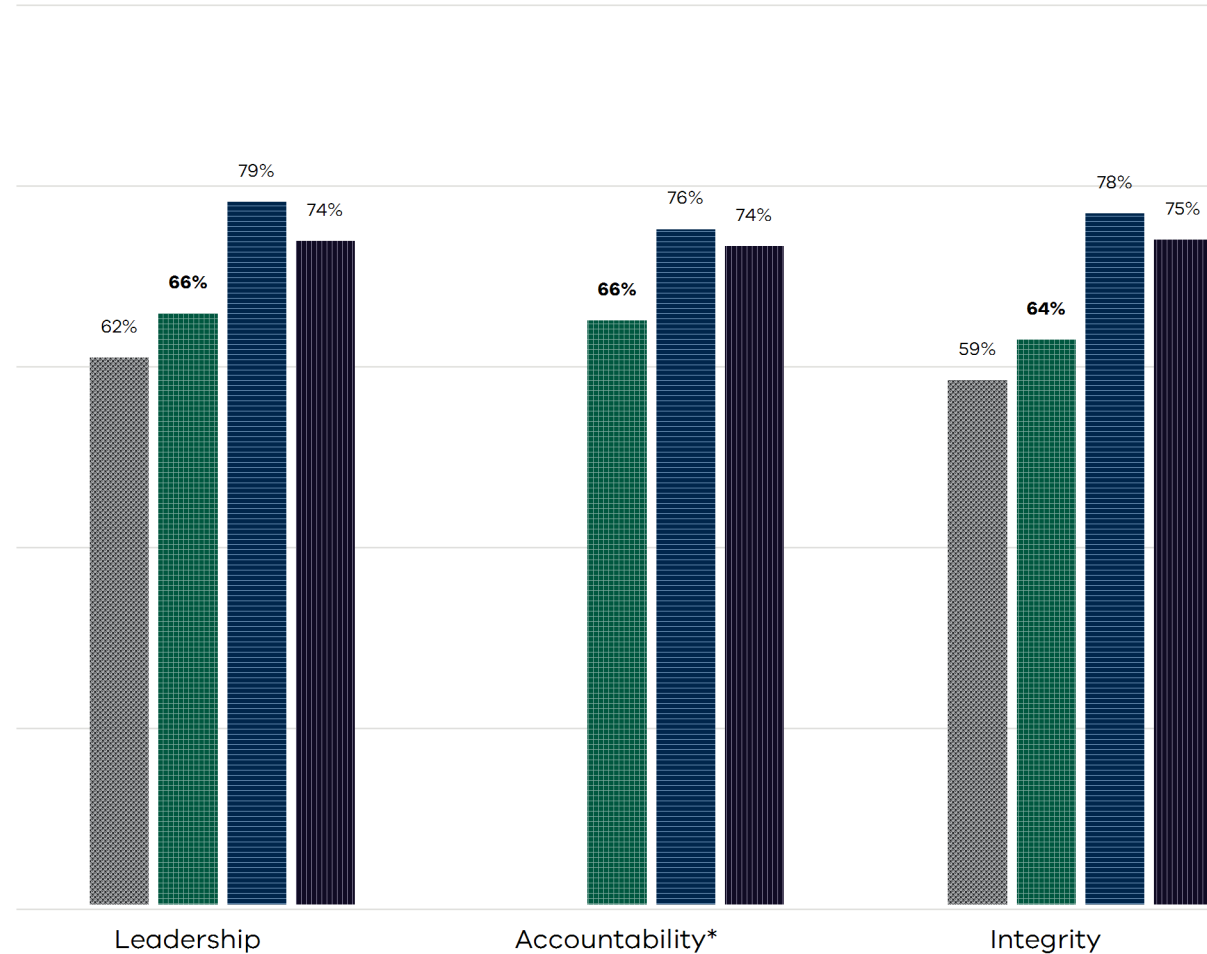
Example

In 2023:

- 66% of your staff who did the survey responded positively to questions about Leadership, which is up 5% in 2021.

Compared to:

- 79% of staff at your comparator and 74% of staff across the public sector.



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

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

Public sector values

Responsiveness

What this is

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

Why this is important

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

How to read this

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

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

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

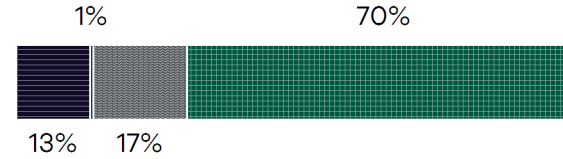
Example

70% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

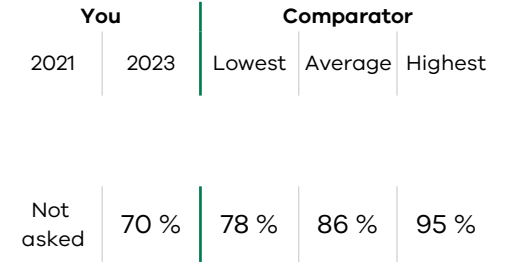
Survey question

My workgroup provides high quality advice and services

Your results



Benchmark agree results



Public sector values

Integrity 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

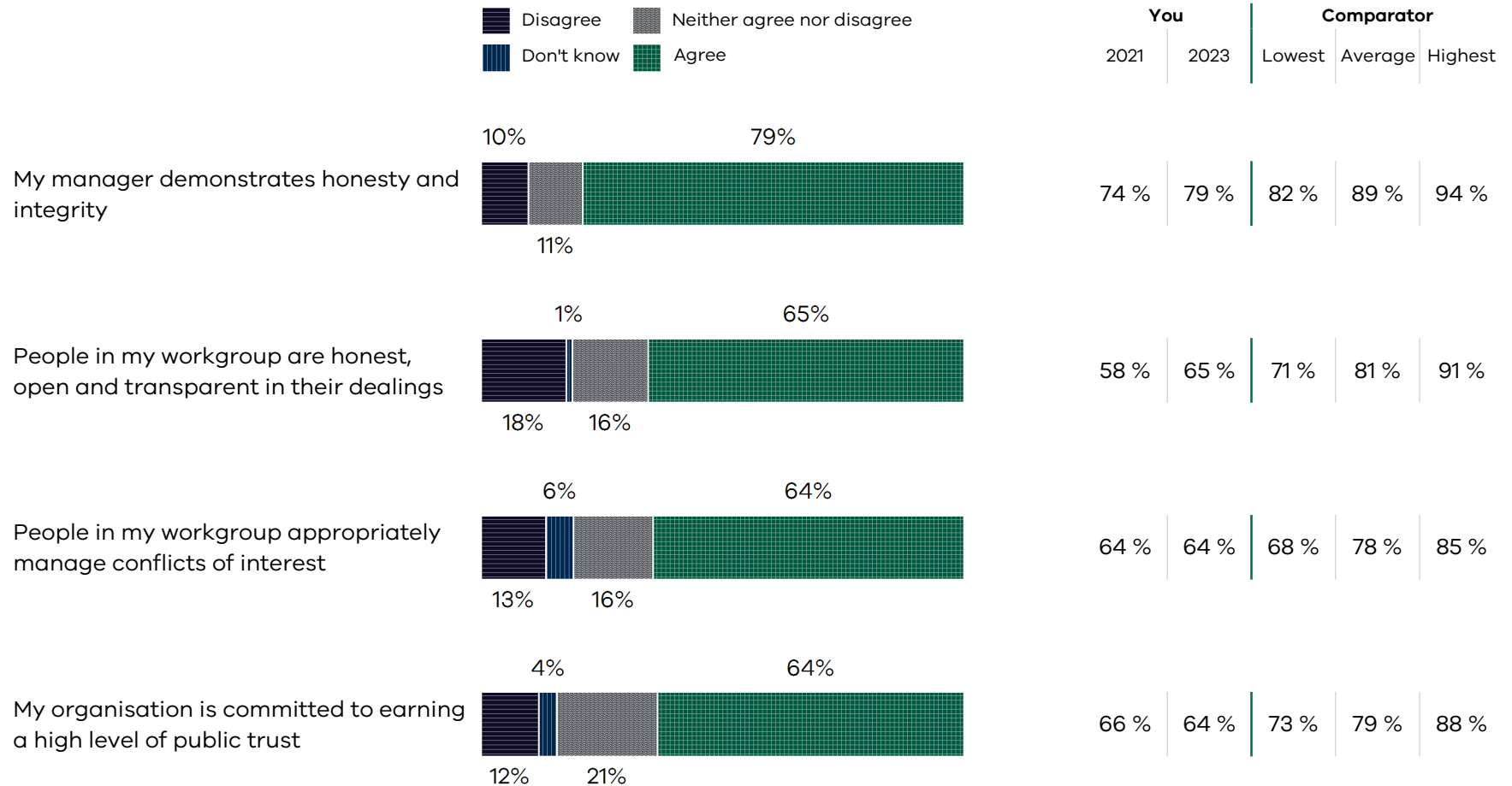
Example

79% of staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question

Your results

Benchmark agree results



Public sector values

Integrity 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

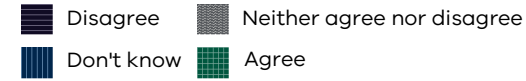
Example

62% of staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.

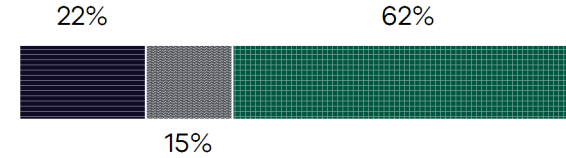
Survey question

Your results

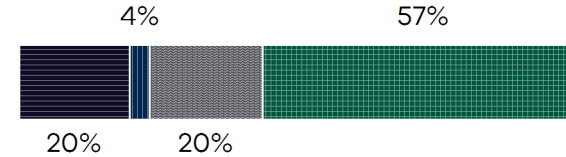
Benchmark agree results



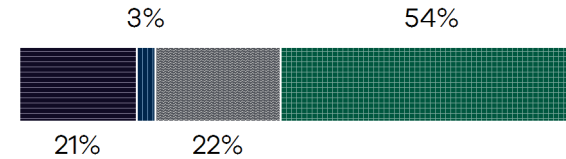
I feel safe to challenge inappropriate behaviour at work



My organisation does not tolerate improper conduct



Senior leaders demonstrate honesty and integrity



You		Comparator		
2021	2023	Lowest	Average	Highest
51 %	62 %	67 %	73 %	81 %
52 %	57 %	66 %	71 %	79 %
49 %	54 %	63 %	72 %	88 %

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

72% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

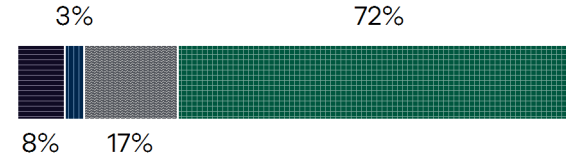
Survey question

Your results

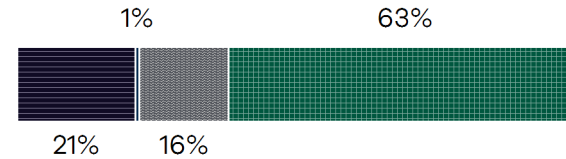
Benchmark agree results



People in my workgroup are politically impartial in their work



My workgroup acts fairly and without bias



You		Comparator		
2021	2023	Lowest	Average	Highest
65 %	72 %	77 %	84 %	89 %
Not asked	63 %	69 %	78 %	85 %

Public sector values

Accountability 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

85% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

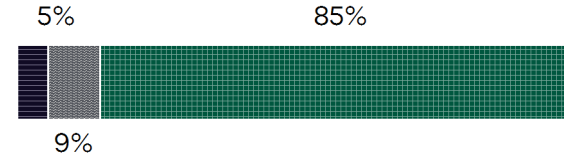
Survey question

Your results

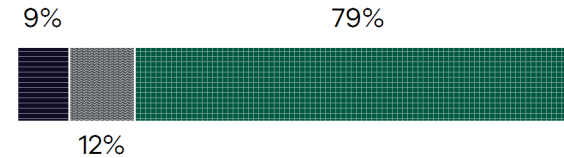
Benchmark agree results



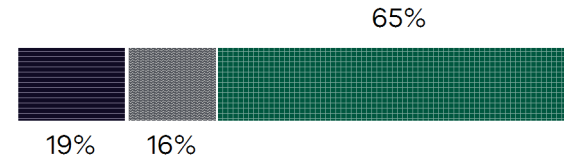
I understand how my job helps my organisation achieve its goals



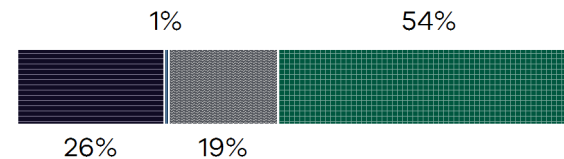
I clearly understand what I am expected to do in this job



My workgroup has clear lines of responsibility



My workgroup uses its resources well



	You		Comparator		
	2021	2023	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	Not asked	85 %	90 %	92 %	97 %
I clearly understand what I am expected to do in this job	74 %	79 %	80 %	83 %	90 %
My workgroup has clear lines of responsibility	67 %	65 %	68 %	74 %	82 %
My workgroup uses its resources well	Not asked	54 %	61 %	69 %	75 %

Public sector values

Accountability 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

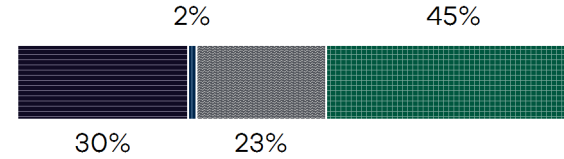
Example

45% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

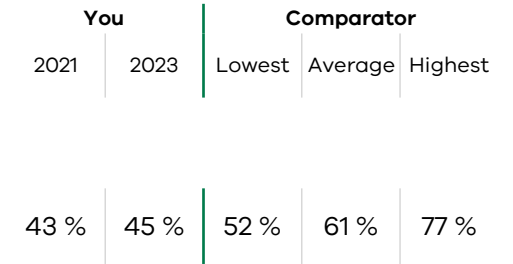
Survey question

Senior leaders provide clear strategy and direction

Your results



Benchmark agree results



Public sector values

Respect 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

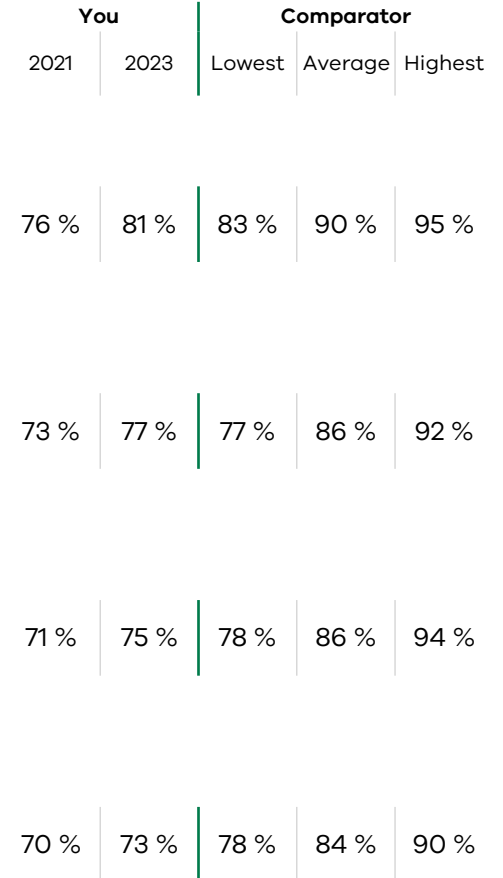
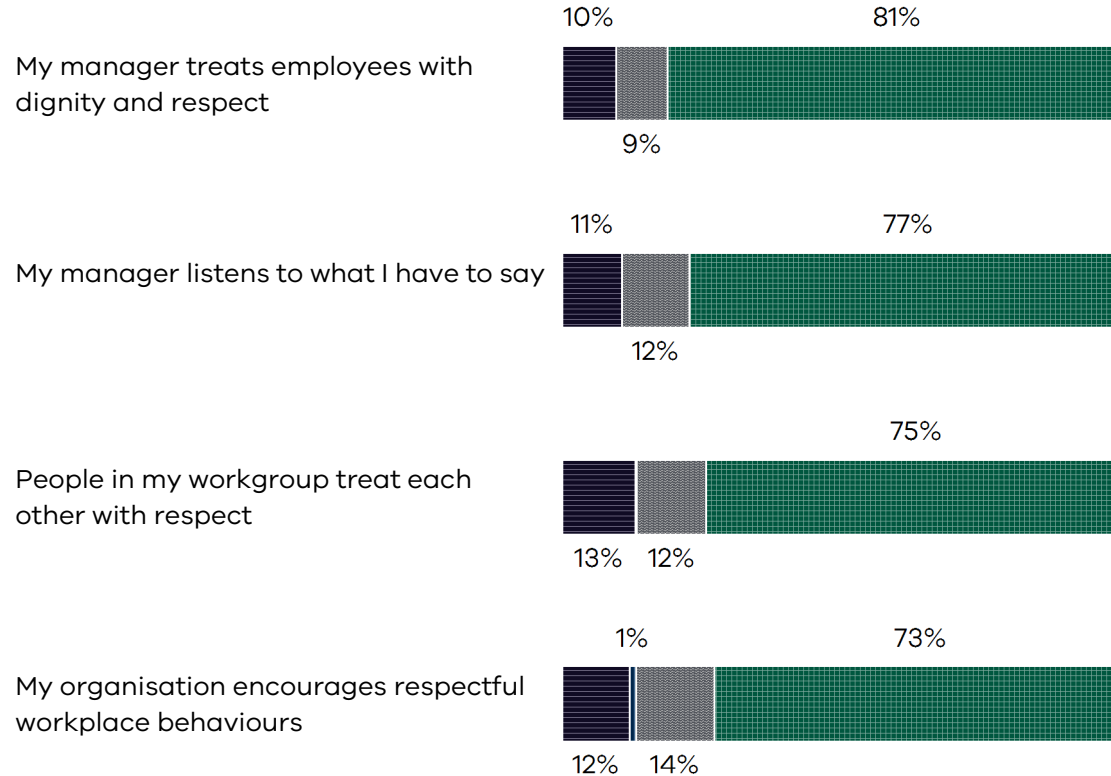
Example

81% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

Your results

Benchmark agree results



Public sector values

Respect 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

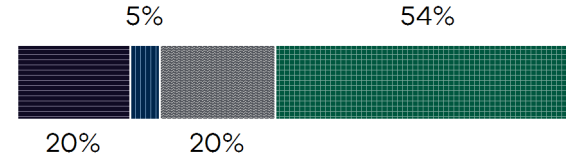
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

54% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

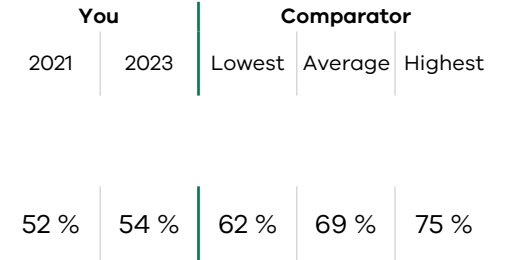
Survey question

My organisation takes steps to eliminate bullying, harassment and discrimination



Your results

Benchmark agree results



Public sector values

Leadership

What this is

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

Why this is important

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

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

How to read this

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

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

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

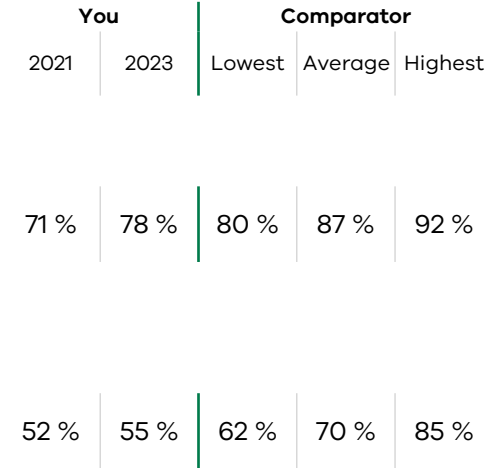
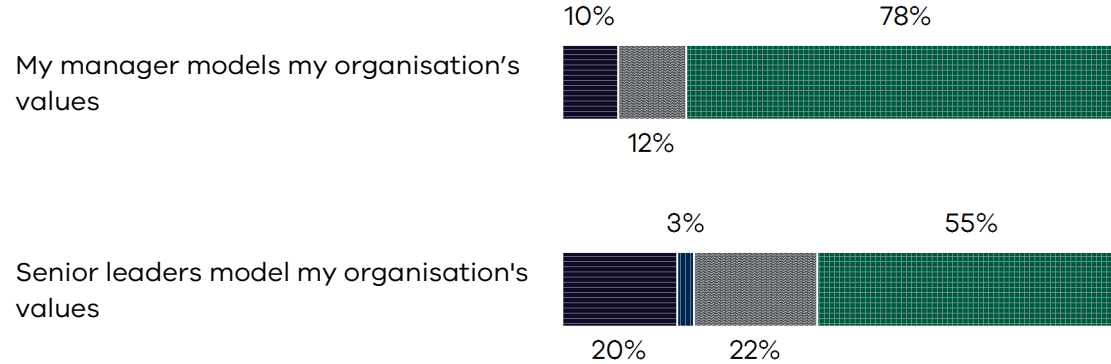
Example

78% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Survey question

Your results

Benchmark agree results



Public sector values

Human rights

What this is

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

Why this is important

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

How to read this

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

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

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

Example

77% 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'.

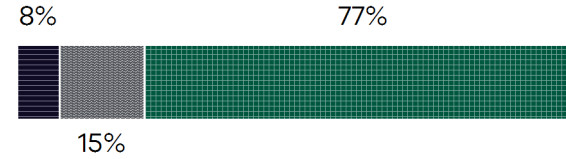
Survey question

Your results

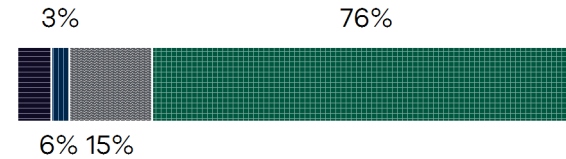
Benchmark agree results



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



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



You		Comparator		
2021	2023	Lowest	Average	Highest
79 %	77 %	75 %	85 %	92 %
71 %	76 %	81 %	85 %	90 %

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

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- Senior leadership questions

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- 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

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

75% of your staff who did the survey agreed or strongly agreed with 'My organisation uses inclusive and respectful images and language'.

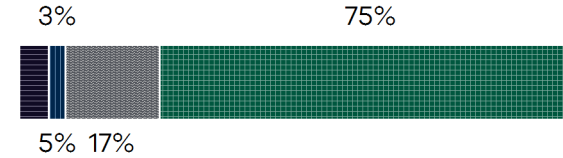
Survey question

Your results

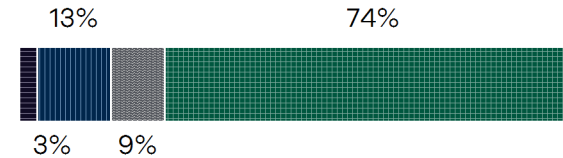
Benchmark agree results



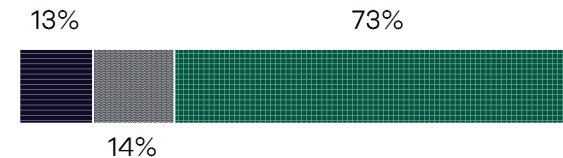
My organisation uses inclusive and respectful images and language



My organisation would support me if I needed to take family violence leave



In my workgroup work is allocated fairly, regardless of gender



You		Comparator		
2021	2023	Lowest	Average	Highest
74 %	75 %	79 %	86 %	90 %
67 %	74 %	79 %	84 %	88 %
73 %	73 %	79 %	84 %	92 %

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.

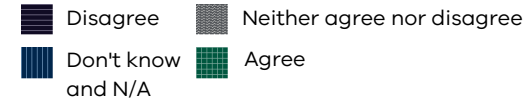
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

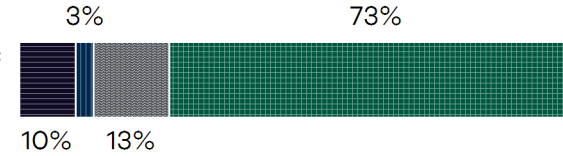
73% of your staff who did the survey agreed or strongly agreed with 'My workgroup understands their code of conduct responsibilities and discharges their duties in the right way'.

Survey question

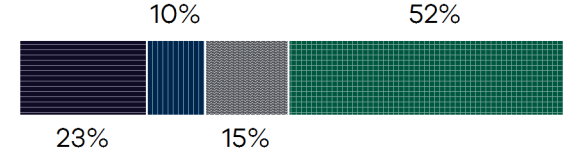
Your results



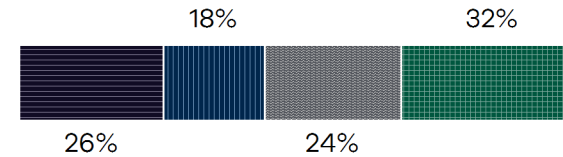
My workgroup understands their code of conduct responsibilities and discharges their duties in the right way



I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration



People at all levels of my organisation provide frank and fearless advice, including to the Minister



Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
My workgroup understands their code of conduct responsibilities and discharges their duties in the right way	Not asked	73 %		0 %	
I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	Not asked	52 %		0 %	
People at all levels of my organisation provide frank and fearless advice, including to the Minister	Not asked	32 %		0 %	

People matter survey

2023

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

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Custom questions

What this is

Your organisation asked 5 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.

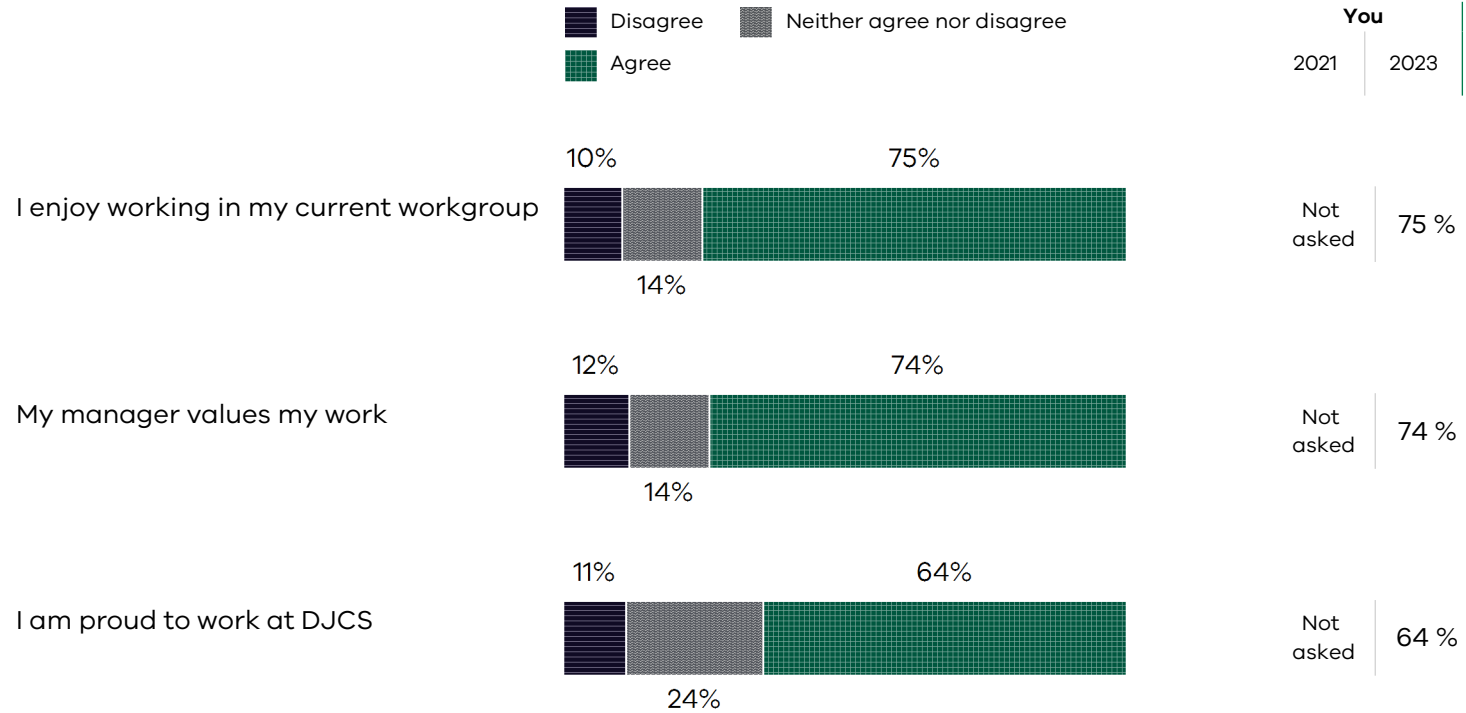
Example

75% of staff who did the survey agreed or strongly agreed with 'I enjoy working in my current workgroup'.

Survey question

Your results

Benchmark results



Custom questions

What this is

Your organisation asked 5 custom questions as part of the 2023 survey.

Why this is important

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

How to read this

The table shows you responses to the question 'How could DJCS better support staff during change affecting local business areas'.

Example

58% of staff who did the survey responded 'Opportunities for staff to participate in the planning of change' to the question.

How could DJCS better support staff during change affecting local business areas

You
2023

	You 2023
Opportunities for staff to participate in the planning of change	58%
Hearing about any changes from my immediate manager/supervisor first	58%
Manager/supervisor training to support staff during change	33%
Tools to help explain the changes (e.g. FAQ's, how to guides etc.)	30%
Tools and training to help staff manage themselves during change	25%
Other	8%

Custom questions

What this is

Your organisation asked 5 custom questions as part of the 2023 survey.

Why this is important

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

How to read this

The table shows your responses to the question 'What type of learning and development or training would you like to include as part of your capability development in your role'.

Example

63% of staff who did the survey responded 'Training that will help me to take my next career step' to the question.

What type of learning and development or training would you like to include as part of your capability development in your role

You
2023

Training that will help me to take my next career step

63%

More training content targeted specifically to my role and level in DJCS

60%

Training to help me better manage my wellbeing

29%

Training to help me better manage the wellbeing of others

28%

Other

6%

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	998	24%
35-54 years	2226	54%
55+ years	601	15%
Prefer not to say	302	7%

How would you describe your gender?	(n)	%
Woman	2150	52%
Man	1538	37%
Prefer not to say	394	10%
Non-binary and I use a different term	45	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	39	1%
No	3716	90%
Prefer not to say	372	9%

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

	(n)	%
Yes	10	0%
No	3646	88%
Don't know	124	3%
Prefer not to say	347	8%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	2990	72%
Prefer not to say	665	16%
Gay or lesbian	158	4%
Bisexual	145	4%
Asexual	66	2%
I use a different term	45	1%
Don't know	31	1%
Pansexual	27	1%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Aboriginal and/or Torres Strait Islander

	(n)	%
Yes	70	2%
Non Aboriginal and/or Torres Strait Islander	3771	91%
Prefer not to say	286	7%

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

	(n)	%
Yes	47	67%
No	17	24%
Don't know	6	9%

Demographics

Disability

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

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

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Do you identify as a person with a disability?

	(n)	%
Yes	339	8%
No	3477	84%
Prefer not to say	311	8%

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

	(n)	%
Yes	201	59%
No	119	35%
Prefer not to say	19	6%

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	57	48%
I do not require any adjustments to be made to perform my role	31	26%
My disability does not impact on my ability to perform my role	24	20%
Other	7	6%

Demographics

Cultural diversity 1 of 2

What this is

These are the personal characteristics of staff.

Why this is important

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

How to read this

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Country of birth	(n)	%
Born in Australia	3165	77%
Not born in Australia	594	14%
Prefer not to say	368	9%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	227	38%
Hindi	74	12%
Greek	59	10%
Italian	57	9%
Mandarin	43	7%
Cantonese	36	6%
Arabic	30	5%
Spanish	28	5%
Punjabi	25	4%
Tamil	19	3%
Sinhalese	18	3%
Urdu	17	3%

Language other than English spoken with family or community	(n)	%
Yes	603	15%
No	3169	77%
Prefer not to say	355	9%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Vietnamese	17	3%
Macedonian	16	3%
Turkish	14	2%
Telugu	13	2%
Filipino	12	2%
Malayalam	11	2%
Australian Indigenous Language	9	1%
Auslan	7	1%
Tagalog	5	1%
Gujarati	4	1%
Persian (excluding Dari)	3	0%

Demographics

Cultural diversity 2 of 2

What this is

This is the cultural identity and religion of staff.

Why this is important

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

How to read this

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Cultural identity	(n)	%
Australian	2928	71%
Prefer not to say	440	11%
English, Irish, Scottish and/or Welsh	424	10%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	380	9%
East and/or South-East Asian	145	4%
South Asian	92	2%
Other	83	2%
New Zealander	78	2%
Aboriginal and/or Torres Strait Islander	70	2%
Middle Eastern	36	1%
African	29	1%
Maori	22	1%
Central Asian	21	1%
North American	20	0%
Pacific Islander	16	0%
Central and/or South American	13	0%

Religion	(n)	%
No religion	2182	53%
Christianity	1012	25%
Prefer not to say	604	15%
Other	127	3%
Buddhism	57	1%
Hinduism	55	1%
Islam	52	1%
Judaism	27	1%
Sikhism	11	0%

Demographics

Employment characteristics 1 of 2

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

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Working arrangement	(n)	%
Full-Time	3756	91%
Part-Time	371	9%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	353	9%
Below \$80k	777	19%
\$80k to \$120k	2054	51%
\$120k to \$160k	566	14%
\$160k to \$200k	162	4%
\$200k or more	87	2%

Organisational tenure	(n)	%
<1 year	585	14%
1 to less than 2 years	411	10%
2 to less than 5 years	999	24%
5 to less than 10 years	1113	27%
10 to less than 20 years	770	19%
More than 20 years	249	6%

Management responsibility	(n)	%
Non-manager	2753	67%
Other manager	841	20%
Manager of other manager(s)	533	13%

Employment type	(n)	%
Ongoing and executive	3344	81%
Fixed term	655	16%
Other	128	3%

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 CBD	1471	36%
Melbourne: Suburbs	1264	31%
Large regional city	729	18%
Rural	617	15%
Other	46	1%

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

	(n)	%
Your employer's office	2214	54%
A frontline or service delivery location	1507	37%
Home or private location	1883	46%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	323	8%
Other	126	3%

Flexible work

	(n)	%
No, I do not use any flexible work arrangements	1723	42%
Flexible start and finish times	959	23%
Working from an alternative location (e.g. home, hub/shared work space)	652	16%
Working more hours over fewer days	438	11%
Using leave to work flexible hours	367	9%
Shift swap	330	8%
Part-time	296	7%
Other	167	4%
Purchased leave	112	3%
Study leave	47	1%
Job sharing	21	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.

How we protect anonymity and privacy

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

	(n)	%
No, I have not requested adjustments	2864	69%
Flexible working arrangements	1037	25%
Physical modifications or improvements to the workplace	282	7%
Career development support strategies	88	2%
Other	53	1%
Job redesign or role sharing	44	1%
Accessible communications technologies	17	0%

Why did you make this request?

	(n)	%
Work-life balance	669	53%
Caring responsibilities	398	32%
Health	378	30%
Family responsibilities	365	29%
Other	107	8%
Disability	102	8%
Study commitments	48	4%

What was your experience with making the request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	883	70%
The adjustments I needed were not made	234	19%
The adjustments I needed were made but the process was unsatisfactory	146	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

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

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Caring responsibility	(n)	%
None of the above	1551	38%
Primary school aged child(ren)	840	20%
Secondary school aged child(ren)	714	17%
Prefer not to say	447	11%
Frail or aged person(s)	398	10%
Child(ren) - younger than preschool age	391	9%
Preschool aged child(ren)	258	6%
Person(s) with a medical condition	228	6%
Person(s) with a mental illness	225	5%
Person(s) with disability	210	5%
Other	112	3%



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