

People matter survey

2023

Have your say



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2023

Have your say

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

Demographics

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

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 86% of this year's survey with your previous results.

Rounding of percentages

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

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

Survey questions and definitions

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

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Privacy and anonymity

To protect you, we:

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

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

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

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

Our public sector values

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

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

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



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



Report overview

Your comparator group 1 of 2

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

CenITex

Commission for Children and Young People

Court Services Victoria

Emergency Services Superannuation Board

Essential Services Commission

Family Violence Prevention Agency

Game Management Authority

Independent Broad-based Anti-corruption Commission

Labour Hire Licensing Authority

Major Transport Infrastructure Authority

Office of Public Prosecutions

Office of the Chief Parliamentary Counsel

Office of the Governor Victoria

Office of the Legal Services Commissioner

Office of the Ombudsman Victoria

Office of the Victorian Electoral Commissioner

Office of the Victorian Government Architect

Office of the Victorian Information Commissioner

Office of the Victorian Inspectorate

Portable Long Service Authority

Public Record Office Victoria

Safe Transport Victoria

Safer Care Victoria

Service Victoria

Suburban Rail Loop Authority

Victorian Auditor-General's Office

Victorian Disability Worker Commission

Victorian Equal Opportunity and Human Rights Commission

Victorian Fisheries Authority

Victorian Gambling and Casino Control Commission

Report overview

Your comparator group 2 of 2

What this is

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Victorian Government Solicitor's Office

Victorian Public Sector Commission

Victorian Responsible Gambling Foundation

Victorian Skills Authority

Wage Inspectorate Victoria

Report overview

Your response rate

What this is

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

Why this is important

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

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

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

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

How to read this

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

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

2022

80%
(32)

Comparator 52%
Public Sector 42%

2023

88%
(35)

Comparator 59%
Public Sector 57%

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People outcomes

Scorecard: employee engagement index

What this is

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

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

The weightings for each engagement response are:

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

Why this is important

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

2022

90

Comparator 73
Public Sector 68

2023

90

Comparator 71
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 90.

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

97% of your staff who did the survey agreed or strongly agreed with 'I would recommend my organisation as a good place to work'.

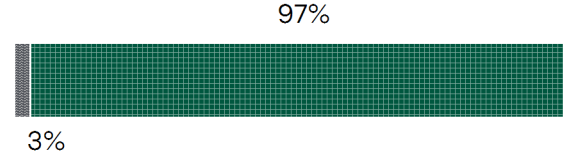
Survey question

Your results

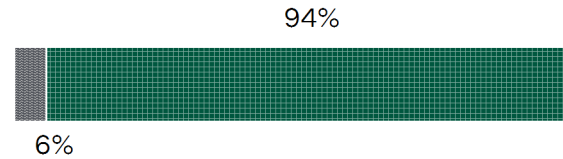
Benchmark agree results



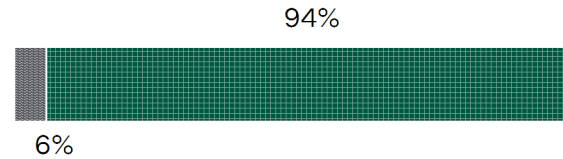
I would recommend my organisation as a good place to work



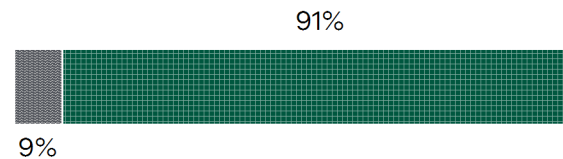
I am proud to tell others I work for my organisation



My organisation motivates me to help achieve its objectives



I feel a strong personal attachment to my organisation



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I would recommend my organisation as a good place to work	89 %	100 %	97 %	44 %	70 %	92 %
I am proud to tell others I work for my organisation	85 %	94 %	94 %	45 %	77 %	100 %
My organisation motivates me to help achieve its objectives	78 %	97 %	94 %	50 %	71 %	91 %
I feel a strong personal attachment to my organisation	59 %	84 %	91 %	45 %	60 %	87 %

People outcomes

Engagement question results 2 of 2

What this is

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

Your organisation's engagement index

Your 2023 index is 90.

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.

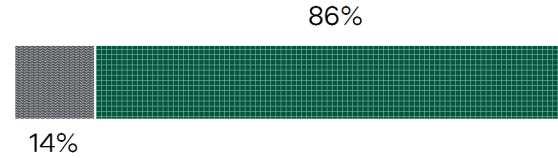
Example

86% of your staff who did the survey agreed or strongly agreed with 'My organisation inspires me to do the best in my job'.

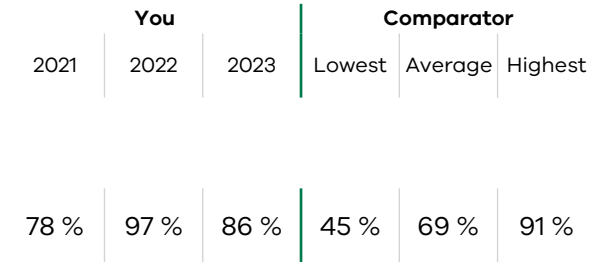
Survey question

My organisation inspires me to do the best in my job

Your results



Benchmark agree results



People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What this is

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

There are more people outcomes scorecards throughout this report.

Why this is important

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

How to read this

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

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

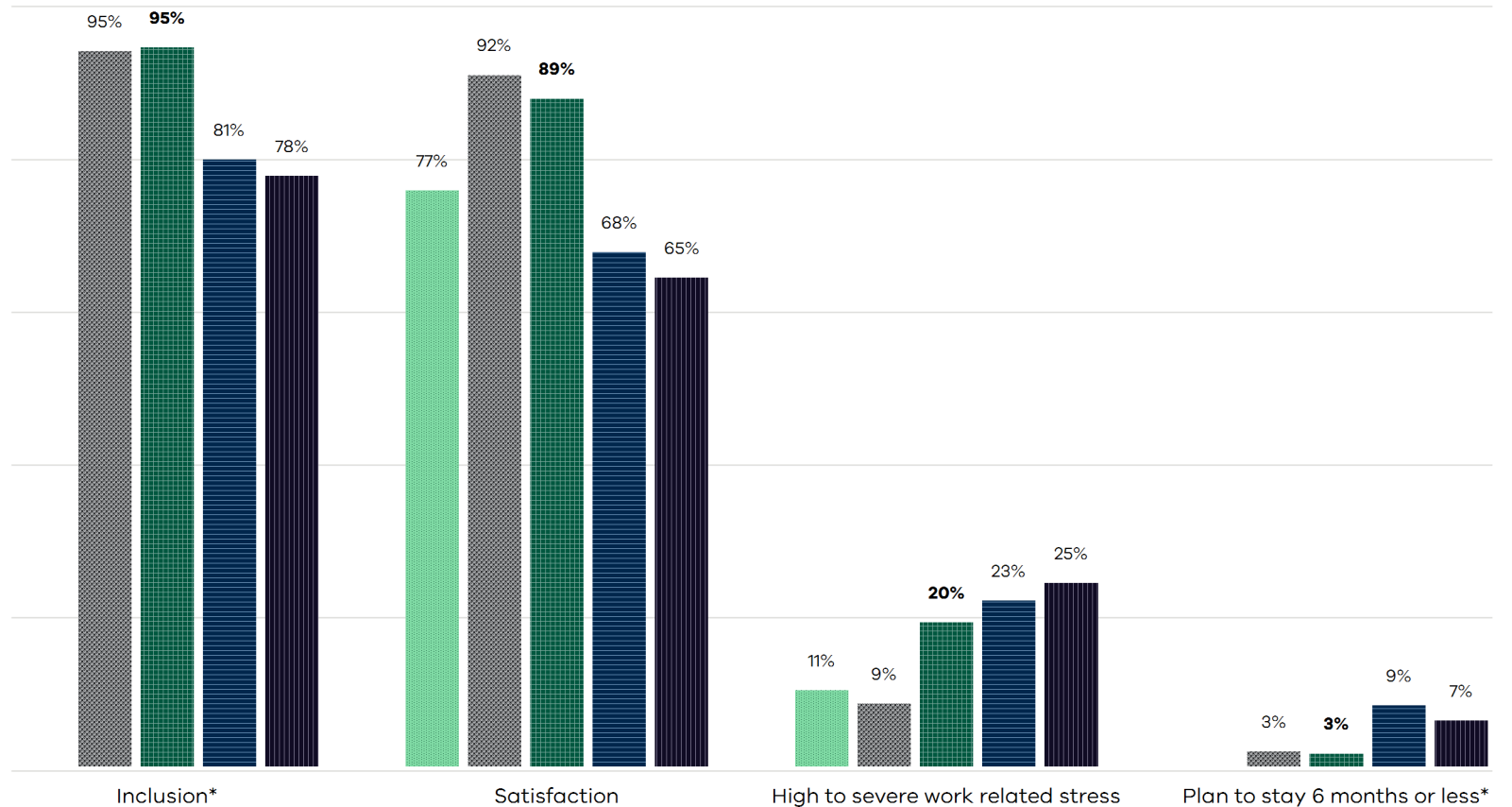
Example

In 2023:

- 95% of your staff who did the survey responded positively to questions about Inclusion which is up from 95% in 2022.

Compared to:

- 81% of staff at your comparator and 78% of staff across the public sector.



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

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

People outcomes

Satisfaction question results

What this is

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

Why this is important

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

How to read this

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

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

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

Example

100% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

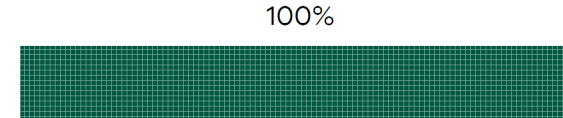
Survey question

Your results

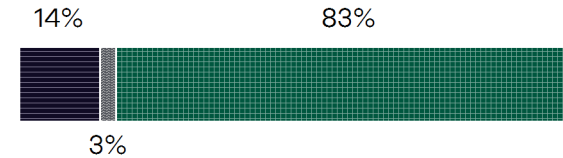
Benchmark satisfied results



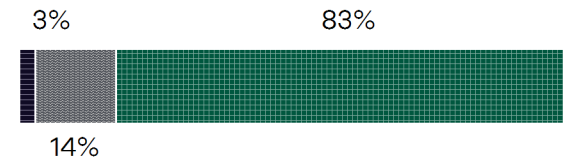
Considering everything, how satisfied are you with your current job



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



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
Considering everything, how satisfied are you with your current job	74 %	97 %	100 %	56 %	73 %	91 %
How satisfied are you with the work/life balance in your current job	93 %	97 %	83 %	58 %	76 %	100 %
How satisfied are you with your career development within your current organisation	63 %	81 %	83 %	41 %	56 %	75 %

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.

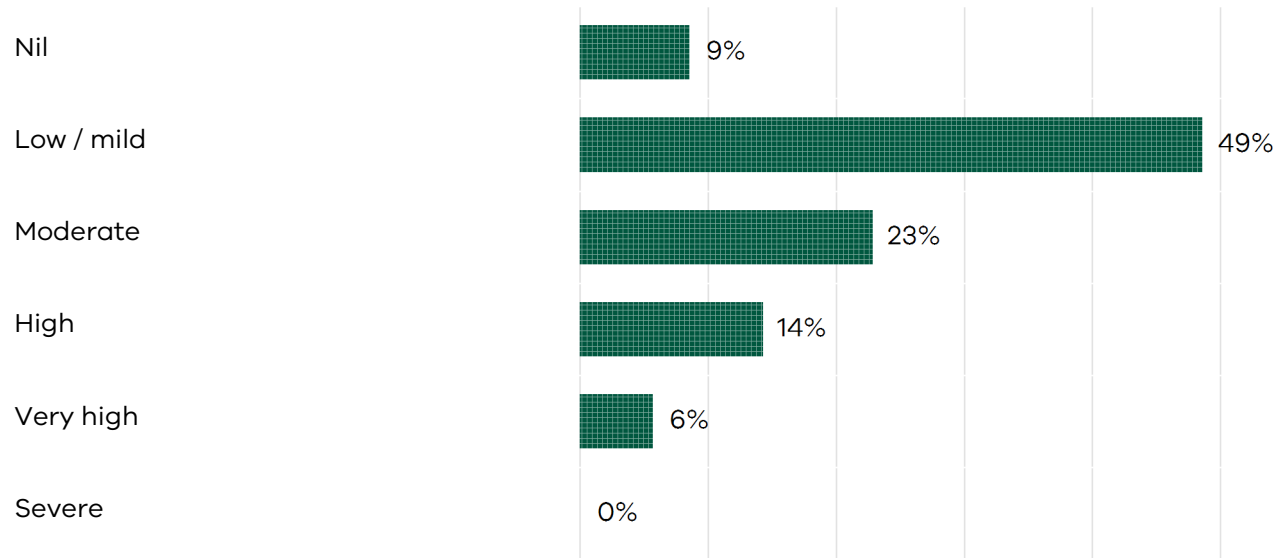
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

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.

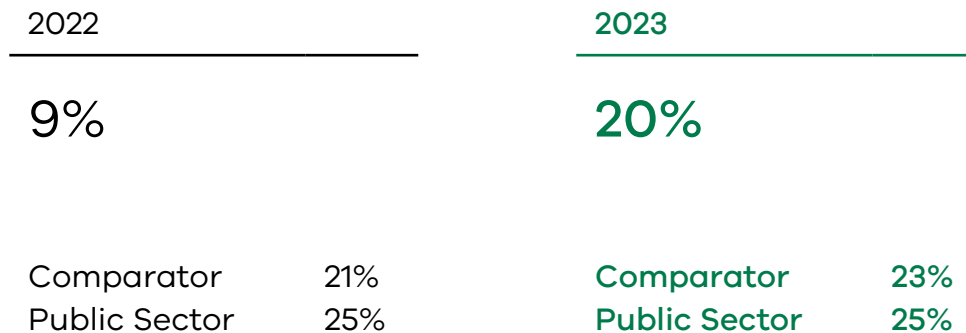
Example

20% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 23% of staff in your comparator group and 25% of staff across the public sector.

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



Reported levels of high to severe stress



People outcomes

Work-related stress causes

What this is

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

Why this is important

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

How to read this

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

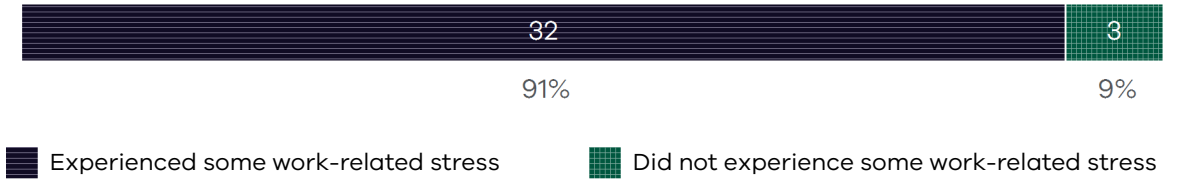
If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

Example

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

Of that 91%, 63% said the top reason was 'Time pressure'.



Of those that experienced work related stress it was from ...	You 2022	You 2023	Comparator 2023	Public sector 2023
Time pressure	64%	63%	42%	41%
Workload	48%	53%	45%	49%
Competing home and work responsibilities	20%	34%	13%	14%
Technology or equipment	0%	16%	6%	8%
Content, variety, or difficulty of work	24%	13%	14%	11%
Work that doesn't match my skills or experience	8%	13%	8%	7%
Ability to choose how my work is done	8%	6%	6%	5%
Management of work (e.g. supervision, training, information, support)	12%	6%	12%	13%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	4%	6%	10%	11%
Unclear job expectations	4%	6%	15%	14%

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

14% 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	3%	3%	9%	7%
Over 6 months and up to 1 year	19%	14%	13%	10%
Over 1 year and up to 3 years	25%	54%	31%	24%
Over 3 years and up to 5 years	38%	20%	16%	15%
Over 5 years	16%	9%	31%	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.

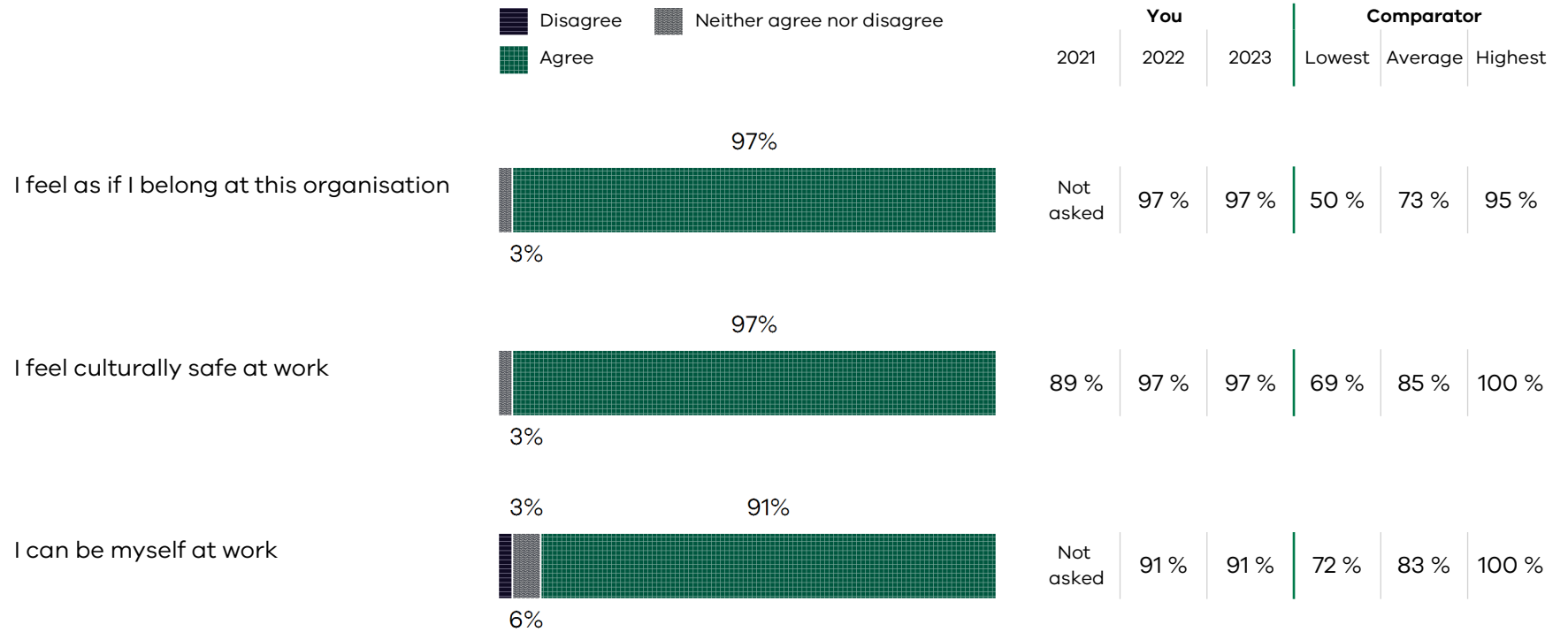
Example

97% of your staff who did the survey agreed or strongly agreed with 'I feel as if I belong at this organisation'.

Survey question

Your results

Benchmark agree results



People outcomes

Inclusion - Barriers to success

What this is

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

Why this is important

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

How to read this

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

Why there are no further details

Results for response options with fewer than 10 responses have been suppressed to protect participant anonymity.

No response option has 10 or more responses.

Staff who experienced one or more barriers to success at work



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

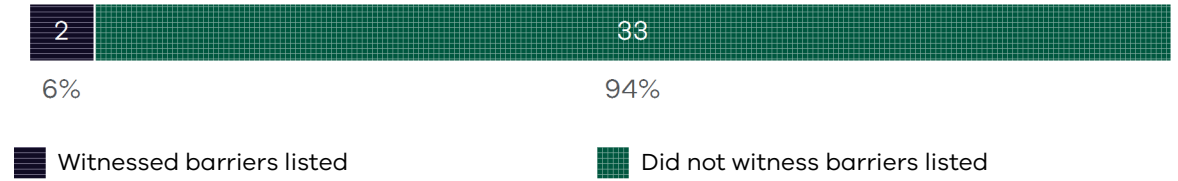
In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one option.

Why there are no further details

Results for response options with fewer than 10 responses have been suppressed to protect participant anonymity.

No response option has 10 or more responses

Staff who witnessed one or more barriers to success at work



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

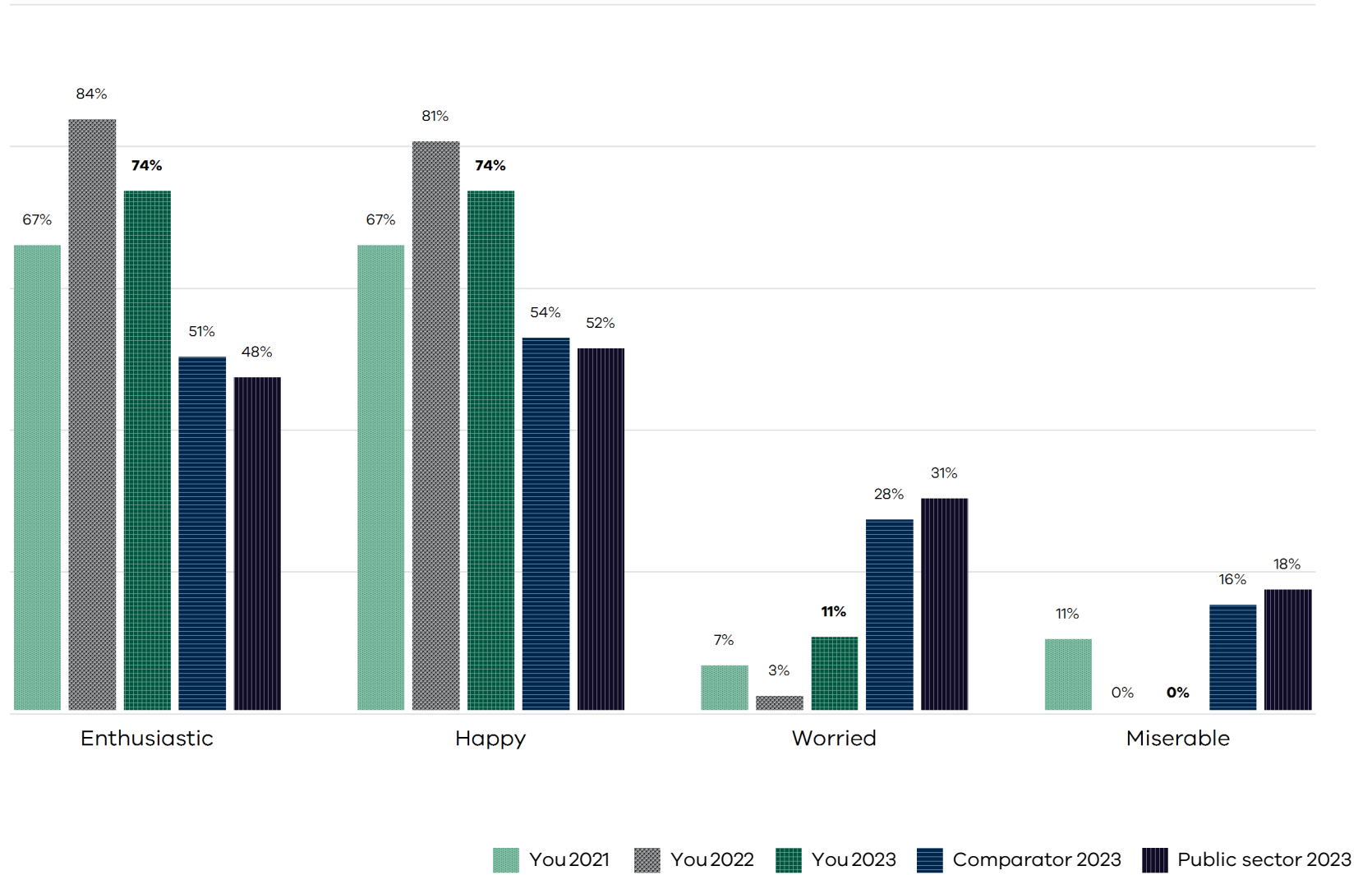
In 2023:

- 74% of your staff who did the survey said work made them feel happy in 2023, which is down from 81% in 2022

Compared to:

- 54% of staff at your comparator and 52% of staff across the public sector.

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



People outcomes

Scorecard: negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

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

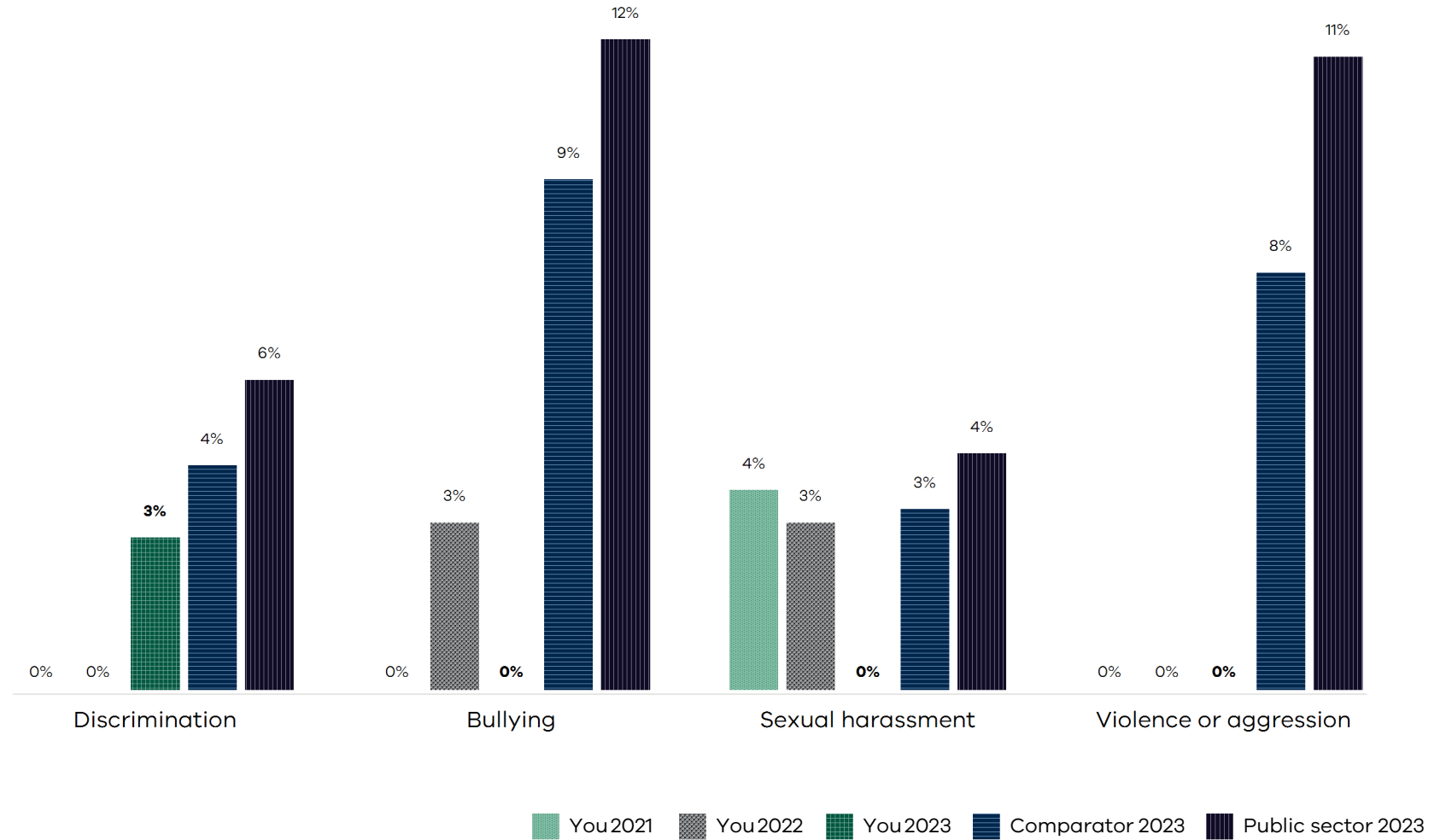
Example

In 2023:

- 3% of your staff who did the survey stated they experienced 'Discrimination' in the last 12 months which is up from 0% in 2022.

Compared to:

- 4% of staff at your comparator and 6% of staff across the public sector.



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.

Why there is no data here

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

We do this to protect the respondents.

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.

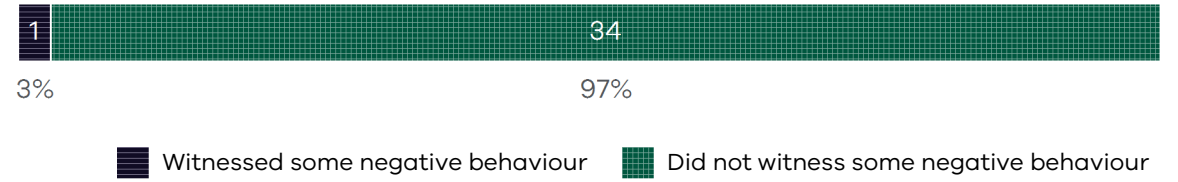
In descending order, the table shows the answers.

Example

3% of your staff who did the survey said they witnessed some negative behaviour at work.

97% 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?



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	97%	85%	81%
Discrimination against a colleague	3%	6%	7%

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

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- Caring

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 'Learning and development', the 'You 2023' column shows 100% of your staff agreed with 'My organisation places a high priority on the learning and development of staff'. In the 'Change from 2022' column, you have a 9% increase, which is a positive trend.

Question group	Highest scoring questions	You 2023	Change from 2022	Comparator 2023
Learning and development	My organisation places a high priority on the learning and development of staff	100%	+9%	60%
Manager leadership	My manager demonstrates honesty and integrity	100%	+3%	90%
Manager leadership	My manager treats employees with dignity and respect	100%	+3%	90%
Manager support	I can discuss problems or issues with my manager	100%	+6%	85%
Meaningful work	I can make a worthwhile contribution at work	100%	0%	92%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	100%	0%	86%
Organisational integrity	My organisation encourages respectful workplace behaviours	100%	+3%	86%
Organisational integrity	My organisation is committed to earning a high level of public trust	100%	0%	84%
Safety climate	My organisation provides a physically safe work environment	100%	+3%	91%
Satisfaction	Considering everything, how satisfied are you with your current job	100%	+3%	73%

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 'Organisational integrity', the 'You 2023' column shows 69% of your staff agreed with 'I believe the promotion processes in my organisation are fair'.

In the 'Change from 2022' column, you have a 13% decrease, which is a negative trend.

Question subgroup	Lowest scoring questions	You 2023	Change from 2022	Comparator 2023
Organisational integrity	I believe the promotion processes in my organisation are fair	69%	-13%	47%
Learning and development	I am satisfied with the opportunities to progress in my organisation	74%	+9%	46%
Organisational integrity	I have an equal chance at promotion in my organisation	74%	-10%	52%
Innovation	My workgroup learns from failures and mistakes	74%	+6%	74%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	77%	-13%	78%
Workload	I have enough time to do my job effectively	77%	-7%	64%
Workload	The workload I have is appropriate for the job that I do	80%	-8%	67%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	80%	+5%	54%
Taking action	My organisation has made improvements based on the survey results from last year	80%	+5%	40%
Manager support	My manager gives me feedback that helps me improve my performance	83%	-8%	76%

Key differences

Most improved

What this is

This is where staff feel their organisation has most improved.

How to read this

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

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

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

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

Example

On the first row 'Workgroup support', the 'You 2023' column shows 100% of your staff agreed with 'People in my workgroup appropriately manage conflicts of interest'.

In the 'Increase from 2022' column, you have a 16% increase, which is a positive trend.

Question group	Most improved from last year	You 2023	Increase from 2022	Comparator 2023
Workgroup support	People in my workgroup appropriately manage conflicts of interest	100%	+16%	80%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	86%	+11%	59%
Learning and development	I am developing and learning in my role	94%	+10%	76%
Learning and development	My organisation places a high priority on the learning and development of staff	100%	+9%	60%
Quality service delivery	My workgroup acts fairly and without bias	100%	+9%	81%
Learning and development	I am satisfied with the opportunities to progress in my organisation	74%	+9%	46%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	89%	+7%	58%
Engagement	I feel a strong personal attachment to my organisation	91%	+7%	60%
Quality service delivery	My workgroup has clear lines of responsibility	97%	+7%	74%
Manager support	I can discuss problems or issues with my manager	100%	+6%	85%

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 'Satisfaction', the 'You 2023' column shows 83% of your staff were satisfied with 'How satisfied are you with the work/life balance in your current job'. In the 'Decrease from 2022' column, you have a 14% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2023	Decrease from 2022	Comparator 2023
Satisfaction	How satisfied are you with the work/life balance in your current job	83%	-14%	76%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	77%	-13%	78%
Organisational integrity	I believe the promotion processes in my organisation are fair	69%	-13%	47%
Engagement	My organisation inspires me to do the best in my job	86%	-11%	69%
Innovation	My workgroup is quick to respond to opportunities to do things better	83%	-11%	75%
Organisational integrity	I have an equal chance at promotion in my organisation	74%	-10%	52%
Manager support	My manager gives me feedback that helps me improve my performance	83%	-8%	76%
Workload	The workload I have is appropriate for the job that I do	80%	-8%	67%
Workload	I have enough time to do my job effectively	77%	-7%	64%
Collaboration	I am able to work effectively with others outside my immediate workgroup	94%	-6%	85%

Key differences

Biggest positive difference from comparator

What this is

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

How to read this

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

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

Example

On the first row 'Learning and development', the 'You 2023' column shows 100% of your staff agreed with 'My organisation places a high priority on the learning and development of staff'.

The 'difference' column, shows that agreement for this question was 40 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Learning and development	My organisation places a high priority on the learning and development of staff	100%	+40%	60%
Taking action	My organisation has made improvements based on the survey results from last year	80%	+40%	40%
Taking action	I believe my organisation will make improvements based on the results of this survey	94%	+38%	56%
Senior leadership	Senior leaders provide clear strategy and direction	100%	+36%	64%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	91%	+34%	57%
Collaboration	Workgroups across my organisation willingly share information with each other	97%	+33%	65%
Safety climate	All levels of my organisation are involved in the prevention of stress	86%	+32%	54%
Engagement	I feel a strong personal attachment to my organisation	91%	+32%	60%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	89%	+31%	58%
Senior leadership	Senior leaders model my organisation's values	100%	+29%	71%

Key differences

Biggest negative difference from comparator

What this is

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

How to read this

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

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

Example

On the first row 'Other questions', the 'You 2023' column shows 89% of your staff agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

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

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Other questions	I understand how the Code of Conduct for Victorian public sector employees applies to my work	89%	-3%	91%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	77%	-1%	78%

People matter survey

2023

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Topical questions

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

Demographics

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

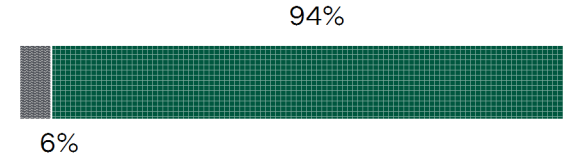
94% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this survey'.

Survey question

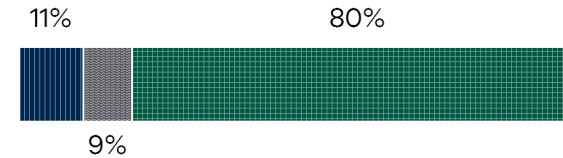
Your results



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



My organisation has made improvements based on the survey results from last year



Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this survey	Not asked	100 %	94 %	26 %	56 %	84 %
My organisation has made improvements based on the survey results from last year	Not asked	75 %	80 %	20 %	40 %	79 %

People matter survey

2023

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- 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

100% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

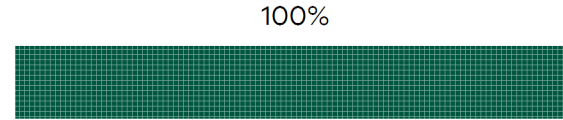
Survey question

Your results

Benchmark agree results

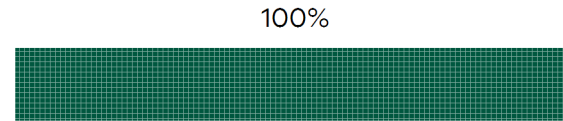


Senior leaders demonstrate honesty and integrity



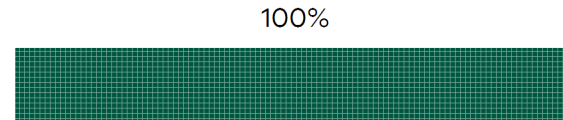
Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	89 %	100 %	100 %	39 %	73 %	93 %

Senior leaders model my organisation's values



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	85 %	100 %	100 %	39 %	71 %	96 %

Senior leaders provide clear strategy and direction



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	78 %	100 %	100 %	34 %	64 %	90 %

People matter survey

2023

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Key differences

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- 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.

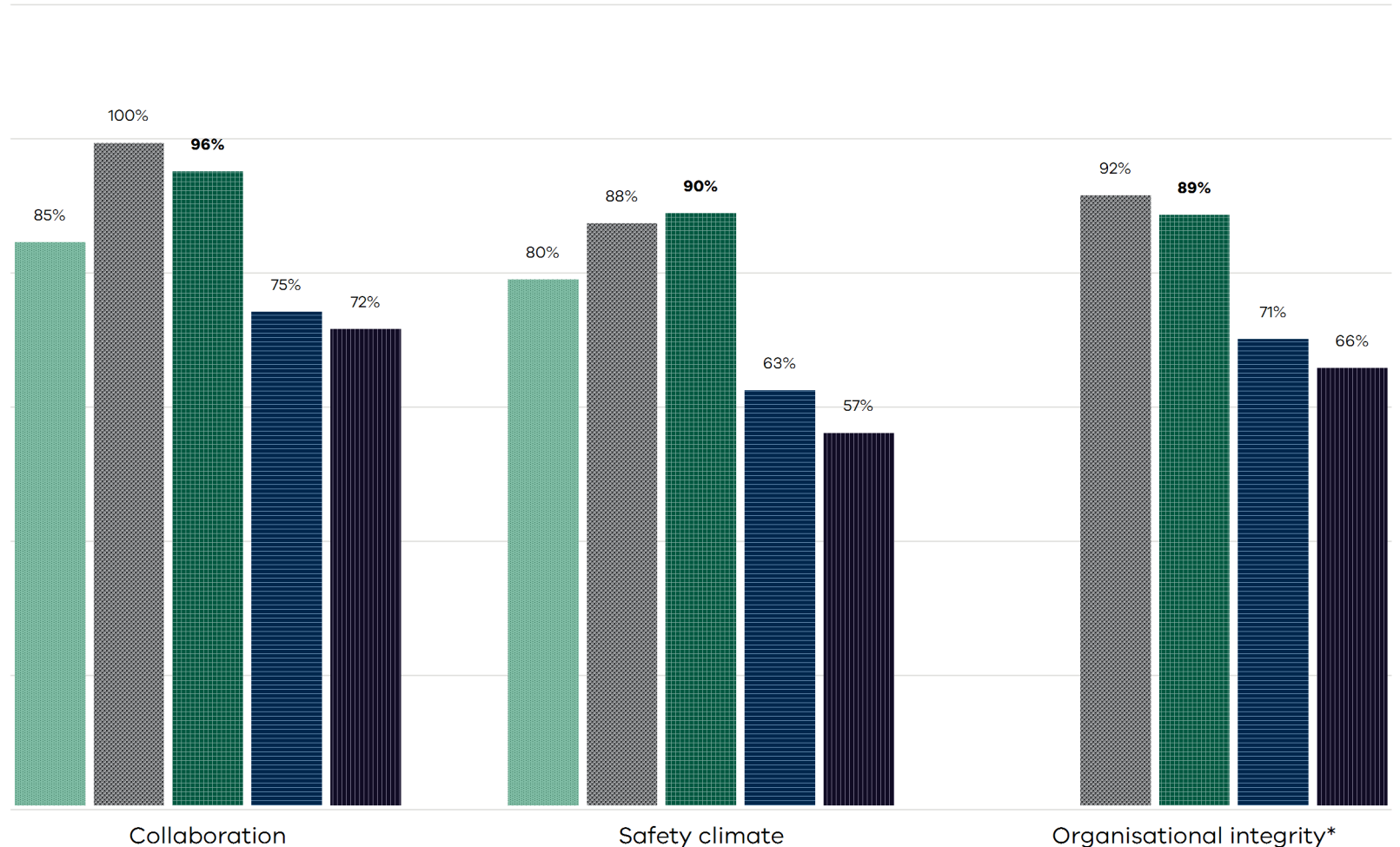
Example

In 2023:

- 96% of your staff who did the survey responded positively to questions about Collaboration which is down from 100% in 2022.

Compared to:

- 75% of staff at your comparator and 72% of staff across the public sector.



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

■ You2021 ■ You2022 ■ You2023 ■ 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

100% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

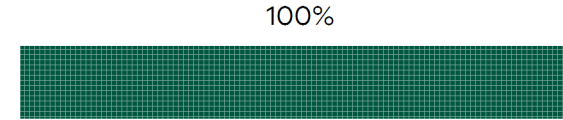
Survey question

Your results



Benchmark agree results

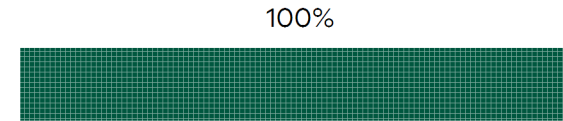
My organisation encourages employees to act in ways that are consistent with human rights



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest

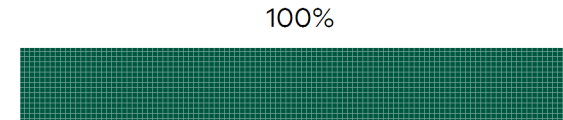
93 %	100 %	100 %	63 %	86 %	100 %
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My organisation encourages respectful workplace behaviours



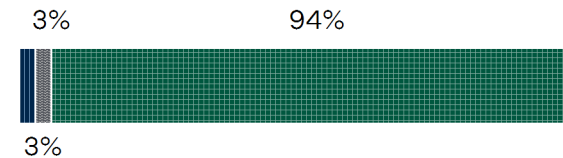
96 %	97 %	100 %	63 %	86 %	100 %
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My organisation is committed to earning a high level of public trust



93 %	100 %	100 %	53 %	84 %	100 %
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My organisation does not tolerate improper conduct



93 %	91 %	94 %	48 %	75 %	93 %
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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.

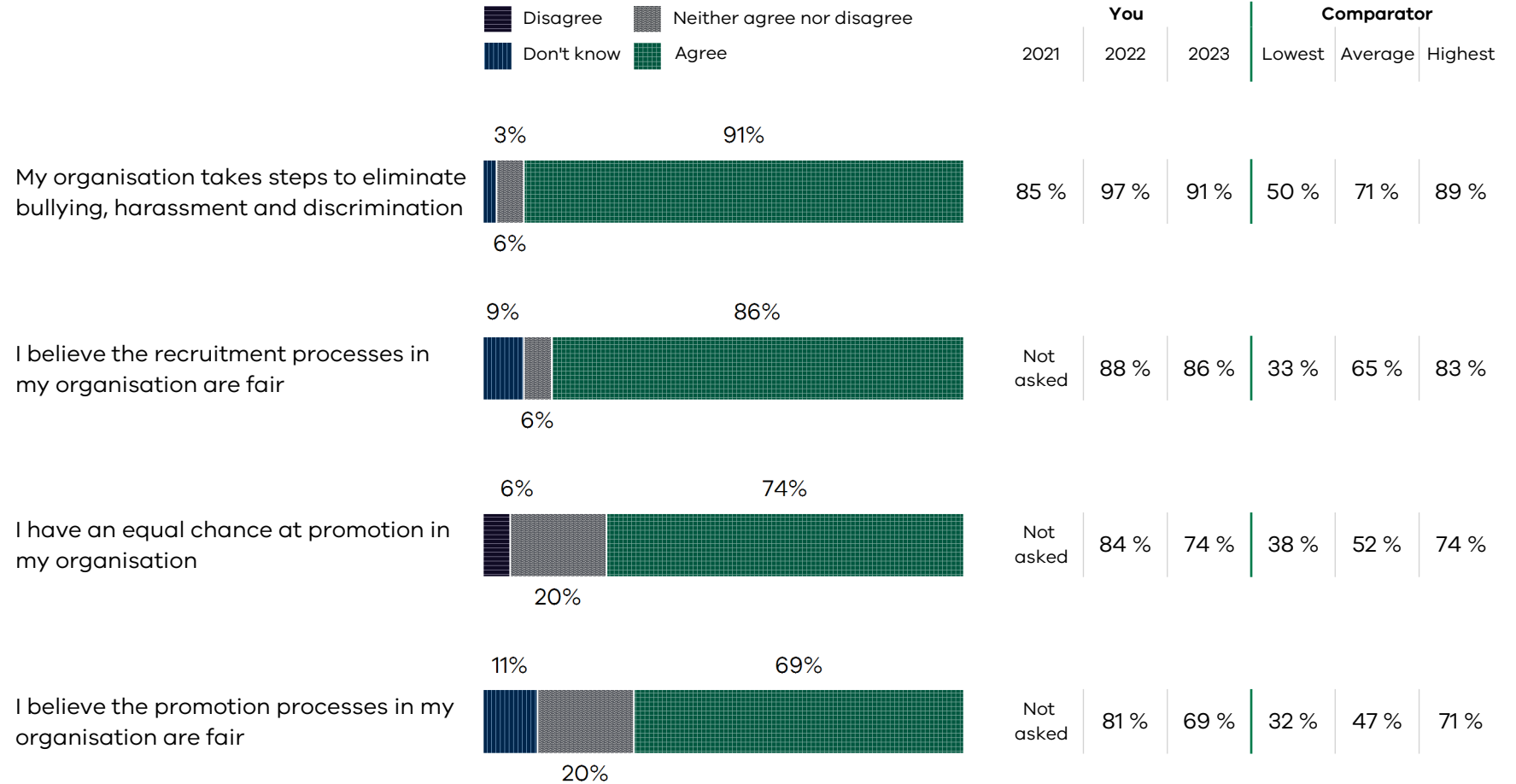
Example

91% 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



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

97% of your staff who did the survey agreed or strongly agreed with 'Workgroups across my organisation willingly share information with each other'.

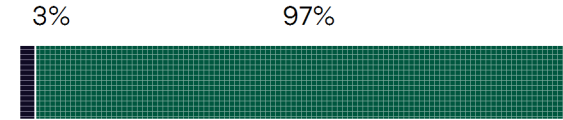
Survey question

Your results

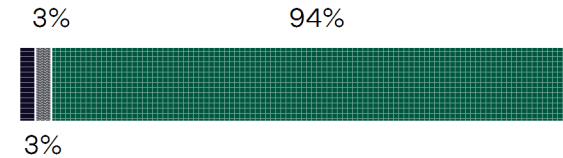
Benchmark agree results



Workgroups across my organisation willingly share information with each other



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
Workgroups across my organisation willingly share information with each other	85 %	100 %	97 %	41 %	65 %	88 %
I am able to work effectively with others outside my immediate workgroup	85 %	100 %	94 %	68 %	85 %	94 %

Organisational climate

Safety climate 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

100% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

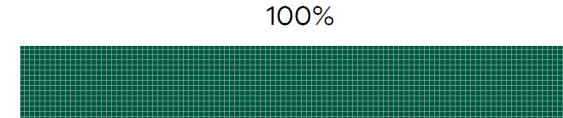
Survey question

Your results

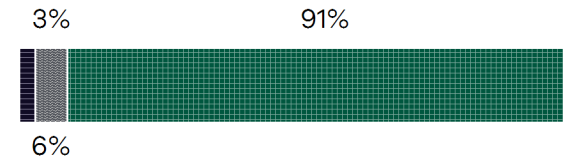
Benchmark agree results



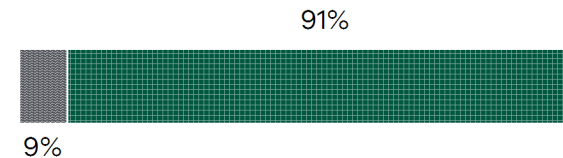
My organisation provides a physically safe work environment



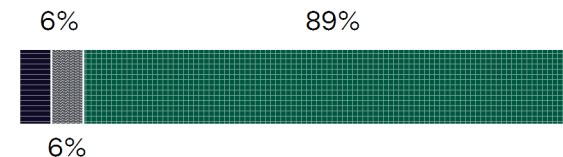
Senior leaders consider the psychological health of employees to be as important as productivity



Senior leaders show support for stress prevention through involvement and commitment



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation provides a physically safe work environment	93 %	97 %	100 %	80 %	91 %	100 %
Senior leaders consider the psychological health of employees to be as important as productivity	78 %	94 %	91 %	41 %	65 %	88 %
Senior leaders show support for stress prevention through involvement and commitment	85 %	91 %	91 %	29 %	57 %	89 %
In my workplace, there is good communication about psychological safety issues that affect me	70 %	81 %	89 %	32 %	58 %	86 %

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.

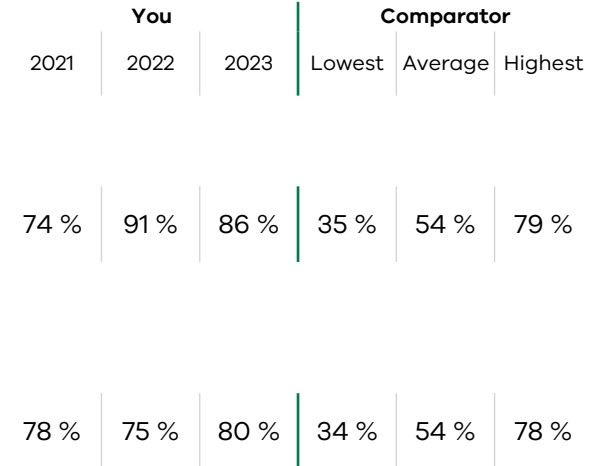
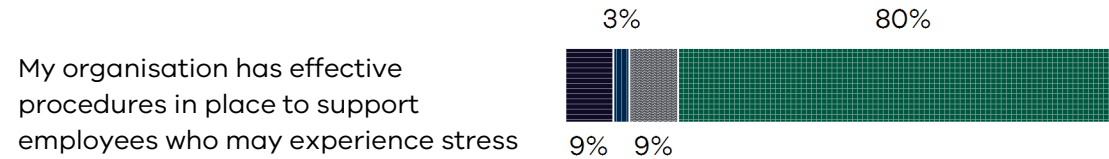
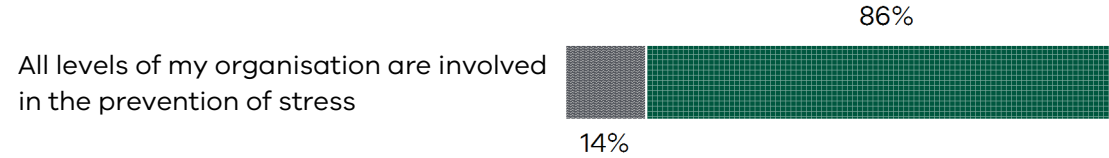
Example

86% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.

Survey question

Your results

Benchmark agree results



People matter survey

2023

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- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression

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

Demographics

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

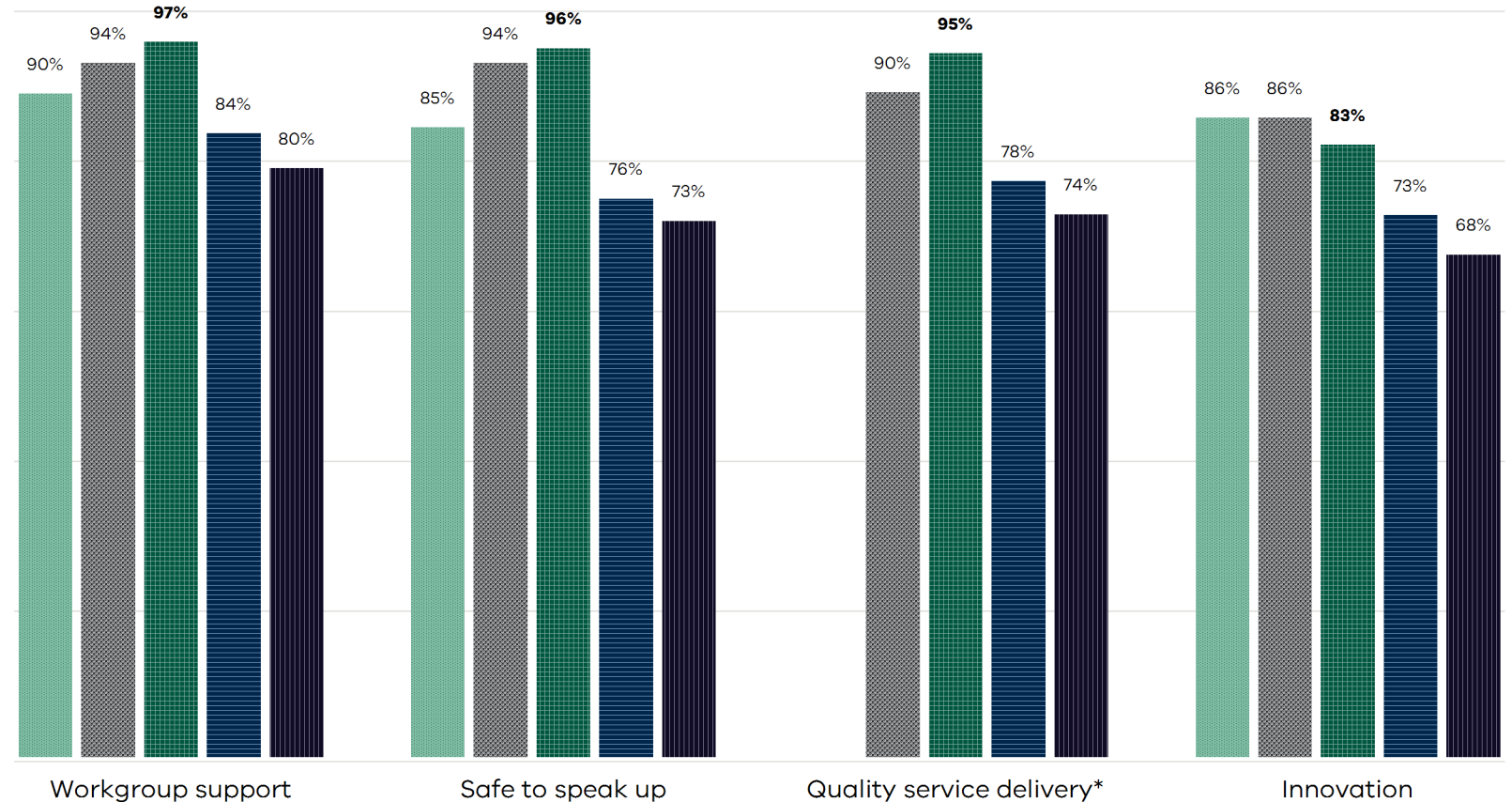
Example

In 2023:

- 97% of your staff who did the survey responded positively to questions about Workgroup support which is up from 94% in 2022.

Compared to:

- 84% of staff at your comparator and 80% of staff across the public sector.



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

■ You 2021
 ■ You 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

100% of your staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.

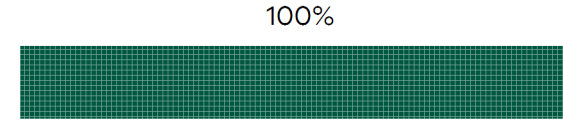
Survey question

Your results

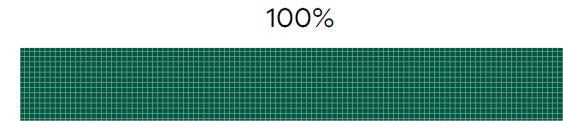
Benchmark agree results



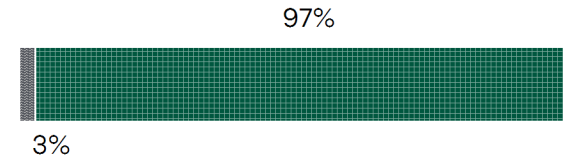
My workgroup acts fairly and without bias



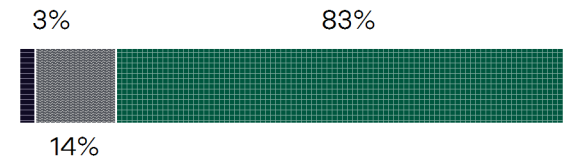
My workgroup provides high quality advice and services



My workgroup has clear lines of responsibility



My workgroup uses its resources well



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My workgroup acts fairly and without bias	Not asked	91 %	100 %	69 %	81 %	93 %
My workgroup provides high quality advice and services	Not asked	97 %	100 %	76 %	86 %	100 %
My workgroup has clear lines of responsibility	89 %	91 %	97 %	59 %	74 %	100 %
My workgroup uses its resources well	Not asked	81 %	83 %	58 %	71 %	91 %

Workgroup climate

Innovation

What this is

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

Why this is important

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

How to read this

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

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

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

Example

91% of your staff who did the survey agreed or strongly agreed with 'My workgroup encourages employee creativity'.

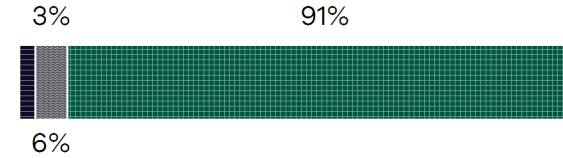
Survey question

Your results

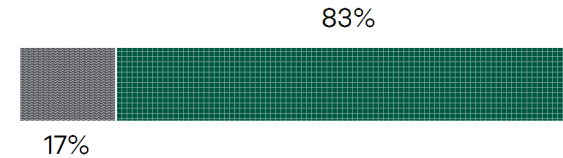
Benchmark agree results



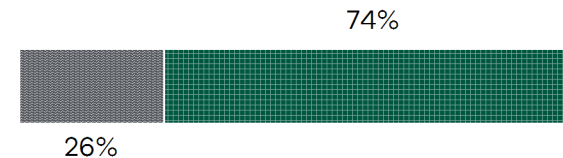
My workgroup encourages employee creativity



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



My workgroup learns from failures and mistakes



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My workgroup encourages employee creativity	89 %	97 %	91 %	58 %	71 %	93 %
My workgroup is quick to respond to opportunities to do things better	89 %	94 %	83 %	61 %	75 %	85 %
My workgroup learns from failures and mistakes	81 %	69 %	74 %	61 %	74 %	89 %

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

100% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

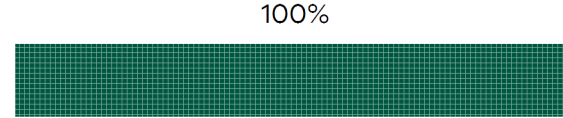
Survey question

Your results

Benchmark agree results

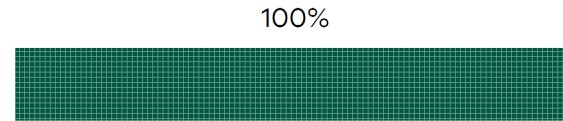


People in my workgroup appropriately manage conflicts of interest



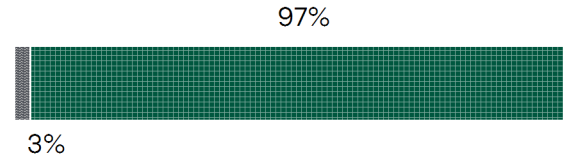
2021	You			Comparator		
	2022	2023		Lowest	Average	Highest
	85 %	84 %	100 %	56 %	80 %	94 %

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



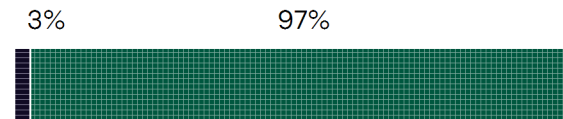
	93 %	97 %	100 %	75 %	86 %	100 %
--	------	------	-------	------	------	-------

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



	85 %	100 %	97 %	63 %	82 %	96 %
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People in my workgroup treat each other with respect



	100 %	97 %	97 %	75 %	88 %	100 %
--	-------	------	------	------	------	-------

Workgroup climate

Workgroup support 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

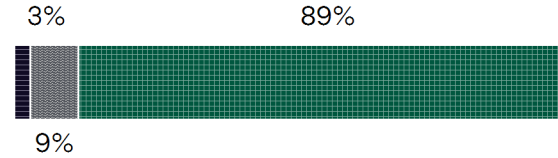
Example

89% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

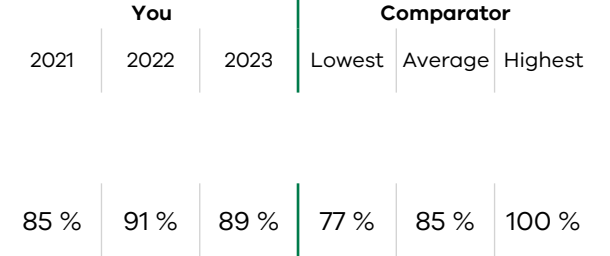
Survey question

People in my workgroup are politically impartial in their work

Your results



Benchmark agree results



Workgroup climate

Safe to speak up

What this is

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

Why this is important

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

How to read this

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

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

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

Example

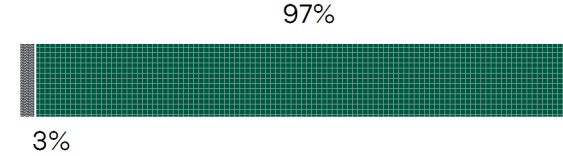
97% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.

Survey question

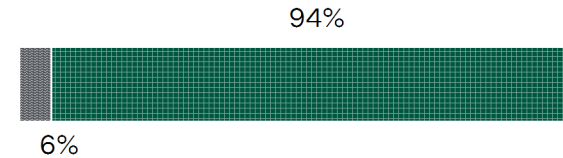
Your results



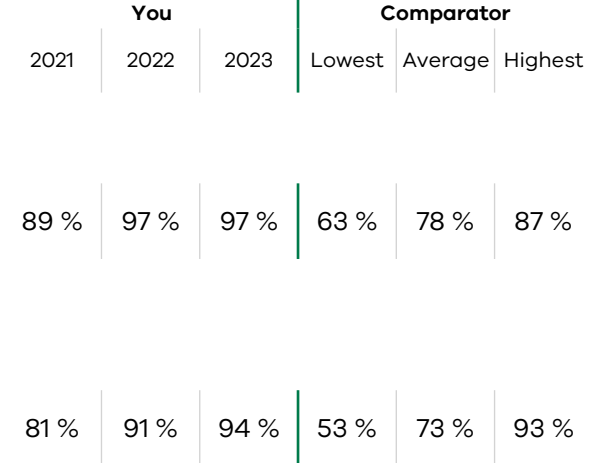
People in my workgroup are able to bring up problems and tough issues



I feel safe to challenge inappropriate behaviour at work



Benchmark agree results



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

Key differences

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

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- Taking action questions

Detailed results

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- Quality service delivery
- Innovation
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- Safe to speak up

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- Flexible working

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- Human rights

Topical questions

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

Demographics

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

Job and manager factors

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

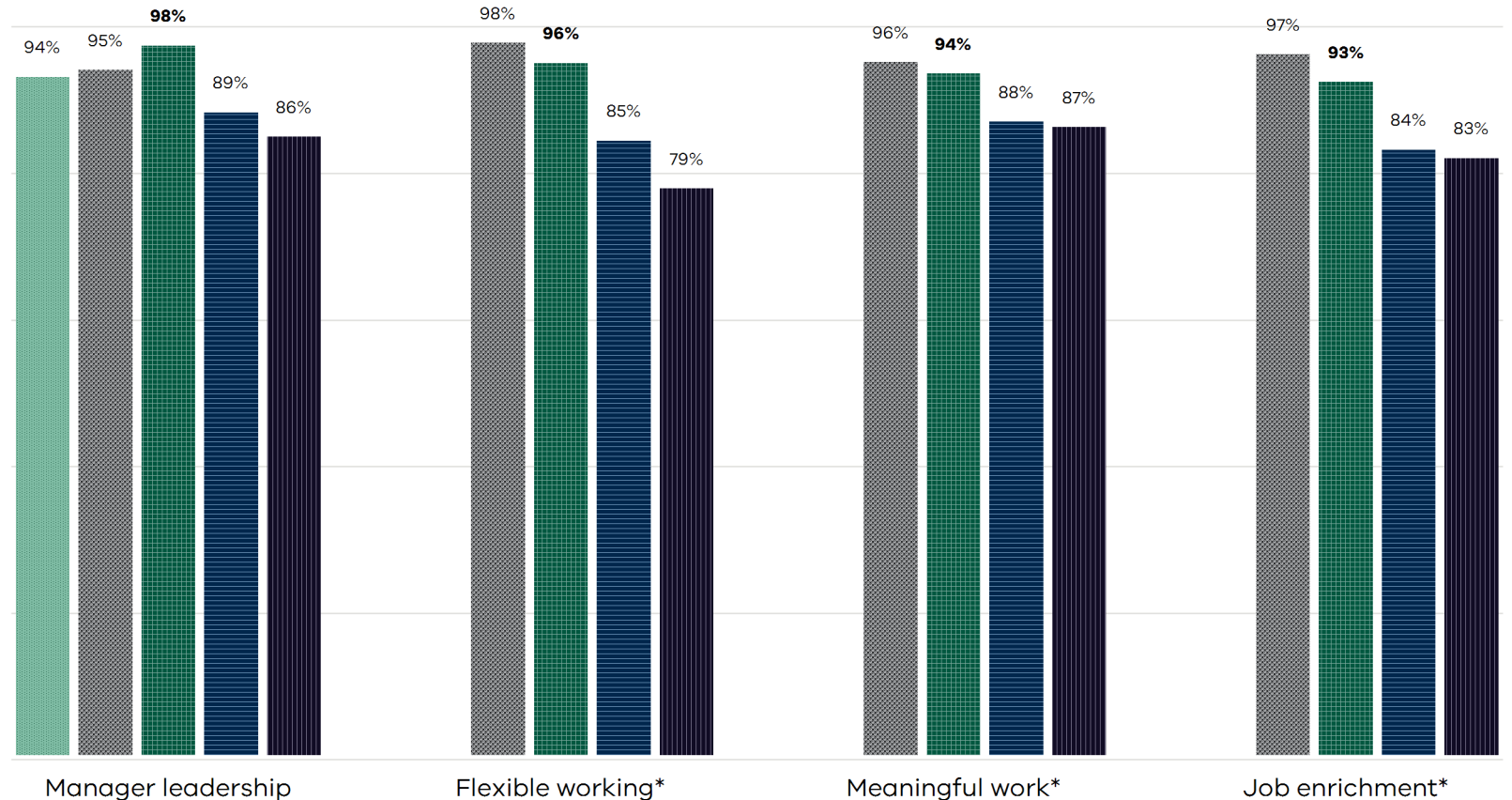
Example

In 2023:

- 98% of your staff who did the survey responded positively to questions about Manager leadership.

Compared to:

- 89% of staff at your comparator and 86% of staff across the public sector.



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

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

Job and manager factors

Scorecard 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

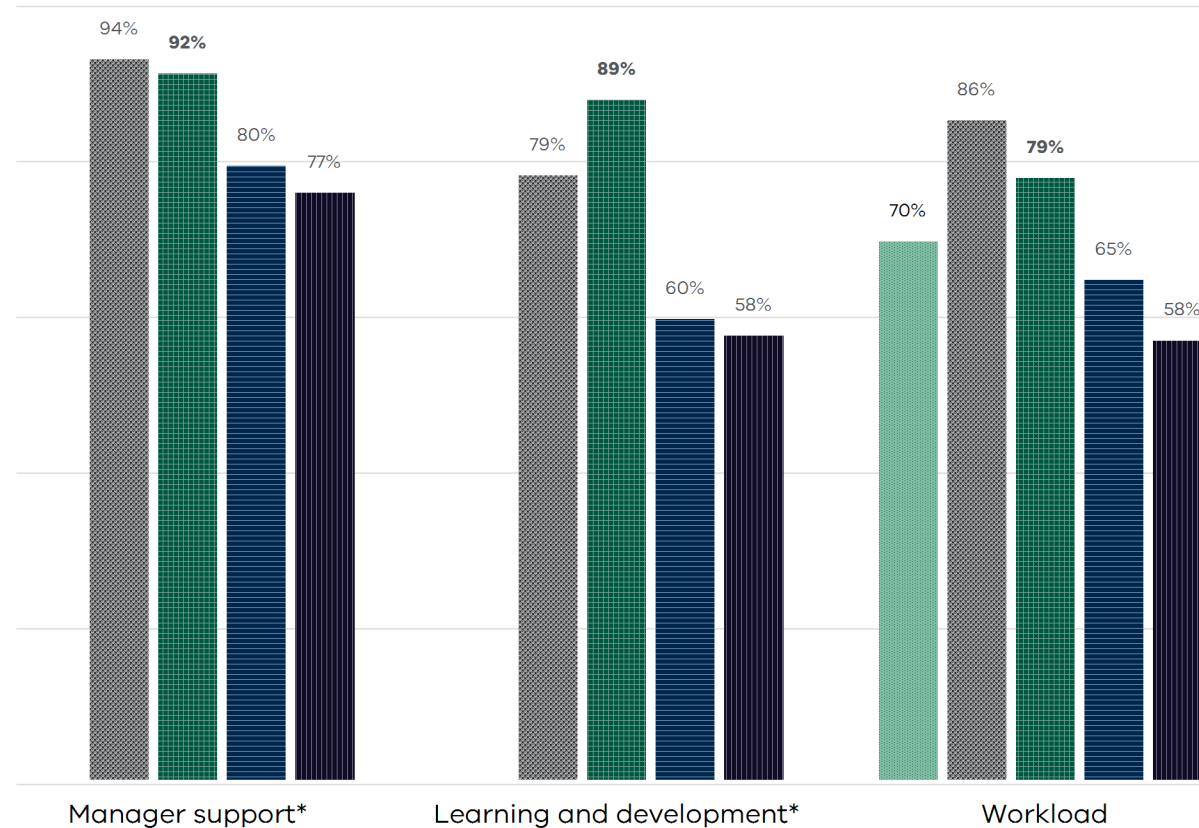
Example

In 2023:

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

Compared to:

- 80% of staff at your comparator and 77% of staff across the public sector.



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

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

Job and manager factors

Manager leadership

What this is

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

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

How to read this

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

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

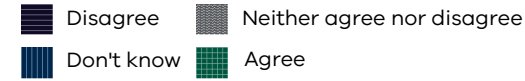
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

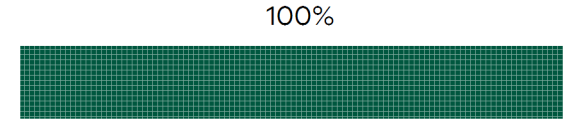
100% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question

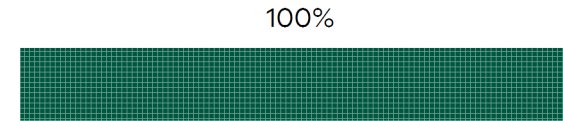
Your results



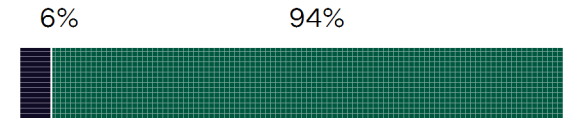
My manager demonstrates honesty and integrity



My manager treats employees with dignity and respect



My manager models my organisation's values



Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My manager demonstrates honesty and integrity	93 %	97 %	100 %	75 %	90 %	98 %
My manager treats employees with dignity and respect	96 %	97 %	100 %	75 %	90 %	97 %
My manager models my organisation's values	93 %	91 %	94 %	75 %	87 %	96 %

Job and manager factors

Manager support 1 of 2

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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

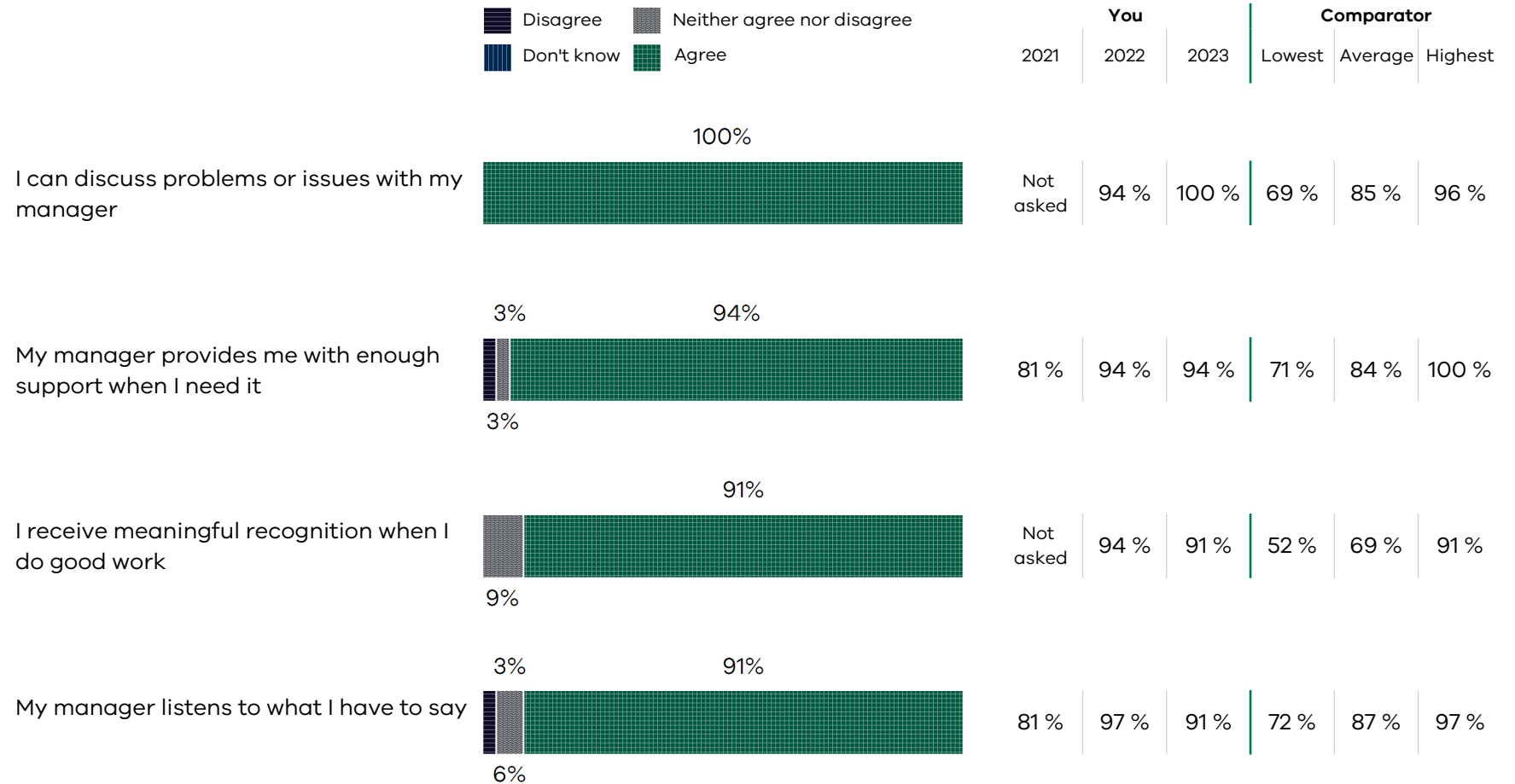
Example

100% of your staff who did the survey agreed or strongly agreed with 'I can discuss problems or issues with my manager'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Manager support 2 of 2

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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

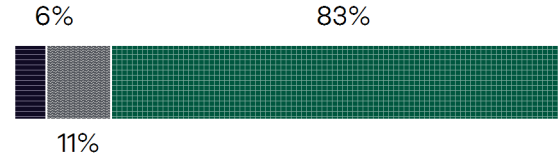
Example

83% of your staff who did the survey agreed or strongly agreed with 'My manager gives me feedback that helps me improve my performance'.

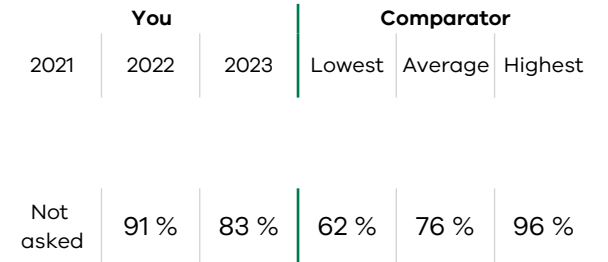
Survey question

My manager gives me feedback that helps me improve my performance

Your results



Benchmark agree results



Job and manager factors

Workload

What this is

This is how staff feel about workload and time pressure.

Why this is important

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

How to read this

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

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

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

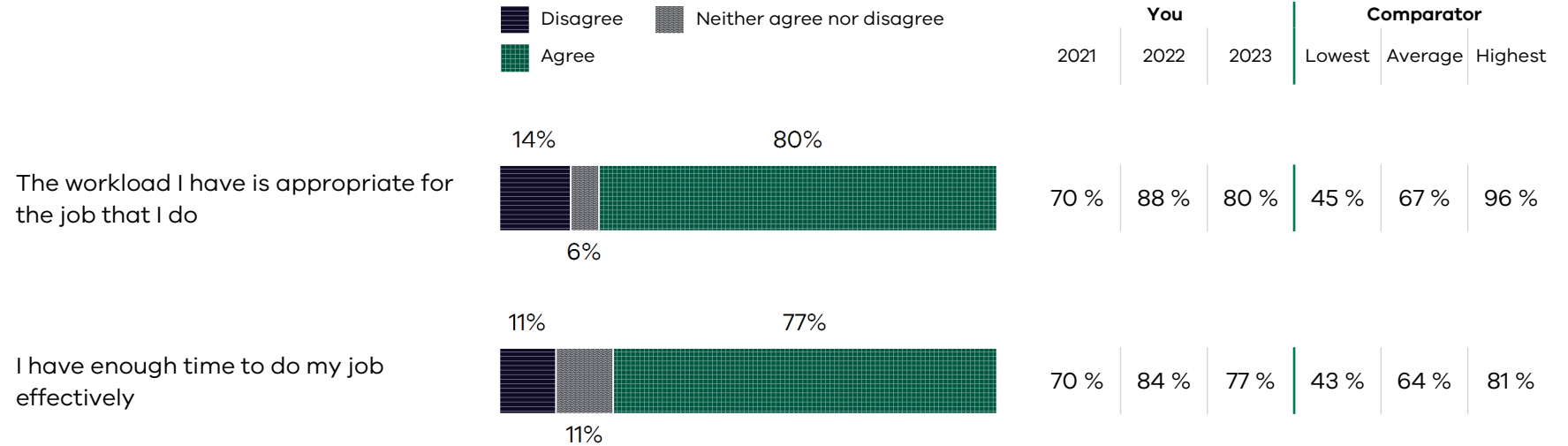
Example

80% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

Survey question

Your results

Benchmark agree results



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

100% of your staff who did the survey agreed or strongly agreed with 'My organisation places a high priority on the learning and development of staff.'

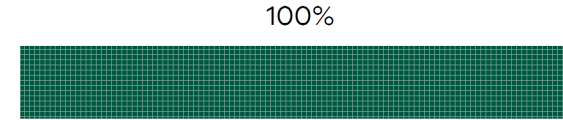
Survey question

Your results

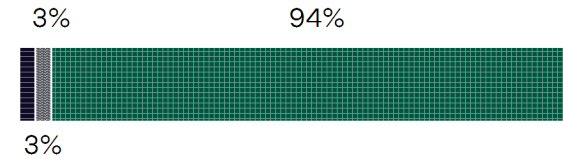
Benchmark agree results



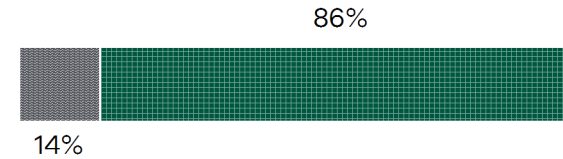
My organisation places a high priority on the learning and development of staff



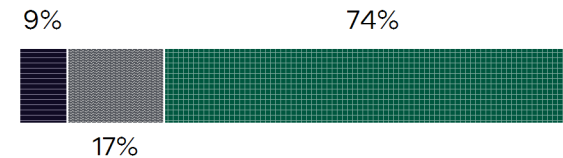
I am developing and learning in my role



I am satisfied with the way my learning and development needs have been addressed in the last 12 months



I am satisfied with the opportunities to progress in my organisation



2021	You		Comparator			
	2022	2023	Lowest	Average	Highest	
	63 %	91 %	100 %	32 %	60 %	81 %
	70 %	84 %	94 %	63 %	76 %	96 %
	59 %	75 %	86 %	39 %	59 %	91 %
Not asked	66 %	74 %	27 %	46 %	63 %	

Job and manager factors

Job enrichment 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

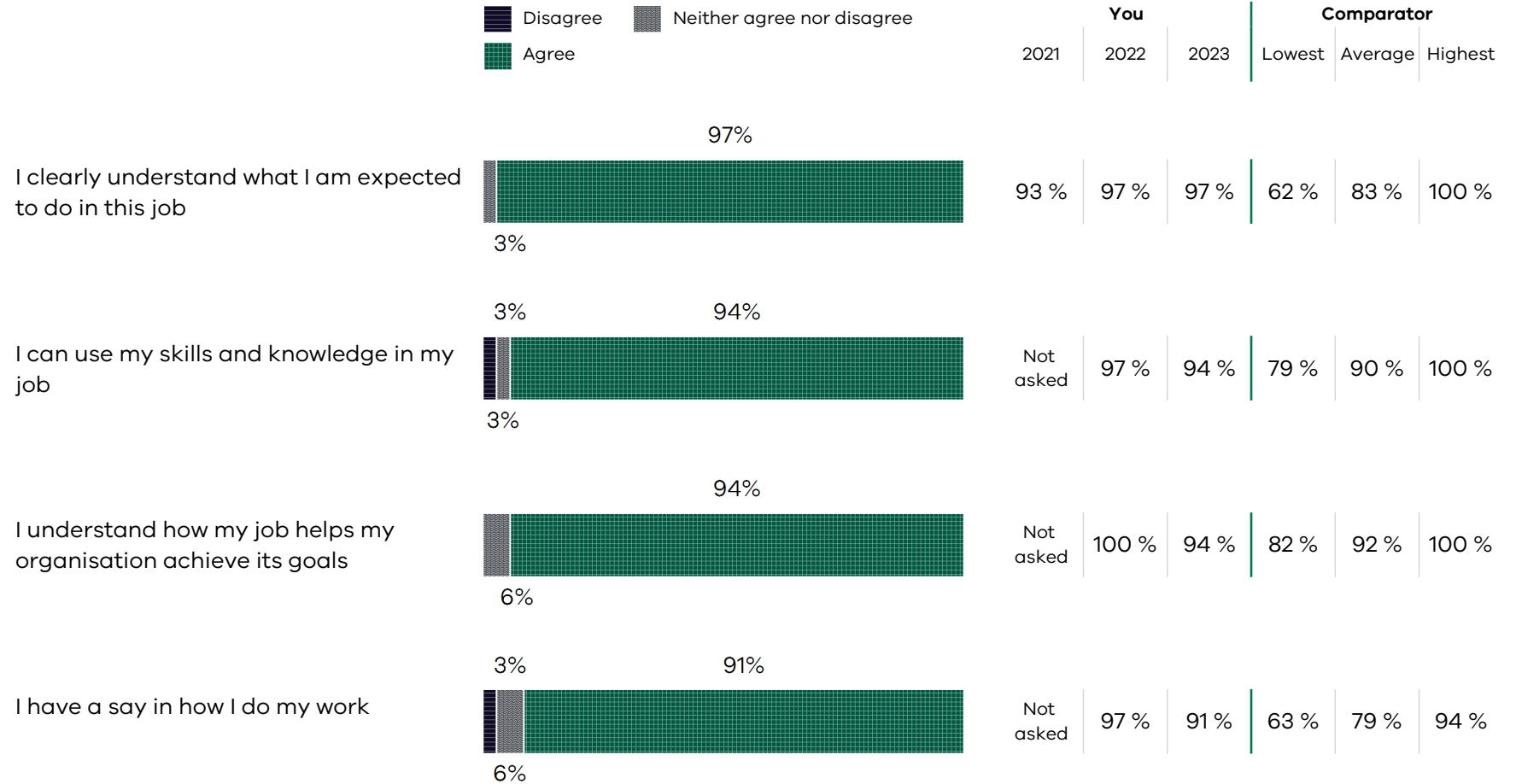
Example

97% of your staff who did the survey agreed or strongly agreed with 'I clearly understand what I am expected to do in this job'.

Survey question

Your results

Benchmark agree results



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.

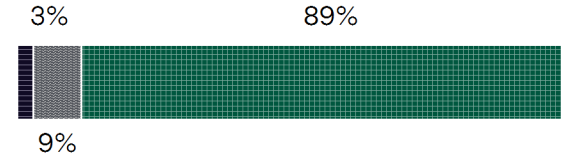
Example

89% of your staff who did the survey agreed or strongly agreed with 'I have the authority to do my job effectively'.

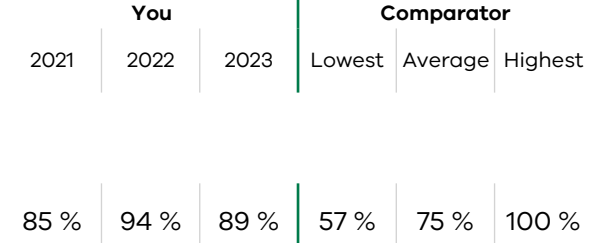
Survey question

I have the authority to do my job effectively

Your results



Benchmark agree results



Job and manager factors

Meaningful work

What this is

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

Why this is important

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

How to read this

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

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

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

Example

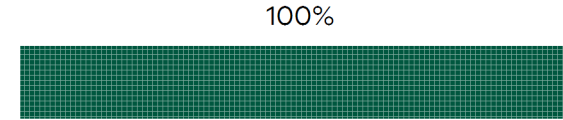
100% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.

Survey question

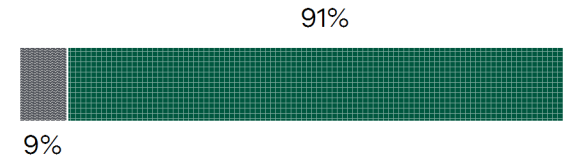
Your results



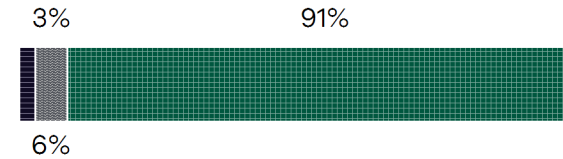
I can make a worthwhile contribution at work



I achieve something important through my work



I get a sense of accomplishment from my work



Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I can make a worthwhile contribution at work	Not asked	100 %	100 %	86 %	92 %	100 %
I achieve something important through my work	81 %	94 %	91 %	81 %	89 %	100 %
I get a sense of accomplishment from my work	78 %	94 %	91 %	69 %	83 %	100 %

Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

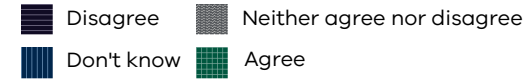
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

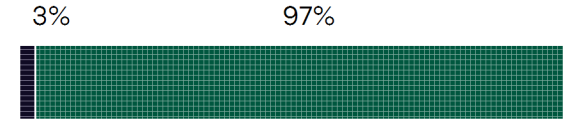
97% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

Survey question

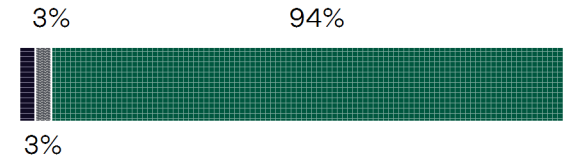
Your results



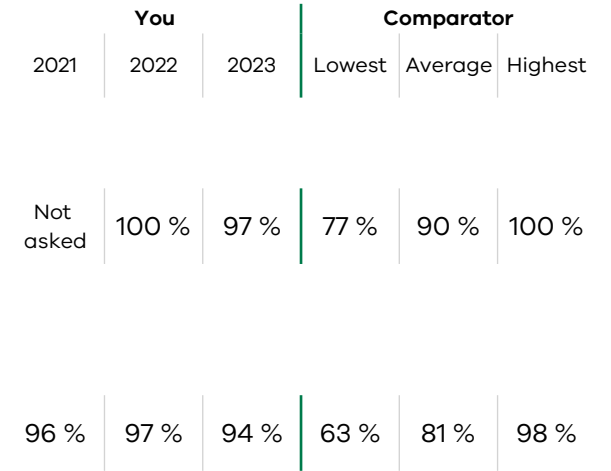
My manager supports working flexibly



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



Benchmark agree results



People matter survey

2023

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

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

Public sector values

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

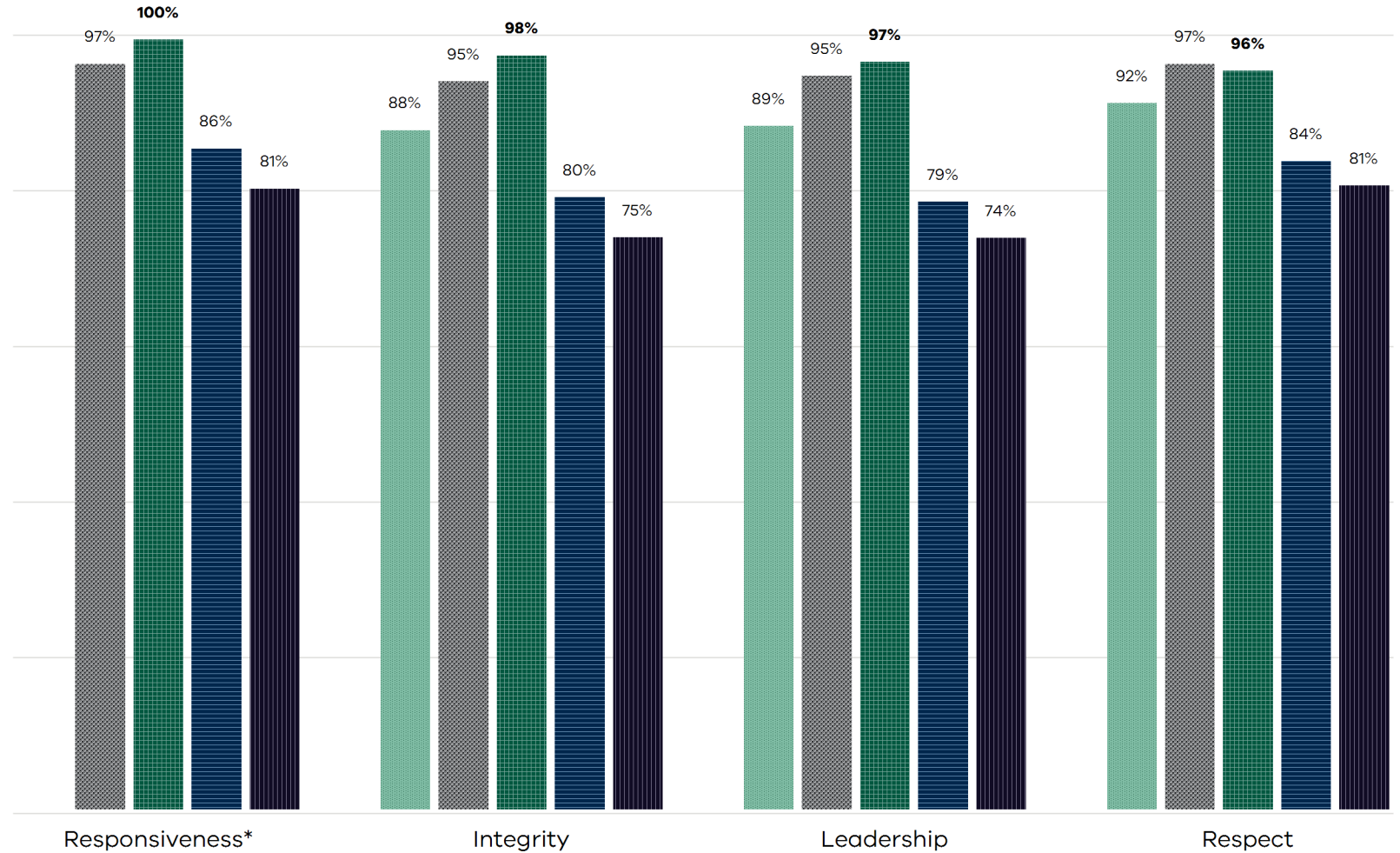
Example

In 2023:

- 100% of your staff who did the survey responded positively to questions about Responsiveness, which is up 3% in 2022.

Compared to:

- 86% of staff at your comparator and 81% of staff across the public sector.



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

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

Public sector values

Scorecard 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

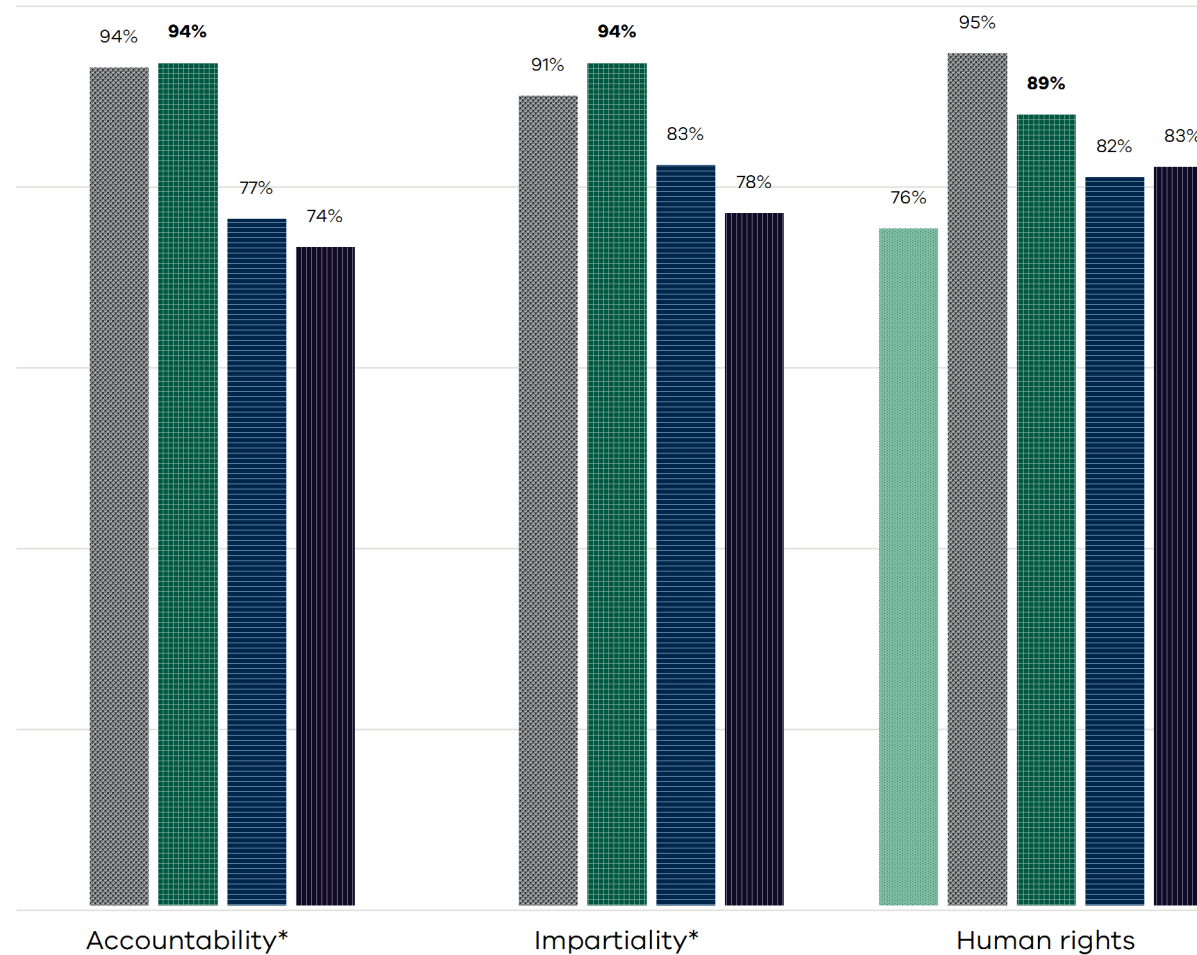
Example

In 2023:

- 94% of your staff who did the survey responded positively to questions about Accountability, which is up 1% in 2022.

Compared to:

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



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

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

Public sector values

Responsiveness

What this is

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

Why this is important

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

How to read this

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

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

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

Example

100% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

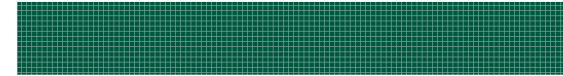
Survey question

My workgroup provides high quality advice and services

Your results



100%



Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	Not asked	97 %	100 %	76 %	86 %	100 %

Public sector values

Integrity 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

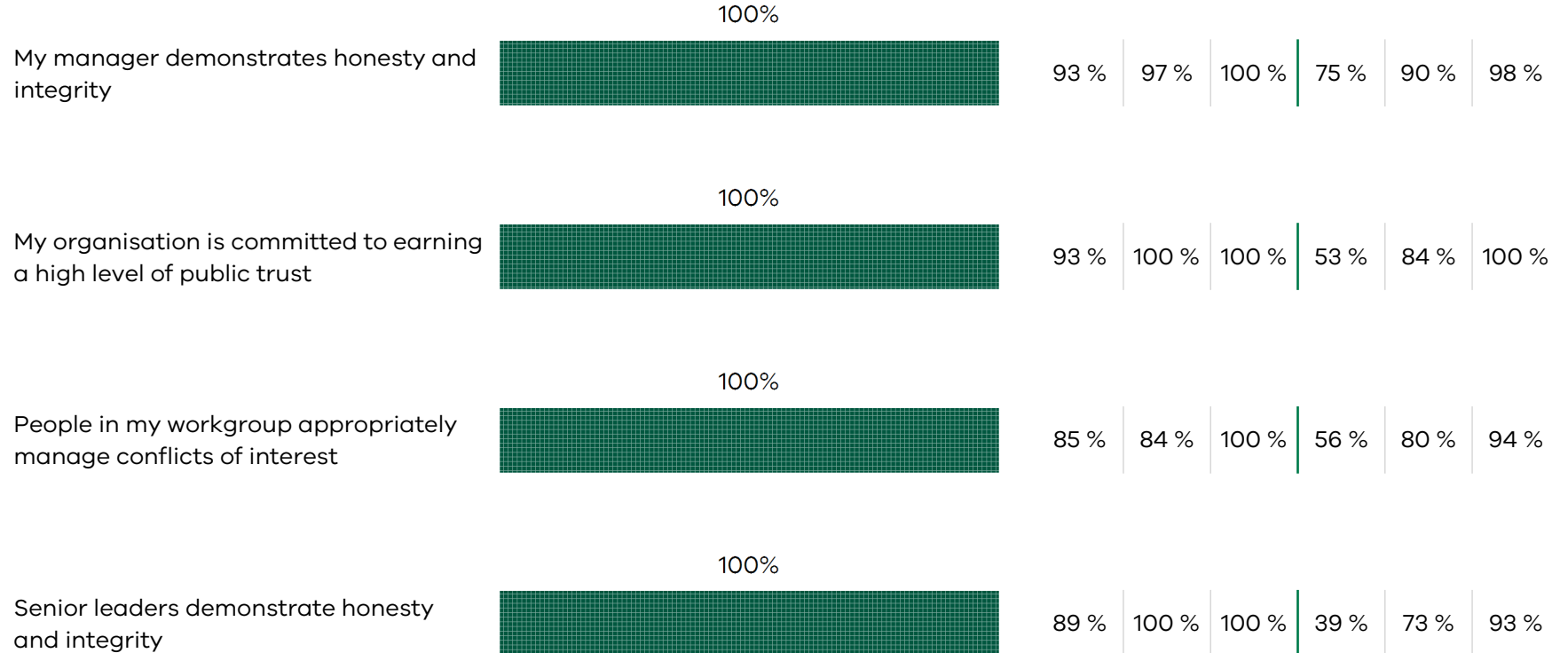
100% of staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question

Your results



Benchmark agree results



Public sector values

Integrity 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

97% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are honest, open and transparent in their dealings'.

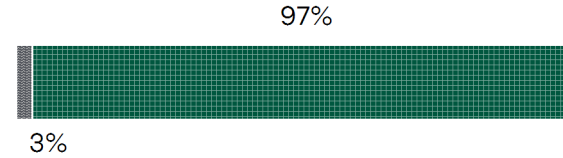
Survey question

Your results

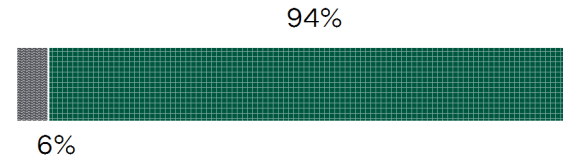
Benchmark agree results



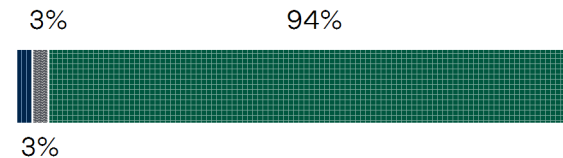
People in my workgroup are honest, open and transparent in their dealings



I feel safe to challenge inappropriate behaviour at work



My organisation does not tolerate improper conduct



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
People in my workgroup are honest, open and transparent in their dealings	85 %	100 %	97 %	63 %	82 %	96 %
I feel safe to challenge inappropriate behaviour at work	81 %	91 %	94 %	53 %	73 %	93 %
My organisation does not tolerate improper conduct	93 %	91 %	94 %	48 %	75 %	93 %

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

100% of staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.

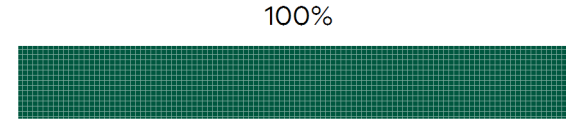
Survey question

Your results

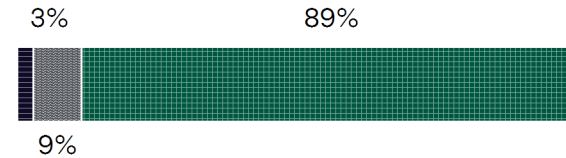
Benchmark agree results



My workgroup acts fairly and without bias



People in my workgroup are politically impartial in their work



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My workgroup acts fairly and without bias	Not asked	91 %	100 %	69 %	81 %	93 %
People in my workgroup are politically impartial in their work	85 %	91 %	89 %	77 %	85 %	100 %

Public sector values

Accountability 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

100% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

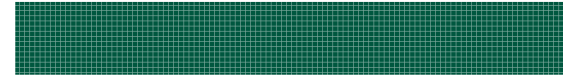
Your results

Benchmark agree results



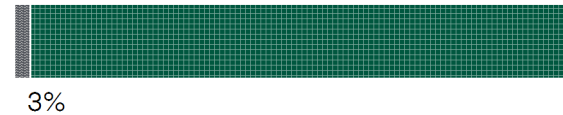
Senior leaders provide clear strategy and direction

100%



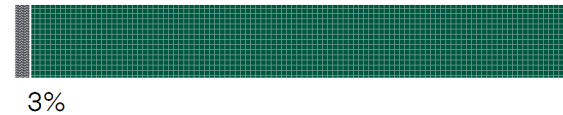
I clearly understand what I am expected to do in this job

97%



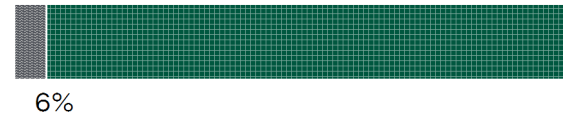
My workgroup has clear lines of responsibility

97%



I understand how my job helps my organisation achieve its goals

94%



2021	You		Comparator			
	2022	2023	Lowest	Average	Highest	
	78 %	100 %	100 %	34 %	64 %	90 %
	93 %	97 %	97 %	62 %	83 %	100 %
	89 %	91 %	97 %	59 %	74 %	100 %
	Not asked	100 %	94 %	82 %	92 %	100 %

Public sector values

Accountability 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

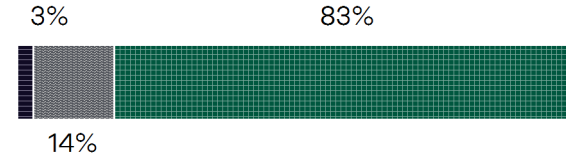
Example

83% of staff who did the survey agreed or strongly agreed with 'My workgroup uses its resources well'.

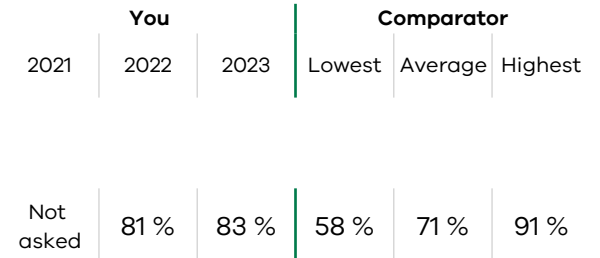
Survey question

My workgroup uses its resources well

Your results



Benchmark agree results



Public sector values

Respect 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

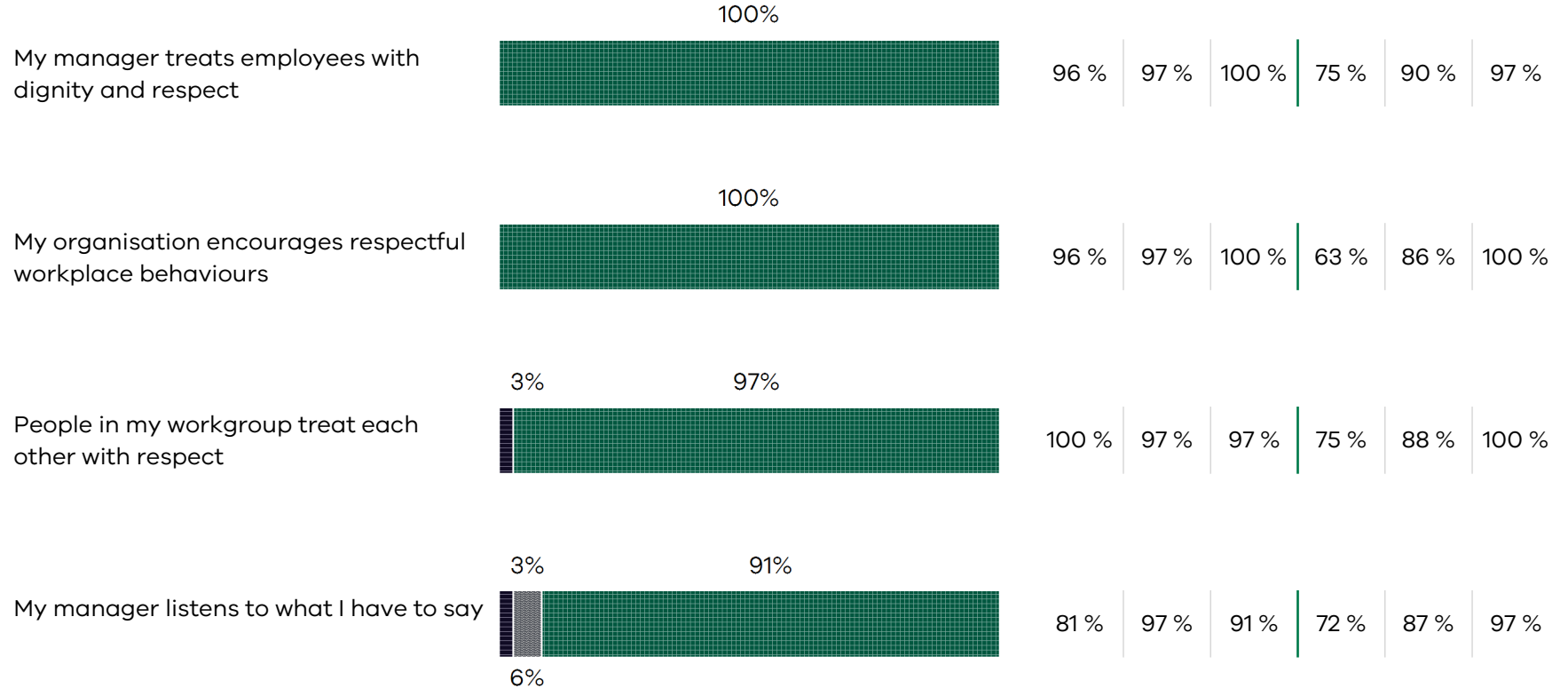
Example

100% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

Your results

Benchmark agree results



Public sector values

Respect 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

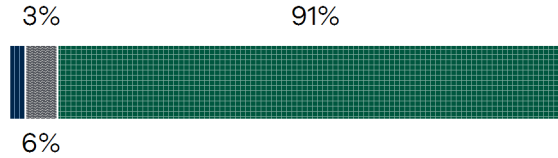
Example

91% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

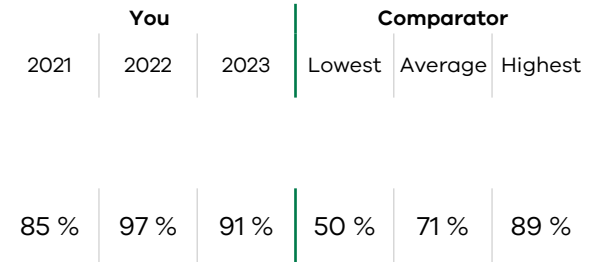
Survey question

My organisation takes steps to eliminate bullying, harassment and discrimination

Your results



Benchmark agree results



Public sector values

Leadership

What this is

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

Why this is important

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

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

How to read this

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

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

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

Example

100% of staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

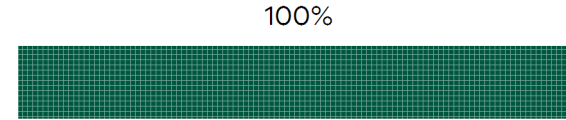
Survey question

Your results

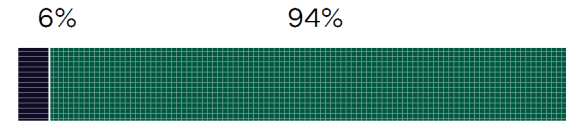
Benchmark agree results



Senior leaders model my organisation's values



My manager models my organisation's values



You			Comparator		
2021	2022	2023	Lowest	Average	Highest
85 %	100 %	100 %	39 %	71 %	96 %
93 %	91 %	94 %	75 %	87 %	96 %

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

100% 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'.

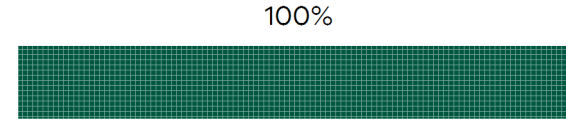
Survey question

Your results

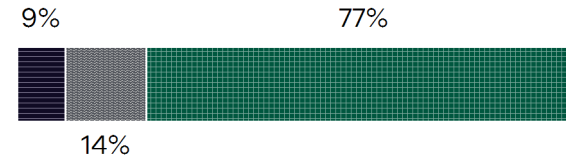
Benchmark agree results



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



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	93 %	100 %	100 %	63 %	86 %	100 %
I understand how the Charter of Human Rights and Responsibilities applies to my work	59 %	91 %	77 %	63 %	78 %	95 %

People matter survey

2023

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- Highest scoring
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- Taking action questions

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- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Topical questions

What this is

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

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

Why this is important

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

How to read this

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

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

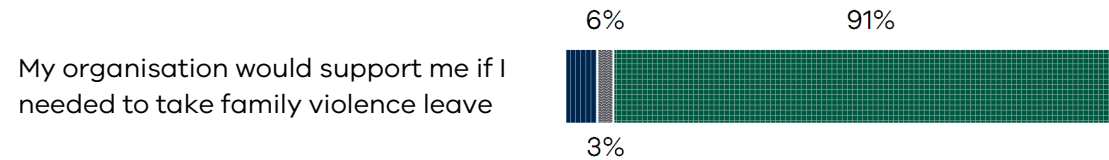
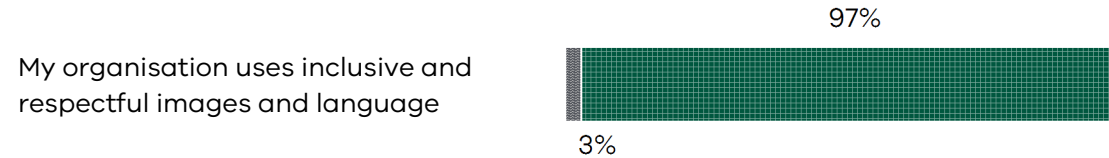
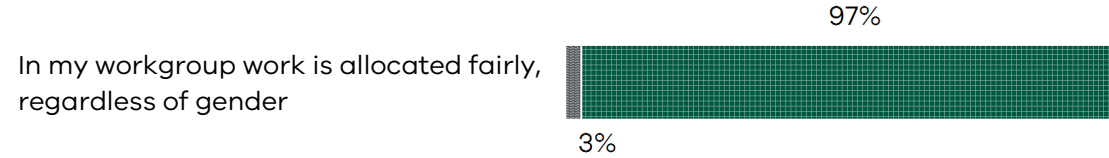
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

97% of your staff who did the survey agreed or strongly agreed with 'In my workgroup work is allocated fairly, regardless of gender'.

Survey question

Your results



Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
In my workgroup work is allocated fairly, regardless of gender	96 %	Not asked	97 %	75 %	86 %	100 %
My organisation uses inclusive and respectful images and language	89 %	Not asked	97 %	63 %	87 %	100 %
My organisation would support me if I needed to take family violence leave	93 %	Not asked	91 %	63 %	84 %	100 %

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

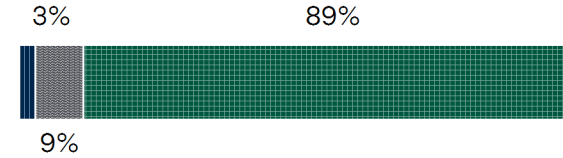
89% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

Survey question

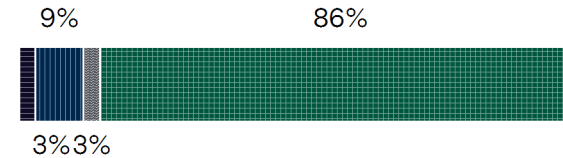
Your results



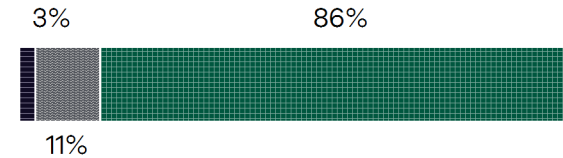
I understand how the Code of Conduct for Victorian public sector employees applies to my work



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



My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)



Benchmark agree results

Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
2021	Not asked	Not asked	89 %	78 %	91 %	100 %
2022	Not asked	Not asked	86 %	38 %	71 %	95 %
2023	Not asked	Not asked	86 %	44 %	60 %	88 %

People matter survey

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

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- Workgroup support
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- Impartiality
- Accountability
- Respect
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- Human rights

Topical questions

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

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- 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	12	34%
35-54 years	17	49%
55+ years	3	9%
Prefer not to say	3	9%

How would you describe your gender?	(n)	%
Woman	20	57%
Man	13	37%
Prefer not to say	2	6%

Are you trans, non-binary or gender diverse?	(n)	%
No	31	89%
Prefer not to say	4	11%

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

	(n)	%
No	30	86%
Don't know	1	3%
Prefer not to say	4	11%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	26	74%
Prefer not to say	5	14%
Bisexual	3	9%
Gay or lesbian	1	3%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

To protect you, we:

- 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.

Aboriginal and/or Torres Strait Islander

	(n)	%
Yes	0	0%
Non Aboriginal and/or Torres Strait Islander	35	100%

Demographics

Disability

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

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

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Do you identify as a person with a disability?

	(n)	%
Yes	2	6%
No	31	89%
Prefer not to say	2	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.

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How we protect anonymity and privacy

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Country of birth	(n)	%
Born in Australia	27	77%
Not born in Australia	6	17%
Prefer not to say	2	6%

Language other than English spoken with family or community

	(n)	%
Yes	5	14%
No	28	80%
Prefer not to say	2	6%

Demographics

Cultural diversity 2 of 2

What this is

This is the cultural identity and religion of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Cultural identity	(n)	%
Australian	30	86%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	6	17%
English, Irish, Scottish and/or Welsh	4	11%
South Asian	2	6%
Prefer not to say	2	6%
North American	1	3%
African	1	3%
Middle Eastern	1	3%
East and/or South-East Asian	1	3%

Religion	(n)	%
No religion	23	66%
Prefer not to say	6	17%
Christianity	4	11%
Islam	1	3%
Judaism	1	3%

Demographics

Employment characteristics 1 of 2

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

To protect you, we:

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Working arrangement	(n)	%
Full-Time	25	71%
Part-Time	10	29%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	1	3%
Below \$80k	4	13%
\$80k to \$120k	7	22%
\$120k to \$160k	11	34%
\$160k to \$200k	3	9%
\$200k or more	6	19%

Organisational tenure	(n)	%
<1 year	7	20%
1 to less than 2 years	10	29%
2 to less than 5 years	12	34%
5 to less than 10 years	6	17%

Management responsibility	(n)	%
Non-manager	21	60%
Other manager	8	23%
Manager of other manager(s)	6	17%

Employment type	(n)	%
Ongoing and executive	30	86%
Other	3	9%
Fixed term	2	6%

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.

How we protect anonymity and privacy

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Primary workplace location over the last 3 months

	(n)	%
Melbourne CBD	24	69%
Melbourne: Suburbs	9	26%
Rural	2	6%

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

	(n)	%
Your employer's office	32	91%
Home or private location	30	86%
Other	1	3%

Flexible work

	(n)	%
Working from an alternative location (e.g. home, hub/shared work space)	21	60%
Flexible start and finish times	15	43%
Part-time	8	23%
No, I do not use any flexible work arrangements	6	17%
Working more hours over fewer days	6	17%
Study leave	4	11%
Using leave to work flexible hours	3	9%
Other	1	3%

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

To protect you, we:

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

	(n)	%
No, I have not requested adjustments	25	71%
Flexible working arrangements	8	23%
Physical modifications or improvements to the workplace	2	6%
Career development support strategies	1	3%

Why did you make this request?

	(n)	%
Caring responsibilities	5	50%
Disability	3	30%
Health	3	30%
Work-life balance	3	30%
Family responsibilities	2	20%
Study commitments	2	20%

What was your experience with making the request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	9	90%
The adjustments I needed were not made	1	10%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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

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

How we protect anonymity and privacy

To protect you, we:

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

Caring responsibility	(n)	%
None of the above	18	51%
Secondary school aged child(ren)	5	14%
Frail or aged person(s)	4	11%
Child(ren) - younger than preschool age	3	9%
Preschool aged child(ren)	3	9%
Person(s) with a medical condition	3	9%
Primary school aged child(ren)	3	9%
Person(s) with a mental illness	2	6%
Prefer not to say	1	3%
Person(s) with disability	1	3%



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