People matter survey

2023

Have your say

Victorian
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Commission

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State Government

People matter survey

2023

Have your say

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

Custom questions

- Questions requested by your organisation

Demographics

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

About your report

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

Report contents

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

Comparing data in this report

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

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

Rounding of percentages

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

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

Survey questions and definitions

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

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Report overview

Privacy and anonymity

To protect you, we:

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

Read more in our privacy policy.

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

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

Our public sector values

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

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

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

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

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

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

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

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

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

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

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

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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'.

Beaufort and Skipton Health Service

Boort District Health

Cohuna District Hospital

Kilmore and District Hospital

Moyne Health Services

Tallangatta Health Service

Report overview

Your response rate

What this is

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

Why this is important

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

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

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

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

How to read this

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

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

2022		2023	
57%		**50%**	
(212)		**(175)**	
Comparator	50%	Comparator	52%
Public Sector	42%	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.

2022	
64	
Comparator	72
Public Sector	68

2023	
66	
Comparator	76
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 66.

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.
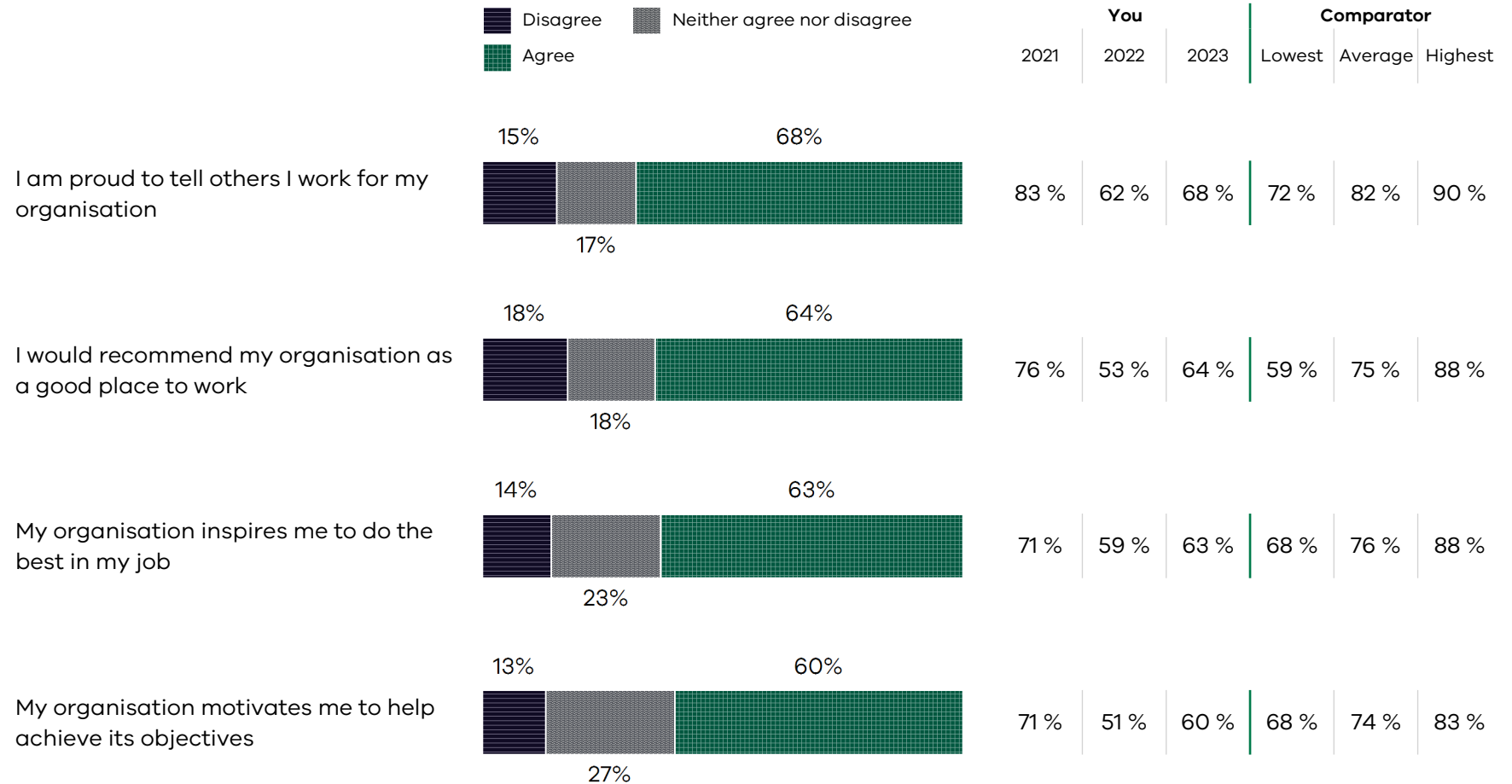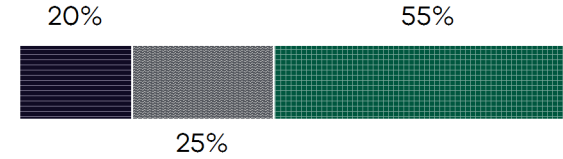
Example

68% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question / Your results / Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Agree

Survey question	Disagree	Neither	Agree	2021	2022	2023	Lowest	Average	Highest
				You			**Comparator**		
I am proud to tell others I work for my organisation	15%	17%	68%	83 %	62 %	68 %	72 %	82 %	90 %
I would recommend my organisation as a good place to work	18%	18%	64%	76 %	53 %	64 %	59 %	75 %	88 %
My organisation inspires me to do the best in my job	14%	23%	63%	71 %	59 %	63 %	68 %	76 %	88 %
My organisation motivates me to help achieve its objectives	13%	27%	60%	71 %	51 %	60 %	68 %	74 %	83 %

People outcomes

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 66.

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

55% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.
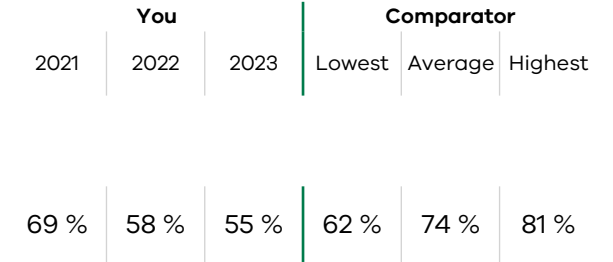
Survey question

Your results

■ Disagree   ▨ Neither agree nor disagree
▨ Agree

I feel a strong personal attachment to my organisation

20%   55%

25%

Benchmark agree results

	You			Comparator		
2021	2022	2023	Lowest	Average	Highest
69 %	58 %	55 %	62 %	74 %	81 %

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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:

- 70% of your staff who did the survey responded positively to questions about Inclusion which is up from 69% in 2022.

Compared to:

- 85% of staff at your comparator and 78% of staff across the public sector.
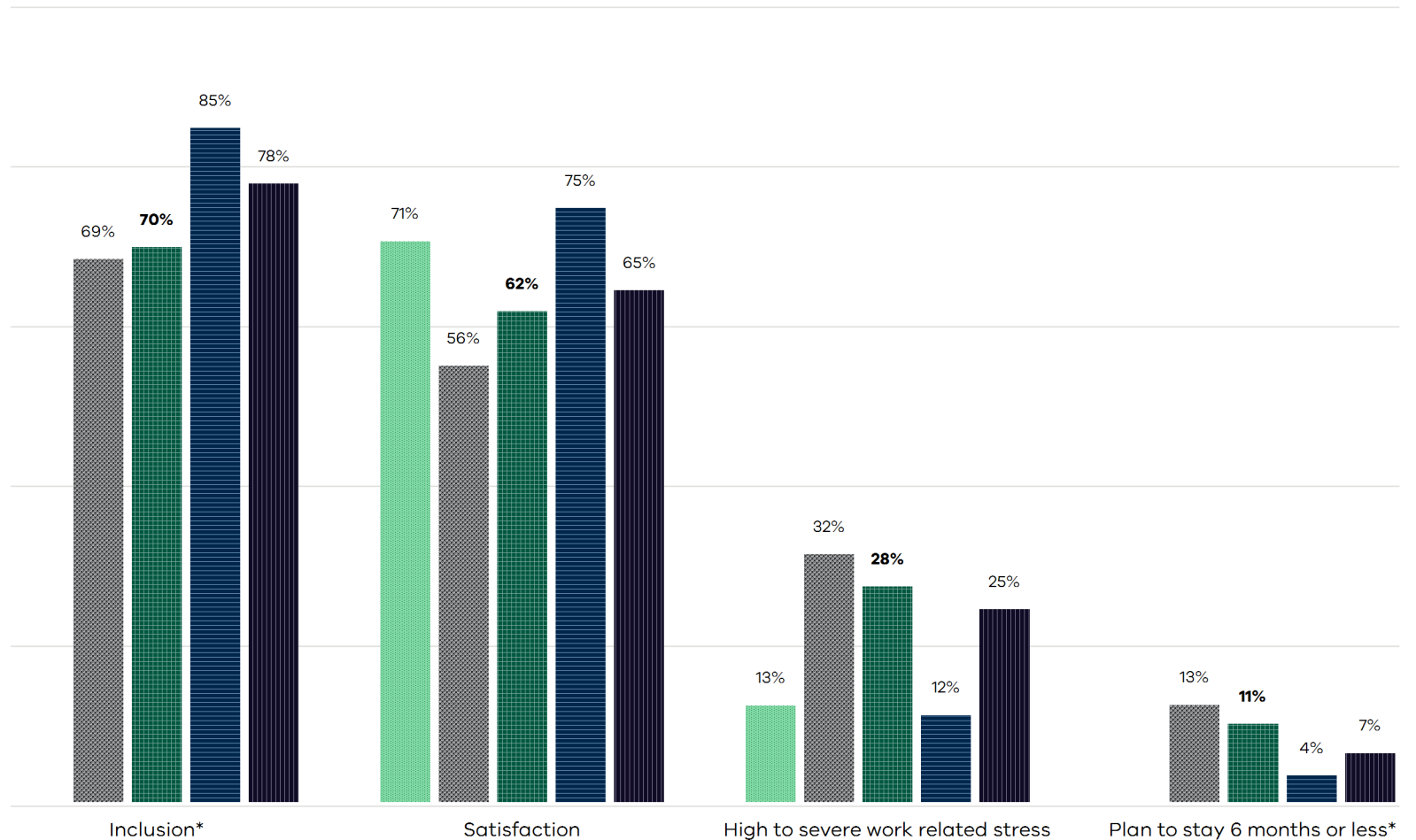
*We can't compare some data here because one or more questions were not asked in a previous survey

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

Inclusion*: 69%, 70%, 85%, 78%
Satisfaction: 71%, 56%, 62%, 75%, 65%
High to severe work related stress: 13%, 32%, 28%, 12%, 25%
Plan to stay 6 months or less*: 13%, 11%, 4%, 7%

People outcomes

Satisfaction question results

What this is

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

Why this is important

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

How to read this

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

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

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

Example

69% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

Survey question	Your results	Benchmark satisfied results

Legend:
- Dissatisfied (dark navy)
- Satisfied (green)
- Neither satisfied nor dissatisfied (grey)

Survey question		Benchmark satisfied results					
		You			**Comparator**		
		2021	2022	2023	Lowest	Average	Highest
Considering everything, how satisfied are you with your current job	17% / 14% / 69%	75 %	63 %	69 %	75 %	81 %	93 %
How satisfied are you with the work/life balance in your current job	22% / 17% / 61%	69 %	50 %	61 %	66 %	74 %	83 %
How satisfied are you with your career development within your current organisation	12% / 30% / 58%	70 %	53 %	58 %	64 %	71 %	85 %

People outcomes

Work-related stress levels

What this is

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

Why this is important

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

How to read this

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

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

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

Example

28% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 12% of staff in your comparator group and 25% of staff across the public sector.

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

Nil	22%
Low / mild	29%
Moderate	22%
High	15%
Very high	9%
Severe	5%
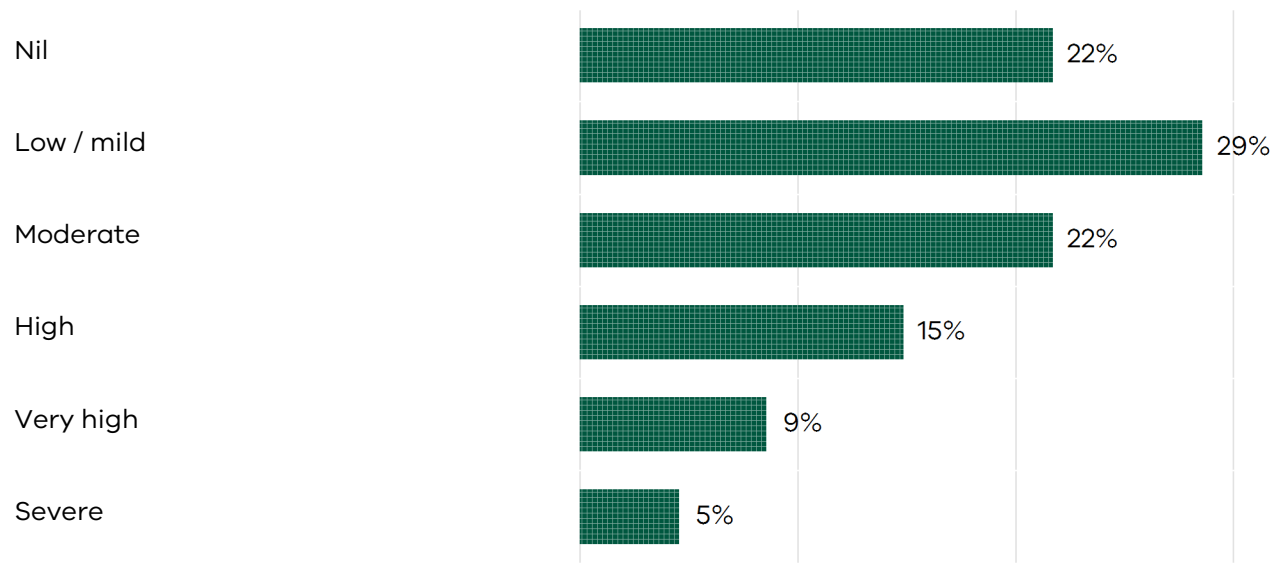
Reported levels of high to severe stress

2022		2023	
32%		**28%**	
Comparator	21%	Comparator	12%
Public Sector	25%	Public Sector	25%
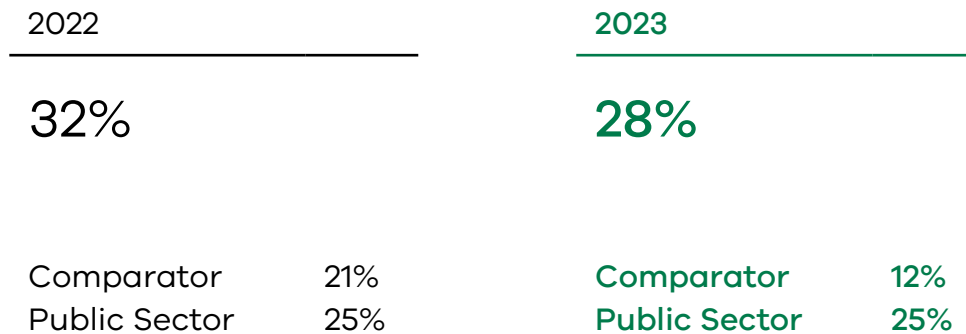
People outcomes

Work-related stress causes

What this is

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

Why this is important

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

How to read this

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

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

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

Example

78% of your staff who did the survey said they experienced mild to severe stress.

Of that 78%, 41% said the top reason was 'Workload'.

	137	38
	78%	22%

■ Experienced some work-related stress   ▦ Did not experience some work-related stress

Of those that experienced work related stress it was from ...	You 2022	You 2023	Comparator 2023	Public sector 2023
Workload	56%	41%	47%	49%
Time pressure	36%	27%	39%	41%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	19%	23%	12%	11%
Dealing with clients, patients or stakeholders	14%	20%	14%	15%
Competing home and work responsibilities	16%	19%	16%	14%
Other	10%	16%	16%	12%
Incivility, bullying, harassment or discrimination	12%	15%	11%	6%
Management of work (e.g. supervision, training, information, support)	8%	12%	9%	13%
Work schedule or hours	13%	12%	8%	7%
Unclear job expectations	9%	9%	7%	14%

People outcomes

Burnout levels

What this is

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

Why this is important

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

How to read this

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

Example

35% of your staff who did the survey said they felt burnout at work in 2023.

62	113
35%	65%

■ Experienced some burnout ▦ Did not experienced any burnout
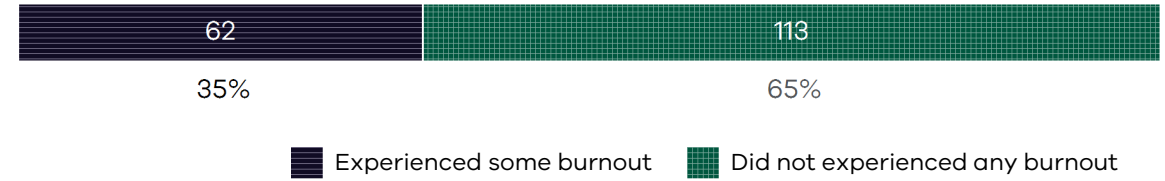
Overall, based on your definition of burnout, how would you rate your level of burnout?	You 2022	You 2023	Comparator 2023	Public sector 2023
Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out	42%	39%	50%	46%
I enjoy my work. I have no symptoms of burnout	17%	25%	26%	21%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	27%	21%	19%	23%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	9%	9%	4%	6%
I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help	6%	6%	1%	4%

People outcomes

Intention to stay

What this is

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

Why this is important

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

How to read this

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

Example

9% of your staff who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

■ Leaving your organisation ■ Leaving the sector ▦ Staying

Employees plan to work at your organisation for …	You 2022	You 2023	Comparator 2023	Public sector 2023
6 months or less	13%	11%	4%	7%
Over 6 months and up to 1 year	14%	9%	8%	10%
Over 1 year and up to 3 years	20%	23%	22%	24%
Over 3 years and up to 5 years	13%	13%	16%	15%
Over 5 years	40%	45%	49%	45%

People outcomes

Inclusion question results

What this is

This is how included staff feel in their workplace.

Why this is important

When people feel like they belong, they can bring their true selves and lived experience to their work and workplace. This leads to increased productivity, wellbeing and better outcomes for the community.

How to read this

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

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

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

Example

77% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question

Your results

Legend: ■ Disagree ▨ Neither agree nor disagree ▦ Agree

Survey question	Disagree	Neither	Agree
I feel culturally safe at work	11%	12%	77%
I can be myself at work	15%	14%	71%
I feel as if I belong at this organisation	14%	23%	63%

Benchmark agree results

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I feel culturally safe at work	80 %	74 %	77 %	82 %	89 %	94 %
I can be myself at work	Not asked	71 %	71 %	82 %	86 %	89 %
I feel as if I belong at this organisation	Not asked	62 %	63 %	75 %	82 %	92 %

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

8% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My caring responsibilities'.

Staff who experienced one or more barriers to success at work

44	131
25%	75%

■ Experienced barriers listed   ▦ Did not experience any of the barriers listed
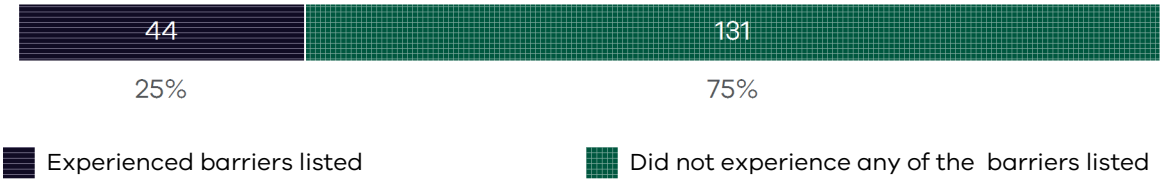
During the last 12 months, employees experienced barriers to their success due to ...	You 2022	You 2023	Comparator 2023	Public sector 2023
My caring responsibilities	6%	8%	4%	7%
My flexible working	0%	6%	5%	7%

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People outcomes

Inclusion - Witnessed barriers to success

What this is

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

Why this is important

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

How to read this

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

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

Example

13% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'Flexible working'.

Staff who witnessed one or more barriers to success at work

45	130
26%	74%

■ Witnessed barriers listed   ▦ Did not witness barriers listed
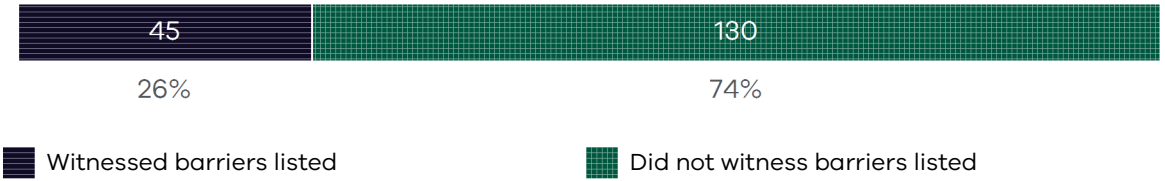
During the last 12 months, employees witnessed barriers to the success of other employees due to their...	You 2023	Comparator 2023	Public sector 2023
Flexible working	13%	7%	10%
Caring responsibilities	9%	5%	7%
Cultural background	7%	2%	4%
Race	7%	1%	2%

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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:

- 56% of your staff who did the survey said work made them feel happy in 2023, which is up from 47% in 2022

Compared to:

- 72% of staff at your comparator and 52% of staff across the public sector.

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

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

	Happy	Enthusiastic	Worried	Miserable
You 2021	62%	54%	25%	13%
You 2022	47%	39%	36%	31%
You 2023	56%	46%	32%	25%
Comparator 2023	72%	60%	21%	12%
Public sector 2023	52%	48%	31%	18%
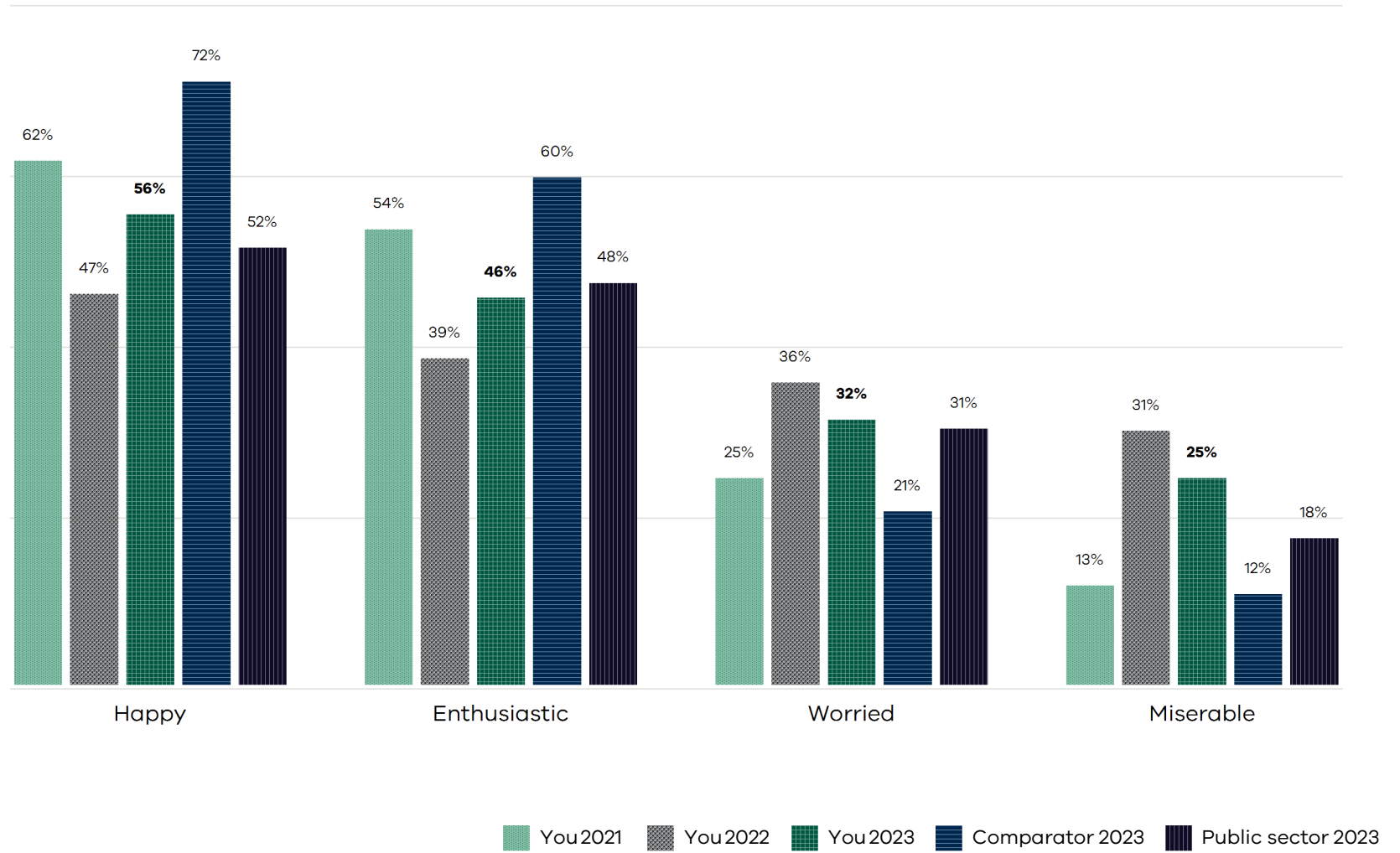
People outcomes

Scorecard: negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

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

Example

In 2023:

- 22% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months which is down from 24% in 2022.

Compared to:

- 18% of staff at your comparator and 12% of staff across the public sector.

Bullying — You 2021: 21%, You 2022: 24%, You 2023: 22%, Comparator 2023: 18%, Public sector 2023: 12%

Violence or aggression — You 2021: 21%, You 2022: 30%, You 2023: 21%, Comparator 2023: 17%, Public sector 2023: 11%

Discrimination — You 2021: 5%, You 2022: 8%, You 2023: 6%, Comparator 2023: 2%, Public sector 2023: 6%

Sexual harassment — You 2021: 2%, You 2022: 6%, You 2023: 2%, Comparator 2023: 5%, Public sector 2023: 4%

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

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

22% of your staff who did the survey said they experienced bullying.

Of that 22%, 74% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

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

38	122	15
22%	70%	9%

■ Experienced bullying ▦ Did not experience bullying ▨ Not sure
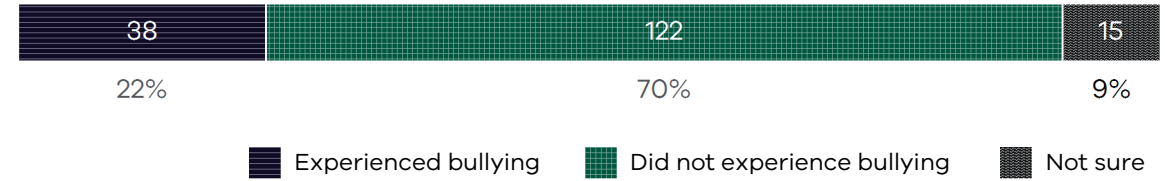
If you experienced bullying, what type of bullying did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	73%	74%	56%	71%
Intimidation and/or threats	22%	39%	25%	29%
Exclusion or isolation	25%	34%	40%	45%
Verbal abuse	29%	21%	21%	20%
Withholding essential information for me to do my job	25%	11%	18%	30%
Being assigned meaningless tasks unrelated to my job	6%	8%	7%	16%
Interference with my personal property and/or work equipment	6%	8%	7%	6%
Other	14%	8%	14%	16%
Being given impossible assignment(s)	2%	5%	2%	11%

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

22% of your staff who did the survey said they experienced bullying, of which

- 42% said the top way they reported the bullying was 'Told a colleague'.
- 87% said they didn't submit a formal complaint.

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

38	122	15
22%	70%	9%

- Experienced bullying
- Did not experience bullying
- Not sure
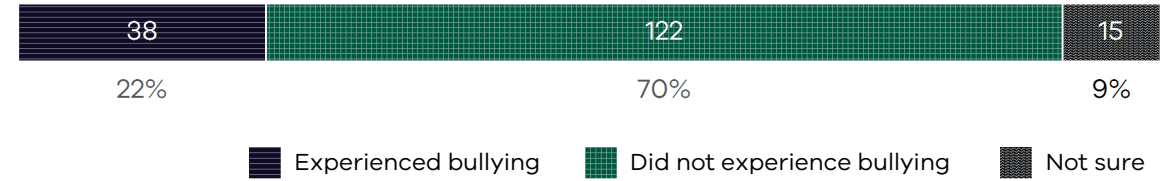
Did you tell anyone about the bullying?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a colleague	43%	42%	40%	41%
Told a friend or family member	27%	39%	33%	36%
Told a manager	43%	39%	52%	50%
I did not tell anyone about the bullying	10%	18%	8%	12%
Told the person the behaviour was not OK	22%	18%	14%	17%
Submitted a formal complaint	16%	13%	18%	12%
Told Human Resources	4%	8%	16%	13%
Told employee assistance program (EAP) or peer support	2%	3%	8%	10%
Told someone else	16%	3%	10%	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

87% of your staff who experienced bullying did not submit a formal complaint, of which:

- 45% said the top reason was 'I believed there would be negative consequences for my reputation'.

Did you submit a formal complaint?

5	33
13%	87%

■ Submitted formal complaint   ▦ Did not submit a formal complaint
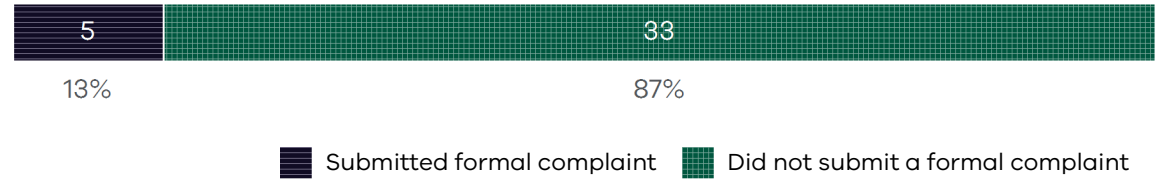
What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I believed there would be negative consequences for my reputation	37%	45%	31%	55%
I didn't think it would make a difference	42%	33%	48%	51%
I didn't feel safe to report the incident	5%	15%	8%	19%
I didn't need to because I no longer had contact with the person(s) who bullied me	2%	15%	5%	7%
I thought the complaint process would be embarrassing or difficult	7%	15%	8%	13%
I didn't think it was serious enough	19%	12%	11%	16%
Other	14%	12%	15%	14%
I didn't need to because I made the bullying stop	7%	9%	6%	6%
I believed there would be negative consequences for my career	7%	6%	21%	45%
I believed there would be negative consequences for the person I was going to complain about	7%	6%	4%	10%

Victorian Public Sector Commission

VICTORIA State Government

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, 22% of your staff said they experienced bullying.

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

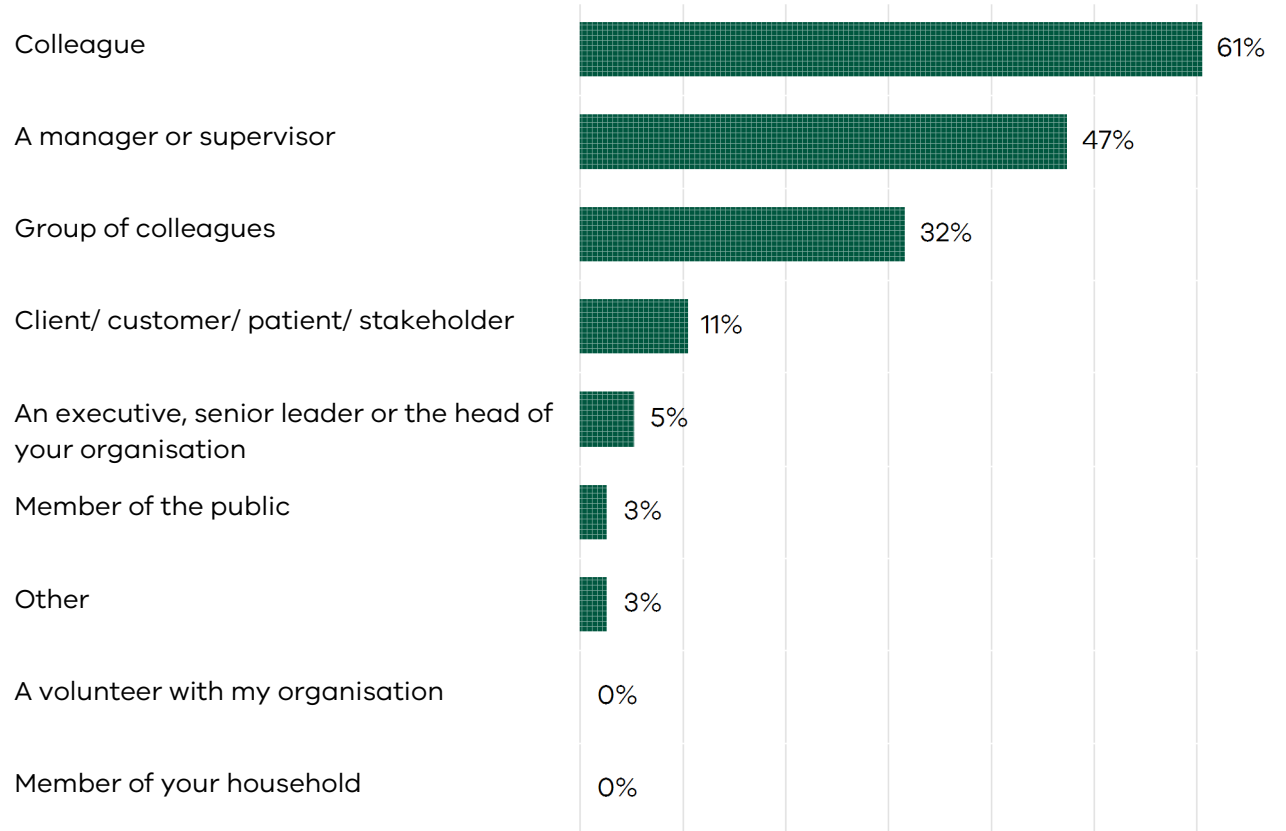In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

22% of your staff who did the survey said they experienced bullying.

Of that 22%, 61% said it was by 'Colleague'.

38 people (22% of staff) experienced bullying (You2023)

Perpetrator	Percentage
Colleague	61%
A manager or supervisor	47%
Group of colleagues	32%
Client/ customer/ patient/ stakeholder	11%
An executive, senior leader or the head of your organisation	5%
Member of the public	3%
Other	3%
A volunteer with my organisation	0%
Member of your household	0%

People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 22% 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

22% of your staff who did the survey said they experienced bullying.

Of that 22%, 97% said it was by someone within the organisation.

Of that 97%, 76% said it was 'They were in my workgroup'.

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

Relationship	%
They were in my workgroup	76%
They were my immediate manager or supervisor	32%
They were outside my workgroup	19%
They were someone I supervise or manage	14%
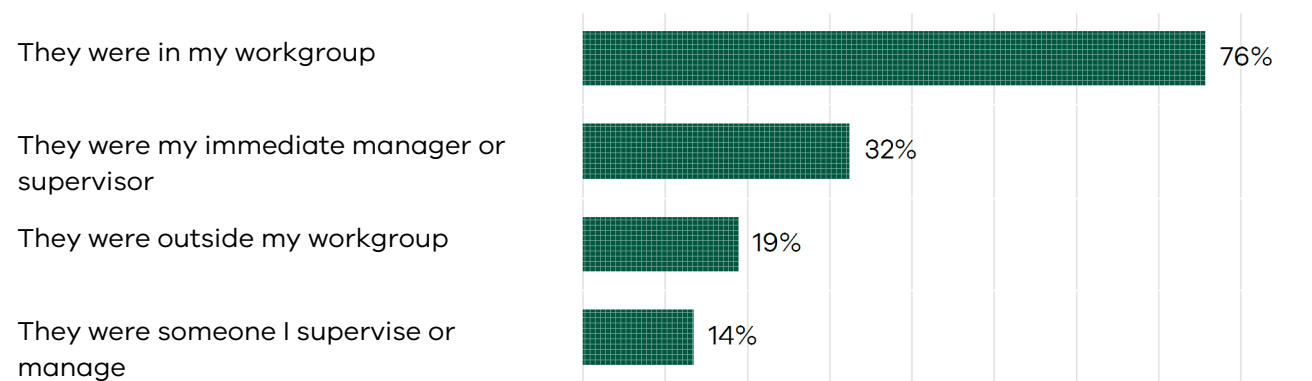
People outcomes

Sexual harassment

What this is

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

Why this is important

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

Why there is no data here

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

We do this to protect the respondents.

People outcomes

Type of discrimination

What this is

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

Why this is important

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

How to read this

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

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

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

Example

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

Of that 6%, 45% said it was 'Other'.

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

11	144	20
6%	82%	11%

■ Experienced discrimination ▦ Did not experience discrimination ▦ Not sure
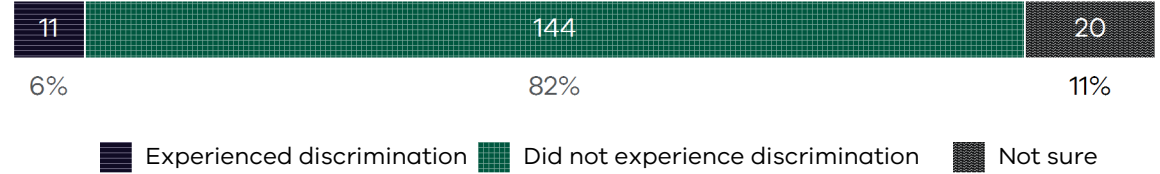
If you experienced discrimination, what type of discrimination did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Other	63%	45%	43%	36%
Opportunities for training	6%	27%	21%	26%
Denied flexible work arrangements or other adjustments	31%	18%	36%	22%
Opportunities for promotion	0%	18%	36%	41%
Access to leave	13%	9%	7%	9%
Opportunities for transfer/secondment	13%	9%	7%	21%

Victorian Public Sector Commission

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People outcomes

Telling someone about the discrimination

What this is

This is who staff told about the discrimination they experienced.

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

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

- 55% said the top way they reported the discrimination was 'Told a colleague'.

- 73% said they didn't submit a formal complaint.

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

11	144	20
6%	82%	11%

■ Experienced discrimination ▦ Did not experience discrimination ▦ Not sure
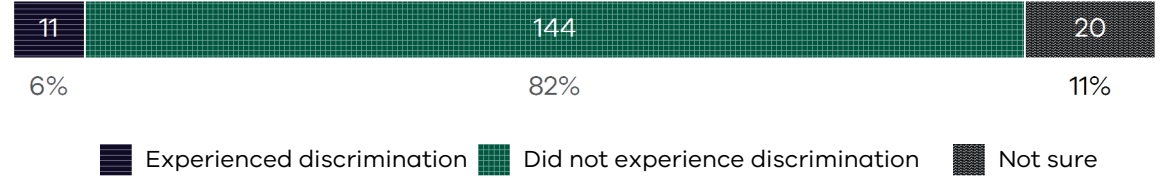
Did you tell anyone about the discrimination?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a colleague	50%	55%	43%	36%
Told a manager	19%	45%	36%	30%
Told a friend or family member	19%	36%	21%	31%
Submitted a formal complaint	0%	27%	14%	8%
Told someone else	6%	18%	7%	14%
I did not tell anyone about the discrimination	38%	9%	0%	24%
Told Human Resources	0%	9%	14%	11%

People outcomes

Perpetrators of discrimination

What this is

This is who staff have said are responsible for discrimination.

Why this is important

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

How to read this

In this year's survey, 6% of your staff said they experienced discrimination.

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

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

Each row is one perpetrator or group of perpetrators.

Example

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

Of that 6%, 64% said it was by 'A manager or supervisor'.

11 people (6% of staff) experienced discrimination (You 2023)
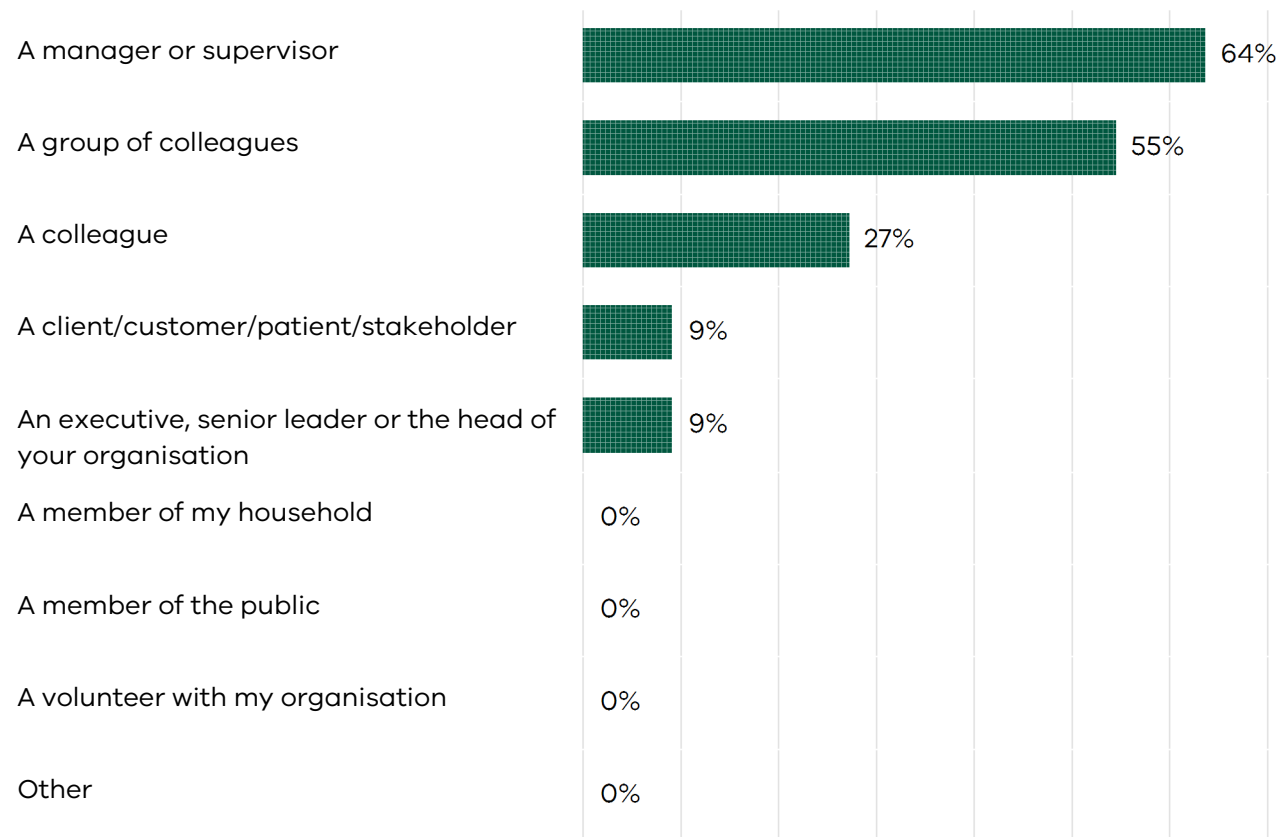
Perpetrator	Percentage
A manager or supervisor	64%
A group of colleagues	55%
A colleague	27%
A client/customer/patient/stakeholder	9%
An executive, senior leader or the head of your organisation	9%
A member of my household	0%
A member of the public	0%
A volunteer with my organisation	0%
Other	0%

People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 6% of your staff said they experienced discrimination.

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

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

Example

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

Of that 6%, 100% said it was by someone within the organisation.

Of that 100%, 55% said it was 'They were in my workgroup'.

11 people (100% of staff who experienced discrimination) experienced discrimination from within your organisation (You 2023)

They were in my workgroup	55%
They were my immediate manager or supervisor	45%
They were outside my workgroup	27%
They were someone I supervise or manage	9%
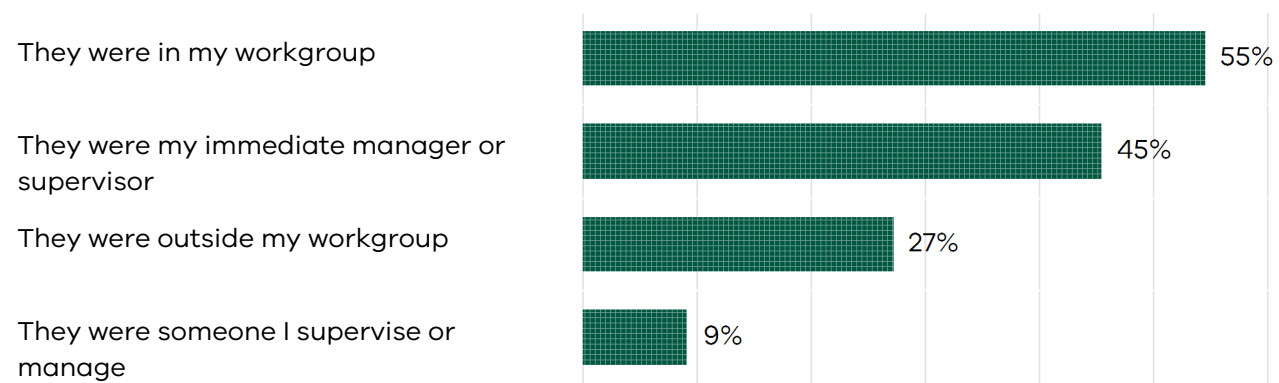
Negative behaviour

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%, 76% said it was from 'Abusive language'.

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

37	127	11
21%	73%	6%

■ Experienced violence or aggression   ■ Did not experience violence or aggression   ■ Not sure
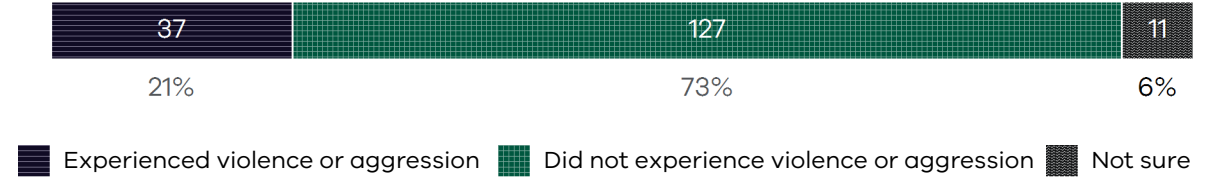
If you experienced violence or aggression, what type did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Abusive language	78%	76%	76%	75%
Intimidating behaviour	58%	65%	52%	73%
Threats of violence	16%	30%	24%	39%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	33%	24%	38%	20%
Stalking, including cyber-stalking	2%	3%	1%	2%

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Negative behaviour

Telling someone about violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

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

- 49% said the top way they reported the violence or agression was 'Submitted a formal incident report'
- 51% said they didn't submit a formal incident report.

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

37	127	11
21%	73%	6%

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

Did you tell anyone about the incident?	You 2022	You 2023	Comparator 2023	Public sector 2023
Submitted a formal incident report	38%	49%	40%	30%
Told a manager	55%	41%	65%	56%
Told a colleague	45%	38%	43%	40%
Told the person the behaviour was not OK	31%	24%	37%	23%
Told a friend or family member	11%	14%	11%	19%
I did not tell anyone about the incident(s)	2%	5%	1%	9%
Told Human Resources	5%	3%	7%	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

51% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 37% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal incident report?

18	19
49%	51%

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

What was your reason for not submitting a formal incident report?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	63%	37%	32%	38%
I believed there would be negative consequences for my reputation	15%	21%	8%	21%
I didn't think it was serious enough	10%	21%	25%	28%
I believed there would be negative consequences for my career	3%	16%	3%	18%
I didn't need to because I made the violence or aggression stop	10%	16%	19%	14%
I didn't feel safe to report the incident	5%	11%	0%	7%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	3%	11%	3%	13%
Other	18%	11%	34%	22%
I thought the complaint process would be embarrassing or difficult	5%	5%	2%	5%

Victorian Public Sector Commission

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Negative behaviour

Perpetrators of violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

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

Each row is one perpetrator or a group of perpetrators.

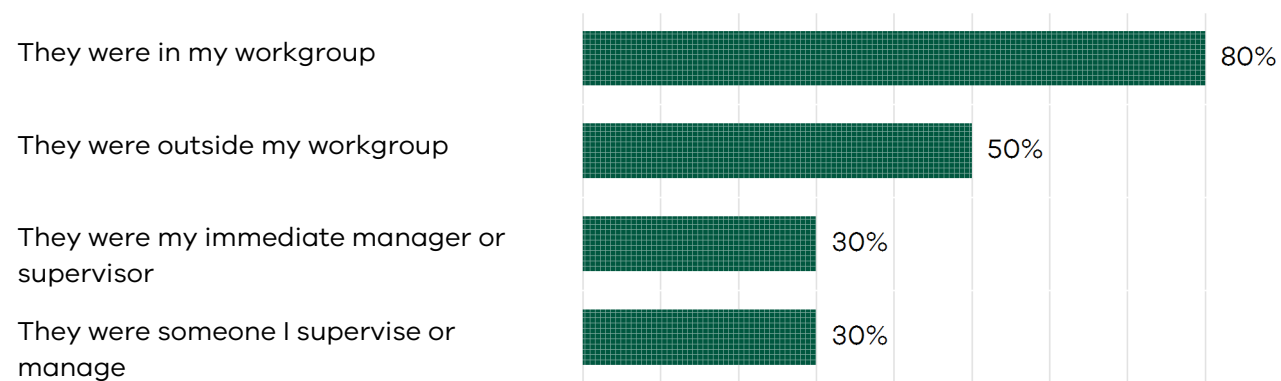**Example**

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

Of that 21%, 70% said it was 'Client/ customer/ patient/ stakeholder'.

37 people (21% of staff) experienced violence or aggression (You2023)
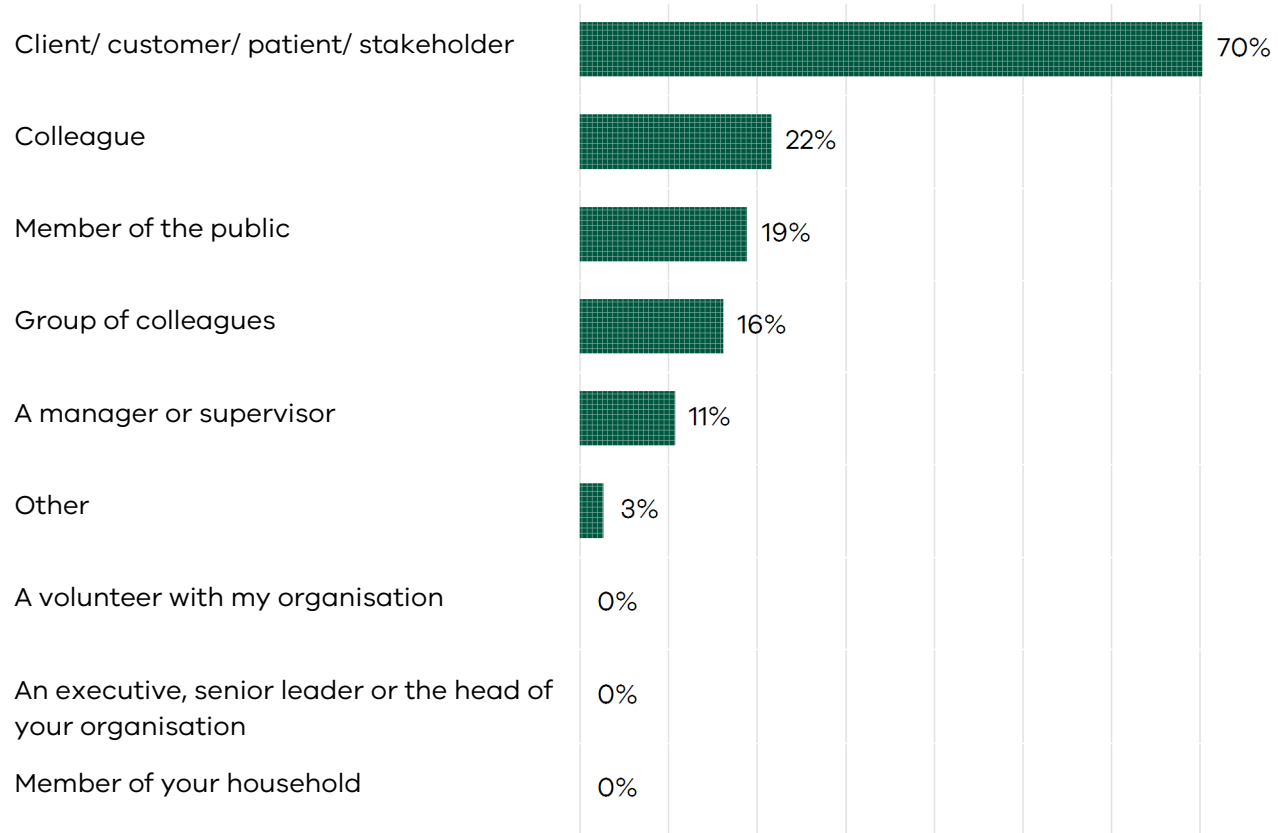
Perpetrator	Percentage
Client/ customer/ patient/ stakeholder	70%
Colleague	22%
Member of the public	19%
Group of colleagues	16%
A manager or supervisor	11%
Other	3%
A volunteer with my organisation	0%
An executive, senior leader or the head of your organisation	0%
Member of your household	0%

People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 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%, 27% said it was by someone within the organisation.

Of that 27%, 80% said it was 'They were in my workgroup'.

10 people (27% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You2023)

They were in my workgroup — 80%

They were outside my workgroup — 50%

They were my immediate manager or supervisor — 30%

They were someone I supervise or manage — 30%

Negative behaviour

Witnessing negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

29% of your staff who did the survey said they witnessed some negative behaviour at work.

71% said they witnessed No, I have not witnessed any of the situations above'.

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

51	124
29%	71%

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

During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	Comparator 2023	Public sector 2023
No, I have not witnessed any of the situations above	71%	74%	81%
Bullying of a colleague	22%	18%	13%
Discrimination against a colleague	15%	9%	7%
Violence or aggression against a colleague	5%	5%	3%
Sexual harassment of a colleague	1%	1%	1%

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Negative behaviour

Taking action when witnessing negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

The table shows the answers in descending order.

Example

29% of your staff who did the survey witnessed negative behaviour, of which:

- 65% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 8% took no action.

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

51	124
29%	71%

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

When you witnessed the above behaviour(s), did you do any of the following?	You 2023	Comparator 2023	Public sector 2023
Spoke to the person who experienced the behaviour	65%	67%	69%
Told a manager	37%	40%	38%
Told the person the behaviour was not OK	29%	18%	20%
Told a colleague	25%	18%	19%
Spoke to the person who behaved in a negative way	16%	17%	17%
Told Human Resources	12%	9%	7%
Submitted a formal complaint	10%	6%	5%
Other	8%	6%	6%
Took no action	8%	7%	8%

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People outcomes

Negative behaviour — satisfaction with making a formal complaint

What this is

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

Why this is important

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

How to read this

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

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

Example

28% 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	

Violence or aggression

33%   28%

39%

Benchmark satisfied results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	70 %	46 %	28 %	33 %	67 %	100 %

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

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Key differences

Highest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Job enrichment', the 'You 2023' column shows 95% of your staff agreed with 'I clearly understand what I am expected to do in this job'.
In the 'Change from 2022' column, you have a 6% increase, which is a positive trend.

Question group	Highest scoring questions	You 2023	Change from 2022	Comparator 2023
Job enrichment	I clearly understand what I am expected to do in this job	95%	+6%	92%
Other questions	I understand how the Code of Conduct for Victorian public sector employees applies to my work	93%	Not asked in 2022	91%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	93%	+6%	91%
Job enrichment	I understand how my job helps my organisation achieve its goals	93%	+7%	97%
Meaningful work	I can make a worthwhile contribution at work	91%	+0%	96%
Job enrichment	I can use my skills and knowledge in my job	90%	+4%	95%
Meaningful work	I achieve something important through my work	89%	0%	96%
Collaboration	I am able to work effectively with others outside my immediate workgroup	85%	+2%	91%
Meaningful work	I get a sense of accomplishment from my work	84%	+4%	91%
Gender equality supporting measures	My organisation would support me if I needed to take family violence leave	82%	Not asked in 2022	90%

Victorian Public Sector Commission

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Key differences

Lowest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Taking action', the 'You 2023' column shows 33% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.

In the 'Change from 2022' column, you have a 9% increase, which is a positive trend.

Question subgroup	Lowest scoring questions	You 2023	Change from 2022	Comparator 2023
Taking action	My organisation has made improvements based on the survey results from last year	33%	+9%	44%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	42%	Not asked in 2022	56%
Organisational integrity	I believe the promotion processes in my organisation are fair	43%	+2%	56%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	43%	+7%	60%
Safety climate	All levels of my organisation are involved in the prevention of stress	44%	+13%	60%
Taking action	I believe my organisation will make improvements based on the results of this survey	46%	+6%	64%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	47%	+10%	63%
Organisational integrity	I have an equal chance at promotion in my organisation	49%	-1%	60%
Workgroup support	People in my workgroup appropriately manage conflicts of interest	51%	+3%	66%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	51%	+3%	76%

Key differences

Most improved

What this is

This is where staff feel their organisation has most improved.

How to read this

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

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

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

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

Example

On the first row 'Safety climate', the 'You 2023' column shows 54% of your staff agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.
In the 'Increase from 2022' column, you have a 18% increase, which is a positive trend.

Question group	Most improved from last year	You 2023	Increase from 2022	Comparator 2023
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	54%	+18%	64%
Learning and development	My organisation places a high priority on the learning and development of staff	69%	+17%	71%
Workload	I have enough time to do my job effectively	59%	+17%	61%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	67%	+16%	70%
Workload	The workload I have is appropriate for the job that I do	65%	+15%	67%
Safety climate	All levels of my organisation are involved in the prevention of stress	44%	+13%	60%
Engagement	I would recommend my organisation as a good place to work	64%	+11%	75%
Satisfaction	How satisfied are you with the work/life balance in your current job	61%	+11%	74%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	61%	+10%	70%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	47%	+10%	63%

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Key differences

Most declined

What this is

This is where staff feel their organisation has most declined.

How to read this

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

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

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

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

Example

On the first row 'Flexible working', the 'You 2023' column shows 59% of your staff agreed with 'My manager supports working flexibly'.

In the 'Decrease from 2022' column, you have a 6% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2023	Decrease from 2022	Comparator 2023
Flexible working	My manager supports working flexibly	59%	–6%	84%
Organisational integrity	I believe the recruitment processes in my organisation are fair	51%	–6%	67%
Manager leadership	My manager models my organisation's values	65%	–4%	85%
Patient safety climate	Patient care errors are handled appropriately in my work area	64%	–3%	75%
Patient safety climate	Trainees in my discipline are adequately supervised	58%	–3%	67%
Engagement	I feel a strong personal attachment to my organisation	55%	–3%	74%
Patient safety climate	I am encouraged by my colleagues to report any patient safety concerns I may have	77%	–3%	88%
Manager leadership	My manager treats employees with dignity and respect	67%	–2%	86%
Organisational integrity	I have an equal chance at promotion in my organisation	49%	–1%	60%
Manager support	I can discuss problems or issues with my manager	65%	–1%	85%

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Key differences

Biggest positive difference from comparator

What this is

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

How to read this

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

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

Example

On the first row 'Job enrichment', the 'You 2023' column shows 95% of your staff agreed with 'I clearly understand what I am expected to do in this job'.

The 'difference' column, shows that agreement for this question was 3 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Job enrichment	I clearly understand what I am expected to do in this job	95%	+3%	92%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	93%	+2%	91%
Other questions	I understand how the Code of Conduct for Victorian public sector employees applies to my work	93%	+2%	91%

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 59% of your staff agreed with 'My manager supports working flexibly'.

The 'difference' column, shows that agreement for this question was 25 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Flexible working	My manager supports working flexibly	59%	–25%	84%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	51%	–25%	76%
Manager support	I can discuss problems or issues with my manager	65%	–20%	85%
Manager support	My manager provides me with enough support when I need it	64%	–20%	84%
Manager leadership	My manager models my organisation's values	65%	–20%	85%
Manager leadership	My manager treats employees with dignity and respect	67%	–19%	86%
Engagement	I feel a strong personal attachment to my organisation	55%	–19%	74%
Manager support	My manager gives me feedback that helps me improve my performance	60%	–19%	79%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	54%	–19%	73%
Quality service delivery	My workgroup provides high quality advice and services	64%	–19%	83%

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People matter survey

2023

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

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

46% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this survey'.

Survey question	Your results				Benchmark agree results		

Legend: Disagree · Don't know · Neither agree nor disagree · Agree
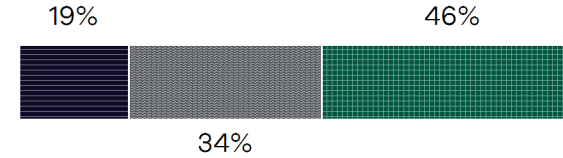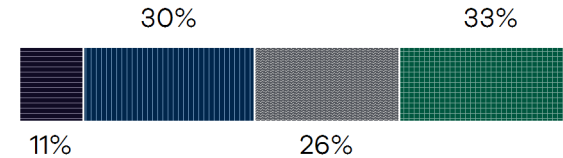
	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this survey	Not asked	40 %	46 %	56 %	64 %	77 %
My organisation has made improvements based on the survey results from last year	Not asked	24 %	33 %	28 %	44 %	63 %

I believe my organisation will make improvements based on the results of this survey — 19%, 34%, 46%

My organisation has made improvements based on the survey results from last year — 11%, 30%, 26%, 33%

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

63% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question	Your results							

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

Survey question	Disagree	Don't know	Neither	Agree	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
Senior leaders model my organisation's values	18%	2%	17%	63%	72 %	55 %	63 %	63 %	74 %	92 %
Senior leaders demonstrate honesty and integrity	22%	2%	17%	59%	67 %	53 %	59 %	58 %	71 %	94 %
Senior leaders provide clear strategy and direction	21%	2%	20%	57%	67 %	53 %	57 %	60 %	71 %	87 %

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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:

- 71% of your staff who did the survey responded positively to questions about Collaboration which is up from 70% in 2022.

Compared to:

- 80% of staff at your comparator and 72% of staff across the public sector.
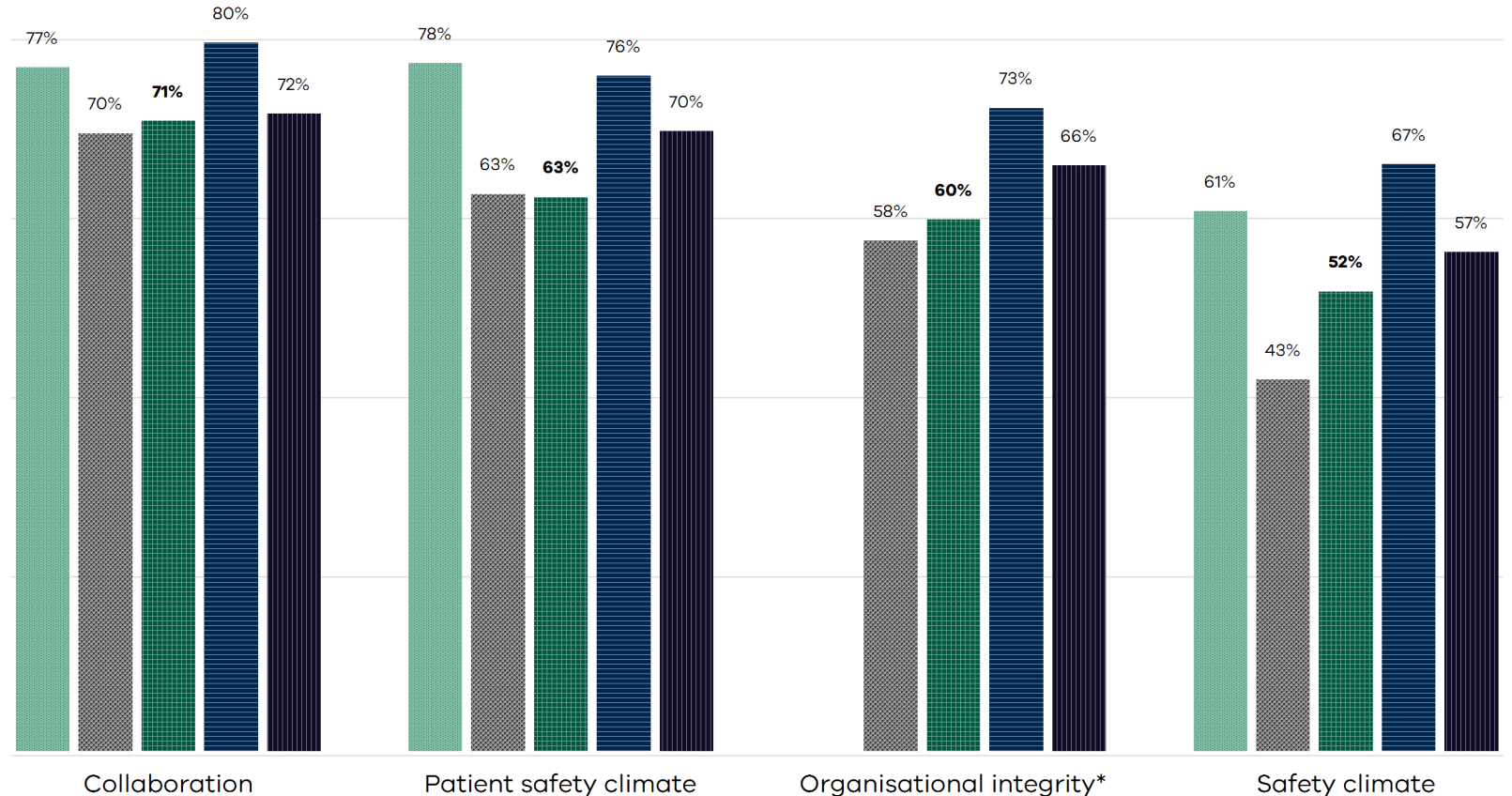
*We can't compare some data here because one or more questions were not asked in a previous survey

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

Collaboration: 77%, 70%, 71%, 80%, 72%
Patient safety climate: 78%, 63%, 63%, 76%, 70%
Organisational integrity*: 58%, 60%, 73%, 66%
Safety climate: 61%, 43%, 52%, 67%, 57%

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Organisational integrity 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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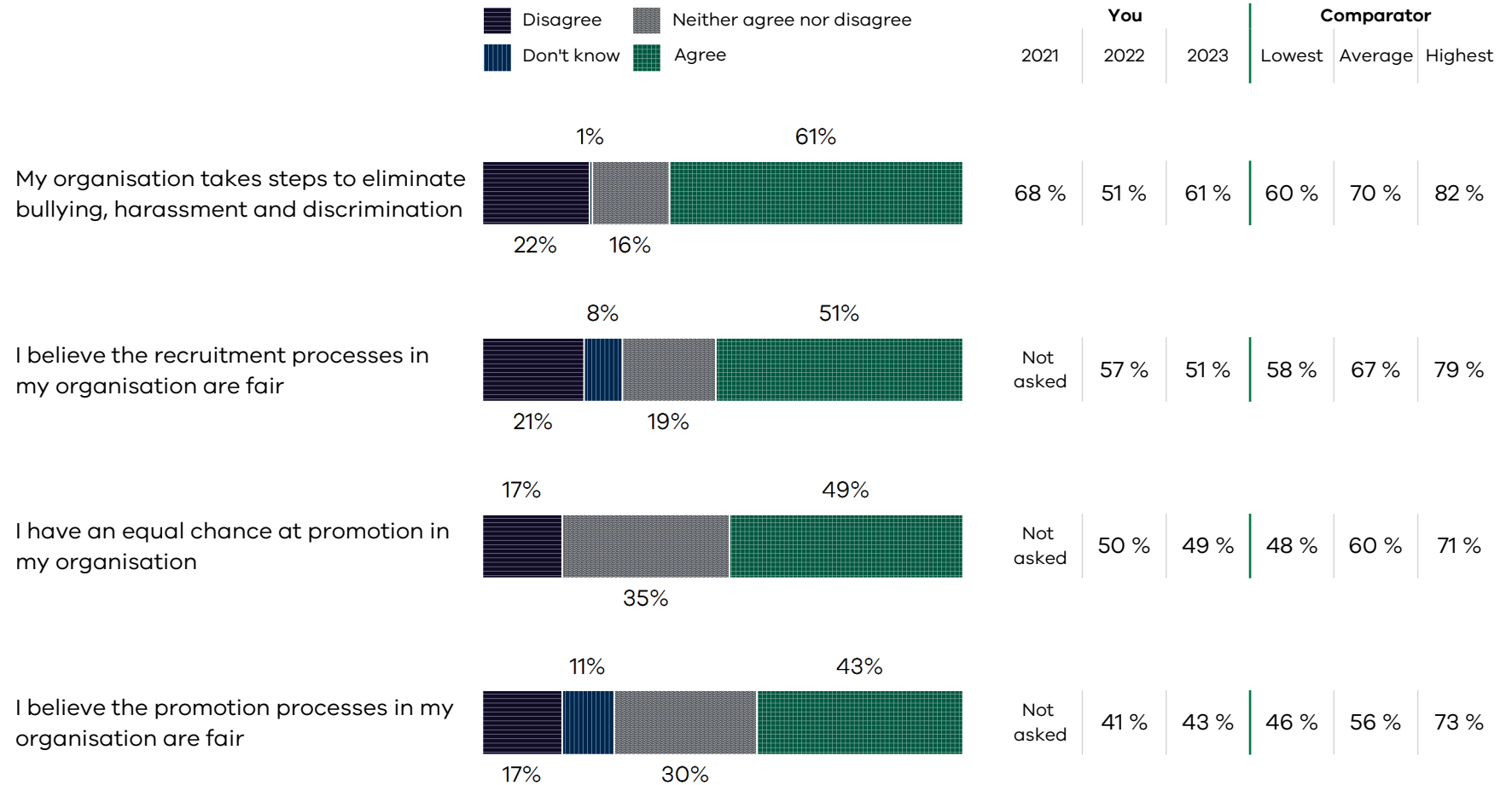
Example

79% 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			You			Comparator		
			2021	2022	2023	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	2% ... 79% / 7% 13%			84 %	75 %	79 %	78 %	87 %	94 %
My organisation encourages respectful workplace behaviours	14% ... 71% / 14%			79 %	68 %	71 %	73 %	83 %	91 %
My organisation is committed to earning a high level of public trust	4% ... 66% / 13% 17%			82 %	63 %	66 %	75 %	84 %	94 %
My organisation does not tolerate improper conduct	1% ... 63% / 17% 19%			78 %	61 %	63 %	63 %	75 %	88 %

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

Organisational climate

What this is

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

Why this is important

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

How to read this

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

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

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

Example

61% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question / Your results / Benchmark agree results

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

Survey question		You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination (Disagree 22%, Neither 16%, 1%, Agree 61%)	68 %	51 %	61 %	60 %	70 %	82 %
I believe the recruitment processes in my organisation are fair (Disagree 21%, 8%, Neither 19%, Agree 51%)	Not asked	57 %	51 %	58 %	67 %	79 %
I have an equal chance at promotion in my organisation (Disagree 17%, Neither 35%, Agree 49%)	Not asked	50 %	49 %	48 %	60 %	71 %
I believe the promotion processes in my organisation are fair (Disagree 17%, 11%, Neither 30%, Agree 43%)	Not asked	41 %	43 %	46 %	56 %	73 %

Organisational climate

Collaboration

What this is

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

Why this is important

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

How to read this

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

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

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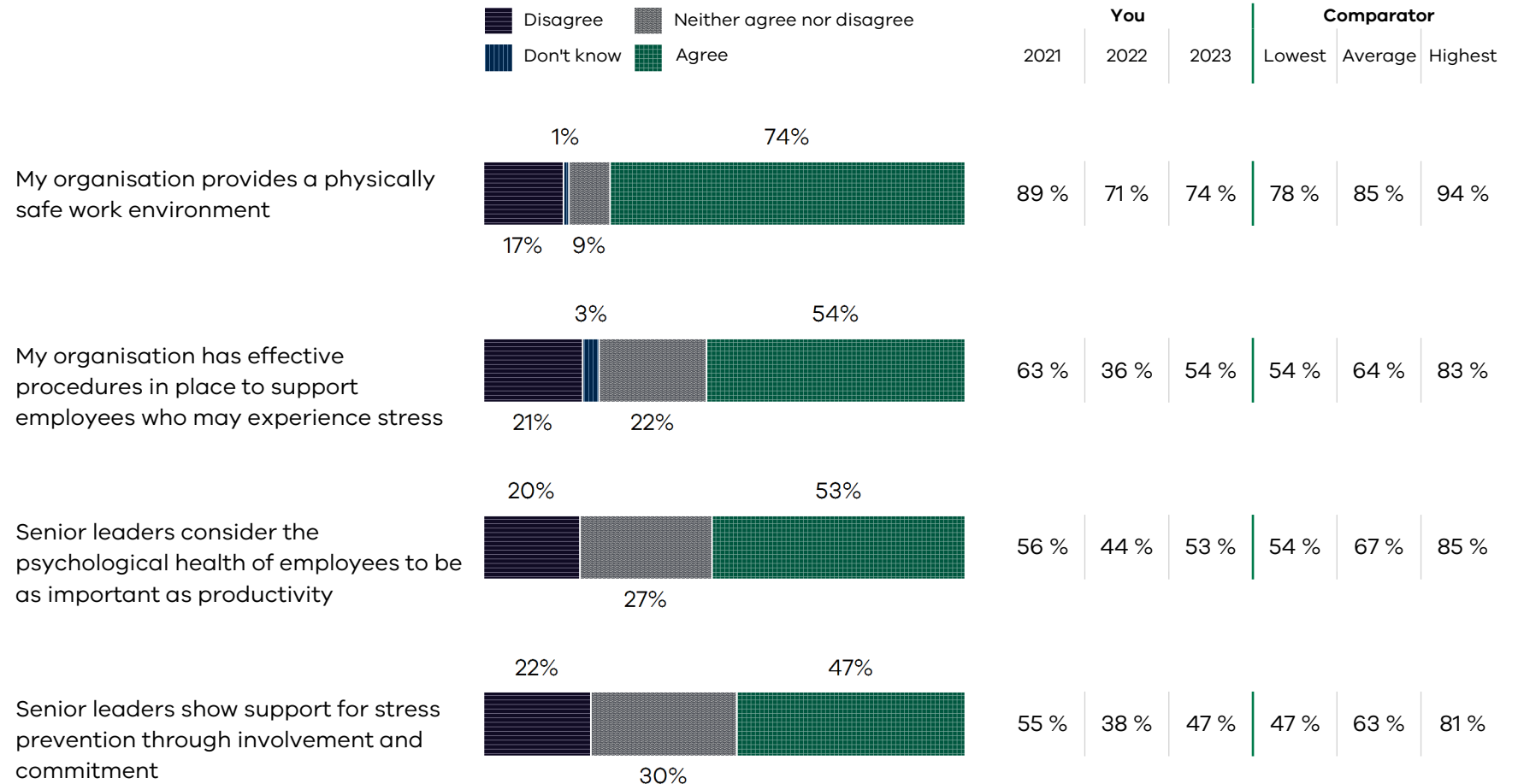
Example

85% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

Survey question

Your results

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

I am able to work effectively with others outside my immediate workgroup
5% | 85% | 10%

Workgroups across my organisation willingly share information with each other
4% | 58% | 13% | 25%

Benchmark agree results
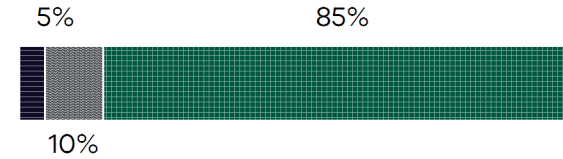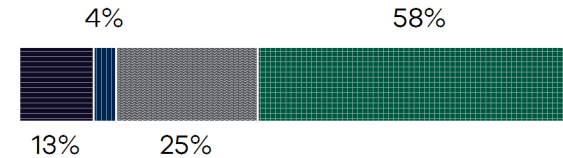
Survey question	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	91 %	83 %	85 %	88 %	91 %	94 %
Workgroups across my organisation willingly share information with each other	64 %	57 %	58 %	58 %	69 %	88 %

Organisational climate

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

74% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question	Your results	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation provides a physically safe work environment	1% / 74% / 17% / 9%	89 %	71 %	74 %	78 %	85 %	94 %
My organisation has effective procedures in place to support employees who may experience stress	3% / 54% / 21% / 22%	63 %	36 %	54 %	54 %	64 %	83 %
Senior leaders consider the psychological health of employees to be as important as productivity	20% / 53% / 27%	56 %	44 %	53 %	54 %	67 %	85 %
Senior leaders show support for stress prevention through involvement and commitment	22% / 47% / 30%	55 %	38 %	47 %	47 %	63 %	81 %

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

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Safety climate 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

44% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
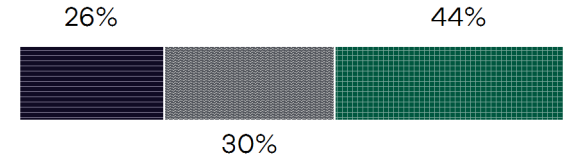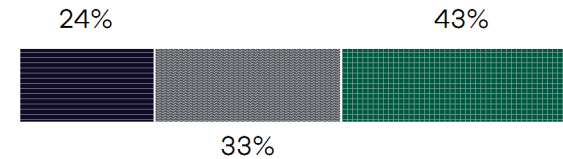
Survey question	Your results		You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
All levels of my organisation are involved in the prevention of stress	26% / 30% / 44%		48 %	31 %	44 %	48 %	60 %	81 %
In my workplace, there is good communication about psychological safety issues that affect me	24% / 33% / 43%		57 %	35 %	43 %	50 %	60 %	79 %

Organisational climate

Patient safety climate 1 of 2

What this is

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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

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

Example

77% of your staff who did the survey agreed or strongly agreed with 'I am encouraged by my colleagues to report any patient safety concerns I may have'.

Survey question / Your results / Benchmark agree results

Legend: Disagree | Don't know | Neither agree nor disagree | Agree
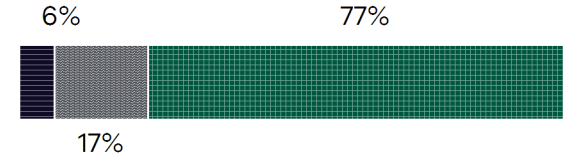
Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I am encouraged by my colleagues to report any patient safety concerns I may have	6% / 17% / 77%	87 %	80 %	77 %	79 %	88 %	96 %
I would recommend a friend or relative to be treated as a patient here	12% / 21% / 67%	80 %	66 %	67 %	73 %	83 %	89 %
My suggestions about patient safety would be acted upon if I expressed them to my manager	18% / 17% / 65%	81 %	66 %	65 %	73 %	81 %	90 %
Management is driving us to be a safety-centred organisation	15% / 21% / 64%	80 %	64 %	64 %	70 %	80 %	94 %
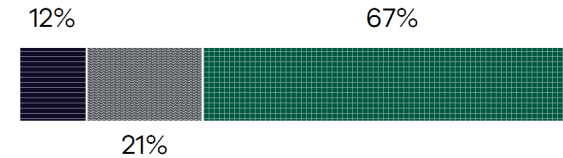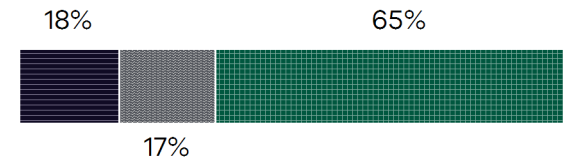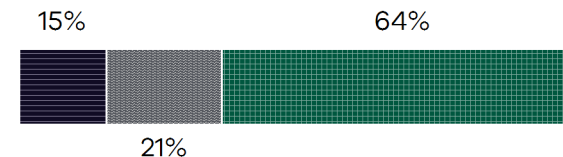
Organisational climate

Patient safety climate 2 of 2

What this is

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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

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

Example

64% of your staff who did the survey agreed or strongly agreed with 'Patient care errors are handled appropriately in my work area'.
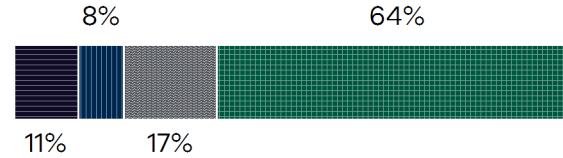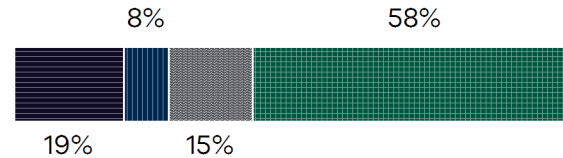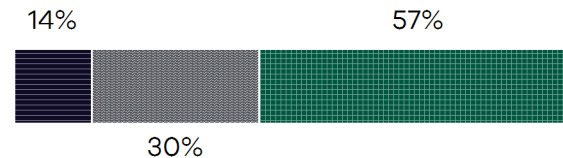
Survey question	Your results		You			Comparator		
			2021	2022	2023	Lowest	Average	Highest
Patient care errors are handled appropriately in my work area	Disagree 11%, Don't know, Neither 17%, Agree 64% (8%)		82 %	67 %	64 %	64 %	75 %	87 %
Trainees in my discipline are adequately supervised	Disagree 19%, Don't know, Neither 15%, Agree 58% (8%)		70 %	61 %	58 %	57 %	67 %	81 %
The culture in my work area makes it easy to learn from the errors of others	Disagree 14%, Neither 30%, Agree 57%		73 %	53 %	57 %	61 %	72 %	83 %
This health service does a good job of training new and existing staff	Disagree 25%, Neither 23%, Agree 51% (1%)		69 %	50 %	51 %	56 %	65 %	77 %

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

People matter survey

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Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
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VICTORIA State Government

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.
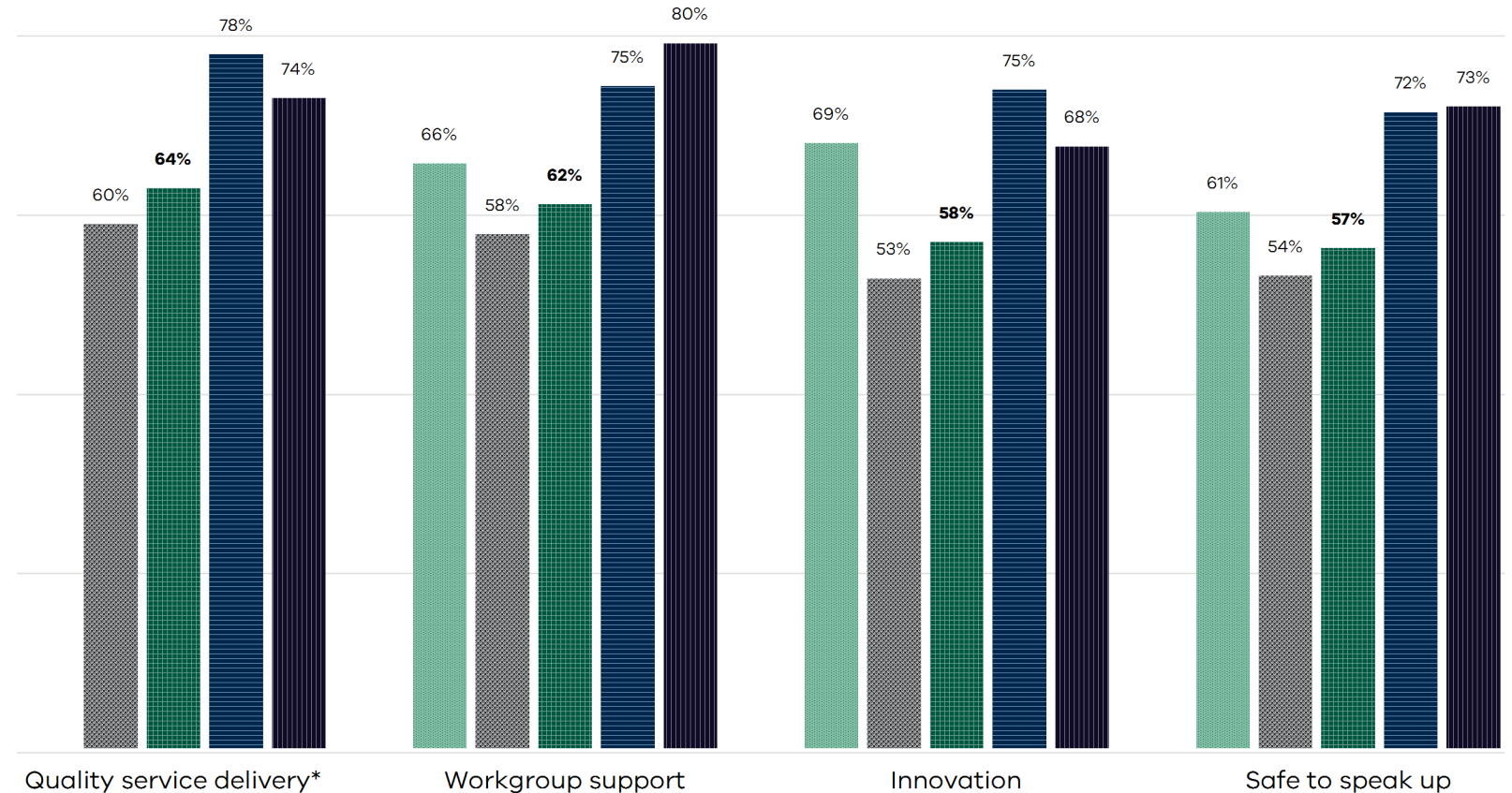
Example

In 2023:

- 64% of your staff who did the survey responded positively to questions about Quality service delivery which is up from 60% in 2022.

Compared to:

- 78% of staff at your comparator and 74% of staff across the public sector.

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

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

Quality service delivery*: 60%, 64%, 78%, 74%
Workgroup support: 66%, 58%, 62%, 75%, 80%
Innovation: 69%, 53%, 58%, 75%, 68%
Safe to speak up: 61%, 54%, 57%, 72%, 73%

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 has clear lines of responsibility'.
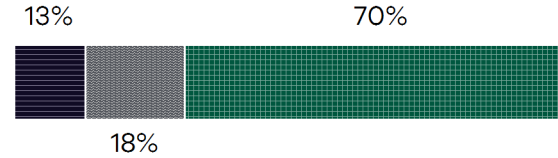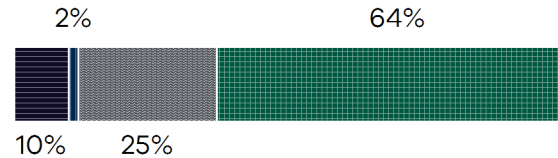
| Survey question	Your results		Benchmark agree results					

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

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup has clear lines of responsibility	81 %	68 %	70 %	73 %	80 %	85 %
My workgroup provides high quality advice and services	Not asked	63 %	64 %	79 %	83 %	88 %
My workgroup uses its resources well	Not asked	56 %	63 %	70 %	76 %	85 %
My workgroup acts fairly and without bias	Not asked	51 %	58 %	67 %	74 %	80 %

Your results bar values:
- My workgroup has clear lines of responsibility: 13%, 18%, 70%
- My workgroup provides high quality advice and services: 10%, 2%, 25%, 64%
- My workgroup uses its resources well: 11%, 2%, 25%, 63%
- My workgroup acts fairly and without bias: 21%, 1%, 21%, 58%
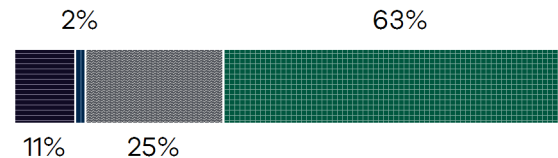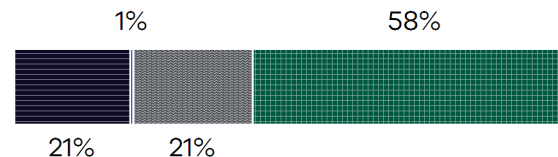
Workgroup climate

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.
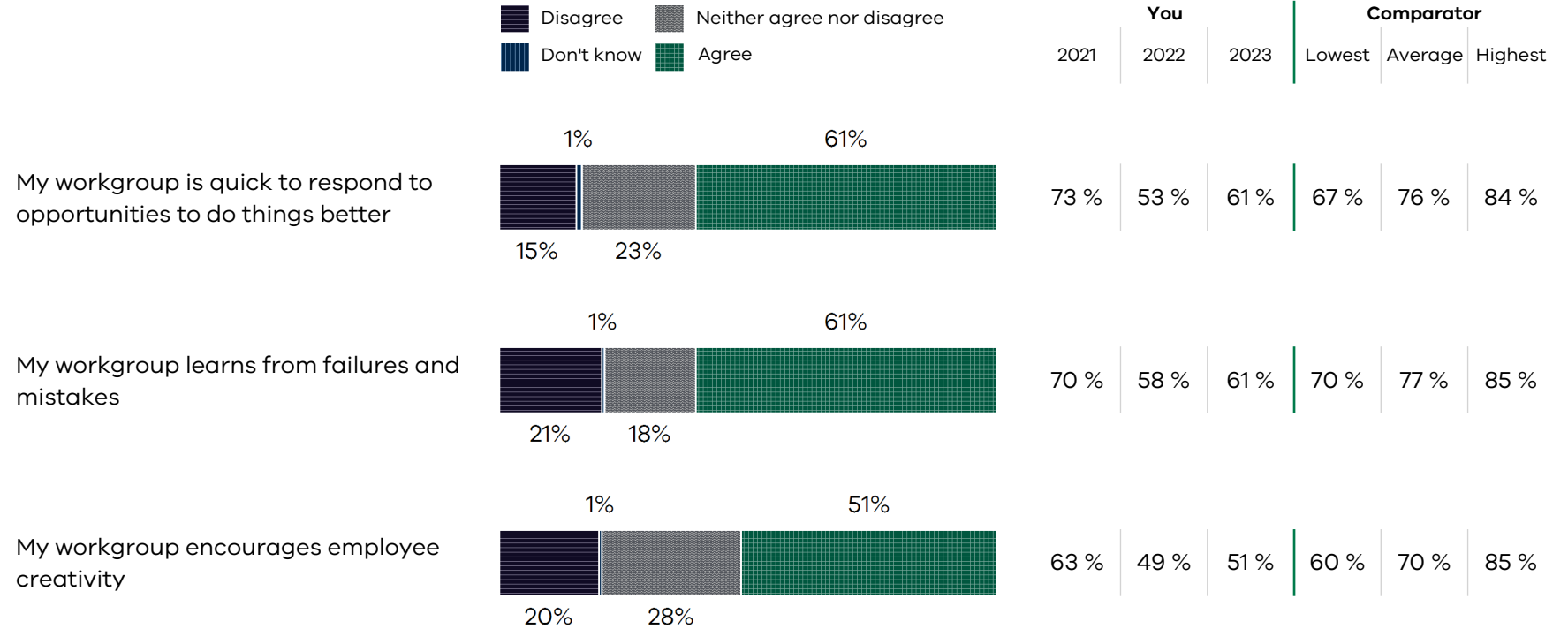
Example

61% of your staff who did the survey agreed or strongly agreed with 'My workgroup is quick to respond to opportunities to do things better'.

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

Survey question	Your results		You			Comparator		
		2021	2022	2023		Lowest	Average	Highest
My workgroup is quick to respond to opportunities to do things better	15% / 1% / 23% / 61%	73 %	53 %	61 %		67 %	76 %	84 %
My workgroup learns from failures and mistakes	21% / 1% / 18% / 61%	70 %	58 %	61 %		70 %	77 %	85 %
My workgroup encourages employee creativity	20% / 1% / 28% / 51%	63 %	49 %	51 %		60 %	70 %	85 %

Victorian Public Sector Commission

VICTORIA State Government

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

70% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.
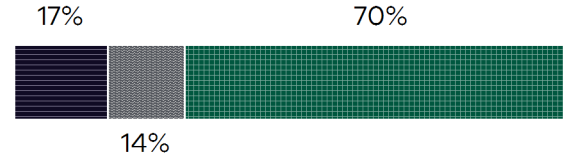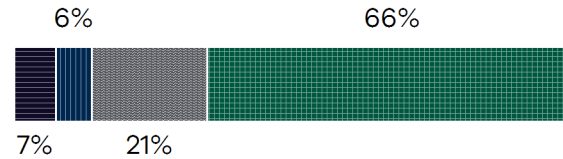
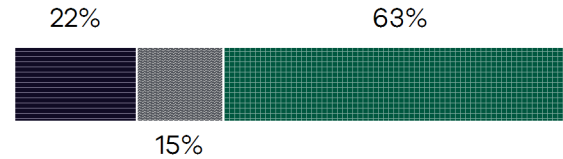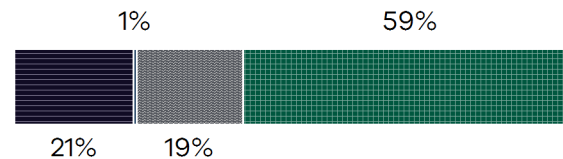| Survey question	Your results		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
People in my workgroup work together effectively to get the job done	Disagree 17%, Neither 14%, Agree 70%	77 %	62 %	70 %	75 %	81 %	89 %
People in my workgroup are politically impartial in their work	Disagree 6%, Don't know 7%, Neither 21%, Agree 66%	70 %	66 %	66 %	66 %	75 %	83 %
People in my workgroup treat each other with respect	Disagree 22%, Neither 15%, Agree 63%	63 %	58 %	63 %	69 %	79 %	92 %
People in my workgroup are honest, open and transparent in their dealings	Disagree 21%, Neither 19%, Agree 59%, (1%)	65 %	58 %	59 %	63 %	73 %	86 %

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

Victorian Public Sector Commission

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Workgroup climate

Workgroup support 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

51% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

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

Survey question	Your results		You			Comparator		
		2021	2022	2023		Lowest	Average	Highest
People in my workgroup appropriately manage conflicts of interest	22% Disagree, 3% Don't know, 23% Neither, 51% Agree	57 %	48 %	51 %		53 %	66 %	74 %

Victorian Public Sector Commission

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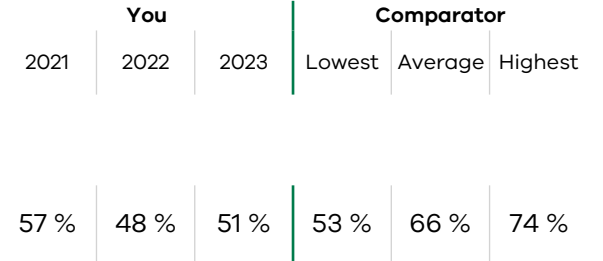
Workgroup climate

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.

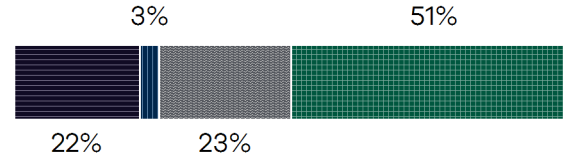Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

59% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.

Survey question

I feel safe to challenge inappropriate behaviour at work

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

Your results

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

I feel safe to challenge inappropriate behaviour at work
- 23%
- 18%
- 59%

People in my workgroup are able to bring up problems and tough issues
- 25%
- 21%
- 54%

Benchmark agree results

	You			Comparator		
2021	2022	2023	Lowest	Average	Highest
61 %	55 %	59 %	65 %	71 %	77 %
61 %	52 %	54 %	65 %	73 %	79 %

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People matter survey

2023

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- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
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Key differences

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

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- Respect
- Leadership
- Human rights

Topical questions

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

Custom questions

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Demographics

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- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Job and manager factors

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

Example

In 2023:

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

Compared to:

- 94% of staff at your comparator and 87% of staff across the public sector.

Bar chart showing Job and manager factors:

Factor	You 2021	You 2022	You 2023	Comparator 2023	Public sector 2023
Meaningful work*		87%	**88%**	94%	87%
Job enrichment*		80%	**85%**	90%	83%
Manager leadership	81%	69%	**66%**	85%	86%
Learning and development*		53%	**66%**	71%	58%

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

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

Job and manager factors

What this is

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

Why this is important

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

How to read this

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

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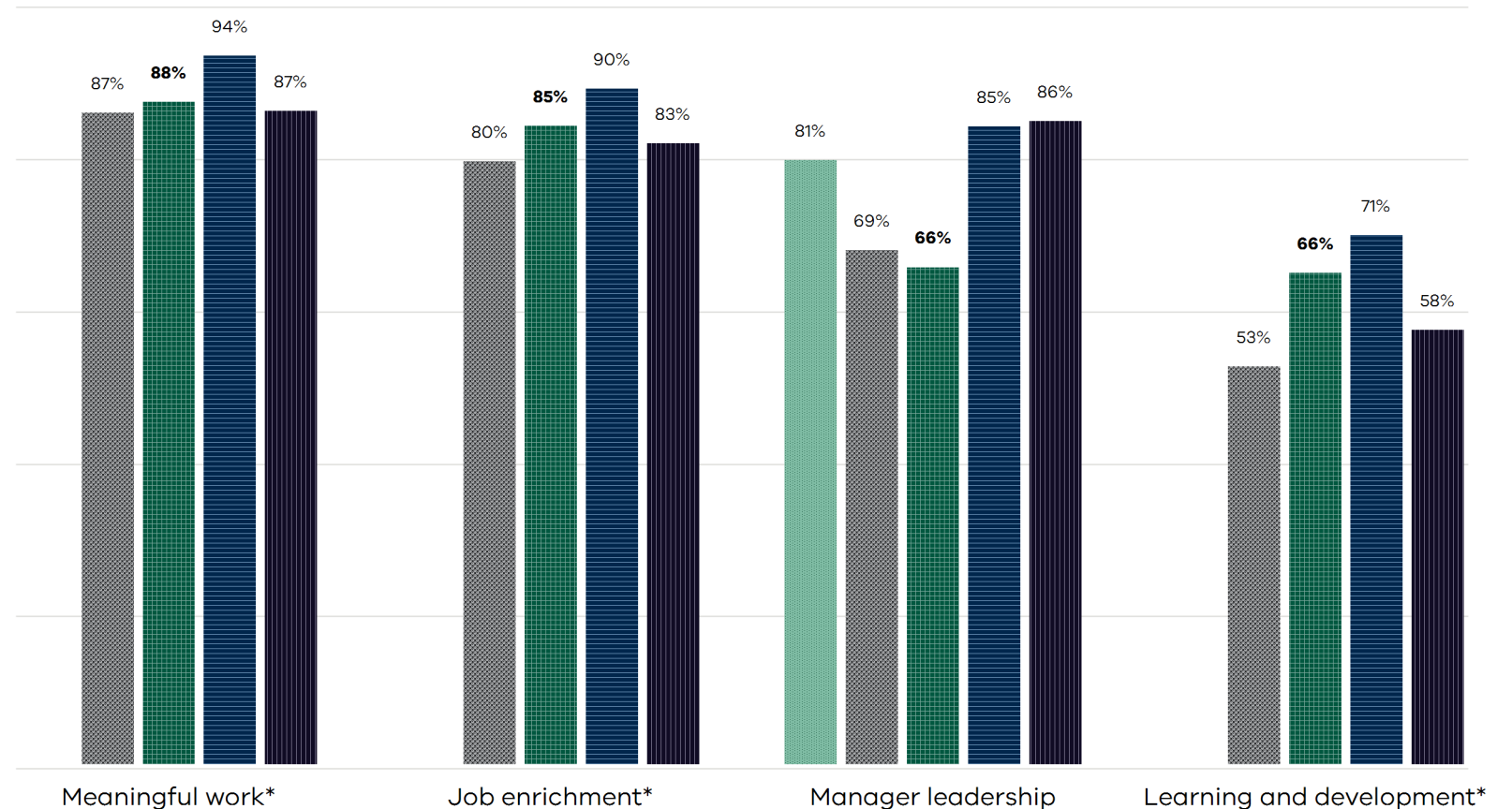
Example

In 2023:

- 62% of your staff who did the survey responded positively to questions about Workload.

Compared to:

- 64% of staff at your comparator and 58% of staff across the public sector.

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

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

Chart data:

Factor	You 2021	You 2022	You 2023	Comparator 2023	Public sector 2023
Workload	64%	46%	62%	64%	58%
Manager support*		59%	61%	80%	77%
Flexible working*		57%	55%	80%	79%

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

67% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question — Your results — Benchmark agree results

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager demonstrates honesty and integrity	22% / 11% / 67%	83 %	68 %	67 %	78 %	84 %	89 %
My manager treats employees with dignity and respect	21% / 13% / 67%	79 %	69 %	67 %	82 %	86 %	94 %
My manager models my organisation's values	21% / 14% / 65%	79 %	69 %	65 %	78 %	85 %	90 %

Victorian Public Sector Commission

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Job and manager factors

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

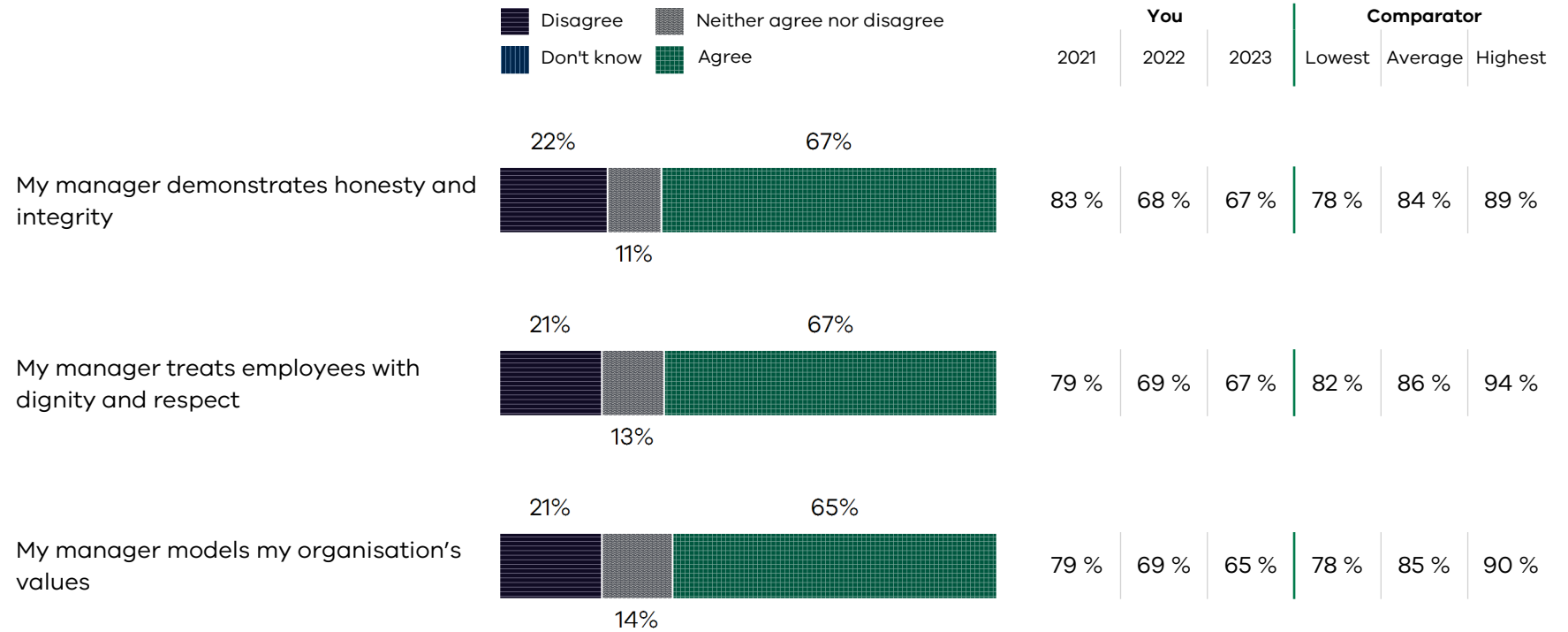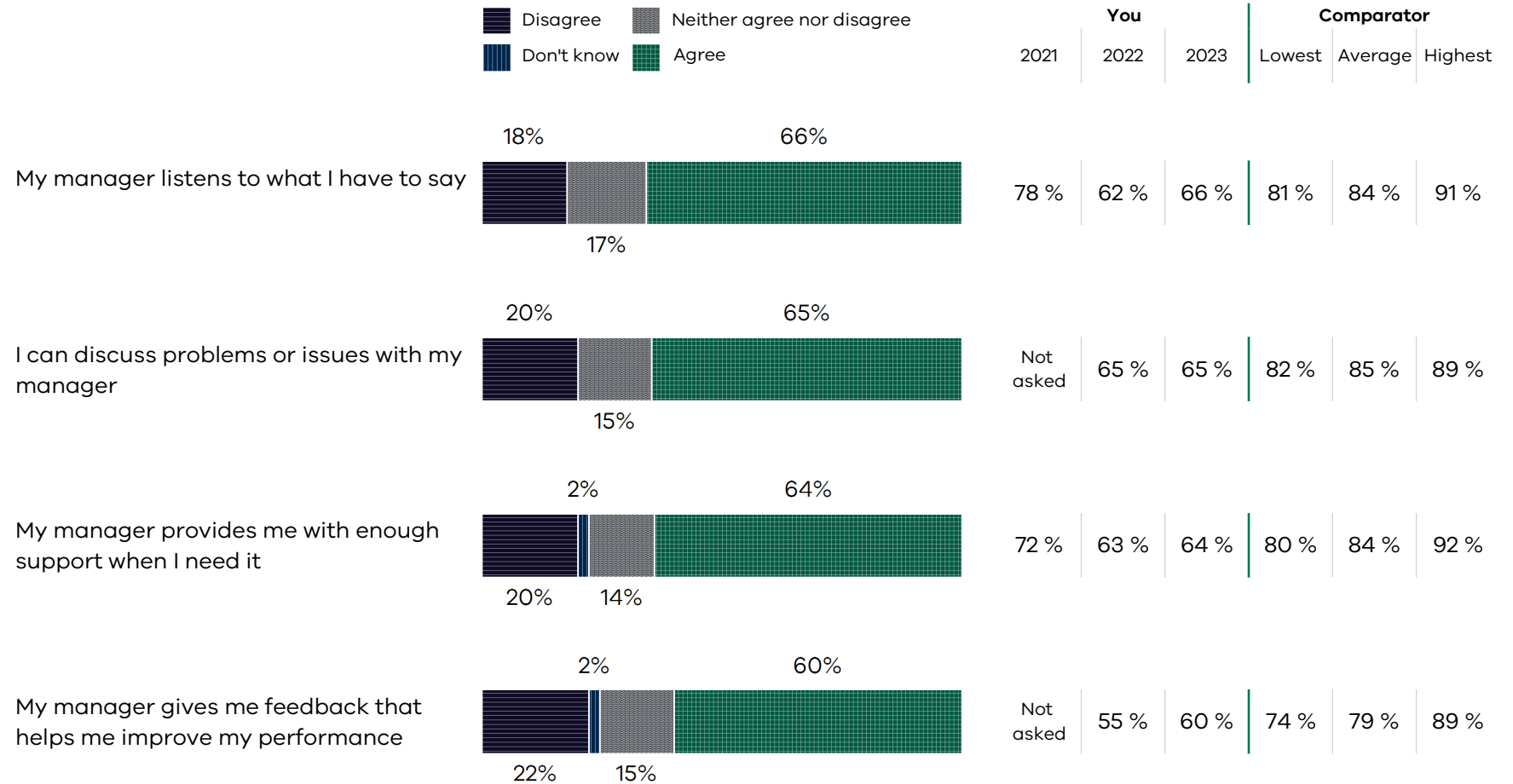Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

66% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

Survey question / Your results / Benchmark agree results

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

Survey question	Disagree	Neither	Agree	2021	You 2022	2023	Comparator Lowest	Average	Highest
My manager listens to what I have to say	18%	17%	66%	78 %	62 %	66 %	81 %	84 %	91 %
I can discuss problems or issues with my manager	20%	15%	65%	Not asked	65 %	65 %	82 %	85 %	89 %
My manager provides me with enough support when I need it	20%	2% / 14%	64%	72 %	63 %	64 %	80 %	84 %	92 %
My manager gives me feedback that helps me improve my performance	22%	2% / 15%	60%	Not asked	55 %	60 %	74 %	79 %	89 %

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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.
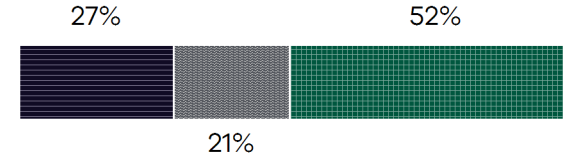
Example

52% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

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

Survey question	Your results			You			Comparator		
				2021	2022	2023	Lowest	Average	Highest
I receive meaningful recognition when I do good work	27% Disagree / 21% Neither / 52% Agree			Not asked	50 %	52 %	64 %	70 %	77 %
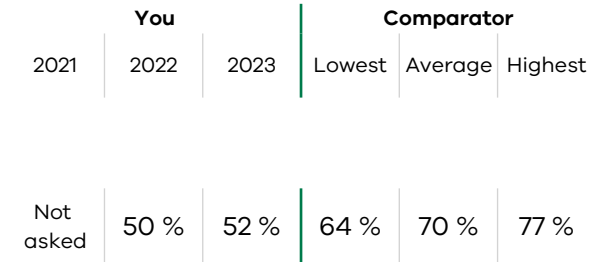
Job and manager factors

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

65% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.
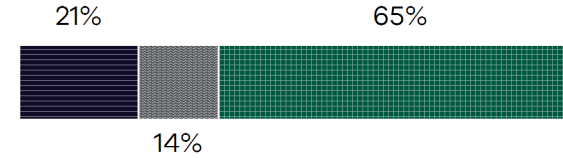
Survey question

Your results

■ Disagree   ▨ Neither agree nor disagree   ▦ Agree

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

21%   65%
14%

I have enough time to do my job effectively

18%   59%
23%

Benchmark agree results
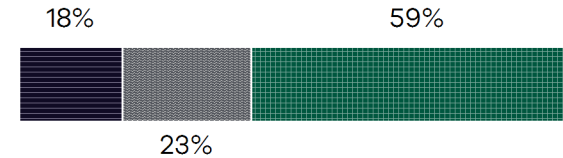
	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	69 %	50 %	65 %	57 %	67 %	80 %
I have enough time to do my job effectively	60 %	42 %	59 %	53 %	61 %	75 %

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

74% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

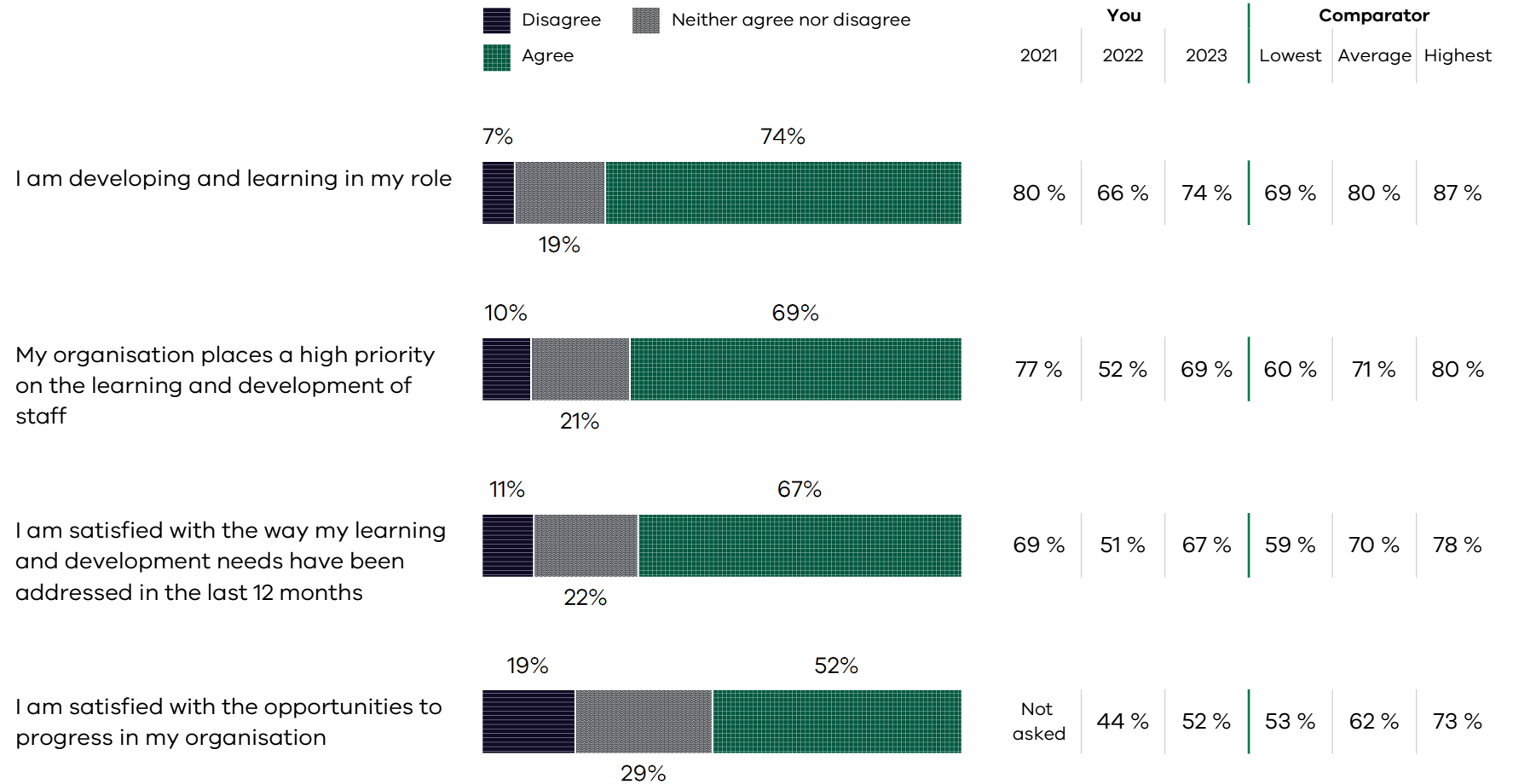| Survey question	Your results			Benchmark agree results					
					You		Comparator		
	Disagree / Neither agree nor disagree / Agree			2021	2022	2023	Lowest	Average	Highest
I am developing and learning in my role	7% Disagree / 19% Neither / 74% Agree			80 %	66 %	74 %	69 %	80 %	87 %
My organisation places a high priority on the learning and development of staff	10% Disagree / 21% Neither / 69% Agree			77 %	52 %	69 %	60 %	71 %	80 %
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	11% Disagree / 22% Neither / 67% Agree			69 %	51 %	67 %	59 %	70 %	78 %
I am satisfied with the opportunities to progress in my organisation	19% Disagree / 29% Neither / 52% Agree			Not asked	44 %	52 %	53 %	62 %	73 %

Job and manager factors

Job enrichment 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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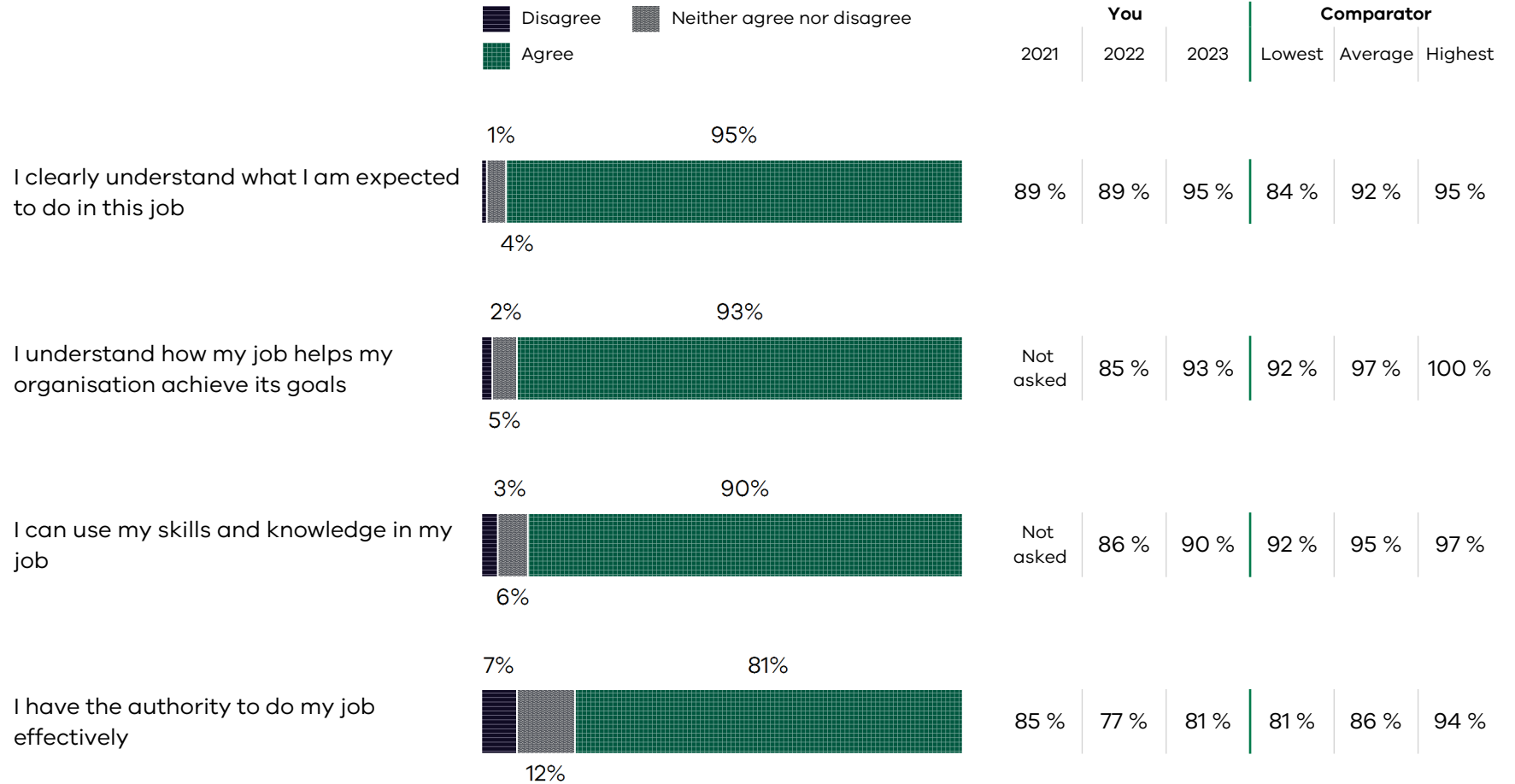
Example

95% of your staff who did the survey agreed or strongly agreed with 'I clearly understand what I am expected to do in this job'.

| Survey question | Your results | Benchmark agree results |

			You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I clearly understand what I am expected to do in this job	1% / 4% / 95%	89 %	89 %	95 %	84 %	92 %	95 %
I understand how my job helps my organisation achieve its goals	2% / 5% / 93%	Not asked	85 %	93 %	92 %	97 %	100 %
I can use my skills and knowledge in my job	3% / 6% / 90%	Not asked	86 %	90 %	92 %	95 %	97 %
I have the authority to do my job effectively	7% / 12% / 81%	85 %	77 %	81 %	81 %	86 %	94 %

Legend: Disagree | Neither agree nor disagree | Agree

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

What this is

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

Why this is important

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

How to read this

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

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

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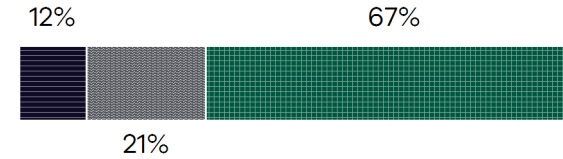
Example

67% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.
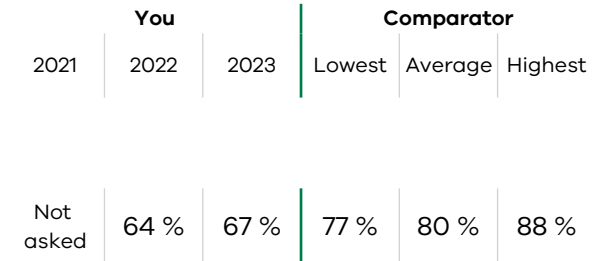
Survey question	Your results	Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Agree

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I have a say in how I do my work	Not asked	64 %	67 %	77 %	80 %	88 %

Your results bar: Disagree 12%, Neither agree nor disagree 21%, Agree 67%

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Meaningful work

What this is

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

Why this is important

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

How to read this

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

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

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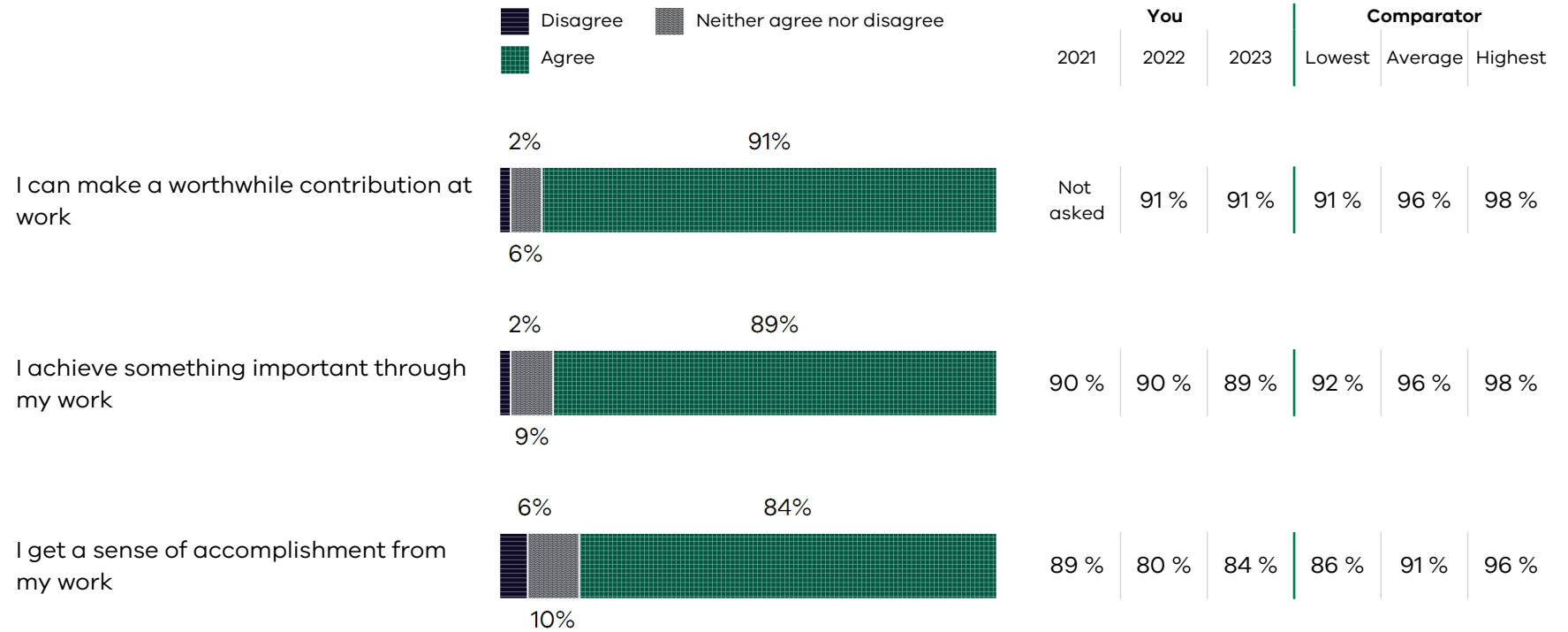
Example

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

Survey question	Your results							

Legend: ■ Disagree ▦ Neither agree nor disagree ▩ Agree

		Benchmark agree results					
Survey question	Your results		**You**			**Comparator**		
		2021	2022	2023	Lowest	Average	Highest
I can make a worthwhile contribution at work	2% / 91% / 6%	Not asked	91 %	91 %	91 %	96 %	98 %
I achieve something important through my work	2% / 89% / 9%	90 %	90 %	89 %	92 %	96 %	98 %
I get a sense of accomplishment from my work	6% / 84% / 10%	89 %	80 %	84 %	86 %	91 %	96 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

Example

59% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.
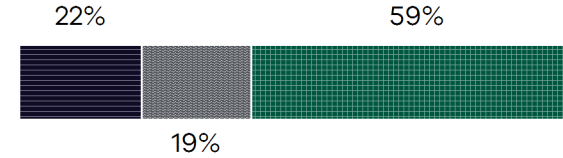
Legend:
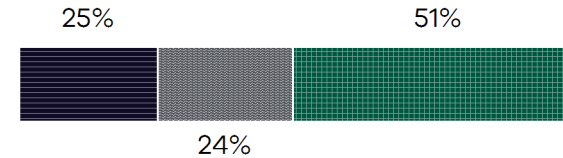- Disagree (dark navy)
- Don't know (blue)
- Neither agree nor disagree (grey)
- Agree (green)

Survey question	Disagree	Neither	Agree		You			Comparator	
				2021	2022	2023	Lowest	Average	Highest
My manager supports working flexibly	22% / 19%		59%	Not asked	65 %	59 %	73 %	84 %	94 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	25% / 24%		51%	61 %	49 %	51 %	58 %	76 %	87 %

People matter survey

2023

Have your say

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Public sector values

What this is

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

Why this is important

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

How to read this

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

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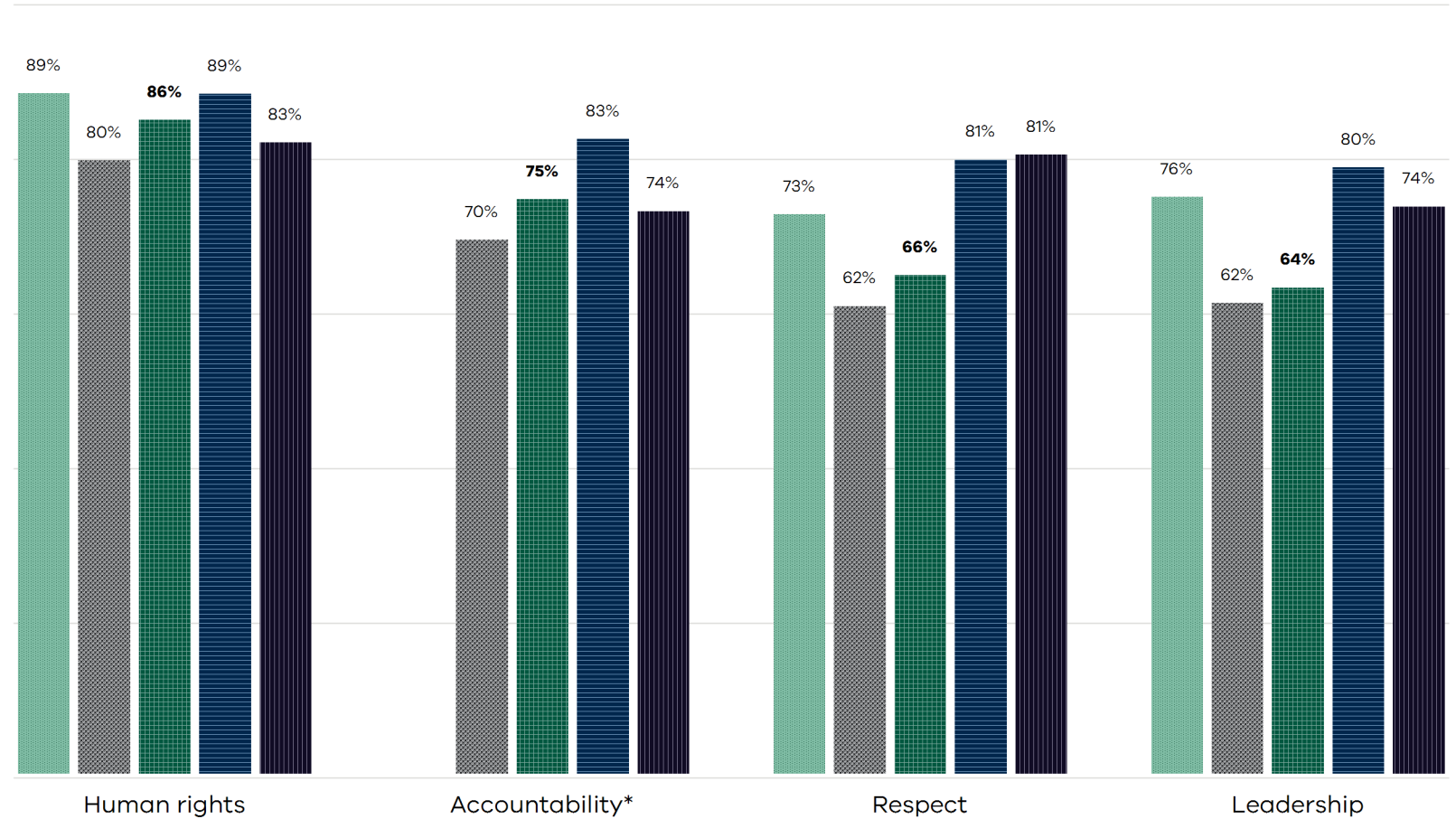
Example

In 2023:

- 86% of your staff who did the survey responded positively to questions about Human rights , which is up 5% in 2022.

Compared to:

- 89% 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

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

Human rights: 89%, 80%, 86%, 89%, 83%
Accountability*: 70%, 75%, 83%, 74%
Respect: 73%, 62%, 66%, 81%, 81%
Leadership: 76%, 62%, 64%, 80%, 74%

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.

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

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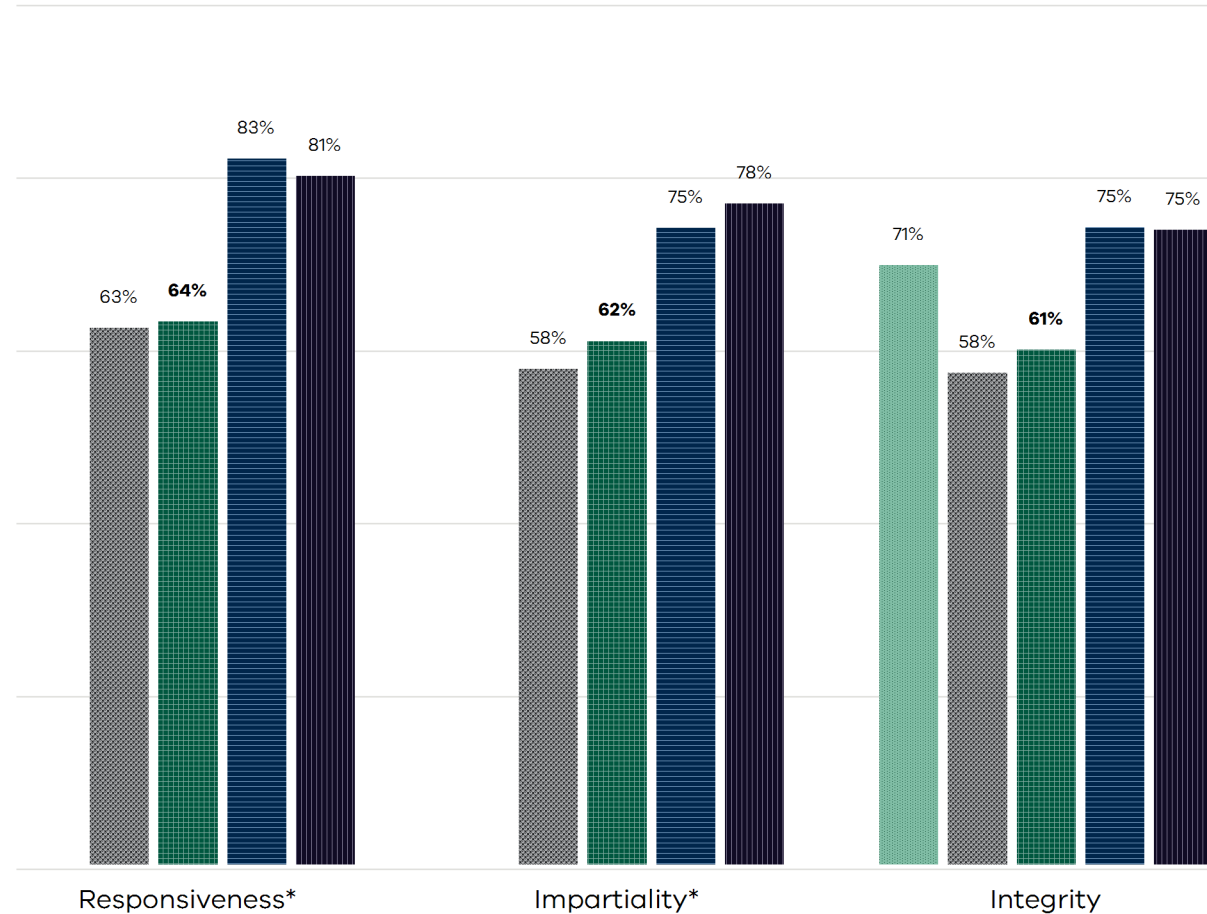
Example

In 2023:

- 64% of your staff who did the survey responded positively to questions about Responsiveness , which is up 1% in 2022.

Compared to:

- 83% of staff at your comparator and 81% of staff across the public sector.

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

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

Public sector values

Responsiveness

What this is

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

Why this is important

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

How to read this

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

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

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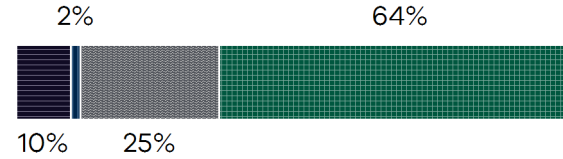
Example

64% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

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

My workgroup provides high quality advice and services

2% / 64%
10% / 25%

	You			Comparator		
2021	2022	2023		Lowest	Average	Highest
Not asked	63 %	64 %		79 %	83 %	88 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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

Example

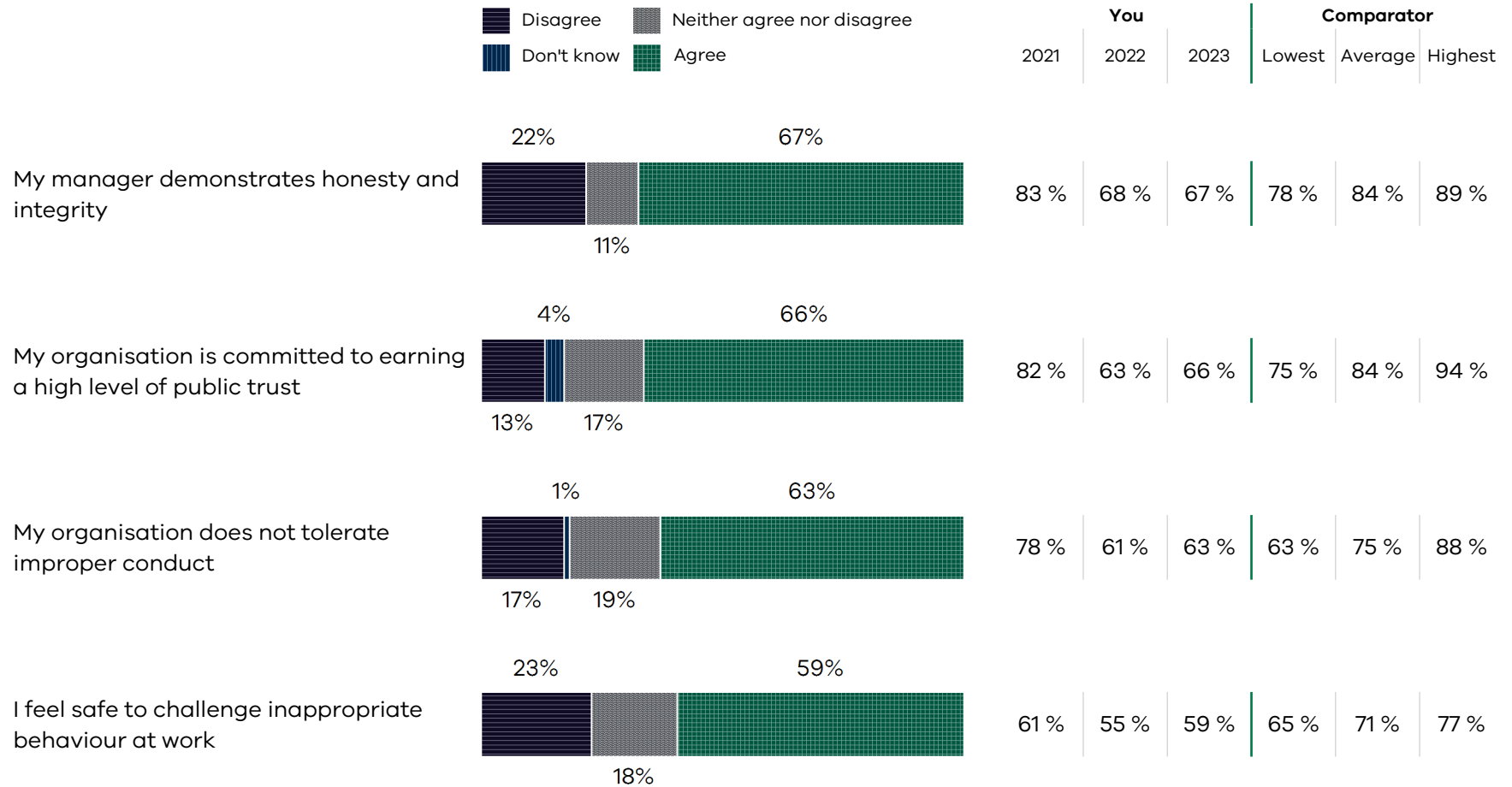67% of staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question | Your results | Benchmark agree results

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

Survey question	Disagree	Neither	Agree	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager demonstrates honesty and integrity	22%	11%	67%	83 %	68 %	67 %	78 %	84 %	89 %
My organisation is committed to earning a high level of public trust	13% (4% don't know)	17%	66%	82 %	63 %	66 %	75 %	84 %	94 %
My organisation does not tolerate improper conduct	17% (1% don't know)	19%	63%	78 %	61 %	63 %	63 %	75 %	88 %
I feel safe to challenge inappropriate behaviour at work	23%	18%	59%	61 %	55 %	59 %	65 %	71 %	77 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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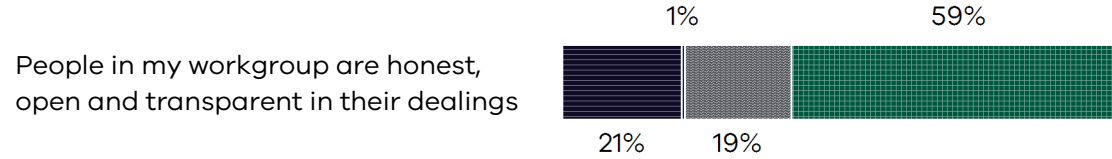
Example

59% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are honest, open and transparent in their dealings'.

Survey question / Your results / Benchmark agree results

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

Survey question	Disagree	Neither	Agree	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup are honest, open and transparent in their dealings	21%	19%	59% (1% don't know)	65 %	58 %	59 %	63 %	73 %	86 %
Senior leaders demonstrate honesty and integrity	22%	17%	59% (2% don't know)	67 %	53 %	59 %	58 %	71 %	94 %
People in my workgroup appropriately manage conflicts of interest	22%	23%	51% (3% don't know)	57 %	48 %	51 %	53 %	66 %	74 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Impartiality

What this is

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

Why this is important

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

How to read this

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

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

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

Example

66% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.
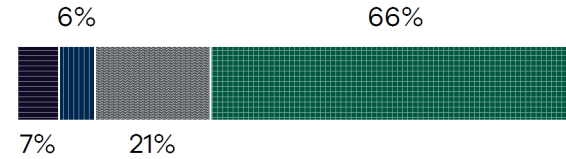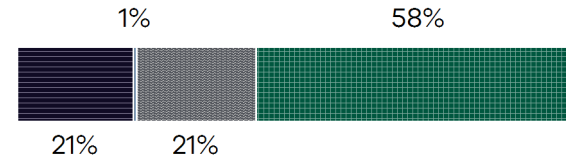
Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results		You			Comparator		
		2021	2022	2023		Lowest	Average	Highest
People in my workgroup are politically impartial in their work	6% / 66% / 7% / 21%	70 %	66 %	66 %		66 %	75 %	83 %
My workgroup acts fairly and without bias	1% / 58% / 21% / 21%	Not asked	51 %	58 %		67 %	74 %	80 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

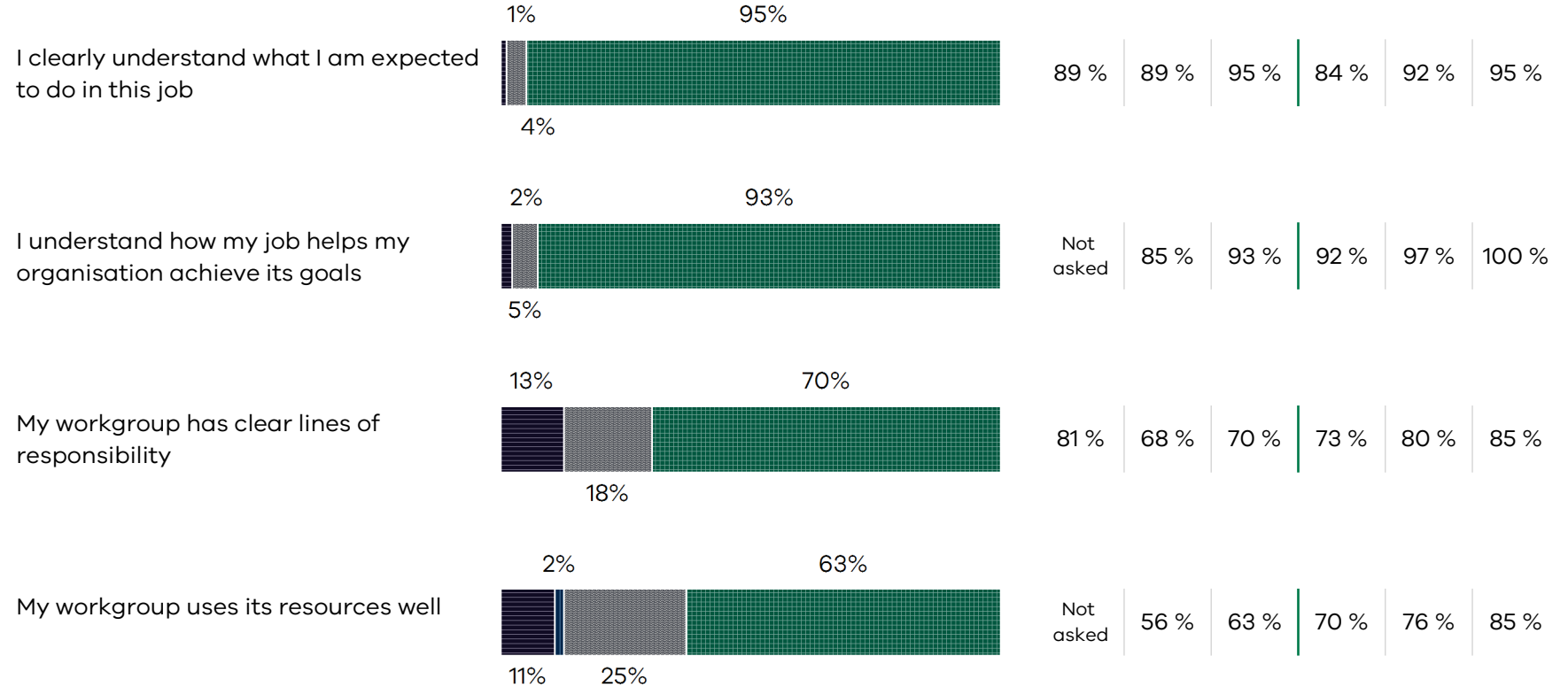Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

95% of staff who did the survey agreed or strongly agreed with 'I clearly understand what I am expected to do in this job'.

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

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

Survey question	1% / 95% / 4%	2021	2022	2023	Lowest	Average	Highest
I clearly understand what I am expected to do in this job	1% ... 95% ... 4%	89 %	89 %	95 %	84 %	92 %	95 %
I understand how my job helps my organisation achieve its goals	2% ... 93% ... 5%	Not asked	85 %	93 %	92 %	97 %	100 %
My workgroup has clear lines of responsibility	13% ... 70% ... 18%	81 %	68 %	70 %	73 %	80 %	85 %
My workgroup uses its resources well	2% ... 63% ... 11% ... 25%	Not asked	56 %	63 %	70 %	76 %	85 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

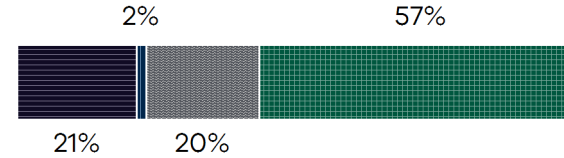Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

57% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.
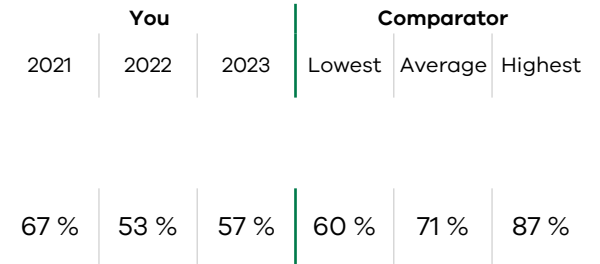
Survey question

Your results

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

Senior leaders provide clear strategy and direction

2% | 57%
21% | 20%

Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	67 %	53 %	57 %	60 %	71 %	87 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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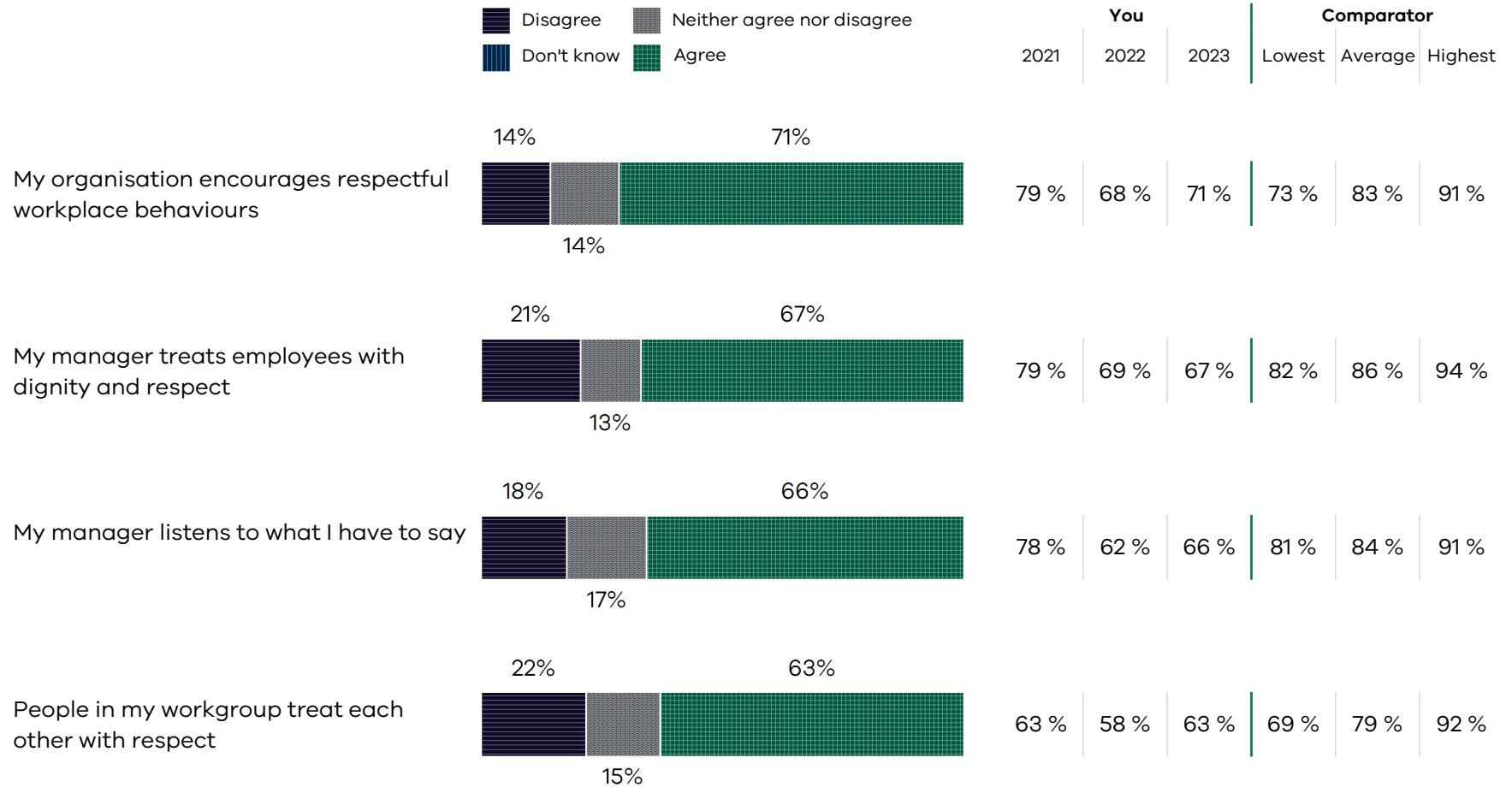
Example

71% of staff who did the survey agreed or strongly agreed with 'My organisation encourages respectful workplace behaviours'.

| Survey question | Your results | Benchmark agree results |

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

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages respectful workplace behaviours (Disagree 14%, Neither 14%, Agree 71%)	79 %	68 %	71 %	73 %	83 %	91 %
My manager treats employees with dignity and respect (Disagree 21%, Neither 13%, Agree 67%)	79 %	69 %	67 %	82 %	86 %	94 %
My manager listens to what I have to say (Disagree 18%, Neither 17%, Agree 66%)	78 %	62 %	66 %	81 %	84 %	91 %
People in my workgroup treat each other with respect (Disagree 22%, Neither 15%, Agree 63%)	63 %	58 %	63 %	69 %	79 %	92 %

Public sector values

Respect 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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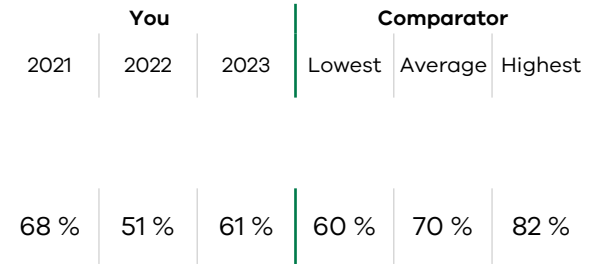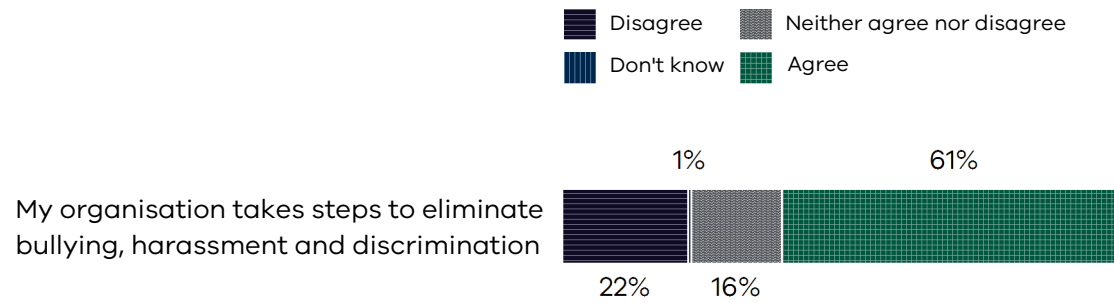
Example

61% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question	Your results	Benchmark agree results

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

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest

My organisation takes steps to eliminate bullying, harassment and discrimination

Your results: 22% Disagree, 1% Don't know, 16% Neither agree nor disagree, 61% Agree

2021	2022	2023	Lowest	Average	Highest
68 %	51 %	61 %	60 %	70 %	82 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Leadership

What this is

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

Why this is important

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

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

How to read this

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

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

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

Example

65% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.
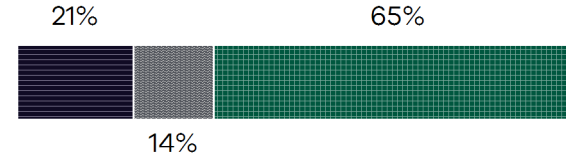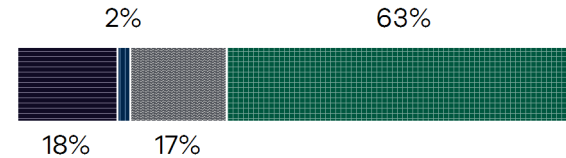
Survey question | Your results | Benchmark agree results

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager models my organisation's values	Disagree 21%, Neither 14%, Agree 65%	79 %	69 %	65 %	78 %	85 %	90 %
Senior leaders model my organisation's values	Disagree 18%, Don't know 2%, Neither 17%, Agree 63%	72 %	55 %	63 %	63 %	74 %	92 %

Public sector values

Human rights

What this is

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

Why this is important

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

How to read this

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

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

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

Example

93% 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'.
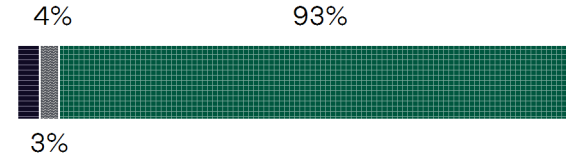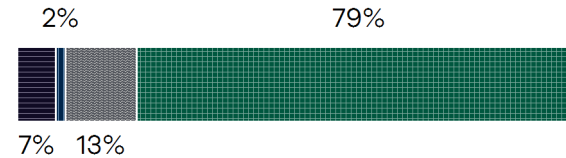
Survey question	Your results						

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

Survey question	Disagree	Neither	Agree		**You**			**Comparator**		
				2021	2022	2023	Lowest	Average	Highest
I understand how the Charter of Human Rights and Responsibilities applies to my work	4%	3%	93%	94 %	86 %	93 %	85 %	91 %	98 %
My organisation encourages employees to act in ways that are consistent with human rights	2% / 7%	13%	79%	84 %	75 %	79 %	78 %	87 %	94 %

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

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- Scorecard: emotional effects of work
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- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

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Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

- Scorecard
- 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

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- Caring
- Categories
- Primary role

Topical questions

What this is

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

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

Why this is important

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

How to read this

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

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

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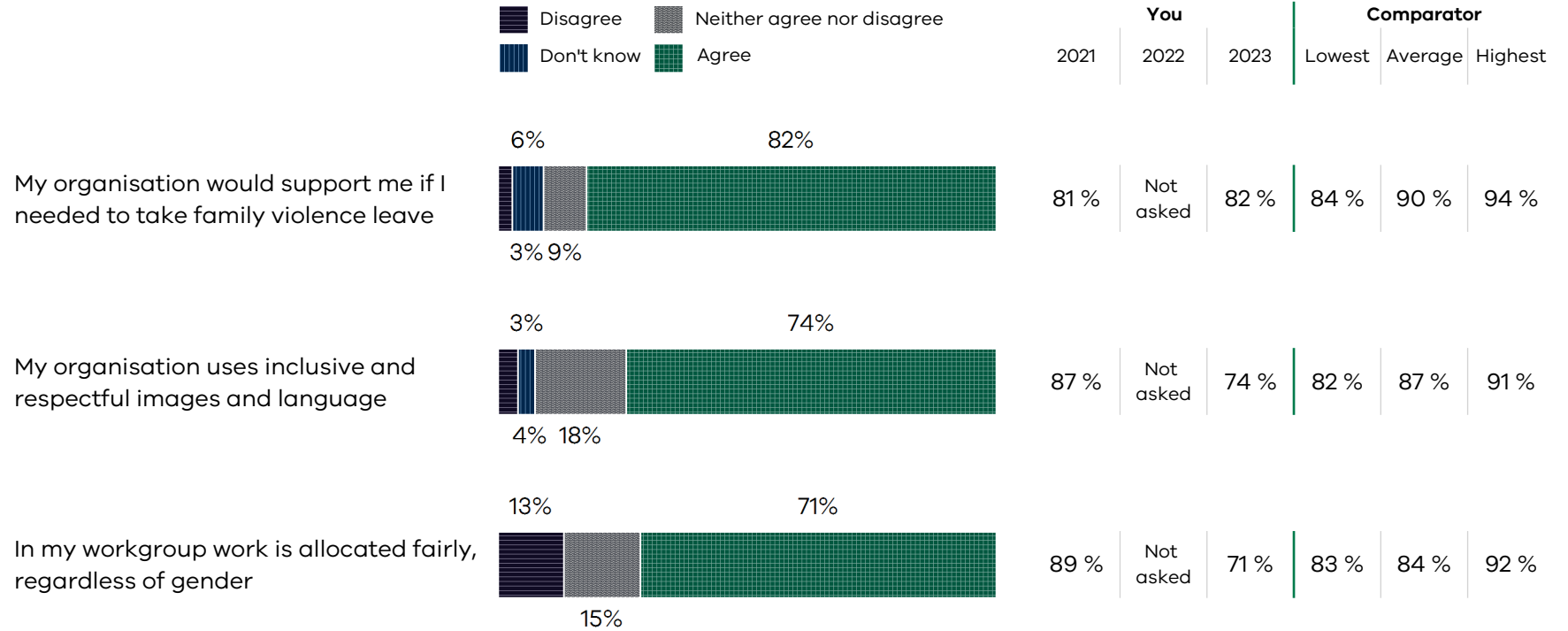
Example

82% of your staff who did the survey agreed or strongly agreed with 'My organisation would support me if I needed to take family violence leave'.

Survey question	Your results	Benchmark agree results

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

Survey question	2021	You 2022	2023	Comparator Lowest	Average	Highest
My organisation would support me if I needed to take family violence leave	81 %	Not asked	82 %	84 %	90 %	94 %
My organisation uses inclusive and respectful images and language	87 %	Not asked	74 %	82 %	87 %	91 %
In my workgroup work is allocated fairly, regardless of gender	89 %	Not asked	71 %	83 %	84 %	92 %

Your results bar values:
- My organisation would support me if I needed to take family violence leave: 6%, 82%, 3%, 9%
- My organisation uses inclusive and respectful images and language: 3%, 74%, 4%, 18%
- In my workgroup work is allocated fairly, regardless of gender: 13%, 71%, 15%

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

93% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.
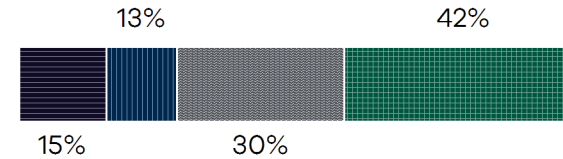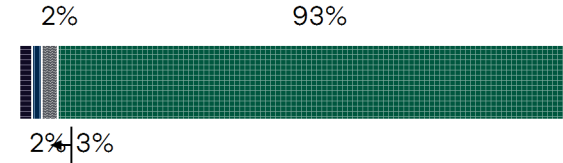
Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	2% / 93% / 2% / 3%	Not asked	Not asked	93 %	85 %	91 %	96 %
My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	13% / 42% / 15% / 30%	Not asked	Not asked	42 %	45 %	56 %	70 %

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

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Custom questions

What this is

Your organisation asked 4 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.
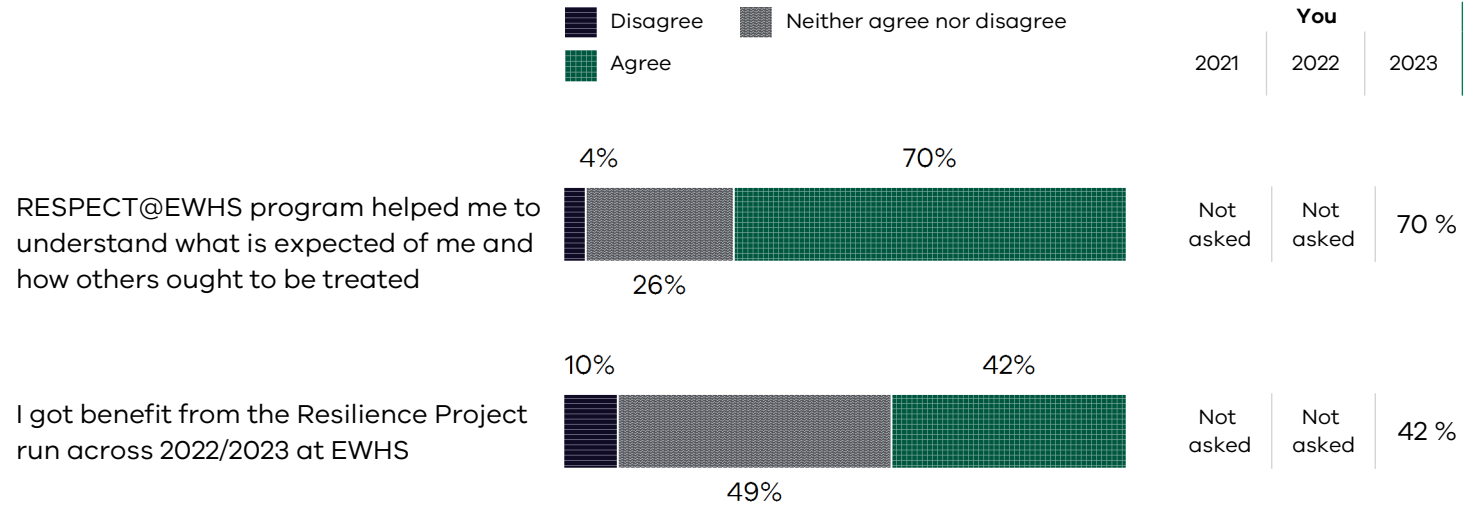
Example

70% of staff who did the survey agreed or strongly agreed with 'RESPECT@EWHS program helped me to understand what is expected of me and how others ought to be treated'.

■ Disagree   ▨ Neither agree nor disagree
▨ Agree

You

	2021	2022	2023

RESPECT@EWHS program helped me to understand what is expected of me and how others ought to be treated

4%   70%

26%

Benchmark: Not asked | Not asked | 70 %

I got benefit from the Resilience Project run across 2022/2023 at EWHS

10%   42%

49%

Benchmark: Not asked | Not asked | 42 %

Custom questions

What this is

Your organisation asked 4 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 'If you work at more than one campus, what other campuses do you work at'.

Example

71% of staff who did the survey

responded 'I only work at my primary campus' to the question.

If you work at more than one campus, what other campuses do you work at	You 2023
I only work at my primary campus	71%
Birchip	19%
Wycheproof	19%
Charlton	18%
Donald	17%
St Arnaud/Kara Court	14%

People matter survey

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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	26	15%
35-54 years	54	31%
55+ years	64	37%
Prefer not to say	31	18%

How would you describe your gender?	(n)	%
Woman	123	70%
Prefer not to say	35	20%
Man	15	9%
Non-binary and I use a different term	2	1%

Are you trans, non-binary or gender diverse?	(n)	%
No	143	82%
Prefer not to say	32	18%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?*	(n)	%
No	137	78%
Don't know	9	5%
Prefer not to say	29	17%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	104	59%
Prefer not to say	54	31%
Asexual	6	3%
Bisexual	5	3%
Gay or lesbian	3	2%
I use a different term	2	1%
Pansexual	1	1%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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

Why this is important

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

How to read this

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

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	**4**	2%
Non Aboriginal and/or Torres Strait Islander	**156**	89%
Prefer not to say	**15**	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.

How we protect anonymity and privacy

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Do you identify as a person with a disability?	(n)	%
Yes	**9**	5%
No	**151**	86%
Prefer not to say	**15**	9%

Demographics

Cultural diversity 1 of 2

What this is

These are the personal characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Country of birth	(n)	%
Born in Australia	**143**	82%
Not born in Australia	**12**	7%
Prefer not to say	**20**	11%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Filipino	**3**	27%
Malayalam	**3**	27%
Australian Indigenous Language	**1**	9%
Cantonese	**1**	9%
Hindi	**1**	9%
Mandarin	**1**	9%
Other	**1**	9%
Punjabi	**1**	9%
Urdu	**1**	9%

Language other than English spoken with family or community	(n)	%
Yes	**11**	6%
No	**144**	82%
Prefer not to say	**20**	11%

Demographics

Cultural diversity 2 of 2

What this is

This is the cultural identity and religion of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Cultural identity	(n)	%
Australian	133	76%
Prefer not to say	25	14%
English, Irish, Scottish and/or Welsh	10	6%
South Asian	5	3%
Aboriginal and/or Torres Strait Islander	4	2%
East and/or South-East Asian	4	2%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	4	2%
Central Asian	3	2%
New Zealander	2	1%
Maori	2	1%
North American	1	1%
Pacific Islander	1	1%
Other	1	1%
African	1	1%
Middle Eastern	1	1%
Central and/or South American	1	1%

Religion	(n)	%
No religion	67	38%
Christianity	61	35%
Prefer not to say	42	24%
Other	4	2%
Islam	1	1%

Demographics

Employment characteristics 1 of 2

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

To protect you, we:

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Working arrangement	(n)	%
Full-Time	53	30%
Part-Time	122	70%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	40	25%
Below $80k	80	51%
$80k to $120k	28	18%
$120k to $160k	9	6%

Organisational tenure	(n)	%
<1 year	25	14%
1 to less than 2 years	21	12%
2 to less than 5 years	28	16%
5 to less than 10 years	27	15%
10 to less than 20 years	36	21%
More than 20 years	38	22%

Management responsibility	(n)	%
Non-manager	147	84%
Other manager	18	10%
Manager of other manager(s)	10	6%

Employment type	(n)	%
Ongoing and executive	145	83%
Other	18	10%
Fixed term	12	7%

Demographics

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Primary workplace location over the last 3 months

	(n)	%
Rural	169	97%
Other	4	2%
Large regional city	2	1%

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

	(n)	%
Your employer's office	47	27%
A frontline or service delivery location	83	47%
Home or private location	8	5%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	6	3%
Other	41	23%

Flexible work

	(n)	%
Part-time	62	35%
Shift swap	58	33%
No, I do not use any flexible work arrangements	57	33%
Flexible start and finish times	22	13%
Using leave to work flexible hours	19	11%
Working more hours over fewer days	11	6%
Working from an alternative location (e.g. home, hub/shared work space)	10	6%
Study leave	8	5%
Other	6	3%
Job sharing	6	3%
Purchased leave	1	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	134	77%
Flexible working arrangements	30	17%
Physical modifications or improvements to the workplace	11	6%
Career development support strategies	2	1%
Other	2	1%
Job redesign or role sharing	1	1%
Accessible communications technologies	1	1%

Why did you make this request?	(n)	%
Work-life balance	19	46%
Family responsibilities	15	37%
Caring responsibilities	13	32%
Health	12	29%
Other	4	10%
Study commitments	1	2%

What was your experience with making the request?	(n)	%
The adjustments I needed were made and the process was satisfactory	28	68%
The adjustments I needed were not made	11	27%
The adjustments I needed were made but the process was unsatisfactory	2	5%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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

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

How we protect anonymity and privacy

To protect you, we:

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

Caring responsibility	(n)	%
None of the above	**60**	34%
Prefer not to say	**31**	18%
Frail or aged person(s)	**30**	17%
Secondary school aged child(ren)	**29**	17%
Primary school aged child(ren)	**19**	11%
Child(ren) - younger than preschool age	**15**	9%
Person(s) with a medical condition	**15**	9%
Person(s) with disability	**13**	7%
Person(s) with a mental illness	**11**	6%
Preschool aged child(ren)	**7**	4%
Other	**6**	3%

Demographics

Employment categories

What is this

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

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Which of the following categories best describes your current position?	(n)	%
Nursing Employees	71	41%
Support services	40	23%
Management, Administration and Corporate support	31	18%
Allied health - therapy discipline	14	8%
Allied health - assistant	7	4%
Other health and social care	7	4%
Pastoral / spiritual care	2	1%
Lived experience specific worker	1	1%
Allied health - science discipline	1	1%
Community development	1	1%

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Which of the following best describes the primary operational area in which you work?	(n)	%
Hospital-based services	81	46%
Corporate services	8	5%
Community-based services	22	13%
Residential aged care services	63	36%
Mental health care services	1	1%

Is your primary work role in one of the following areas?	(n)	%
Aged care	94	54%
Critical care	1	1%
Emergency	1	1%
Medical	7	4%
Mental health	2	1%
Mixed medical/surgical	2	1%
Other	38	22%
Administration	30	17%

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