

People matter survey

2023

Have your say



People matter survey

2023

Have your say

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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 83% of this year's survey with your previous results.

Rounding of percentages

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

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

Survey questions and definitions

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

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Privacy and anonymity

To protect you, we:

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

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

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

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

Our public sector values

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

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

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



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



Report overview

Your comparator group 1 of 2

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

CenITex

Commission for Children and Young People

Court Services Victoria

Emergency Services Superannuation Board

Essential Services Commission

Family Violence Prevention Agency

Game Management Authority

Independent Broad-based Anti-corruption Commission

Infrastructure Victoria

Labour Hire Licensing Authority

Major Transport Infrastructure Authority

Office of Public Prosecutions

Office of the Chief Parliamentary Counsel

Office of the Governor Victoria

Office of the Legal Services Commissioner

Office of the Ombudsman Victoria

Office of the Victorian Electoral Commissioner

Office of the Victorian Government Architect

Office of the Victorian Inspectorate

Portable Long Service Authority

Public Record Office Victoria

Safe Transport Victoria

Safer Care Victoria

Service Victoria

Suburban Rail Loop Authority

Victorian Auditor-General's Office

Victorian Disability Worker Commission

Victorian Equal Opportunity and Human Rights Commission

Victorian Fisheries Authority

Victorian Gambling and Casino Control Commission

Victorian Government Solicitor's Office

Report overview

Your comparator group 2 of 2

What this is

This is a list of similar organisations to yours.

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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

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Victorian Public Sector
Commission

Victorian Responsible Gambling
Foundation

Victorian Skills Authority

Wage Inspectorate Victoria

Report overview

Your response rate

What this is

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

Why this is important

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

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

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

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

How to read this

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

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

2022

48%
(32)

Comparator 53%
Public Sector 42%

2023

42%
(24)

Comparator 59%
Public Sector 57%

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People outcomes

Scorecard: employee engagement index

What this is

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

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

The weightings for each engagement response are:

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

Why this is important

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

2022

80

Comparator 73
Public Sector 68

2023

80

Comparator 71
Public Sector 67

People outcomes

Engagement question results 1 of 2

What this is

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

Your organisation's engagement index

Your 2023 index is 80.

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.

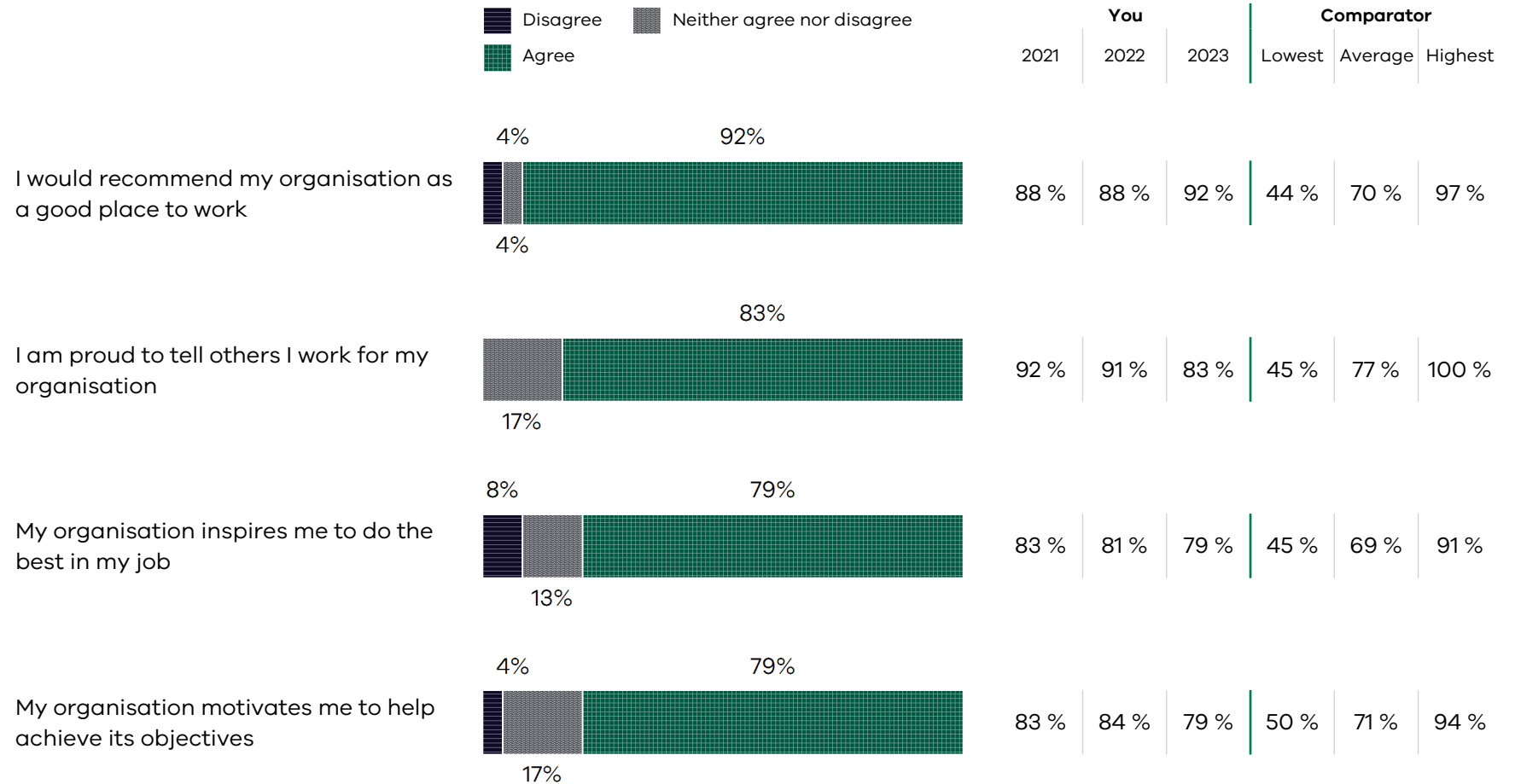
Example

92% of your staff who did the survey agreed or strongly agreed with 'I would recommend my organisation as a good place to work'.

Survey question

Your results

Benchmark agree results



People outcomes

Engagement question results 2 of 2

What this is

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

Your organisation's engagement index

Your 2023 index is 80.

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

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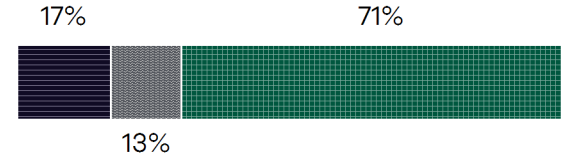
Example

71% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

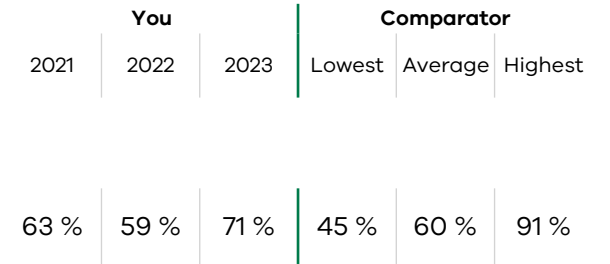
Survey question

I feel a strong personal attachment to my organisation

Your results



Benchmark agree results



People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What this is

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

There are more people outcomes scorecards throughout this report.

Why this is important

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

How to read this

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

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

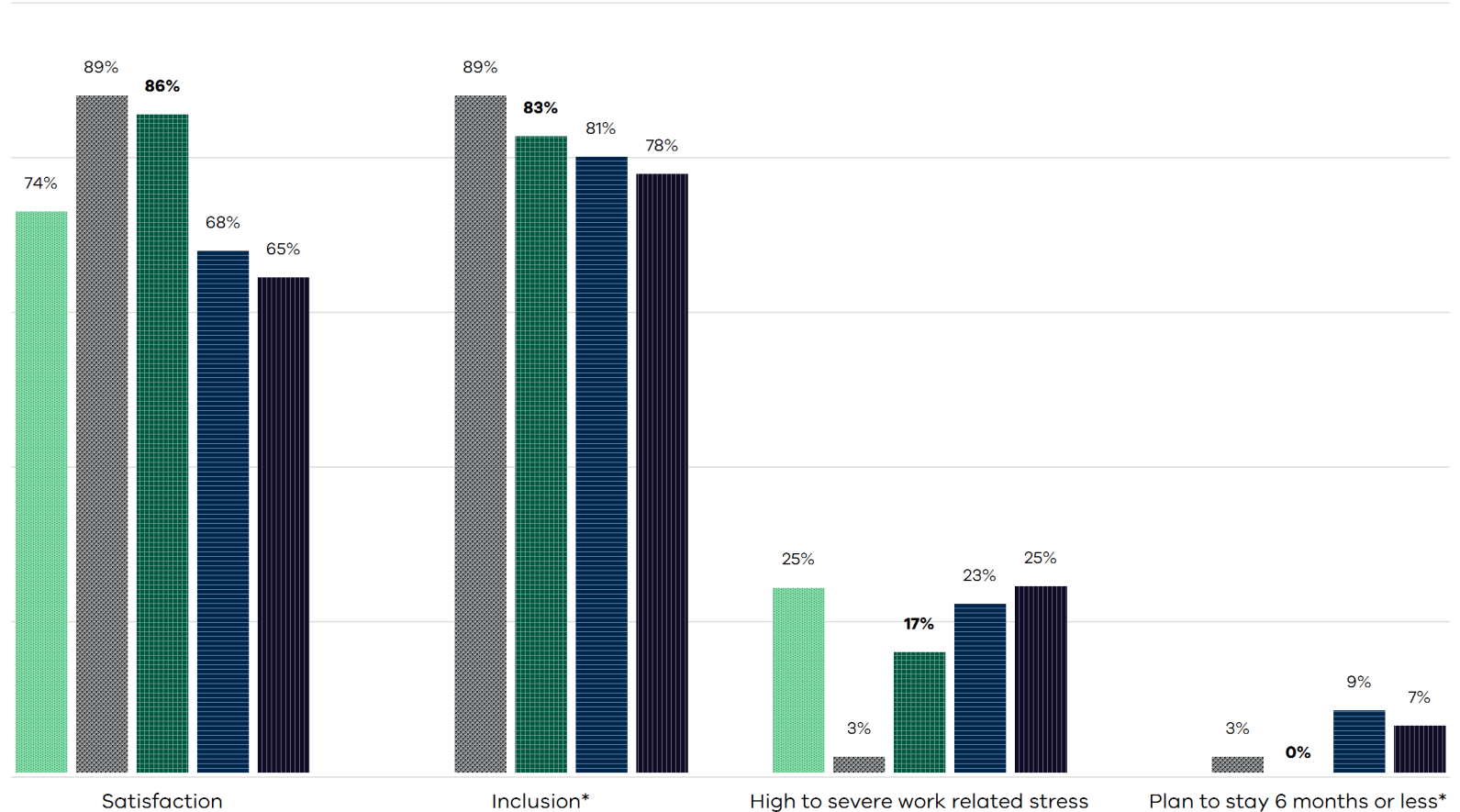
Example

In 2023:

- 86% of your staff who did the survey responded positively to questions about Satisfaction which is down from 89% in 2022.

Compared to:

- 68% of staff at your comparator and 65% 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 (light green), You 2022 (grey), You 2023 (dark green), Comparator 2023 (blue), Public sector 2023 (dark blue)

People outcomes

Satisfaction question results

What this is

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

Why this is important

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

How to read this

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

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

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

Example

100% of your staff who did the survey were satisfied or very satisfied with 'How satisfied are you with the work/life balance in your current job'.

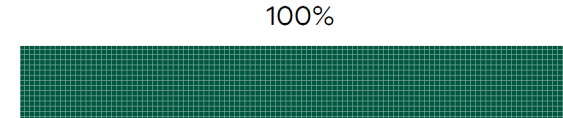
Survey question

Your results

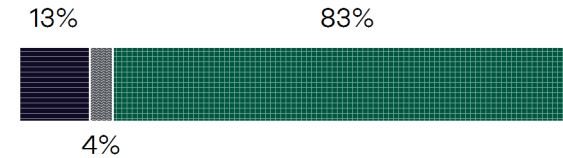
Benchmark satisfied results



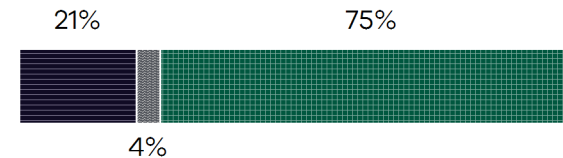
How satisfied are you with the work/life balance in your current job



Considering everything, how satisfied are you with your current job



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
How satisfied are you with the work/life balance in your current job	71 %	97 %	100 %	58 %	76 %	89 %
Considering everything, how satisfied are you with your current job	88 %	91 %	83 %	56 %	73 %	100 %
How satisfied are you with your career development within your current organisation	63 %	78 %	75 %	41 %	57 %	83 %

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

86% of your staff who did the survey were satisfied or very satisfied with '1'.

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.

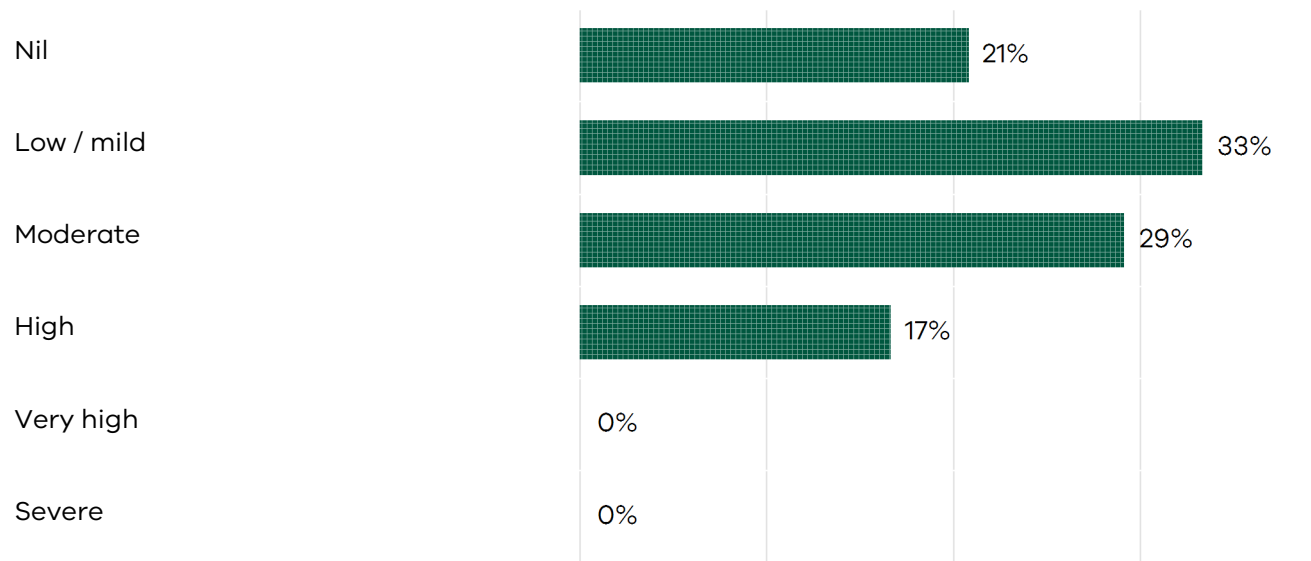
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

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.

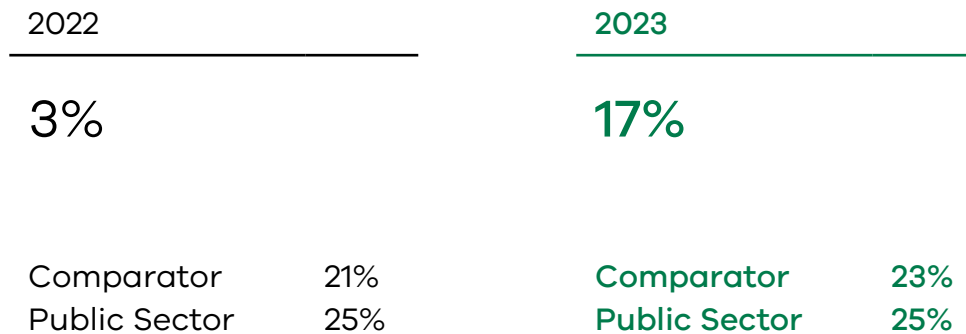
Example

17% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 23% of staff in your comparator group and 25% of staff across the public sector.

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



Reported levels of high to severe stress



People outcomes

Work-related stress causes

What this is

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

Why this is important

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

How to read this

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

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

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

Example

79% of your staff who did the survey said they experienced mild to severe stress.

Of that 79%, 42% said the top reason was 'Time pressure'.



Of those that experienced work related stress it was from ...	You 2022	You 2023	Comparator 2023	Public sector 2023
Time pressure	48%	42%	42%	41%
Workload	37%	42%	45%	49%
Dealing with clients, patients or stakeholders	26%	21%	17%	15%
Content, variety, or difficulty of work	15%	16%	14%	11%
Unclear job expectations	0%	16%	15%	14%
Competing home and work responsibilities	22%	11%	13%	14%
Job security	0%	11%	15%	11%
Management of work (e.g. supervision, training, information, support)	7%	11%	12%	13%
Organisation or workplace change	7%	11%	12%	12%
Other	4%	11%	10%	12%

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

21% of your staff who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

■ Leaving your organisation ■ Leaving the sector ■ Staying

Employees plan to work at your organisation for ...	You 2022	You 2023	Comparator 2023	Public sector 2023
Over 6 months and up to 1 year	13%	21%	13%	10%
Over 1 year and up to 3 years	38%	38%	31%	24%
Over 3 years and up to 5 years	31%	33%	16%	15%
Over 5 years	16%	8%	31%	45%

People outcomes

Inclusion question results

What this is

This is how included staff feel in their workplace.

Why this is important

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

How to read this

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

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

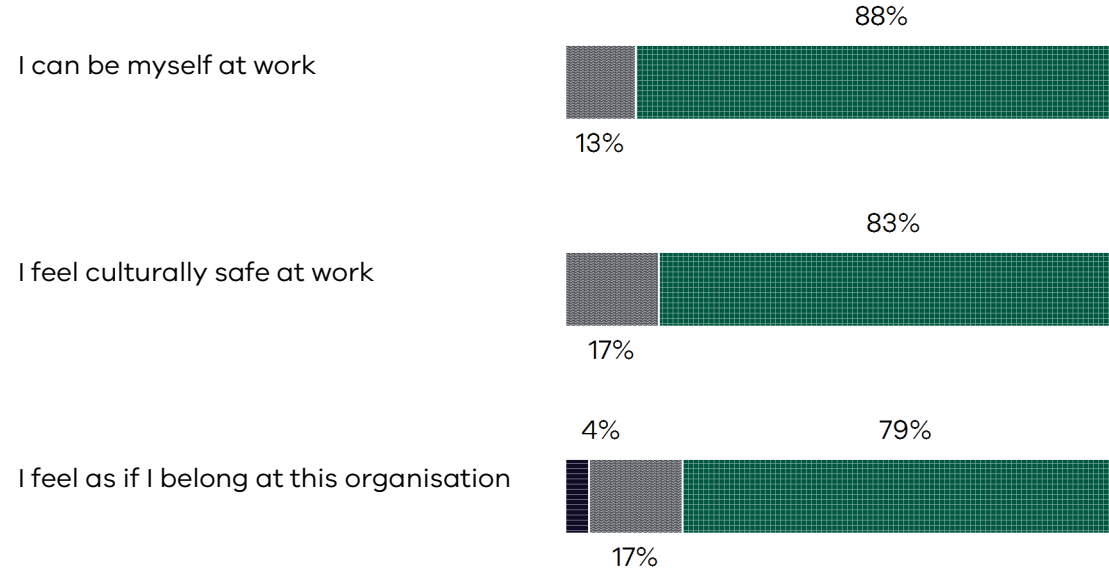
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

88% 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

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I can be myself at work	Not asked	88 %	88 %	72 %	83 %	100 %
I feel culturally safe at work	92 %	88 %	83 %	69 %	86 %	100 %
I feel as if I belong at this organisation	Not asked	91 %	79 %	50 %	73 %	97 %

People outcomes

Inclusion - Barriers to success

What this is

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

Why this is important

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

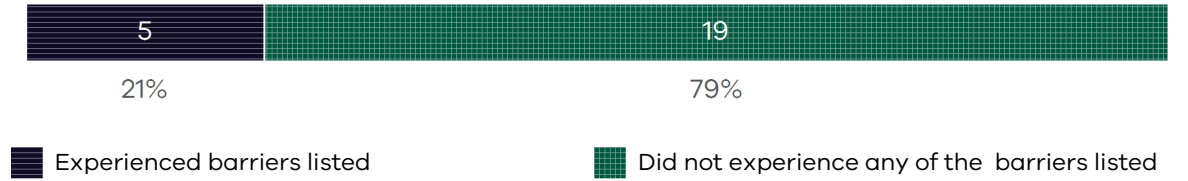
How to read this

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

Why there are no further details

We've not published the results for individual response options because the number of respondents from your organisation is fewer than 30 individuals. We do this to protect participant anonymity.

Staff who experienced one or more barriers to success at work



People outcomes

Inclusion - Witnessed barriers to success

What this is

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

Why this is important

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

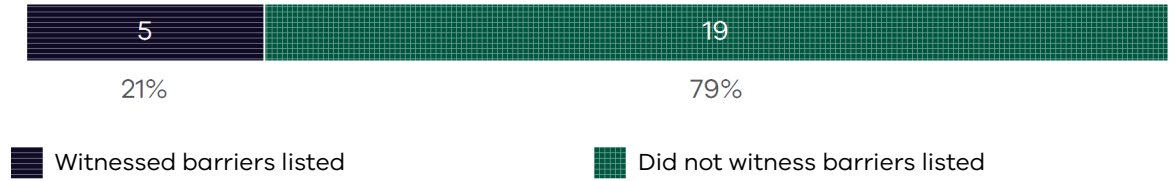
How to read this

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

Why there are no further details

We've not published the results for individual response options because the number of respondents from your organisation is fewer than 30 individuals. We do this to protect participant anonymity.

Staff who witnessed one or more barriers to success at work



People outcomes

Scorecard: emotional effects of work

What this is

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

Why this is important

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

How to read this

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

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

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

Example

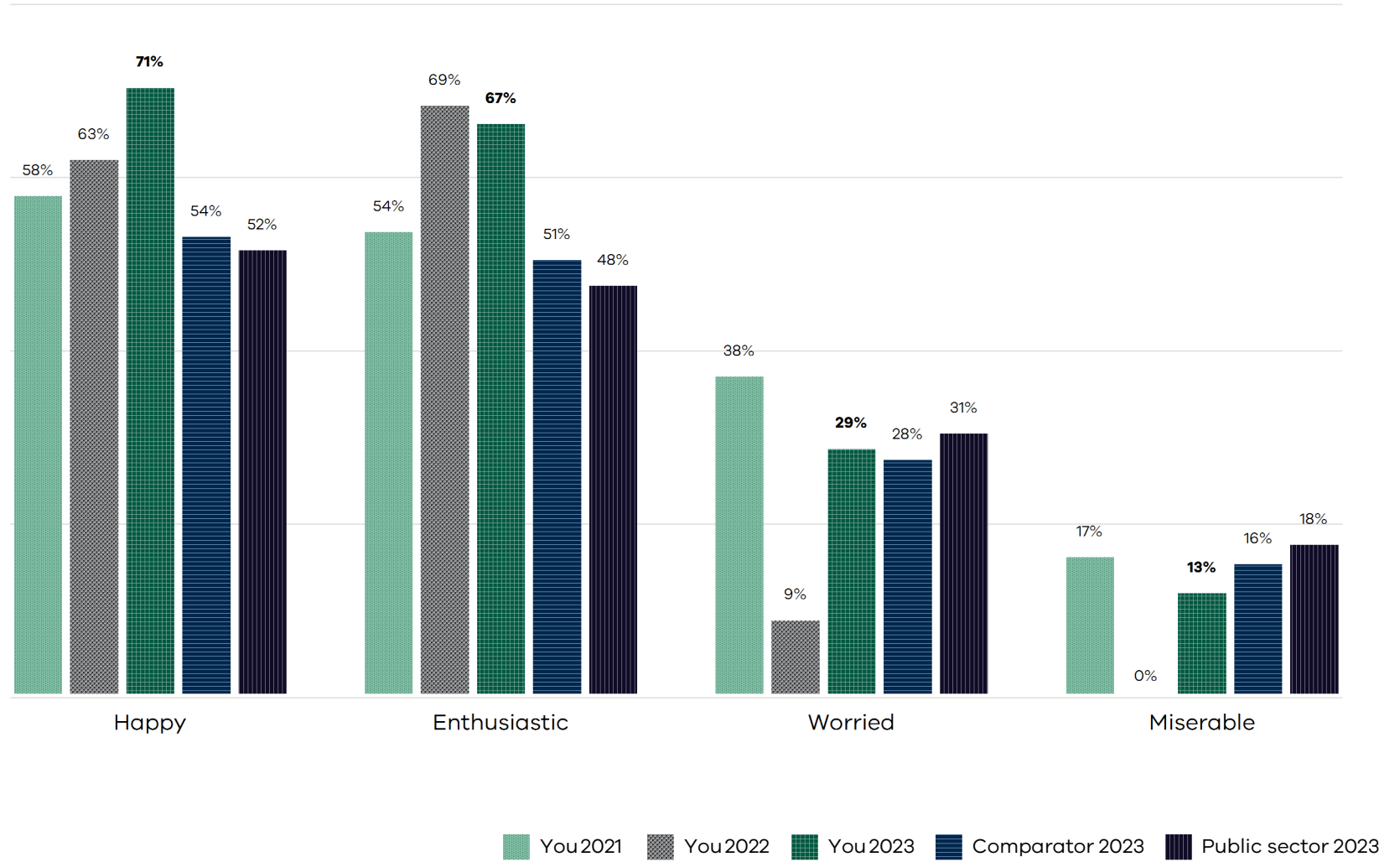
In 2023:

- 71% of your staff who did the survey said work made them feel happy in 2023, which is up from 63% in 2022

Compared to:

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

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



People outcomes

Scorecard: negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

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

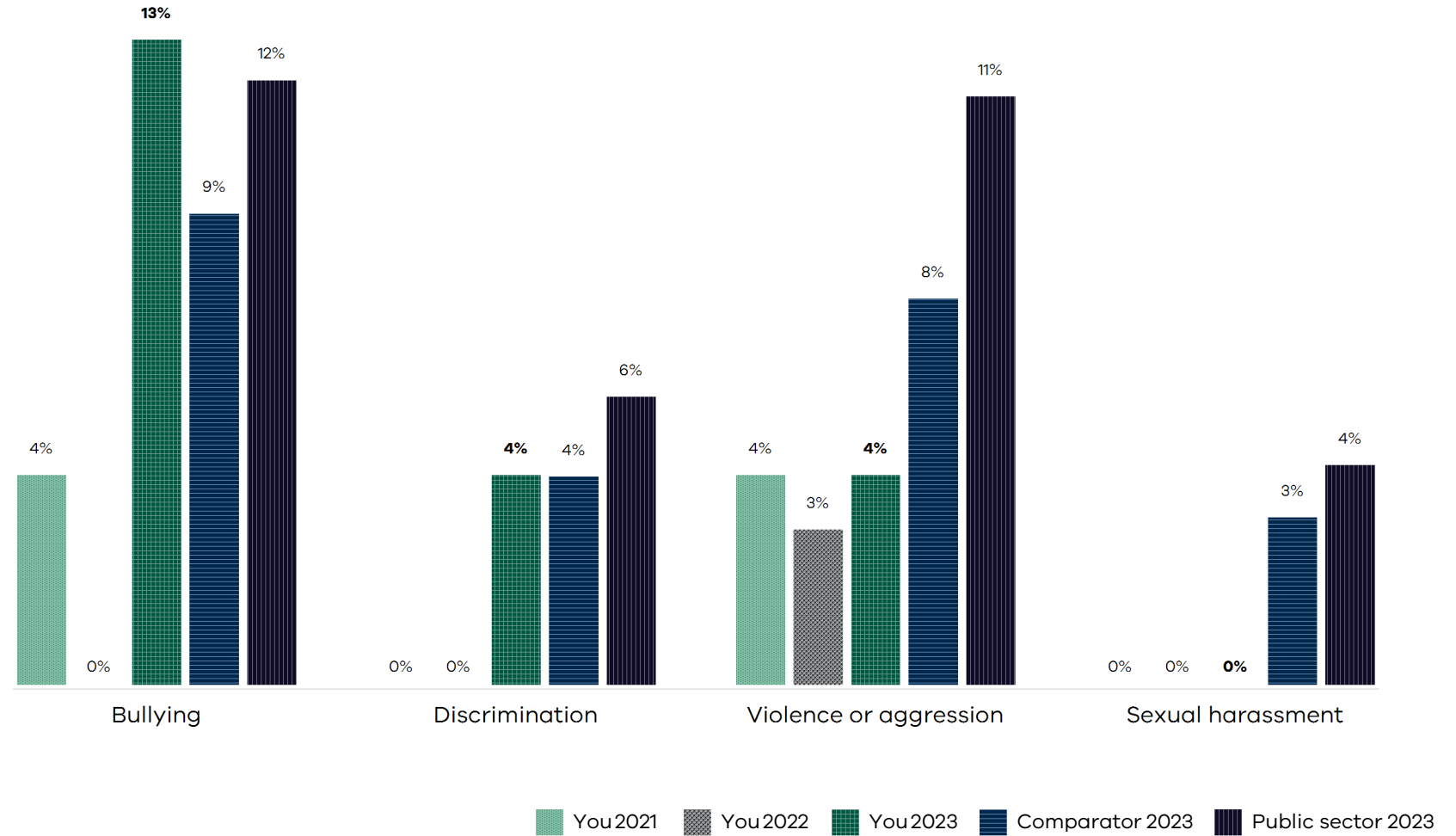
Example

In 2023:

- 13% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months which is up from 0% in 2022.

Compared to:

- 9% of staff at your comparator and 12% of staff across the public sector.



People outcomes

Bullying

What this is

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

Why this is important

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

Why there is no data here

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

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.

People outcomes

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.

Why there is no data here

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

We do this to protect the respondents.

Negative behaviour

Witnessing negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

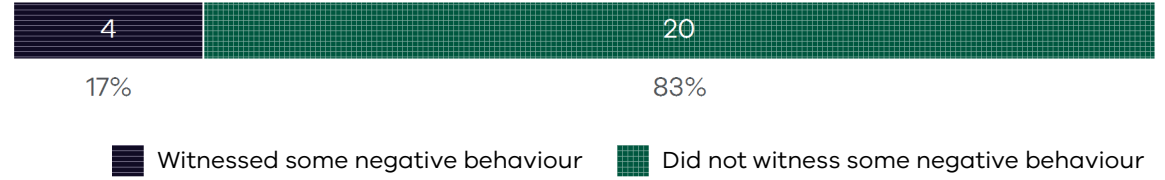
In descending order, the table shows the answers.

Example

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?



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%	85%	81%
Bullying of a colleague	17%	11%	13%

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Key differences

Highest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Flexible working', the 'You 2023' column shows 100% of your staff agreed with 'My manager supports working flexibly'.

In the 'Change from 2022' column, you have a 6% increase, which is a positive trend.

Question group	Highest scoring questions	You 2023	Change from 2022	Comparator 2023
Flexible working	My manager supports working flexibly	100%	+6%	90%
Job enrichment	I can use my skills and knowledge in my job	100%	0%	90%
Job enrichment	I clearly understand what I am expected to do in this job	100%	+3%	83%
Job enrichment	I understand how my job helps my organisation achieve its goals	100%	0%	92%
Organisational integrity	My organisation is committed to earning a high level of public trust	100%	0%	84%
Safety climate	My organisation provides a physically safe work environment	100%	+3%	91%
Satisfaction	How satisfied are you with the work/life balance in your current job	100%	+3%	76%
Gender equality supporting measures	My organisation uses inclusive and respectful images and language	100%	Not asked in 2022	87%
Gender equality supporting measures	My organisation would support me if I needed to take family violence leave	100%	Not asked in 2022	84%
Quality service delivery	My workgroup provides high quality advice and services	100%	0%	86%

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 'Learning and development', the 'You 2023' column shows 54% of your staff agreed with 'I am satisfied with the opportunities to progress in my organisation'.

In the 'Change from 2022' column, you have a 2% decrease, which is a negative trend.

Question subgroup	Lowest scoring questions	You 2023	Change from 2022	Comparator 2023
Learning and development	I am satisfied with the opportunities to progress in my organisation	54%	-2%	46%
Collaboration	Workgroups across my organisation willingly share information with each other	54%	-11%	65%
Organisational integrity	My organisation does not tolerate improper conduct	63%	-16%	75%
Safety climate	All levels of my organisation are involved in the prevention of stress	63%	-3%	54%
Taking action	My organisation has made improvements based on the survey results from last year	63%	+3%	40%
Organisational integrity	I believe the promotion processes in my organisation are fair	67%	-2%	47%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	67%	+4%	58%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	67%	-5%	54%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	71%	-17%	60%
Learning and development	My organisation places a high priority on the learning and development of staff	71%	-10%	60%

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 'Engagement', the 'You 2023' column shows 71% of your staff agreed with 'I feel a strong personal attachment to my organisation'.

In the 'Increase from 2022' column, you have a 11% increase, which is a positive trend.

Question group	Most improved from last year	You 2023	Increase from 2022	Comparator 2023
Engagement	I feel a strong personal attachment to my organisation	71%	+11%	60%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	96%	+8%	81%
Flexible working	My manager supports working flexibly	100%	+6%	90%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	75%	+6%	58%
Organisational integrity	I have an equal chance at promotion in my organisation	71%	+5%	52%
Engagement	I would recommend my organisation as a good place to work	92%	+4%	70%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	67%	+4%	58%
Manager leadership	My manager demonstrates honesty and integrity	92%	+4%	90%
Satisfaction	How satisfied are you with the work/life balance in your current job	100%	+3%	76%
Job enrichment	I clearly understand what I am expected to do in this job	100%	+3%	83%

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 'Senior leadership', the 'You 2023' column shows 75% of your staff agreed with 'Senior leaders provide clear strategy and direction'.

In the 'Decrease from 2022' column, you have a 22% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2023	Decrease from 2022	Comparator 2023
Senior leadership	Senior leaders provide clear strategy and direction	75%	-22%	65%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	71%	-17%	60%
Organisational integrity	My organisation does not tolerate improper conduct	63%	-16%	75%
Organisational integrity	I believe the recruitment processes in my organisation are fair	71%	-14%	65%
Manager support	I receive meaningful recognition when I do good work	71%	-14%	69%
Manager support	My manager listens to what I have to say	83%	-14%	87%
Meaningful work	I achieve something important through my work	88%	-13%	89%
Quality service delivery	My workgroup uses its resources well	75%	-13%	71%
Collaboration	Workgroups across my organisation willingly share information with each other	54%	-11%	65%
Inclusion	I feel as if I belong at this organisation	79%	-11%	73%

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 'Senior leadership', the 'You2023' column shows 96% of your staff agreed with 'Senior leaders model my organisation's values'.

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

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Senior leadership	Senior leaders model my organisation's values	96%	+25%	71%
Satisfaction	How satisfied are you with the work/life balance in your current job	100%	+24%	76%
Taking action	My organisation has made improvements based on the survey results from last year	63%	+23%	40%
Engagement	I would recommend my organisation as a good place to work	92%	+21%	70%
Organisational integrity	I believe the promotion processes in my organisation are fair	67%	+19%	47%
Taking action	I believe my organisation will make improvements based on the results of this survey	75%	+19%	56%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	79%	+19%	60%
Organisational integrity	I have an equal chance at promotion in my organisation	71%	+19%	52%
Satisfaction	How satisfied are you with your career development within your current organisation	75%	+18%	57%
Senior leadership	Senior leaders demonstrate honesty and integrity	92%	+18%	74%

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 'Organisational integrity', the 'You 2023' column shows 63% of your staff agreed with 'My organisation does not tolerate improper conduct'.

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

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Organisational integrity	My organisation does not tolerate improper conduct	63%	-13%	75%
Collaboration	Workgroups across my organisation willingly share information with each other	54%	-11%	65%
Manager support	My manager listens to what I have to say	83%	-3%	87%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	75%	-3%	78%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	71%	-3%	73%
Inclusion	I feel culturally safe at work	83%	-2%	86%
Learning and development	I am developing and learning in my role	75%	-1%	76%
Manager support	My manager gives me feedback that helps me improve my performance	75%	-1%	76%
Meaningful work	I achieve something important through my work	88%	-1%	89%
Manager support	My manager provides me with enough support when I need it	83%	-1%	84%

People matter survey

2023

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Taking action

What this is

This is how well staff feel their organisation takes action and makes improvements from your survey results.

Why this is important

If your organisation takes action as a result of survey results, your staff may feel their feedback is valuable.

How to read this

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

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

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

Example

75% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this survey'.

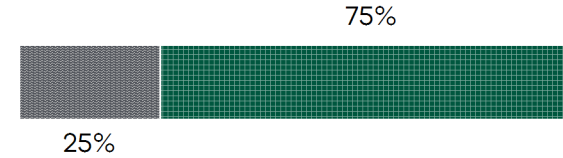
Survey question

Your results

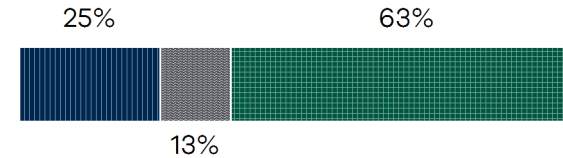
Benchmark agree results



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



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this survey	Not asked	81 %	75 %	26 %	56 %	94 %
My organisation has made improvements based on the survey results from last year	Not asked	59 %	63 %	20 %	40 %	80 %

People matter survey

2023

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Senior leadership

Senior leadership

What this is

This is how supported staff feel by senior leaders in their organisation and how well they believe senior leaders communicate.

Why this is important

Supportive senior leaders who communicate well mean staff may feel more connected to their work and organisation.

How to read this

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

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

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

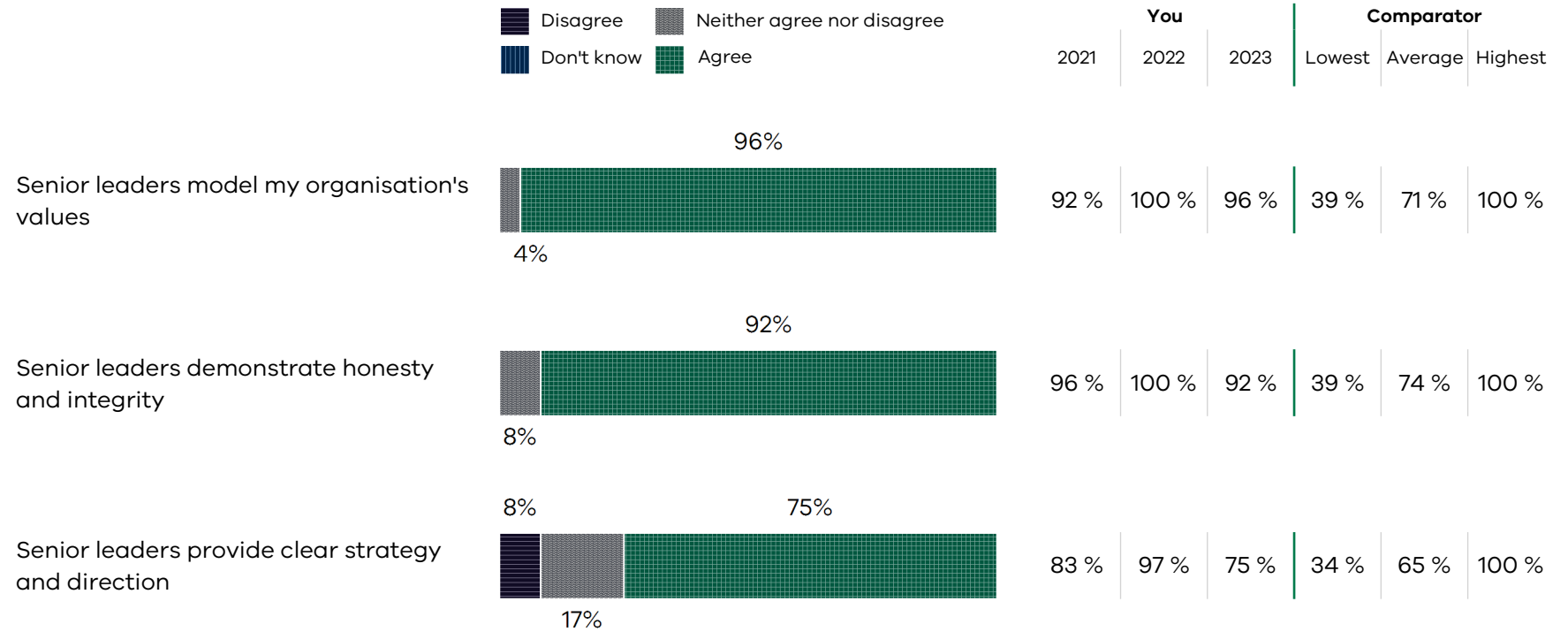
Example

96% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question

Your results

Benchmark agree results



People matter survey

2023

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Organisational climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

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

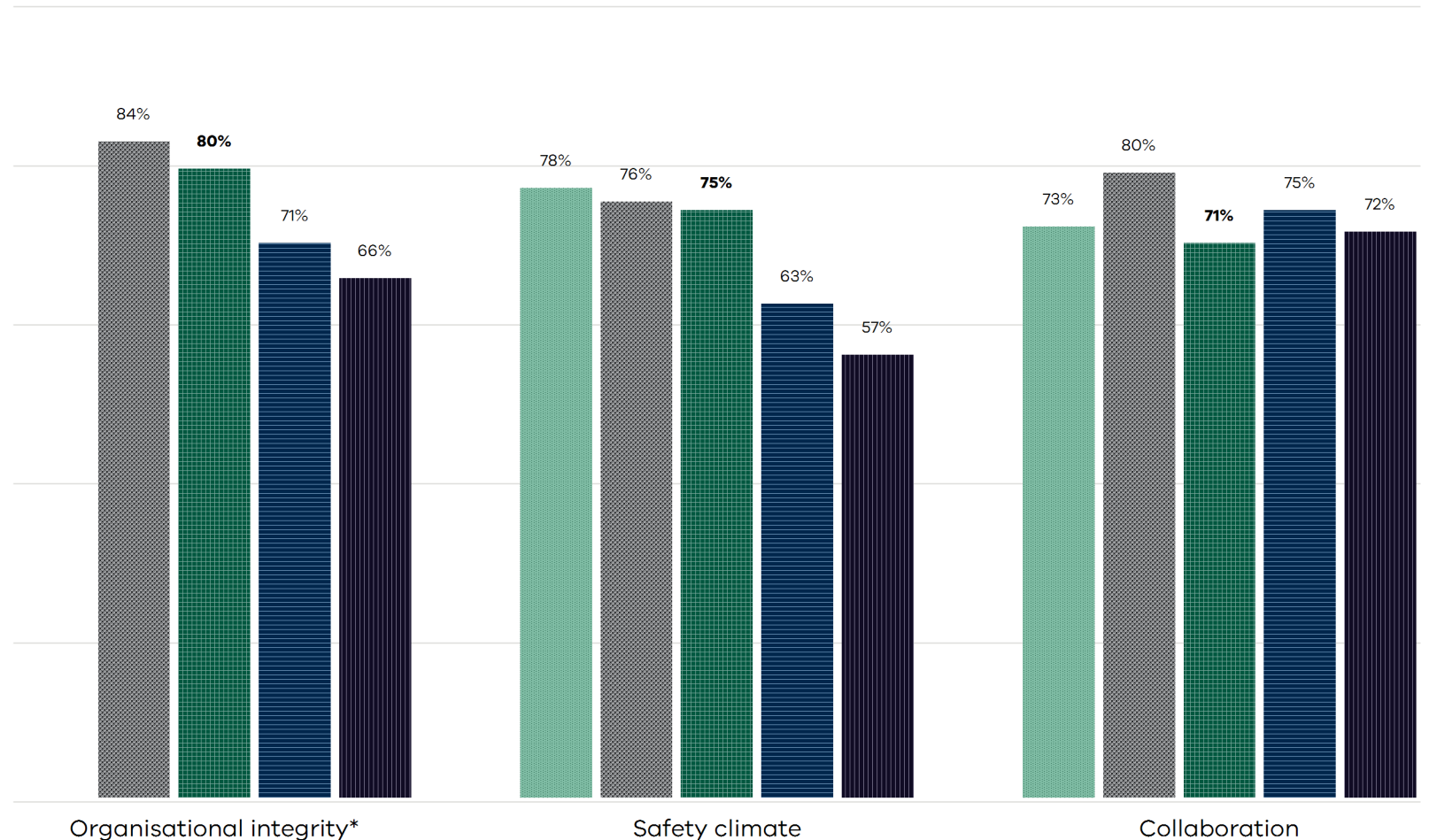
Example

In 2023:

- 80% of your staff who did the survey responded positively to questions about Organisational integrity which is down from 84% in 2022.

Compared to:

- 71% of staff at your comparator and 66% of staff across the public sector.



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

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

Organisational climate

Organisational integrity 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

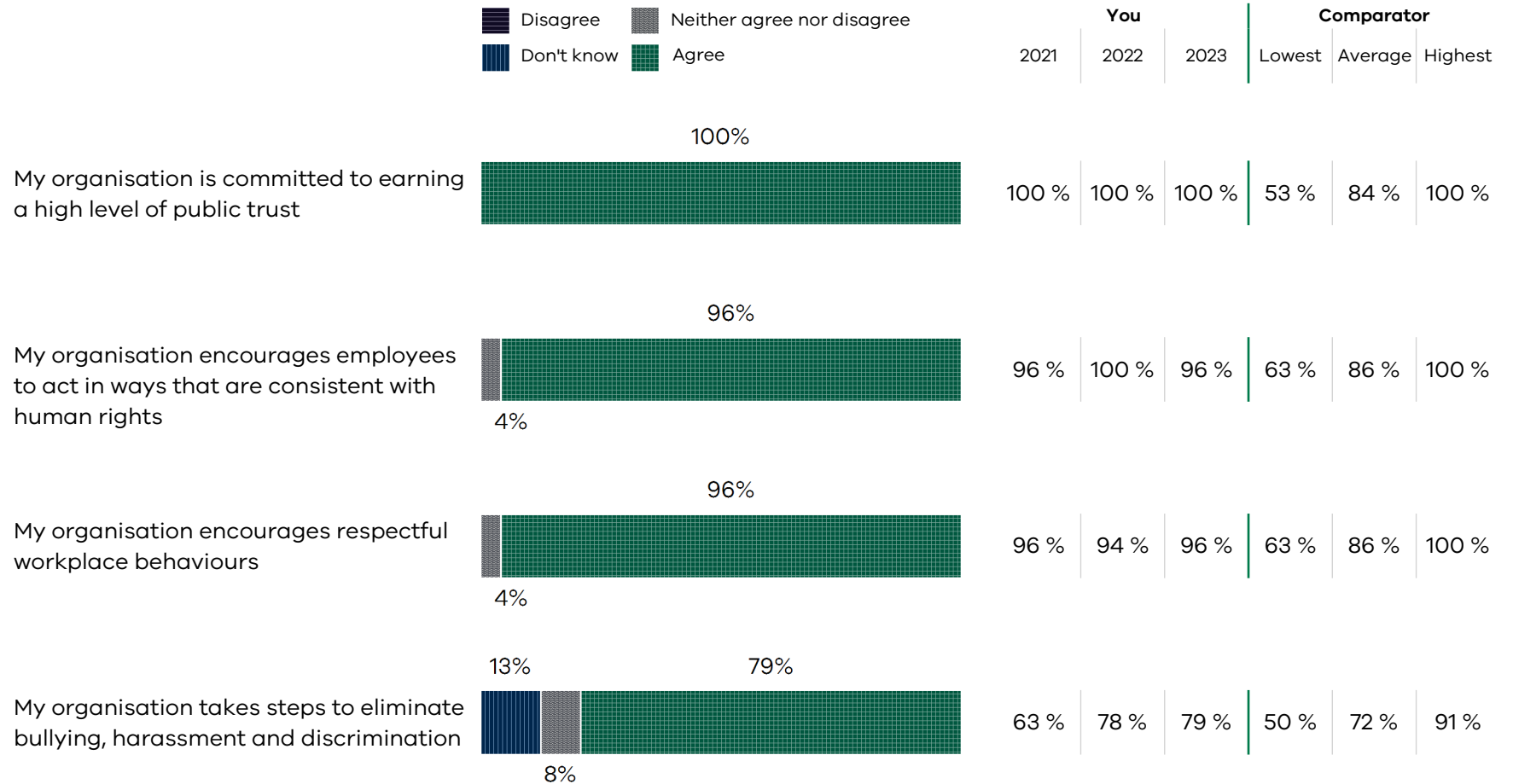
Example

100% of your staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

Survey question

Your results

Benchmark agree results



Organisational climate

Organisational integrity 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

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

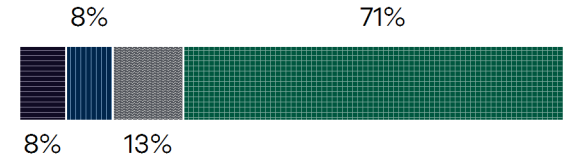
Survey question

Your results

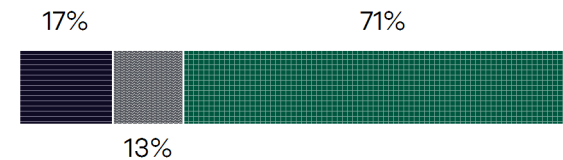
Benchmark agree results



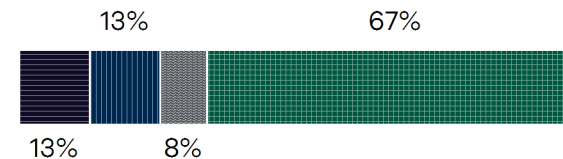
I believe the recruitment processes in my organisation are fair



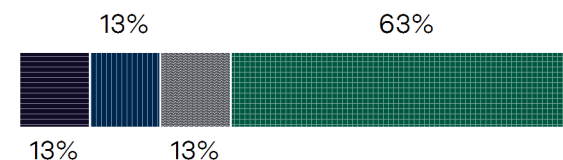
I have an equal chance at promotion in my organisation



I believe the promotion processes in my organisation are fair



My organisation does not tolerate improper conduct



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I believe the recruitment processes in my organisation are fair	Not asked	84 %	71 %	33 %	65 %	86 %
I have an equal chance at promotion in my organisation	Not asked	66 %	71 %	38 %	52 %	74 %
I believe the promotion processes in my organisation are fair	Not asked	69 %	67 %	32 %	47 %	71 %
My organisation does not tolerate improper conduct	75 %	78 %	63 %	48 %	75 %	94 %

Organisational climate

Collaboration

What this is

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

Why this is important

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

How to read this

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

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

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

Example

88% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

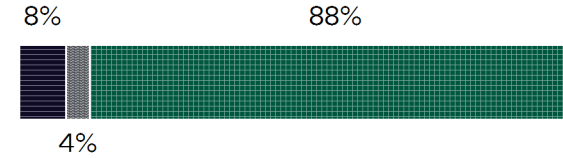
Survey question

Your results

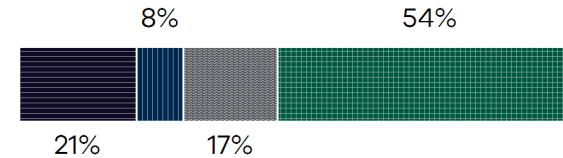
Benchmark agree results



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



Workgroups across my organisation willingly share information with each other



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	83 %	94 %	88 %	68 %	85 %	94 %
Workgroups across my organisation willingly share information with each other	63 %	66 %	54 %	41 %	65 %	97 %

Organisational climate

Safety climate 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

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

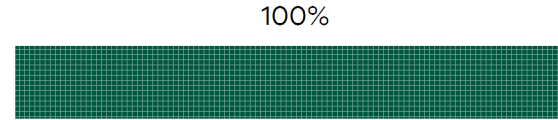
Survey question

Your results

Benchmark agree results

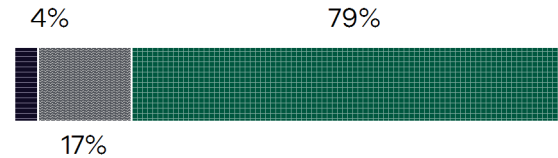


My organisation provides a physically safe work environment



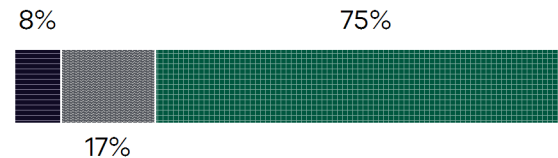
	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation provides a physically safe work environment	100 %	97 %	100 %	80 %	91 %	100 %

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



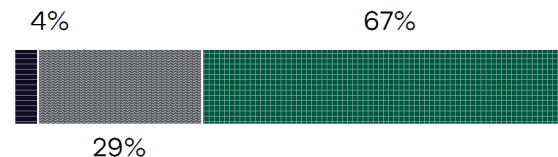
Senior leaders consider the psychological health of employees to be as important as productivity	88 %	91 %	79 %	41 %	65 %	91 %
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Senior leaders show support for stress prevention through involvement and commitment



Senior leaders show support for stress prevention through involvement and commitment	79 %	69 %	75 %	29 %	58 %	91 %
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In my workplace, there is good communication about psychological safety issues that affect me



In my workplace, there is good communication about psychological safety issues that affect me	67 %	63 %	67 %	32 %	58 %	89 %
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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.

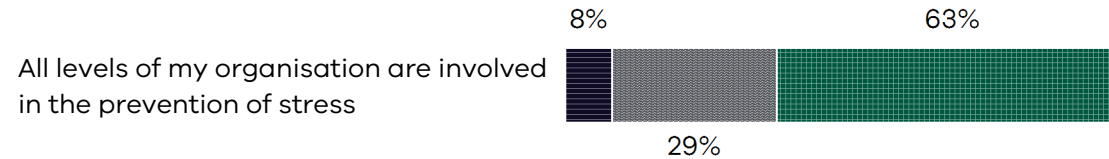
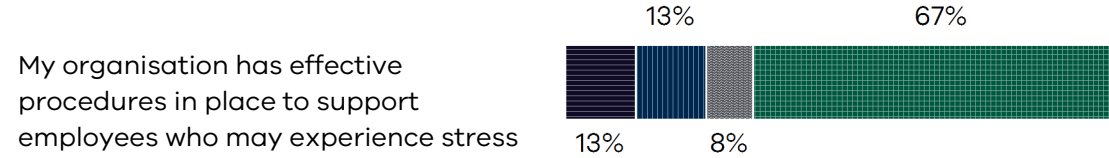
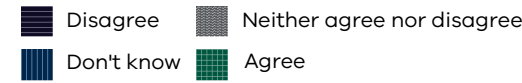
Example

67% of your staff who did the survey agreed or strongly agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.

Survey question

Your results

Benchmark agree results



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation has effective procedures in place to support employees who may experience stress	71 %	72 %	67 %	34 %	54 %	80 %
All levels of my organisation are involved in the prevention of stress	63 %	66 %	63 %	35 %	54 %	86 %

People matter survey

2023

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- Leadership
- Human rights

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.

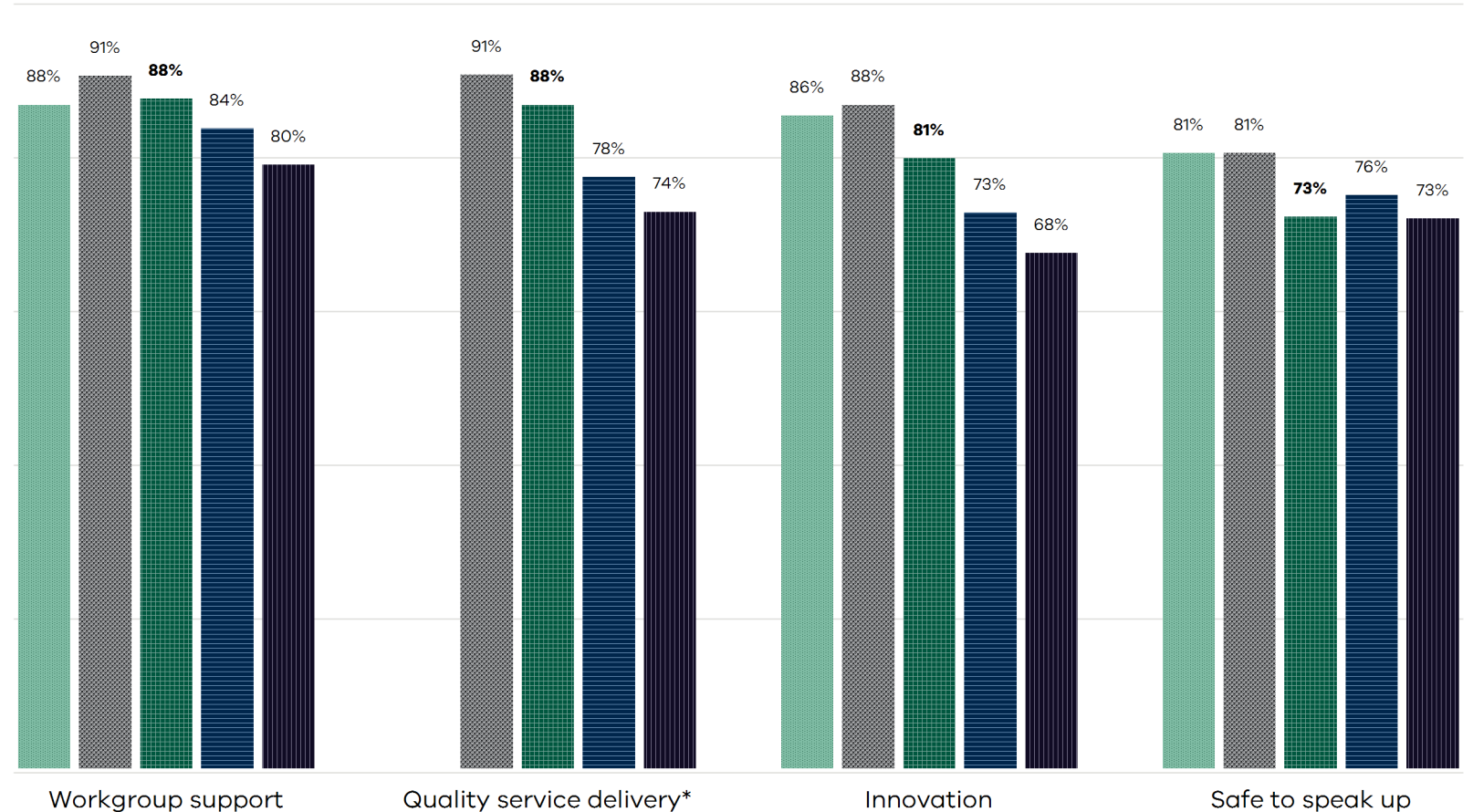
Example

In 2023:

- 88% of your staff who did the survey responded positively to questions about Workgroup support which is down from 91% in 2022.

Compared to:

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



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

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

Workgroup climate

Quality service delivery

What this is

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

Why this is important

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

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

How to read this

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

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

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

Example

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

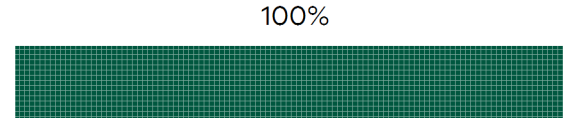
Survey question

Your results



Benchmark agree results

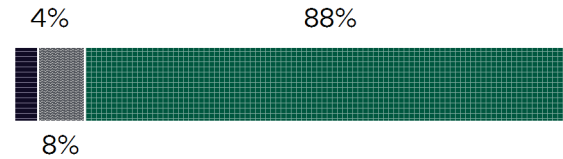
My workgroup provides high quality advice and services



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest

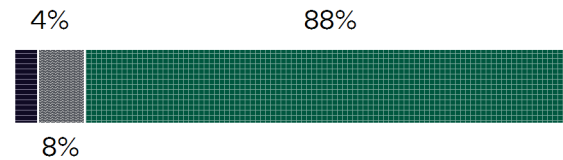
Not asked	100 %	100 %	100 %	76 %	86 %	100 %
-----------	-------	-------	-------	------	------	-------

My workgroup acts fairly and without bias



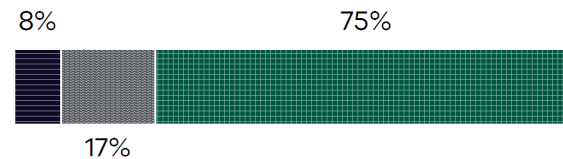
Not asked	94 %	88 %	88 %	69 %	81 %	100 %
-----------	------	------	------	------	------	-------

My workgroup has clear lines of responsibility



88 %	84 %	88 %	88 %	59 %	74 %	100 %
------	------	------	------	------	------	-------

My workgroup uses its resources well



Not asked	88 %	75 %	75 %	58 %	71 %	91 %
-----------	------	------	------	------	------	------

Workgroup climate

Innovation

What this is

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

Why this is important

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

How to read this

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

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

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

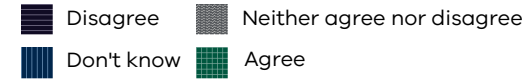
Example

83% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.

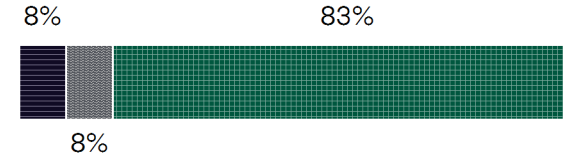
Survey question

Your results

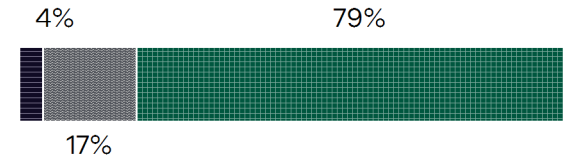
Benchmark agree results



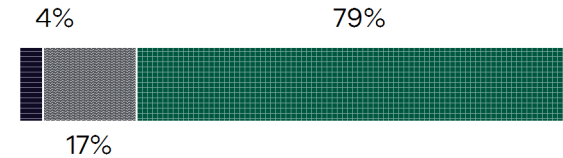
My workgroup learns from failures and mistakes



My workgroup encourages employee creativity



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest

79 %	91 %	83 %	61 %	74 %	89 %
------	------	------	------	------	------

83 %	81 %	79 %	58 %	71 %	93 %
------	------	------	------	------	------

96 %	91 %	79 %	61 %	75 %	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

96% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

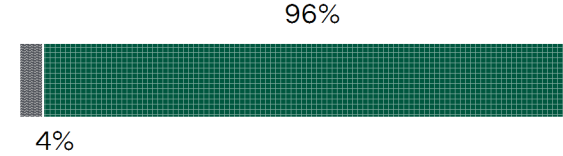
Survey question

Your results

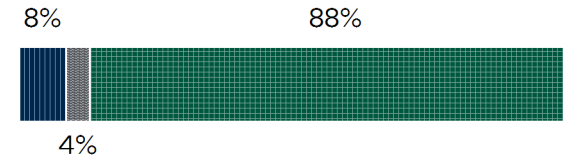
Benchmark agree results



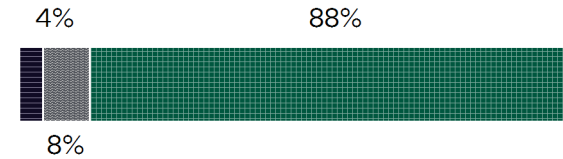
People in my workgroup treat each other with respect



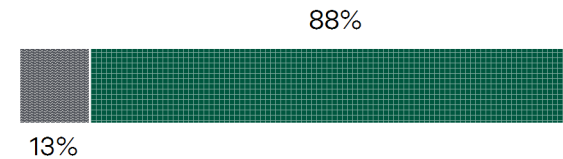
People in my workgroup appropriately manage conflicts of interest



People in my workgroup are politically impartial in their work



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
People in my workgroup treat each other with respect	96 %	94 %	96 %	75 %	88 %	100 %
People in my workgroup appropriately manage conflicts of interest	75 %	91 %	88 %	56 %	80 %	100 %
People in my workgroup are politically impartial in their work	83 %	94 %	88 %	77 %	85 %	100 %
People in my workgroup work together effectively to get the job done	92 %	94 %	88 %	75 %	86 %	100 %

Workgroup climate

Workgroup support 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

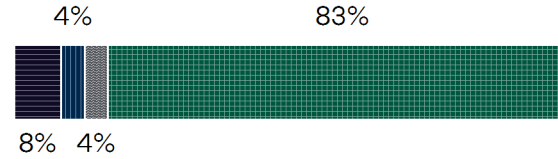
Example

83% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are honest, open and transparent in their dealings'.

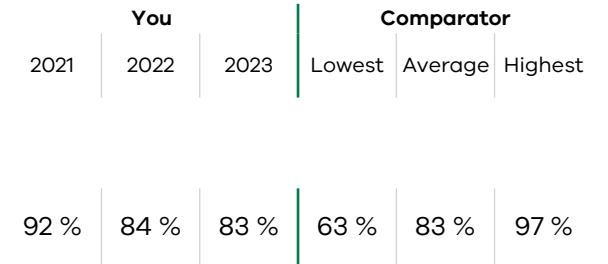
Survey question

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

Your results



Benchmark agree results



Workgroup climate

Safe to speak up

What this is

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

Why this is important

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

How to read this

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

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

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

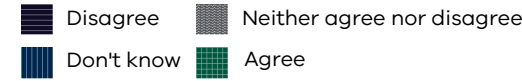
Example

75% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.

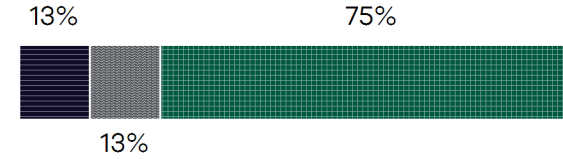
Survey question

Your results

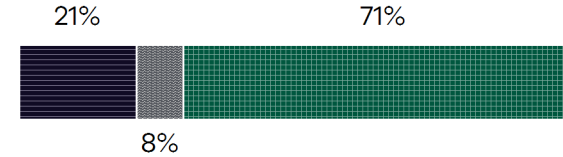
Benchmark agree results



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



I feel safe to challenge inappropriate behaviour at work



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
People in my workgroup are able to bring up problems and tough issues	88 %	81 %	75 %	63 %	78 %	97 %
I feel safe to challenge inappropriate behaviour at work	75 %	81 %	71 %	53 %	73 %	94 %

People matter survey

2023

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- Human rights

Job and manager factors

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

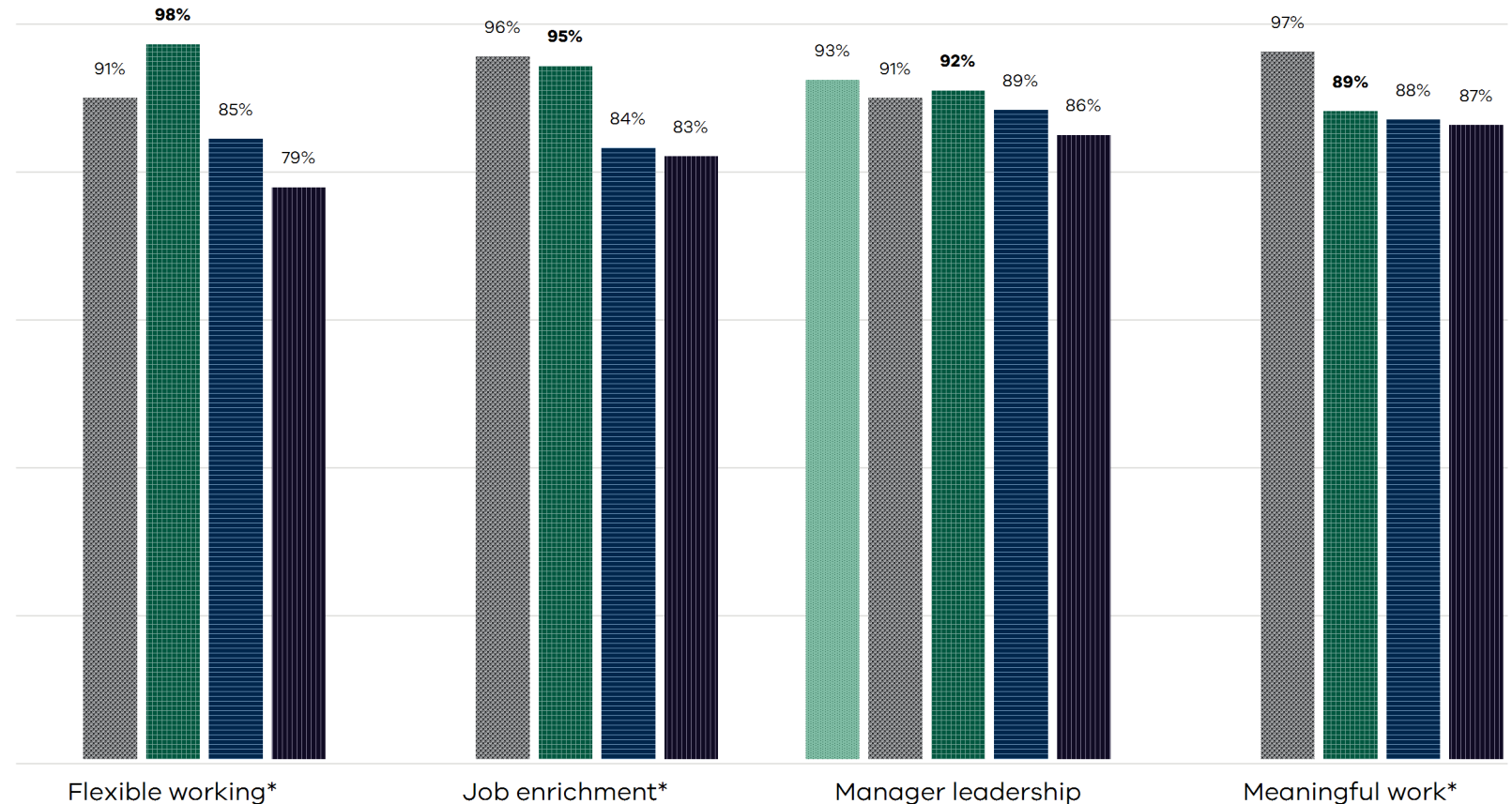
Example

In 2023:

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

Compared to:

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



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

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

Job and manager factors

Scorecard 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

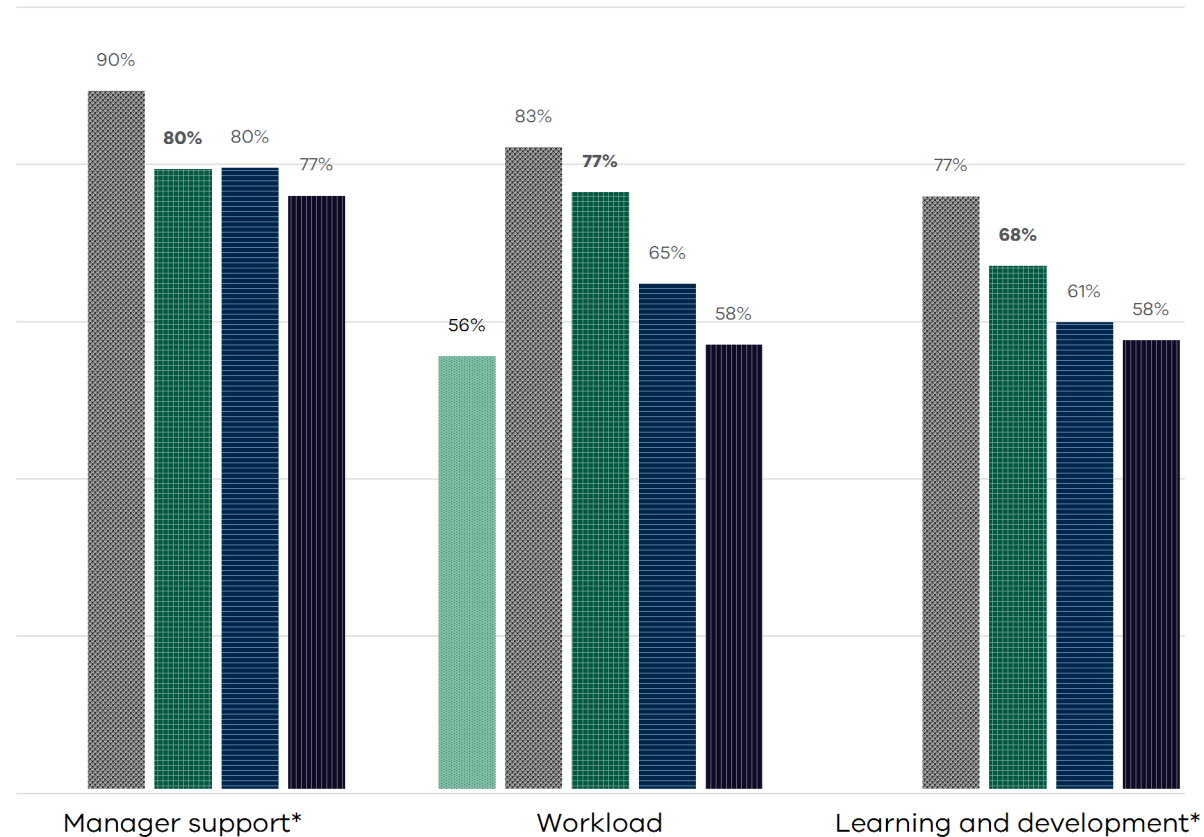
Example

In 2023:

- 80% of your staff who did the survey responded positively to questions about Manager support.

Compared to:

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



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

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

Job and manager factors

Manager leadership

What this is

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

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

How to read this

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

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

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

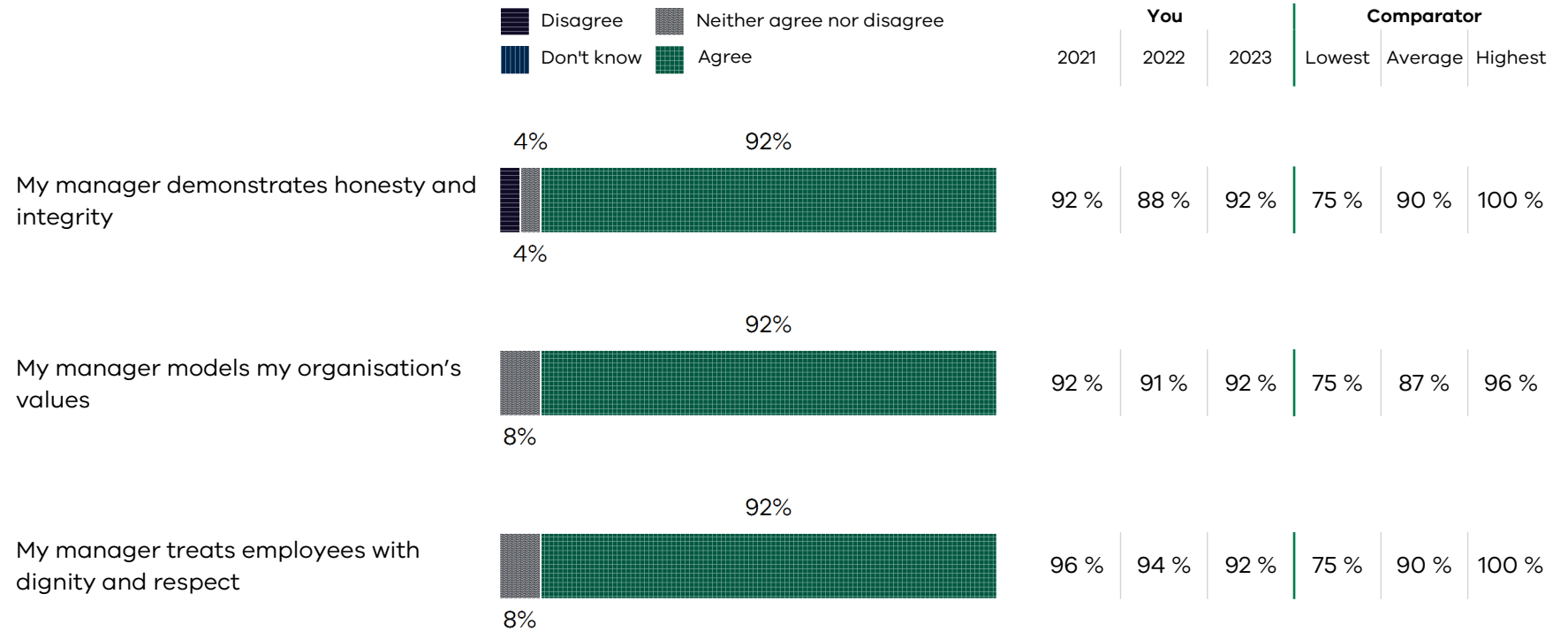
Example

92% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question

Your results

Benchmark agree results



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.

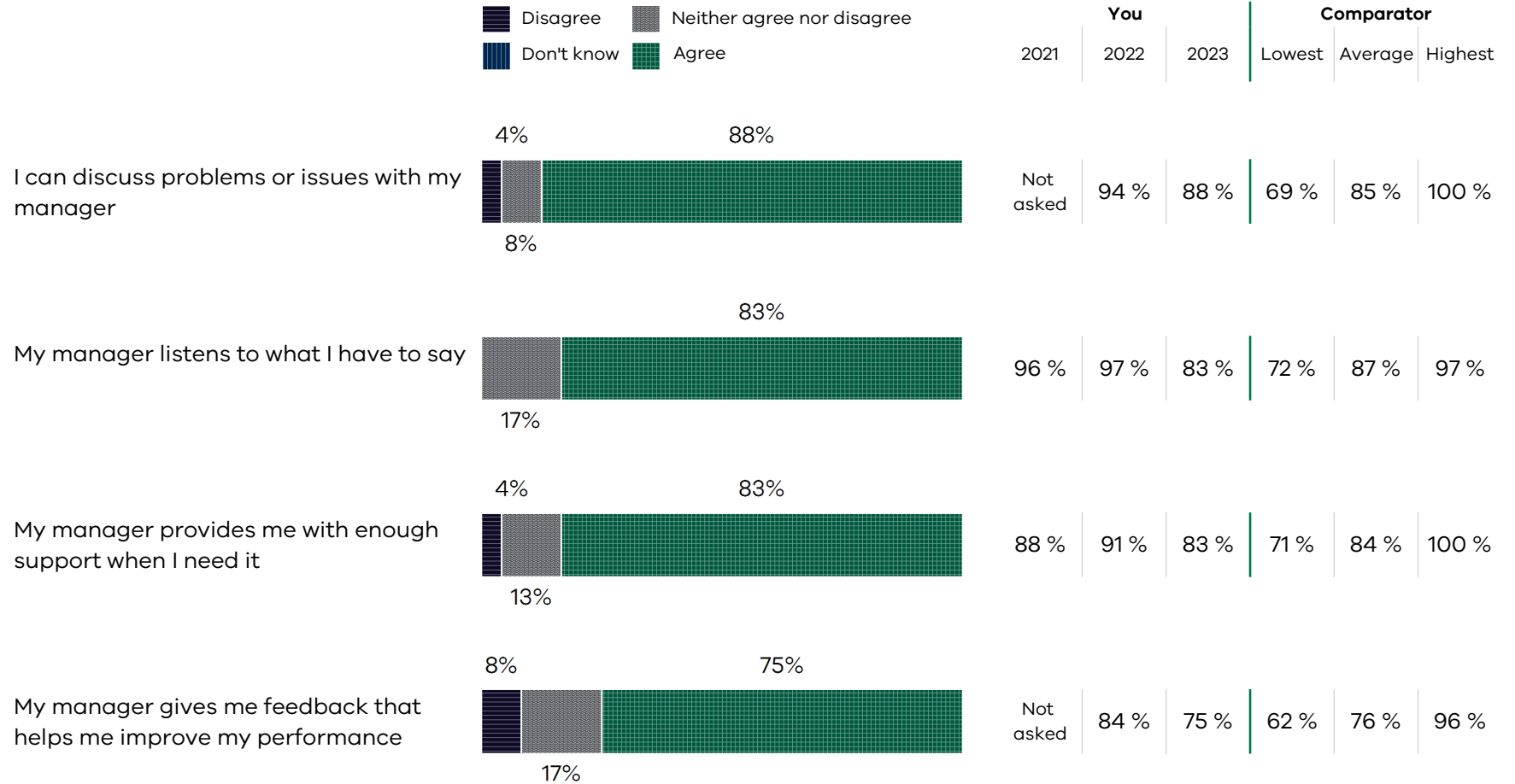
Example

88% of your staff who did the survey agreed or strongly agreed with 'I can discuss problems or issues with my manager'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Manager support 2 of 2

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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

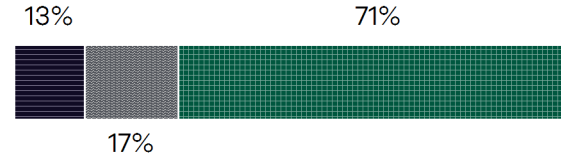
Example

71% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

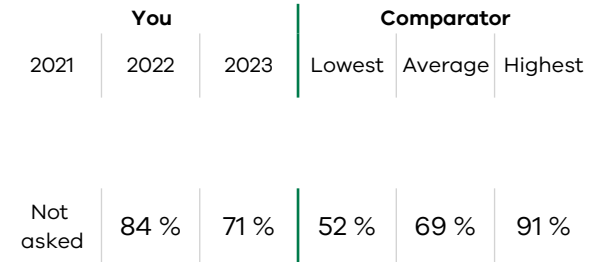
Survey question

I receive meaningful recognition when I do good work

Your results



Benchmark agree results



Job and manager factors

Workload

What this is

This is how staff feel about workload and time pressure.

Why this is important

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

How to read this

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

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

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

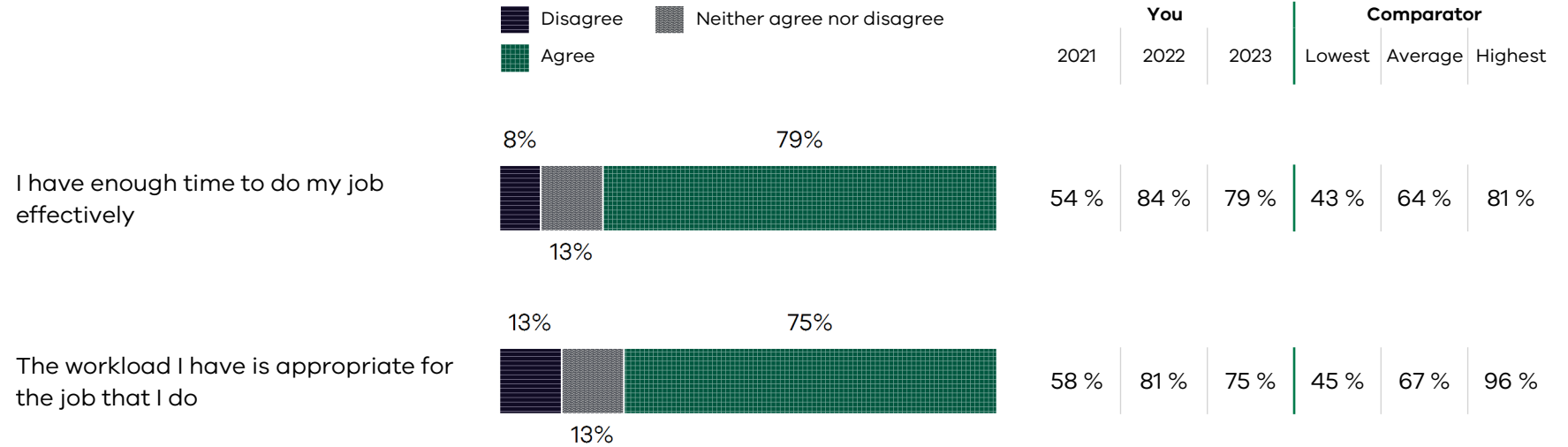
Example

79% of your staff who did the survey agreed or strongly agreed with 'I have enough time to do my job effectively'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Learning and development

What this is

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

Why this is important

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

How to read this

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

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

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

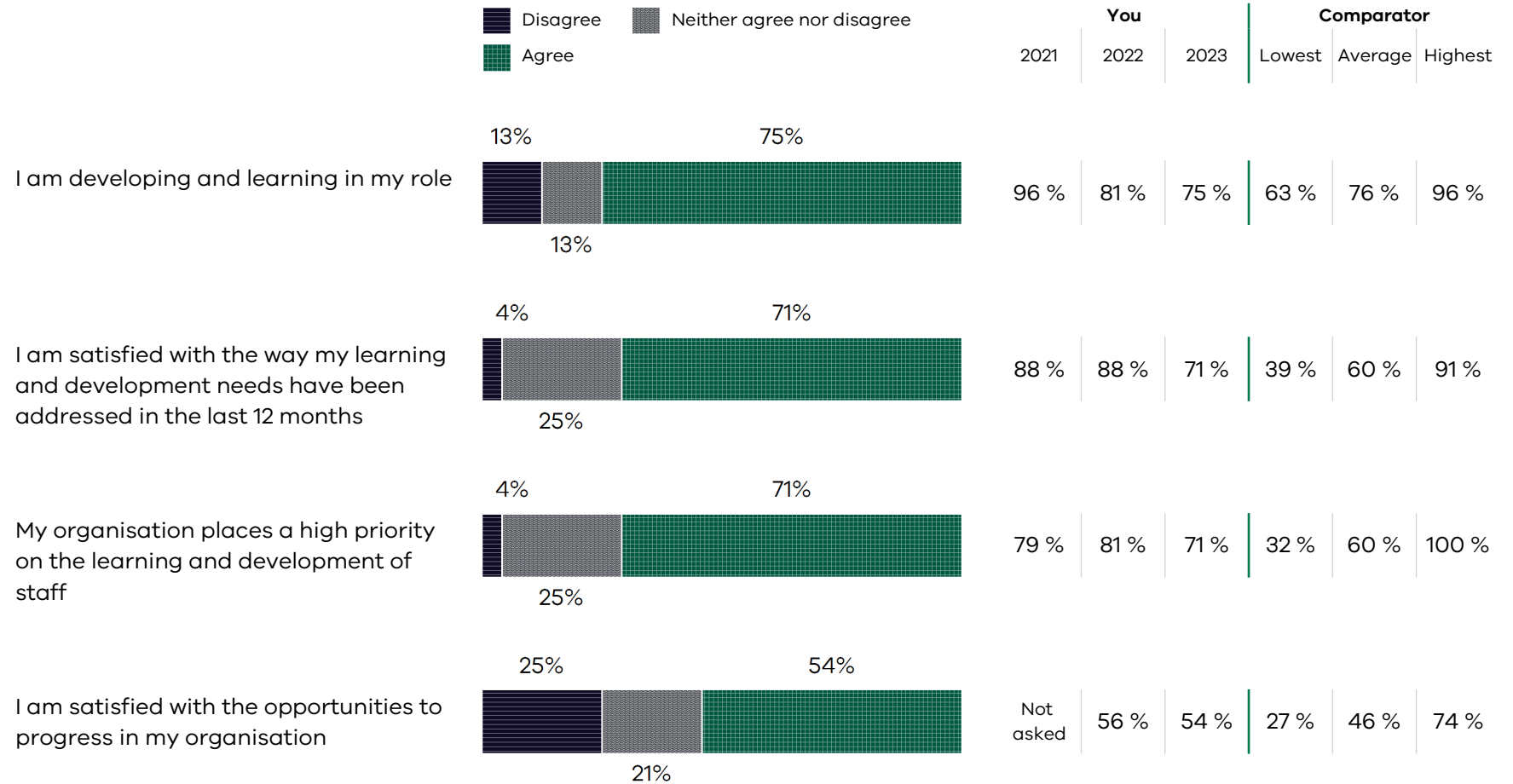
Example

75% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

100% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

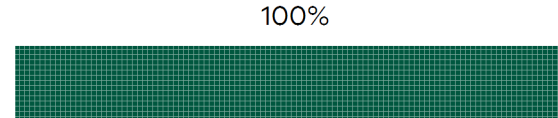
Survey question

Your results

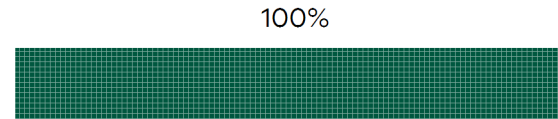
Benchmark agree results



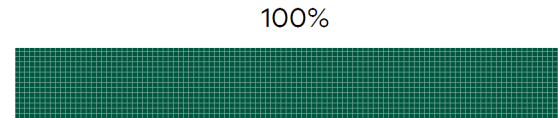
I can use my skills and knowledge in my job



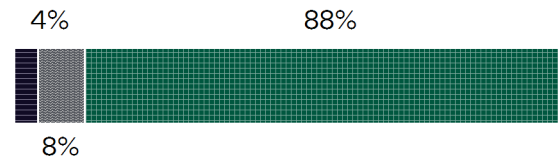
I clearly understand what I am expected to do in this job



I understand how my job helps my organisation achieve its goals



I have a say in how I do my work



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I can use my skills and knowledge in my job	Not asked	100 %	100 %	79 %	90 %	100 %
I clearly understand what I am expected to do in this job	88 %	97 %	100 %	62 %	83 %	100 %
I understand how my job helps my organisation achieve its goals	Not asked	100 %	100 %	82 %	92 %	100 %
I have a say in how I do my work	Not asked	97 %	88 %	63 %	79 %	94 %

Job and manager factors

Job enrichment 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

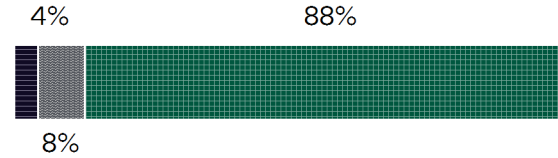
Example

88% of your staff who did the survey agreed or strongly agreed with 'I have the authority to do my job effectively'.

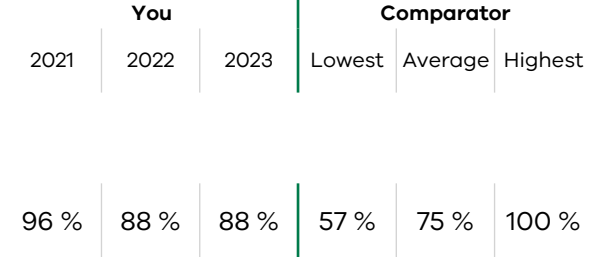
Survey question

I have the authority to do my job effectively

Your results



Benchmark agree results



Job and manager factors

Meaningful work

What this is

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

Why this is important

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

How to read this

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

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

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

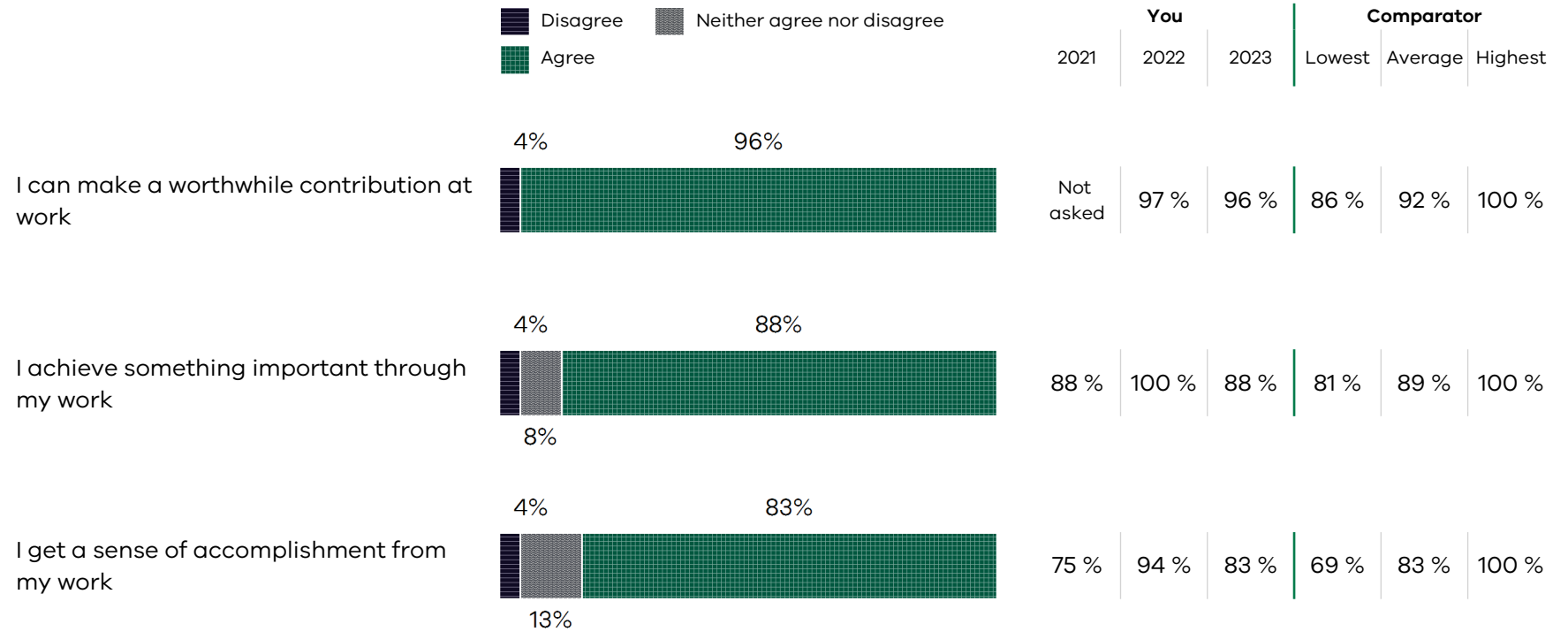
Example

96% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

Example

100% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

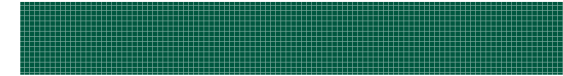
Survey question

Your results



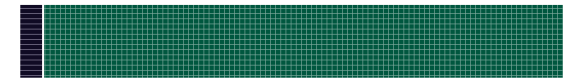
My manager supports working flexibly

100%



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

4% 96%



Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My manager supports working flexibly	Not asked	94 %	100 %	77 %	90 %	100 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	96 %	88 %	96 %	63 %	81 %	98 %

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2023

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Public sector values

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

Public sector values

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

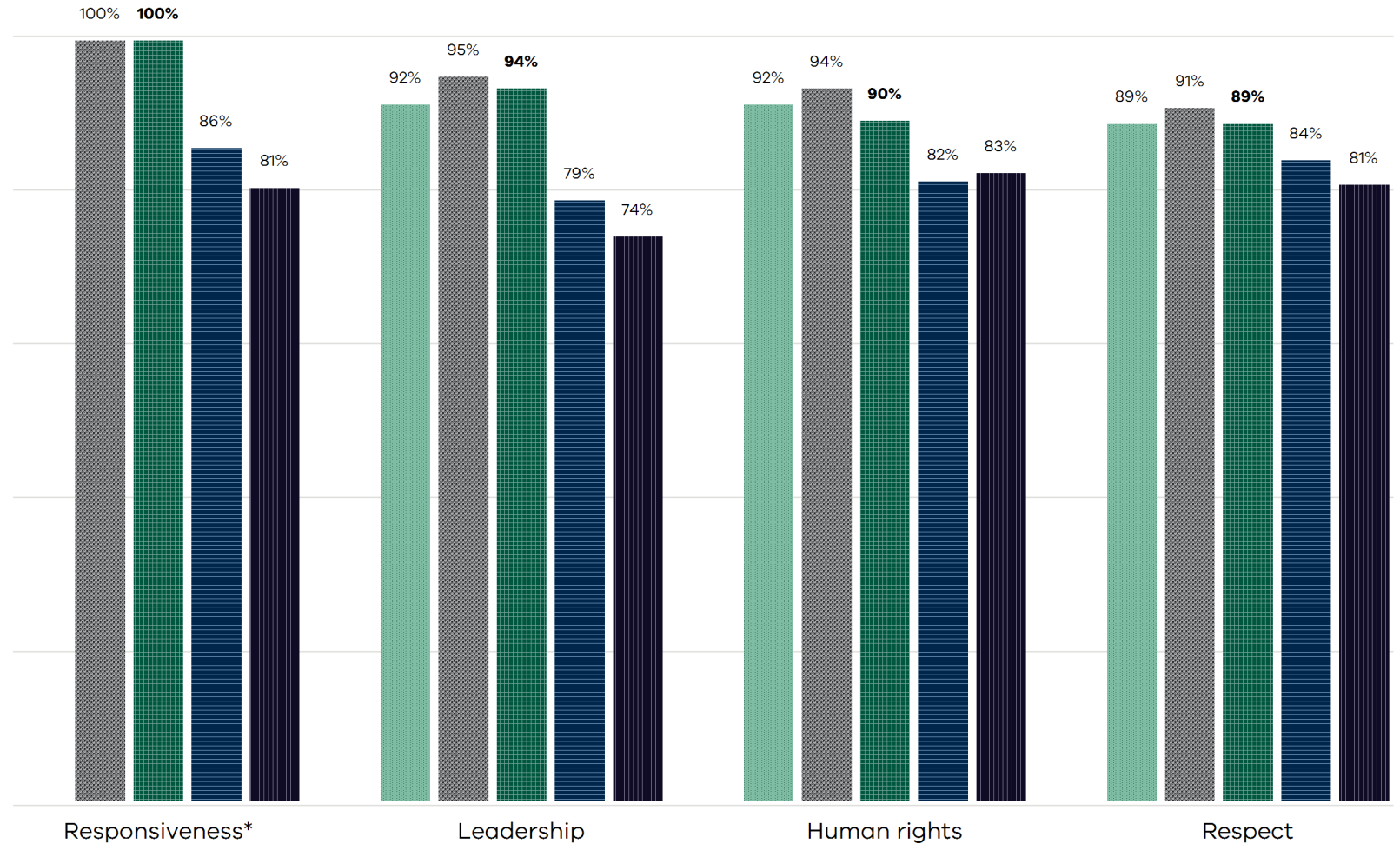
Example

In 2023:

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

Compared to:

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



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

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

Public sector values

Scorecard 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

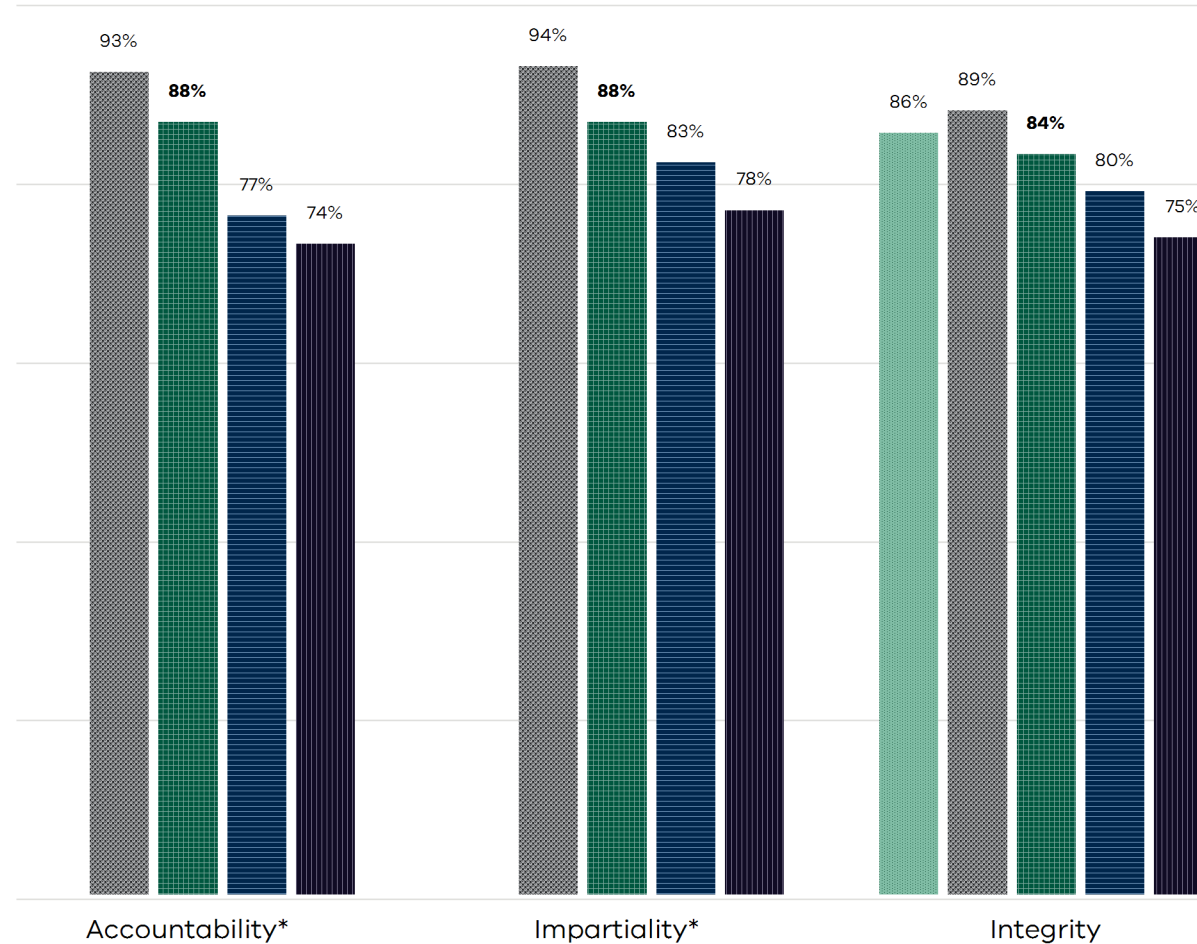
Example

In 2023:

- 88% of your staff who did the survey responded positively to questions about Accountability, which is down 6% in 2022.

Compared to:

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



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

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

Public sector values

Responsiveness

What this is

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

Why this is important

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

How to read this

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

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

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

Example

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

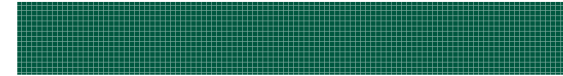
Survey question

My workgroup provides high quality advice and services

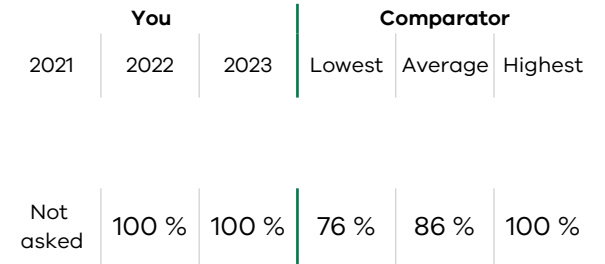
Your results



100%



Benchmark agree results



Public sector values

Integrity 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

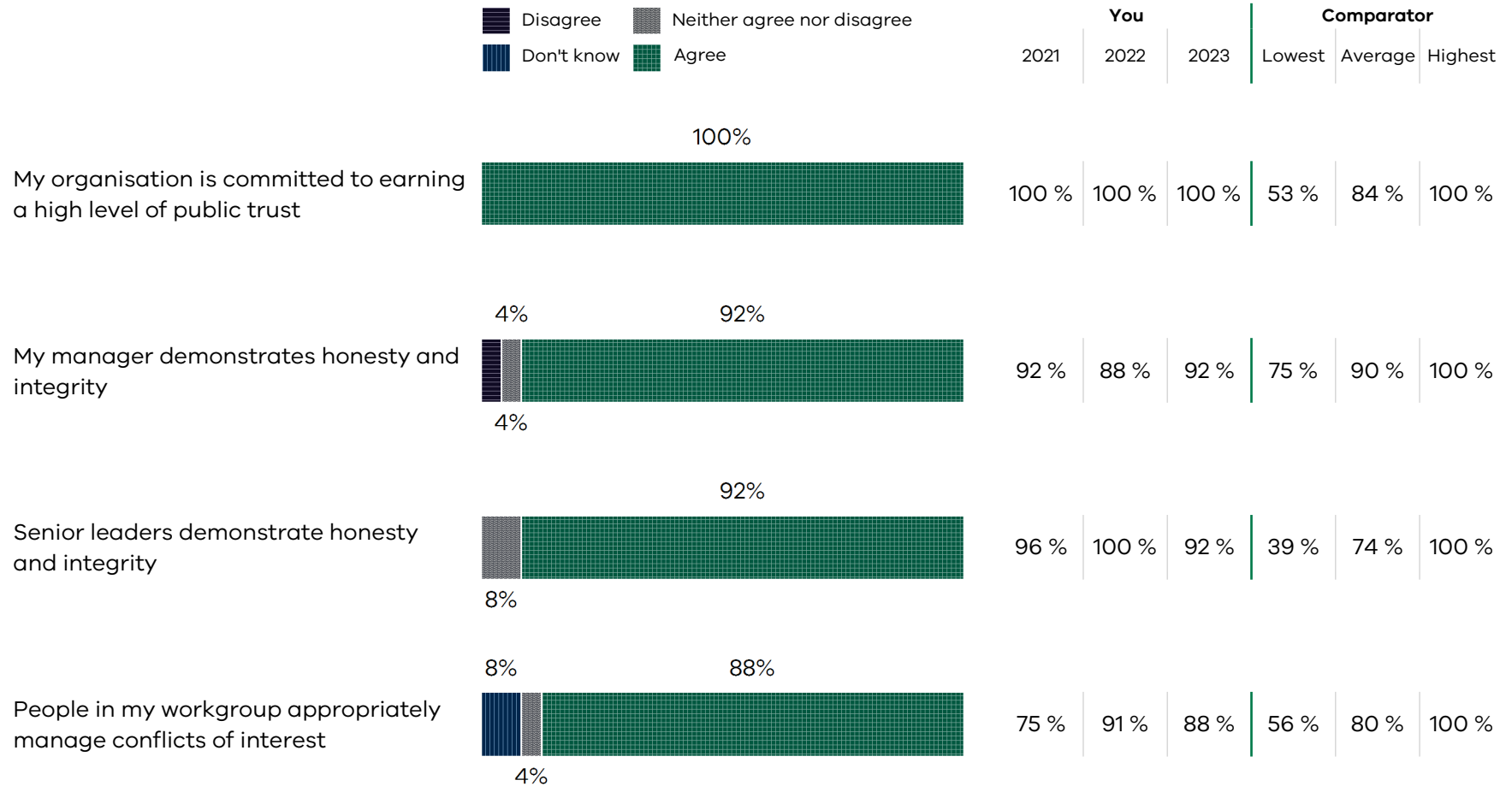
Example

100% of staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

Survey question

Your results

Benchmark agree results



Public sector values

Integrity 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

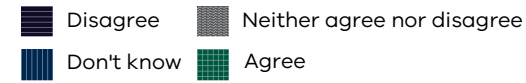
Example

83% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are honest, open and transparent in their dealings'.

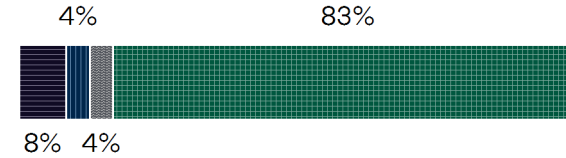
Survey question

Your results

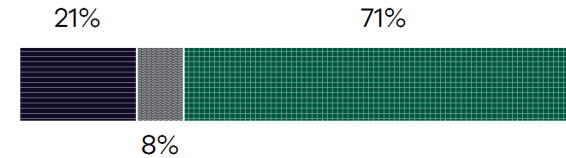
Benchmark agree results



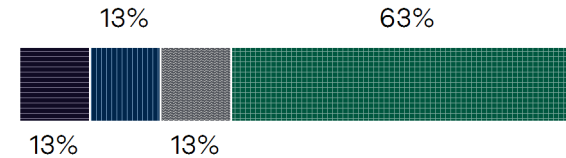
People in my workgroup are honest, open and transparent in their dealings



I feel safe to challenge inappropriate behaviour at work



My organisation does not tolerate improper conduct



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
2021	92 %	84 %	83 %	63 %	83 %	97 %
2022	75 %	81 %	71 %	53 %	73 %	94 %
2023	75 %	78 %	63 %	48 %	75 %	94 %

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.

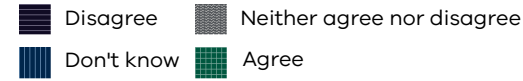
Example

88% of staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.

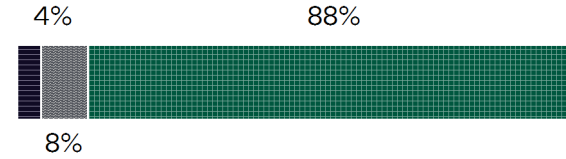
Survey question

Your results

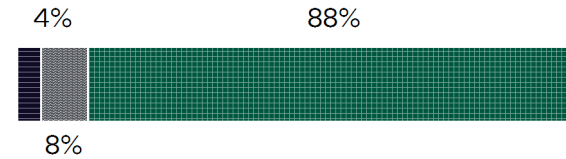
Benchmark agree results



My workgroup acts fairly and without bias



People in my workgroup are politically impartial in their work



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My workgroup acts fairly and without bias	Not asked	94 %	88 %	69 %	81 %	100 %
People in my workgroup are politically impartial in their work	83 %	94 %	88 %	77 %	85 %	100 %

Public sector values

Accountability 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

100% of staff who did the survey agreed or strongly agreed with 'I clearly understand what I am expected to do in this job'.

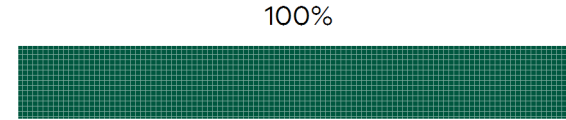
Survey question

Your results

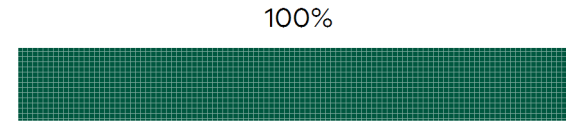
Benchmark agree results



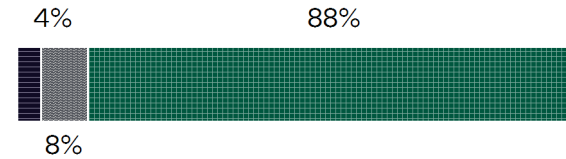
I clearly understand what I am expected to do in this job



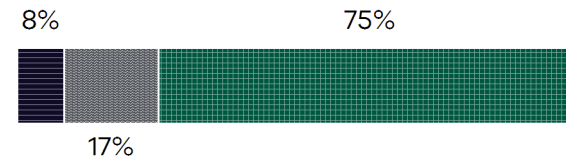
I understand how my job helps my organisation achieve its goals



My workgroup has clear lines of responsibility



My workgroup uses its resources well



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I clearly understand what I am expected to do in this job	88 %	97 %	100 %	62 %	83 %	100 %
I understand how my job helps my organisation achieve its goals	Not asked	100 %	100 %	82 %	92 %	100 %
My workgroup has clear lines of responsibility	88 %	84 %	88 %	59 %	74 %	100 %
My workgroup uses its resources well	Not asked	88 %	75 %	58 %	71 %	91 %

Public sector values

Accountability 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

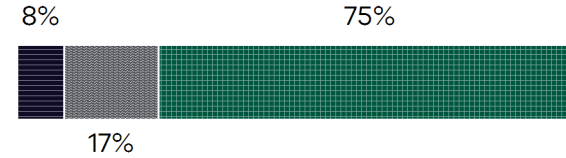
Example

75% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

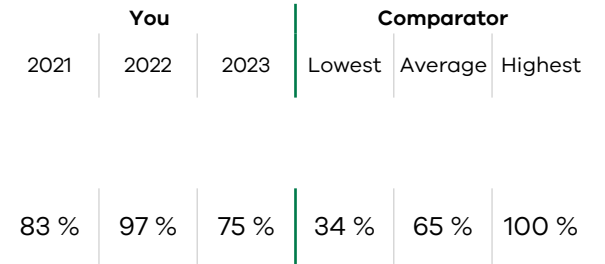
Survey question

Senior leaders provide clear strategy and direction

Your results



Benchmark agree results



Public sector values

Respect 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

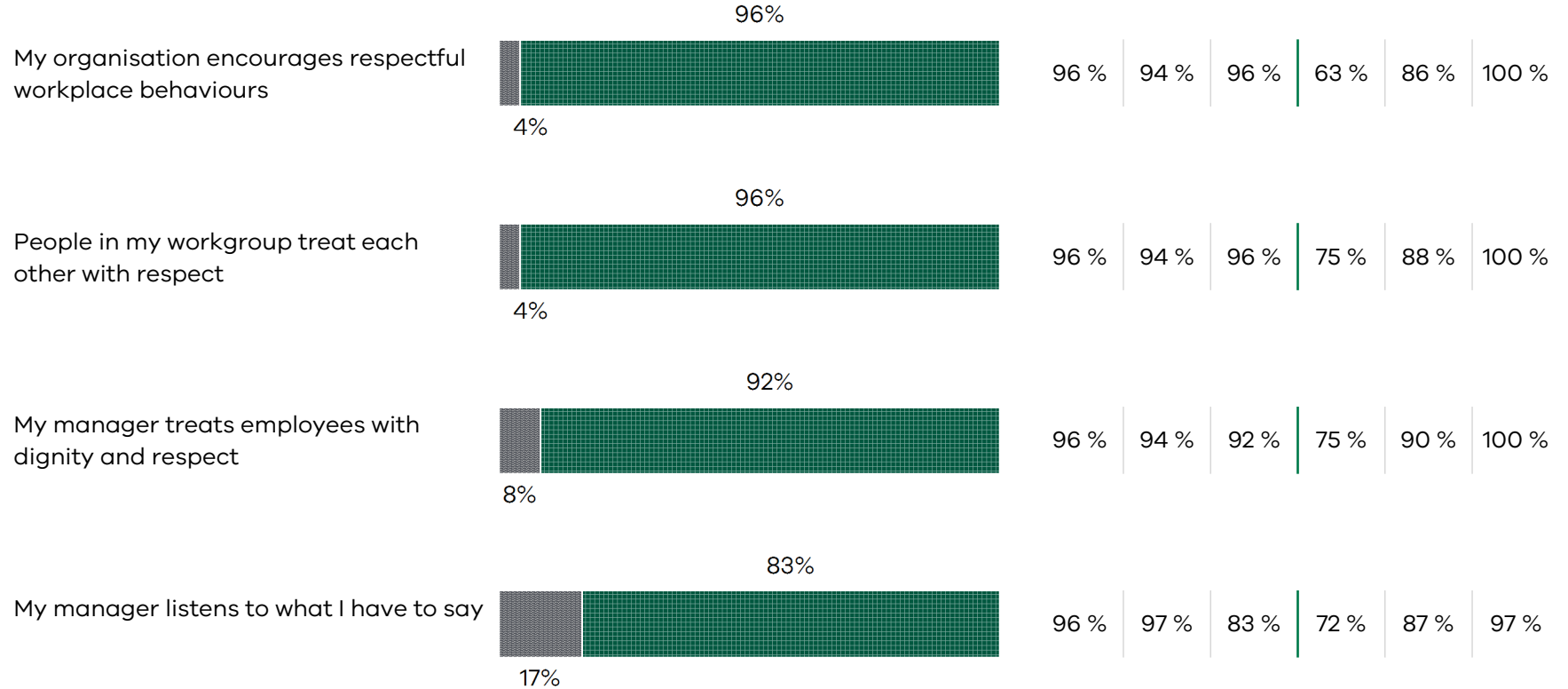
Example

96% of staff who did the survey agreed or strongly agreed with 'My organisation encourages respectful workplace behaviours'.

Survey question

Your results

Benchmark agree results



Public sector values

Respect 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

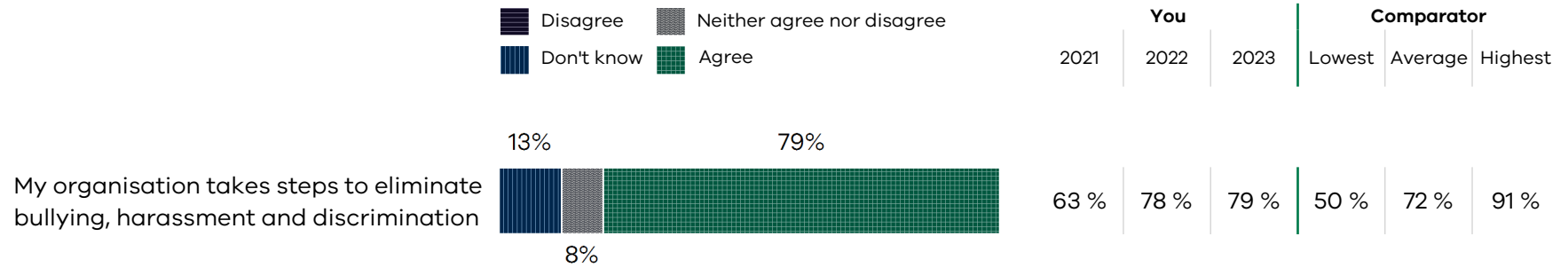
Example

79% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question

Your results

Benchmark agree results



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.

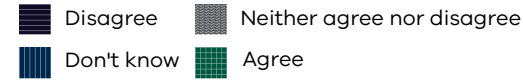
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

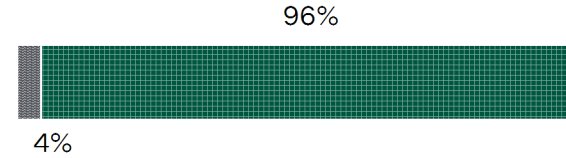
96% of staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question

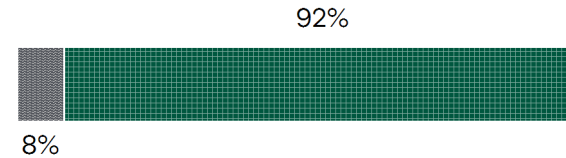
Your results



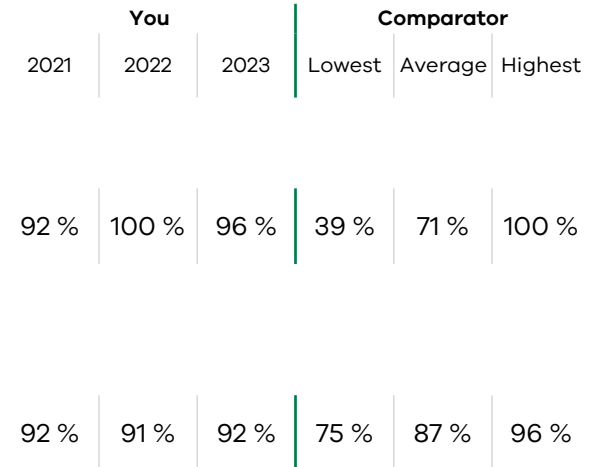
Senior leaders model my organisation's values



My manager models my organisation's values



Benchmark agree results



Public sector values

Human rights

What this is

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

Why this is important

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

How to read this

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

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

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

Example

96% of staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

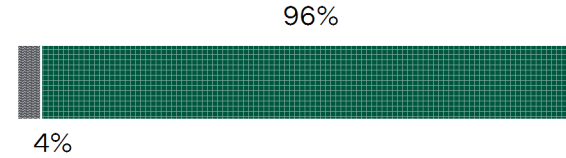
Survey question

Your results

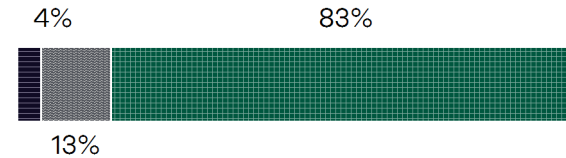
Benchmark agree results



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



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	96 %	100 %	96 %	63 %	86 %	100 %
I understand how the Charter of Human Rights and Responsibilities applies to my work	88 %	88 %	83 %	63 %	78 %	95 %

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

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

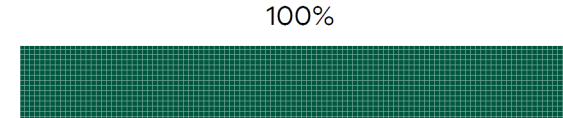
100% of your staff who did the survey agreed or strongly agreed with 'My organisation uses inclusive and respectful images and language'.

Survey question

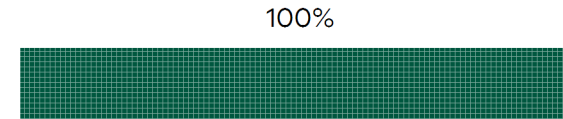
Your results



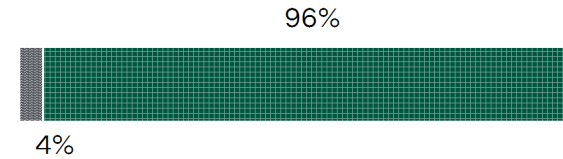
My organisation uses inclusive and respectful images and language



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



In my workgroup work is allocated fairly, regardless of gender



Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation uses inclusive and respectful images and language	92 %	Not asked	100 %	63 %	87 %	100 %
My organisation would support me if I needed to take family violence leave	96 %	Not asked	100 %	63 %	84 %	97 %
In my workgroup work is allocated fairly, regardless of gender	88 %	Not asked	96 %	75 %	86 %	100 %

Topical questions

What this is

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

Why this is important

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

How to read this

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

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

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

Example

92% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

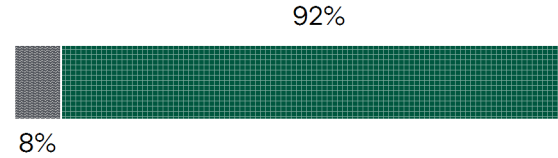
Survey question

Your results

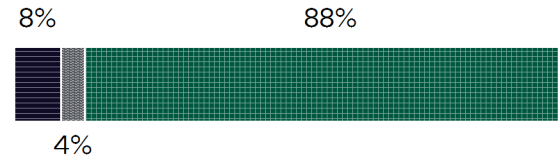
Benchmark agree results



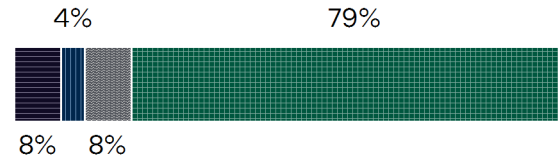
I understand how the Code of Conduct for Victorian public sector employees applies to my work



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



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



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	Not asked	Not asked	92 %	78 %	91 %	100 %
	Not asked	Not asked	88 %	38 %	71 %	95 %
	Not asked	Not asked	79 %	44 %	60 %	88 %



**Victorian
Public Sector
Commission**



VICTORIA
State
Government

vpsc.vic.gov.au/peoplemattersurvey