People matter survey

2023

Have your say

Kooweerup Regional Health Service
2023 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

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

Demographics

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

About your report

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

Report contents

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

Comparing data in this report

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

This means you'll be able to compare about 90% 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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Victorian Public Sector Commission

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Report overview

Privacy and anonymity

To protect you, we:

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

Read more in our privacy policy.

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

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

Our public sector values

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

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

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

Senior leadership

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

→

Organisation climate

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

→

Workgroup climate

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

→

Job and manager

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

→

Outcomes

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

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

Responsiveness	Integrity	Impartiality	Accountability	Respect	Leadership	Human Rights

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Alexandra District Health

Alpine Health

Beaufort and Skipton Health Service

Beechworth Health Service

Boort District Health

Casterton Memorial Hospital

Central Highlands Rural Health

Cohuna District Hospital

Corryong Health

East Wimmera Health Service

Great Ocean Road Health

Heathcote Health

Hesse Rural Health Service

Heywood Rural Health

Inglewood and Districts Health Service

Kerang District Health

Kilmore and District Hospital

Mallee Track Health and Community Service

Mansfield District Hospital

Moyne Health Services

NCN Health

Omeo District Health

Orbost Regional Health

Robinvale District Health Services

Rochester and Elmore District Health Service

Rural Northwest Health

Seymour Health

South Gippsland Hospital

Tallangatta Health Service

Terang and Mortlake Health Service

Timboon and District Healthcare Service

Yarram and District Health Service

Yarrawonga Health

Yea and District Memorial Hospital

Report overview

Your response rate

What this is

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

Why this is important

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

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

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

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

How to read this

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

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

2022	2023
41%	44%
(91)	(100)

2022		2023	
Comparator	52%	Comparator	55%
Public Sector	42%	Public Sector	34%

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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	
74	
Comparator	71
Public Sector	68

2023	
74	
Comparator	72
Public Sector	68

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 74.

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.
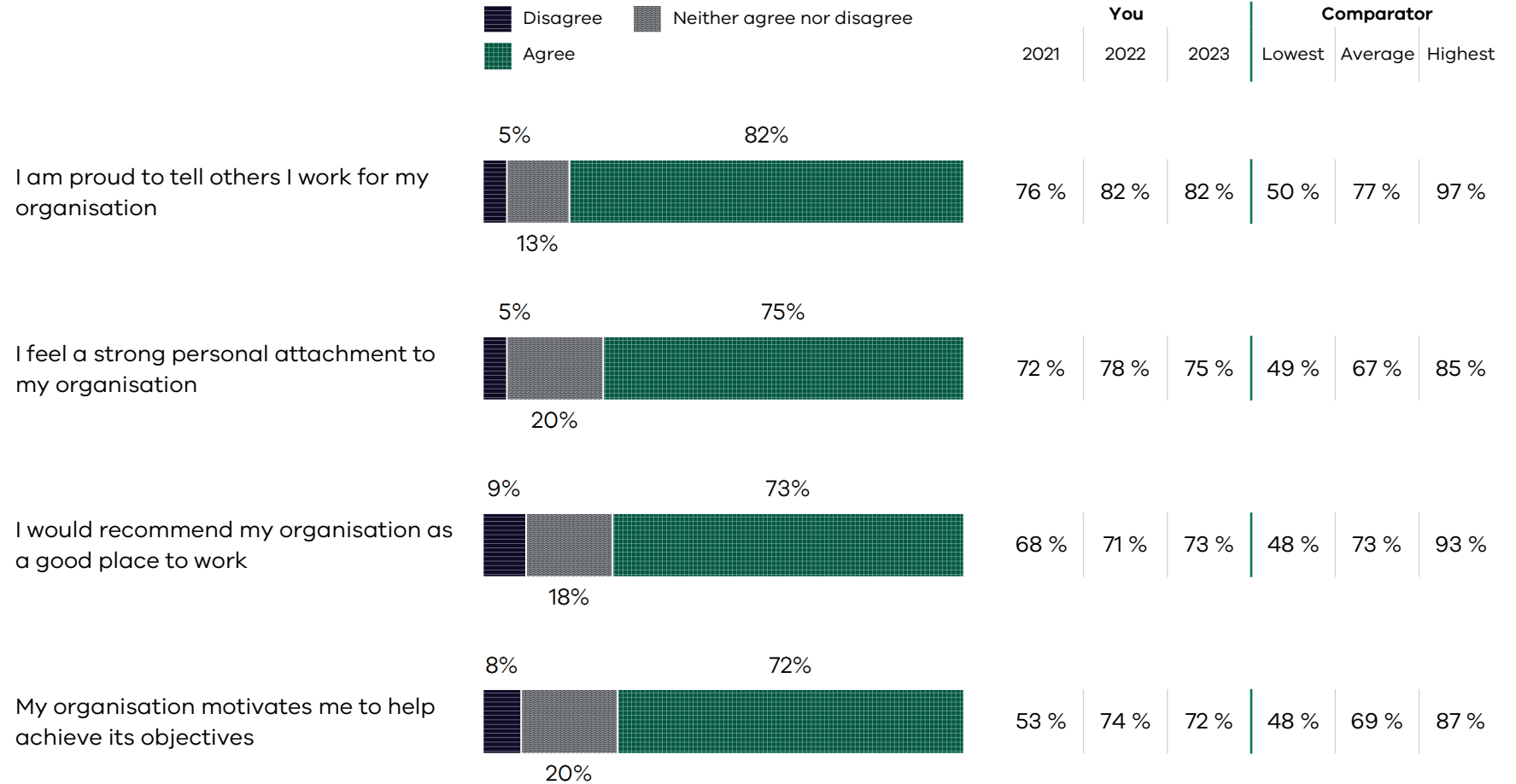
Example

82% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question	Your results						

Legend:
- Disagree
- Neither agree nor disagree
- Agree

Benchmark agree results

Survey question	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I am proud to tell others I work for my organisation (Disagree 5%, Neither 13%, Agree 82%)	76 %	82 %	82 %	50 %	77 %	97 %
I feel a strong personal attachment to my organisation (Disagree 5%, Neither 20%, Agree 75%)	72 %	78 %	75 %	49 %	67 %	85 %
I would recommend my organisation as a good place to work (Disagree 9%, Neither 18%, Agree 73%)	68 %	71 %	73 %	48 %	73 %	93 %
My organisation motivates me to help achieve its objectives (Disagree 8%, Neither 20%, Agree 72%)	53 %	74 %	72 %	48 %	69 %	87 %

People outcomes

What this is

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

Your organisation's engagement index

Your 2023 index is 74.

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.
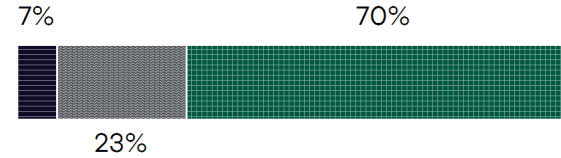
Example

70% of your staff who did the survey agreed or strongly agreed with 'My organisation inspires me to do the best in my job'.
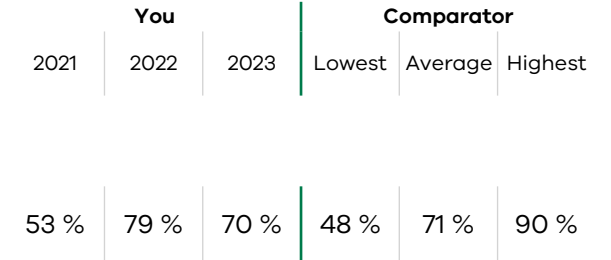
| Survey question | Your results | | Benchmark agree results | | | | | |

				You		**Comparator**		
	■ Disagree ▨ Neither agree nor disagree ▦ Agree		2021	2022	2023	Lowest	Average	Highest
My organisation inspires me to do the best in my job	7% ■ 23% ▨ 70% ▦		53 %	79 %	70 %	48 %	71 %	90 %

Victorian Public Sector Commission

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People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What this is

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

There are more people outcomes scorecards throughout this report.

Why this is important

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

How to read this

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

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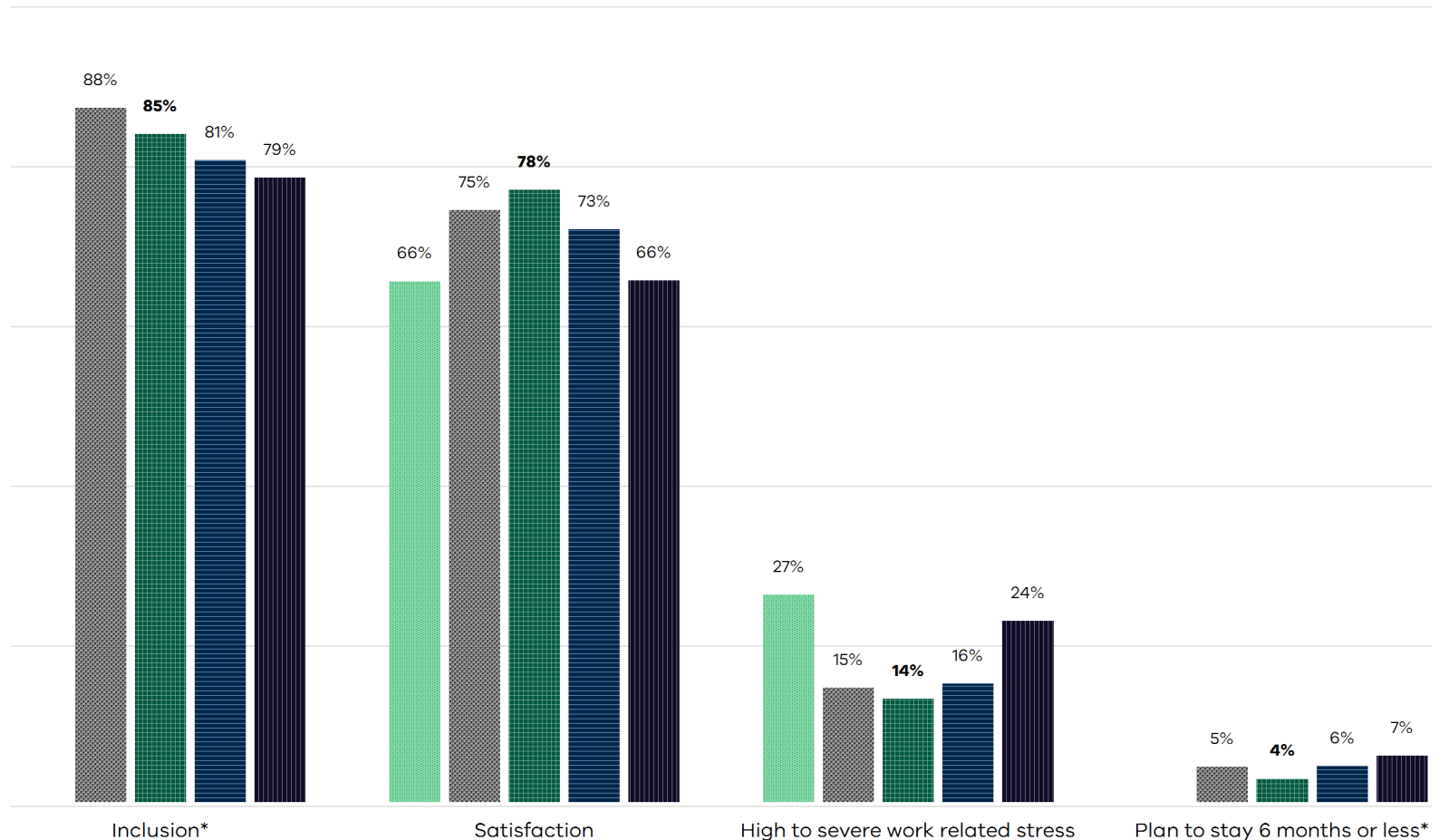
Example

In 2023:

- 85% of your staff who did the survey responded positively to questions about Inclusion which is down from 88% in 2022.

Compared to:

- 81% of staff at your comparator and 79% of staff across the public sector.

Inclusion*: 88%, 85%, 81%, 79%
Satisfaction: 66%, 75%, 78%, 73%, 66%
High to severe work related stress: 27%, 15%, 14%, 16%, 24%
Plan to stay 6 months or less*: 5%, 4%, 6%, 7%

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

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

People outcomes

Satisfaction question results

What this is

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

Why this is important

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

How to read this

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

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

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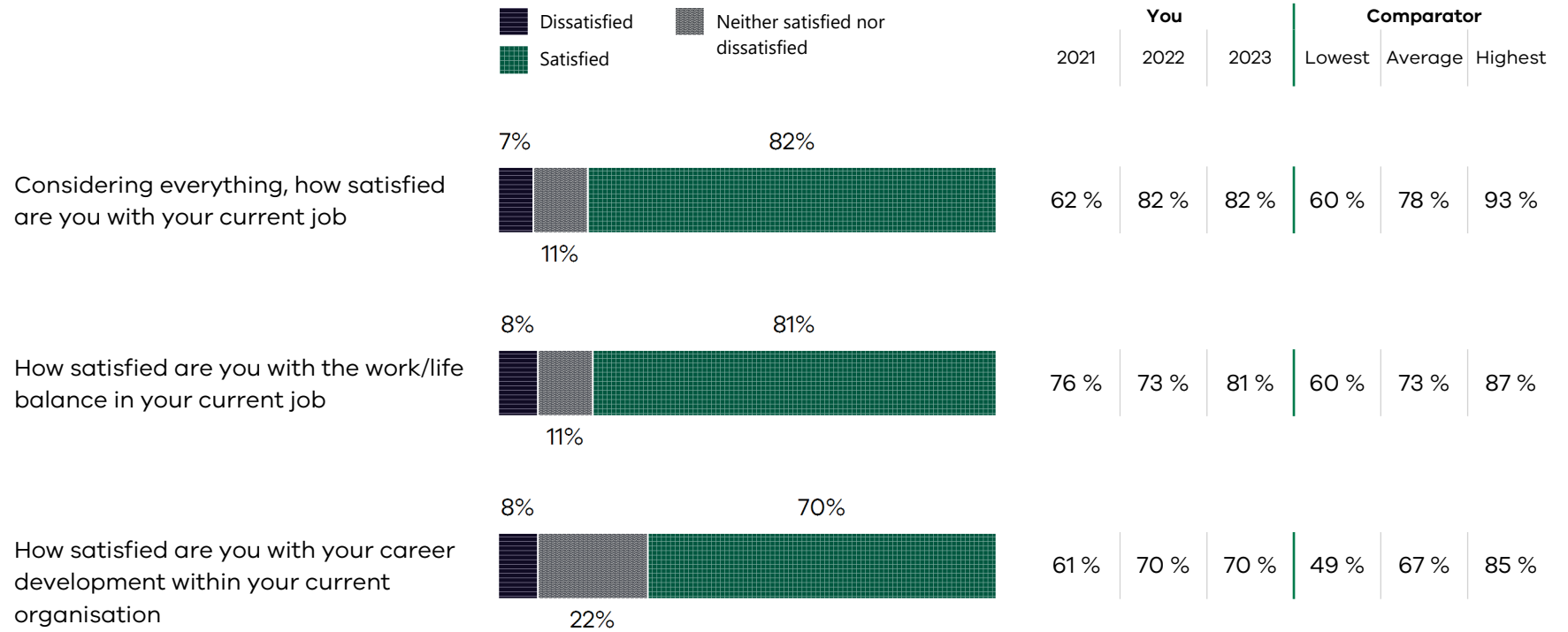
Example

82% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

Survey question	Your results	Benchmark satisfied results

Legend:
- Dissatisfied
- Satisfied
- Neither satisfied nor dissatisfied

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Considering everything, how satisfied are you with your current job	7% / 11% / 82%	62 %	82 %	82 %	60 %	78 %	93 %
How satisfied are you with the work/life balance in your current job	8% / 11% / 81%	76 %	73 %	81 %	60 %	73 %	87 %
How satisfied are you with your career development within your current organisation	8% / 22% / 70%	61 %	70 %	70 %	49 %	67 %	85 %

People outcomes

Work-related stress levels

What this is

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

Why this is important

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

How to read this

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

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

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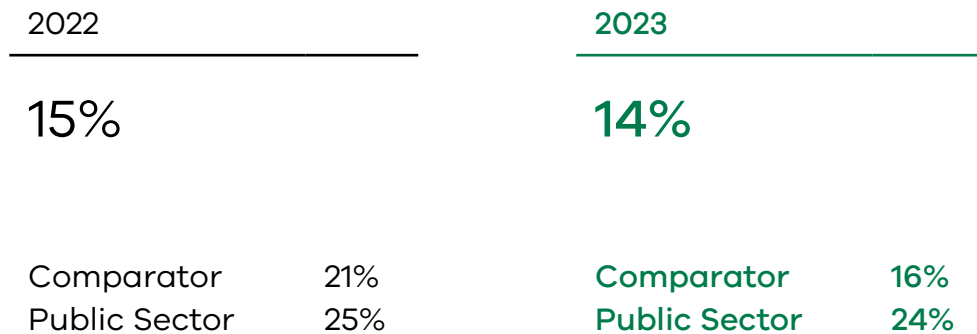
Example

14% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 16% of staff in your comparator group and 24% of staff across the public sector.

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

Nil	24%
Low / mild	48%
Moderate	14%
High	8%
Very high	4%
Severe	2%
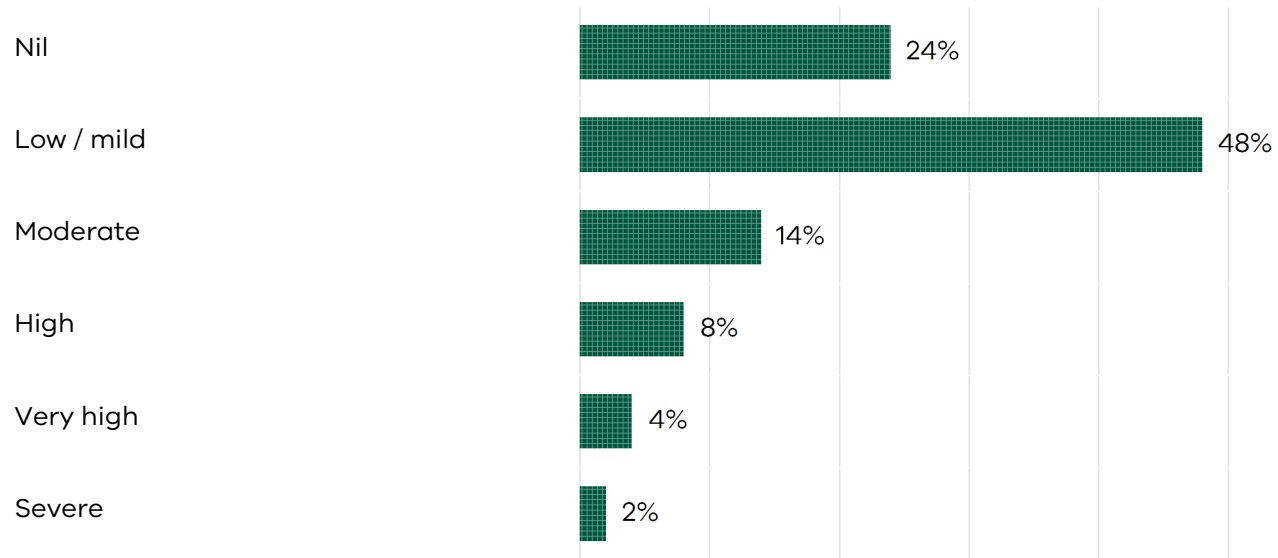
Reported levels of high to severe stress

2022		2023	
15%		**14%**	
Comparator	21%	Comparator	16%
Public Sector	25%	Public Sector	24%

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

76% of your staff who did the survey said they experienced mild to severe stress.

Of that 76%, 55% said the top reason was 'Workload'.

76		24
76%		24%

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

Of those that experienced work related stress it was from ...	You 2022	You 2023	Comparator 2023	Public sector 2023
Workload	57%	55%	46%	49%
Time pressure	45%	38%	36%	41%
Competing home and work responsibilities	16%	14%	16%	14%
Incivility, bullying, harassment or discrimination	3%	14%	9%	6%
Dealing with clients, patients or stakeholders	13%	13%	14%	16%
Other	9%	12%	14%	12%
Technology or equipment	0%	12%	8%	8%
Work schedule or hours	13%	12%	9%	7%
Unclear job expectations	11%	9%	9%	12%
Management of work (e.g. supervision, training, information, support)	7%	8%	11%	13%

People outcomes

Burnout levels

What this is

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

Why this is important

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

How to read this

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

Example

20% of your staff who did the survey said they felt burnout at work in 2023.

20	79
20%	80%

■ Experienced some burnout   ▦ Did not experienced any burnout
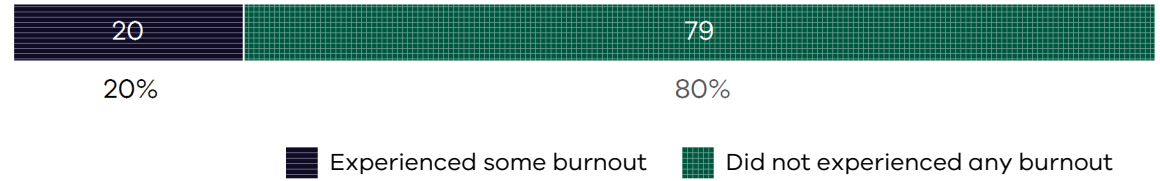
Overall, based on your definition of burnout, how would you rate your level of burnout?	You 2022	You 2023	Comparator 2023	Public sector 2023
Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out	49%	45%	47%	48%
I enjoy my work. I have no symptoms of burnout	22%	34%	27%	21%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	21%	16%	18%	22%
I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help	2%	3%	3%	3%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	5%	1%	5%	6%

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

4% of your staff who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

Employees plan to work at your organisation for ...	You 2022	You 2023	Comparator 2023	Public sector 2023
6 months or less	5%	4%	6%	7%
Over 6 months and up to 1 year	7%	4%	8%	9%
Over 1 year and up to 3 years	22%	23%	23%	24%
Over 3 years and up to 5 years	18%	20%	16%	15%
Over 5 years	48%	49%	47%	45%

Victorian Public Sector Commission

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People outcomes

Inclusion question results

What this is
This is how included staff feel in their workplace.

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

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

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

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

Example
87% of your staff who did the survey agreed or strongly agreed with 'I can be myself at work'.

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

Legend:
- Disagree
- Neither agree nor disagree
- Agree
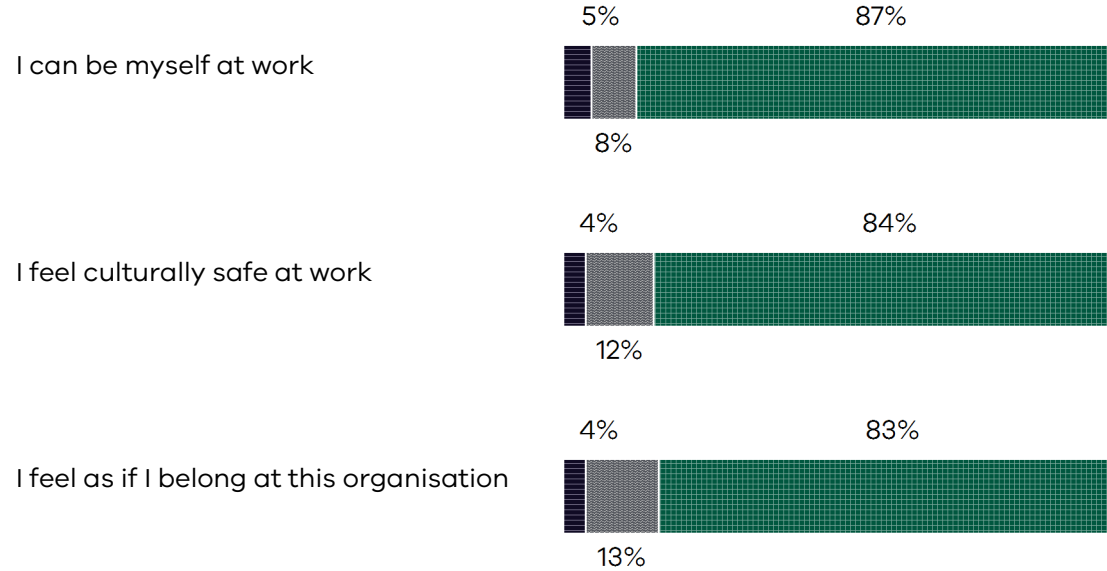
Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I can be myself at work	5% / 8% / 87%	Not asked	91 %	87 %	71 %	83 %	91 %
I feel culturally safe at work	4% / 12% / 84%	74 %	85 %	84 %	74 %	86 %	94 %
I feel as if I belong at this organisation	4% / 13% / 83%	Not asked	88 %	83 %	60 %	76 %	92 %

People outcomes

Inclusion - Barriers to success

What this is

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

Why this is important

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

How to read this

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

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

Example

11% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My caring responsibilities'.

Staff who experienced one or more barriers to success at work

30	70
30%	70%

■ Experienced barriers listed   ▦ Did not experience any of the barriers listed
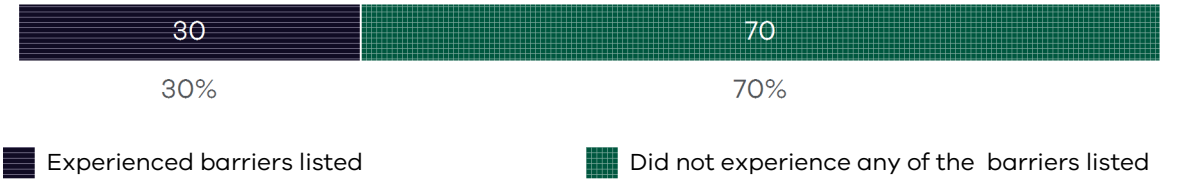
During the last 12 months, employees experienced barriers to their success due to ...	You 2023	Comparator 2023	Public sector 2023
My caring responsibilities	11%	6%	7%

People outcomes

Inclusion - Witnessed barriers to success

What this is

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

Why this is important

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

How to read this

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

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

Example

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

Staff who witnessed one or more barriers to success at work

24	76
24%	76%

■ Witnessed barriers listed   ▦ Did not witness barriers listed
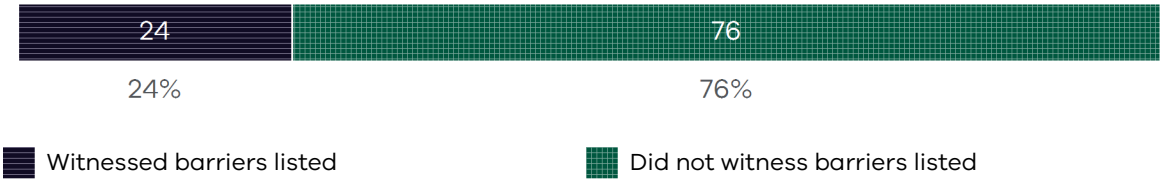
During the last 12 months, employees witnessed barriers to the success of other employees due to their...	You 2023	Comparator 2023	Public sector 2023
Cultural background	14%	3%	4%
Race	10%	2%	3%

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People outcomes

Scorecard: emotional effects of work

What this is

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

Why this is important

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

How to read this

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

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

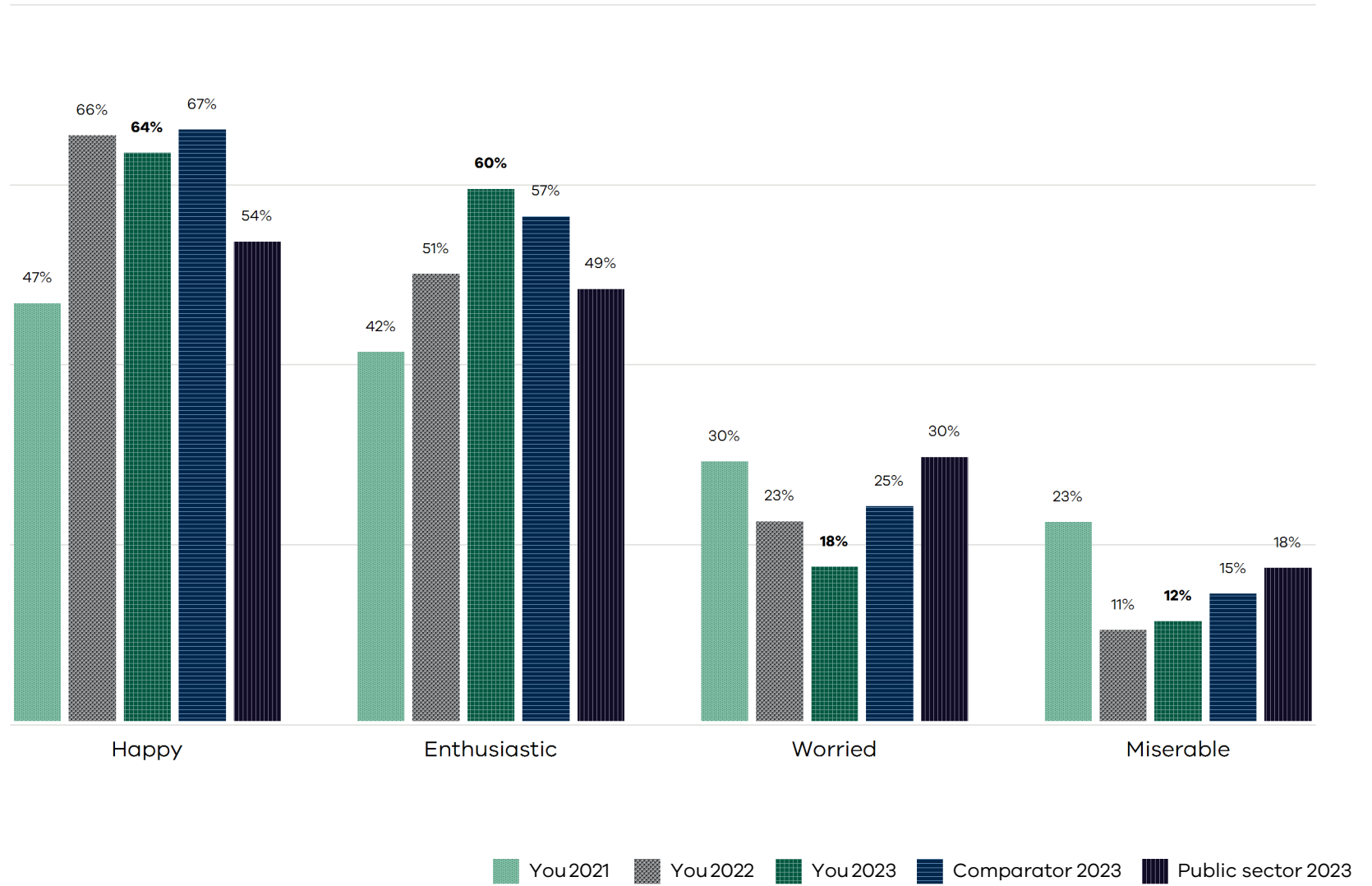You can compare these with your comparator and the public sector.

Example

In 2023:

- 64% of your staff who did the survey said work made them feel happy in 2023, which is down from 66% in 2022

Compared to:

- 67% of staff at your comparator and 54% of staff across the public sector.

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

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

	Happy	Enthusiastic	Worried	Miserable
You 2021	47%	42%	30%	23%
You 2022	66%	51%	23%	11%
You 2023	64%	60%	18%	12%
Comparator 2023	67%	57%	25%	15%
Public sector 2023	54%	49%	30%	18%

People outcomes

Scorecard: negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

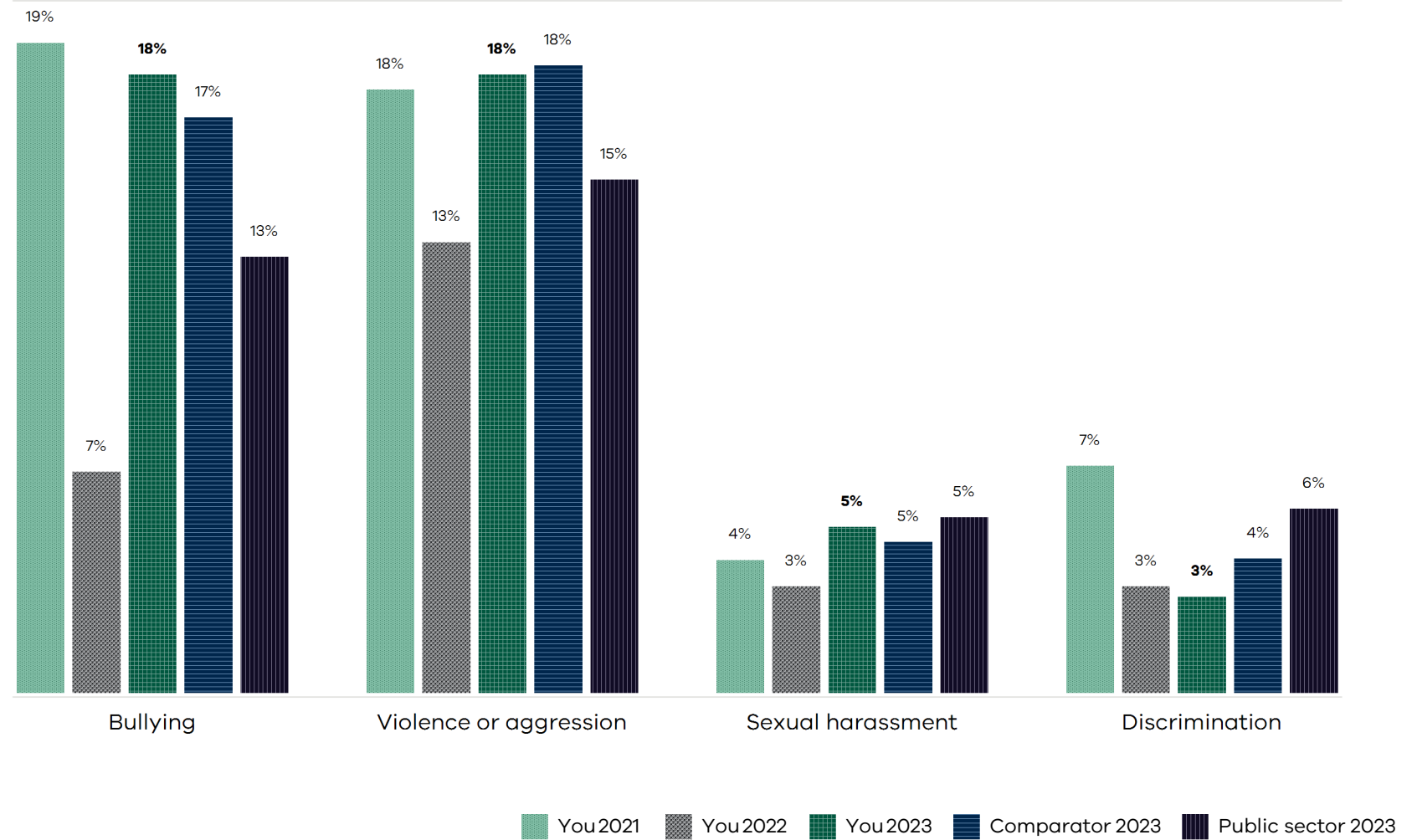You can compare these with your comparator and the public sector.

Example

In 2023:

- 18% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months which is up from 7% in 2022.

Compared to:

- 17% of staff at your comparator and 13% of staff across the public sector.

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

	You 2021	You 2022	You 2023	Comparator 2023	Public sector 2023
Bullying	19%	7%	18%	17%	13%
Violence or aggression	18%	13%	18%	18%	15%
Sexual harassment	4%	3%	5%	5%	5%
Discrimination	7%	3%	3%	4%	6%

People outcomes

Bullying

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

18% of your staff who did the survey said they experienced bullying.

Of that 18%, 61% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

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

Experienced bullying	18%
Did not experience bullying	80%
Not sure	2%

■ Experienced bullying   ▩ Did not experience bullying   ▦ Not sure
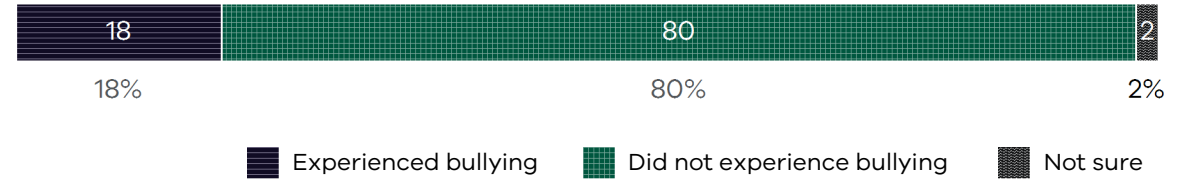
If you experienced bullying, what type of bullying did you experience?	You 2023	Comparator 2023	Public sector 2023
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	61%	66%	71%
Intimidation and/or threats	33%	32%	29%
Verbal abuse	33%	21%	20%
Being assigned meaningless tasks unrelated to my job	28%	9%	14%
Exclusion or isolation	28%	37%	43%
Withholding essential information for me to do my job	22%	21%	28%
Interference with my personal property and/or work equipment	11%	6%	5%
Other	11%	13%	15%

People outcomes

Telling someone about the bullying

What this is

This is if staff told someone when they experienced bullying.

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

18% of your staff who did the survey said they experienced bullying, of which

- 56% said the top way they reported the bullying was 'Told a manager'.

- 67% said they didn't submit a formal complaint.

Have you experienced bullying at work in the last 12 months?	18	80	2
	18%	80%	2%

■ Experienced bullying ▦ Did not experience bullying ▦ Not sure
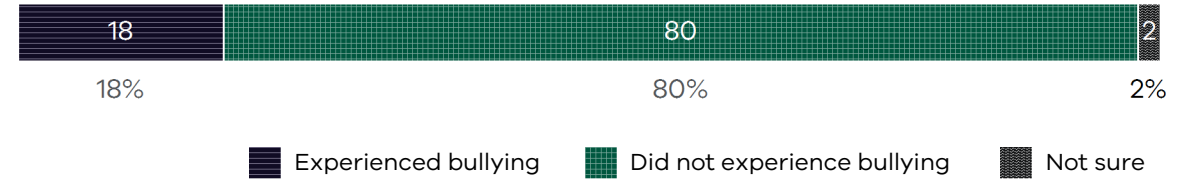
Did you tell anyone about the bullying?	You 2023	Comparator 2023	Public sector 2023
Told a manager	56%	47%	49%
Submitted a formal complaint	33%	16%	12%
Told a colleague	33%	40%	41%
Told a friend or family member	22%	33%	35%
Told the person the behaviour was not OK	11%	17%	17%
I did not tell anyone about the bullying	6%	10%	12%

People outcomes

Bullying - reasons for not submitting a formal complaint

What this is

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

Why this is important

By understanding this, organisations can plan how to support staff.

How to read this

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

Example

67% of your staff who experienced bullying did not submit a formal complaint, of which:

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

Did you submit a formal complaint?

6	12
33%	67%

■ Submitted formal complaint ▨ Did not submit a formal complaint
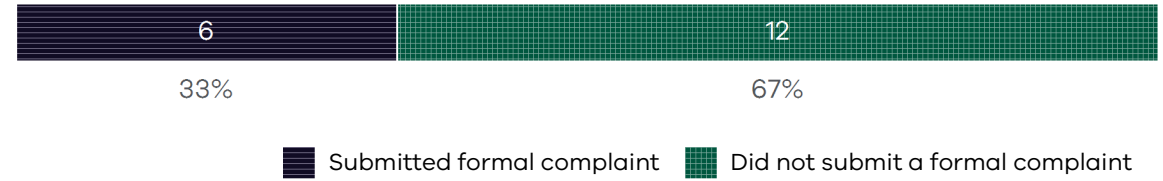
What was your reason for not submitting a formal complaint?	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	42%	49%	51%
I believed there would be negative consequences for my reputation	33%	39%	52%
I didn't need to because I no longer had contact with the person(s) who bullied me	25%	6%	7%
I believed there would be negative consequences for the person I was going to complain about	17%	8%	10%
I didn't need to because I made the bullying stop	17%	7%	6%
Other	17%	12%	14%
I didn't feel safe to report the incident	8%	13%	18%

People outcomes

Perpetrators of bullying

What this is

This is who staff have said are responsible for bullying.

Why this is important

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

How to read this

In this year's survey, 18% of your staff said they experienced bullying.

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

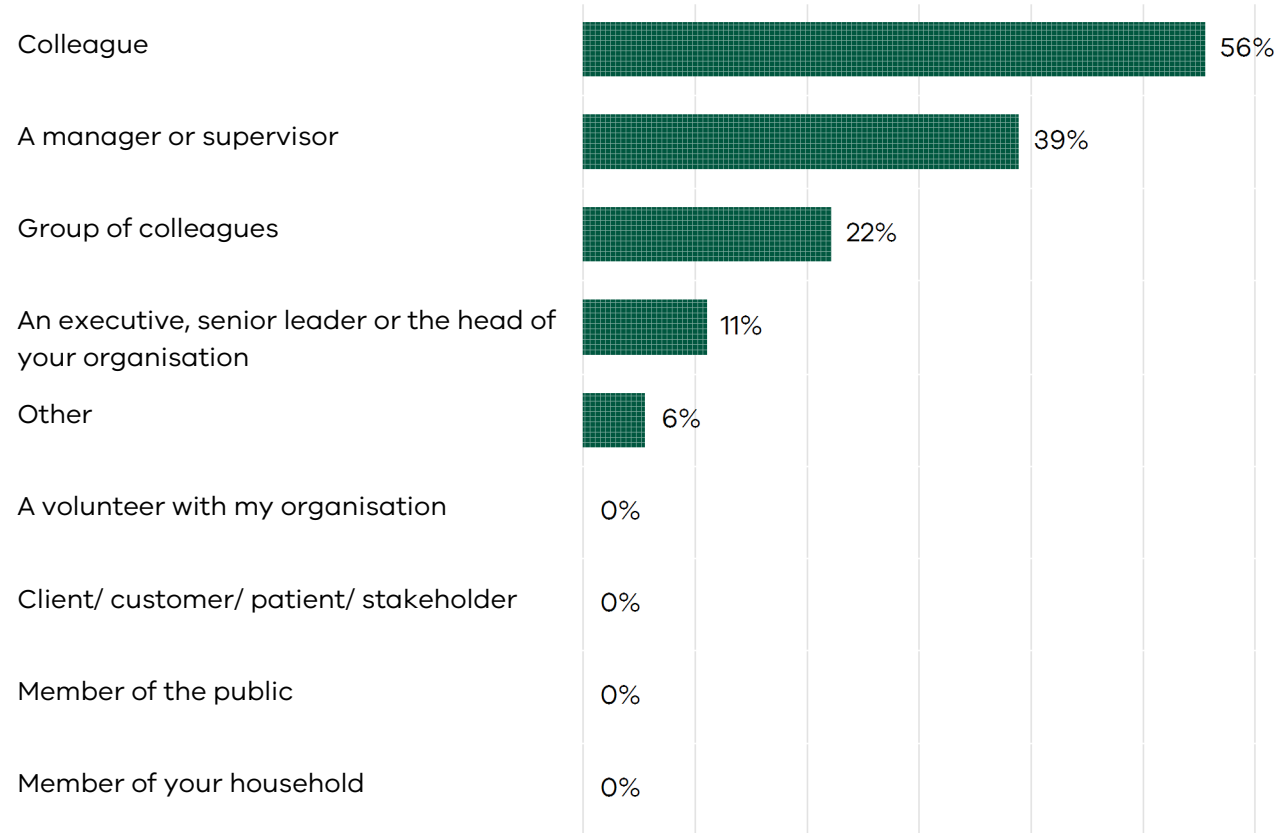In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

18% of your staff who did the survey said they experienced bullying.

Of that 18%, 56% said it was by 'Colleague'.

18 people (18% of staff) experienced bullying (You2023)

Perpetrator	Percentage
Colleague	56%
A manager or supervisor	39%
Group of colleagues	22%
An executive, senior leader or the head of your organisation	11%
Other	6%
A volunteer with my organisation	0%
Client/ customer/ patient/ stakeholder	0%
Member of the public	0%
Member of your household	0%

People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 18% of your staff said they experienced bullying.

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

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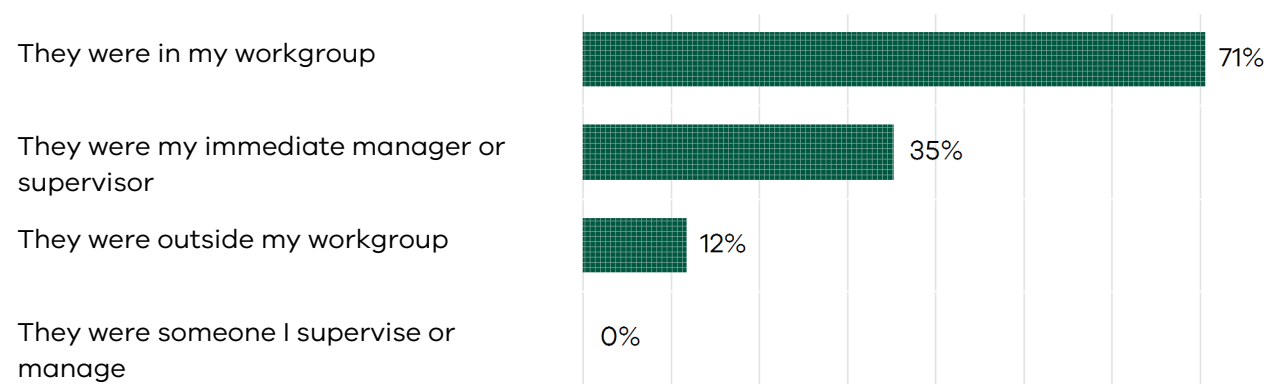
Example

18% of your staff who did the survey said they experienced bullying.

Of that 18%, 94% said it was by someone within the organisation.

Of that 94%, 71% said it was 'They were in my workgroup'.

17 people (94% of staff who experienced bullying) experienced bullying from within your organisation (You 2023)

They were in my workgroup	71%
They were my immediate manager or supervisor	35%
They were outside my workgroup	12%
They were someone I supervise or manage	0%

People outcomes

Sexual harassment

What this is

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

Why this is important

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

Why there is no data here

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

We do this to protect the respondents.

People outcomes

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

Violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

18% of your staff who did the survey said they experienced violence or aggression.

Of that 18%, 56% said it was from 'Abusive language'.

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

18	81	1
18%	81%	1%

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

If you experienced violence or aggression, what type did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Abusive language	92%	56%	76%	79%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	67%	50%	41%	27%
Intimidating behaviour	25%	44%	54%	70%
Threats of violence	50%	28%	26%	39%
Damage to my property or work equipment	0%	6%	2%	7%
Other	0%	6%	4%	4%

Negative behaviour

Telling someone about violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

18% of your staff who did the survey said they experienced violence or aggression, of which

- 67% said the top way they reported the violence or agression was 'Told a manager'

- 72% said they didn't submit a formal incident report.

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

18	81	1
18%	81%	1%

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

Did you tell anyone about the incident?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	42%	67%	55%	56%
Told a colleague	17%	50%	42%	44%
Submitted a formal incident report	58%	28%	42%	34%
Told the person the behaviour was not OK	50%	22%	34%	29%
Told someone else	0%	6%	3%	6%

Negative behaviour

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

What this is

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

Why this is important

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

How to read this

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

Example

72% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 38% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal incident report?

5	13
28%	72%
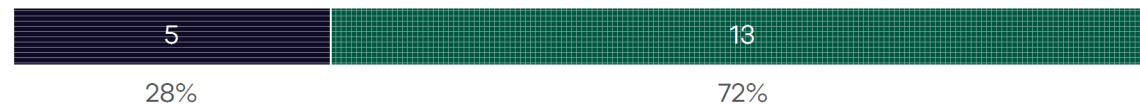
■ Submitted formal incident report　■ Did not submit a formal incident report

What was your reason for not submitting a formal incident report?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	0%	38%	37%	38%
Other	0%	38%	20%	22%
I didn't think it was serious enough	0%	31%	32%	31%
I believed there would be negative consequences for my reputation	0%	23%	13%	17%
I believed there would be negative consequences for my career	0%	8%	10%	14%
I didn't feel safe to report the incident	0%	8%	4%	6%

Negative behaviour

Perpetrators of violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

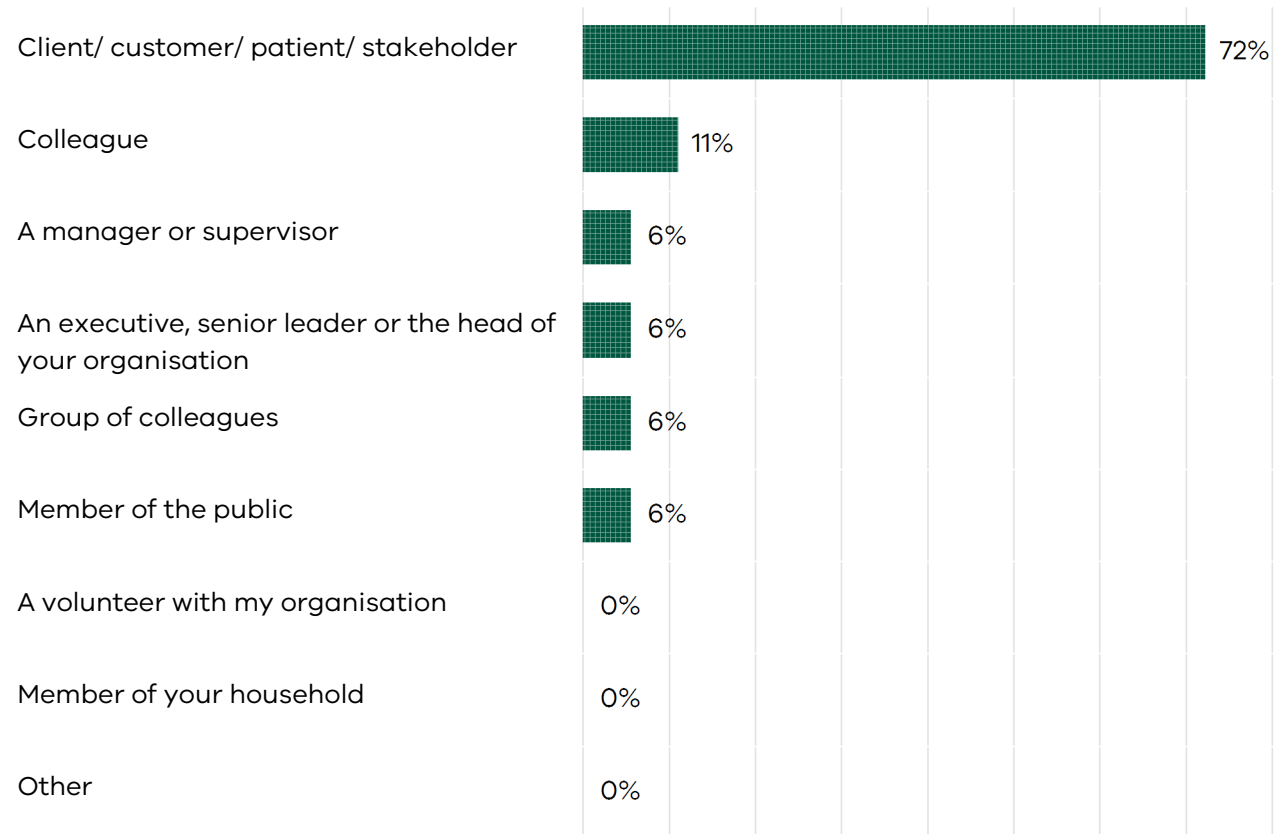In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or a group of perpetrators.

Example

18% of your staff who did the survey said they experienced violence or aggression.

Of that 18%, 72% said it was 'Client/ customer/ patient/ stakeholder'.

18 people (18% of staff) experienced violence or aggression (You2023)

Perpetrator	Percentage
Client/ customer/ patient/ stakeholder	72%
Colleague	11%
A manager or supervisor	6%
An executive, senior leader or the head of your organisation	6%
Group of colleagues	6%
Member of the public	6%
A volunteer with my organisation	0%
Member of your household	0%
Other	0%

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

17% of your staff who did the survey said they witnessed some negative behaviour at work.

83% 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?

17	83
17%	83%

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

During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	Comparator 2023	Public sector 2023
No, I have not witnessed any of the situations above	83%	76%	79%
Bullying of a colleague	14%	18%	14%
Discrimination against a colleague	8%	9%	8%
Violence or aggression against a colleague	3%	4%	5%
Sexual harassment of a colleague	1%	1%	1%

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Negative behaviour

Taking action when witnessing negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

The table shows the answers in descending order.

Example

17% of your staff who did the survey witnessed negative behaviour, of which:

- 76% said the top action they took was 'Spoke to the person who experienced the behaviour'.

- 6% took no action.

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

17	83
17%	83%

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

When you witnessed the above behaviour(s), did you do any of the following?	You 2023	Comparator 2023	Public sector 2023
Spoke to the person who experienced the behaviour	76%	69%	70%
Told a manager	59%	40%	39%
Spoke to the person who behaved in a negative way	24%	19%	19%
Told a colleague	24%	16%	20%
Told the person the behaviour was not OK	18%	21%	22%
Submitted a formal complaint	12%	8%	6%
Told Human Resources	6%	10%	7%
Took no action	6%	7%	8%

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People matter survey

2023

Have your say

Result summary

Report overview

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

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

- Inclusion
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- Highest scoring
- Lowest scoring
- Most improved
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- 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
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- Scorecard
- Quality service delivery
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- Manager leadership
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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
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Key differences

Highest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Other questions', the 'You 2023' column shows 100% of your staff agreed with 'I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration'.
This question was not asked in 2022.

Question group	Highest scoring questions	You 2023	Change from 2022	Comparator 2023
Other questions	I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	100%	Not asked in 2022	87%
Job enrichment	I understand how my job helps my organisation achieve its goals	95%	-4%	93%
Meaningful work	I can make a worthwhile contribution at work	95%	-2%	95%
Job enrichment	I clearly understand what I am expected to do in this job	93%	-4%	90%
Collaboration	I am able to work effectively with others outside my immediate workgroup	93%	+4%	88%
Gender equality supporting measures	My organisation would support me if I needed to take family violence leave	93%	Not asked in 2022	86%
Meaningful work	I achieve something important through my work	92%	-3%	94%
Job enrichment	I can use my skills and knowledge in my job	91%	0%	93%
Manager leadership	My manager treats employees with dignity and respect	90%	-6%	83%
Meaningful work	I get a sense of accomplishment from my work	90%	-3%	90%

Key differences

Lowest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Taking action', the 'You 2023' column shows 36% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.
In the 'Change from 2022' column, you have a 0% increase, which is a positive trend.

Question subgroup	Lowest scoring questions	You 2023	Change from 2022	Comparator 2023
Taking action	My organisation has made improvements based on the survey results from last year	36%	+0%	40%
Organisational integrity	I believe the promotion processes in my organisation are fair	57%	-7%	51%
Taking action	I believe my organisation will make improvements based on the results of this survey	57%	-2%	60%
Organisational integrity	I have an equal chance at promotion in my organisation	58%	-1%	54%
Learning and development	I am satisfied with the opportunities to progress in my organisation	59%	-3%	58%
Safety climate	All levels of my organisation are involved in the prevention of stress	62%	+0%	55%
Workload	I have enough time to do my job effectively	63%	-1%	61%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	64%	-1%	60%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	64%	Not asked in 2022	55%
Collaboration	Workgroups across my organisation willingly share information with each other	66%	+1%	63%

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 'Patient safety climate', the 'You 2023' column shows 68% of your staff agreed with 'This health service does a good job of training new and existing staff'. In the 'Increase from 2022' column, you have a 14% increase, which is a positive trend.

Question group	Most improved from last year	You 2023	Increase from 2022	Comparator 2023
Patient safety climate	This health service does a good job of training new and existing staff	68%	+14%	62%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	74%	+11%	66%
Learning and development	My organisation places a high priority on the learning and development of staff	70%	+11%	68%
Satisfaction	How satisfied are you with the work/life balance in your current job	81%	+8%	73%
Learning and development	I am developing and learning in my role	80%	+5%	79%
Patient safety climate	Trainees in my discipline are adequately supervised	73%	+5%	64%
Collaboration	I am able to work effectively with others outside my immediate workgroup	93%	+4%	88%
Manager support	I receive meaningful recognition when I do good work	73%	+4%	64%
Workgroup support	People in my workgroup work together effectively to get the job done	85%	+4%	80%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	76%	+3%	68%

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 'Manager support', the 'You 2023' column shows 81% of your staff agreed with 'I can discuss problems or issues with my manager'.

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
Manager support	I can discuss problems or issues with my manager	81%	-14%	80%
Organisational integrity	My organisation does not tolerate improper conduct	76%	-12%	74%
Flexible working	My manager supports working flexibly	78%	-11%	80%
Manager leadership	My manager demonstrates honesty and integrity	83%	-10%	81%
Manager support	My manager provides me with enough support when I need it	80%	-10%	79%
Engagement	My organisation inspires me to do the best in my job	70%	-9%	71%
Quality service delivery	My workgroup has clear lines of responsibility	77%	-9%	76%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	71%	-8%	68%
Manager support	My manager listens to what I have to say	81%	-8%	80%
Manager leadership	My manager models my organisation's values	83%	-7%	81%

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Key differences

Biggest positive difference from comparator

What this is

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

How to read this

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

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

Example

On the first row 'Safety climate', the 'You 2023' column shows 69% of your staff agreed with 'In my workplace, there is good communication about psychological safety issues that affect me'.

The 'difference' column, shows that agreement for this question was 13 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	69%	+13%	56%
Other questions	I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	100%	+13%	87%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	73%	+12%	61%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	68%	+12%	56%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	78%	+9%	69%
Manager support	I receive meaningful recognition when I do good work	73%	+9%	64%
Patient safety climate	Management is driving us to be a safety-centred organisation	86%	+9%	77%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	64%	+9%	55%
Patient safety climate	Trainees in my discipline are adequately supervised	73%	+8%	64%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	76%	+8%	68%

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Key differences

Biggest negative difference from comparator

What this is

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

How to read this

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

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

Example

On the first row 'Taking action', the 'You 2023' column shows 36% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.

The 'difference' column, shows that agreement for this question was 4 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Taking action	My organisation has made improvements based on the survey results from last year	36%	-4%	40%
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	75%	-3%	78%
Workgroup support	People in my workgroup are politically impartial in their work	69%	-3%	72%
Taking action	I believe my organisation will make improvements based on the results of this survey	57%	-3%	60%
Gender equality supporting measures	In my workgroup work is allocated fairly, regardless of gender	81%	-2%	83%
Meaningful work	I achieve something important through my work	92%	-2%	94%
Flexible working	My manager supports working flexibly	78%	-2%	80%
Job enrichment	I can use my skills and knowledge in my job	91%	-2%	93%
Inclusion	I feel culturally safe at work	84%	-2%	86%
Engagement	My organisation inspires me to do the best in my job	70%	-1%	71%

People matter survey

2023

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

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

57% 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'.
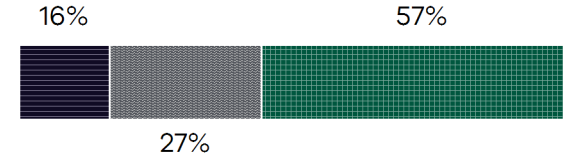
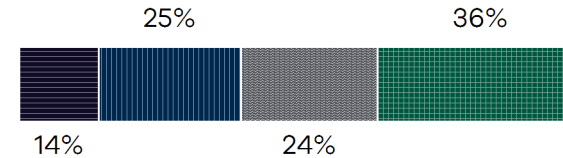|	Disagree		Neither agree nor disagree
	Don't know		Agree

	You			Comparator		
2021	2022	2023	Lowest	Average	Highest

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

16%   57%

27%

| Not asked | 59 % | 57 % | 41 % | 60 % | 80 % |

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

25%   36%

14%   24%

| Not asked | 36 % | 36 % | 14 % | 40 % | 72 % |

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Topical questions

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

Demographics

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- Categories
- Primary role

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.

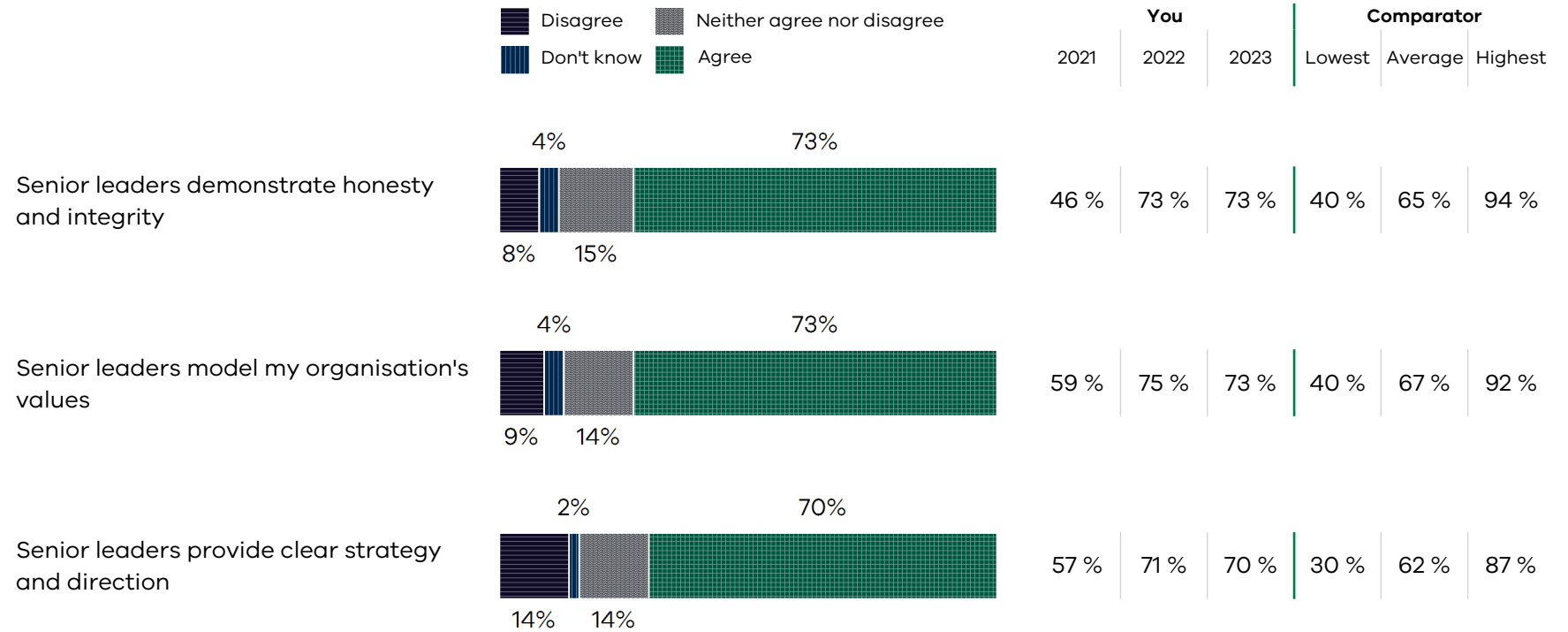Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

73% 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

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Senior leaders demonstrate honesty and integrity	8% / 4% / 15% / 73%	46 %	73 %	73 %	40 %	65 %	94 %
Senior leaders model my organisation's values	9% / 4% / 14% / 73%	59 %	75 %	73 %	40 %	67 %	92 %
Senior leaders provide clear strategy and direction	14% / 2% / 14% / 70%	57 %	71 %	70 %	30 %	62 %	87 %

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- Primary role

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.
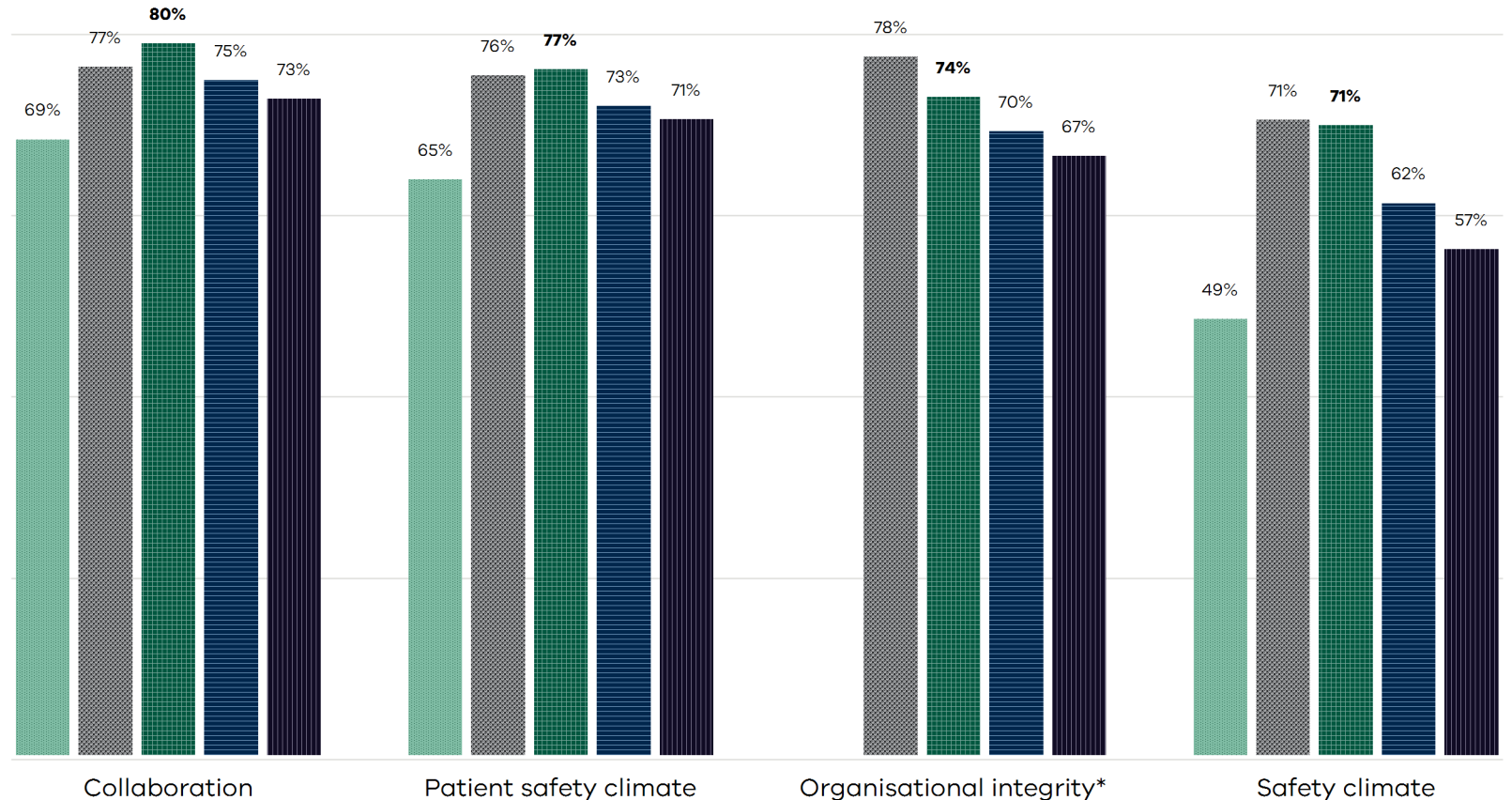
Example

In 2023:

- 80% of your staff who did the survey responded positively to questions about Collaboration which is up from 77% in 2022.

Compared to:

- 75% of staff at your comparator and 73% of staff across the public sector.

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

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

Chart data:

Factor	You 2021	You 2022	You 2023	Comparator 2023	Public sector 2023
Collaboration	69%	77%	80%	75%	73%
Patient safety climate	65%	76%	77%	73%	71%
Organisational integrity*		78%	74%	70%	67%
Safety climate	49%	71%	71%	62%	57%

Victorian Public Sector Commission

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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.
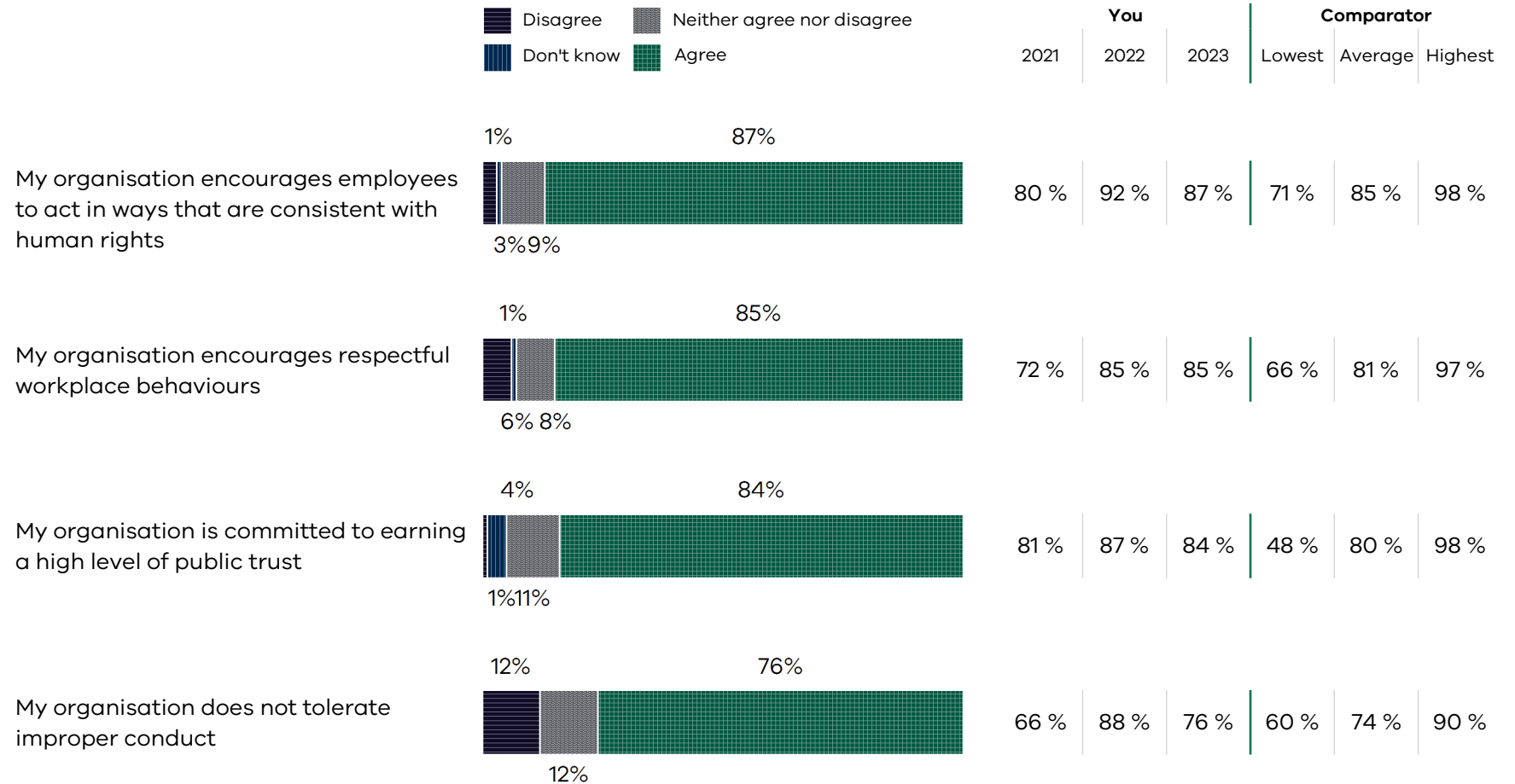
Example

87% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question

Your results

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

Benchmark agree results

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	1% / 87% / 3% 9%	80 %	92 %	87 %	71 %	85 %	98 %
My organisation encourages respectful workplace behaviours	1% / 85% / 6% 8%	72 %	85 %	85 %	66 %	81 %	97 %
My organisation is committed to earning a high level of public trust	4% / 84% / 1% 11%	81 %	87 %	84 %	48 %	80 %	98 %
My organisation does not tolerate improper conduct	12% / 76% / 12%	66 %	88 %	76 %	60 %	74 %	90 %

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.
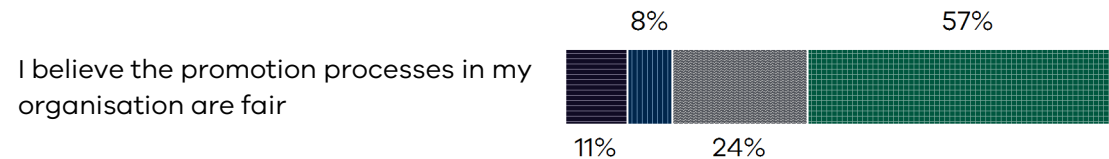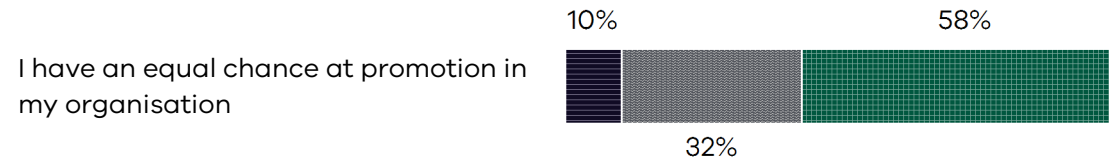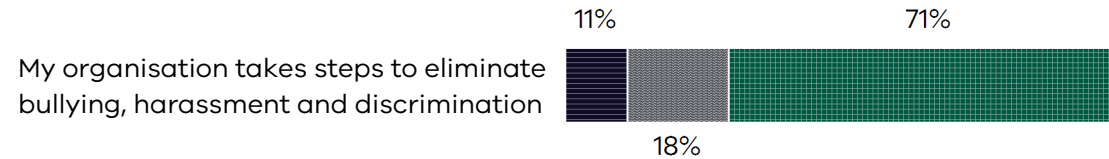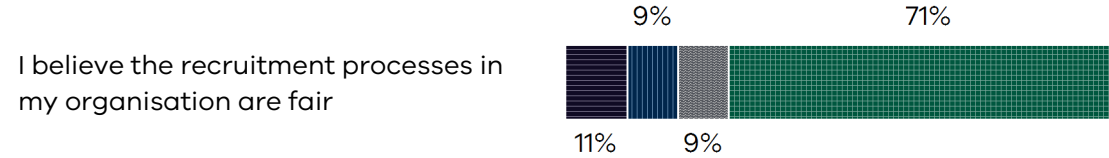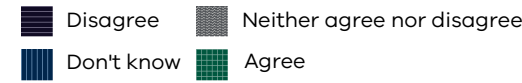
Example

71% of your staff who did the survey agreed or strongly agreed with 'I believe the recruitment processes in my organisation are fair'.

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

Survey question		You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I believe the recruitment processes in my organisation are fair	Not asked	70 %	71 %	45 %	66 %	83 %
My organisation takes steps to eliminate bullying, harassment and discrimination	55 %	79 %	71 %	52 %	68 %	84 %
I have an equal chance at promotion in my organisation	Not asked	59 %	58 %	37 %	54 %	74 %
I believe the promotion processes in my organisation are fair	Not asked	64 %	57 %	33 %	51 %	77 %

Your results bar values:
- I believe the recruitment processes in my organisation are fair: 11% Disagree, 9% Don't know, 9% Neither, 71% Agree
- My organisation takes steps to eliminate bullying, harassment and discrimination: 11% Disagree, 18% Neither, 71% Agree
- I have an equal chance at promotion in my organisation: 10% Disagree, 32% Neither, 58% Agree
- I believe the promotion processes in my organisation are fair: 11% Disagree, 8% Don't know, 24% Neither, 57% Agree

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

93% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.
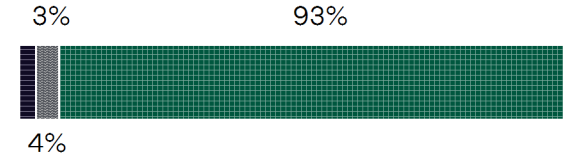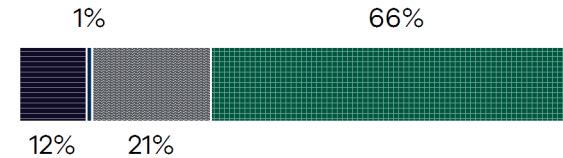
Survey question	Your results	Benchmark agree results

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

		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	3% 93% / 4%	82 %	89 %	93 %	78 %	88 %	96 %
Workgroups across my organisation willingly share information with each other	1% 66% / 12% 21%	55 %	65 %	66 %	40 %	63 %	88 %

Organisational climate

What this is

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

Why this is important

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

How to read this

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

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

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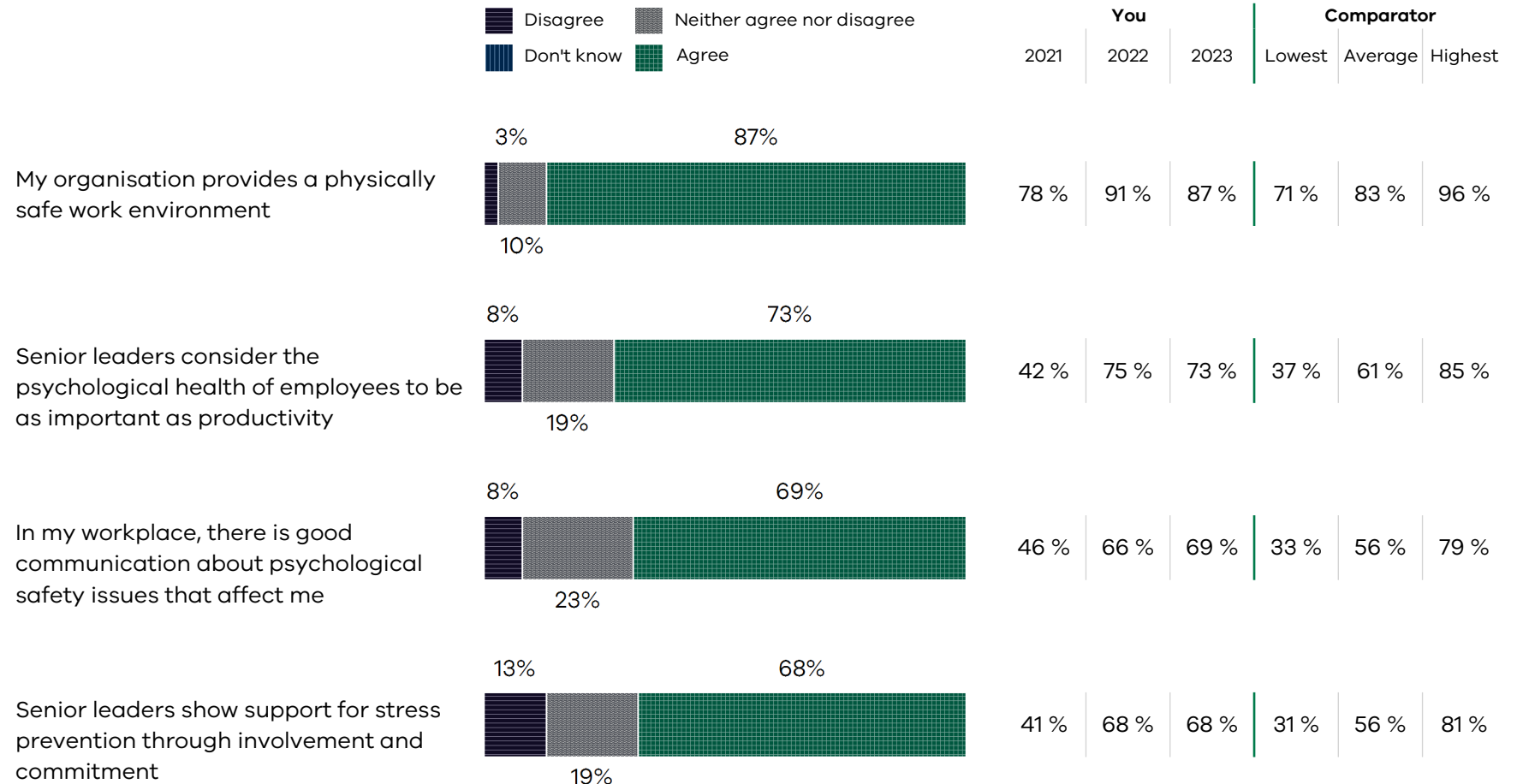
Example

87% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question	Your results						

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

Benchmark agree results

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation provides a physically safe work environment (3% disagree, 10% neither, 87% agree)	78 %	91 %	87 %	71 %	83 %	96 %
Senior leaders consider the psychological health of employees to be as important as productivity (8% disagree, 19% neither, 73% agree)	42 %	75 %	73 %	37 %	61 %	85 %
In my workplace, there is good communication about psychological safety issues that affect me (8% disagree, 23% neither, 69% agree)	46 %	66 %	69 %	33 %	56 %	79 %
Senior leaders show support for stress prevention through involvement and commitment (13% disagree, 19% neither, 68% agree)	41 %	68 %	68 %	31 %	56 %	81 %

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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.
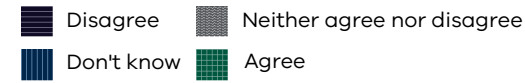
Example

64% of your staff who did the survey agreed or strongly agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.
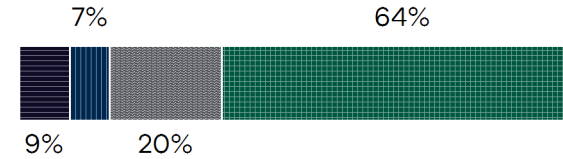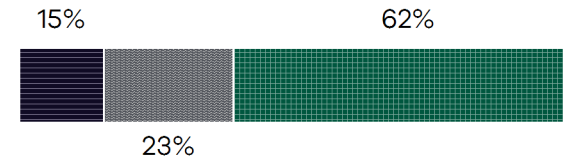
Survey question	Your results						

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

		You			Comparator		
Survey question		2021	2022	2023	Lowest	Average	Highest
My organisation has effective procedures in place to support employees who may experience stress	7% / 9% / 20% / 64%	50 %	65 %	64 %	40 %	60 %	83 %
All levels of my organisation are involved in the prevention of stress	15% / 23% / 62%	38 %	62 %	62 %	30 %	55 %	81 %

Organisational climate

Patient safety climate 1 of 2

What this is

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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

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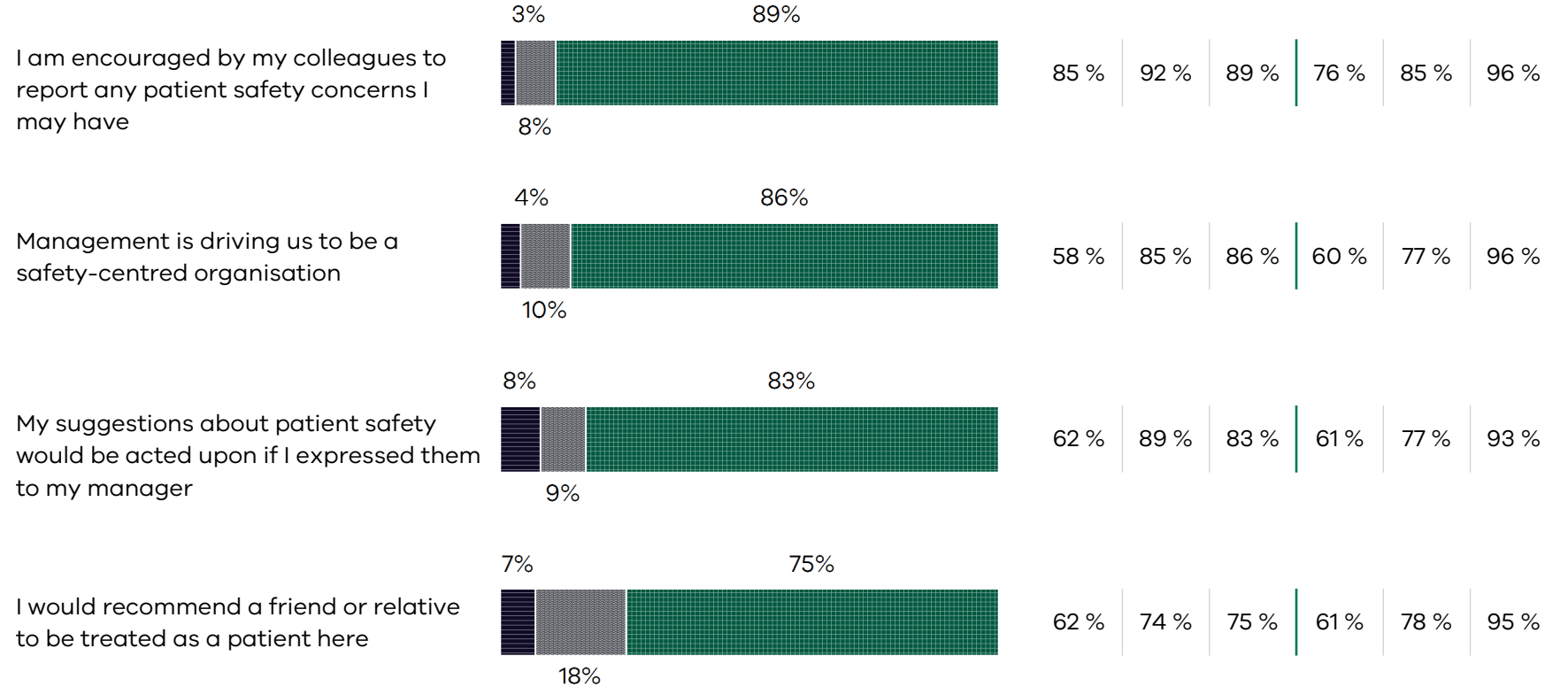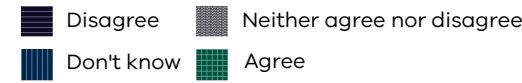
Example

89% of your staff who did the survey agreed or strongly agreed with 'I am encouraged by my colleagues to report any patient safety concerns I may have'.

Survey question / Your results / Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I am encouraged by my colleagues to report any patient safety concerns I may have	3% / 89% / 8%	85 %	92 %	89 %	76 %	85 %	96 %
Management is driving us to be a safety-centred organisation	4% / 86% / 10%	58 %	85 %	86 %	60 %	77 %	96 %
My suggestions about patient safety would be acted upon if I expressed them to my manager	8% / 83% / 9%	62 %	89 %	83 %	61 %	77 %	93 %
I would recommend a friend or relative to be treated as a patient here	7% / 75% / 18%	62 %	74 %	75 %	61 %	78 %	95 %

Organisational climate

What this is

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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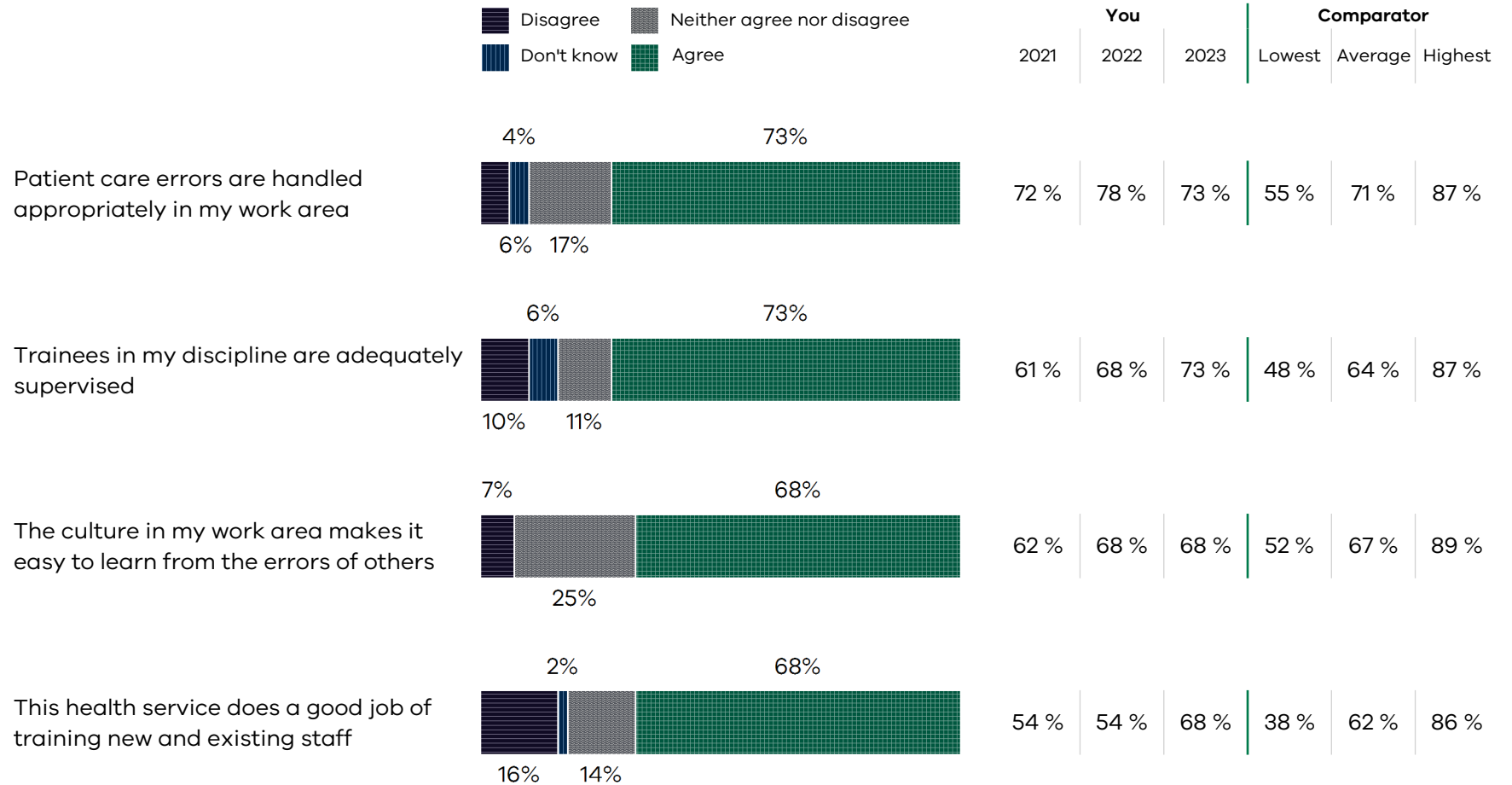Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

73% of your staff who did the survey agreed or strongly agreed with 'Patient care errors are handled appropriately in my work area'.

Survey question / Your results / Benchmark agree results

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

Survey question			You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Patient care errors are handled appropriately in my work area	4% / 73% / 6% / 17%	72 %	78 %	73 %	55 %	71 %	87 %
Trainees in my discipline are adequately supervised	6% / 73% / 10% / 11%	61 %	68 %	73 %	48 %	64 %	87 %
The culture in my work area makes it easy to learn from the errors of others	7% / 68% / 25%	62 %	68 %	68 %	52 %	67 %	89 %
This health service does a good job of training new and existing staff	2% / 68% / 16% / 14%	54 %	54 %	68 %	38 %	62 %	86 %

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

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- Categories
- Primary role

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.
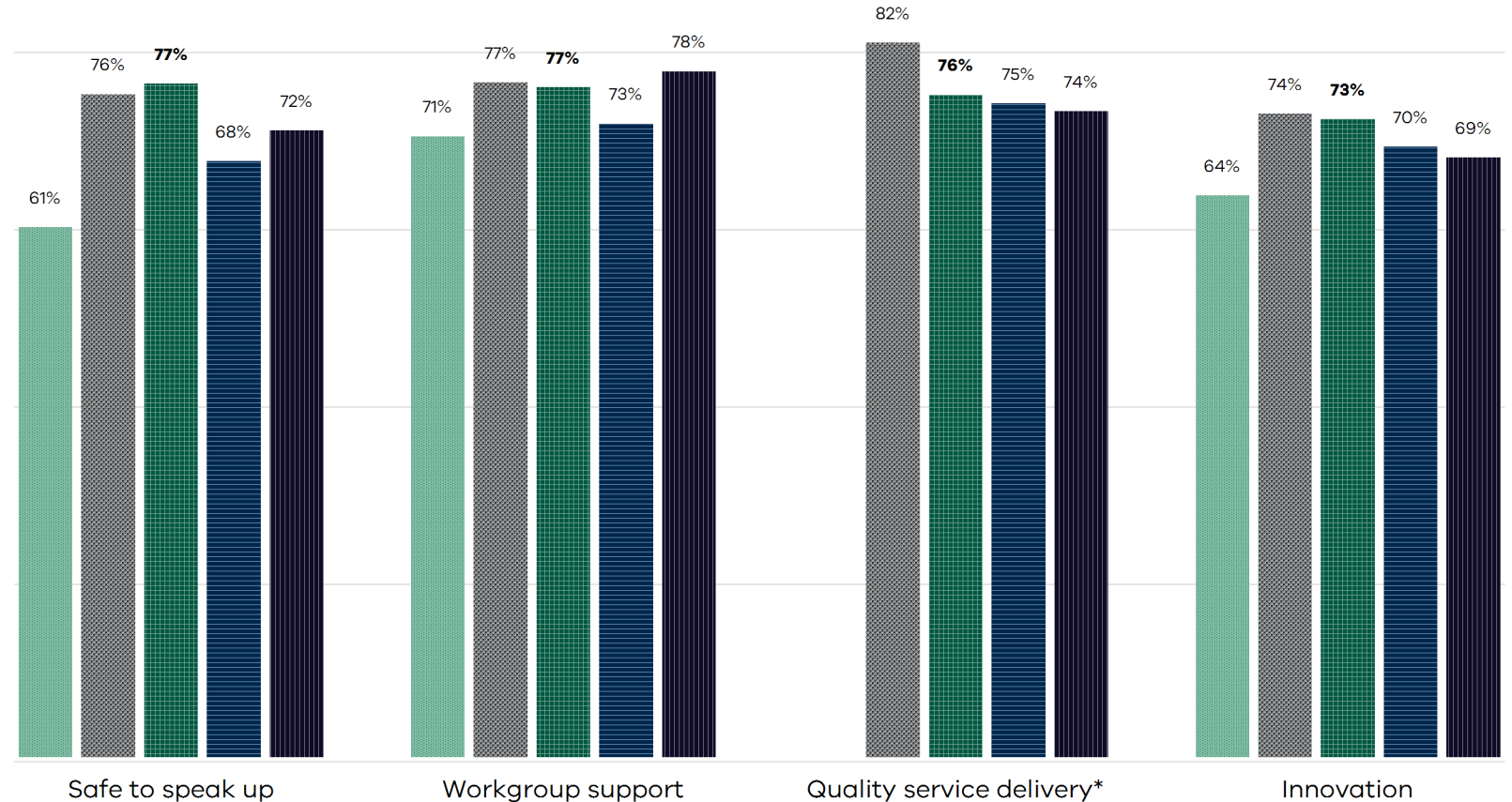
Example

In 2023:

- 77% of your staff who did the survey responded positively to questions about Safe to speak up which is up from 76% in 2022.

Compared to:

- 68% of staff at your comparator and 72% of staff across the public sector.

Safe to speak up: You 2021 61%, You 2022 76%, You 2023 **77%**, Comparator 2023 68%, Public sector 2023 72%

Workgroup support: You 2021 71%, You 2022 77%, You 2023 **77%**, Comparator 2023 73%, Public sector 2023 78%

Quality service delivery*: You 2022 82%, You 2023 **76%**, Comparator 2023 75%, Public sector 2023 74%

Innovation: You 2021 64%, You 2022 74%, You 2023 **73%**, Comparator 2023 70%, Public sector 2023 69%

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

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

Workgroup climate

Quality service delivery

What this is

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

Why this is important

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

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

How to read this

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

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

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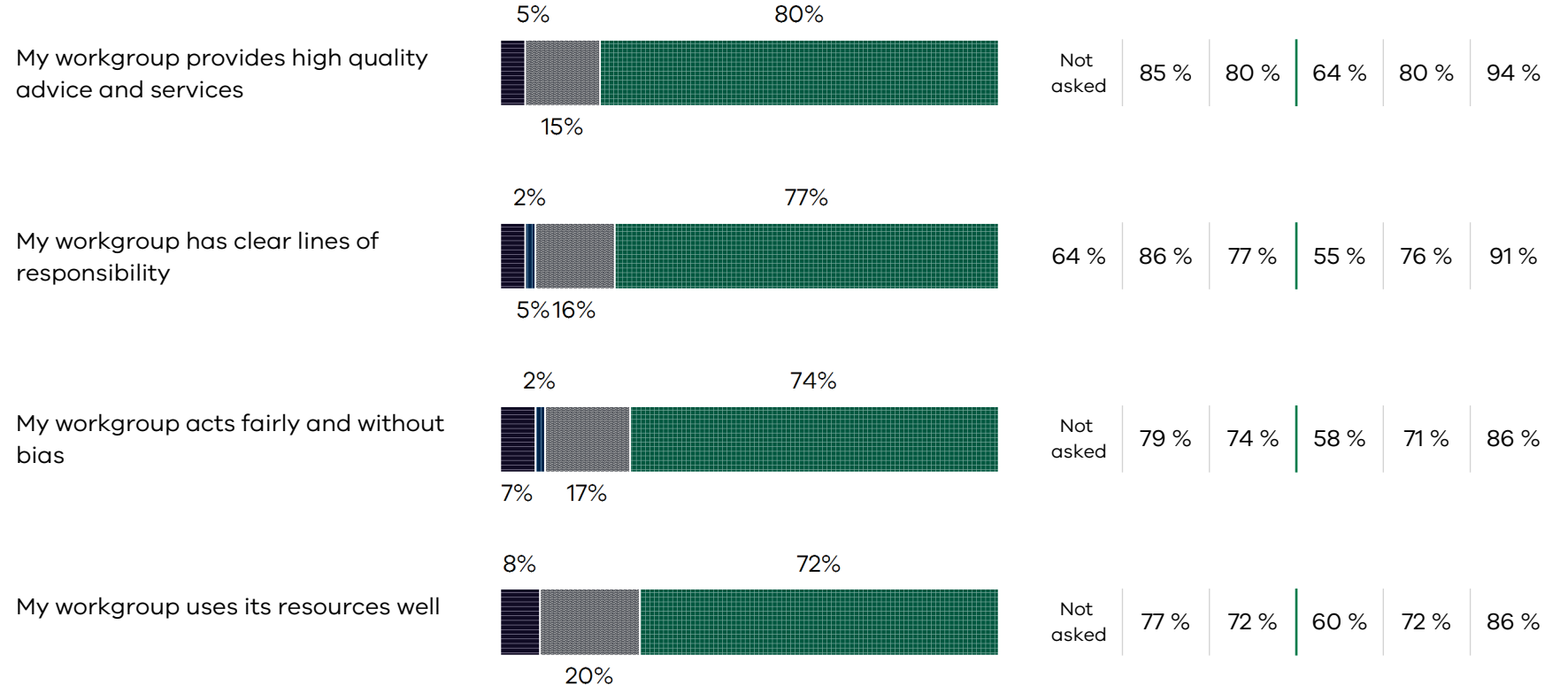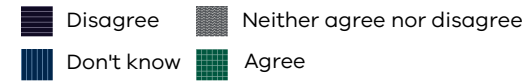
Example

80% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

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

Survey question	Your results	2021	You 2022	2023	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup provides high quality advice and services	5% / 15% / 80%	Not asked	85 %	80 %	64 %	80 %	94 %
My workgroup has clear lines of responsibility	2% / 5% 16% / 77%	64 %	86 %	77 %	55 %	76 %	91 %
My workgroup acts fairly and without bias	2% / 7% 17% / 74%	Not asked	79 %	74 %	58 %	71 %	86 %
My workgroup uses its resources well	8% / 20% / 72%	Not asked	77 %	72 %	60 %	72 %	86 %

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

77% of your staff who did the survey agreed or strongly agreed with 'My workgroup is quick to respond to opportunities to do things better'.
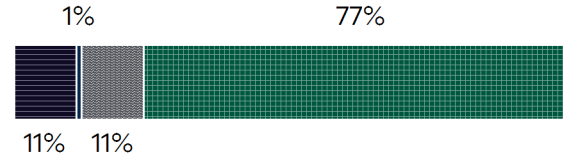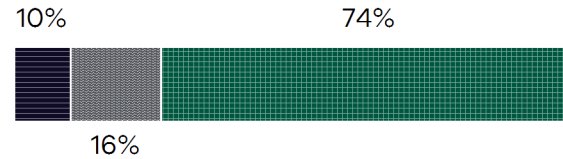
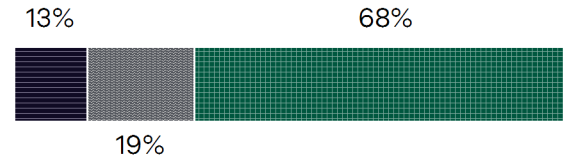| Survey question	Your results		Benchmark agree results					

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My workgroup is quick to respond to opportunities to do things better	11% 11% 1% 77%	68 %	77 %	77 %	54 %	72 %	90 %
My workgroup learns from failures and mistakes	10% 16% 74%	68 %	71 %	74 %	58 %	72 %	89 %
My workgroup encourages employee creativity	13% 19% 68%	58 %	73 %	68 %	51 %	66 %	85 %

Workgroup climate

Workgroup support 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

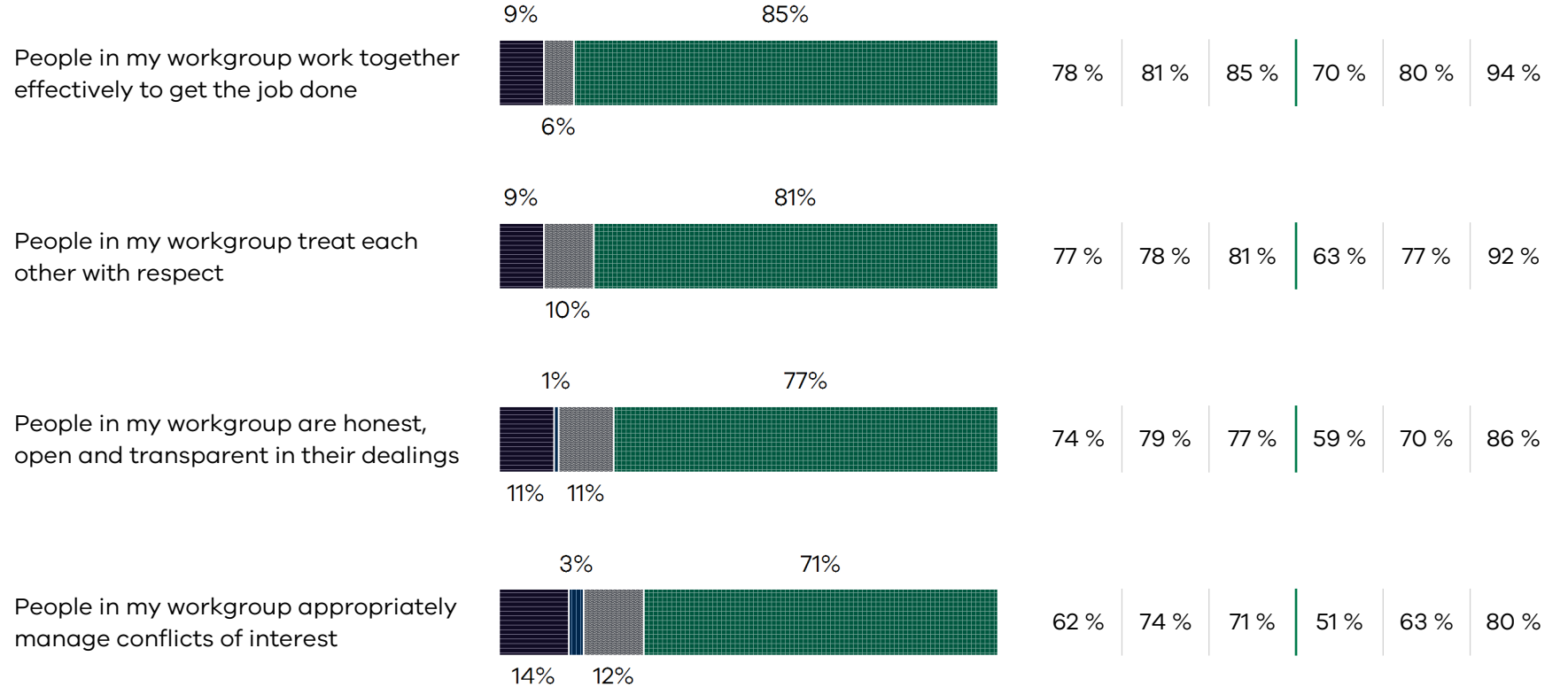Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

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

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup work together effectively to get the job done	9% / 6% / 85%	78 %	81 %	85 %	70 %	80 %	94 %
People in my workgroup treat each other with respect	9% / 10% / 81%	77 %	78 %	81 %	63 %	77 %	92 %
People in my workgroup are honest, open and transparent in their dealings	11% / 1% / 11% / 77%	74 %	79 %	77 %	59 %	70 %	86 %
People in my workgroup appropriately manage conflicts of interest	14% / 3% / 12% / 71%	62 %	74 %	71 %	51 %	63 %	80 %

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Workgroup climate

Workgroup support 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

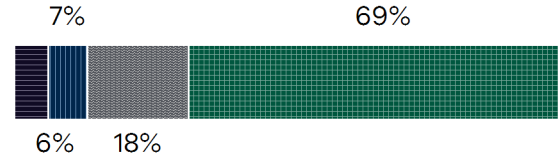Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

69% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.
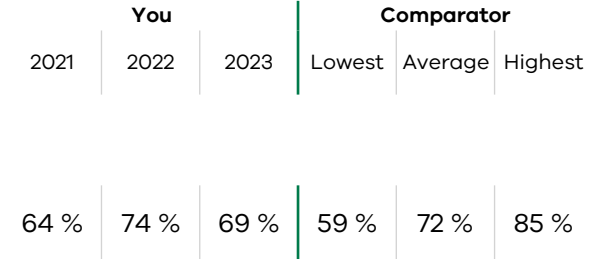
| Disagree | Neither agree nor disagree |
| Don't know | Agree |

	You			Comparator		
2021	2022	2023	Lowest	Average	Highest

People in my workgroup are politically impartial in their work

7% 69%
6% 18%

| 64 % | 74 % | 69 % | 59 % | 72 % | 85 % |

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Workgroup climate

Safe to speak up

What this is

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

Why this is important

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

How to read this

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

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

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

Example

78% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.
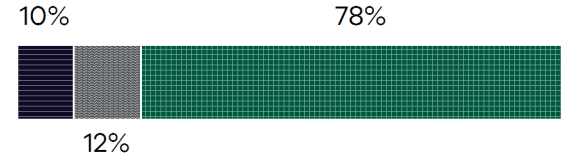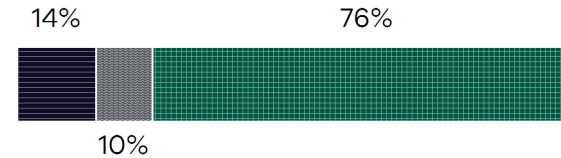
Survey question	Your results						

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

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup are able to bring up problems and tough issues	65 %	79 %	78 %	54 %	69 %	84 %
I feel safe to challenge inappropriate behaviour at work	57 %	73 %	76 %	55 %	68 %	85 %

People in my workgroup are able to bring up problems and tough issues: 10% Disagree, 12% Neither, 78% Agree

I feel safe to challenge inappropriate behaviour at work: 14% Disagree, 10% Neither, 76% Agree

People matter survey

2023

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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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- Categories
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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.
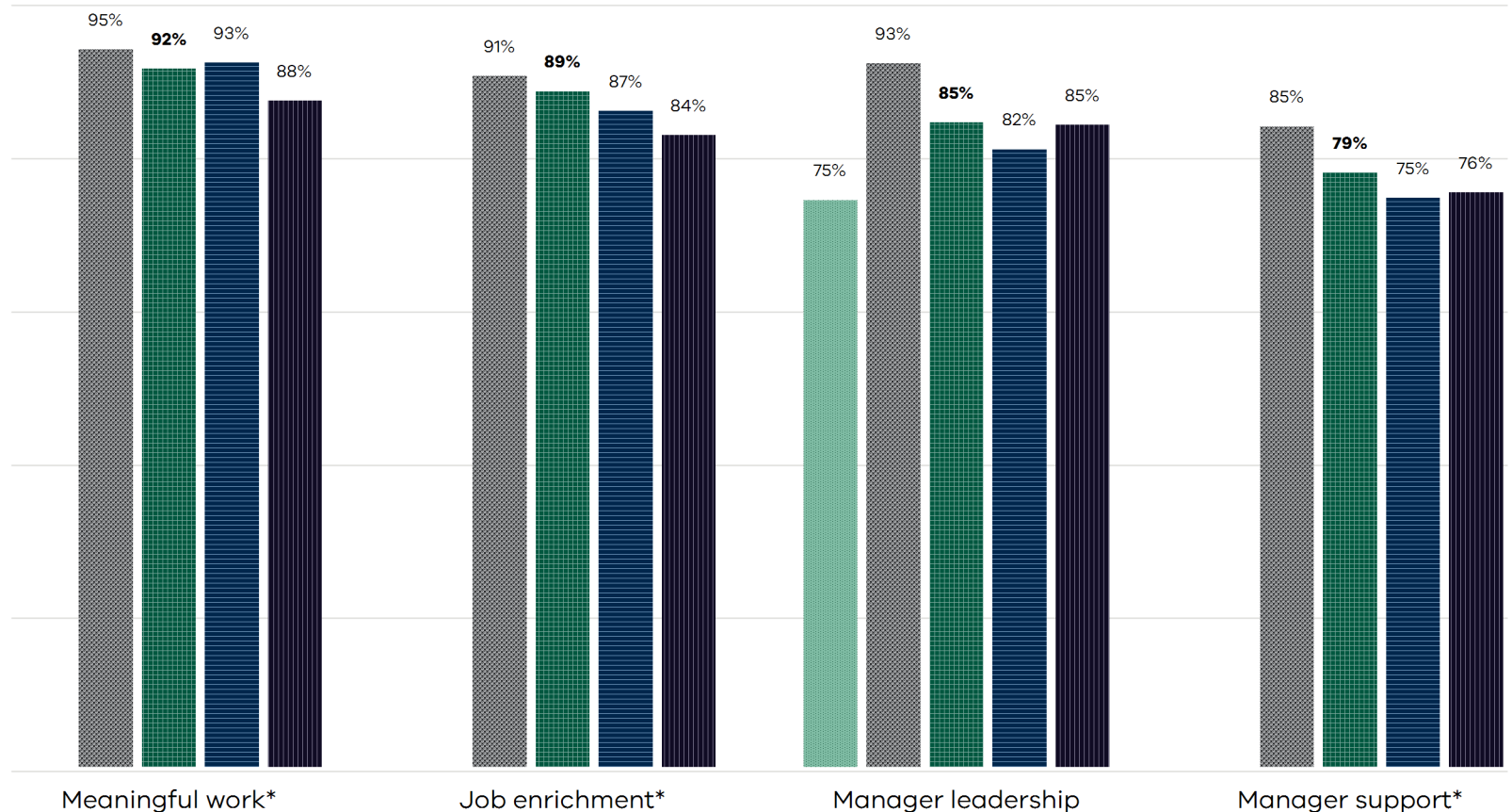
Example

In 2023:

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

Compared to:

- 93% of staff at your comparator and 88% of staff across the public sector.

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

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

Chart categories: Meaningful work* (95%, 92%, 93%, 88%), Job enrichment* (91%, 89%, 87%, 84%), Manager leadership (75%, 93%, 85%, 82%, 85%), Manager support* (85%, 79%, 75%, 76%)

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Job and manager factors

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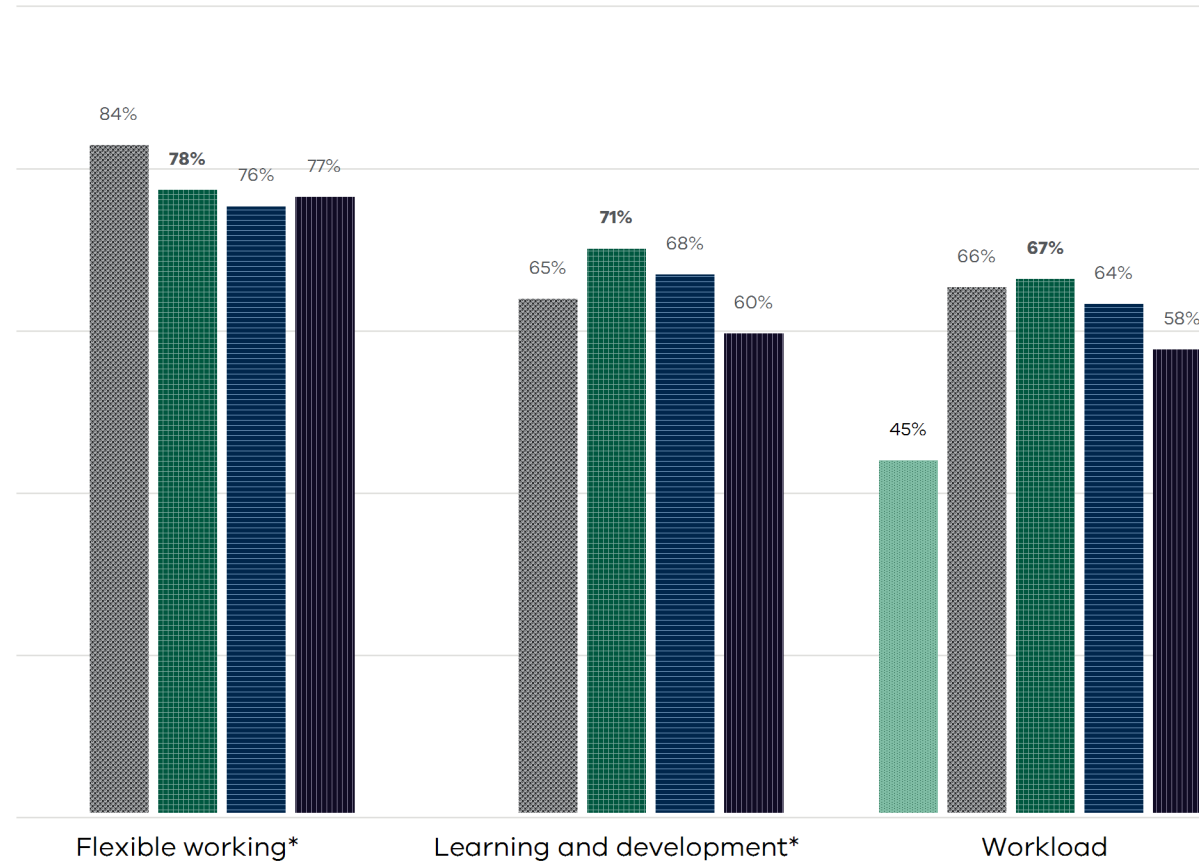
Example

In 2023:

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

Compared to:

- 76% 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

Legend: 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.

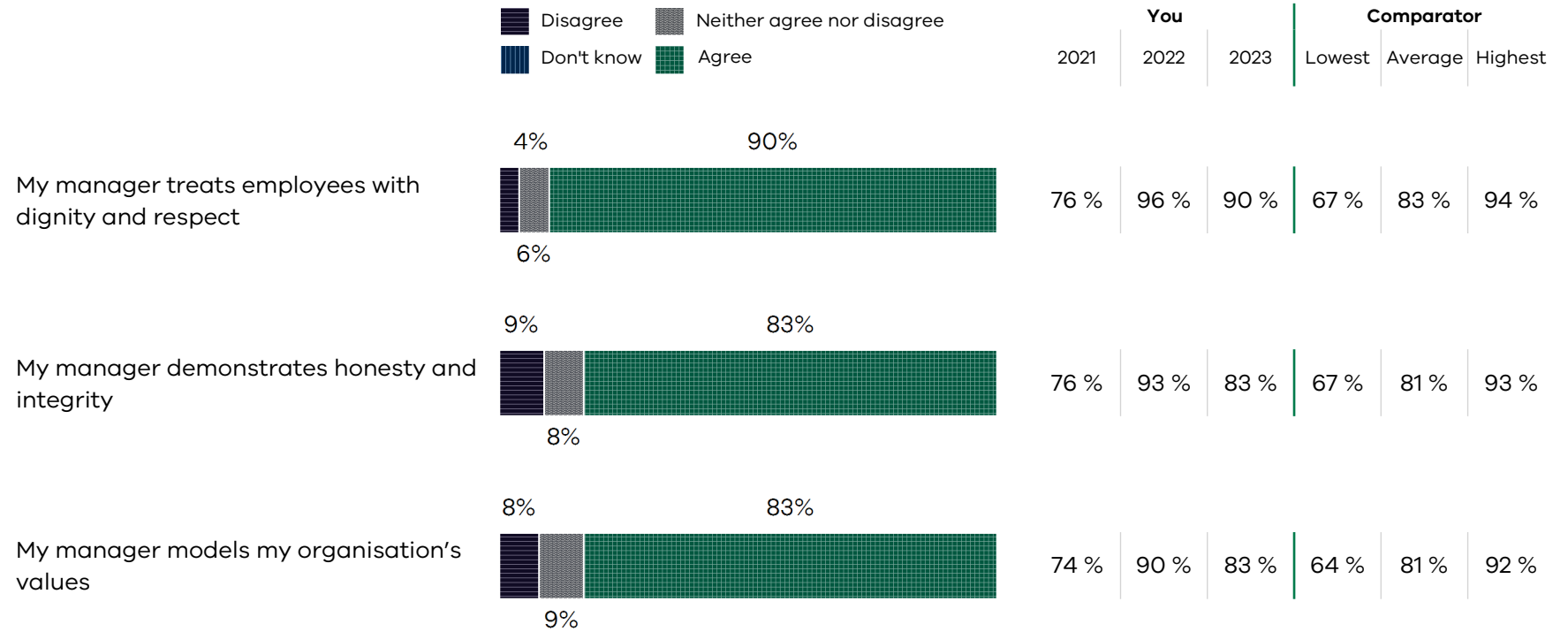Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

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

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

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect	4% / 6% / 90%	76 %	96 %	90 %	67 %	83 %	94 %
My manager demonstrates honesty and integrity	9% / 8% / 83%	76 %	93 %	83 %	67 %	81 %	93 %
My manager models my organisation's values	8% / 9% / 83%	74 %	90 %	83 %	64 %	81 %	92 %

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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.
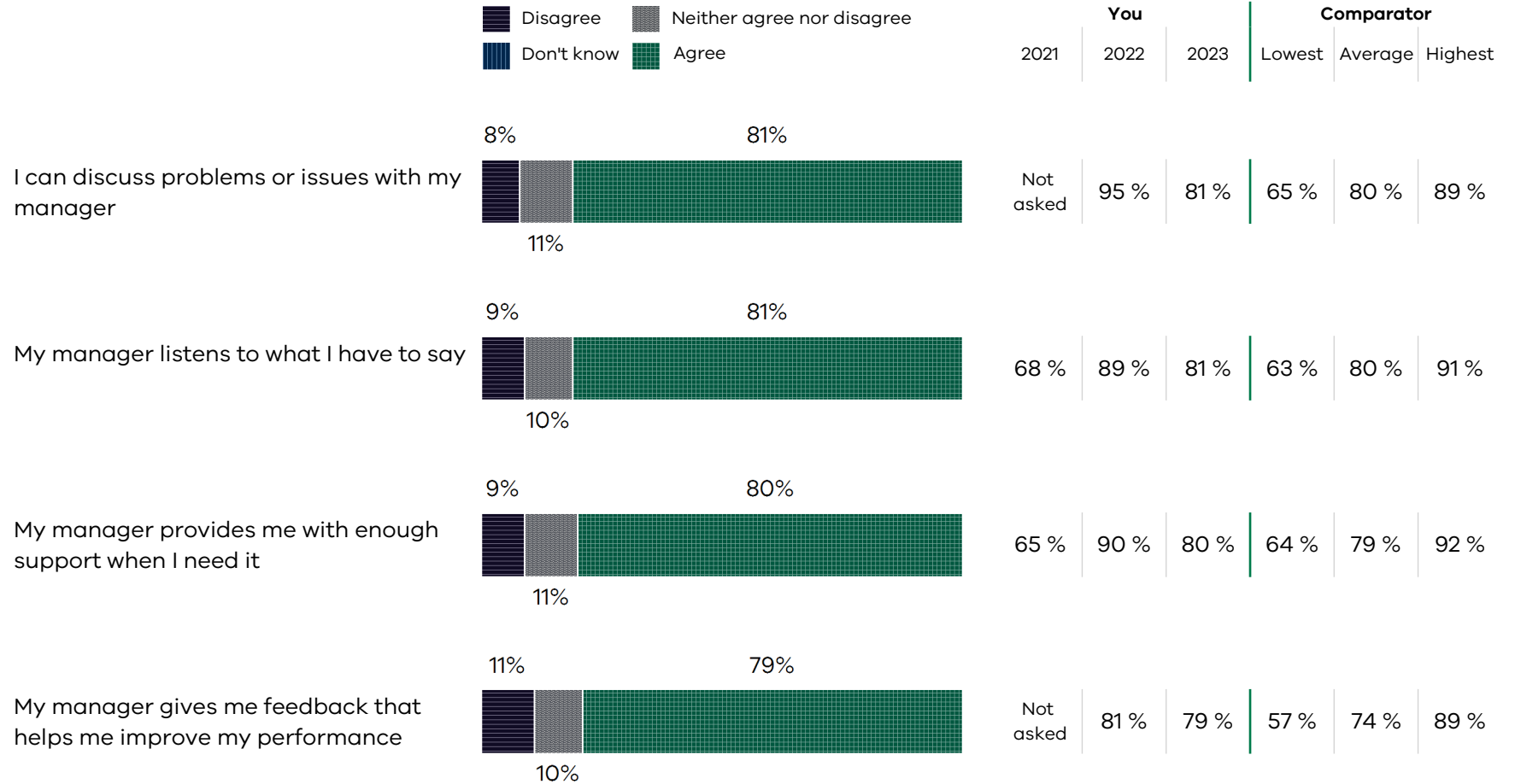
Example

81% 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

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

Benchmark agree results

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I can discuss problems or issues with my manager	8% / 11% / 81%	Not asked	95 %	81 %	65 %	80 %	89 %
My manager listens to what I have to say	9% / 10% / 81%	68 %	89 %	81 %	63 %	80 %	91 %
My manager provides me with enough support when I need it	9% / 11% / 80%	65 %	90 %	80 %	64 %	79 %	92 %
My manager gives me feedback that helps me improve my performance	11% / 10% / 79%	Not asked	81 %	79 %	57 %	74 %	89 %

Job and manager factors

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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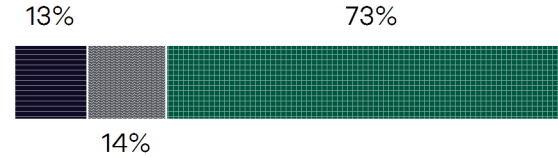
Example

73% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.
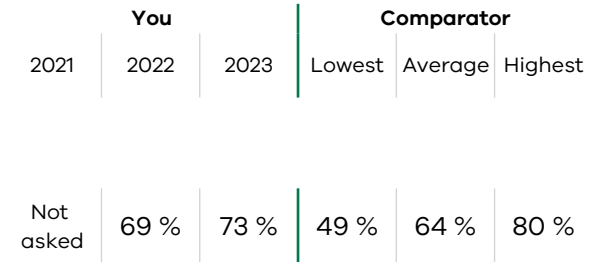
| Survey question | Your results | Benchmark agree results |

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

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I receive meaningful recognition when I do good work	13% / 14% / 73%	Not asked	69 %	73 %	49 %	64 %	80 %

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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.
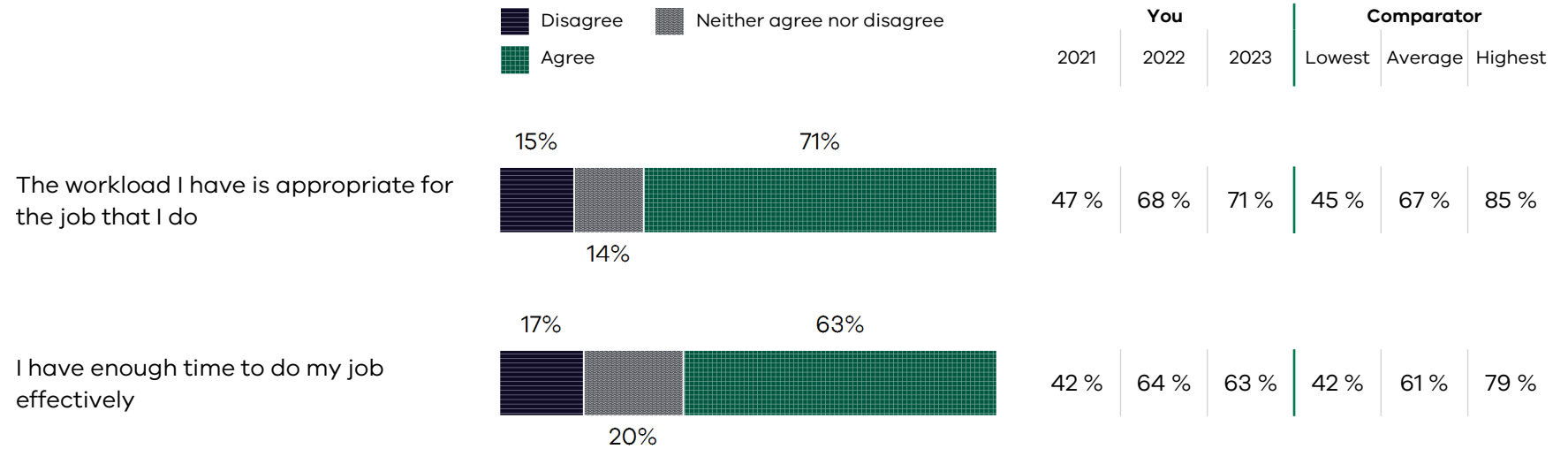
Example

71% 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						

Legend: Disagree | Neither agree nor disagree | Agree

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	15% / 14% / 71%	47 %	68 %	71 %	45 %	67 %	85 %
I have enough time to do my job effectively	17% / 20% / 63%	42 %	64 %	63 %	42 %	61 %	79 %

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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.
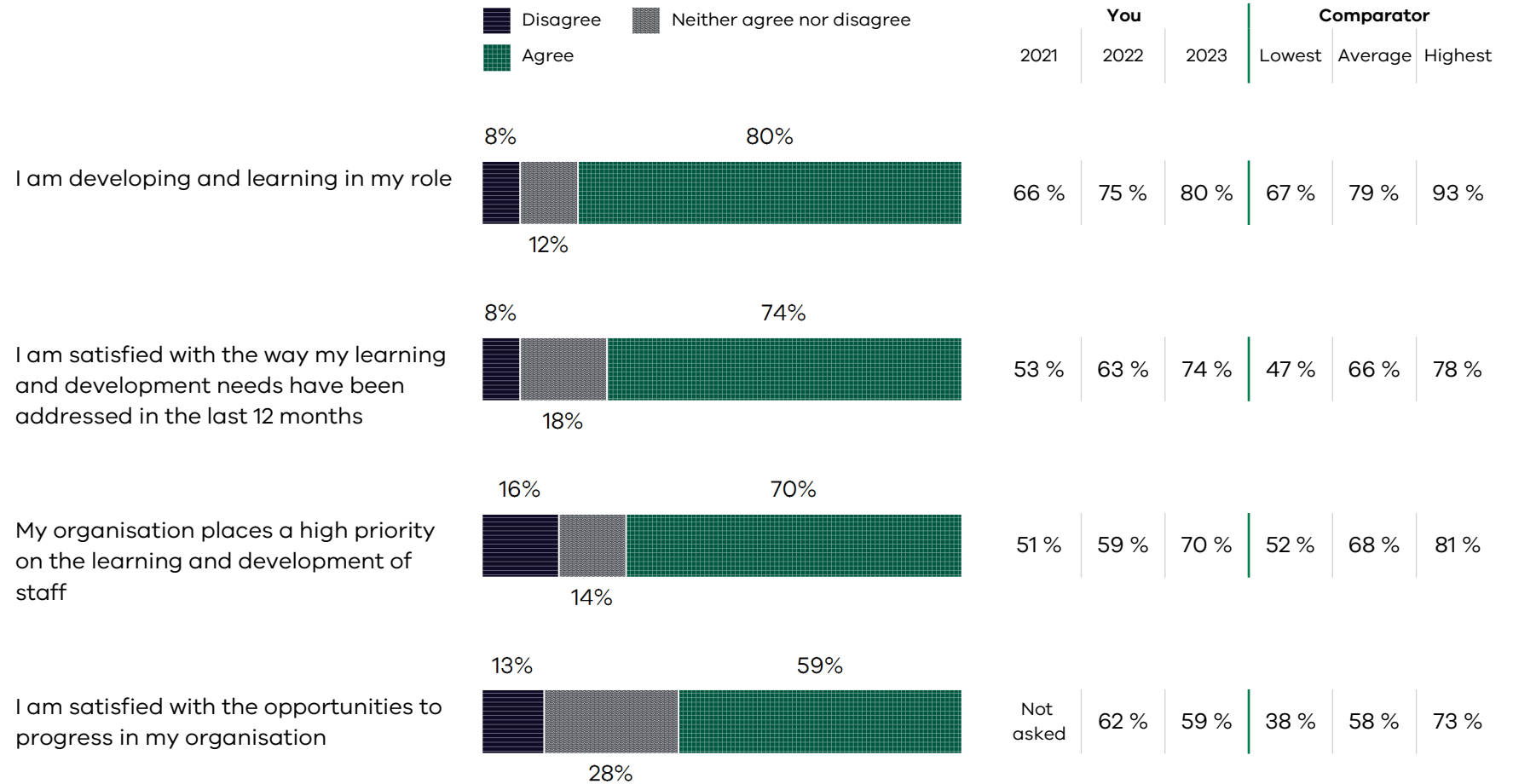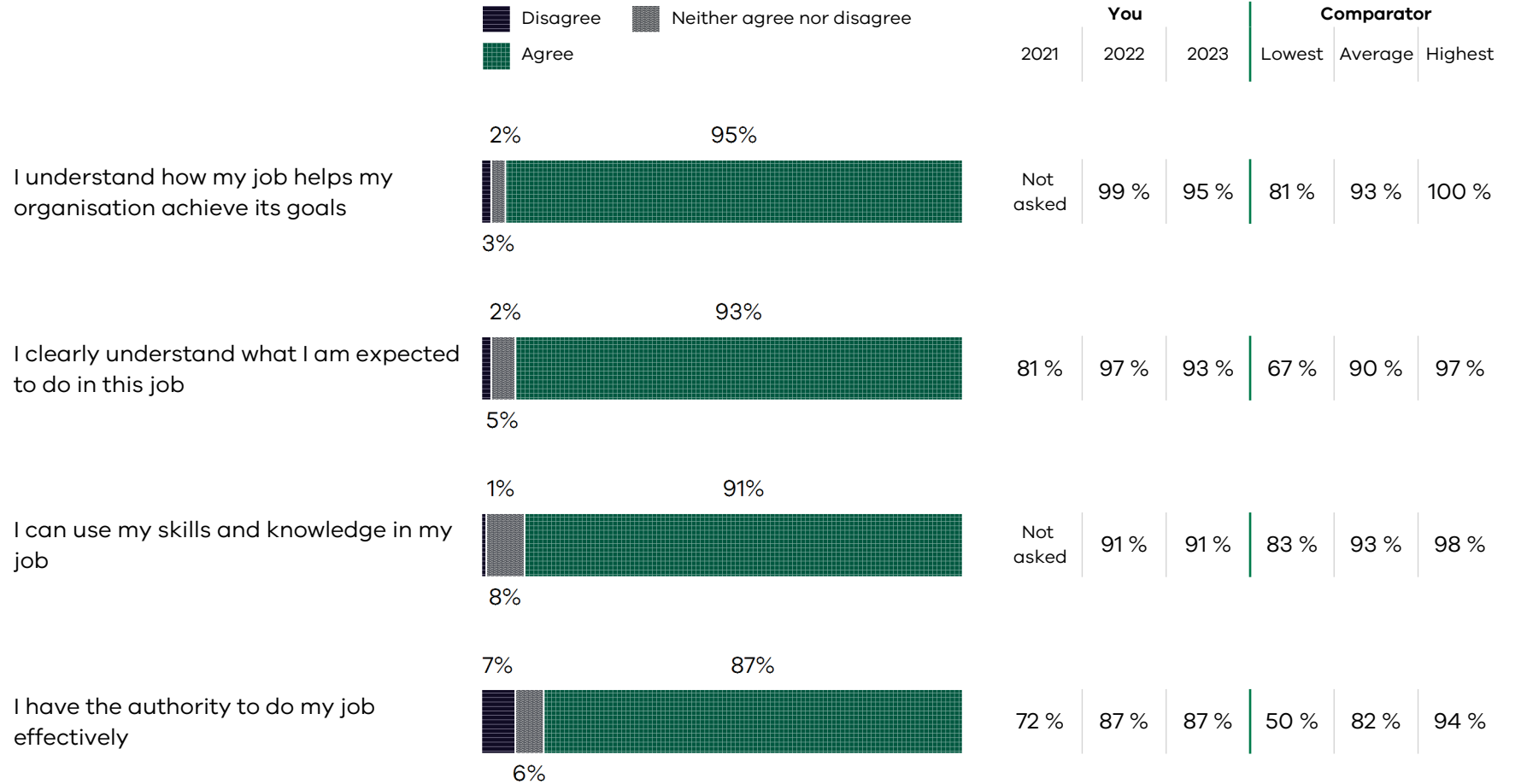
Example

80% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question	Your results	Benchmark agree results

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

		You			Comparator		
Survey question		2021	2022	2023	Lowest	Average	Highest
I am developing and learning in my role	8% / 12% / 80%	66 %	75 %	80 %	67 %	79 %	93 %
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	8% / 18% / 74%	53 %	63 %	74 %	47 %	66 %	78 %
My organisation places a high priority on the learning and development of staff	16% / 14% / 70%	51 %	59 %	70 %	52 %	68 %	81 %
I am satisfied with the opportunities to progress in my organisation	13% / 28% / 59%	Not asked	62 %	59 %	38 %	58 %	73 %

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Job and manager factors

Job enrichment 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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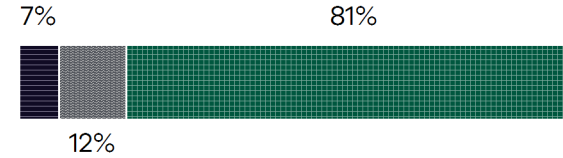
Example

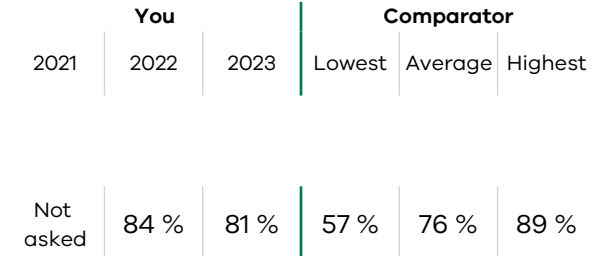95% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

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

Legend: ■ Disagree ■ Neither agree nor disagree ■ Agree

Benchmark agree results

Survey question	Disagree	Neither	Agree	2021	2022	2023	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	2%	3%	95%	Not asked	99 %	95 %	81 %	93 %	100 %
I clearly understand what I am expected to do in this job	2%	5%	93%	81 %	97 %	93 %	67 %	90 %	97 %
I can use my skills and knowledge in my job	1%	8%	91%	Not asked	91 %	91 %	83 %	93 %	98 %
I have the authority to do my job effectively	7%	6%	87%	72 %	87 %	87 %	50 %	82 %	94 %

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Job and manager factors

What this is

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

Why this is important

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

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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.

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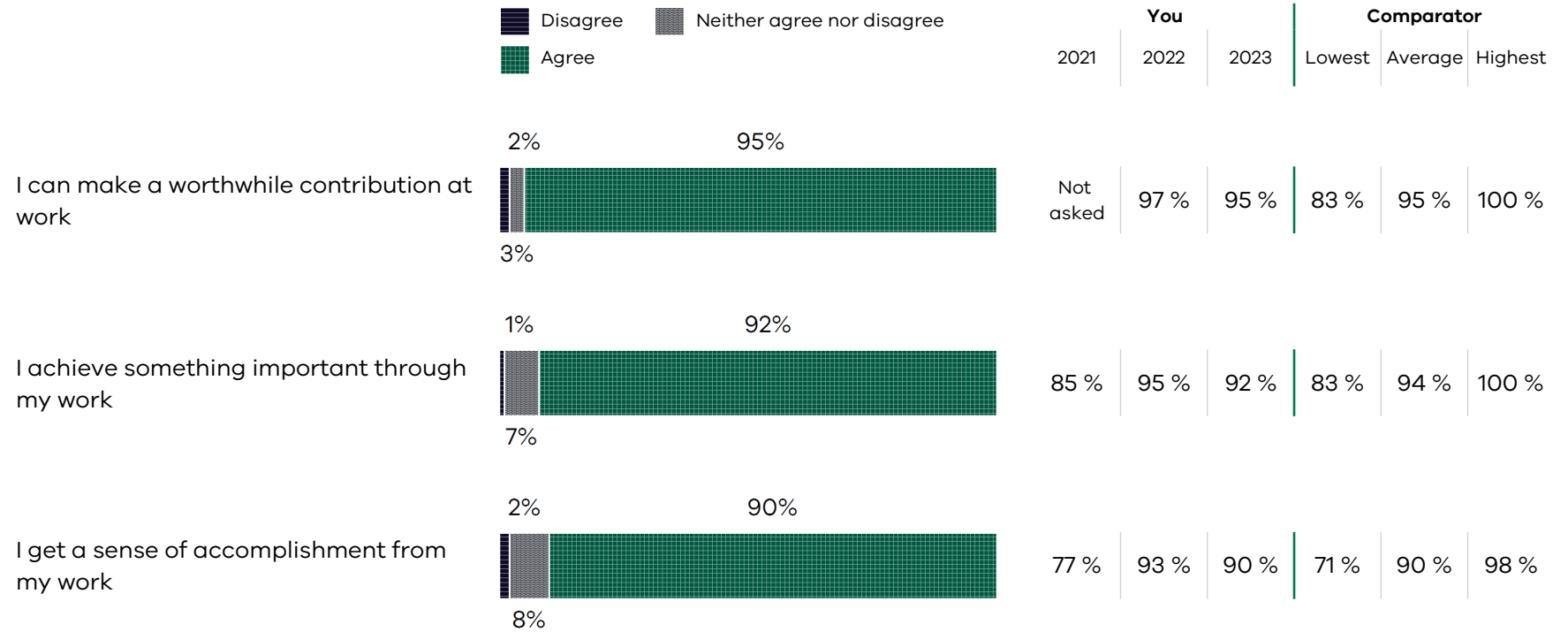
Example

81% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

Survey question

Your results

■ Disagree   ▨ Neither agree nor disagree
▨ Agree

I have a say in how I do my work

7%   81%

12%

Benchmark agree results

	You			Comparator		
2021	2022	2023		Lowest	Average	Highest
Not asked	84 %	81 %		57 %	76 %	89 %

Victorian Public Sector Commission

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Job and manager factors

Meaningful work

What this is

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

Why this is important

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

How to read this

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

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

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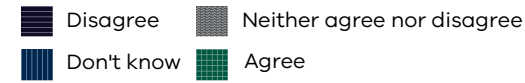
Example

95% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.

Survey question	Your results						

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

Benchmark agree results

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I can make a worthwhile contribution at work	2% / 95% / 3%	Not asked	97 %	95 %	83 %	95 %	100 %
I achieve something important through my work	1% / 92% / 7%	85 %	95 %	92 %	83 %	94 %	100 %
I get a sense of accomplishment from my work	2% / 90% / 8%	77 %	93 %	90 %	71 %	90 %	98 %

Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

Example

78% of your staff who did the survey agreed or strongly agreed with 'I am confident that if I requested a flexible work arrangement, it would be given due consideration'.

Survey question	Your results							

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

Benchmark agree results
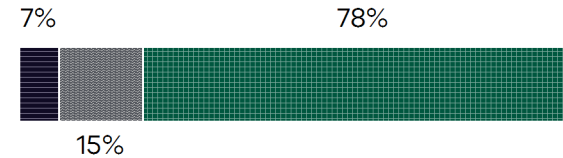
		You			Comparator		
Survey question		2021	2022	2023	Lowest	Average	Highest
I am confident that if I requested a flexible work arrangement, it would be given due consideration	9% / 13% / 78%	59 %	78 %	78 %	51 %	72 %	89 %
My manager supports working flexibly	7% / 15% / 78%	Not asked	89 %	78 %	59 %	80 %	94 %

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People matter survey

2023

Have your say

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Key differences

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

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- Taking action questions

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- 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
- Categories
- Primary role

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

Example

In 2023:

- 87% of your staff who did the survey responded positively to questions about Human rights , which is down 5% in 2022.

Compared to:

- 87% of staff at your comparator and 82% of staff across the public sector.

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

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

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

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Why this is important

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

How to read this

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

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

Example

In 2023:

- 78% of your staff who did the survey responded positively to questions about Leadership , which is down 4% in 2022.

Compared to:

- 74% of staff at your comparator and 74% of staff across the public sector.
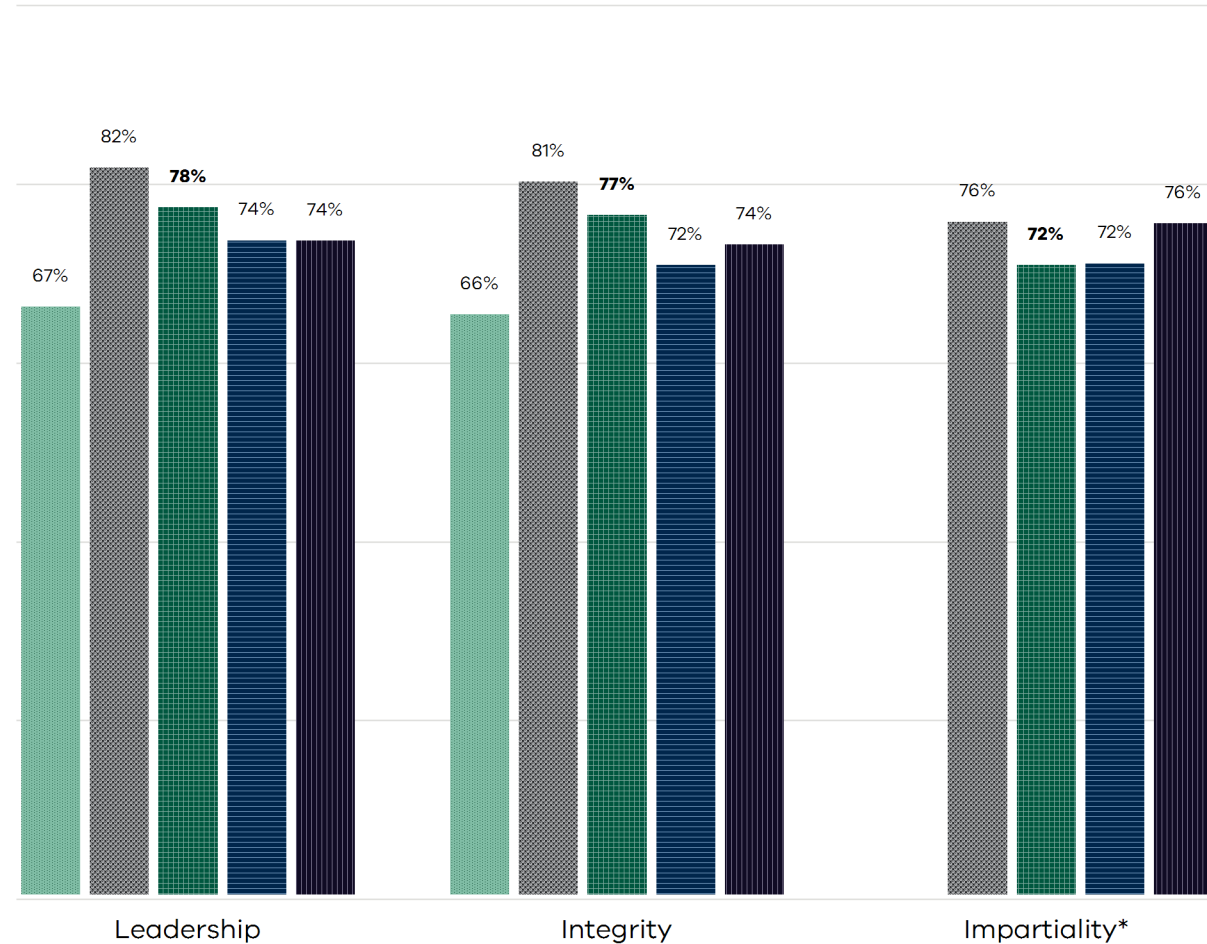
*We can't compare some data here because one or more questions were not asked in a previous survey

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

Chart values:
- Leadership: 67%, 82%, 78%, 74%, 74%
- Integrity: 66%, 81%, 77%, 72%, 74%
- Impartiality*: 76%, 72%, 72%, 76%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Responsiveness

What this is

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

Why this is important

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

How to read this

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

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

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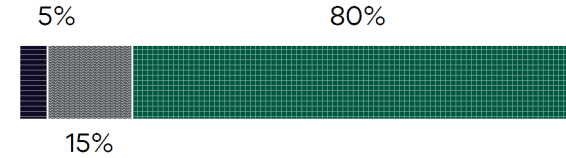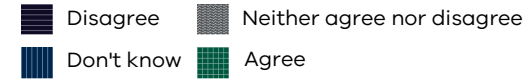
Example

80% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.
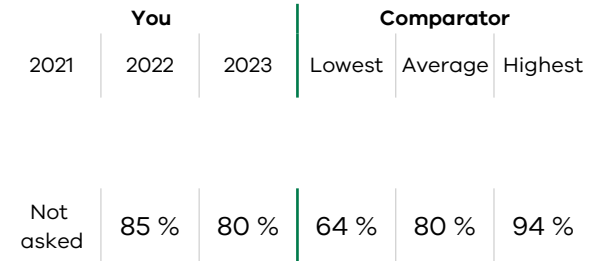
Survey question	Your results	Benchmark agree results

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

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

			You			Comparator		
Survey question	5% / 80% / 15%		2021	2022	2023	Lowest	Average	Highest
My workgroup provides high quality advice and services			Not asked	85 %	80 %	64 %	80 %	94 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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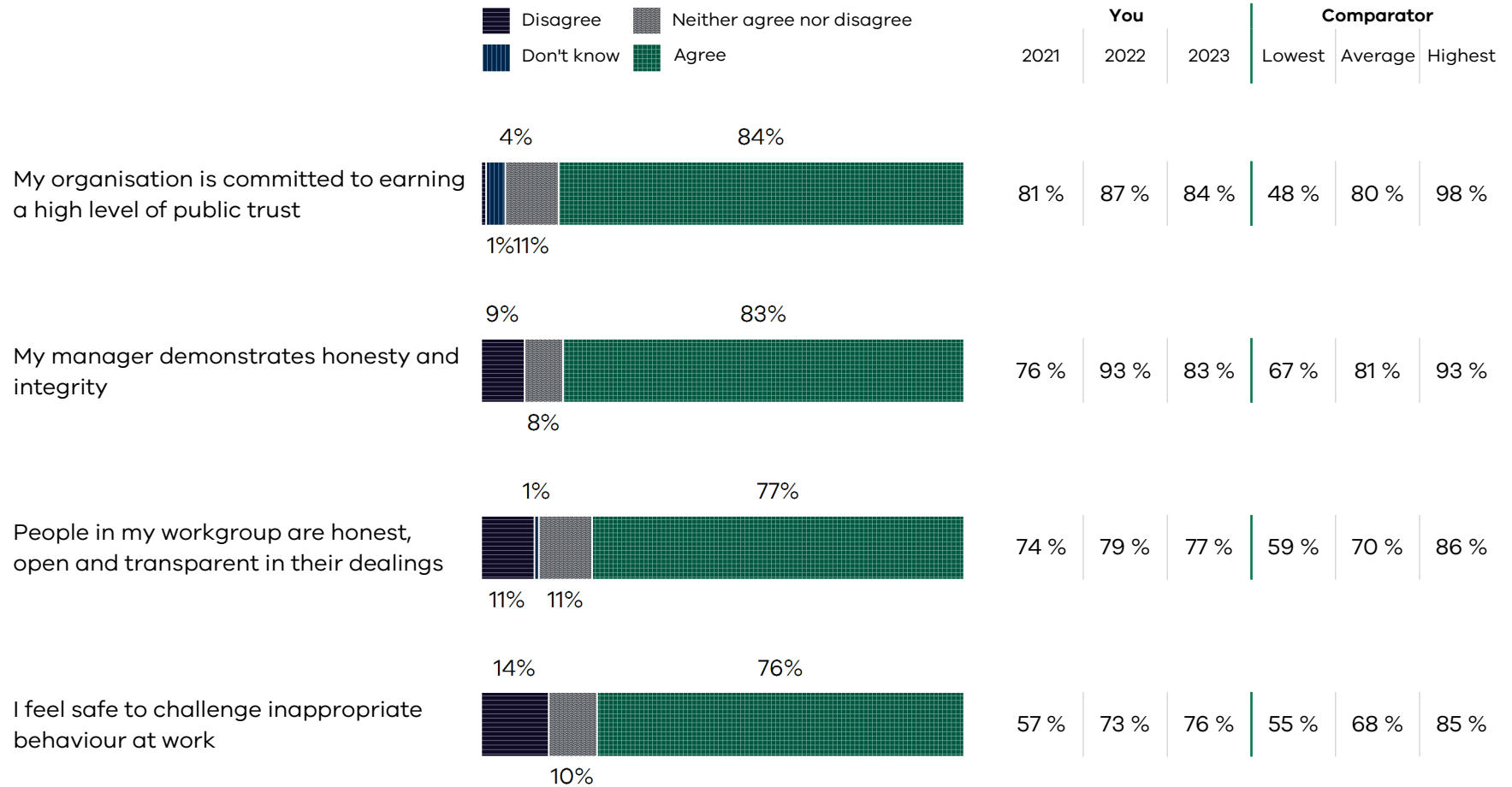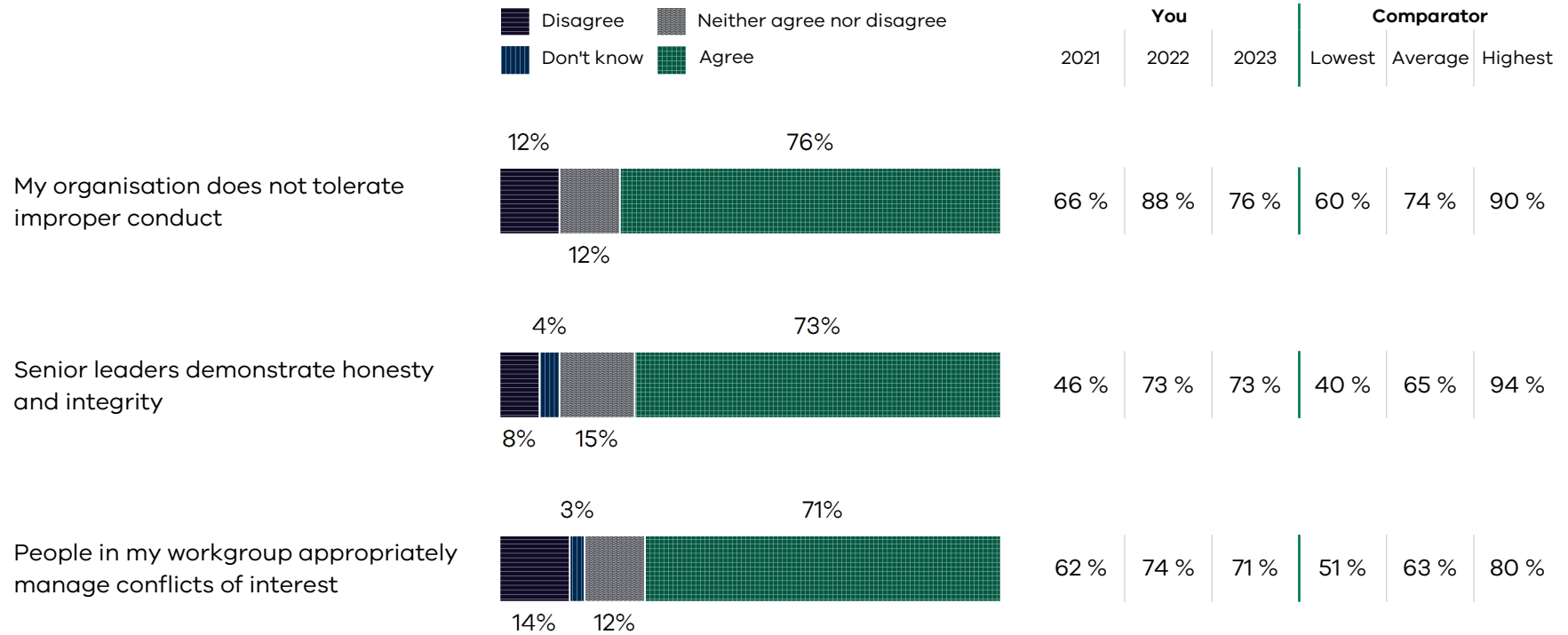
Example

84% of staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

Survey question	Your results		You			Comparator		
			2021	2022	2023	Lowest	Average	Highest
My organisation is committed to earning a high level of public trust	4% ... 84% 1% 11%		81 %	87 %	84 %	48 %	80 %	98 %
My manager demonstrates honesty and integrity	9% ... 83% 8%		76 %	93 %	83 %	67 %	81 %	93 %
People in my workgroup are honest, open and transparent in their dealings	1% ... 77% 11% 11%		74 %	79 %	77 %	59 %	70 %	86 %
I feel safe to challenge inappropriate behaviour at work	14% ... 76% 10%		57 %	73 %	76 %	55 %	68 %	85 %

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

Public sector values

What this is

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

Why this is important

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

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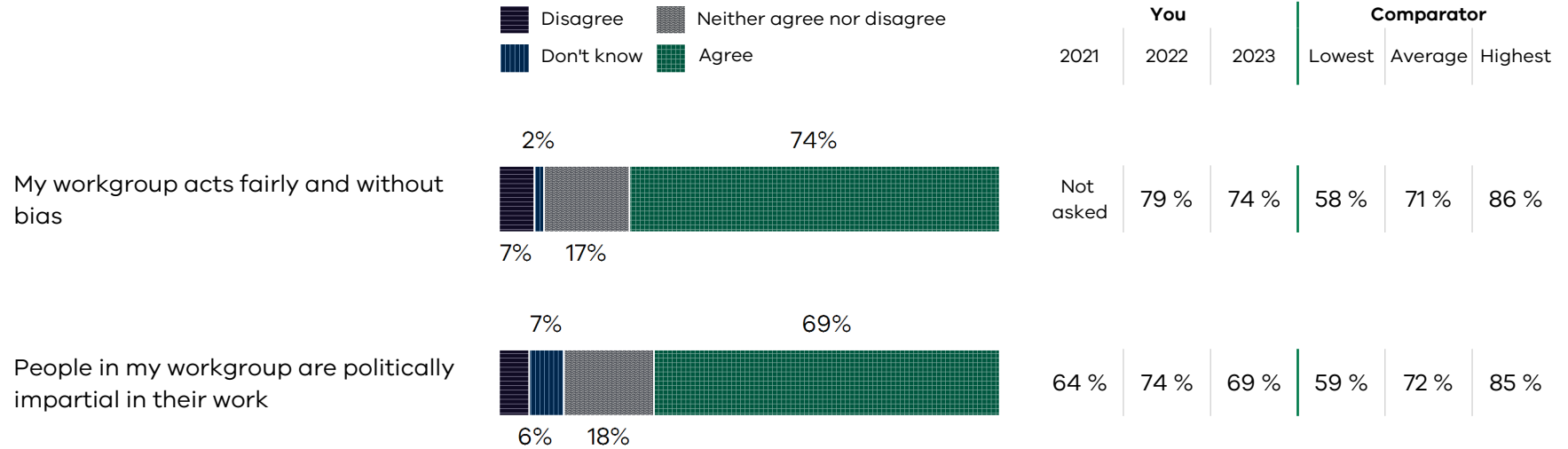
Example

76% of staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

Survey question

Your results

	Disagree		Neither agree nor disagree
	Don't know		Agree

Benchmark agree results

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation does not tolerate improper conduct	66 %	88 %	76 %	60 %	74 %	90 %
Senior leaders demonstrate honesty and integrity	46 %	73 %	73 %	40 %	65 %	94 %
People in my workgroup appropriately manage conflicts of interest	62 %	74 %	71 %	51 %	63 %	80 %

My organisation does not tolerate improper conduct: 12% / 12% / 76%

Senior leaders demonstrate honesty and integrity: 4% / 8% / 15% / 73%

People in my workgroup appropriately manage conflicts of interest: 3% / 14% / 12% / 71%

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

74% of staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.

Survey question	Your results		2021	You 2022	2023	Comparator Lowest	Average	Highest
	Disagree / Don't know / Neither agree nor disagree / Agree							
My workgroup acts fairly and without bias	2% / 7% / 17% / 74%		Not asked	79 %	74 %	58 %	71 %	86 %
People in my workgroup are politically impartial in their work	7% / 6% / 18% / 69%		64 %	74 %	69 %	59 %	72 %	85 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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

Example

95% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

Survey question	Your results				

Legend: ■ Disagree ■ Neither agree nor disagree ■ Don't know ■ Agree
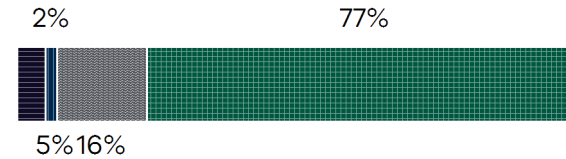
Survey question	Your results	**You**			**Comparator**		
		2021	2022	2023	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	2% / 95% / 3%	Not asked	99 %	95 %	81 %	93 %	100 %
I clearly understand what I am expected to do in this job	2% / 93% / 5%	81 %	97 %	93 %	67 %	90 %	97 %
My workgroup has clear lines of responsibility	2% / 77% / 5% 16%	64 %	86 %	77 %	55 %	76 %	91 %
My workgroup uses its resources well	8% / 72% / 20%	Not asked	77 %	72 %	60 %	72 %	86 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

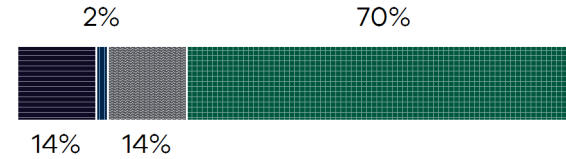Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

70% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.
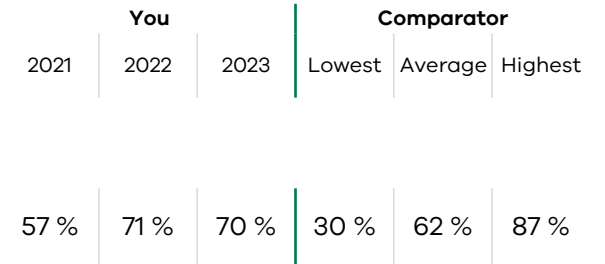
Survey question

Your results

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

Senior leaders provide clear strategy and direction

2% | 70%
14% | 14%

Benchmark agree results

	You			Comparator		
2021	2022	2023		Lowest	Average	Highest
57 %	71 %	70 %		30 %	62 %	87 %

Public sector values

Respect 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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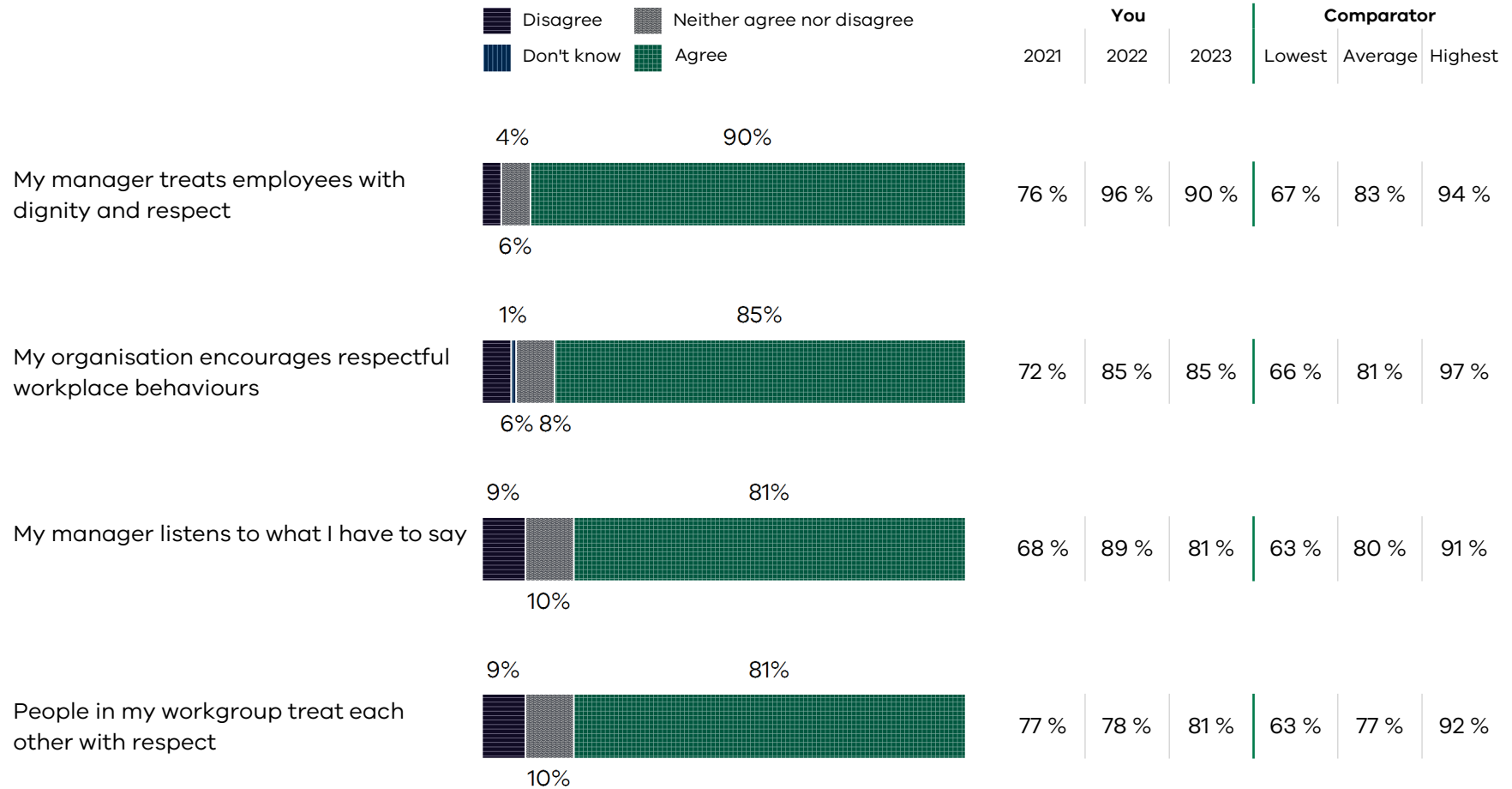
Example

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

Survey question	Your results			Benchmark agree results					

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

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My manager treats employees with dignity and respect (4% / 6% / 90%)	76 %	96 %	90 %	67 %	83 %	94 %
My organisation encourages respectful workplace behaviours (1% / 6% 8% / 85%)	72 %	85 %	85 %	66 %	81 %	97 %
My manager listens to what I have to say (9% / 10% / 81%)	68 %	89 %	81 %	63 %	80 %	91 %
People in my workgroup treat each other with respect (9% / 10% / 81%)	77 %	78 %	81 %	63 %	77 %	92 %

Victorian Public Sector Commission

VICTORIA State Government

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

71% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	11% / 18% / 71%	55 %	79 %	71 %	52 %	68 %	84 %
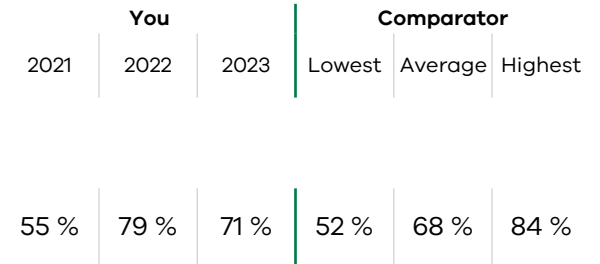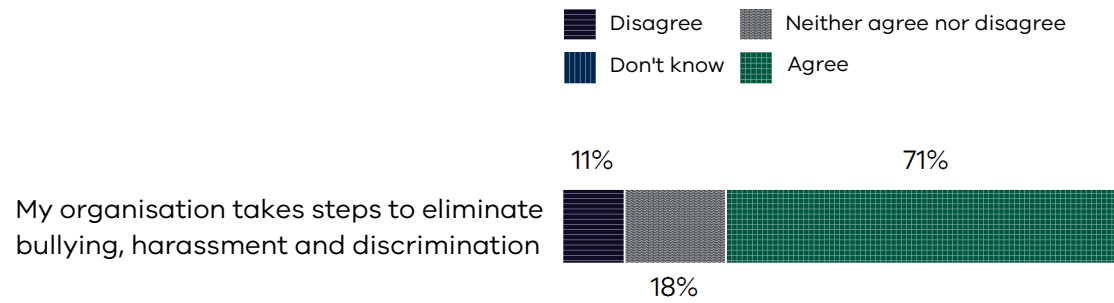
Public sector values

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.
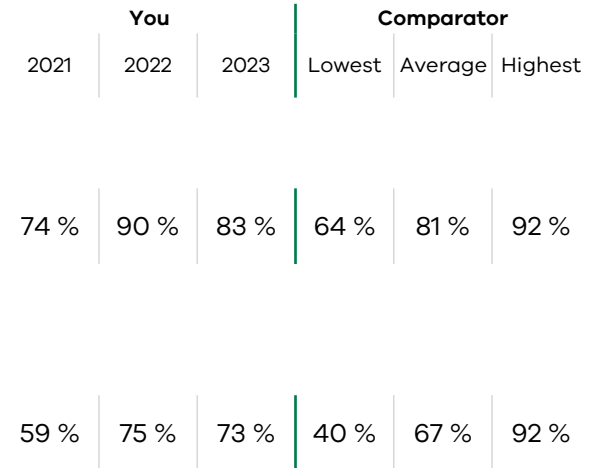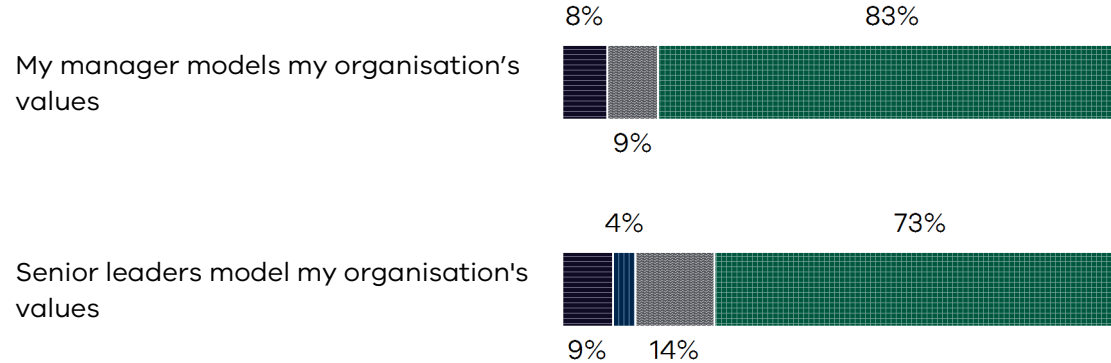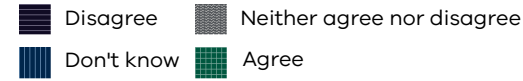
Example

83% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Survey question | Your results | Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My manager models my organisation's values	8% / 9% / 83%	74 %	90 %	83 %	64 %	81 %	92 %
Senior leaders model my organisation's values	9% / 4% / 14% / 73%	59 %	75 %	73 %	40 %	67 %	92 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Human rights

What this is

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

Why this is important

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

How to read this

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

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

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

Example

87% of staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.
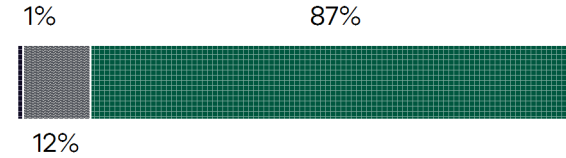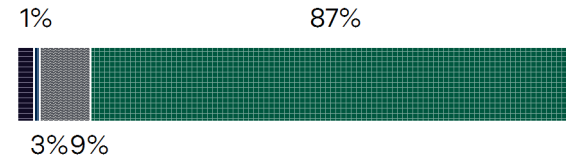
Survey question

Your results

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

Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest

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

Your results: 1%, 87%, 12%

	2021	2022	2023	Lowest	Average	Highest
	95 %	91 %	87 %	74 %	88 %	98 %

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

Your results: 1%, 87%, 3%, 9%

	2021	2022	2023	Lowest	Average	Highest
	80 %	92 %	87 %	71 %	85 %	98 %

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

- Scorecard
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Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

Topical questions

What this is

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

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

Why this is important

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

How to read this

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

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

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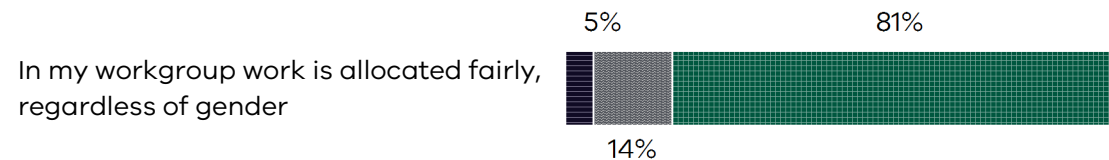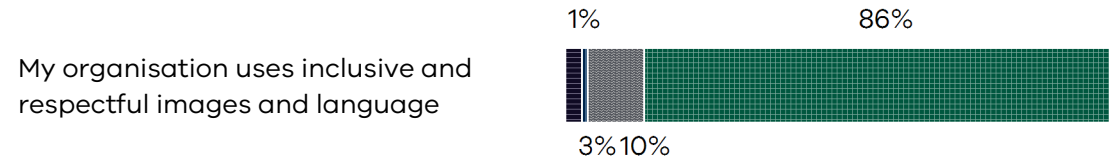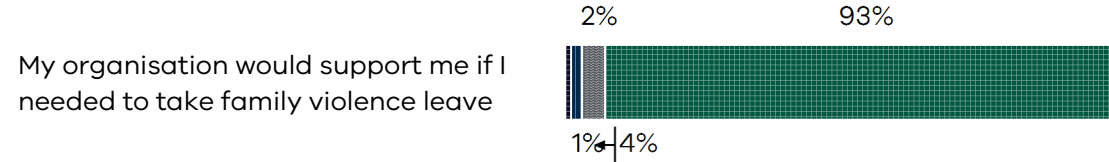
Example

93% of your staff who did the survey agreed or strongly agreed with 'My organisation would support me if I needed to take family violence leave'.

Survey question	Your results						

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation would support me if I needed to take family violence leave	2% ... 93% (1% 4%)	73 %	Not asked	93 %	73 %	86 %	99 %
My organisation uses inclusive and respectful images and language	1% ... 86% (3% 10%)	78 %	Not asked	86 %	74 %	85 %	95 %
In my workgroup work is allocated fairly, regardless of gender	5% ... 81% (14%)	80 %	Not asked	81 %	71 %	83 %	94 %

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.

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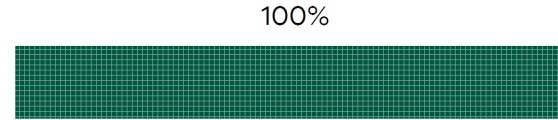
Example

100% of your staff who did the survey agreed or strongly agreed with 'I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration'.
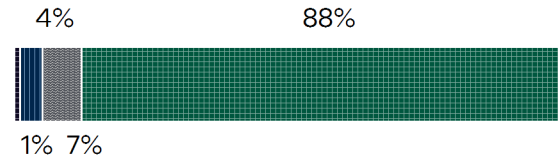
Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

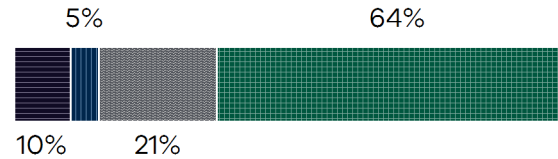| Survey question	Your results	2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	100% Agree	Not asked	Not asked	100 %	83 %	87 %	100 %
I understand how the Code of Conduct for Victorian public sector employees applies to my work	1% / 4% / 7% / 88%	Not asked	Not asked	88 %	75 %	88 %	96 %
My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	10% / 5% / 21% / 64%	Not asked	Not asked	64 %	42 %	55 %	74 %

People matter survey

2023

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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
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- Categories
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Demographics

Age, gender, variations in sex characteristics and sexual orientation

What this is

This is how staff describe their age, gender, variations in sex characteristics and sexual orientation.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

To protect you, we:
- de-identify all survey response data provided to your organisation
- don't release employee experience results when fewer than 10 people in a demographic group have responded to the survey
- don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total.

Age	(n)	%
15-34 years	19	19%
35-54 years	36	36%
55+ years	38	38%
Prefer not to say	7	7%

How would you describe your gender?	(n)	%
Woman	83	83%
Man	9	9%
Prefer not to say	6	6%
Non-binary and I use a different term	2	2%

Are you trans, non-binary or gender diverse?	(n)	%
No	92	92%
Prefer not to say	8	8%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?*	(n)	%
No	87	87%
Don't know	3	3%
Prefer not to say	10	10%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	68	68%
Prefer not to say	25	25%
Don't know	2	2%
Bisexual	2	2%
Asexual	2	2%
I use a different term	1	1%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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

Why this is important

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

How to read this

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

How we protect anonymity and privacy

To protect you, we:
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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	**0**	0%
Non Aboriginal and/or Torres Strait Islander	**94**	94%
Prefer not to say	**6**	6%

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	**4**	4%
No	**90**	90%
Prefer not to say	**6**	6%

Demographics

Cultural diversity 1 of 2

What this is

These are the personal characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

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Country of birth	(n)	%
Born in Australia	**74**	74%
Not born in Australia	**20**	20%
Prefer not to say	**6**	6%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Punjabi	**6**	32%
Malayalam	**5**	26%
Filipino	**3**	16%
Hindi	**2**	11%
Other	**2**	11%
Sinhalese	**1**	5%
Spanish	**1**	5%
Telugu	**1**	5%

Language other than English spoken with family or community	(n)	%
Yes	**19**	19%
No	**77**	77%
Prefer not to say	**4**	4%

Demographics

What this is

This is the cultural identity and religion of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

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Cultural identity	(n)	%
Australian	**69**	69%
English, Irish, Scottish and/or Welsh	**10**	10%
Prefer not to say	**8**	8%
South Asian	**7**	7%
Other	**4**	4%
East and/or South-East Asian	**4**	4%
Central and/or South American	**1**	1%
Central Asian	**1**	1%

Religion	(n)	%
No religion	**46**	46%
Christianity	**27**	27%
Prefer not to say	**14**	14%
Sikhism	**6**	6%
Hinduism	**3**	3%
Other	**3**	3%
Buddhism	**1**	1%

Demographics

Employment characteristics 1 of 2

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Working arrangement	(n)	%
Full-Time	23	23%
Part-Time	77	77%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	22	24%
Below $80k	55	59%
$80k to $120k	14	15%
$120k to $160k	2	2%

Organisational tenure	(n)	%
<1 year	16	16%
1 to less than 2 years	15	15%
2 to less than 5 years	21	21%
5 to less than 10 years	22	22%
10 to less than 20 years	18	18%
More than 20 years	8	8%

Management responsibility	(n)	%
Non-manager	85	85%
Other manager	9	9%
Manager of other manager(s)	6	6%

Employment type	(n)	%
Ongoing and executive	78	78%
Fixed term	15	15%
Other	7	7%

Demographics

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

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

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Primary workplace location over the last 3 months	(n)	%
Rural	46	46%
Melbourne: Suburbs	38	38%
Large regional city	13	13%
Other	2	2%
Melbourne CBD	1	1%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	31	31%
A frontline or service delivery location	45	45%
Home or private location	11	11%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	4	4%
Other	14	14%

Flexible work	(n)	%
Part-time	44	44%
Shift swap	25	25%
Flexible start and finish times	23	23%
No, I do not use any flexible work arrangements	19	19%
Working from an alternative location (e.g. home, hub/shared work space)	10	10%
Study leave	10	10%
Using leave to work flexible hours	9	9%
Working more hours over fewer days	6	6%
Job sharing	1	1%

Demographics

Adjustments

What this is

These are adjustments staff requested to perform in their role.

Why this is important

This shows organisations how flexible they are in adjusting for staff.

How to read this

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

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

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Have you requested any of the following adjustments at work?*	(n)	%
No, I have not requested adjustments	72	72%
Flexible working arrangements	23	23%
Physical modifications or improvements to the workplace	7	7%
Job redesign or role sharing	3	3%
Career development support strategies	1	1%
Other	1	1%

Why did you make this request?	(n)	%
Work-life balance	13	46%
Caring responsibilities	12	43%
Health	10	36%
Family responsibilities	5	18%
Disability	1	4%
Study commitments	1	4%

What was your experience with making the request?	(n)	%
The adjustments I needed were made and the process was satisfactory	21	75%
The adjustments I needed were made but the process was unsatisfactory	5	18%
The adjustments I needed were not made	2	7%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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

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

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Caring responsibility	(n)	%
None of the above	**37**	37%
Prefer not to say	**18**	18%
Primary school aged child(ren)	**16**	16%
Child(ren) - younger than preschool age	**15**	15%
Frail or aged person(s)	**13**	13%
Secondary school aged child(ren)	**13**	13%
Preschool aged child(ren)	**9**	9%
Person(s) with a medical condition	**8**	8%
Person(s) with disability	**6**	6%
Person(s) with a mental illness	**3**	3%
Other	**2**	2%

Demographics

Employment categories

What is this

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

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Which of the following categories best describes your current position?	(n)	%
Nursing Employees	35	35%
Support services	18	18%
Other health and social care	13	13%
Management, Administration and Corporate support	12	12%
Allied health - assistant	11	11%
Allied health - therapy discipline	7	7%
Community development	2	2%
Allied health - science discipline	1	1%

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

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

How to read this

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

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

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Which of the following best describes the primary operational area in which you work?	(n)	%
Hospital-based services	**31**	31%
Corporate services	**3**	3%
Community-based services	**21**	21%
Residential aged care services	**44**	44%

Is your primary work role in one of the following areas?	(n)	%
Aged care	**63**	64%
Maternity care	**2**	2%
Medical	**2**	2%
Mental health	**1**	1%
Rehabilitation	**3**	3%
Other	**18**	18%
Administration	**10**	10%

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