People matter survey 2023

Have your say

Emergency Services Telecommunications Authority
2023 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Intention to stay
- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

Report overview

About your report

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

Report contents

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

Comparing data in this report

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

This means you'll be able to compare about 91% 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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- Work-related stress causes
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- Sexual harassment
- Discrimination
- Violence and aggression
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- Innovation
- Workgroup support
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- Manager leadership
- Manager support
- Workload
- Learning and development
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Victorian Public Sector Commission

VICTORIA State Government

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.

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State
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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'.

Country Fire Authority

Victoria Police

Victoria Police - Sworn and PSOs

Victoria State Emergency 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	
68%	
(759)	
Comparator	61%
Public Sector	42%

2023	
74%	
(1068)	
Comparator	38%
Public Sector	57%

People matter survey

2023

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- Taking action questions

Detailed results

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- Senior leadership questions

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- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

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- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
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- Meaningful work
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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	65
Public Sector	68

2023	
72	
Comparator	56
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 72.

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.
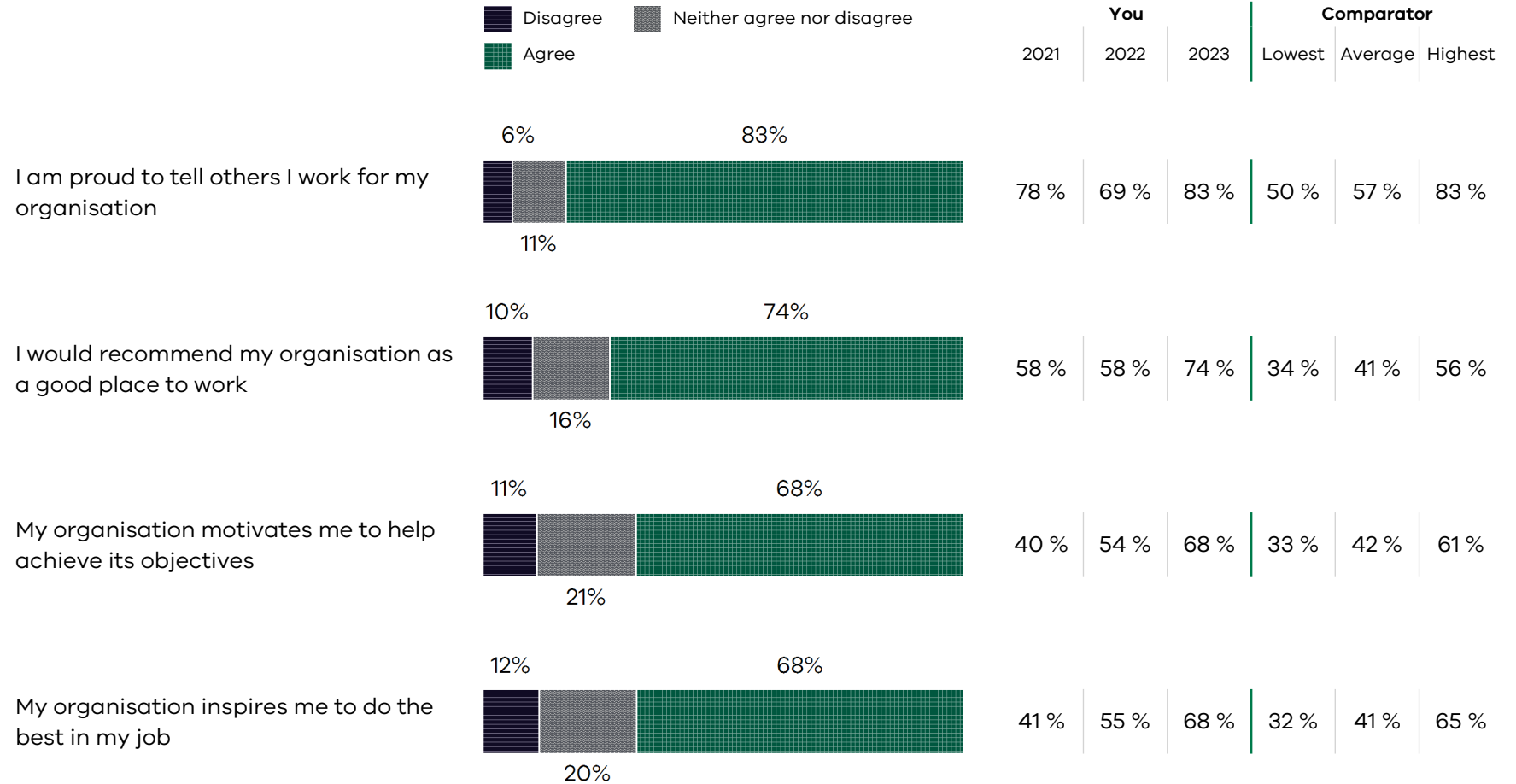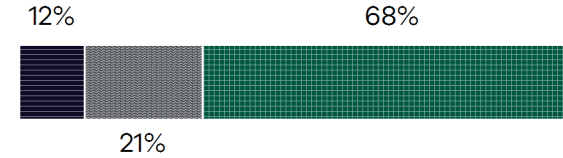
Example

83% 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

- Disagree
- Neither agree nor disagree
- Agree

Benchmark agree results

Survey question	Disagree	Neither	Agree	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I am proud to tell others I work for my organisation	6%	11%	83%	78 %	69 %	83 %	50 %	57 %	83 %
I would recommend my organisation as a good place to work	10%	16%	74%	58 %	58 %	74 %	34 %	41 %	56 %
My organisation motivates me to help achieve its objectives	11%	21%	68%	40 %	54 %	68 %	33 %	42 %	61 %
My organisation inspires me to do the best in my job	12%	20%	68%	41 %	55 %	68 %	32 %	41 %	65 %

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 72.

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 feel a strong personal attachment to my organisation'.
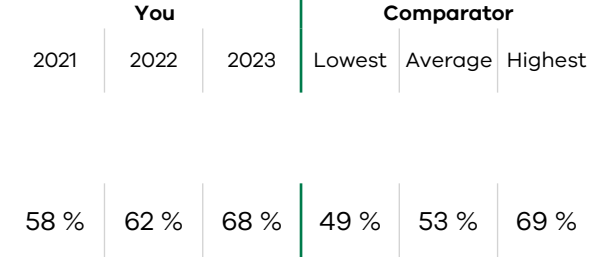
Survey question

Your results

Benchmark agree results

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

I feel a strong personal attachment to my organisation

12% / 21% / 68%

	You			Comparator		
2021	2022	2023	Lowest	Average	Highest
58 %	62 %	68 %	49 %	53 %	69 %

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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:

- 83% of your staff who did the survey responded positively to questions about Inclusion which is up from 81% in 2022.

Compared to:

- 72% of staff at your comparator and 78% of staff across the public sector.
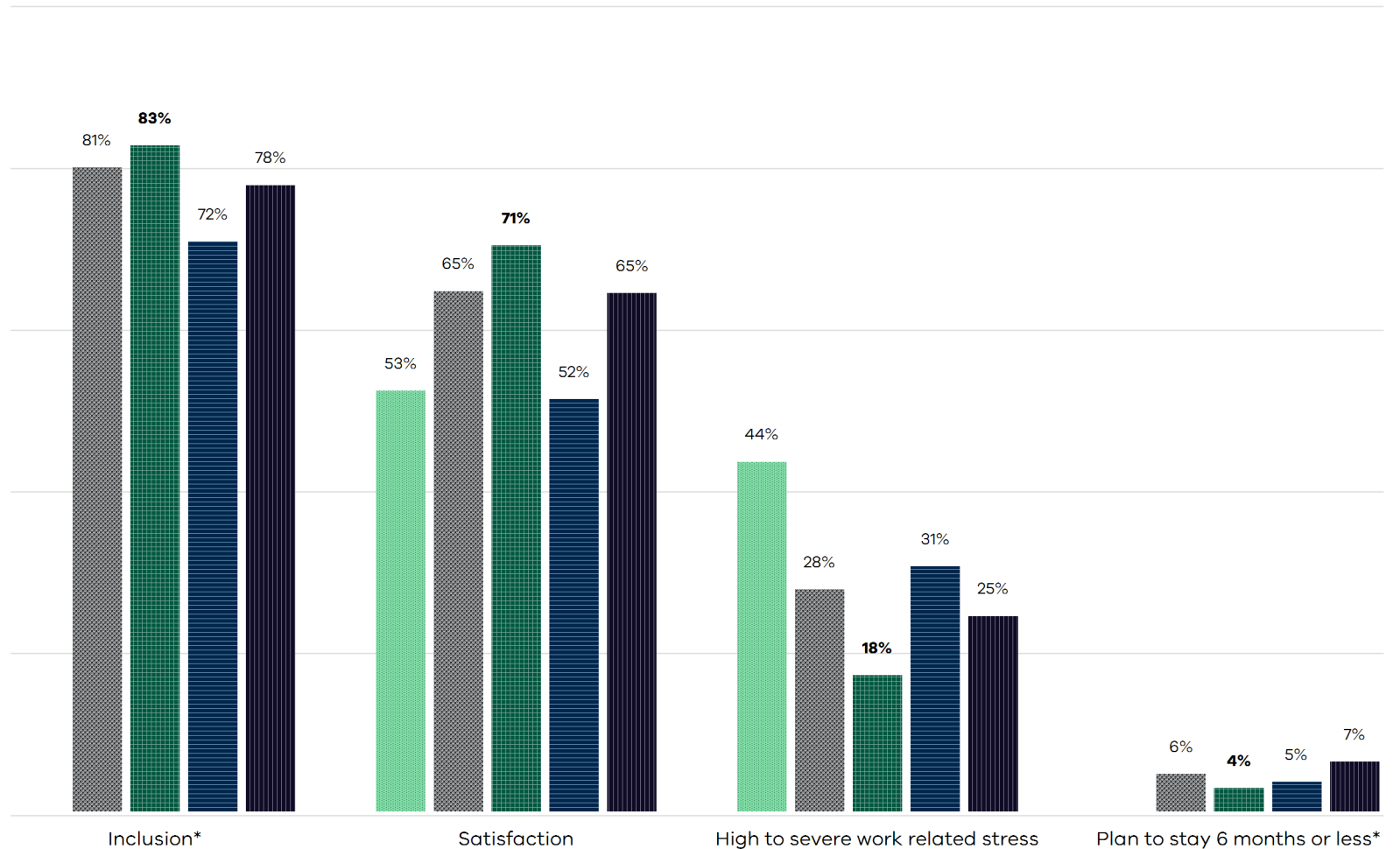
*We can't compare some data here because one or more questions were not asked in a previous survey

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

Inclusion*: 81%, 83%, 72%, 78%
Satisfaction: 53%, 65%, 71%, 52%, 65%
High to severe work related stress: 44%, 28%, 18%, 31%, 25%
Plan to stay 6 months or less*: 6%, 4%, 5%, 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.
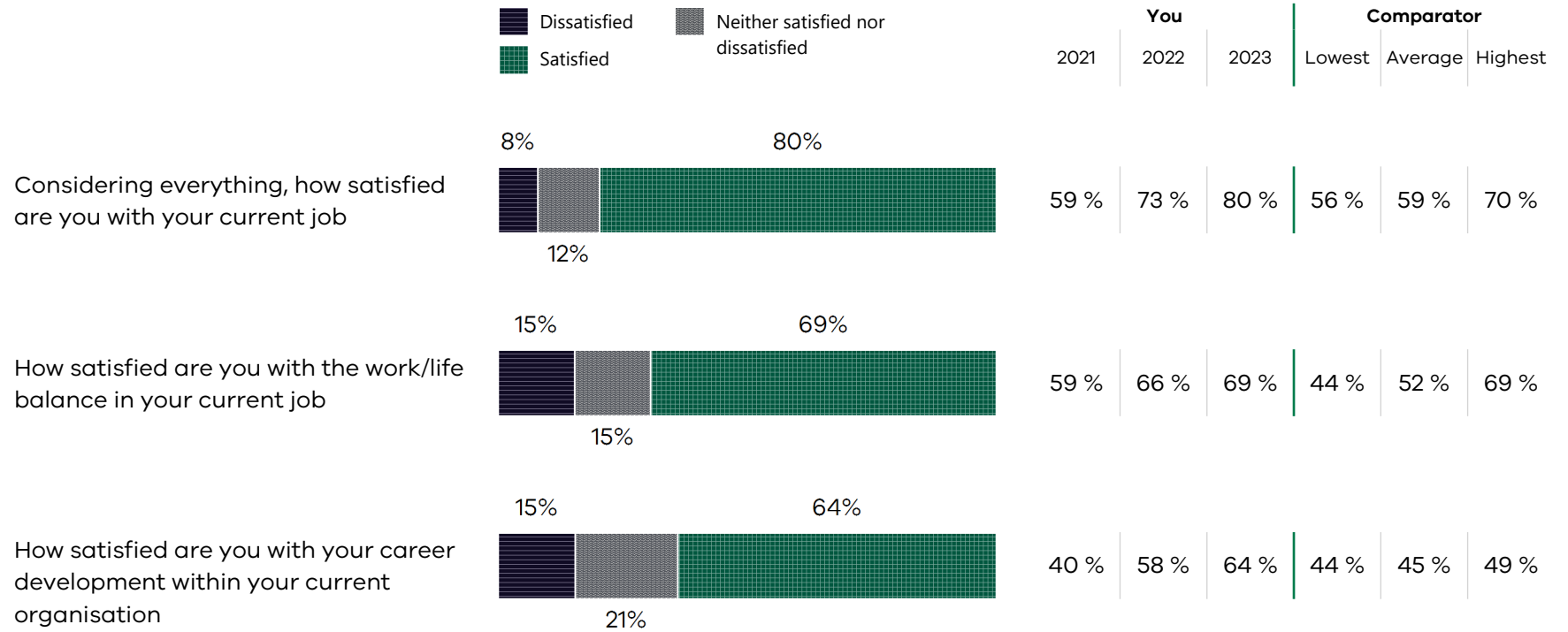
Example

80% 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						

Your results legend: Dissatisfied | Neither satisfied nor dissatisfied | Satisfied

Benchmark satisfied results

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Considering everything, how satisfied are you with your current job	8% / 12% / 80%	59 %	73 %	80 %	56 %	59 %	70 %
How satisfied are you with the work/life balance in your current job	15% / 15% / 69%	59 %	66 %	69 %	44 %	52 %	69 %
How satisfied are you with your career development within your current organisation	15% / 21% / 64%	40 %	58 %	64 %	44 %	45 %	49 %

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

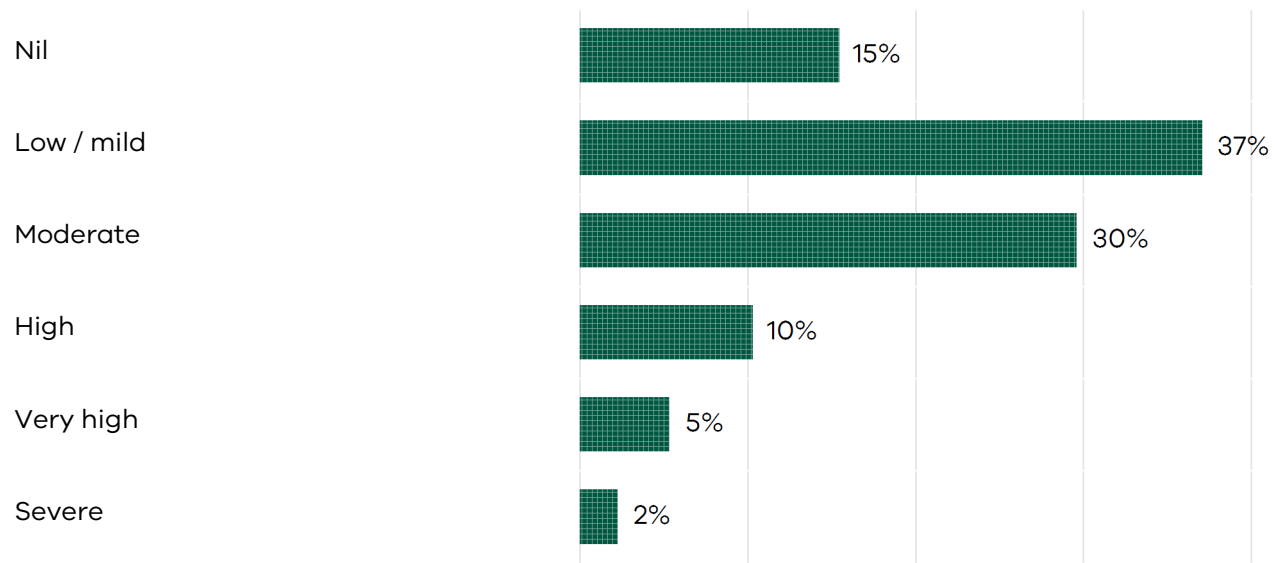In this survey we asked staff to tell us their stress level.

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

18% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 31% 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	15%
Low / mild	37%
Moderate	30%
High	10%
Very high	5%
Severe	2%

Reported levels of high to severe stress

2022		2023	
28%		**18%**	
Comparator	33%	Comparator	31%
Public Sector	25%	Public Sector	25%

Victorian Public Sector Commission

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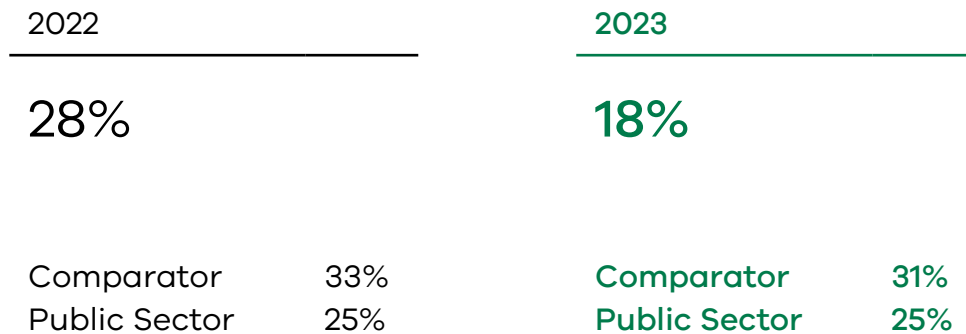
People outcomes

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

85% of your staff who did the survey said they experienced mild to severe stress.

Of that 85%, 44% said the top reason was 'Workload'.

903	165
85%	15%

■ Experienced some work-related stress   ▦ Did not experience some work-related stress
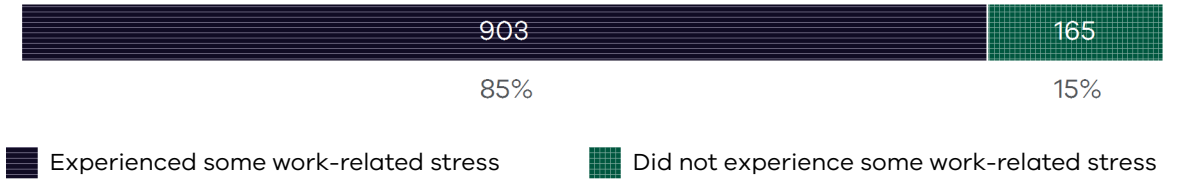
Of those that experienced work related stress it was from ...	You 2022	You 2023	Comparator 2023	Public sector 2023
Workload	61%	44%	54%	49%
Time pressure	32%	31%	40%	41%
Work schedule or hours	19%	20%	15%	7%
Competing home and work responsibilities	12%	18%	15%	14%
Content, variety, or difficulty of work	13%	17%	9%	11%
Management of work (e.g. supervision, training, information, support)	18%	17%	17%	13%
Dealing with clients, patients or stakeholders	16%	15%	13%	15%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	8%	14%	12%	11%
Other	10%	13%	16%	12%
Unclear job expectations	6%	10%	12%	14%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Intention to stay

What this is

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

Why this is important

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

How to read this

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

Example

6% 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	6%	4%	5%	7%
Over 6 months and up to 1 year	8%	6%	6%	10%
Over 1 year and up to 3 years	14%	15%	15%	24%
Over 3 years and up to 5 years	11%	10%	13%	15%
Over 5 years	62%	64%	62%	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

87% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question	Your results						

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

Benchmark agree results

Survey question		You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I feel culturally safe at work	5% / 9% / 87%	67 %	83 %	87 %	76 %	77 %	81 %
I can be myself at work	7% / 9% / 84%	Not asked	83 %	84 %	72 %	74 %	78 %
I feel as if I belong at this organisation	7% / 14% / 79%	Not asked	75 %	79 %	62 %	63 %	66 %
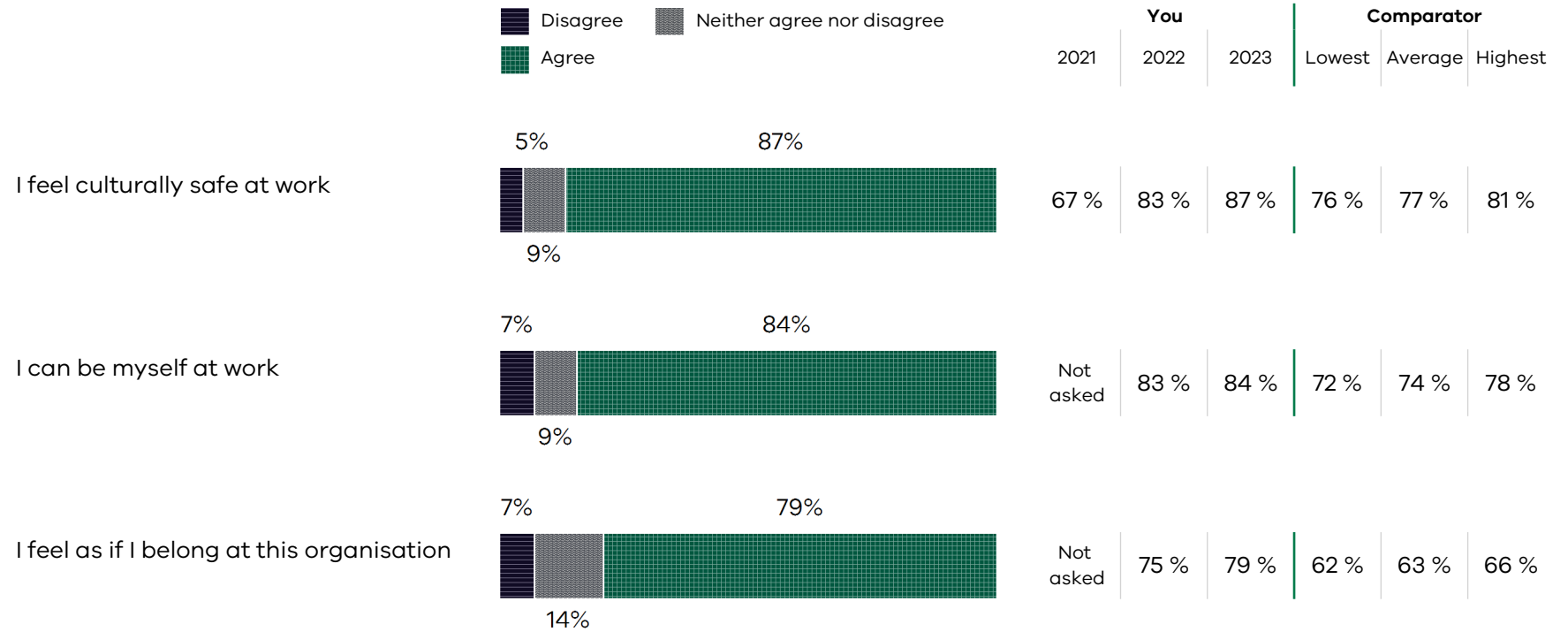
People outcomes

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

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

Staff who experienced one or more barriers to success at work

296	772
28%	72%

■ Experienced barriers listed   ▧ Did not experience any of the barriers listed
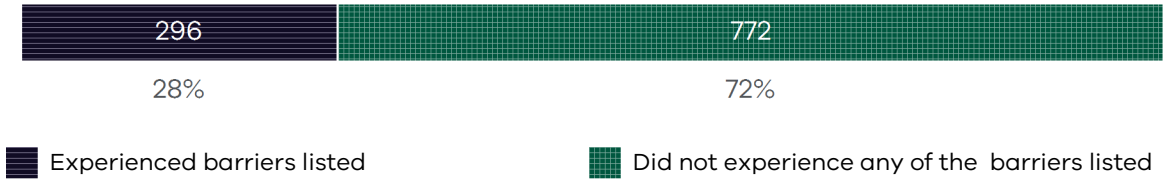
During the last 12 months, employees experienced barriers to their success due to ...	You 2022	You 2023	Comparator 2023	Public sector 2023
My flexible working	0%	12%	9%	7%
My mental health	10%	9%	9%	8%
My caring responsibilities	6%	7%	9%	7%
My age	8%	7%	11%	8%
My physical health	5%	5%	4%	4%
My sex	5%	4%	14%	6%
My industrial activity	2%	1%	1%	1%
My physical features	1%	1%	2%	1%
My disability	0%	1%	1%	2%
My cultural background	0%	1%	3%	3%

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

19% 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

330	738
31%	69%

■ Witnessed barriers listed   ▦ Did not witness barriers listed
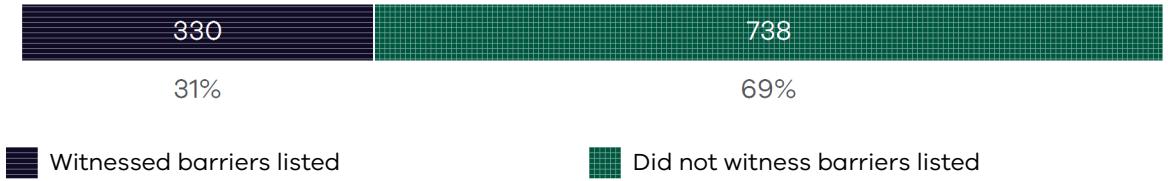
During the last 12 months, employees witnessed barriers to the success of other employees due to their...	You 2023	Comparator 2023	Public sector 2023
Flexible working	19%	16%	10%
Mental health	10%	10%	8%
Caring responsibilities	8%	10%	7%
Age	7%	10%	6%
Physical health	5%	4%	3%
Sex	5%	17%	7%
Industrial activity	3%	2%	2%
Cultural background	1%	4%	4%
Disability	1%	1%	2%

People outcomes

Scorecard: emotional effects of work

What this is

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

Why this is important

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

How to read this

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

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

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

Example

In 2023:

- 58% of your staff who did the survey said work made them feel happy in 2023, which is up from 48% in 2022

Compared to:

- 42% 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	30%	27%	57%	34%
You 2022	48%	39%	37%	21%
You 2023	58%	50%	24%	15%
Comparator 2023	42%	36%	38%	27%
Public sector 2023	52%	48%	31%	18%
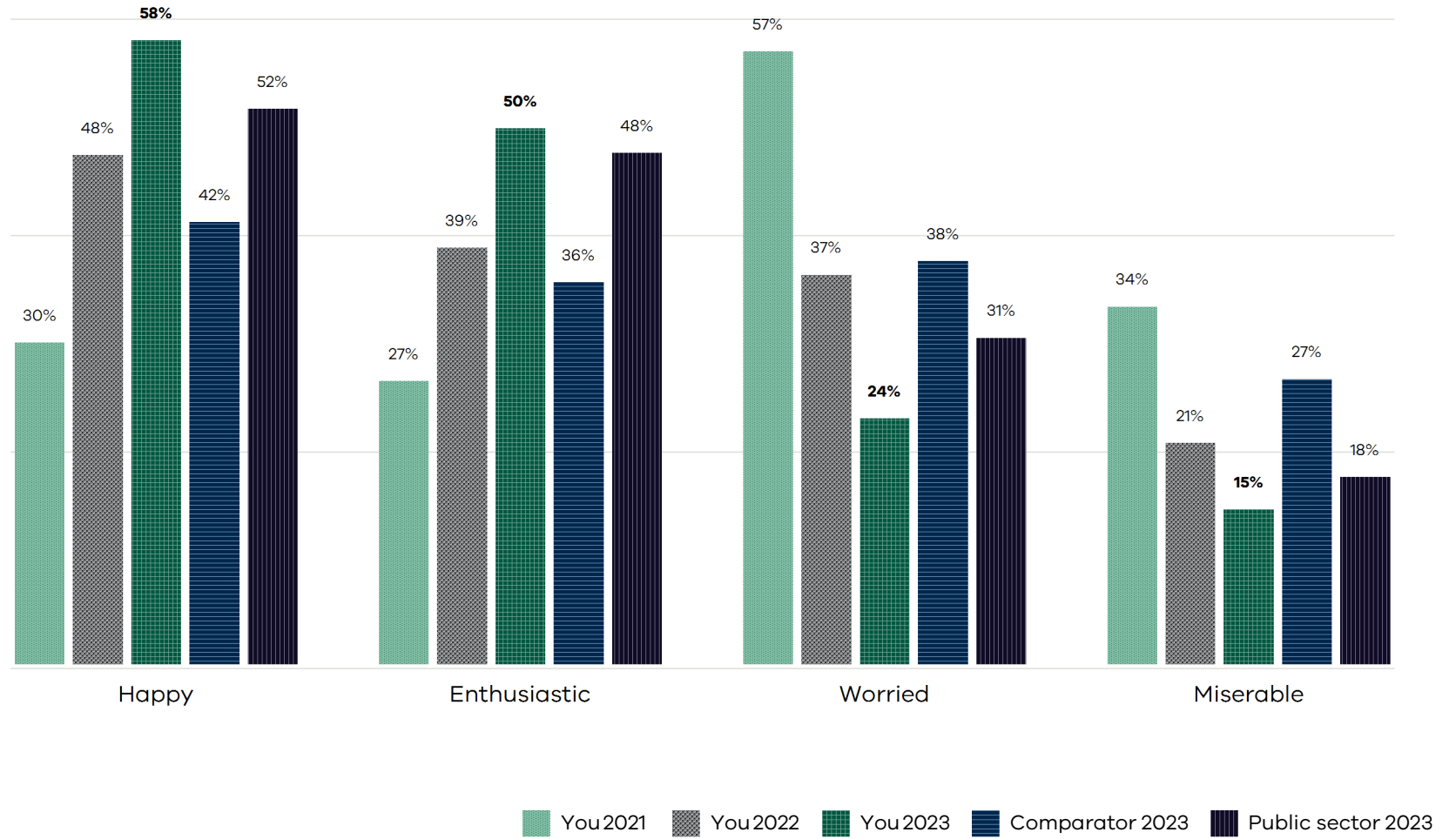
People outcomes

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:

- 12% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months which is down from 13% in 2022.

Compared to:

- 16% of staff at your comparator and 12% of staff across the public sector.

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

Bullying: 21%, 13%, 12%, 16%, 12%
Sexual harassment: 10%, 8%, 7%, 6%, 4%
Violence or aggression: 13%, 9%, 7%, 21%, 11%
Discrimination: 9%, 8%, 6%, 11%, 6%
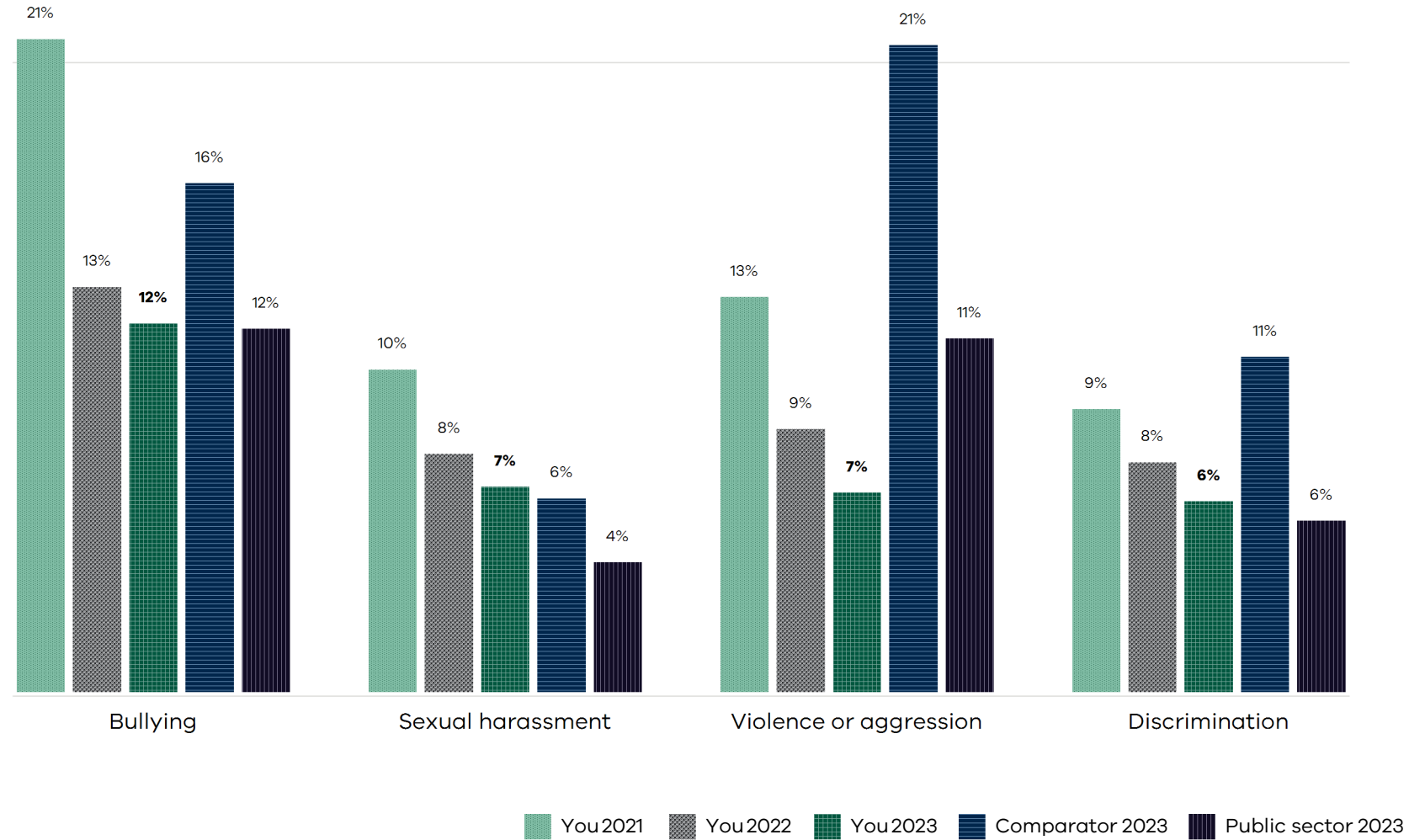
People outcomes

Bullying

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

12% of your staff who did the survey said they experienced bullying.

Of that 12%, 76% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

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

127	869	72
12%	81%	7%

■ Experienced bullying   ▦ Did not experience bullying   ▨ Not sure
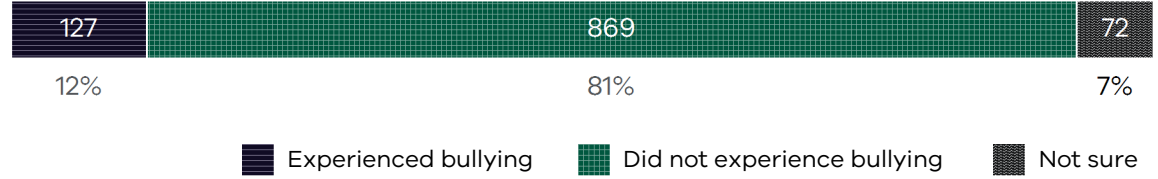
If you experienced bullying, what type of bullying did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	70%	76%	66%	71%
Exclusion or isolation	58%	46%	48%	45%
Intimidation and/or threats	27%	26%	28%	29%
Withholding essential information for me to do my job	19%	22%	23%	30%
Other	16%	19%	23%	16%
Being assigned meaningless tasks unrelated to my job	4%	12%	18%	16%
Verbal abuse	18%	11%	18%	20%
Interference with my personal property and/or work equipment	0%	4%	9%	6%
Being given impossible assignment(s)	2%	3%	10%	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

12% of your staff who did the survey said they experienced bullying, of which

- 60% said the top way they reported the bullying was 'Told a manager'.
- 90% said they didn't submit a formal complaint.

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

127	869	72
12%	81%	7%

■ Experienced bullying ▦ Did not experience bullying ▨ Not sure
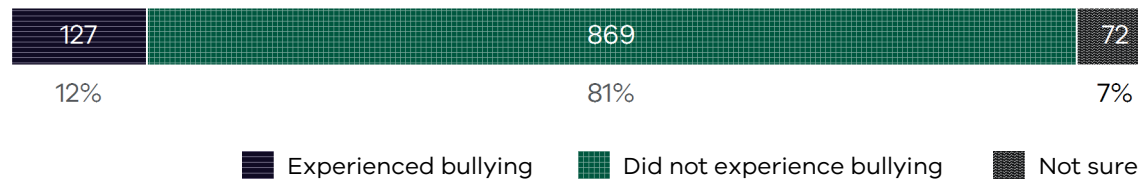
Did you tell anyone about the bullying?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	58%	60%	50%	50%
Told a colleague	44%	43%	42%	41%
Told a friend or family member	37%	41%	37%	36%
Told the person the behaviour was not OK	14%	14%	15%	17%
I did not tell anyone about the bullying	14%	12%	13%	12%
Told someone else	11%	12%	15%	13%
Submitted a formal complaint	12%	10%	11%	12%
Told employee assistance program (EAP) or peer support	5%	10%	8%	10%
Told Human Resources	6%	7%	6%	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

90% of your staff who experienced bullying did not submit a formal complaint, of which:

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

Did you submit a formal complaint?
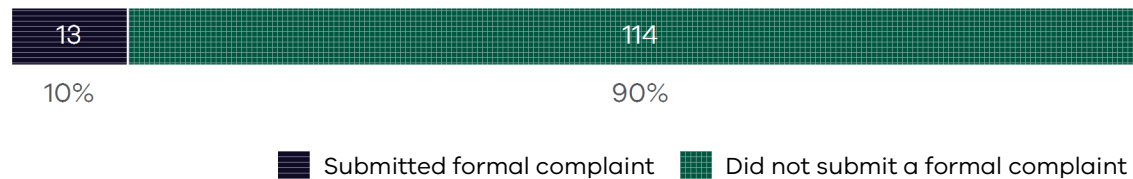
13	114
10%	90%

■ 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	49%	59%	59%	55%
I didn't think it would make a difference	56%	51%	56%	51%
I believed there would be negative consequences for my career	38%	39%	49%	45%
I didn't think it was serious enough	17%	18%	16%	16%
I didn't feel safe to report the incident	15%	16%	17%	19%
I thought the complaint process would be embarrassing or difficult	7%	15%	15%	13%
I believed there would be negative consequences for the person I was going to complain about	7%	11%	8%	10%
Other	13%	11%	15%	14%
I didn't know how to make a complaint	3%	9%	4%	6%
I didn't need to because I made the bullying stop	6%	7%	6%	6%

People outcomes

Perpetrators of bullying

What this is

This is who staff have said are responsible for bullying.

Why this is important

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

How to read this

In this year's survey, 12% 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

12% of your staff who did the survey said they experienced bullying.

Of that 12%, 56% said it was by 'Colleague'.

127 people (12% of staff) experienced bullying (You2023)
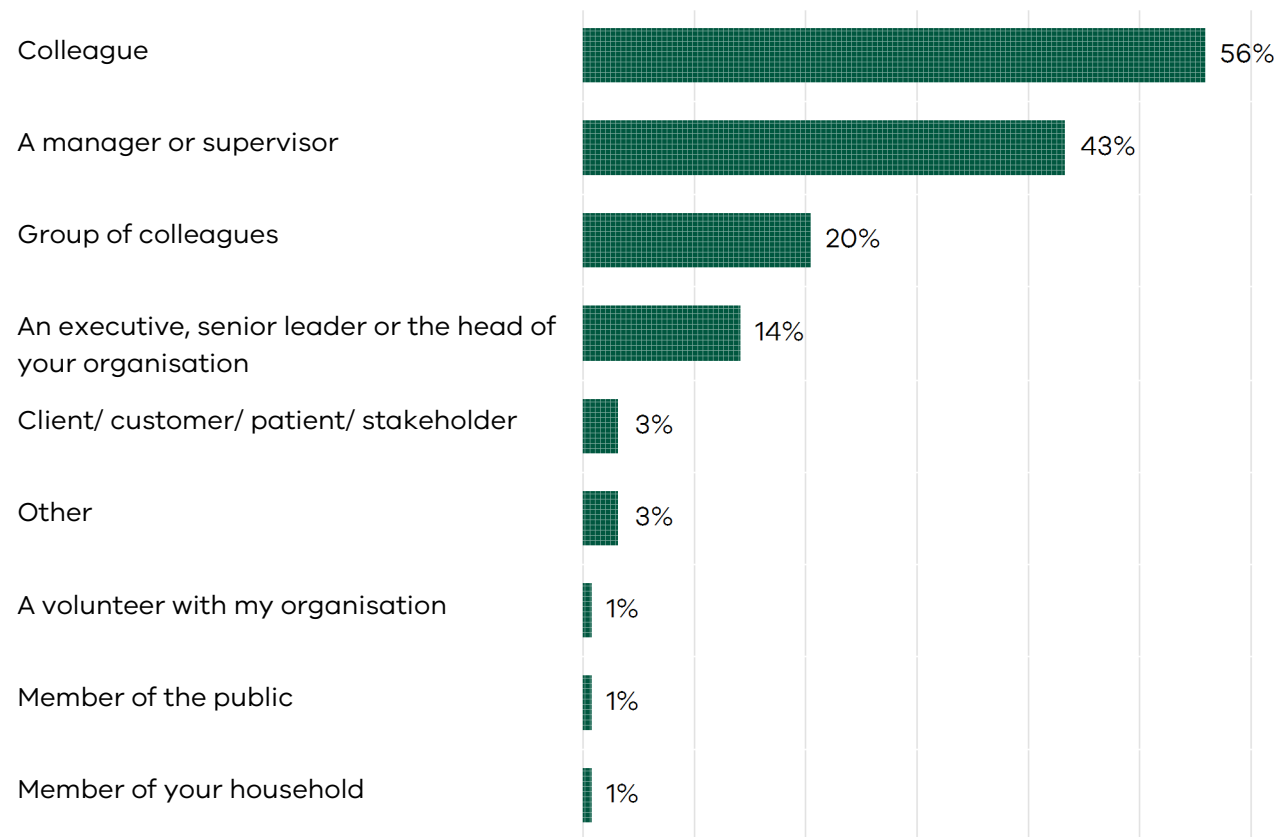
Perpetrator	Percentage
Colleague	56%
A manager or supervisor	43%
Group of colleagues	20%
An executive, senior leader or the head of your organisation	14%
Client/ customer/ patient/ stakeholder	3%
Other	3%
A volunteer with my organisation	1%
Member of the public	1%
Member of your household	1%

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, 12% 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

12% of your staff who did the survey said they experienced bullying.

Of that 12%, 98% said it was by someone within the organisation.

Of that 98%, 60% said it was 'They were in my workgroup'.

125 people (98% of staff who experienced bullying) experienced bullying from within your organisation (You 2023)

Relationship	Percentage
They were in my workgroup	60%
They were my immediate manager or supervisor	38%
They were outside my workgroup	25%
They were someone I supervise or manage	6%
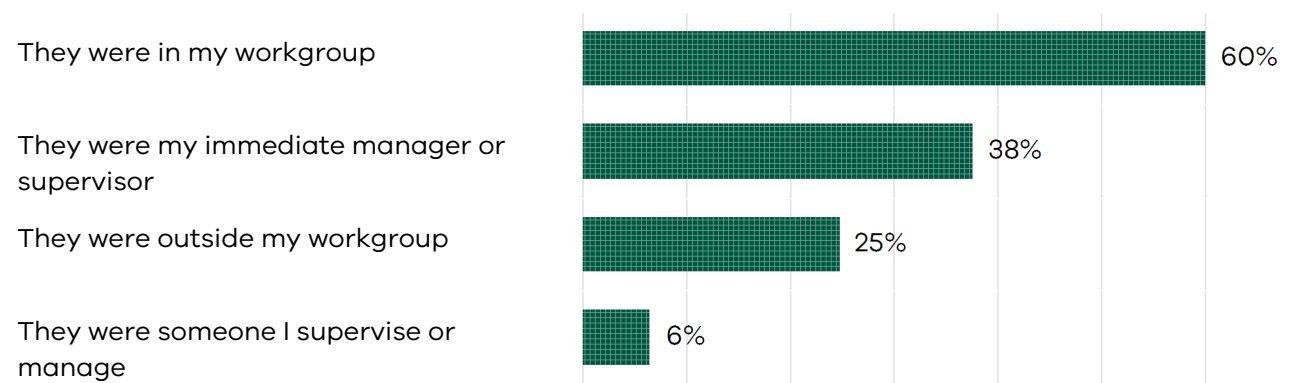
People outcomes

Sexual harassment

What this is

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

Why this is important

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

How to read this

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

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

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

Example

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

Of those, 69% said the top type was 'Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)'.

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

72	996
7%	93%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
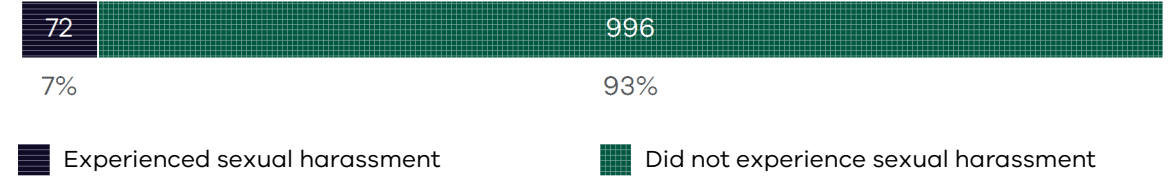
Behaviours reported	You 2022	You 2023	Comparator 2023	Public sector 2023
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	58%	69%	54%	50%
Intrusive questions about your private life or comments about your physical appearance	41%	47%	47%	45%
Unwelcome touching, hugging, cornering or kissing	12%	15%	12%	14%
Any other unwelcome conduct of a sexual nature	7%	15%	8%	8%
Inappropriate physical contact	15%	13%	13%	14%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	12%	13%	4%	4%
Inappropriate staring or leering that made you feel intimidated	14%	11%	12%	15%
Repeated or inappropriate invitations to go out on dates	7%	11%	3%	4%
Request or pressure for sex or other sexual acts	7%	10%	2%	1%
Sexually explicit email or SMS message	3%	8%	3%	2%

People outcomes

Response to sexual harassment

What this is

This is how staff responded when they experienced sexual harassment.

Why this is important

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

How to read this

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

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

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

Example

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

Of those, 54% said their top response was 'Tried to laugh it off or forget about it'.

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

72	996
7%	93%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
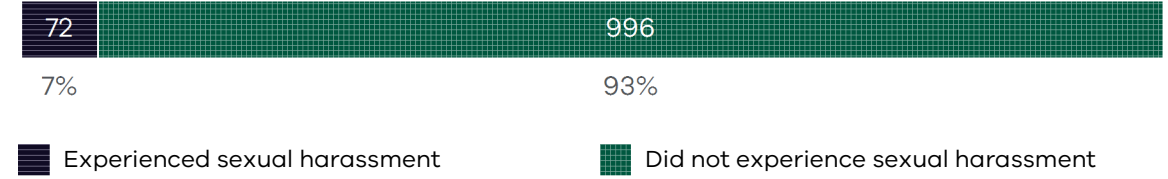
When the harassment happened to you, did you respond in any of the following ways?	You 2022	You 2023	Comparator 2023	Public sector 2023
Tried to laugh it off or forget about it	39%	54%	43%	40%
Pretended it didn't bother you	39%	46%	48%	44%
Avoided the person(s) by staying away from them	46%	44%	36%	36%
Told a manager	15%	32%	18%	20%
Told a friend or family member	25%	25%	18%	21%
Told a colleague	24%	24%	22%	23%
Told the person the behaviour was not OK	19%	17%	23%	23%
Avoided locations where the behaviour might occur	22%	15%	12%	14%
Submitted a formal complaint	5%	11%	3%	5%
Other	3%	8%	5%	5%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

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

Example

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

- 48% said the top reason was 'I didn't think it was serious enough'.

Did you submit a formal complaint?
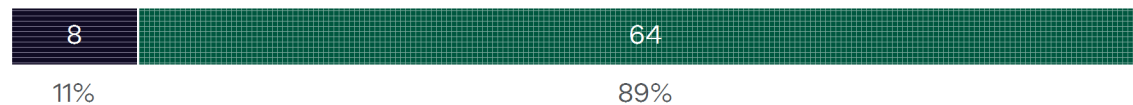
8	64
11%	89%

■ Submitted formal complaint ■ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it was serious enough	38%	48%	41%	44%
I didn't think it would make a difference	41%	38%	44%	40%
I believed there would be negative consequences for my reputation	46%	30%	45%	37%
I believed there would be negative consequences for my career	27%	20%	31%	27%
I believed there would be negative consequences for the person I was going to complain about	13%	19%	12%	13%
I thought the complaint process would be embarrassing or difficult	16%	14%	10%	11%
Other	9%	11%	9%	10%
I didn't feel safe to report the incident	5%	9%	10%	9%
I didn't need to because I no longer had contact with the person(s) who harassed me	13%	9%	7%	7%
I didn't need to because I made the harassment stop	5%	8%	9%	10%

People outcomes

Perpetrators of sexual harassment

What this is

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

Why this is important

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

How to read this

In this year's survey, 7% of your staff said they experienced sexual harassment.

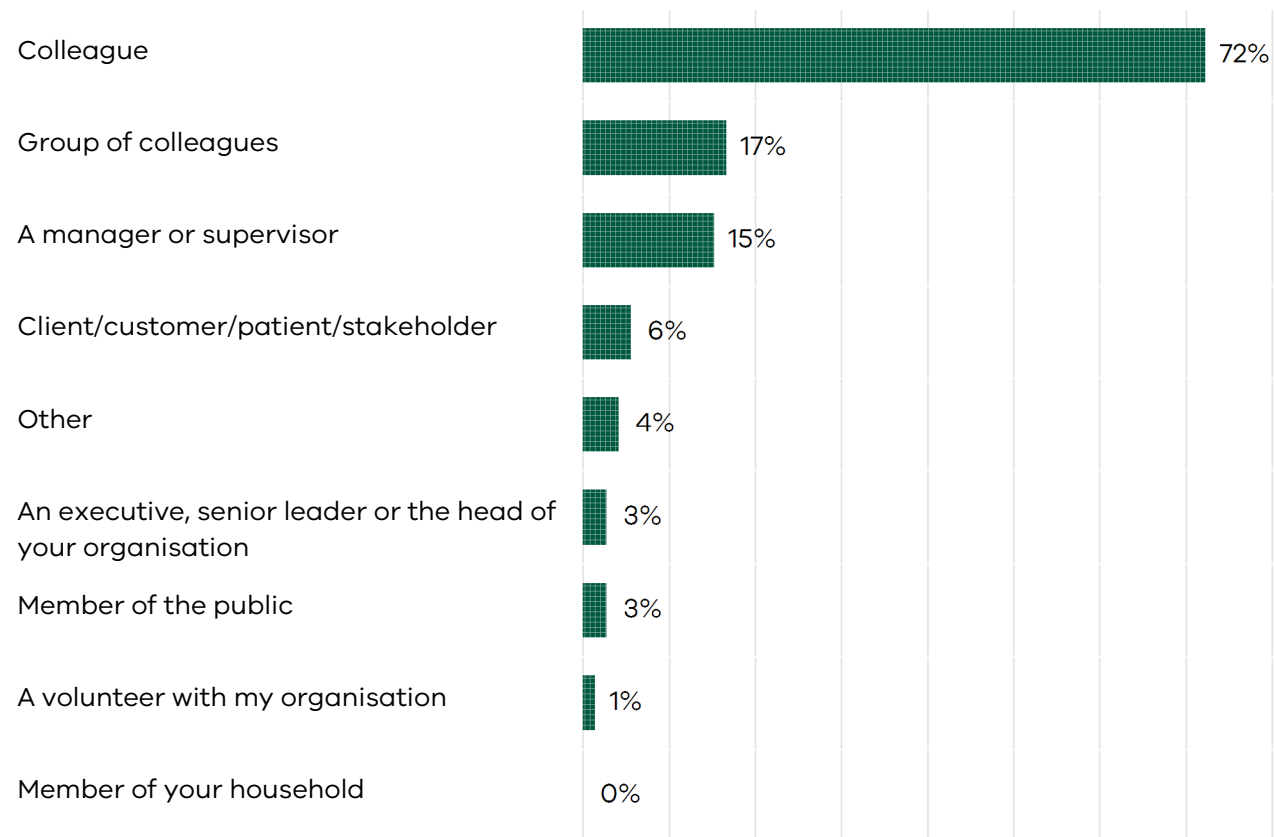If they did, they could tell us with one or more answers who the perpetrator was.

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

Each row is one perpetrator or group of perpetrators.

Example

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

Of that 7%, 72% said it was by 'Colleague'.

72 people (7% of staff) experienced sexual harassment (You2023)

Perpetrator	%
Colleague	72%
Group of colleagues	17%
A manager or supervisor	15%
Client/customer/patient/stakeholder	6%
Other	4%
An executive, senior leader or the head of your organisation	3%
Member of the public	3%
A volunteer with my organisation	1%
Member of your household	0%

People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 7% of your staff said they experienced sexual harassment.

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

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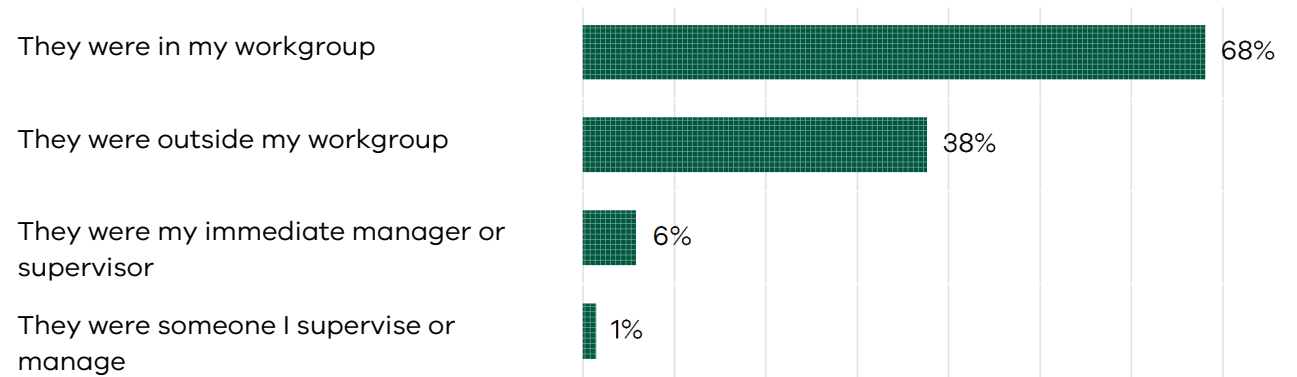
Example

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

Of that 7%, 96% said it was by someone within the organisation.

Of that 96%, 68% said it was 'They were in my workgroup'.

69 people (96% of staff who experienced harassment) experienced harassment from within your organisation (You 2023)

They were in my workgroup	68%
They were outside my workgroup	38%
They were my immediate manager or supervisor	6%
They were someone I supervise or manage	1%

People outcomes

Frequency of sexual harassment

What this is

This is how often staff experienced sexual harassment.

Why this is important

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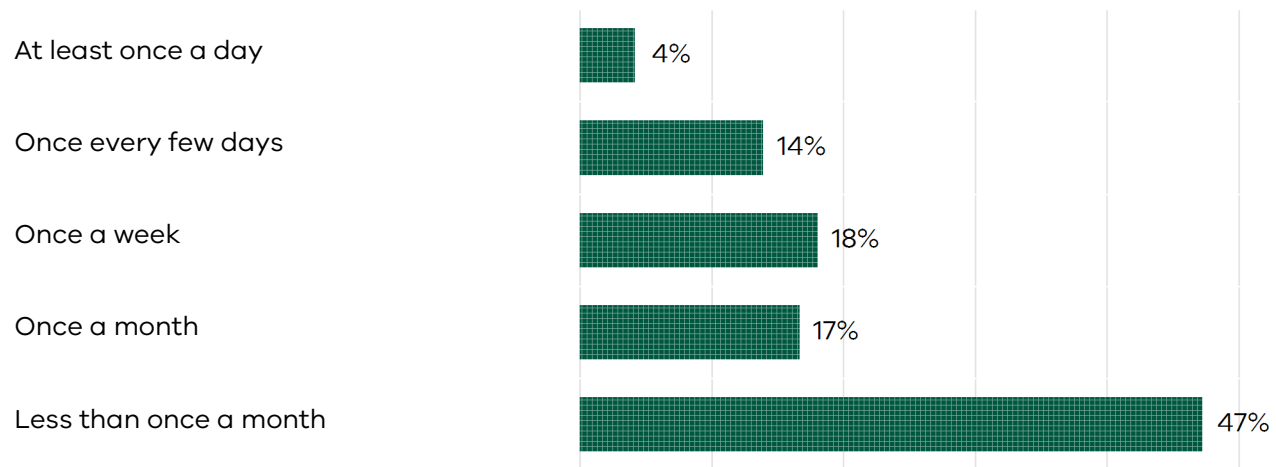
How to read this

In this year's survey, 7% of your staff said they experienced sexual harassment.

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

The graph shows how often staff were experiencing sexual harassment.

Example

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

Of that 7%, 4% said it was 'At least once a day'.

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

Frequency	Percentage
At least once a day	4%
Once every few days	14%
Once a week	18%
Once a month	17%
Less than once a month	47%

People outcomes

Discrimination

What this is

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

Why this is important

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

How to read this

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

If they did, they could tell us with one or more answers what attributes the discrimination was based on.
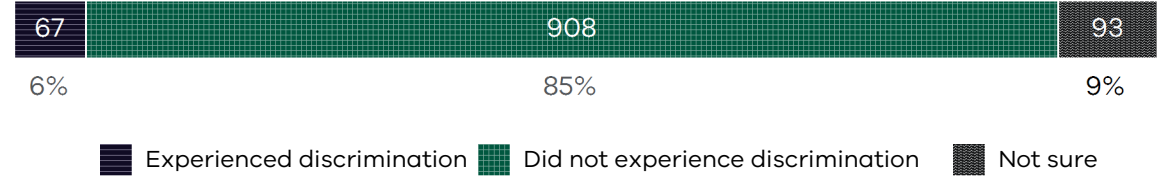
What results are shown

Results for response options with 10 or more responses.

Example

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

Of that 6%, 39% said it was 'Employment activity'.

Have you experienced discrimination at work?

67	908	93
6%	85%	9%

■ Experienced discrimination ▦ Did not experience discrimination ▨ Not sure

Why were you discriminated against?	You 2022	You 2023	Comparator 2023	Public sector 2023
Employment activity	44%	39%	23%	26%
Age	18%	25%	27%	28%
Sex	0%	22%	39%	26%
Parent or carer status (including pregnancy and breastfeeding)	18%	19%	17%	15%
Industrial and/or political activity	18%	15%	6%	7%

Victorian Public Sector Commission

VICTORIA State Government

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%, 55% said it was 'Opportunities for promotion'.

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

67	908	93
6%	85%	9%

■ Experienced discrimination   ▦ Did not experience discrimination   ▨ Not sure
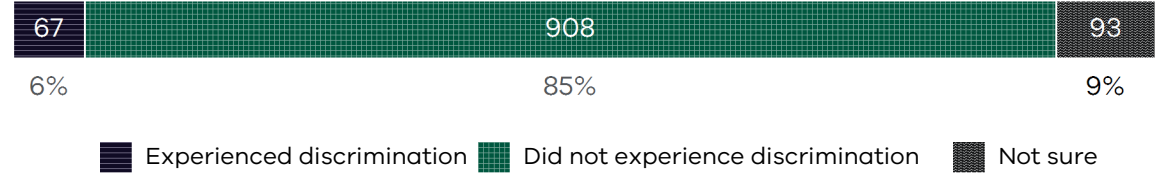
If you experienced discrimination, what type of discrimination did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Opportunities for promotion	51%	55%	43%	41%
Opportunities for training	35%	36%	29%	26%
Denied flexible work arrangements or other adjustments	35%	33%	23%	22%
Access to leave	19%	24%	9%	9%
Opportunities for transfer/secondment	19%	22%	34%	21%
Other	26%	21%	28%	36%
Employment security - threats of dismissal or termination	11%	12%	9%	13%
Pay or conditions offered by employer	11%	10%	7%	10%

People outcomes

Telling someone about the discrimination

What this is

This is who staff told about the discrimination they experienced.

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

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

- 45% said the top way they reported the discrimination was 'Told a manager'.

- 90% said they didn't submit a formal complaint.

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

67	908	93
6%	85%	9%

■ Experienced discrimination   ■ Did not experience discrimination   ■ Not sure
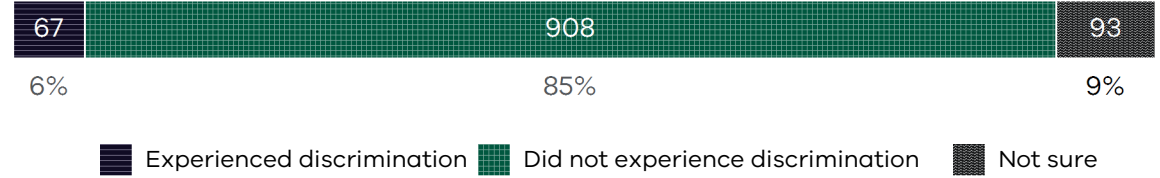
Did you tell anyone about the discrimination?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	35%	45%	31%	30%
Told a friend or family member	33%	37%	32%	31%
Told a colleague	44%	33%	37%	36%
Told someone else	18%	22%	16%	14%
I did not tell anyone about the discrimination	25%	21%	28%	24%
Submitted a formal complaint	0%	10%	6%	8%
Told employee assistance program (EAP) or peer support	9%	9%	6%	9%
Told Human Resources	2%	6%	5%	11%
Told the person the behaviour was not OK	9%	6%	7%	9%

People outcomes

Discrimination - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

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

Example

90% of your staff who experienced discrimination did not submit a formal complaint, of which:

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

Did you submit a formal complaint?

7	60
10%	90%

■ Submitted formal complaint   ■ Did not submit a formal complaint
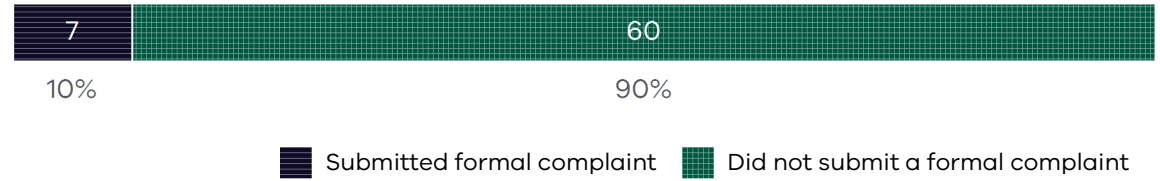
What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	74%	65%	61%	59%
I believed there would be negative consequences for my reputation	53%	58%	58%	56%
I believed there would be negative consequences for my career	53%	50%	59%	54%
I didn't feel safe to report the incident	11%	15%	15%	18%
I thought the complaint process would be embarrassing or difficult	14%	13%	12%	12%
I didn't think it was serious enough	2%	10%	10%	12%
I didn't know how to make a complaint	7%	7%	4%	5%
Other	11%	5%	13%	11%
I didn't know who to talk to	9%	3%	5%	6%
I didn't need to because I made the discrimination stop	4%	3%	2%	2%

Victorian Public Sector Commission

VICTORIA State Government

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.
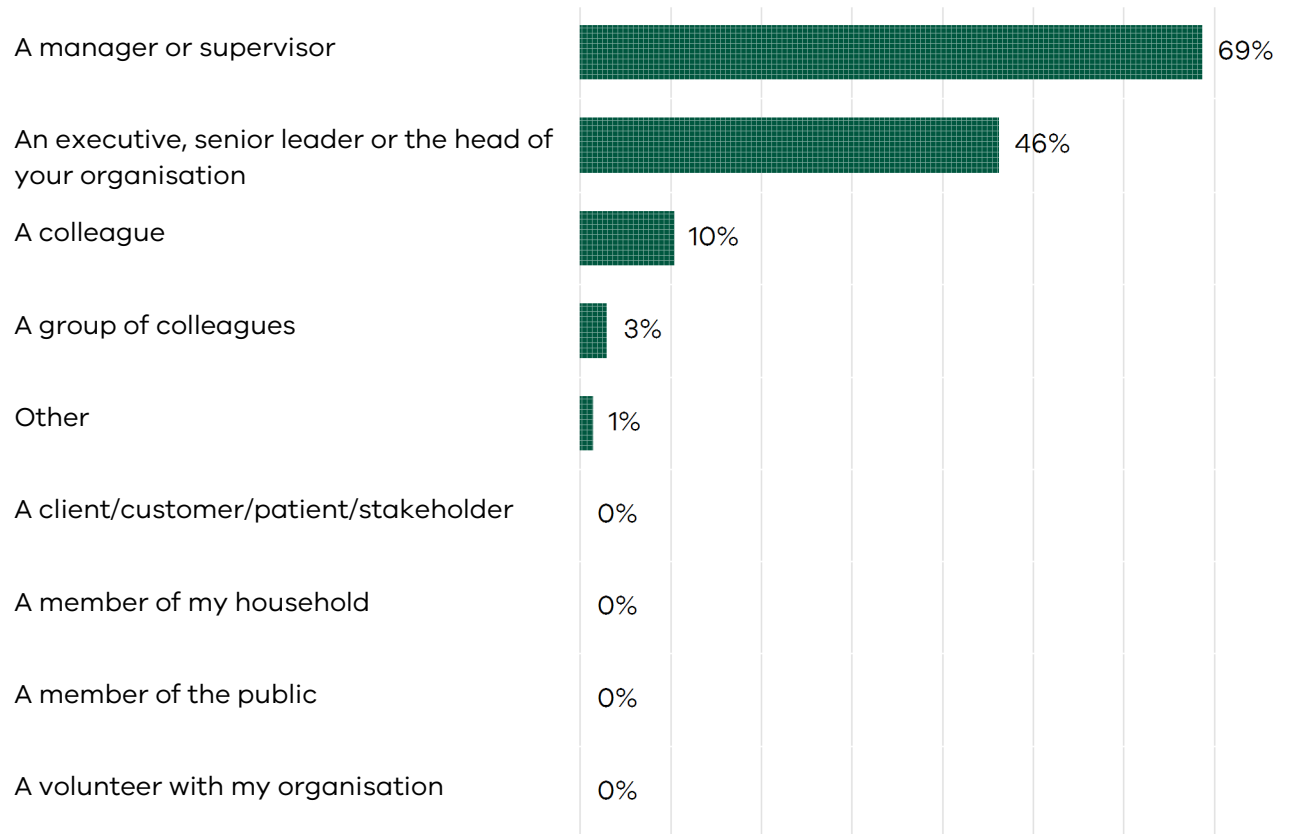
Each row is one perpetrator or group of perpetrators.

Example

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

Of that 6%, 69% said it was by 'A manager or supervisor'.

67 people (6% of staff) experienced discrimination (You 2023)

Perpetrator	%
A manager or supervisor	69%
An executive, senior leader or the head of your organisation	46%
A colleague	10%
A group of colleagues	3%
Other	1%
A client/customer/patient/stakeholder	0%
A member of my household	0%
A member of the public	0%
A volunteer with my organisation	0%

People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

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

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

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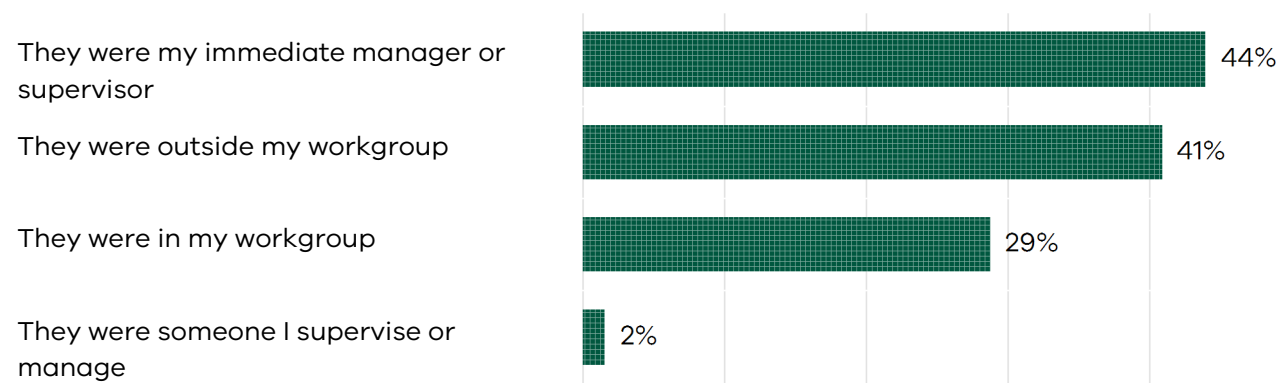
Example

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

Of that 6%, 99% said it was by someone within the organisation.

Of that 99%, 44% said it was 'They were my immediate manager or supervisor'.

66 people (99% of staff who experienced discrimination) experienced discrimination from within your organisation (You 2023)

Relationship	%
They were my immediate manager or supervisor	44%
They were outside my workgroup	41%
They were in my workgroup	29%
They were someone I supervise or manage	2%

Negative behaviour

Violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

7% of your staff who did the survey said they experienced violence or aggression.

Of that 7%, 79% said it was from 'Abusive language'.

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

70	973	25
7%	91%	2%

■ Experienced violence or aggression   ▦ Did not experience violence or aggression   ▨ Not sure
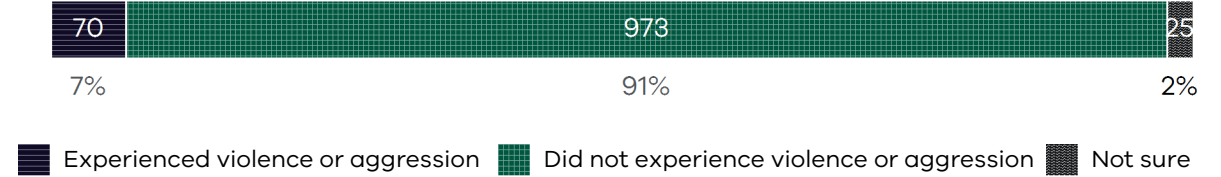
If you experienced violence or aggression, what type did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Abusive language	83%	79%	82%	75%
Intimidating behaviour	49%	51%	73%	73%
Threats of violence	40%	47%	64%	39%
Other	3%	3%	5%	6%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	2%	3%	49%	20%

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

7% of your staff who did the survey said they experienced violence or aggression, of which

- 39% said the top way they reported the violence or agression was 'Told a colleague'
- 89% said they didn't submit a formal incident report.

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

70	973	25
7%	91%	2%

■ Experienced violence or aggression ■ Did not experience violence or aggression ▦ Not sure
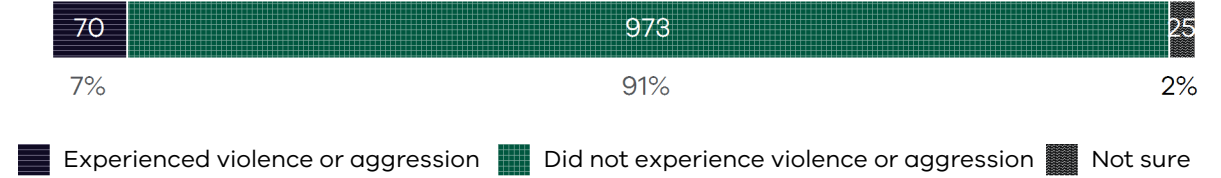
Did you tell anyone about the incident?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a colleague	32%	39%	35%	40%
Told a manager	37%	39%	43%	56%
I did not tell anyone about the incident(s)	29%	24%	15%	9%
Told the person the behaviour was not OK	18%	17%	19%	23%
Told a friend or family member	23%	13%	17%	19%
Submitted a formal incident report	6%	11%	35%	30%
Told someone else	5%	9%	6%	6%
Told Human Resources	2%	6%	2%	6%
Told employee assistance program (EAP) or peer support	2%	4%	3%	5%

Victorian Public Sector Commission

VICTORIA State Government

Negative behaviour

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

What this is

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

Why this is important

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

How to read this

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

Example

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

- 35% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal incident report?

8	62
11%	89%

■ Submitted formal incident report ▦ Did not submit a formal incident report
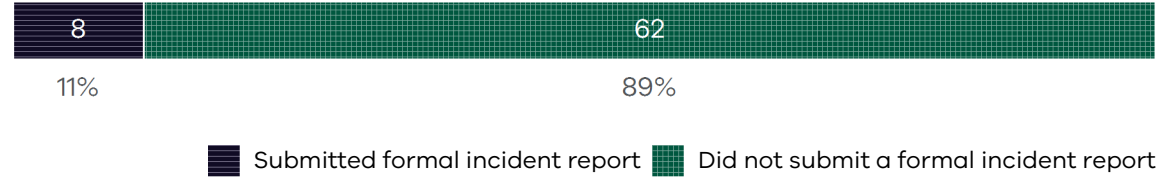
What was your reason for not submitting a formal incident report?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	43%	35%	36%	38%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	31%	31%	14%	13%
I didn't think it was serious enough	28%	29%	22%	28%
Other	25%	26%	30%	22%
I believed there would be negative consequences for my reputation	16%	16%	18%	21%
I didn't need to because I made the violence or aggression stop	8%	11%	18%	14%
I believed there would be negative consequences for my career	16%	10%	15%	18%
I thought the complaint process would be embarrassing or difficult	5%	8%	4%	5%
I didn't know how to make a complaint	2%	6%	2%	4%
I didn't feel safe to report the incident	5%	5%	5%	7%

Victorian Public Sector Commission

VICTORIA State Government

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.

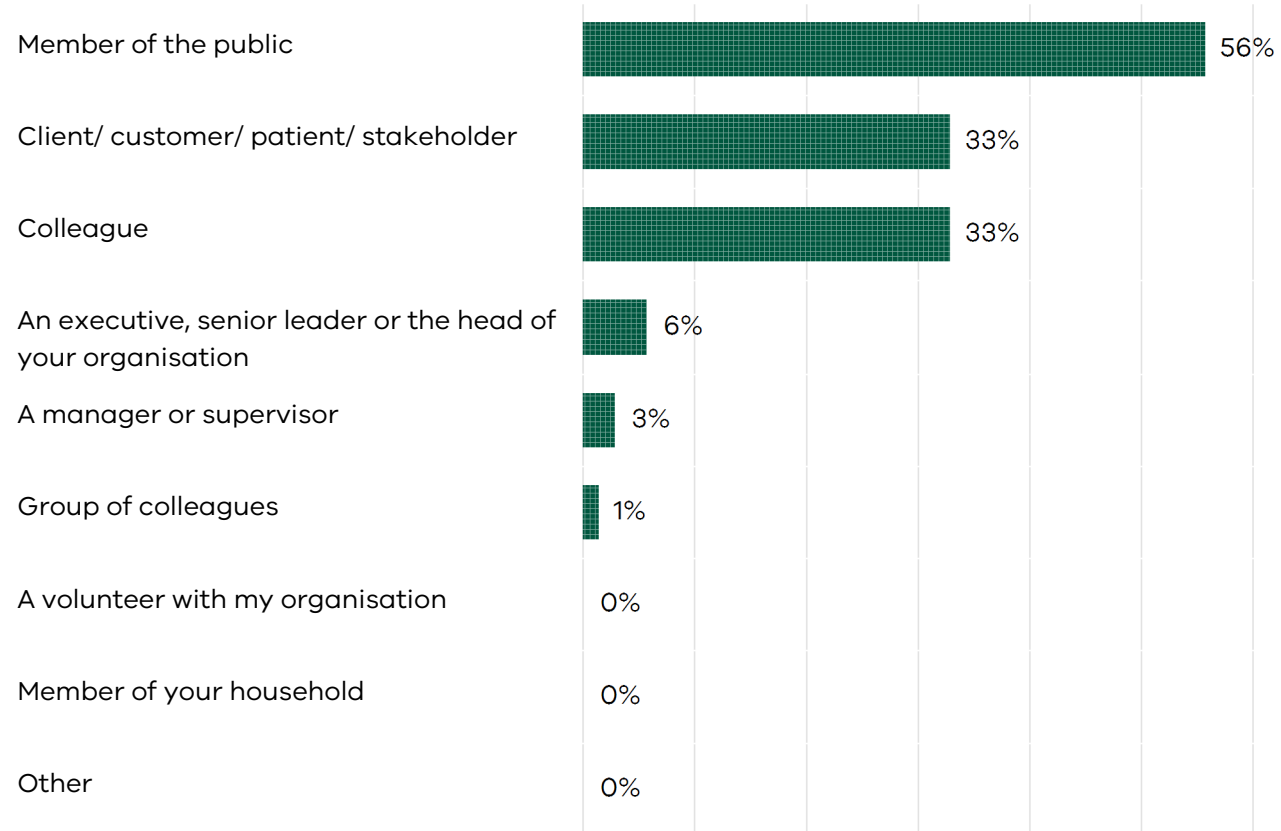In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or a group of perpetrators.

Example

7% of your staff who did the survey said they experienced violence or aggression.

Of that 7%, 56% said it was 'Member of the public'.

70 people (7% of staff) experienced violence or aggression (You2023)

Perpetrator	Percentage
Member of the public	56%
Client/ customer/ patient/ stakeholder	33%
Colleague	33%
An executive, senior leader or the head of your organisation	6%
A manager or supervisor	3%
Group of colleagues	1%
A volunteer with my organisation	0%
Member of your household	0%
Other	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, 7% 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.
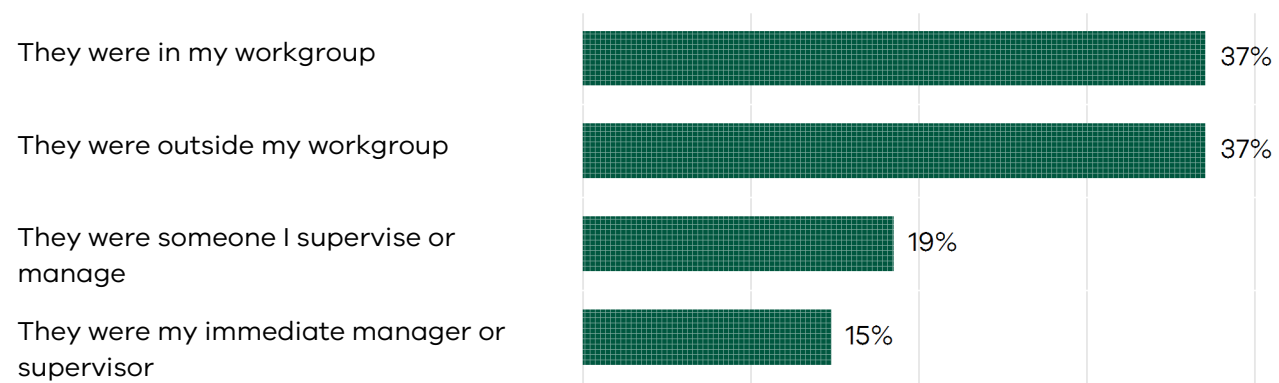
Example

7% of your staff who did the survey said they experienced violence or aggression.

Of that 7%, 39% said it was by someone within the organisation.

Of that 39%, 37% said it was 'They were in my workgroup'.

27 people (39% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You2023)

They were in my workgroup	37%
They were outside my workgroup	37%
They were someone I supervise or manage	19%
They were my immediate manager or supervisor	15%

Negative behaviour

Witnessing negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

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

78% said they witnessed No, I have not witnessed any of the situations above'.

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

233	835
22%	78%

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

During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	Comparator 2023	Public sector 2023
No, I have not witnessed any of the situations above	78%	75%	81%
Bullying of a colleague	15%	17%	13%
Discrimination against a colleague	7%	12%	7%
Sexual harassment of a colleague	4%	2%	1%
Violence or aggression against a colleague	3%	4%	3%

Negative behaviour

Taking action when witnessing negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

The table shows the answers in descending order.

Example

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

- 70% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 7% took no action.

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

233	835
22%	78%

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

When you witnessed the above behaviour(s), did you do any of the following?	You 2023	Comparator 2023	Public sector 2023
Spoke to the person who experienced the behaviour	70%	69%	69%
Told a manager	45%	37%	38%
Told the person the behaviour was not OK	21%	22%	20%
Told a colleague	18%	18%	19%
Spoke to the person who behaved in a negative way	15%	21%	17%
Took no action	7%	7%	8%
Submitted a formal complaint	7%	7%	5%
Told Human Resources	5%	4%	7%
Other	3%	7%	6%

Victorian Public Sector Commission

VICTORIA State Government

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.
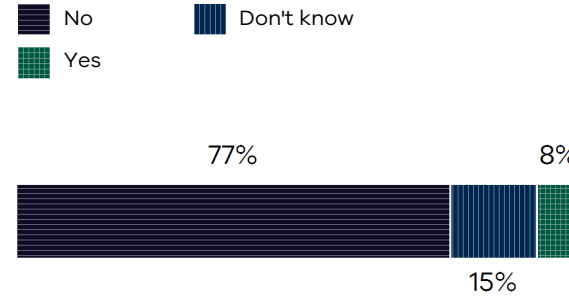
Example

8% of staff who did the survey were satisfied with the way your organisation handled their formal 'Bullying' complaint.
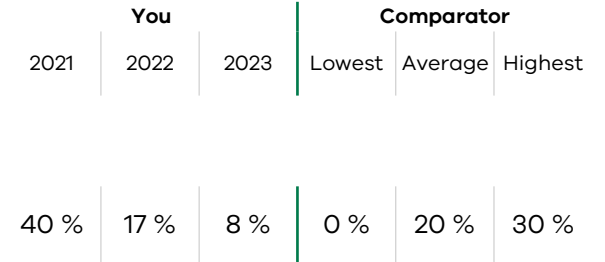
Survey question	Your results	Benchmark satisfied results

Were you satisfied with the way your formal complaint was handled

Legend: ■ No ▥ Don't know ▤ Yes

	Your results		You			Comparator		
			2021	2022	2023	Lowest	Average	Highest
Bullying	77% · 15% · 8%		40 %	17 %	8 %	0 %	20 %	30 %

People matter survey

2023

Have your say

Overview

Result summary

Report overview

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

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

Key differences

Highest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Meaningful work', the 'You 2023' column shows 95% of your staff agreed with 'I achieve something important through my work'.
In the 'Change from 2022' column, you have a 1% increase, which is a positive trend.

Question group	Highest scoring questions	You 2023	Change from 2022	Comparator 2023
Meaningful work	I achieve something important through my work	95%	+1%	81%
Meaningful work	I can make a worthwhile contribution at work	94%	+1%	86%
Job enrichment	I understand how my job helps my organisation achieve its goals	93%	0%	82%
Job enrichment	I can use my skills and knowledge in my job	92%	+0%	89%
Job enrichment	I clearly understand what I am expected to do in this job	91%	0%	80%
Safety climate	My organisation provides a physically safe work environment	90%	+5%	72%
Manager leadership	My manager treats employees with dignity and respect	90%	+1%	81%
Collaboration	I am able to work effectively with others outside my immediate workgroup	88%	+7%	84%
Meaningful work	I get a sense of accomplishment from my work	88%	–1%	72%
Manager leadership	My manager demonstrates honesty and integrity	87%	+2%	79%

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 29% 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 12% 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	29%	+12%	30%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	45%	Not asked in 2022	32%
Taking action	I believe my organisation will make improvements based on the results of this survey	46%	+8%	24%
Organisational integrity	I believe the promotion processes in my organisation are fair	48%	+9%	23%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	49%	+12%	32%
Senior leadership	Senior leaders provide clear strategy and direction	52%	+14%	42%
Innovation	My workgroup encourages employee creativity	53%	+3%	48%
Job enrichment	I have a say in how I do my work	54%	+4%	61%
Organisational integrity	I have an equal chance at promotion in my organisation	54%	+8%	29%
Other questions	I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	55%	Not asked in 2022	39%

Victorian Public Sector Commission

VICTORIA State Government

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 58% of your staff agreed with 'All levels of my organisation are involved in the prevention of stress'.
In the 'Increase from 2022' column, you have a 19% increase, which is a positive trend.

Question group	Most improved from last year	You 2023	Increase from 2022	Comparator 2023
Safety climate	All levels of my organisation are involved in the prevention of stress	58%	+19%	27%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	72%	+17%	44%
Senior leadership	Senior leaders model my organisation's values	58%	+17%	50%
Engagement	I would recommend my organisation as a good place to work	74%	+15%	41%
Organisational integrity	My organisation is committed to earning a high level of public trust	78%	+15%	69%
Learning and development	My organisation places a high priority on the learning and development of staff	59%	+15%	35%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	68%	+15%	35%
Workload	The workload I have is appropriate for the job that I do	60%	+14%	49%
Engagement	My organisation motivates me to help achieve its objectives	68%	+14%	42%
Senior leadership	Senior leaders provide clear strategy and direction	52%	+14%	42%

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 'Workgroup support', the 'You 2023' column shows 85% of your staff agreed with 'People in my workgroup work together effectively to get the job done'. In the 'Decrease from 2022' column, you have a 1% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2023	Decrease from 2022	Comparator 2023
Workgroup support	People in my workgroup work together effectively to get the job done	85%	–1%	78%
Meaningful work	I get a sense of accomplishment from my work	88%	–1%	72%
Manager support	I can discuss problems or issues with my manager	84%	–1%	75%
Job enrichment	I clearly understand what I am expected to do in this job	91%	0%	80%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	69%	0%	65%
Job enrichment	I understand how my job helps my organisation achieve its goals	93%	0%	82%

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 'Safety climate', the 'You 2023' column shows 68% of your staff agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.

The 'difference' column, shows that agreement for this question was 33 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	68%	+33%	35%
Engagement	I would recommend my organisation as a good place to work	74%	+32%	41%
Safety climate	All levels of my organisation are involved in the prevention of stress	58%	+31%	27%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	72%	+29%	44%
Engagement	My organisation inspires me to do the best in my job	68%	+27%	41%
Engagement	My organisation motivates me to help achieve its objectives	68%	+26%	42%
Engagement	I am proud to tell others I work for my organisation	83%	+26%	57%
Organisational integrity	I have an equal chance at promotion in my organisation	54%	+25%	29%
Organisational integrity	I believe the promotion processes in my organisation are fair	48%	+25%	23%
Organisational integrity	I believe the recruitment processes in my organisation are fair	59%	+23%	36%

Victorian Public Sector Commission

VICTORIA State Government

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 'Human rights', the 'You 2023' column shows 65% of your staff agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

The 'difference' column, shows that agreement for this question was 18 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	65%	-18%	84%
Job enrichment	I have a say in how I do my work	54%	-7%	61%
Other questions	I understand how the Code of Conduct for Victorian public sector employees applies to my work	72%	-6%	78%
Workgroup support	People in my workgroup appropriately manage conflicts of interest	64%	-4%	68%
Taking action	My organisation has made improvements based on the survey results from last year	29%	-2%	30%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	70%	-1%	71%

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring

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'.
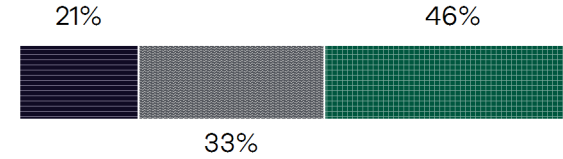
Survey question	Your results	Benchmark agree results

Legend: Disagree · Don't know · Neither agree nor disagree · Agree
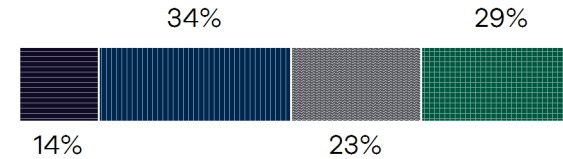
Survey question		**You**			**Comparator**		
		2021	2022	2023	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this survey	21% / 33% / 46%	Not asked	38 %	46 %	17 %	24 %	52 %
My organisation has made improvements based on the survey results from last year	14% / 34% / 23% / 29%	Not asked	17 %	29 %	30 %	30 %	30 %

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring

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

58% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

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

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

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
Senior leaders model my organisation's values (Disagree 13%, Don't know 6%, Neither 22%, Agree 58%)	22 %	42 %	58 %	46 %	50 %	62 %
Senior leaders demonstrate honesty and integrity (Disagree 14%, Don't know 6%, Neither 23%, Agree 57%)	23 %	43 %	57 %	45 %	50 %	63 %
Senior leaders provide clear strategy and direction (Disagree 19%, Don't know 5%, Neither 24%, Agree 52%)	23 %	39 %	52 %	38 %	42 %	52 %

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

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.
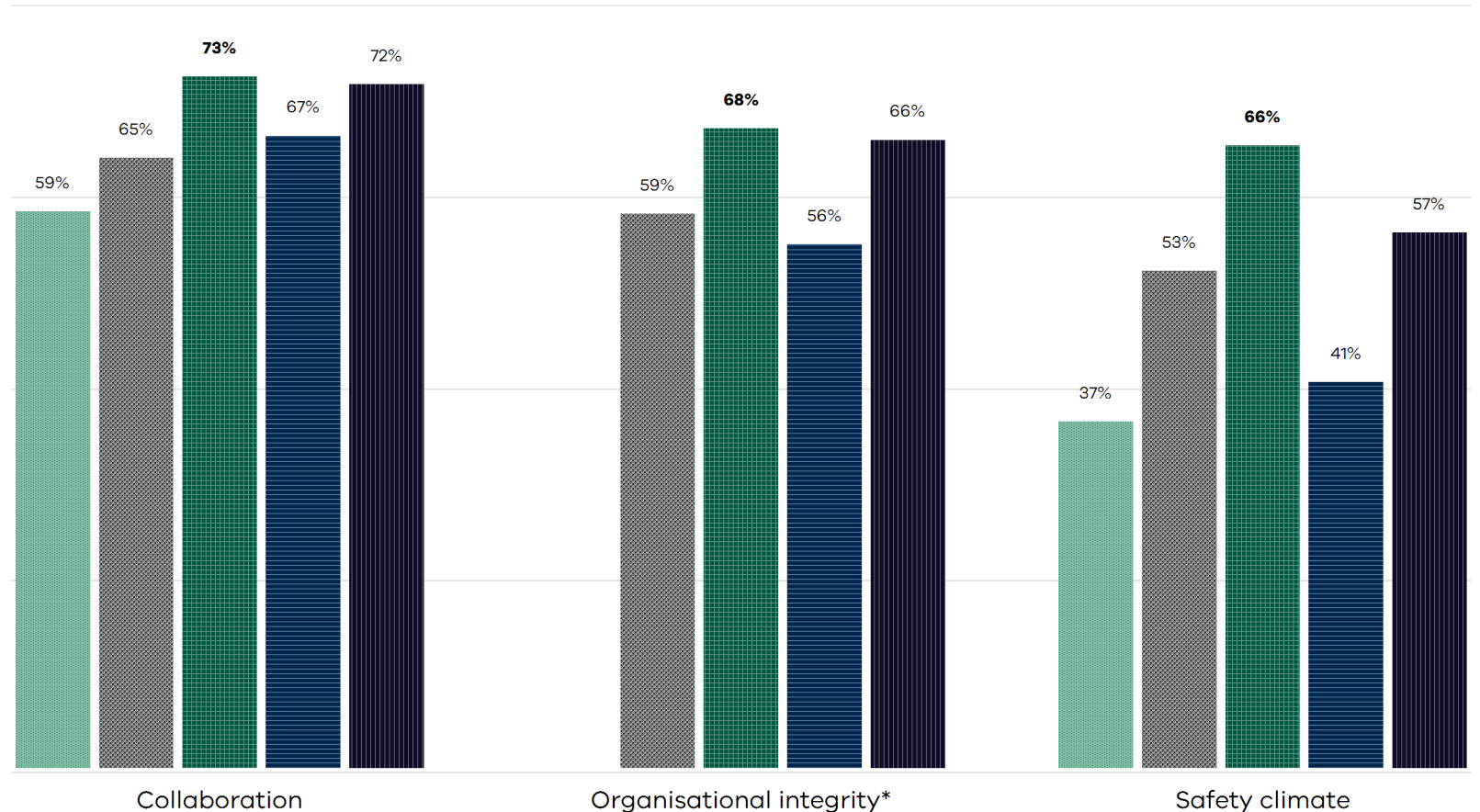
Example

In 2023:

- 73% of your staff who did the survey responded positively to questions about Collaboration which is up from 65% in 2022.

Compared to:

- 67% of staff at your comparator and 72% of staff across the public sector.

Collaboration
- You 2021: 59%
- You 2022: 65%
- You 2023: 73%
- Comparator 2023: 67%
- Public sector 2023: 72%

Organisational integrity*
- You 2022: 59%
- You 2023: 68%
- Comparator 2023: 56%
- Public sector 2023: 66%

Safety climate
- You 2021: 37%
- You 2022: 53%
- You 2023: 66%
- Comparator 2023: 41%
- Public sector 2023: 57%

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

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

Organisational climate

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.
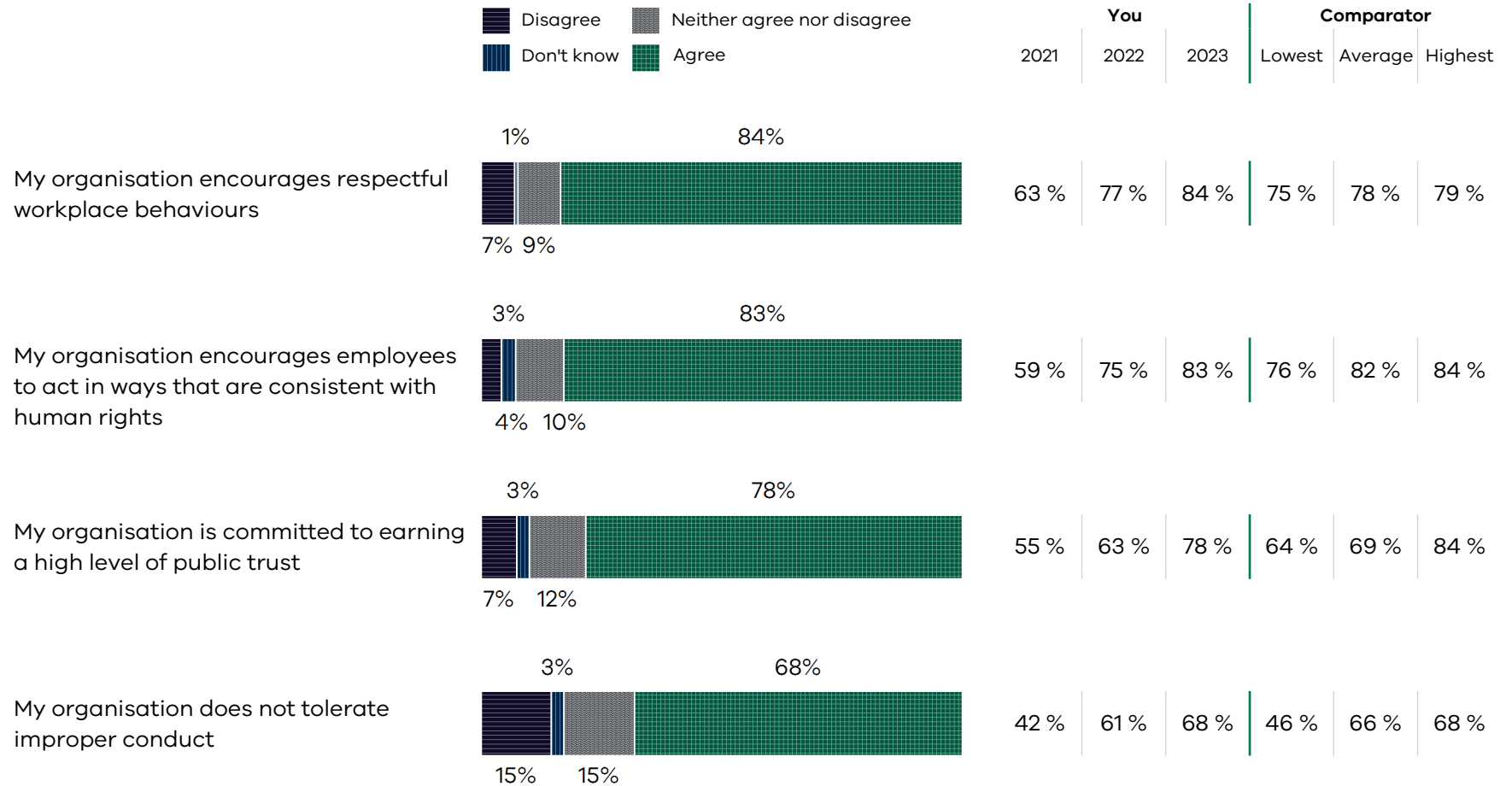
Example

84% of your 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 (dark navy)
- Don't know (blue)
- Neither agree nor disagree (grey)
- Agree (green)

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation encourages respectful workplace behaviours	1% ... 84% / 7% 9%	63 %	77 %	84 %	75 %	78 %	79 %
My organisation encourages employees to act in ways that are consistent with human rights	3% ... 83% / 4% 10%	59 %	75 %	83 %	76 %	82 %	84 %
My organisation is committed to earning a high level of public trust	3% ... 78% / 7% 12%	55 %	63 %	78 %	64 %	69 %	84 %
My organisation does not tolerate improper conduct	3% ... 68% / 15% 15%	42 %	61 %	68 %	46 %	66 %	68 %

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Organisational integrity 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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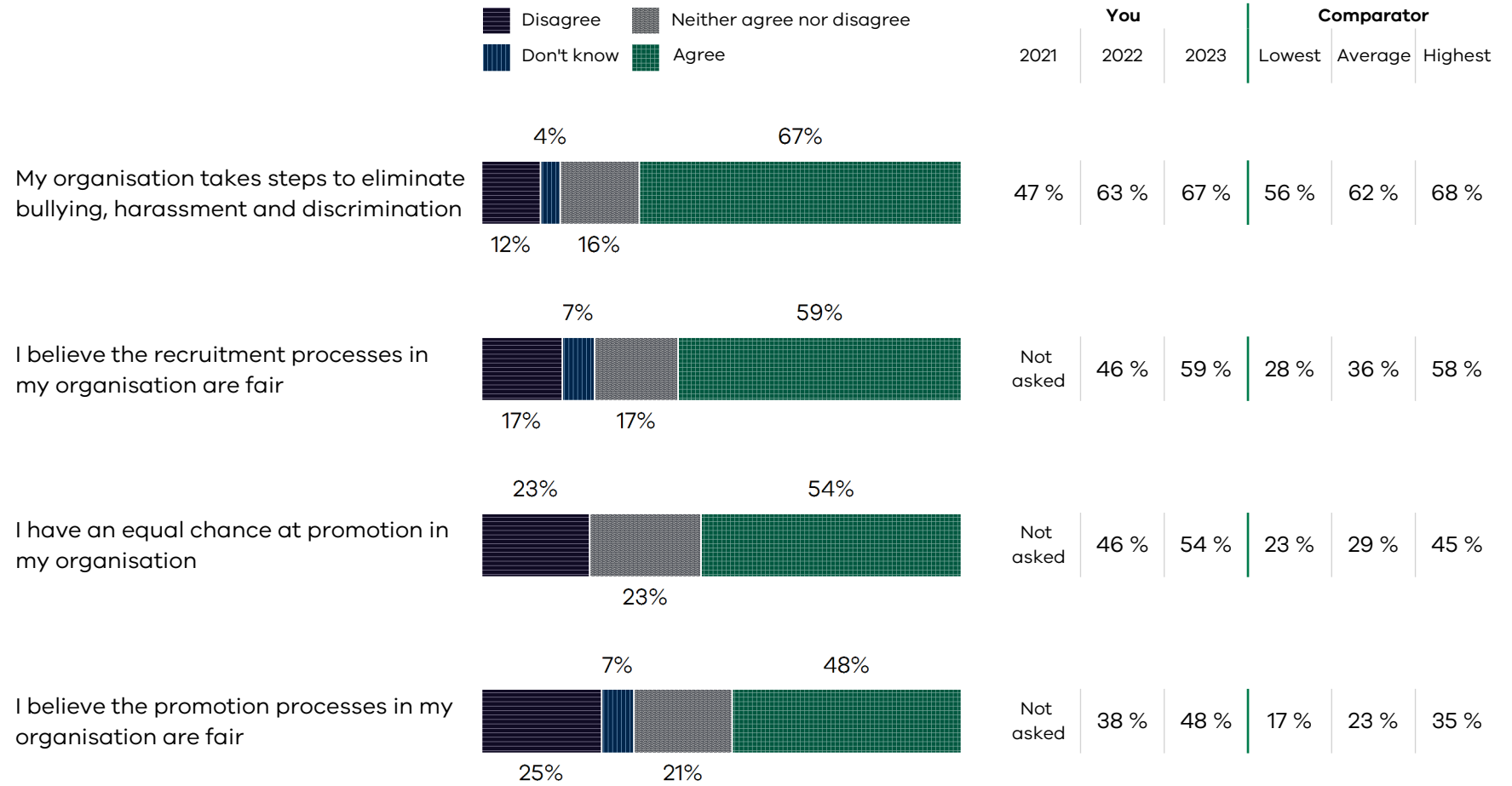
Example

67% 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 · Don't know · Neither agree nor disagree · Agree

Survey question		You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination (12% / 4% / 16% / 67%)	47 %	63 %	67 %	56 %	62 %	68 %
I believe the recruitment processes in my organisation are fair (17% / 7% / 17% / 59%)	Not asked	46 %	59 %	28 %	36 %	58 %
I have an equal chance at promotion in my organisation (23% / 23% / 54%)	Not asked	46 %	54 %	23 %	29 %	45 %
I believe the promotion processes in my organisation are fair (25% / 7% / 21% / 48%)	Not asked	38 %	48 %	17 %	23 %	35 %

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

88% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.
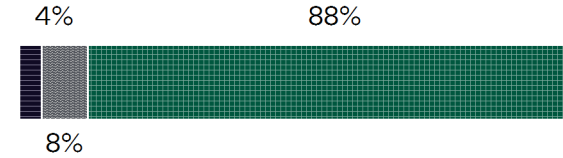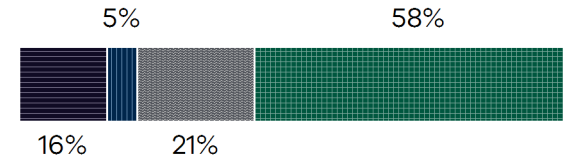
Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	Your results	2021	You 2022	2023	Comparator Lowest	Comparator Average	Comparator Highest
I am able to work effectively with others outside my immediate workgroup	4% / 8% / 88%	86 %	81 %	88 %	76 %	84 %	84 %
Workgroups across my organisation willingly share information with each other	16% / 5% / 21% / 58%	32 %	48 %	58 %	40 %	50 %	51 %

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.
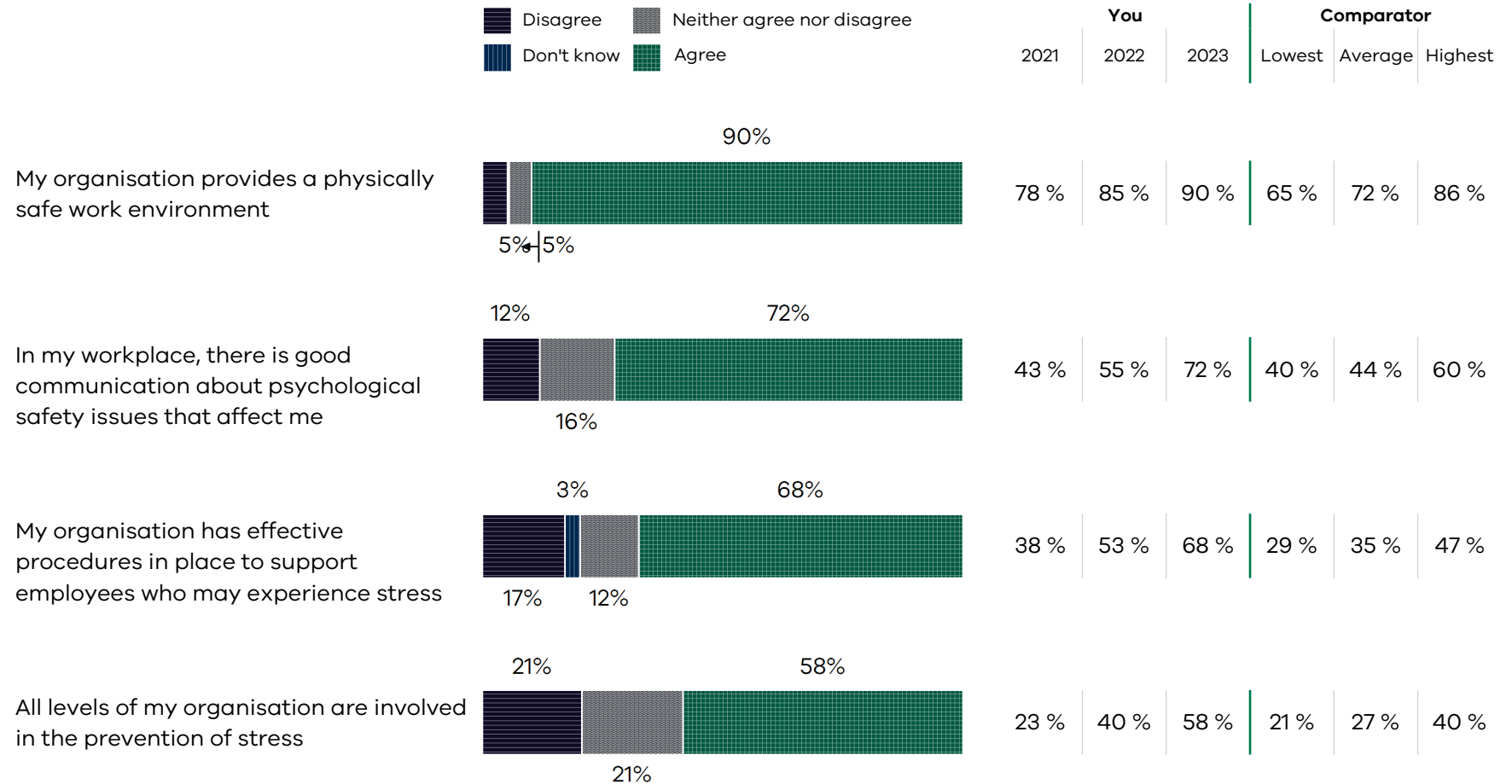
Example

90% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question

Your results

Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation provides a physically safe work environment	90% (5%, 5%)	78 %	85 %	90 %	65 %	72 %	86 %
In my workplace, there is good communication about psychological safety issues that affect me	72% (12%, 16%)	43 %	55 %	72 %	40 %	44 %	60 %
My organisation has effective procedures in place to support employees who may experience stress	68% (3%, 17%, 12%)	38 %	53 %	68 %	29 %	35 %	47 %
All levels of my organisation are involved in the prevention of stress	58% (21%, 21%)	23 %	40 %	58 %	21 %	27 %	40 %

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

58% of your staff who did the survey agreed or strongly agreed with 'Senior leaders consider the psychological health of employees to be as important as productivity'.
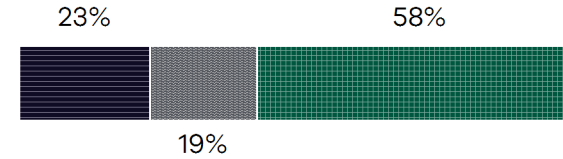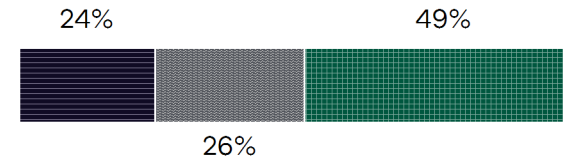
Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

	You			Comparator		
Survey question	2021	2022	2023	Lowest	Average	Highest
Senior leaders consider the psychological health of employees to be as important as productivity	22 %	46 %	58 %	32 %	37 %	49 %
Senior leaders show support for stress prevention through involvement and commitment	18 %	38 %	49 %	28 %	32 %	43 %

Your results — Senior leaders consider the psychological health of employees to be as important as productivity: 23% / 19% / 58%

Your results — Senior leaders show support for stress prevention through involvement and commitment: 24% / 26% / 49%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
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- Questions on topical issues, includes additional questions that support the Gender Equality Act 2020

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

Workgroup climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

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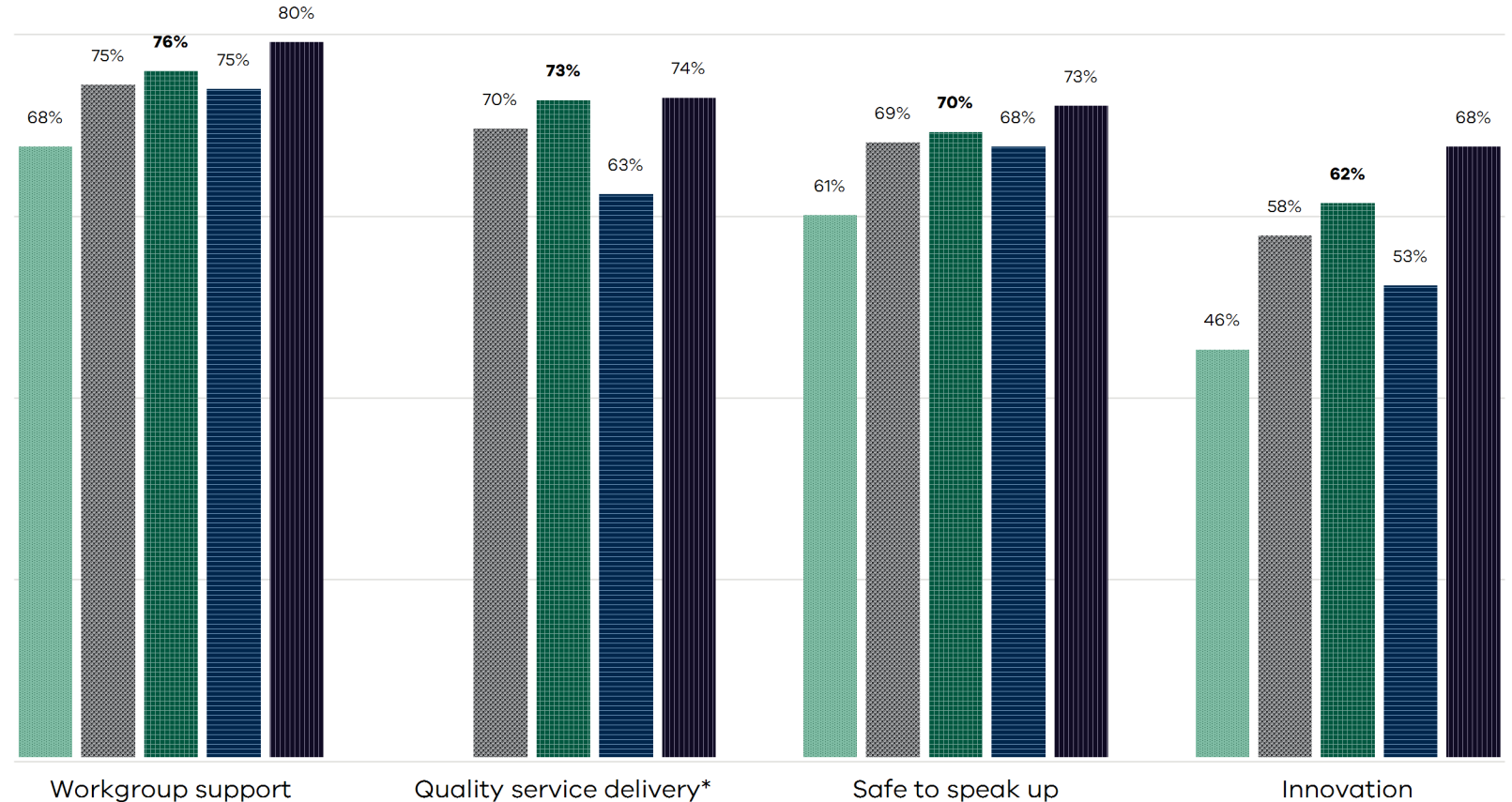
Example

In 2023:

- 76% of your staff who did the survey responded positively to questions about Workgroup support which is up from 75% in 2022.

Compared to:

- 75% of staff at your comparator and 80% of staff across the public sector.

	Workgroup support	Quality service delivery*	Safe to speak up	Innovation
You 2021	68%		61%	46%
You 2022	75%	70%	69%	58%
You 2023	76%	73%	70%	62%
Comparator 2023	75%	63%	68%	53%
Public sector 2023	80%	74%	73%	68%

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

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

Workgroup climate

Quality service delivery

What this is

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

Why this is important

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

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

How to read this

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

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

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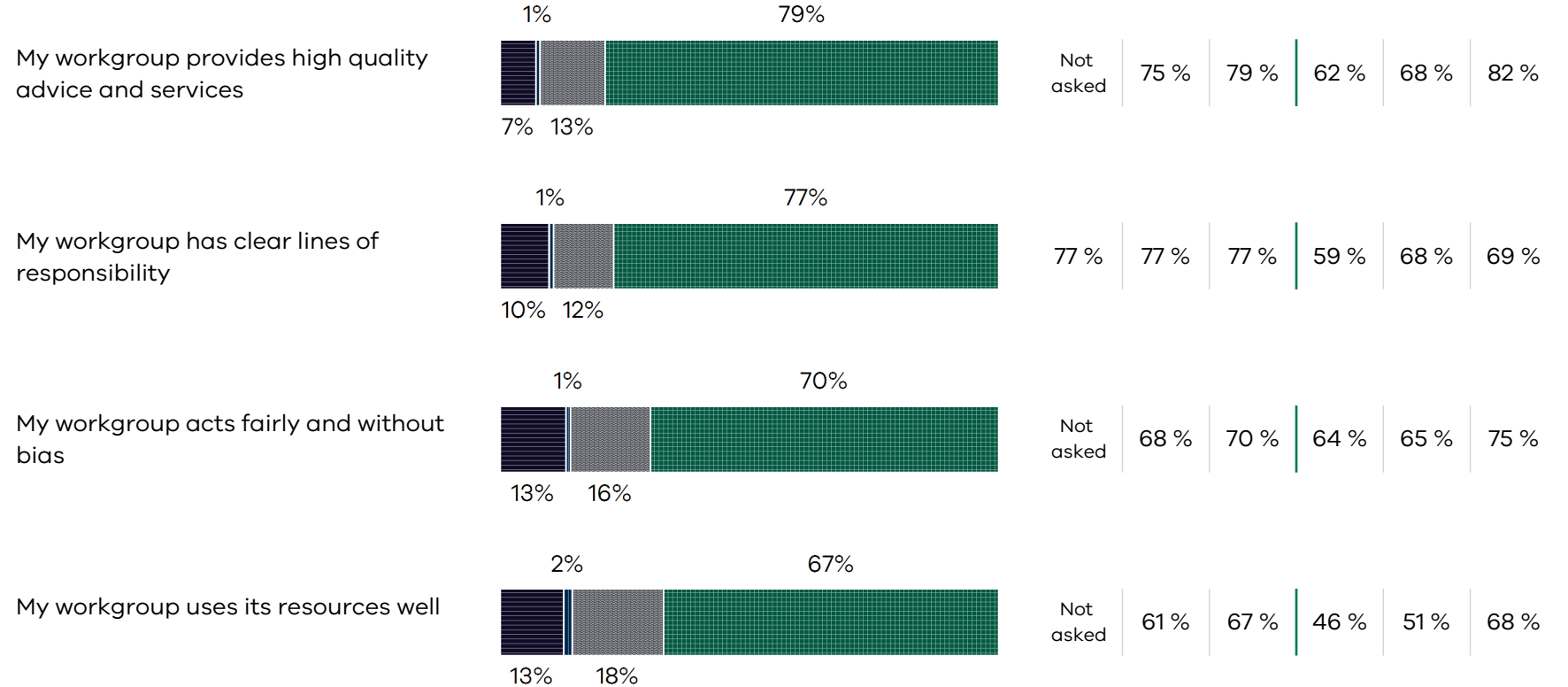
Example

79% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question	Your results						

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

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My workgroup provides high quality advice and services	Not asked	75 %	79 %	62 %	68 %	82 %
My workgroup has clear lines of responsibility	77 %	77 %	77 %	59 %	68 %	69 %
My workgroup acts fairly and without bias	Not asked	68 %	70 %	64 %	65 %	75 %
My workgroup uses its resources well	Not asked	61 %	67 %	46 %	51 %	68 %

My workgroup provides high quality advice and services — 1% / 79% / 7% / 13%

My workgroup has clear lines of responsibility — 1% / 77% / 10% / 12%

My workgroup acts fairly and without bias — 1% / 70% / 13% / 16%

My workgroup uses its resources well — 2% / 67% / 13% / 18%

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

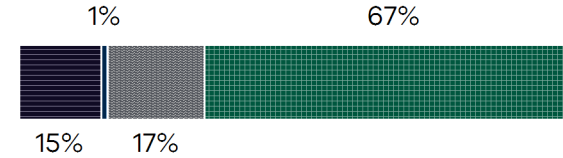67% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.

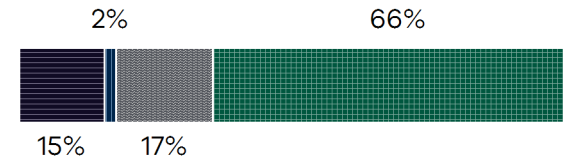Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup learns from failures and mistakes	15% / 17% / 1% / 67%	52 %	62 %	67 %	53 %	57 %	70 %
My workgroup is quick to respond to opportunities to do things better	15% / 17% / 2% / 66%	49 %	62 %	66 %	48 %	54 %	71 %
My workgroup encourages employee creativity	16% / 29% / 2% / 53%	37 %	50 %	53 %	43 %	48 %	76 %

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.

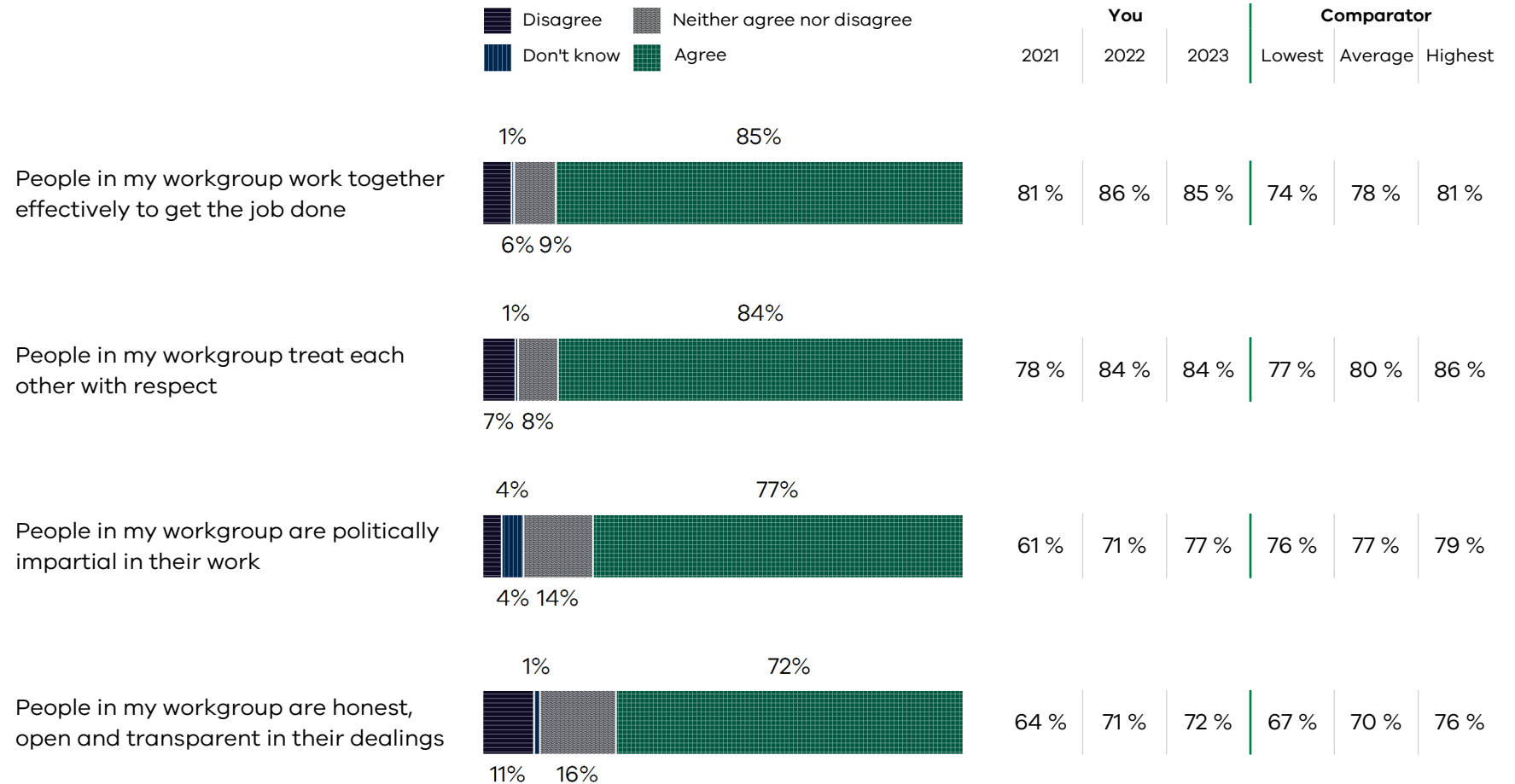Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

85% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
People in my workgroup work together effectively to get the job done — 1% / 6% / 9% / 85%		81 %	86 %	85 %	74 %	78 %	81 %
People in my workgroup treat each other with respect — 1% / 7% / 8% / 84%		78 %	84 %	84 %	77 %	80 %	86 %
People in my workgroup are politically impartial in their work — 4% / 4% / 14% / 77%		61 %	71 %	77 %	76 %	77 %	79 %
People in my workgroup are honest, open and transparent in their dealings — 11% / 1% / 16% / 72%		64 %	71 %	72 %	67 %	70 %	76 %

Workgroup climate

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.

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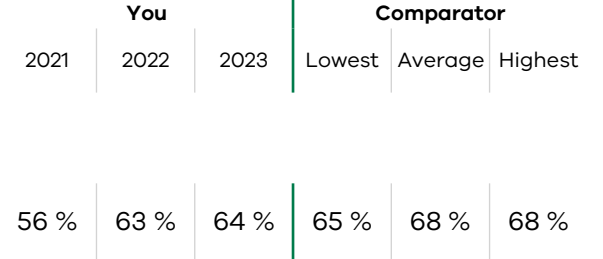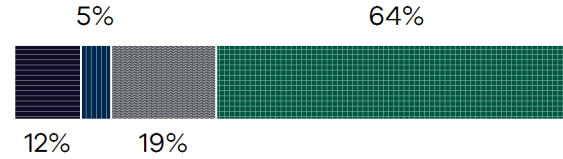
Example

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

Survey question	Your results	Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
People in my workgroup appropriately manage conflicts of interest	12% / 5% / 19% / 64%	56 %	63 %	64 %	65 %	68 %	68 %

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Safe to speak up

What this is

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

Why this is important

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

How to read this

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

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

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

Example

70% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.
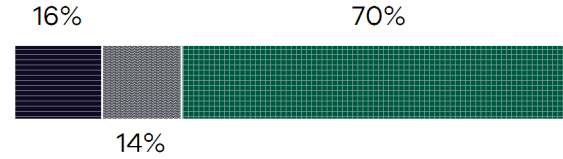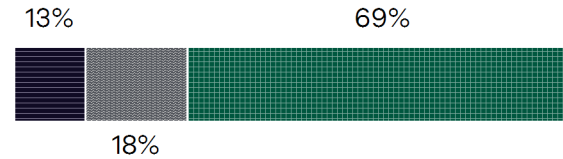
Survey question	Your results	Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I feel safe to challenge inappropriate behaviour at work	16% / 14% / 70%	52 %	68 %	70 %	61 %	71 %	74 %
People in my workgroup are able to bring up problems and tough issues	13% / 18% / 69%	70 %	69 %	69 %	64 %	65 %	80 %

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

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- Scorecard
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- Integrity
- Impartiality
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- Adjustments
- Caring

Job and manager factors

What this is

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

Why this is important

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

How to read this

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

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

Example

In 2023:

- 92% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 80% of staff at your comparator and 87% of staff across the public sector.

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

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

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

What this is

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

Why this is important

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

How to read this

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

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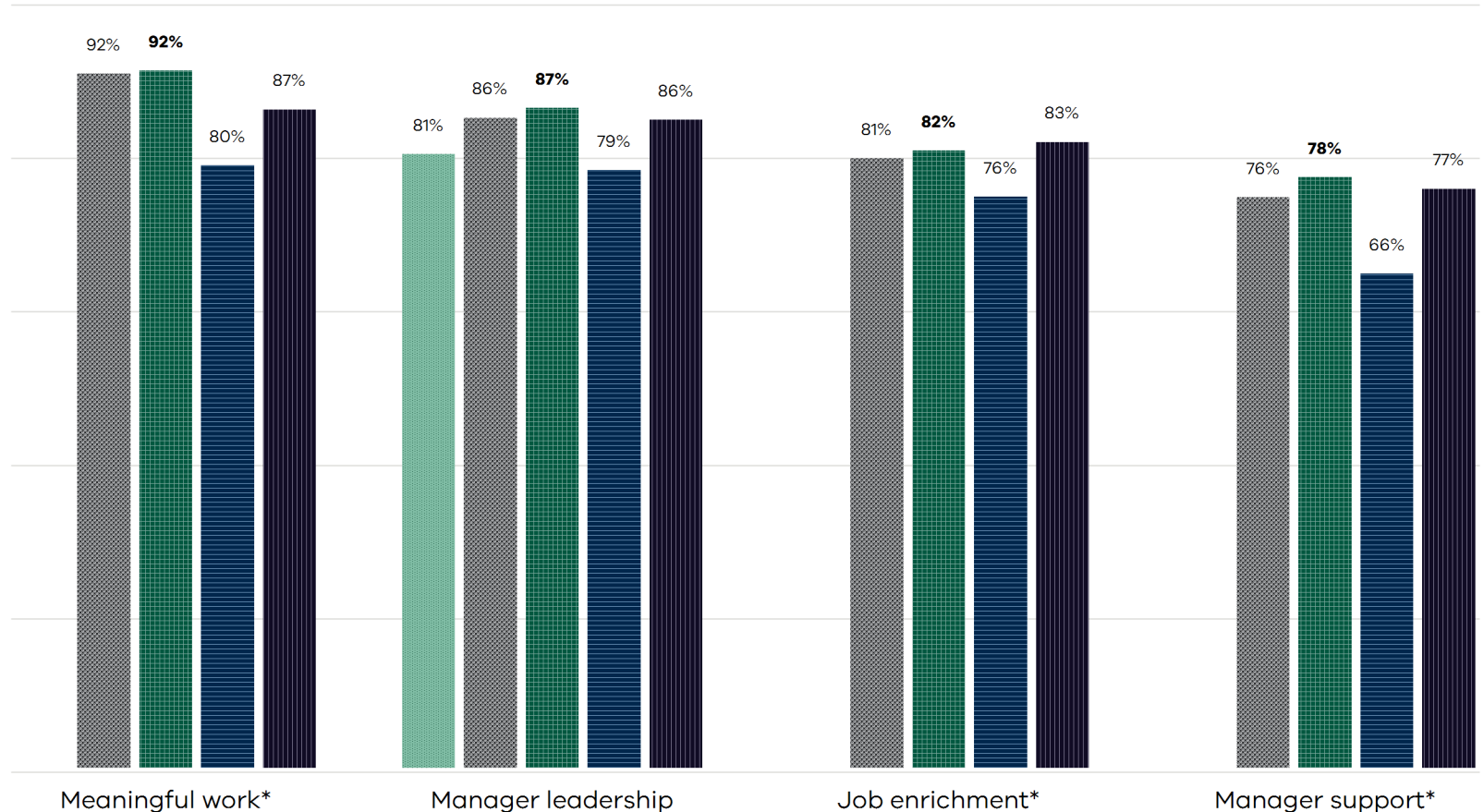
Example

In 2023:

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

Compared to:

- 61% of staff at your comparator and 79% of staff across the public sector.
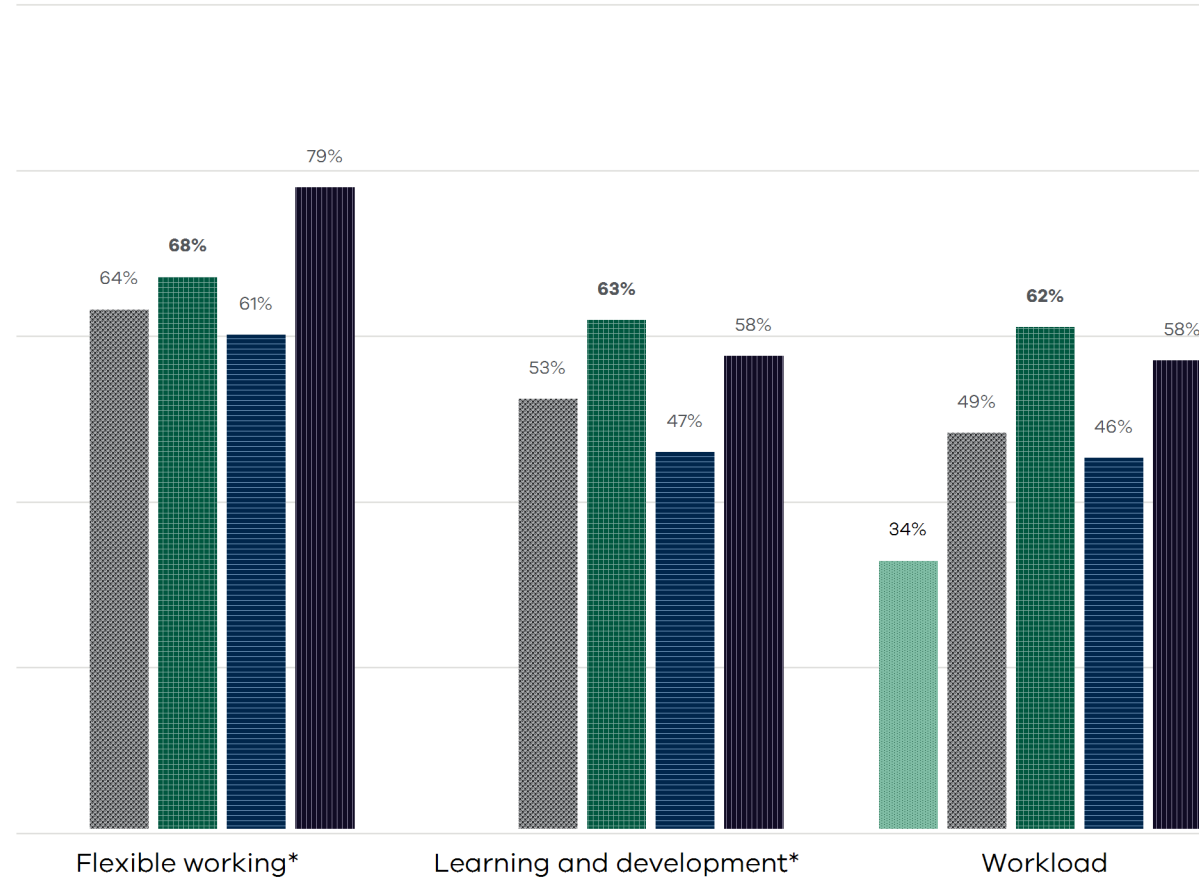
*We can't compare some data here because one or more questions were not asked in a previous survey

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

Chart data:
- Flexible working*: 64%, 68%, 61%, 79%
- Learning and development*: 53%, 63%, 47%, 58%
- Workload: 34%, 49%, 62%, 46%, 58%

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Manager leadership

What this is

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

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

How to read this

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

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

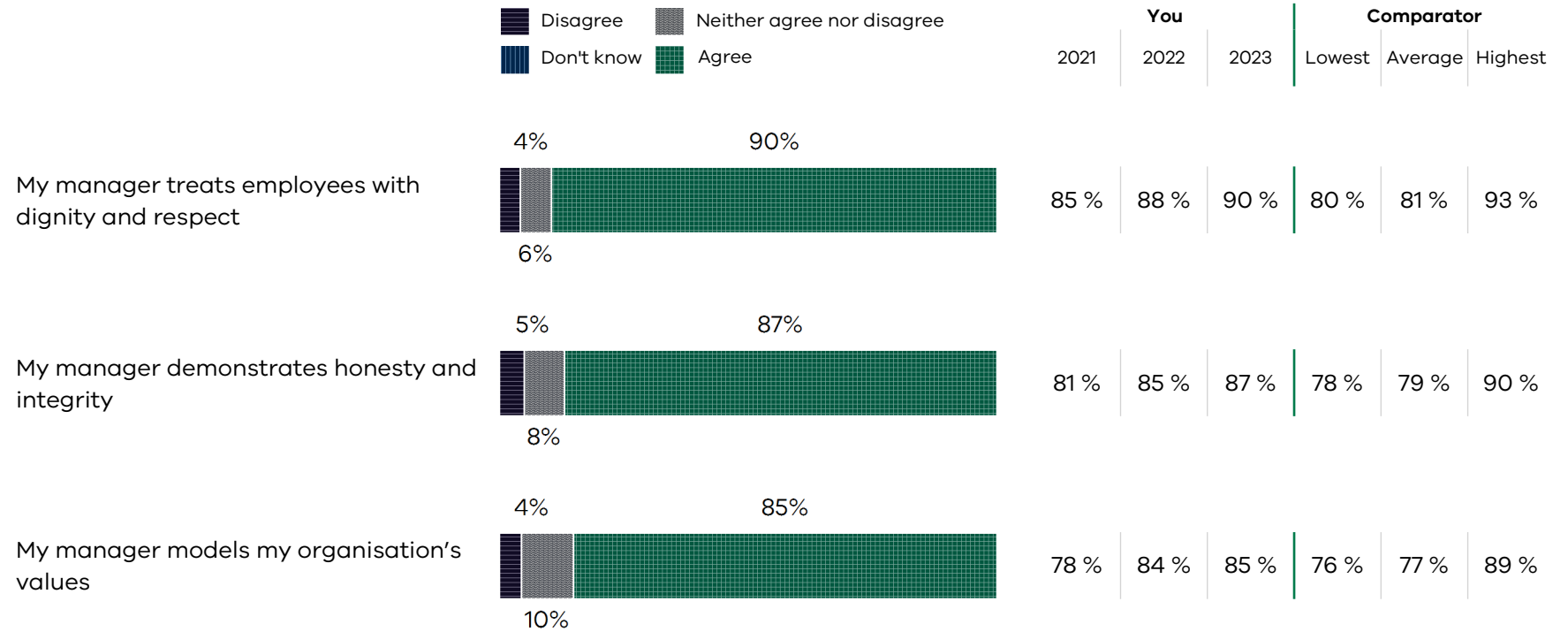Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

90% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question	Your results						

Survey question · **Your results** · **Benchmark agree results**

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

Survey question	2021 (You)	2022 (You)	2023 (You)	Lowest (Comparator)	Average (Comparator)	Highest (Comparator)
My manager treats employees with dignity and respect — 4% / 90% / 6%	85 %	88 %	90 %	80 %	81 %	93 %
My manager demonstrates honesty and integrity — 5% / 87% / 8%	81 %	85 %	87 %	78 %	79 %	90 %
My manager models my organisation's values — 4% / 85% / 10%	78 %	84 %	85 %	76 %	77 %	89 %

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.

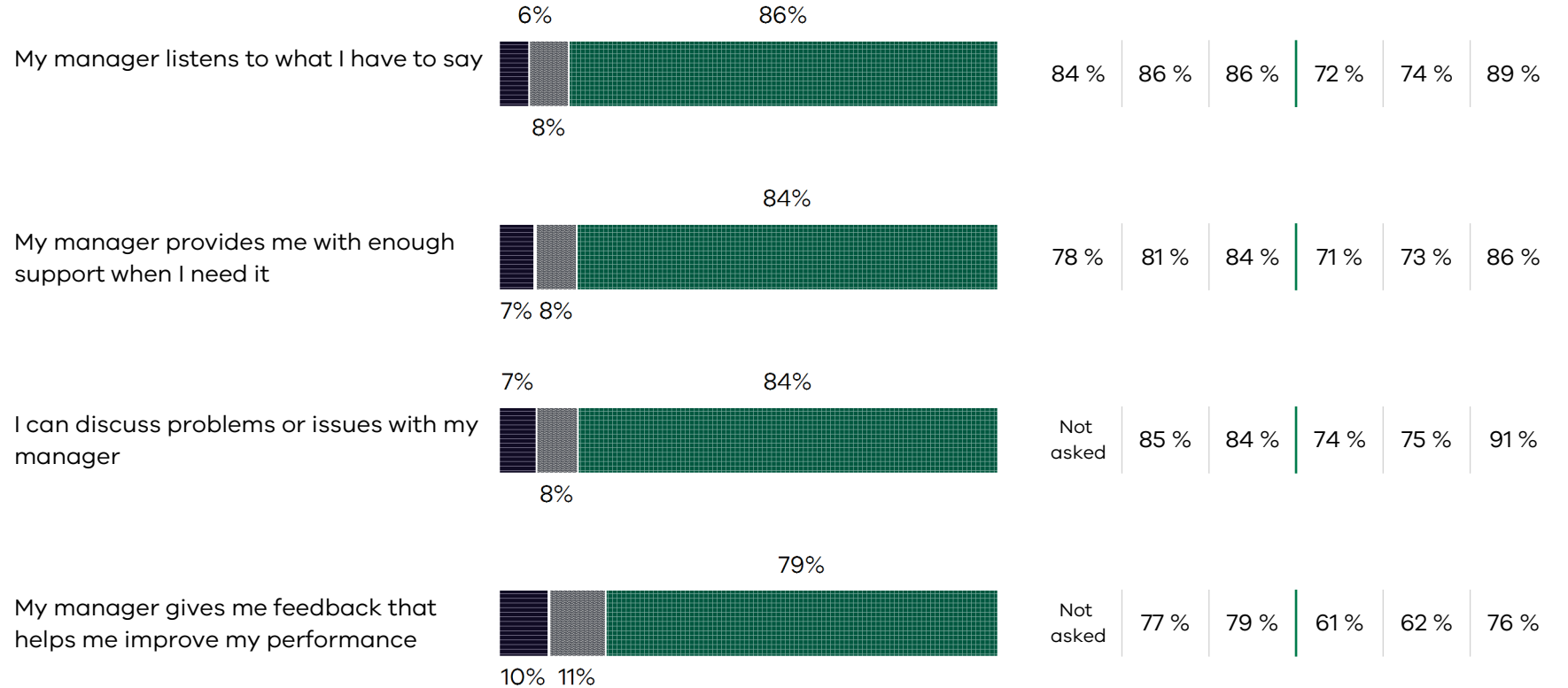Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

86% 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

	You			Comparator		
Survey question	2021	2022	2023	Lowest	Average	Highest
My manager listens to what I have to say (6%, 8%, 86%)	84 %	86 %	86 %	72 %	74 %	89 %
My manager provides me with enough support when I need it (7%, 8%, 84%)	78 %	81 %	84 %	71 %	73 %	86 %
I can discuss problems or issues with my manager (7%, 8%, 84%)	Not asked	85 %	84 %	74 %	75 %	91 %
My manager gives me feedback that helps me improve my performance (10%, 11%, 79%)	Not asked	77 %	79 %	61 %	62 %	76 %

Victorian Public Sector Commission

VICTORIA State Government

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.

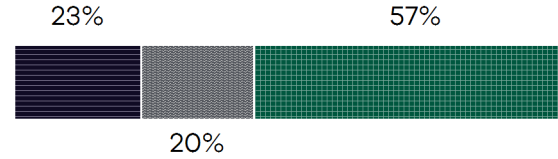Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

57% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.
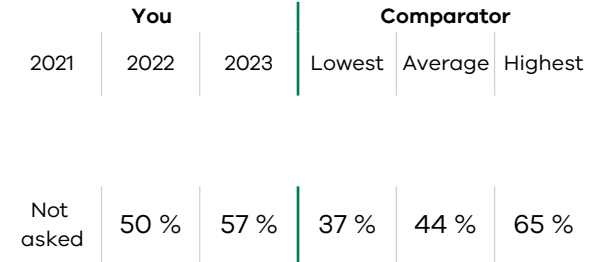
Survey question

Your results

	Disagree		Neither agree nor disagree
	Don't know		Agree

I receive meaningful recognition when I do good work

23%   57%

20%

Benchmark agree results

	You			**Comparator**		
2021	2022	2023		Lowest	Average	Highest
Not asked	50 %	57 %		37 %	44 %	65 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Workload

What this is

This is how staff feel about workload and time pressure.

Why this is important

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

How to read this

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

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

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

Example

63% of your staff who did the survey agreed or strongly agreed with 'I have enough time to do my job effectively'.
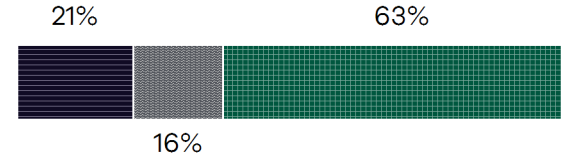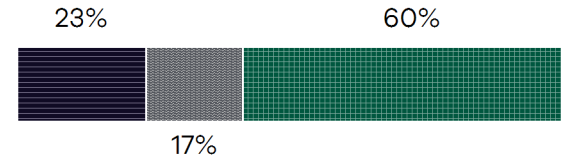
Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I have enough time to do my job effectively	21% / 16% / 63%	35 %	52 %	63 %	37 %	43 %	56 %
The workload I have is appropriate for the job that I do	23% / 17% / 60%	32 %	46 %	60 %	45 %	49 %	57 %

Job and manager factors

Learning and development

What this is

This is how well staff feel they can learn and grow in your organisation.

Why this is important

Good learning and career development can build engagement, efficiency and capability in organisations. It may also help staff retention.

How to read this

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

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

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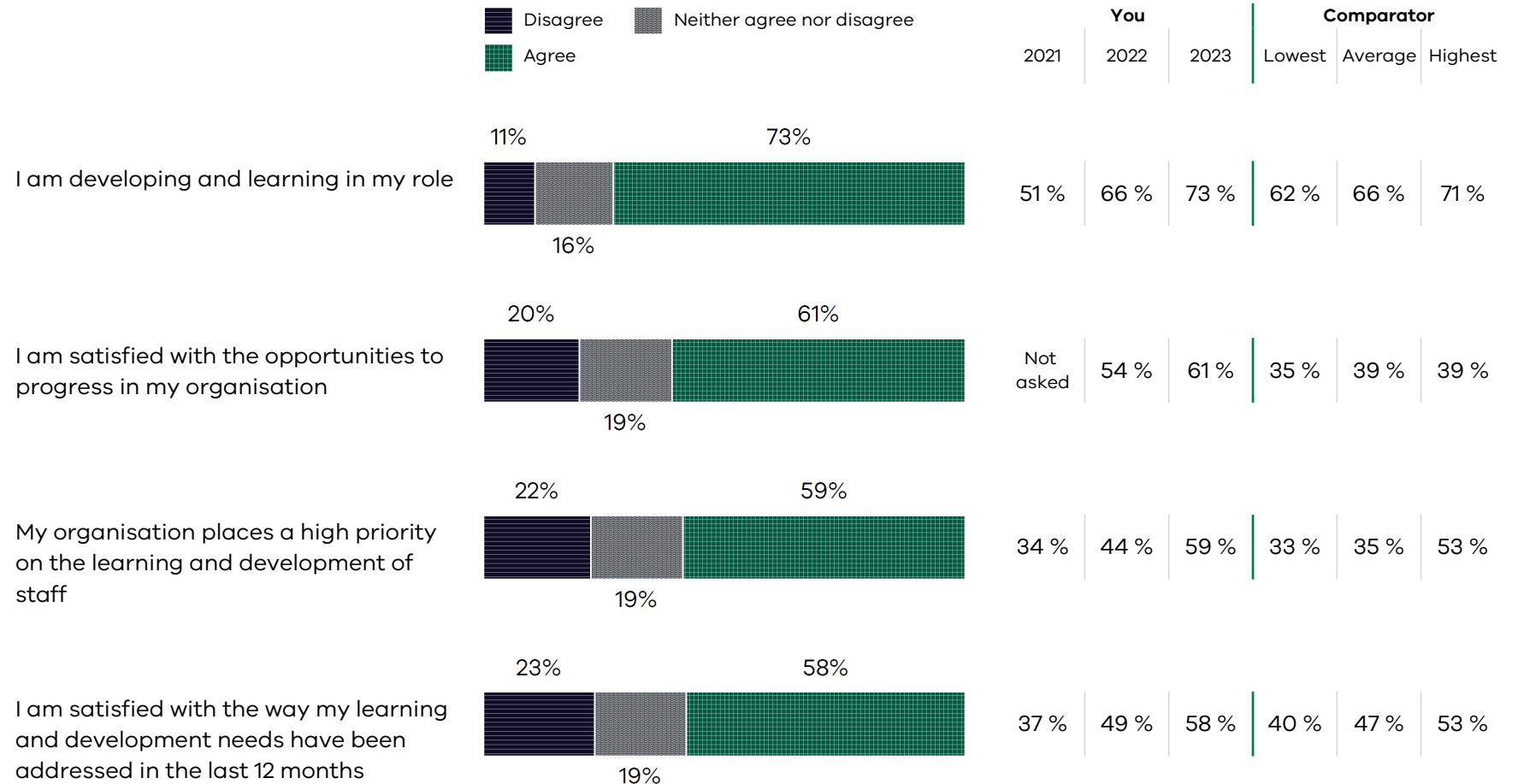
Example

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

Survey question	Your results	Benchmark agree results

Legend: ■ Disagree ▦ Neither agree nor disagree ▨ Agree

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I am developing and learning in my role	11% / 16% / 73%	51 %	66 %	73 %	62 %	66 %	71 %
I am satisfied with the opportunities to progress in my organisation	20% / 19% / 61%	Not asked	54 %	61 %	35 %	39 %	39 %
My organisation places a high priority on the learning and development of staff	22% / 19% / 59%	34 %	44 %	59 %	33 %	35 %	53 %
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	23% / 19% / 58%	37 %	49 %	58 %	40 %	47 %	53 %

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.
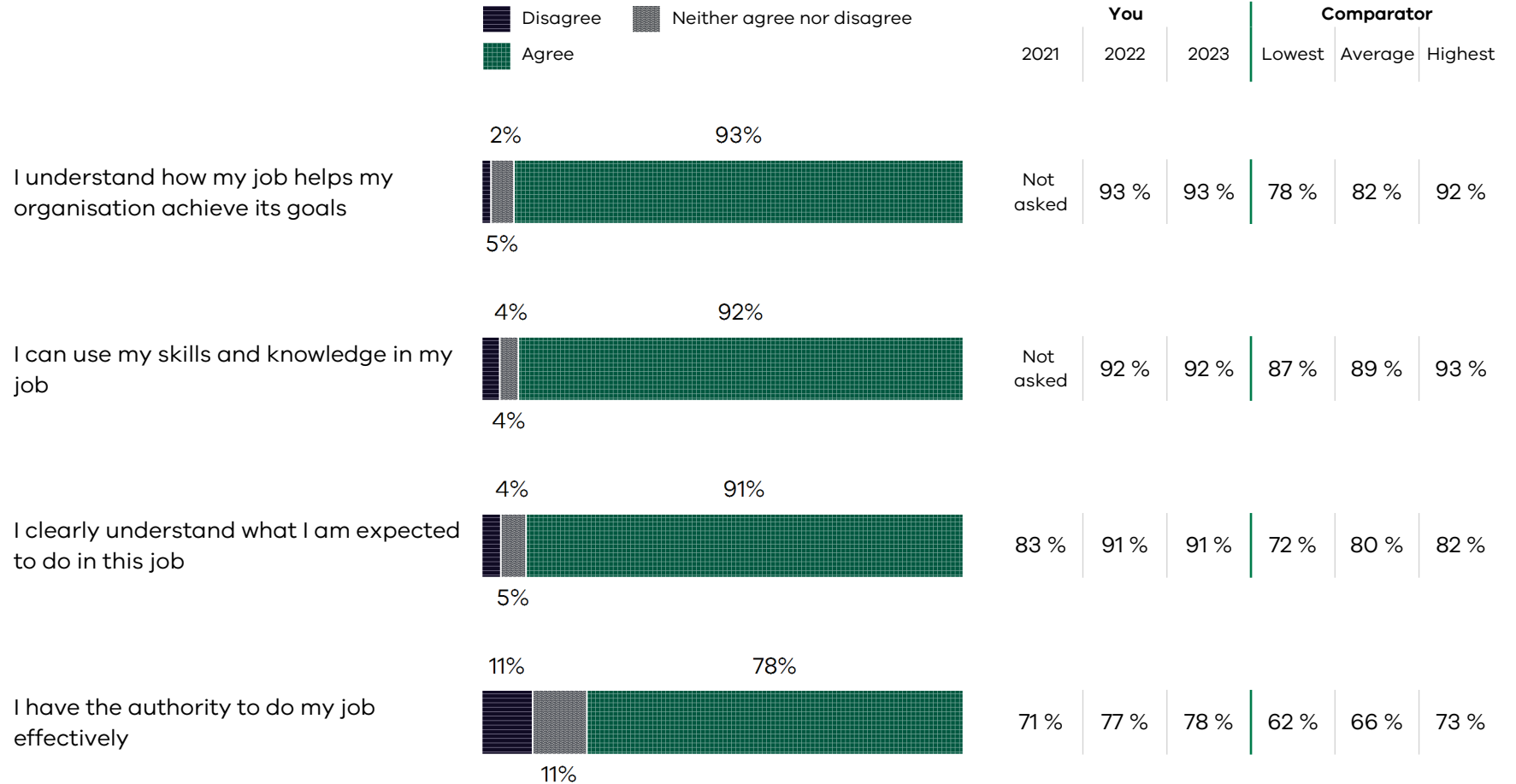
Example

93% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

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

Legend: Disagree, Neither agree nor disagree, Agree

Survey question	Disagree	Neither	Agree	2021	2022	2023	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	2%	5%	93%	Not asked	93 %	93 %	78 %	82 %	92 %
I can use my skills and knowledge in my job	4%	4%	92%	Not asked	92 %	92 %	87 %	89 %	93 %
I clearly understand what I am expected to do in this job	4%	5%	91%	83 %	91 %	91 %	72 %	80 %	82 %
I have the authority to do my job effectively	11%	11%	78%	71 %	77 %	78 %	62 %	66 %	73 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Job enrichment 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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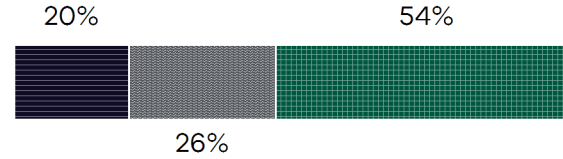
Example

54% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.
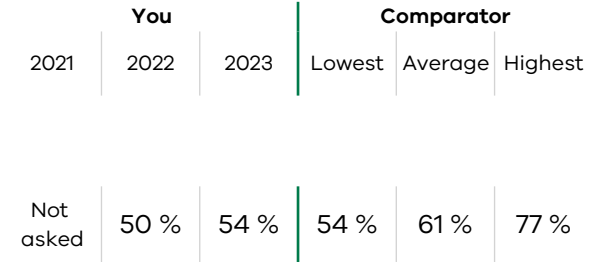
Survey question

I have a say in how I do my work

Your results

■ Disagree   ▦ Neither agree nor disagree
▦ Agree

20%   54%

26%

Benchmark agree results

	You			**Comparator**		
2021	2022	2023		Lowest	Average	Highest
Not asked	50 %	54 %		54 %	61 %	77 %

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.
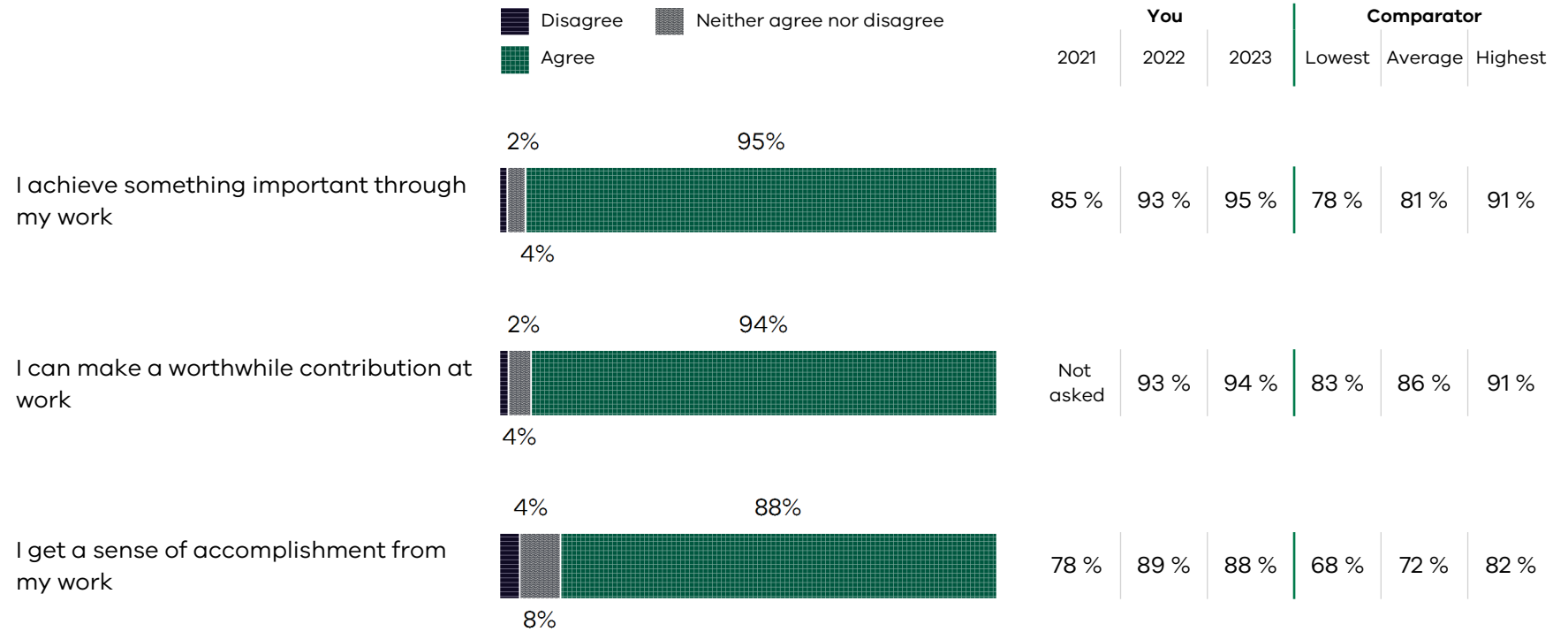
Example

95% of your staff who did the survey agreed or strongly agreed with 'I achieve something important through my work'.

Survey question

Your results

■ Disagree   ▨ Neither agree nor disagree
▨ Agree

I achieve something important through my work
2%   95%
4%

I can make a worthwhile contribution at work
2%   94%
4%

I get a sense of accomplishment from my work
4%   88%
8%

Benchmark agree results

Survey question	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I achieve something important through my work	85 %	93 %	95 %	78 %	81 %	91 %
I can make a worthwhile contribution at work	Not asked	93 %	94 %	83 %	86 %	91 %
I get a sense of accomplishment from my work	78 %	89 %	88 %	68 %	72 %	82 %

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

80% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.
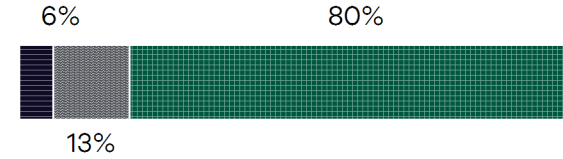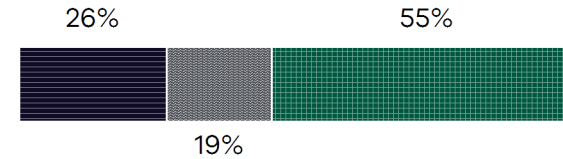
Survey question	Your results	Benchmark agree results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
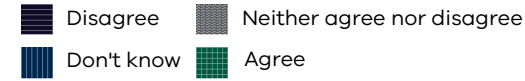
Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My manager supports working flexibly	6% 13% 80%	Not asked	74 %	80 %	66 %	71 %	89 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	26% 19% 55%	47 %	53 %	55 %	42 %	51 %	75 %

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Public sector values

What this is

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

Why this is important

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

How to read this

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

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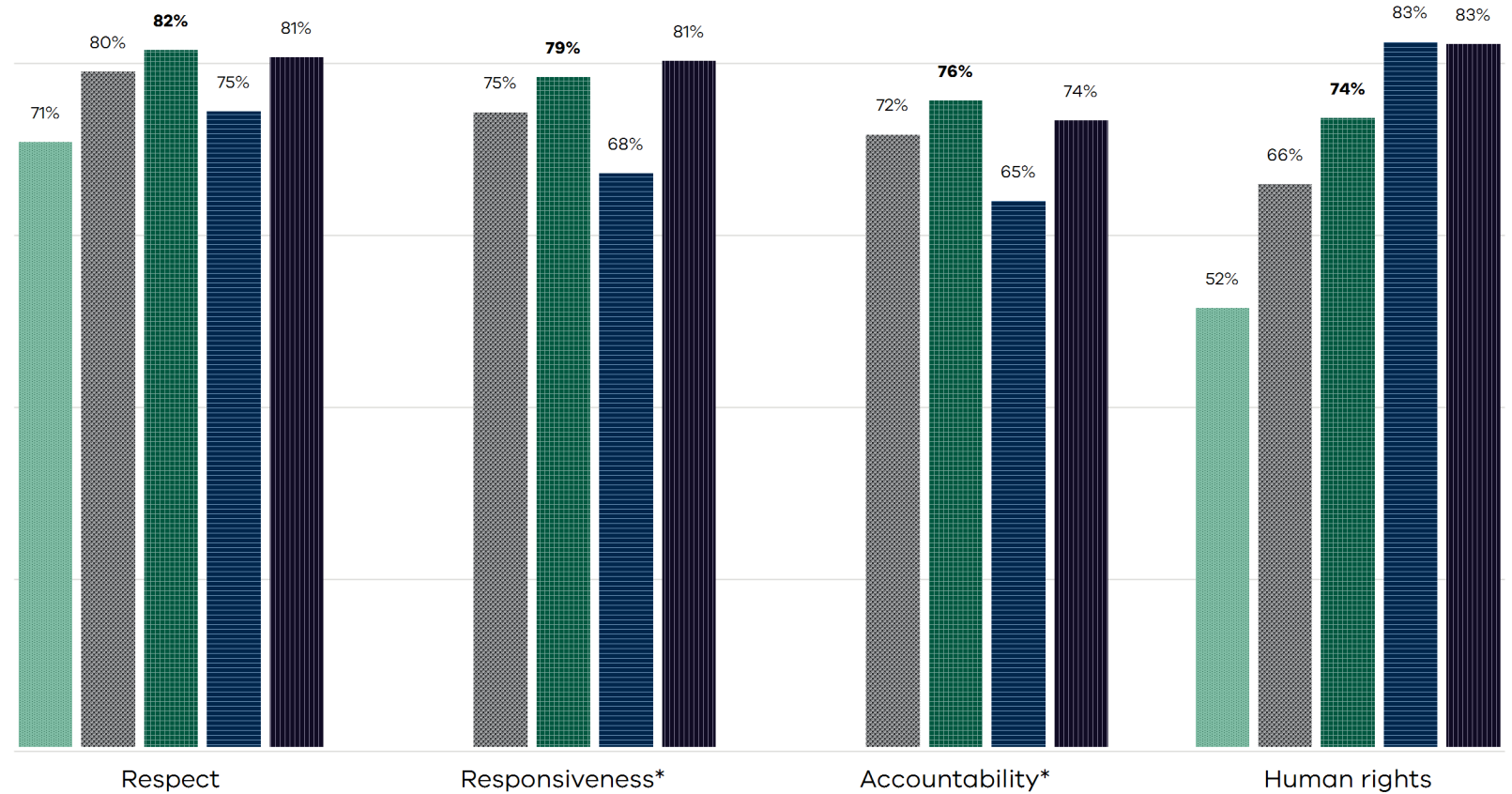
Example

In 2023:

- 82% of your staff who did the survey responded positively to questions about Respect , which is up 3% in 2022.

Compared to:

- 75% of staff at your comparator and 81% of staff across the public sector.

Chart — Public sector values by category:

Respect: You 2021 71%, You 2022 80%, You 2023 82%, Comparator 2023 75%, Public sector 2023 81%

Responsiveness*: You 2022 75%, You 2023 79%, Comparator 2023 68%, Public sector 2023 81%

Accountability*: You 2022 72%, You 2023 76%, Comparator 2023 65%, Public sector 2023 74%

Human rights: You 2021 52%, You 2022 66%, You 2023 74%, Comparator 2023 83%, Public sector 2023 83%

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

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

Public sector values

What this is

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

Why this is important

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

How to read this

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

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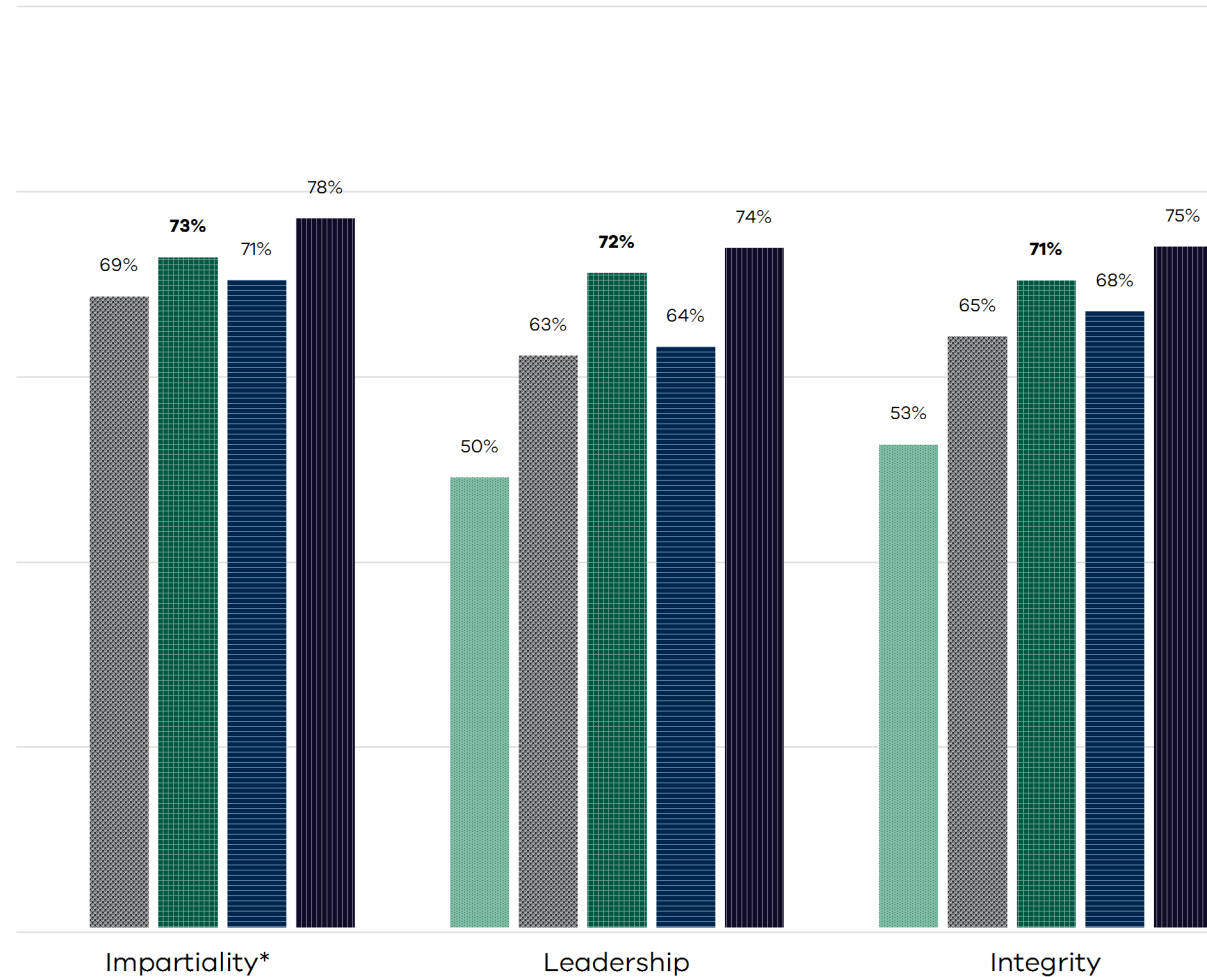
Example

In 2023:

- 73% of your staff who did the survey responded positively to questions about Impartiality , which is up 4% in 2022.

Compared to:

- 71% of staff at your comparator and 78% of staff across the public sector.

Chart data:

	You 2021	You 2022	You 2023	Comparator 2023	Public sector 2023
Impartiality*		69%	73%	71%	78%
Leadership	50%	63%	72%	64%	74%
Integrity	53%	65%	71%	68%	75%

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

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.
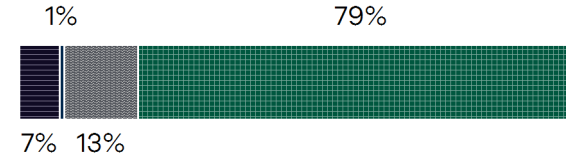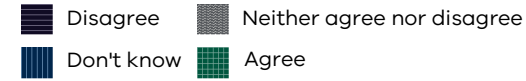
Example

79% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question

Your results

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

My workgroup provides high quality advice and services

1%   79%

7%   13%

Benchmark agree results

| | **You** | | | **Comparator** | | |
2021	2022	2023	Lowest	Average	Highest
Not asked	75 %	79 %	62 %	68 %	82 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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

Example

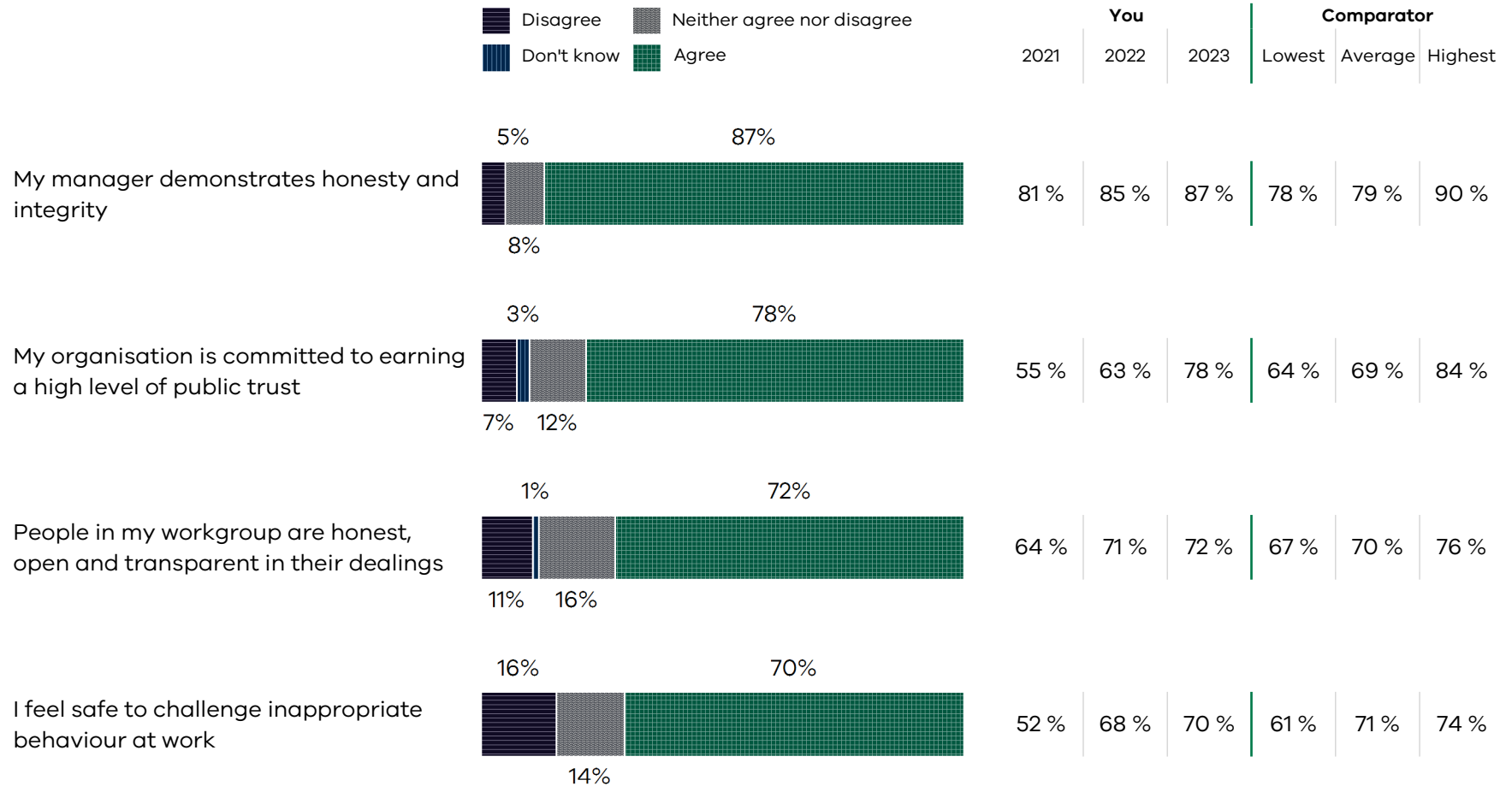87% of staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question	Your results							

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 manager demonstrates honesty and integrity (5% / 8% / 87%)	81 %	85 %	87 %	78 %	79 %	90 %
My organisation is committed to earning a high level of public trust (7% / 3% / 12% / 78%)	55 %	63 %	78 %	64 %	69 %	84 %
People in my workgroup are honest, open and transparent in their dealings (11% / 1% / 16% / 72%)	64 %	71 %	72 %	67 %	70 %	76 %
I feel safe to challenge inappropriate behaviour at work (16% / 14% / 70%)	52 %	68 %	70 %	61 %	71 %	74 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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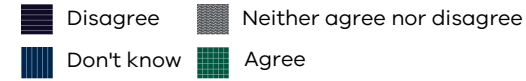
Example

68% of staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.
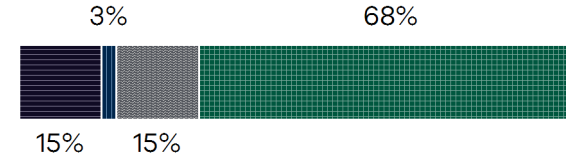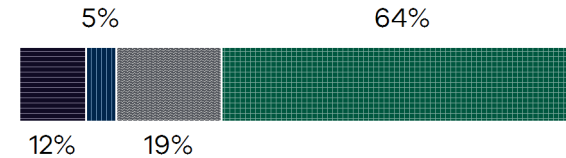
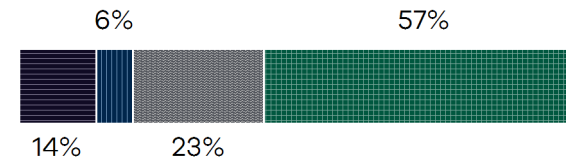## Survey question / Your results / Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation does not tolerate improper conduct (15% Disagree, 3% Don't know, 15% Neither, 68% Agree)		42 %	61 %	68 %	46 %	66 %	68 %
People in my workgroup appropriately manage conflicts of interest (12% Disagree, 5% Don't know, 19% Neither, 64% Agree)		56 %	63 %	64 %	65 %	68 %	68 %
Senior leaders demonstrate honesty and integrity (14% Disagree, 6% Don't know, 23% Neither, 57% Agree)		23 %	43 %	57 %	45 %	50 %	63 %

Public sector values

Impartiality

What this is

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

Why this is important

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

How to read this

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

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

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

Example

77% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.
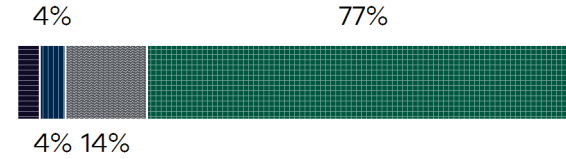
Survey question	Your results						

Your results legend: Disagree ■ | Don't know ■ | Neither agree nor disagree ■ | Agree ■
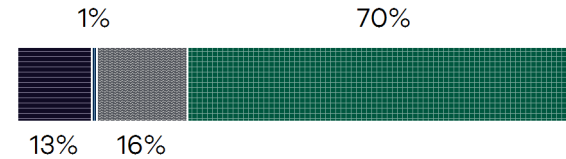
Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup are politically impartial in their work	4% ... 77% / 4% 14%	61 %	71 %	77 %	76 %	77 %	79 %
My workgroup acts fairly and without bias	1% ... 70% / 13% 16%	Not asked	68 %	70 %	64 %	65 %	75 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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

Example

93% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.
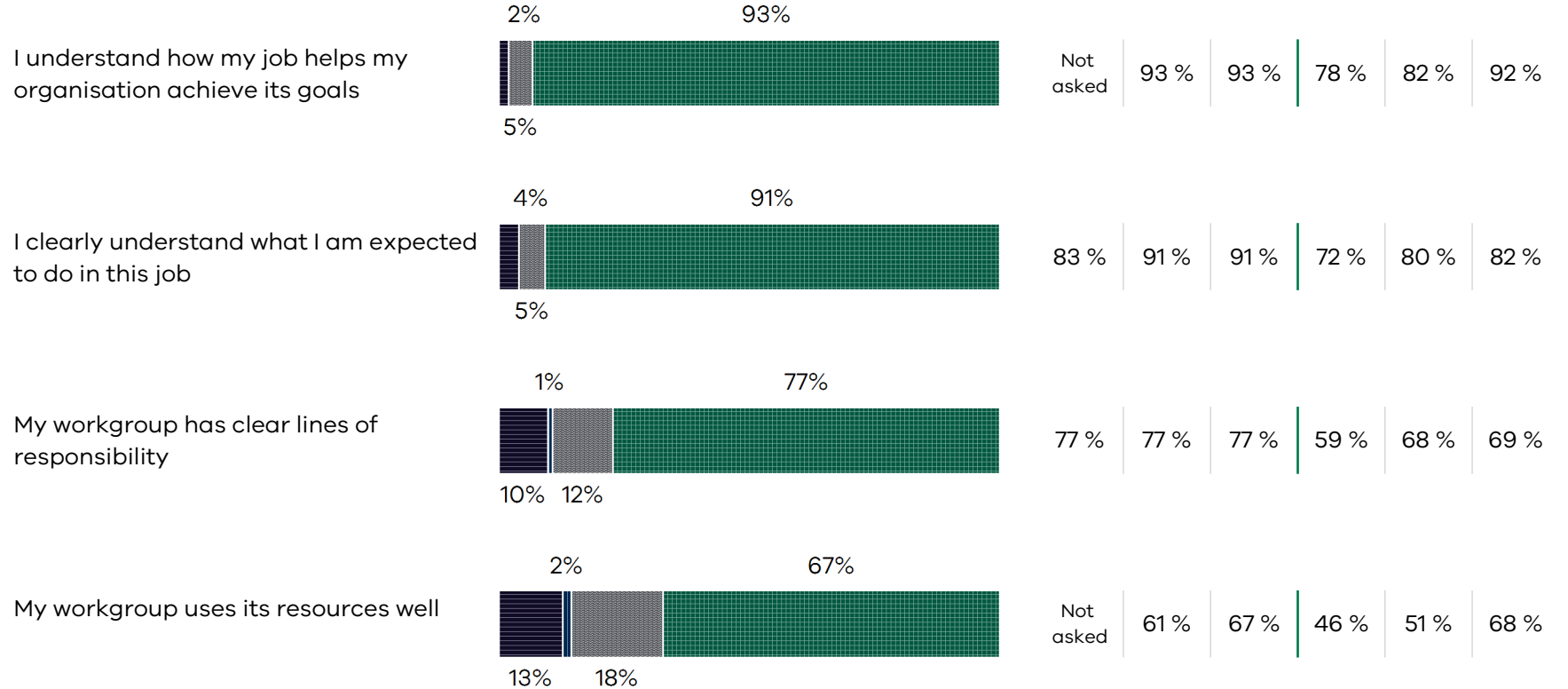
Survey question	Your results						

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

Benchmark agree results

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I understand how my job helps my organisation achieve its goals (2%, 5%, 93%)	Not asked	93 %	93 %	78 %	82 %	92 %
I clearly understand what I am expected to do in this job (4%, 5%, 91%)	83 %	91 %	91 %	72 %	80 %	82 %
My workgroup has clear lines of responsibility (1%, 10%, 12%, 77%)	77 %	77 %	77 %	59 %	68 %	69 %
My workgroup uses its resources well (2%, 13%, 18%, 67%)	Not asked	61 %	67 %	46 %	51 %	68 %

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.

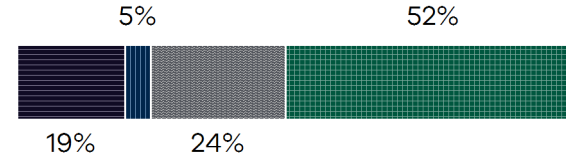Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

52% 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

19% | 5% | 24% | 52%

Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
Senior leaders provide clear strategy and direction	23 %	39 %	52 %	38 %	42 %	52 %
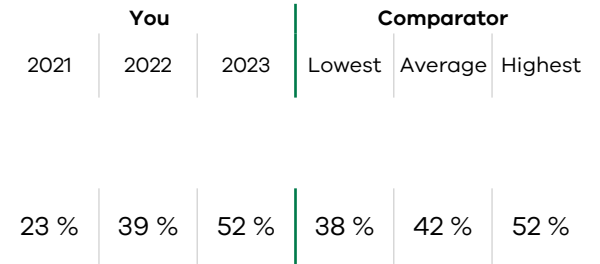
Public sector values

Respect 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

90% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.
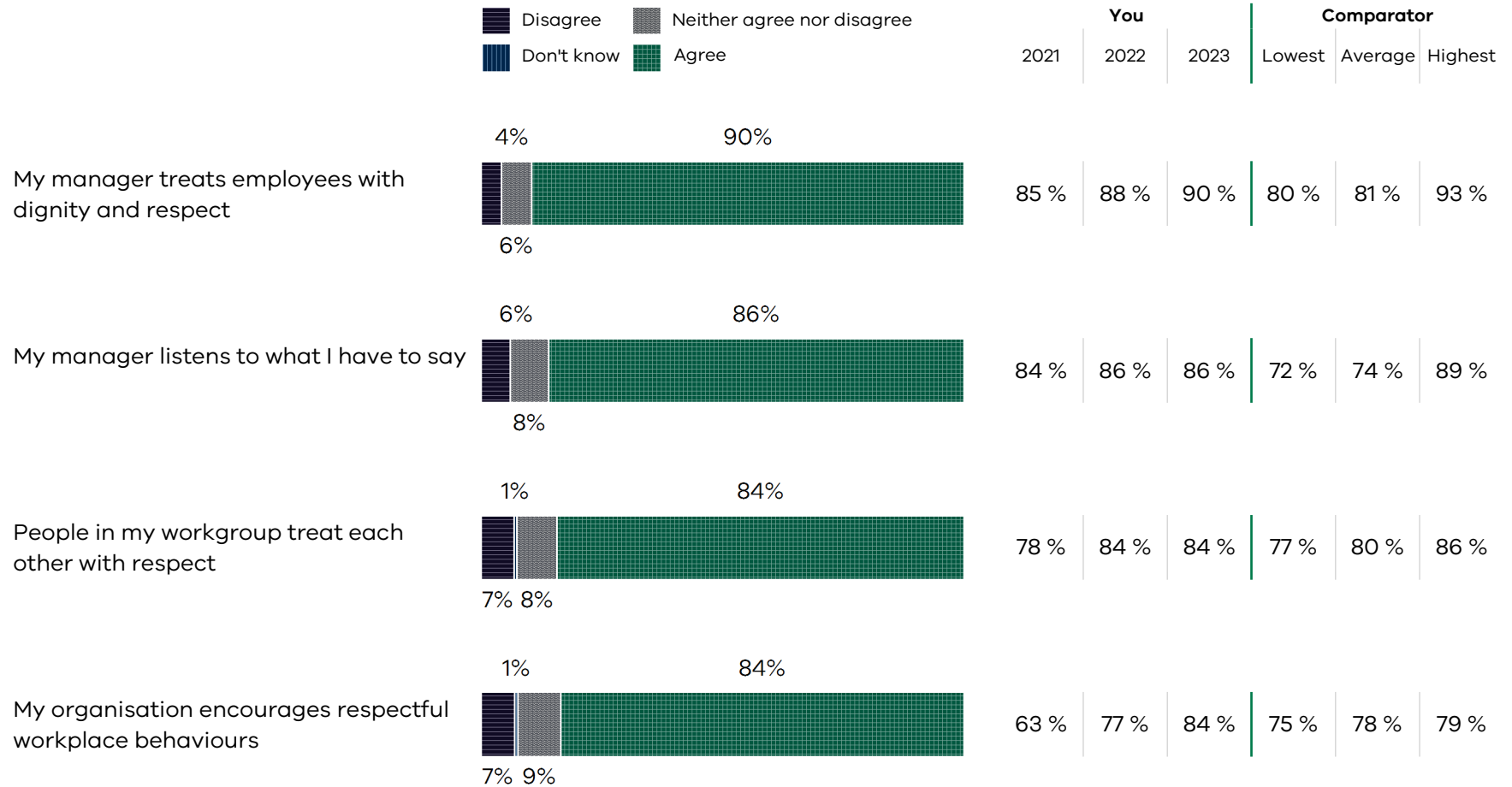
Survey question	Your results		You			Comparator		
			2021	2022	2023	Lowest	Average	Highest
My manager treats employees with dignity and respect	4% / 90% / 6%		85 %	88 %	90 %	80 %	81 %	93 %
My manager listens to what I have to say	6% / 86% / 8%		84 %	86 %	86 %	72 %	74 %	89 %
People in my workgroup treat each other with respect	1% / 84% / 7% 8%		78 %	84 %	84 %	77 %	80 %	86 %
My organisation encourages respectful workplace behaviours	1% / 84% / 7% 9%		63 %	77 %	84 %	75 %	78 %	79 %

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

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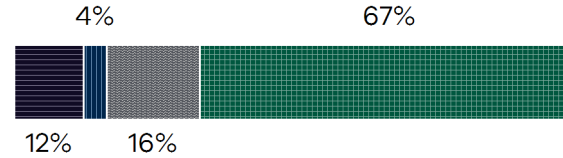
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

67% 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

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

Survey question	Disagree	Don't know	Neither agree nor disagree	Agree
My organisation takes steps to eliminate bullying, harassment and discrimination	12%	4%	16%	67%

Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	47 %	63 %	67 %	56 %	62 %	68 %
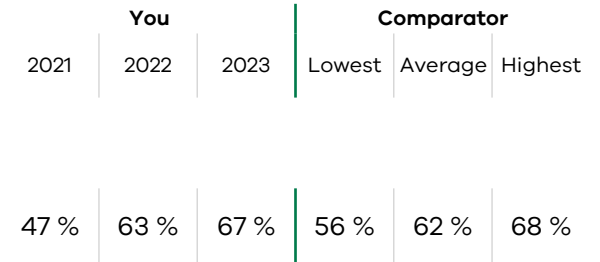
Public sector values

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

85% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.
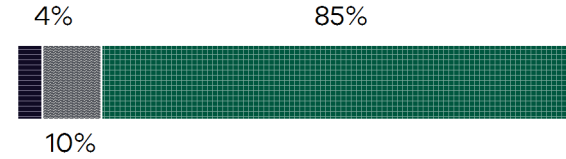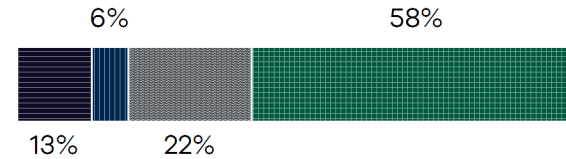
Survey question	Your results							

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

Benchmark agree results

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager models my organisation's values	78 %	84 %	85 %	76 %	77 %	89 %
Senior leaders model my organisation's values	22 %	42 %	58 %	46 %	50 %	62 %

My manager models my organisation's values: Disagree 4%, Neither agree nor disagree 10%, Agree 85%

Senior leaders model my organisation's values: Disagree 13%, Don't know 6%, Neither agree nor disagree 22%, Agree 58%

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

83% of staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.
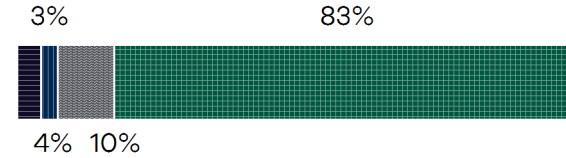
Survey question / Your results / Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
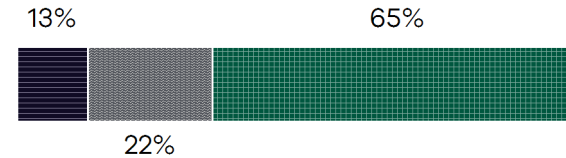
Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	3% / 4% / 10% / 83%	59 %	75 %	83 %	76 %	82 %	84 %
I understand how the Charter of Human Rights and Responsibilities applies to my work	13% / 22% / 65%	45 %	57 %	65 %	72 %	84 %	89 %

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

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

87% of your staff who did the survey agreed or strongly agreed with 'My organisation uses inclusive and respectful images and language'.

| Survey question | Your results | Benchmark agree results |

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation uses inclusive and respectful images and language	2% / 2% / 9% / 87%	68 %	Not asked	87 %	71 %	74 %	84 %
In my workgroup work is allocated fairly, regardless of gender	7% / 12% / 81%	80 %	Not asked	81 %	69 %	72 %	84 %
My organisation would support me if I needed to take family violence leave	12% / 2% / 6% / 80%	65 %	Not asked	80 %	66 %	70 %	80 %

Victorian Public Sector Commission

VICTORIA State Government

Topical questions

What this is

Results for additional questions that gather data on whole of Government sector issues.

Why this is important

The People matter survey is an efficient way to gather data on public sector issues, avoiding additional surveys.

How to read this

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

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

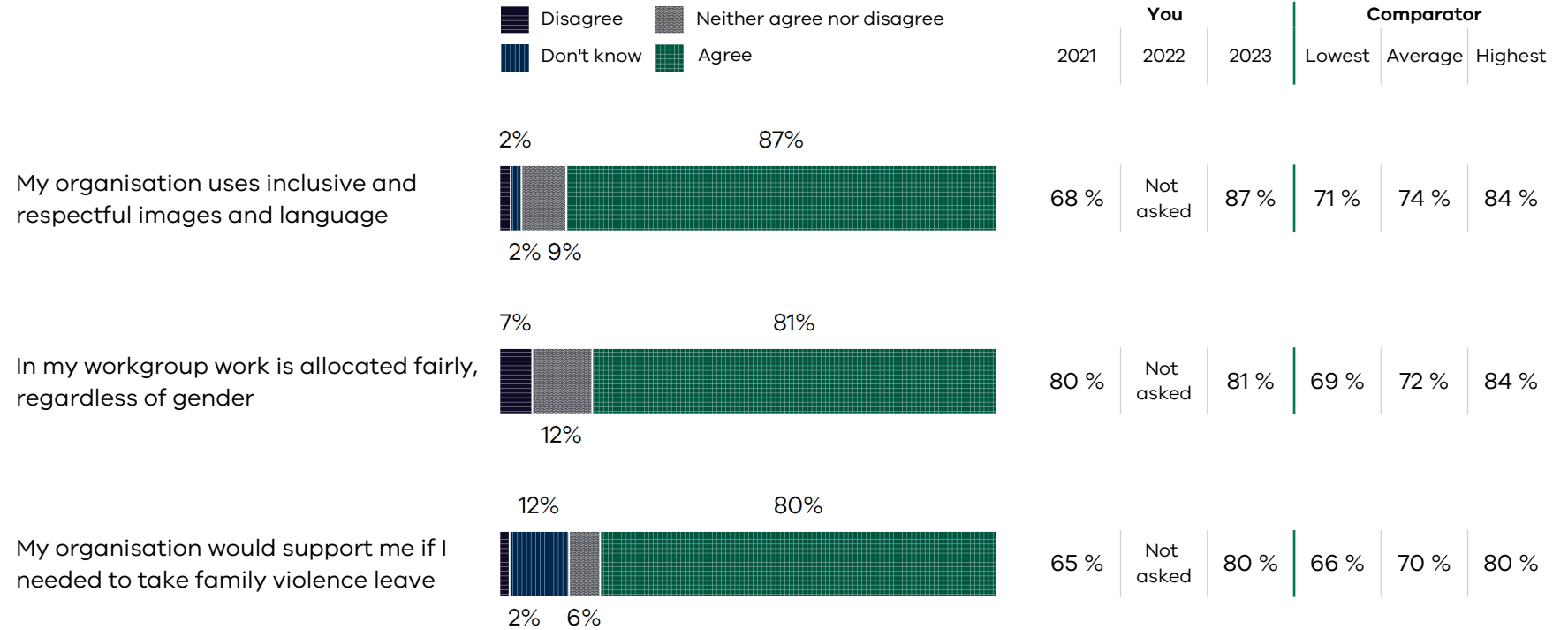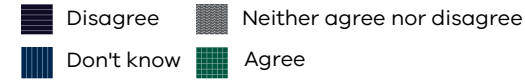Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
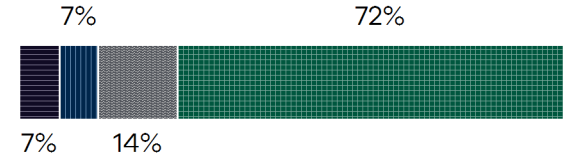
Example

72% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

Survey question	Your results		Benchmark agree results					

Your results legend: Disagree · Don't know · Neither agree nor disagree · Agree
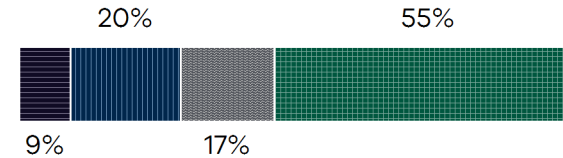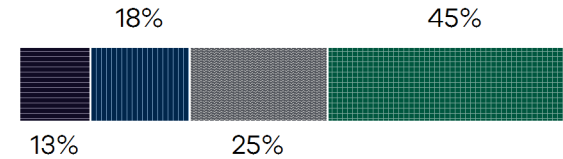
Survey question	Your results	**You** 2021	**You** 2022	**You** 2023	**Comparator** Lowest	**Comparator** Average	**Comparator** Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	7% · 7% · 14% · 72%	Not asked	Not asked	72 %	73 %	78 %	87 %
I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	9% · 20% · 17% · 55%	Not asked	Not asked	55 %	30 %	39 %	65 %
My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	13% · 18% · 25% · 45%	Not asked	Not asked	45 %	26 %	32 %	45 %

Victorian Public Sector Commission

VICTORIA State Government

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
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- Scorecard: satisfaction, stress, intention to stay, inclusion
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- Work-related stress levels
- Work-related stress causes
- Intention to stay

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

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- Employment
- Adjustments
- Caring

Custom questions

What this is

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

Why this is important

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

How to read this

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

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

Example

77% of staff who did the survey agreed or strongly agreed with 'I understand how my work aligns with ESTA's strategy and goals'.

Survey question	Your results	Benchmark results

Legend: ■ Disagree   ▨ Neither agree nor disagree   ▨ Agree

Benchmark results — You

Survey question	Your results	2021	2022	2023
I understand how my work aligns with ESTA's strategy and goals	7% / 16% / 77%	Not asked	Not asked	77 %
ESTA is committed to creating a diverse workforce (e.g., gender, age, cultural and linguistic background, disability, Indigenous, LGBTQIA+)	7% / 19% / 74%	Not asked	Not asked	74 %
It is easy to access the information I need to do my job properly	14% / 14% / 72%	Not asked	Not asked	72 %
I actively contribute to ESTA's Learning Culture by seeking and giving constructive feedback in my day-to-day team interactions	9% / 22% / 69%	Not asked	Not asked	69 %

Custom questions

What this is

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

Why this is important

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

How to read this

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

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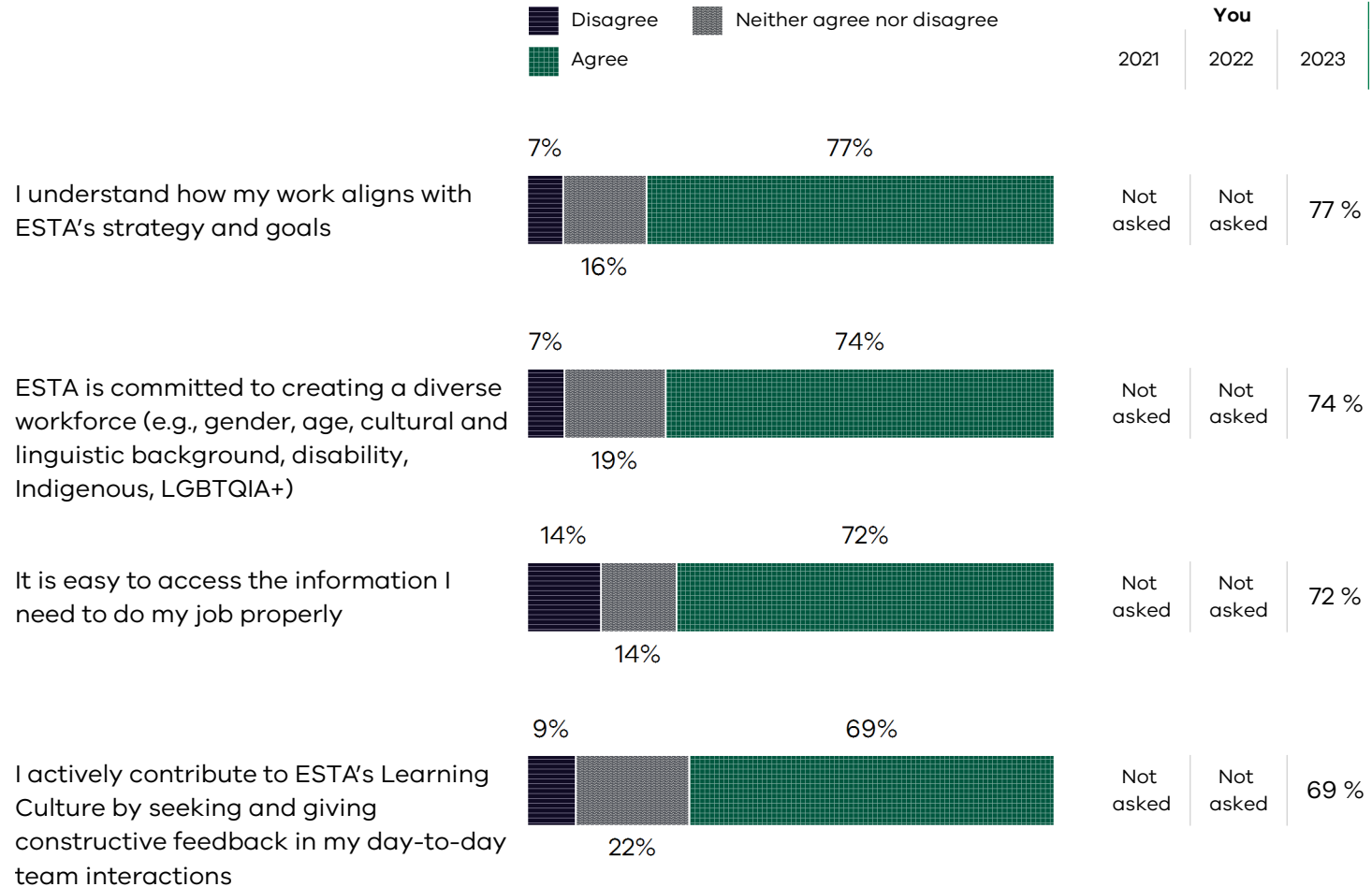
Example

35% of staff who did the survey agreed or strongly agreed with 'I feel informed and consulted on decisions at ESTA'.

Survey question	Your results	Benchmark results

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

Survey question	Disagree	Neither agree nor disagree	Agree	2021	2022	2023 (You)
I feel informed and consulted on decisions at ESTA	30%	35%	35%	Not asked	Not asked	35 %

People matter survey

2023

Have your say

Overview

Result summary

Report overview

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

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- Work-related stress causes
- Intention to stay

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Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

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- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
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Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
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- Employment
- Adjustments
- Caring

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	**465**	44%
35-54 years	**430**	40%
55+ years	**56**	5%
Prefer not to say	**117**	11%

How would you describe your gender?	(n)	%
Woman	**633**	59%
Man	**300**	28%
Prefer not to say	**128**	12%
Non-binary and I use a different term	**7**	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	**9**	1%
No	**951**	89%
Prefer not to say	**108**	10%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?*	(n)	%
Yes	**2**	0%
No	**922**	86%
Don't know	**48**	4%
Prefer not to say	**96**	9%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	**723**	68%
Prefer not to say	**177**	17%
Bisexual	**68**	6%
Gay or lesbian	**48**	4%
Asexual	**27**	3%
Pansexual	**12**	1%
I use a different term	**10**	1%
Don't know	**3**	0%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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

Why this is important

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

How to read this

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

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	11	1%
Non Aboriginal and/or Torres Strait Islander	980	92%
Prefer not to say	77	7%

Identified as Aboriginal and/or Torres Strait Islander on your organisations HR system?*	(n)	%
Yes	3	27%
No	4	36%
Don't know	4	36%

Demographics

Disability

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.
This is staff who identify as a person with disability and how they share that information

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

How we protect anonymity and privacy

To protect you, we:

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Do you identify as a person with a disability?

	(n)	%
Yes	**60**	6%
No	**919**	86%
Prefer not to say	**89**	8%

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

	(n)	%
Yes	**42**	70%
No	**16**	27%
Prefer not to say	**2**	3%

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

	(n)	%
I feel that sharing my disability information will reflect negatively on me	**8**	50%
I do not require any adjustments to be made to perform my role	**4**	25%
My disability does not impact on my ability to perform my role	**3**	19%
Other	**1**	6%

Demographics

Cultural diversity 1 of 2

What this is

These are the personal characteristics of staff.

Why this is important

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

How to read this

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	**849**	79%
Not born in Australia	**121**	11%
Prefer not to say	**98**	9%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	**27**	30%
Hindi	**13**	14%
Italian	**11**	12%
Greek	**10**	11%
Spanish	**7**	8%
Mandarin	**5**	5%
Punjabi	**5**	5%
Filipino	**4**	4%
Turkish	**4**	4%
Arabic	**2**	2%
Auslan	**2**	2%
Cantonese	**2**	2%

Language other than English spoken with family or community	(n)	%
Yes	**91**	9%
No	**882**	83%
Prefer not to say	**95**	9%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Gujarati	**2**	2%
Tagalog	**2**	2%
Tamil	**2**	2%
Telugu	**2**	2%
Urdu	**2**	2%
Vietnamese	**2**	2%
Macedonian	**1**	1%
Malayalam	**1**	1%
Sinhalese	**1**	1%

Demographics

What this is

This is the cultural identity and religion of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

To protect you, we:
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- don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total.

Cultural identity	(n)	%
Australian	830	78%
Prefer not to say	114	11%
English, Irish, Scottish and/or Welsh	102	10%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	67	6%
East and/or South-East Asian	25	2%
New Zealander	22	2%
South Asian	13	1%
Other	10	1%
Aboriginal and/or Torres Strait Islander	9	1%
Middle Eastern	7	1%
Maori	7	1%
North American	6	1%
Central Asian	5	0%
Central and/or South American	3	0%
African	2	0%
Pacific Islander	1	0%

Religion	(n)	%
No religion	673	63%
Christianity	202	19%
Prefer not to say	139	13%
Other	25	2%
Hinduism	13	1%
Islam	6	1%
Buddhism	5	0%
Sikhism	4	0%
Judaism	1	0%

Demographics

Employment characteristics 1 of 2

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

To protect you, we:

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- don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total.

Working arrangement	(n)	%
Full-Time	**885**	83%
Part-Time	**183**	17%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	**142**	14%
Below $80k	**297**	29%
$80k to $120k	**339**	33%
$120k to $160k	**181**	18%
$160k to $200k	**53**	5%
$200k or more	**16**	2%

Organisational tenure	(n)	%
<1 year	**293**	27%
1 to less than 2 years	**163**	15%
2 to less than 5 years	**151**	14%
5 to less than 10 years	**187**	18%
10 to less than 20 years	**213**	20%
More than 20 years	**61**	6%

Management responsibility	(n)	%
Non-manager	**861**	81%
Other manager	**128**	12%
Manager of other manager(s)	**79**	7%

Employment type	(n)	%
Ongoing and executive	**952**	89%
Fixed term	**76**	7%
Other	**40**	4%

Demographics

Employment characteristics 2 of 2

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

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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Primary workplace location over the last 3 months	(n)	%
Melbourne: Suburbs	773	72%
Large regional city	265	25%
Melbourne CBD	12	1%
Rural	10	1%
Other	8	1%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	793	74%
A frontline or service delivery location	220	21%
Home or private location	150	14%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	66	6%
Other	20	2%

Flexible work	(n)	%
No, I do not use any flexible work arrangements	383	36%
Shift swap	265	25%
Flexible start and finish times	180	17%
Working from an alternative location (e.g. home, hub/shared work space)	170	16%
Part-time	163	15%
Using leave to work flexible hours	156	15%
Working more hours over fewer days	106	10%
Other	33	3%
Job sharing	13	1%
Purchased leave	5	0%
Study leave	3	0%

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	**704**	66%
Flexible working arrangements	**317**	30%
Physical modifications or improvements to the workplace	**69**	6%
Career development support strategies	**27**	3%
Accessible communications technologies	**10**	1%
Job redesign or role sharing	**9**	1%
Other	**9**	1%

Why did you make this request?	(n)	%
Work-life balance	**185**	51%
Health	**160**	44%
Family responsibilities	**120**	33%
Caring responsibilities	**106**	29%
Other	**30**	8%
Study commitments	**24**	7%
Disability	**19**	5%

What was your experience with making the request?	(n)	%
The adjustments I needed were made and the process was satisfactory	**209**	57%
The adjustments I needed were not made	**88**	24%
The adjustments I needed were made but the process was unsatisfactory	**67**	18%

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.

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Caring responsibility	(n)	%
None of the above	**470**	44%
Primary school aged child(ren)	**184**	17%
Secondary school aged child(ren)	**146**	14%
Prefer not to say	**131**	12%
Child(ren) - younger than preschool age	**123**	12%
Frail or aged person(s)	**79**	7%
Preschool aged child(ren)	**73**	7%
Person(s) with a medical condition	**41**	4%
Person(s) with a mental illness	**40**	4%
Person(s) with disability	**29**	3%
Other	**24**	2%

Victorian Public Sector Commission

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