People matter survey

2023

Have your say

Rochester and Elmore District Health Service
2023 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

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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
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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 but not 2022.

This means you'll be able to compare about 77% of this year's survey with your previous results.

Rounding of percentages

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

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

Survey questions and definitions

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

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Victorian Public Sector Commission

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Report overview

Privacy and anonymity

To protect you, we:

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

Read more in our privacy policy.

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

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

Our public sector values

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

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

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

Senior leadership	Organisation climate	Workgroup climate	Job and manager	Outcomes
• Lead the organisation • Set the culture • Lead by example • Actions influence outcomes	• Organisational integrity • Safety climate • Patient safety climate • Collaboration	• Quality service delivery • Innovation • Workgroup support • Safe to speak up	• Manager leadership • Manager support • Workload • Learning and development • Job enrichment • Meaningful work • Flexible working	• Engagement • Satisfaction • Wellbeing – work-related stress • Wellbeing – job-related affect • Intention to stay • Acting on negative behaviours • Inclusion

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

Responsiveness   Integrity   Impartiality   Accountability   Respect   Leadership   Human Rights

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Alexandra District Health

Alpine Health

Beaufort and Skipton Health Service

Beechworth Health Service

Boort District Health

Casterton Memorial Hospital

Central Highlands Rural Health

Cohuna District Hospital

Corryong Health

East Wimmera Health Service

Great Ocean Road Health

Heathcote Health

Hesse Rural Health Service

Heywood Rural Health

Inglewood and Districts Health Service

Kerang District Health

Kilmore and District Hospital

Kooweerup Regional Health Service

Mallee Track Health and Community Service

Mansfield District Hospital

Moyne Health Services

NCN Health

Omeo District Health

Orbost Regional Health

Robinvale District Health Services

Rural Northwest Health

Seymour Health

South Gippsland Hospital

Tallangatta Health Service

Terang and Mortlake Health Service

Timboon and District Healthcare Service

Yarram and District Health Service

Yarrawonga Health

Yea and District Memorial Hospital

Victorian Public Sector Commission

VICTORIA State Government

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.

2021

57%
(110)

Comparator	52%
Public Sector	39%

2023

74%
(110)

Comparator	54%
Public Sector	42%

People matter survey

2023

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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.

2021		2023	
71		**76**	
Comparator	73	Comparator	72
Public Sector	70	Public Sector	68

People outcomes

Engagement question results 1 of 2

What this is

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

Your organisation's engagement index

Your 2023 index is 76.

Why this is important

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

How to read this

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

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

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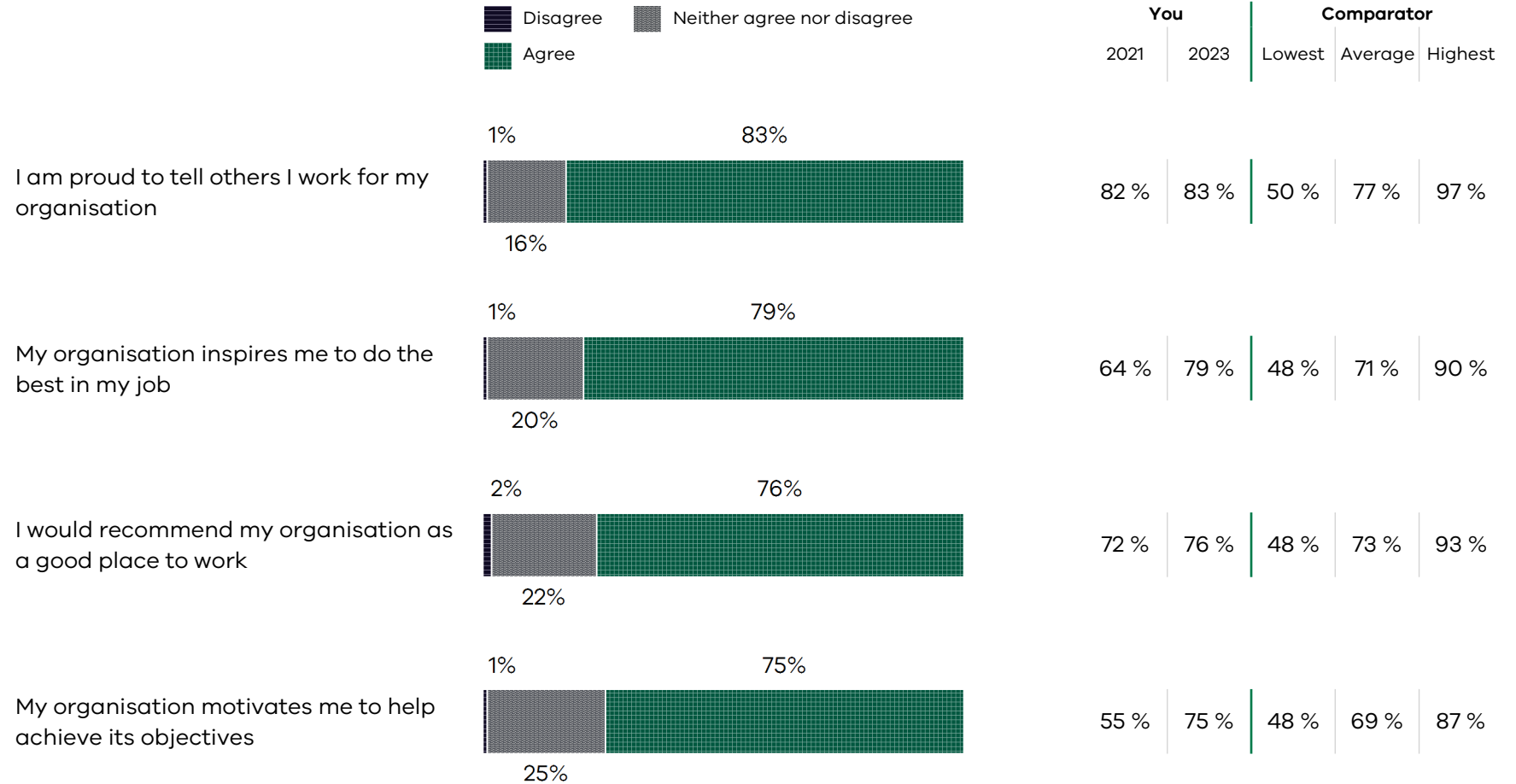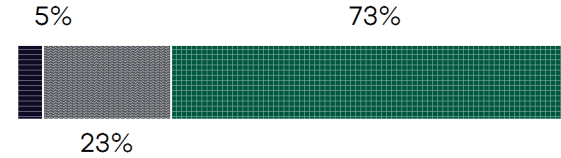
Example

83% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question — Your results — Benchmark agree results

Legend: Disagree · Neither agree nor disagree · Agree

Survey question		You		Comparator		
		2021	2023	Lowest	Average	Highest
I am proud to tell others I work for my organisation	1% / 16% / 83%	82 %	83 %	50 %	77 %	97 %
My organisation inspires me to do the best in my job	1% / 20% / 79%	64 %	79 %	48 %	71 %	90 %
I would recommend my organisation as a good place to work	2% / 22% / 76%	72 %	76 %	48 %	73 %	93 %
My organisation motivates me to help achieve its objectives	1% / 25% / 75%	55 %	75 %	48 %	69 %	87 %

People outcomes

What this is

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

Your organisation's engagement index

Your 2023 index is 76.

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

73% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.
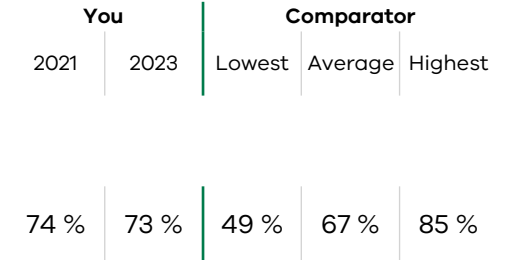
Survey question

Your results

Disagree   Neither agree nor disagree

Agree

I feel a strong personal attachment to my organisation

5%   73%

23%

Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
	74 %	73 %	49 %	67 %	85 %

People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What this is

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

There are more people outcomes scorecards throughout this report.

Why this is important

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

How to read this

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

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

Example

In 2023:

- 85% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 81% of staff at your comparator and 79% of staff across the public sector.
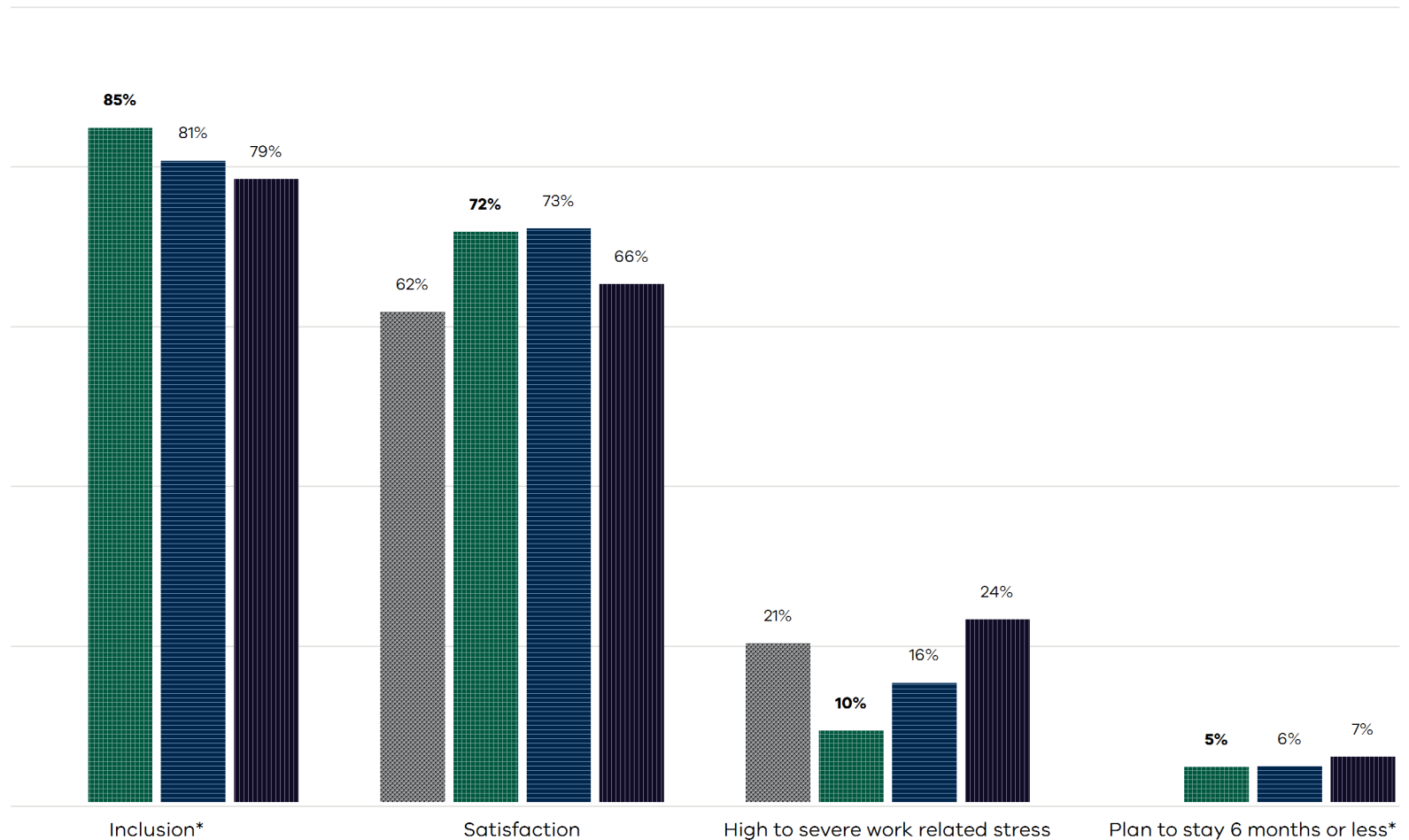
	Inclusion*	Satisfaction	High to severe work related stress	Plan to stay 6 months or less*
You 2021		62%	21%	
You 2023	85%	72%	10%	5%
Comparator 2023	81%	73%	16%	6%
Public sector 2023	79%	66%	24%	7%

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

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

People outcomes

Satisfaction question results

What this is

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

Why this is important

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

How to read this

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

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

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

Example

76% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

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

Legend: ■ Dissatisfied ■ Neither satisfied nor dissatisfied ▦ Satisfied

Survey question	Dissatisfied	Neither	Satisfied	2021	2023	Lowest	Average	Highest
Considering everything, how satisfied are you with your current job	4%	20%	76%	67 %	76 %	60 %	78 %	93 %
How satisfied are you with the work/life balance in your current job	8%	16%	75%	58 %	75 %	60 %	73 %	87 %
How satisfied are you with your career development within your current organisation	8%	26%	65%	62 %	65 %	49 %	67 %	85 %

People outcomes

Work-related stress levels

What this is

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

Why this is important

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

How to read this

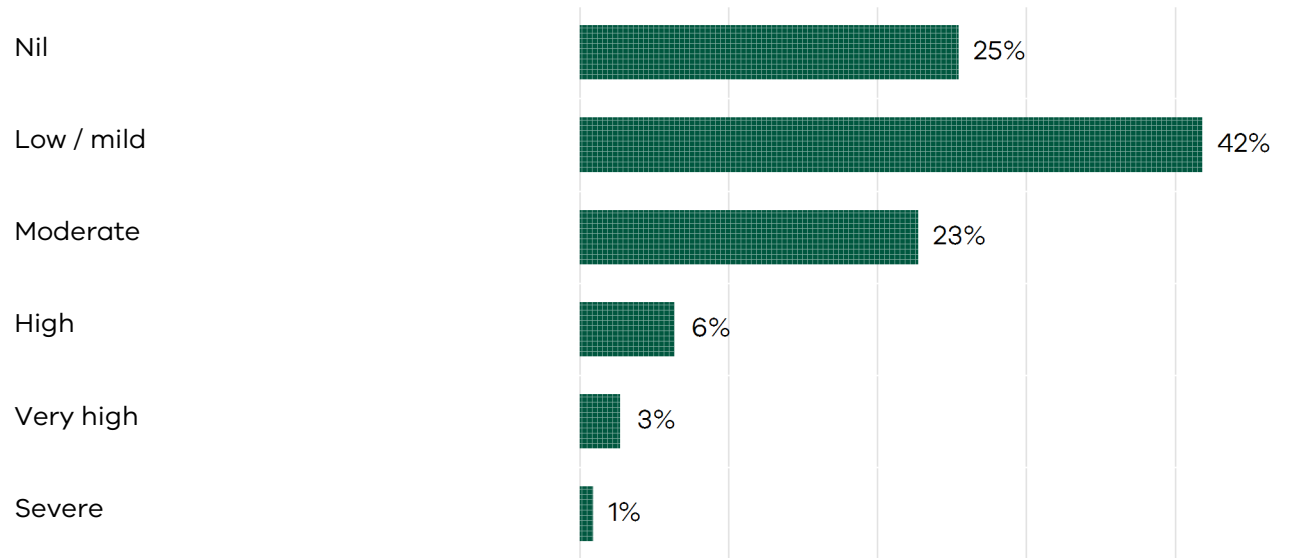In this survey we asked staff to tell us their stress level.

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

The numbers below show the percentage of staff in your organisation who said they experienced high to severe stress in 2023 compared to 2021 and your comparator.

Example

10% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 16% of staff in your comparator group and 24% of staff across the public sector.

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

Nil	25%
Low / mild	42%
Moderate	23%
High	6%
Very high	3%
Severe	1%

Reported levels of high to severe stress

2021	2023
21%	**10%**

2021		2023	
Comparator	19%	Comparator	16%
Public Sector	26%	Public Sector	24%
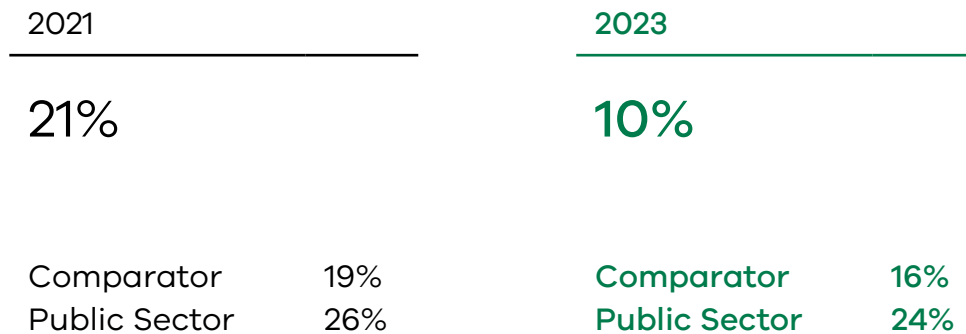
People outcomes

Work-related stress causes

What this is

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

Why this is important

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

How to read this

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

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

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

Example

75% of your staff who did the survey said they experienced mild to severe stress.

Of that 75%, 22% said the top reason was 'Physical environment'.

	82	28
	75%	25%

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

Of those that experienced work related stress it was from ...	You 2021	You 2023	Comparator 2023	Public sector 2023
Physical environment	3%	22%	6%	5%
Technology or equipment	0%	22%	8%	9%
Organisation or workplace change	12%	21%	9%	11%
Workload	55%	21%	47%	50%
Other	9%	18%	14%	13%
Competing home and work responsibilities	10%	17%	16%	14%
Time pressure	51%	17%	37%	41%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	14%	13%	16%	12%
Dealing with clients, patients or stakeholders	18%	11%	15%	16%
Unclear job expectations	4%	11%	9%	12%

People outcomes

Burnout levels

What this is

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

Why this is important

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

How to read this

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

Example

23% of your staff who did the survey said they felt burnout at work in 2023.

25	85
23%	77%

■ Experienced some burnout   ▦ Did not experienced any burnout
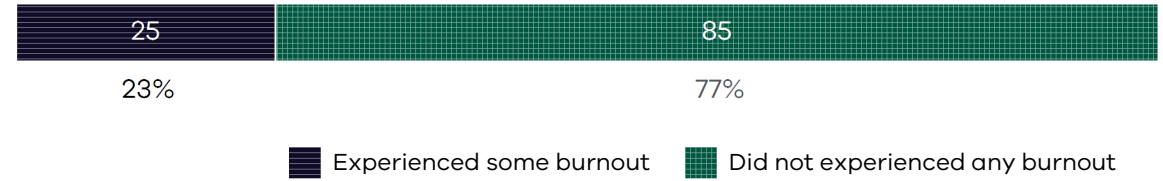
Overall, based on your definition of burnout, how would you rate your level of burnout?	You 2023	Comparator 2023	Public sector 2023
Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out	47%	47%	47%
I enjoy my work. I have no symptoms of burnout	30%	27%	19%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	18%	18%	23%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	5%	5%	7%

People outcomes

Intention to stay

What this is

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

Why this is important

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

How to read this

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

Example

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

Employees plan to work at your organisation for ...	You 2023	Comparator 2023	Public sector 2023
6 months or less	5%	6%	7%
Over 6 months and up to 1 year	9%	8%	9%
Over 1 year and up to 3 years	25%	23%	23%
Over 3 years and up to 5 years	13%	16%	15%
Over 5 years	48%	47%	45%

Victorian Public Sector Commission

VICTORIA State Government

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					

Legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
I can be myself at work (2% / 10% / 88%)	Not asked	88 %	71 %	83 %	91 %
I feel culturally safe at work (1% / 12% / 87%)	75 %	87 %	74 %	86 %	94 %
I feel as if I belong at this organisation (2% / 17% / 81%)	Not asked	81 %	60 %	76 %	92 %
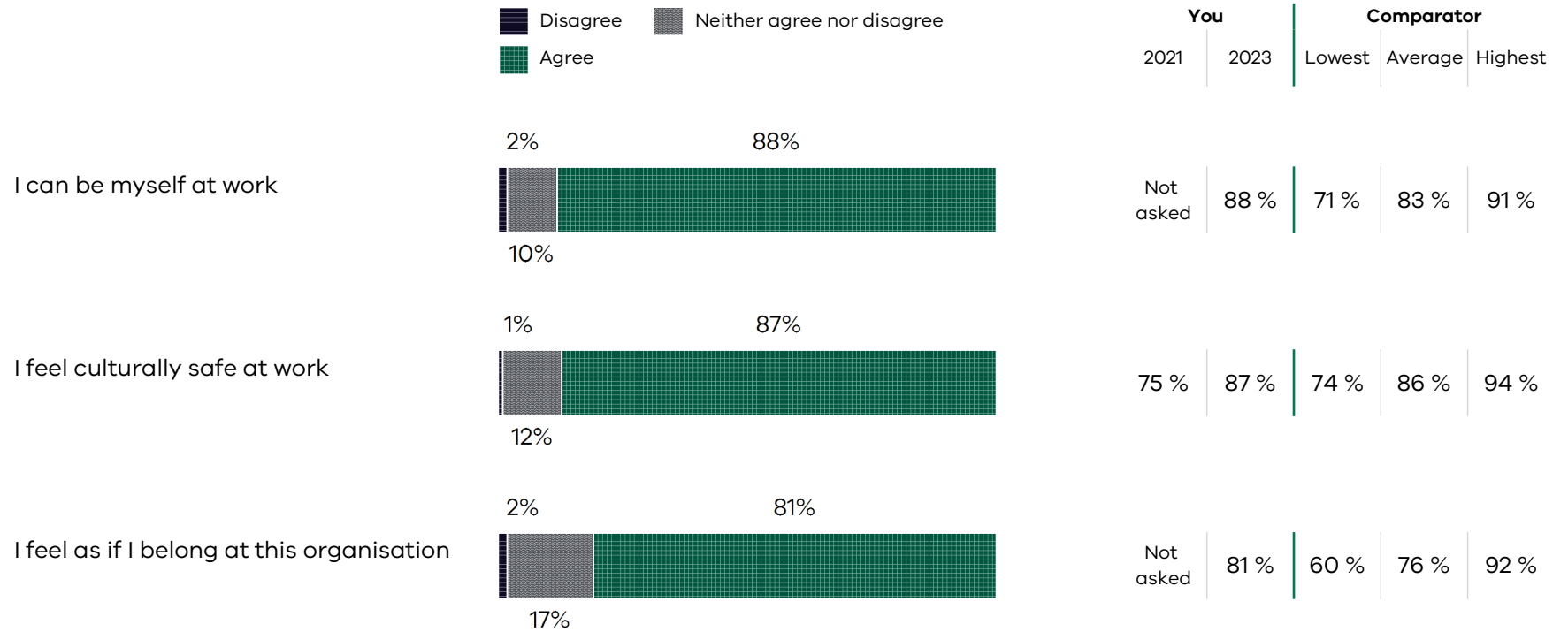
People outcomes

Inclusion - Barriers to success

What this is

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

Why this is important

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

How to read this

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

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

Example

9% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My mental health'.

Staff who experienced one or more barriers to success at work

28	82
25%	75%

■ Experienced barriers listed   ▨ Did not experience any of the barriers listed
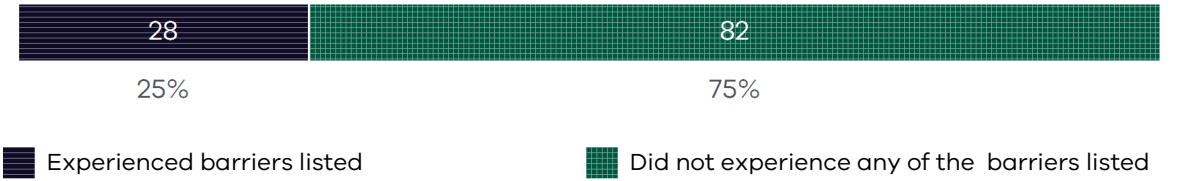
During the last 12 months, employees experienced barriers to their success due to …	You 2023	Comparator 2023	Public sector 2023
My mental health	9%	6%	7%

People outcomes

Inclusion - Witnessed barriers to success

What this is

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

Why this is important

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

How to read this

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

Why there are no further details

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

No response option has 10 or more responses

Staff who witnessed one or more barriers to success at work

14	96
13%	87%

■ Witnessed barriers listed   ■ Did not witness barriers listed
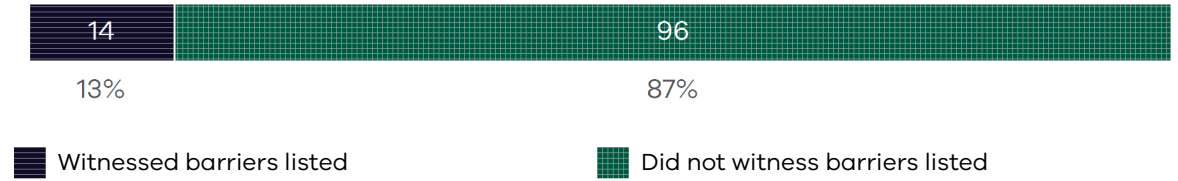
People outcomes

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:

- 68% of your staff who did the survey said work made them feel happy in 2023, which is up from 55% in 2021

Compared to:

- 66% of staff at your comparator and 54% of staff across the public sector.

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

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

	Happy	Enthusiastic	Worried	Miserable
You 2021	55%	47%	38%	25%
You 2023	68%	62%	10%	7%
Comparator 2023	66%	57%	25%	15%
Public sector 2023	54%	48%	31%	18%

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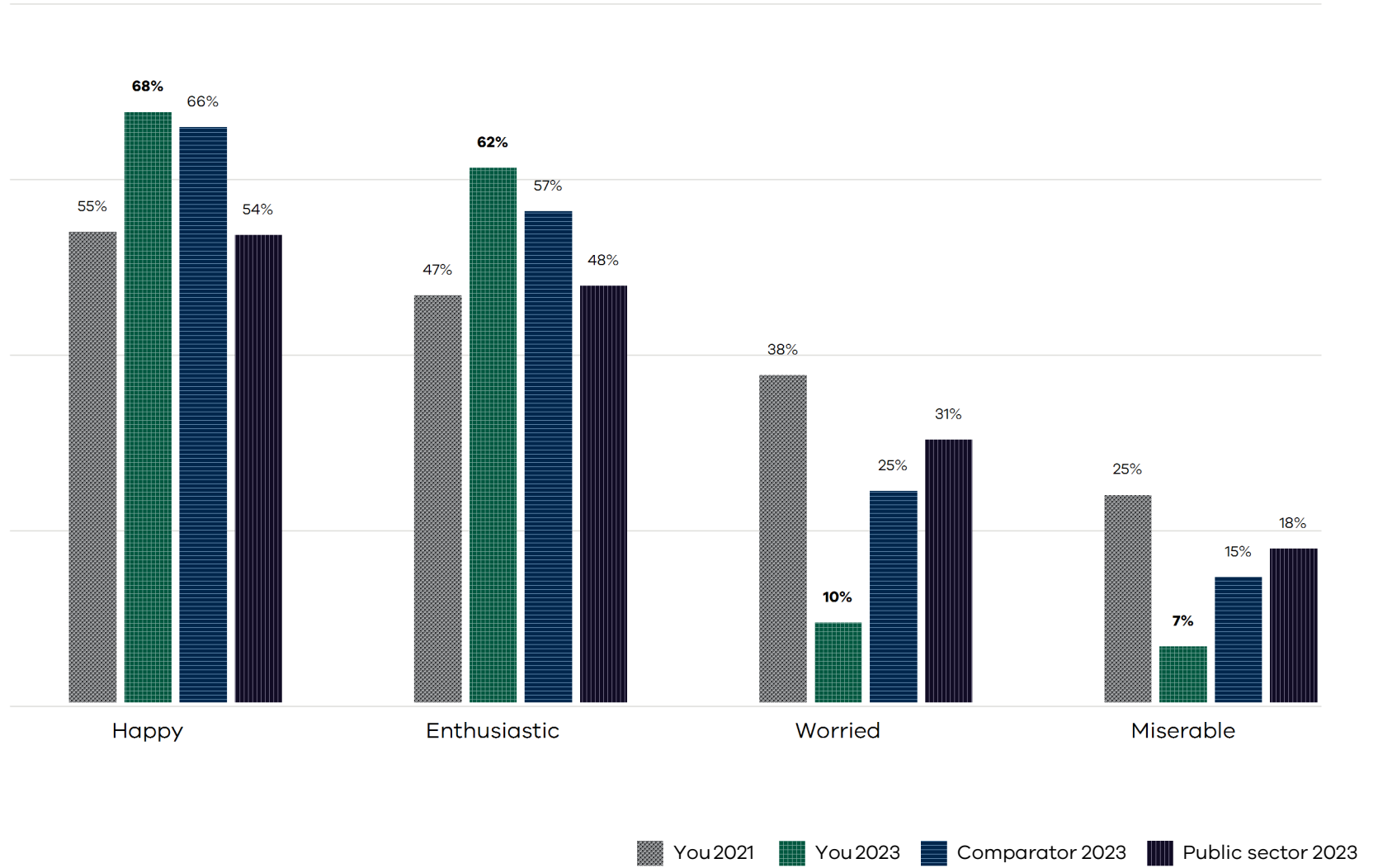
People outcomes

Scorecard: negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

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

Example

In 2023:

- 18% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months which is down from 25% in 2021.

Compared to:

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

Chart data:

Violence or aggression
- You 2021: 25%
- You 2023: 18%
- Comparator 2023: 18%
- Public sector 2023: 18%

Bullying
- You 2021: 25%
- You 2023: 14%
- Comparator 2023: 17%
- Public sector 2023: 13%

Discrimination
- You 2021: 2%
- You 2023: 3%
- Comparator 2023: 4%
- Public sector 2023: 6%

Sexual harassment
- You 2021: 19%
- You 2023: 3%
- Comparator 2023: 5%
- Public sector 2023: 6%

Legend: You 2021 | You 2023 | Comparator 2023 | Public sector 2023
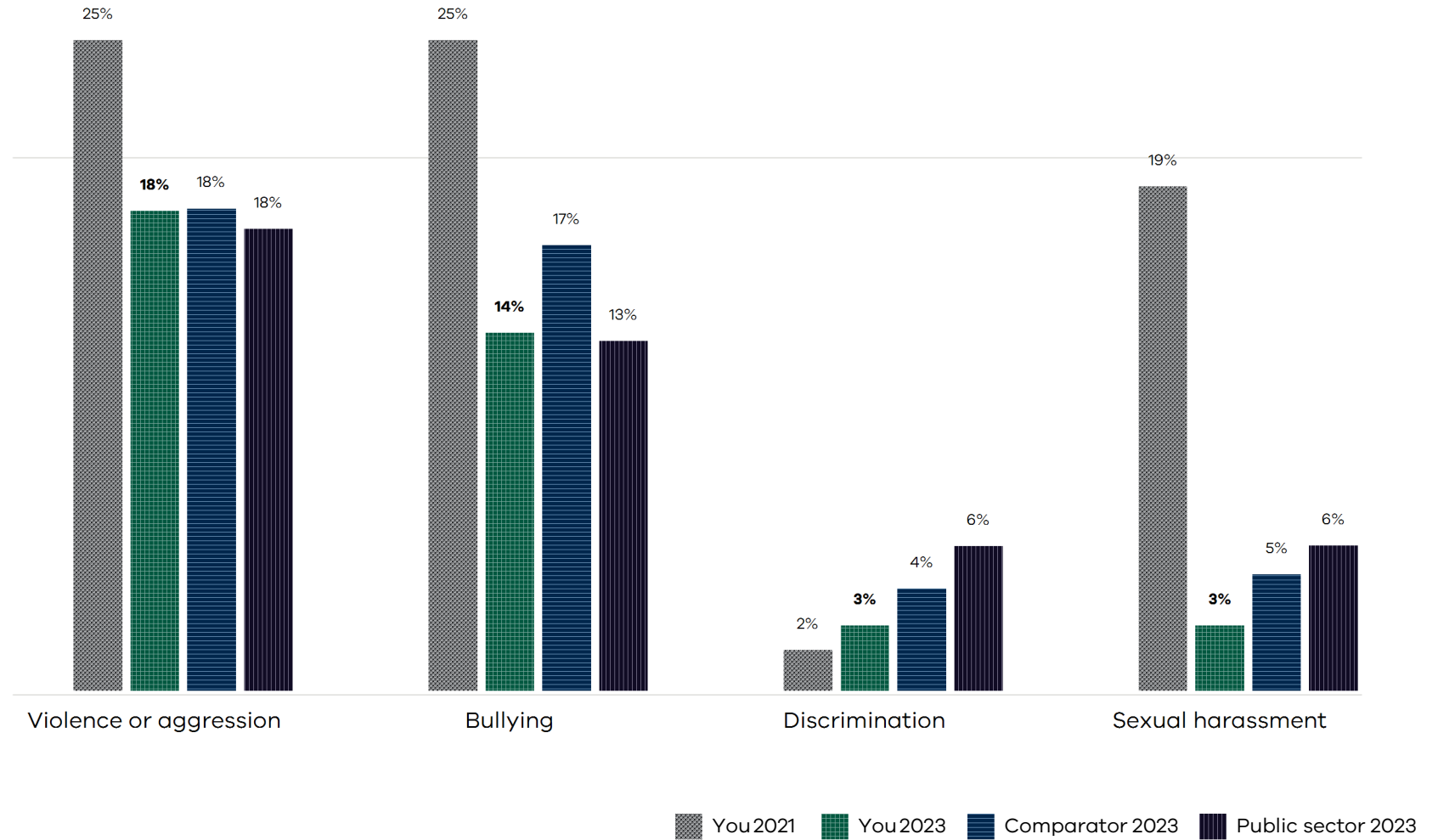
People outcomes

Bullying

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

14% of your staff who did the survey said they experienced bullying.

Of that 14%, 60% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

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

15	87	8
14%	79%	7%

■ Experienced bullying ▨ Did not experience bullying ▨ Not sure
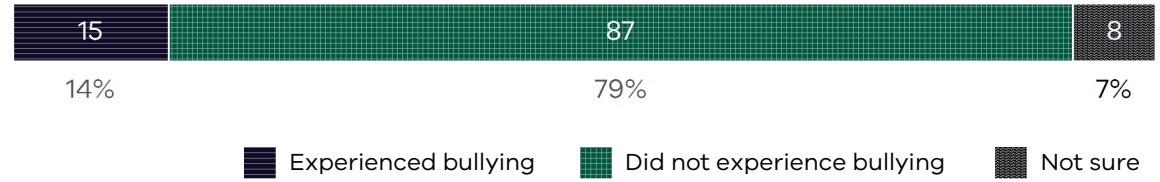
If you experienced bullying, what type of bullying did you experience?	You 2021	You 2023	Comparator 2023	Public sector 2023
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	93%	60%	66%	71%
Exclusion or isolation	37%	40%	37%	42%
Intimidation and/or threats	30%	20%	33%	30%
Withholding essential information for me to do my job	26%	13%	21%	27%
Other	11%	7%	13%	15%
Verbal abuse	26%	7%	21%	21%

People outcomes

Telling someone about the bullying

What this is

This is if staff told someone when they experienced bullying.

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

14% of your staff who did the survey said they experienced bullying, of which

- 40% said the top way they reported the bullying was 'Told a friend or family member'.

- 100% said they didn't submit a formal complaint.

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

15	87	8
14%	79%	7%

■ Experienced bullying ▦ Did not experience bullying ▨ Not sure
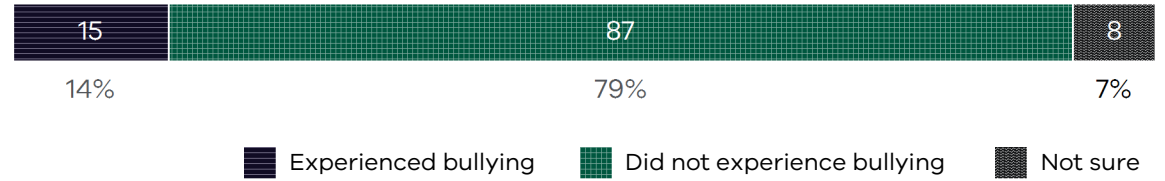
Did you tell anyone about the bullying?	You 2021	You 2023	Comparator 2023	Public sector 2023
Told a friend or family member	19%	40%	33%	36%
Told a manager	44%	40%	48%	49%
Told a colleague	48%	33%	40%	42%
Told the person the behaviour was not OK	19%	13%	17%	17%
I did not tell anyone about the bullying	15%	7%	10%	12%
Told Human Resources	19%	7%	15%	12%

People outcomes

Bullying - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

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

Example

100% of your staff who experienced bullying did not submit a formal complaint, of which:

- 40% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?

| 15 |
| 100% |

■ Submitted formal complaint　　■ Did not submit a formal complaint
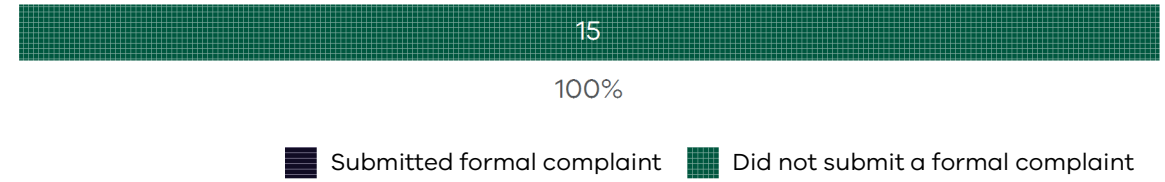
What was your reason for not submitting a formal complaint?	You 2021	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	45%	40%	49%	51%
I believed there would be negative consequences for my reputation	32%	20%	39%	51%
I believed there would be negative consequences for the person I was going to complain about	9%	20%	8%	10%
I didn't need to because I no longer had contact with the person(s) who bullied me	0%	13%	6%	7%
I didn't think it was serious enough	9%	13%	13%	17%
Other	14%	13%	13%	14%
I didn't feel safe to report the incident	14%	7%	13%	18%
I didn't need to because I made the bullying stop	18%	7%	7%	6%
I thought the complaint process would be embarrassing or difficult	9%	7%	8%	12%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of bullying

What this is

This is who staff have said are responsible for bullying.

Why this is important

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

How to read this

In this year's survey, 14% of your staff said they experienced bullying.

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

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

Each row is one perpetrator or group of perpetrators.

Example

14% of your staff who did the survey said they experienced bullying.

Of that 14%, 40% said it was by 'Colleague'.

15 people (14% of staff) experienced bullying (You 2023)

Colleague	40%
A manager or supervisor	33%
Group of colleagues	13%
An executive, senior leader or the head of your organisation	7%
Member of the public	7%
Other	7%
A volunteer with my organisation	0%
Client/ customer/ patient/ stakeholder	0%
Member of your household	0%
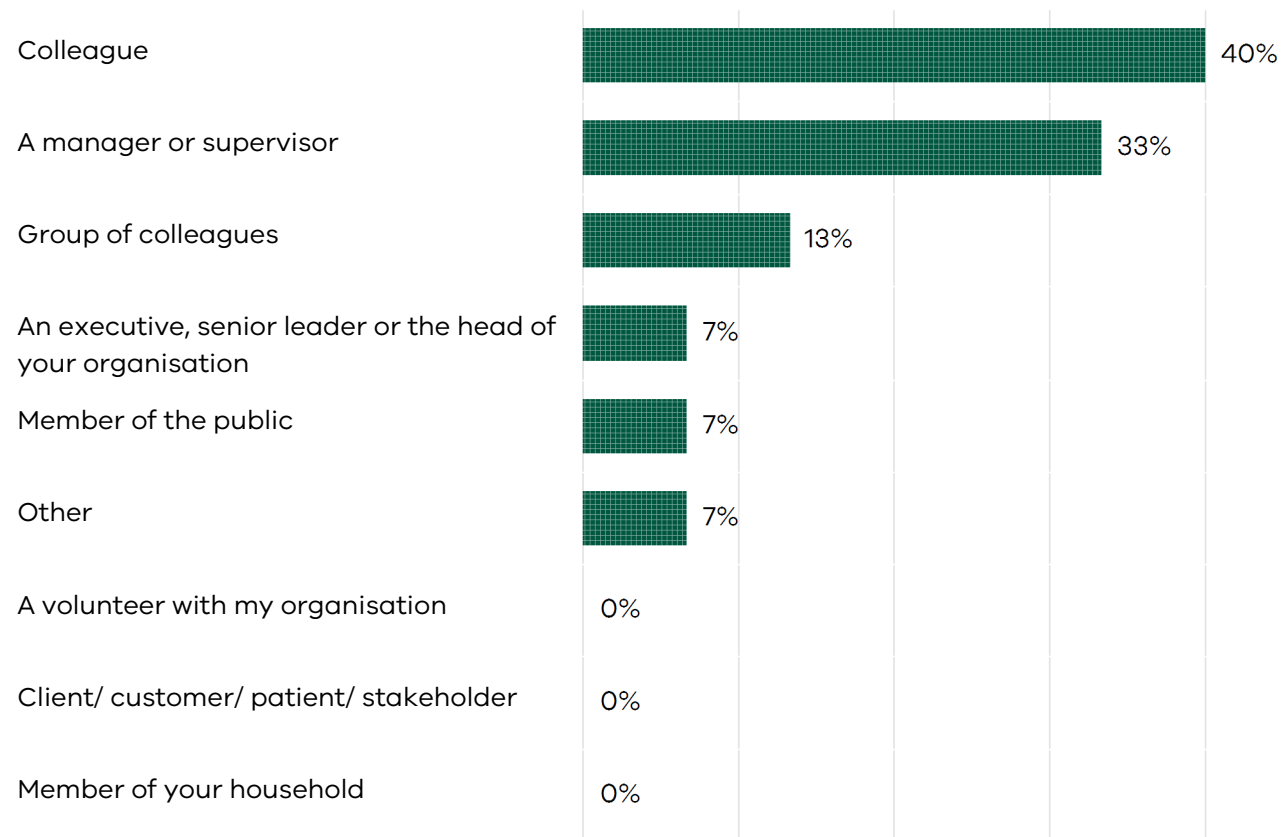
People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 14% of your staff said they experienced bullying.

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

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

Example

14% of your staff who did the survey said they experienced bullying.

Of that 14%, 93% said it was by someone within the organisation.

Of that 93%, 64% said it was 'They were in my workgroup'.

14 people (93% of staff who experienced bullying) experienced bullying from within your organisation (You 2023)

They were in my workgroup	64%
They were my immediate manager or supervisor	43%
They were outside my workgroup	7%
They were someone I supervise or manage	0%
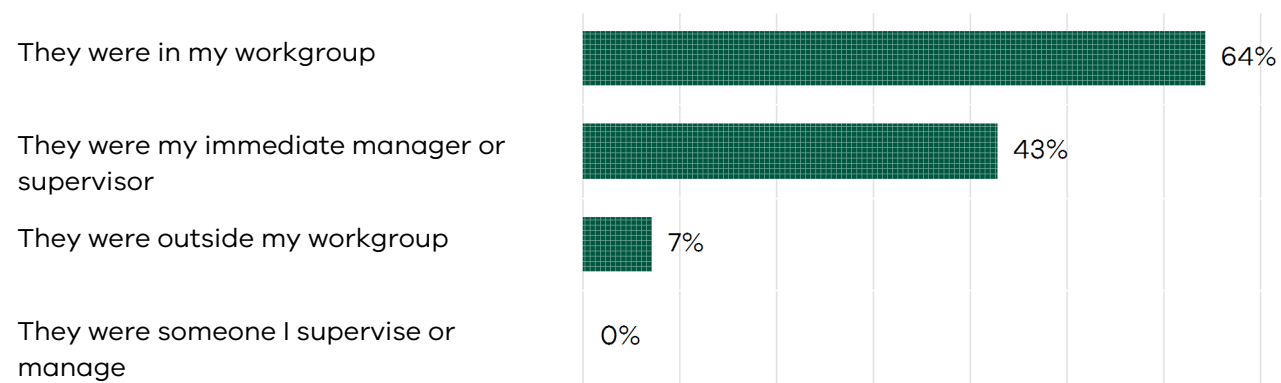
People outcomes

Sexual harassment

What this is

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

Why this is important

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

Why there is no data here

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

We do this to protect the respondents.

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Discrimination

What this is

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

Why this is important

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

Why there is no data here

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

We do this to protect the respondents.

Negative behaviour

Violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

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

Of that 18%, 80% said it was from 'Abusive language'.

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

20	84	6
18%	76%	5%

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

If you experienced violence or aggression, what type did you experience?	You 2021	You 2023	Comparator 2023	Public sector 2023
Abusive language	78%	80%	76%	81%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	59%	60%	40%	29%
Threats of violence	37%	30%	26%	41%
Intimidating behaviour	41%	25%	54%	70%
Other	0%	5%	4%	4%

Negative behaviour

Telling someone about violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

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

- 70% said the top way they reported the violence or agression was 'Told a manager'

- 55% said they didn't submit a formal incident report.

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

20	84	6
18%	76%	5%

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

Did you tell anyone about the incident?	You 2021	You 2023	Comparator 2023	Public sector 2023
Told a manager	74%	70%	55%	56%
Told a colleague	59%	60%	41%	45%
Told the person the behaviour was not OK	30%	50%	33%	31%
Submitted a formal incident report	48%	45%	41%	36%
Told a friend or family member	4%	25%	11%	20%

Negative behaviour

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

What this is

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

Why this is important

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

How to read this

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

Example

55% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 55% said the top reason was 'Other'.

Did you submit a formal incident report?

9	11
45%	55%

■ Submitted formal incident report   ■ Did not submit a formal incident report
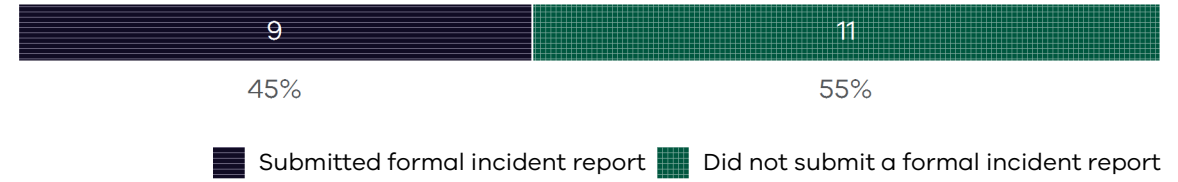
What was your reason for not submitting a formal incident report?	You 2021	You 2023	Comparator 2023	Public sector 2023
Other	29%	55%	19%	22%
I didn't think it would make a difference	21%	27%	37%	39%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	0%	18%	9%	15%
I didn't think it was serious enough	43%	18%	33%	32%
I didn't need to because I made the violence or aggression stop	7%	9%	13%	15%

Negative behaviour

Perpetrators of violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

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

Each row is one perpetrator or a group of perpetrators.

Example

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

Of that 18%, 90% said it was 'Client/ customer/ patient/ stakeholder'.

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

Perpetrator	Percentage
Client/ customer/ patient/ stakeholder	90%
Other	10%
Member of the public	5%
A manager or supervisor	0%
A volunteer with my organisation	0%
An executive, senior leader or the head of your organisation	0%
Colleague	0%
Group of colleagues	0%
Member of your household	0%
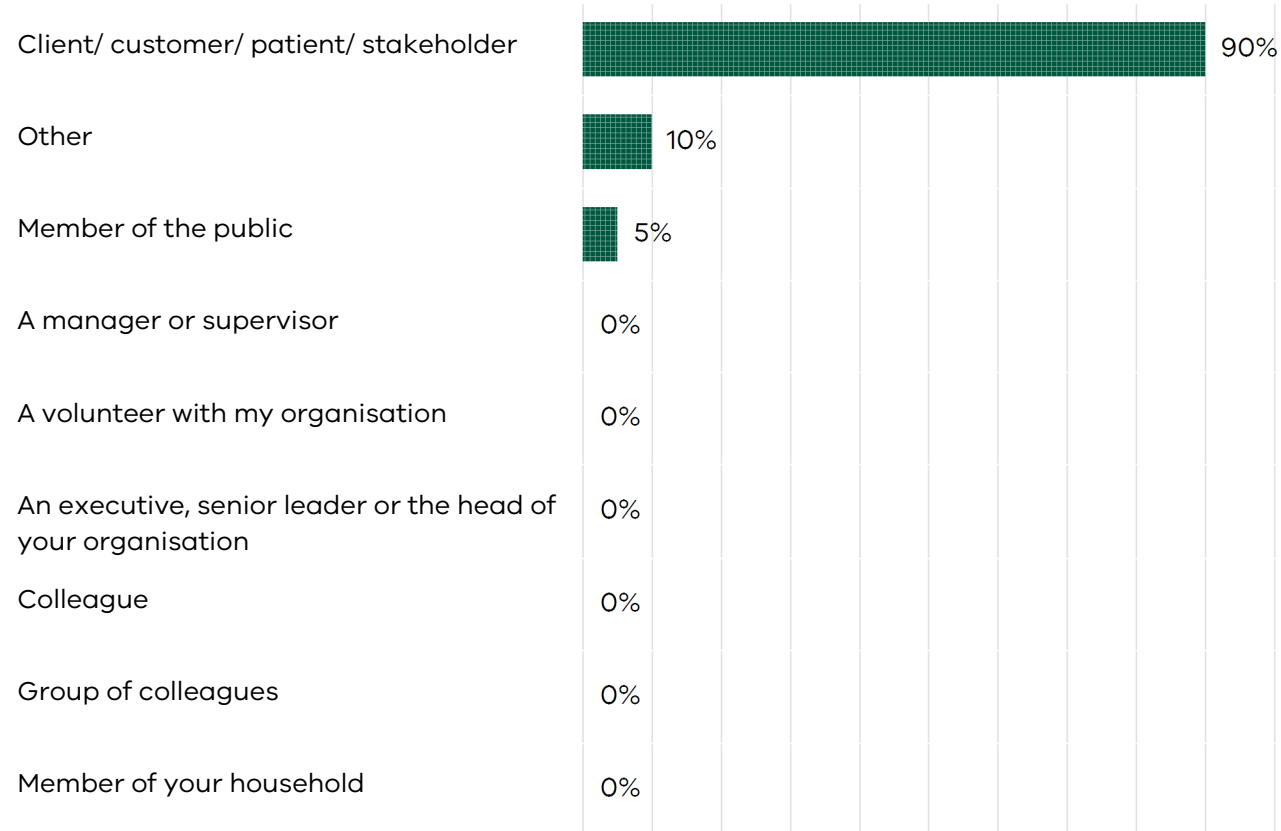
Negative behaviour

Witnessing negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

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

83% said they witnessed No, I have not witnessed any of the situations above'.

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

19	91
17%	83%

■ Witnessed some negative behaviour   ▦ Did not witness some negative behaviour
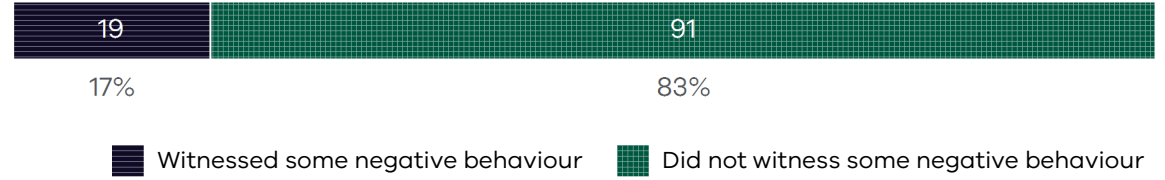
During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2021	You 2023	Comparator 2023	Public sector 2023
No, I have not witnessed any of the situations above	72%	83%	76%	78%
Bullying of a colleague	23%	13%	18%	15%
Discrimination against a colleague	8%	6%	9%	8%
Violence or aggression against a colleague	5%	2%	5%	6%

Negative behaviour

Taking action when witnessing negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

The table shows the answers in descending order.

Example

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

- 58% said the top action they took was 'Spoke to the person who experienced the behaviour'.

- 0% took no action.

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

19	91
17%	83%

▮ Witnessed some negative behaviour ▨ Did not witness some negative behaviour
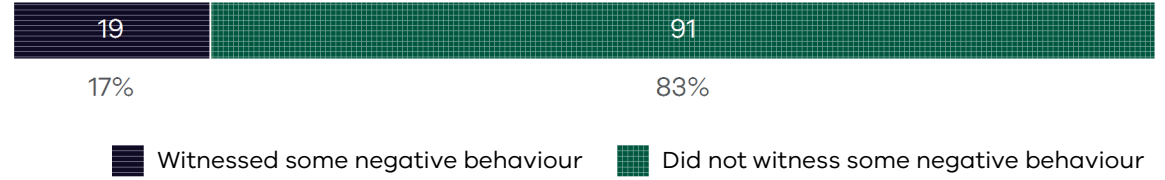
When you witnessed the above behaviour(s), did you do any of the following?	You 2021	You 2023	Comparator 2023	Public sector 2023
Spoke to the person who experienced the behaviour	81%	58%	69%	70%
Told a manager	26%	32%	40%	39%
Told the person the behaviour was not OK	19%	26%	21%	24%
Spoke to the person who behaved in a negative way	29%	16%	19%	20%
Told a colleague	19%	16%	16%	20%
Told Human Resources	3%	16%	9%	7%
Submitted a formal complaint	6%	5%	8%	6%

People matter survey

2023

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- Primary role

Key differences

Highest scoring questions

What this is

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

How to read this

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

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

You can also compare your 2023 scores against your 2021 scores and your 2023 comparator group.

Example

On the first row 'Job enrichment', the 'You 2023' column shows 96% of your staff agreed with 'I clearly understand what I am expected to do in this job'.

In the 'Change from 2021' column, you have a 10% increase, which is a positive trend.

Question group	Highest scoring questions	You 2023	Change from 2021	Comparator 2023
Job enrichment	I clearly understand what I am expected to do in this job	96%	+10%	90%
Meaningful work	I can make a worthwhile contribution at work	96%	Not asked in 2021	95%
Meaningful work	I achieve something important through my work	95%	+12%	94%
Job enrichment	I can use my skills and knowledge in my job	93%	Not asked in 2021	93%
Manager leadership	My manager treats employees with dignity and respect	93%	+15%	83%
Job enrichment	I understand how my job helps my organisation achieve its goals	92%	Not asked in 2021	93%
Manager support	My manager listens to what I have to say	91%	+20%	80%
Manager leadership	My manager demonstrates honesty and integrity	90%	+15%	81%
Meaningful work	I get a sense of accomplishment from my work	90%	+11%	90%
Collaboration	I am able to work effectively with others outside my immediate workgroup	90%	+5%	88%

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 2021 scores and your 2023 comparator group.

Example

On the first row 'Organisational integrity', the 'You 2023' column shows 45% of your staff agreed with 'I believe the promotion processes in my organisation are fair'. This question was not asked in 2021.

Question subgroup	Lowest scoring questions	You 2023	Change from 2021	Comparator 2023
Organisational integrity	I believe the promotion processes in my organisation are fair	45%	Not asked in 2021	51%
Organisational integrity	I have an equal chance at promotion in my organisation	52%	Not asked in 2021	54%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	55%	Not asked in 2021	56%
Patient safety climate	Trainees in my discipline are adequately supervised	55%	+5%	65%
Learning and development	I am satisfied with the opportunities to progress in my organisation	60%	Not asked in 2021	58%
Collaboration	Workgroups across my organisation willingly share information with each other	60%	+11%	63%
Patient safety climate	This health service does a good job of training new and existing staff	61%	+4%	62%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	62%	+4%	67%
Safety climate	All levels of my organisation are involved in the prevention of stress	62%	+9%	55%
Senior leadership	Senior leaders provide clear strategy and direction	64%	+5%	62%

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 2021' column.

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

This is because the increase from 2021 shows you where the most positive changes are happening in your organisation.

Example

On the first row 'Workload', the 'You 2023' column shows 75% of your staff agreed with 'I have enough time to do my job effectively'.

In the 'Increase from 2021' column, you have a 33% increase, which is a positive trend.

Question group	Most improved from last survey	You 2023	Increase from 2021	Comparator 2023
Workload	I have enough time to do my job effectively	75%	+33%	61%
Workload	The workload I have is appropriate for the job that I do	77%	+22%	66%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	74%	+21%	61%
Manager support	My manager listens to what I have to say	91%	+20%	80%
Engagement	My organisation motivates me to help achieve its objectives	75%	+19%	69%
Gender equality supporting measures	My organisation would support me if I needed to take family violence leave	90%	+19%	86%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	76%	+19%	68%
Satisfaction	How satisfied are you with the work/life balance in your current job	75%	+17%	73%
Manager support	My manager provides me with enough support when I need it	87%	+17%	79%
Workgroup support	People in my workgroup treat each other with respect	84%	+16%	77%

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 2021' column.

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

This is because the decrease from 2021 shows you where the most negative changes are happening in your organisation.

Example

On the first row 'Patient safety climate', the 'You 2023' column shows 65% of your staff agreed with 'Patient care errors are handled appropriately in my work area'. In the 'Decrease from 2021' column, you have a 4% decrease, which is a negative trend.

Question subgroup	Largest decline from last survey	You 2023	Decrease from 2021	Comparator 2023
Patient safety climate	Patient care errors are handled appropriately in my work area	65%	-4%	71%
Engagement	I feel a strong personal attachment to my organisation	73%	-1%	67%

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 'Taking action', the 'You 2023' column shows 78% of your staff agreed with 'I believe my organisation will make improvements based on the results of this survey'.

The 'difference' column, shows that agreement for this question was 19 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Taking action	I believe my organisation will make improvements based on the results of this survey	78%	+19%	59%
Workload	I have enough time to do my job effectively	75%	+14%	61%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	74%	+13%	61%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	68%	+12%	56%
Manager support	My manager listens to what I have to say	91%	+11%	80%
Workload	The workload I have is appropriate for the job that I do	77%	+11%	66%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	66%	+11%	56%
Manager leadership	My manager treats employees with dignity and respect	93%	+10%	83%
Manager support	I can discuss problems or issues with my manager	89%	+9%	80%
Manager leadership	My manager demonstrates honesty and integrity	90%	+9%	81%

Victorian Public Sector Commission

VICTORIA State Government

Key differences

Biggest negative difference from comparator

What this is

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

How to read this

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

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

Example

On the first row 'Patient safety climate', the 'You 2023' column shows 55% of your staff agreed with 'Trainees in my discipline are adequately supervised'.

The 'difference' column, shows that agreement for this question was 9 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Patient safety climate	Trainees in my discipline are adequately supervised	55%	-9%	65%
Learning and development	I am developing and learning in my role	73%	-6%	79%
Organisational integrity	I believe the promotion processes in my organisation are fair	45%	-6%	51%
Patient safety climate	Patient care errors are handled appropriately in my work area	65%	-6%	71%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	62%	-5%	67%
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	66%	-4%	70%
Other questions	I understand how the Code of Conduct for Victorian public sector employees applies to my work	85%	-3%	88%
Collaboration	Workgroups across my organisation willingly share information with each other	60%	-3%	63%
Quality service delivery	My workgroup provides high quality advice and services	77%	-3%	80%
Quality service delivery	My workgroup uses its resources well	70%	-2%	72%

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2023

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

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

78% 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

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

Your results

| ■ Disagree | ▒ Neither agree nor disagree |
| ▥ Don't know | ▦ Agree |

4% 78%

18%

Benchmark agree results

	You		Comparator		
2021	2023		Lowest	Average	Highest
Not asked	78 %		41 %	59 %	80 %

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

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- Your comparator group
- Your response rate

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

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

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- Lowest scoring
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- Biggest positive difference from comparator
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- Taking action questions

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- Senior leadership questions

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Workgroup climate

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Job and manager factors

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Custom questions

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Demographics

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

Senior leadership

Senior leadership

What this is

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

Why this is important

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

How to read this

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

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

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

Example

73% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

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

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
Senior leaders model my organisation's values	5% / 73% / 3% / 20%	64 %	73 %	40 %	67 %	92 %
Senior leaders demonstrate honesty and integrity	3% / 69% / 5% / 24%	58 %	69 %	40 %	65 %	94 %
Senior leaders provide clear strategy and direction	3% / 64% / 6% / 27%	58 %	64 %	30 %	62 %	87 %

People matter survey

2023

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Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

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Topical questions

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- Employment
- Adjustments
- Caring
- Categories
- Primary role

Organisational climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

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

Example

In 2023:

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

Compared to:

- 59% of staff at your comparator and 42% of staff across the public sector.
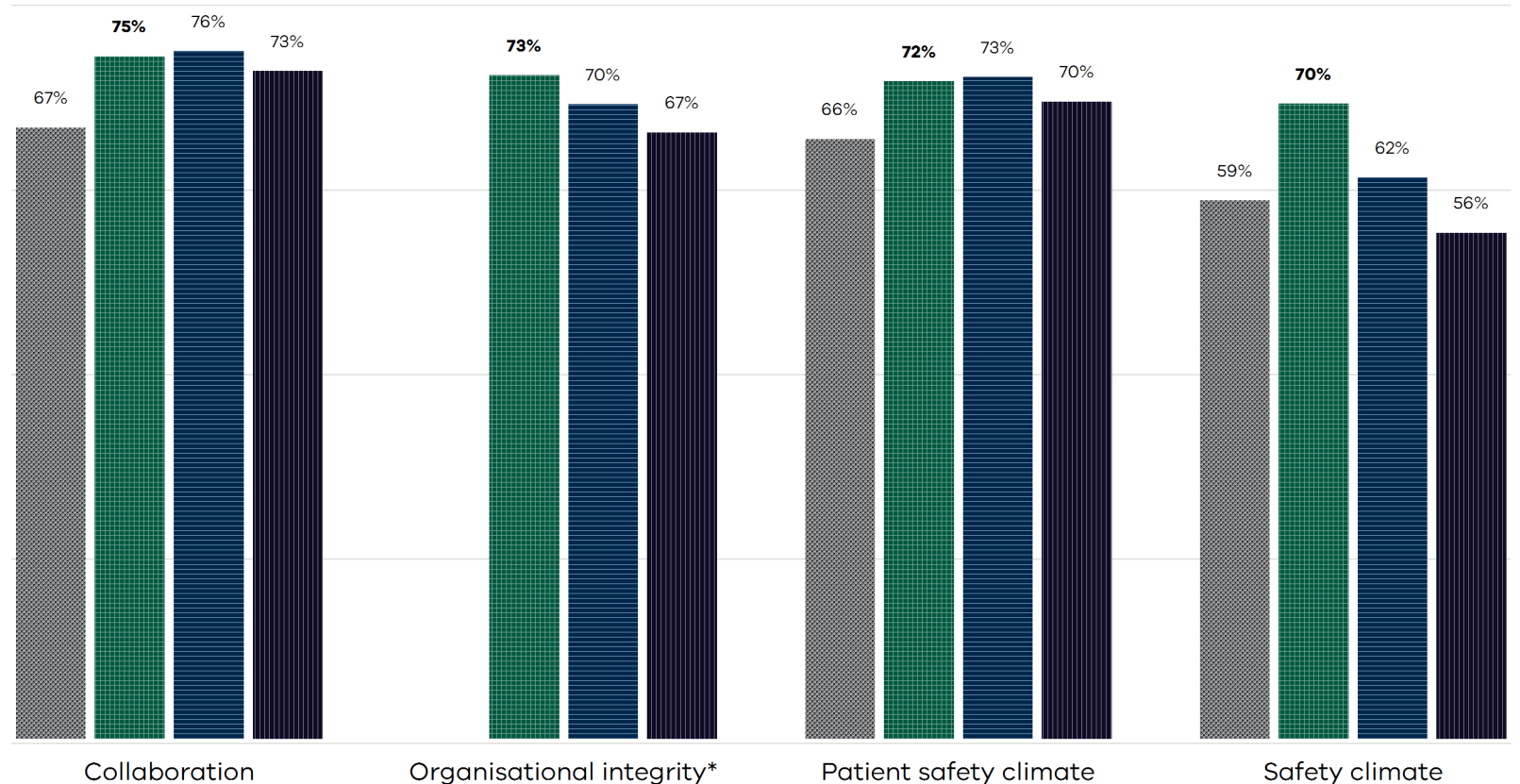
Chart data:

Factor	You 2021	You 2023	Comparator 2023	Public sector 2023
Collaboration	67%	75%	76%	73%
Organisational integrity*		73%	70%	67%
Patient safety climate	66%	72%	73%	70%
Safety climate	59%	70%	62%	56%

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

Legend: You 2021 | 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.
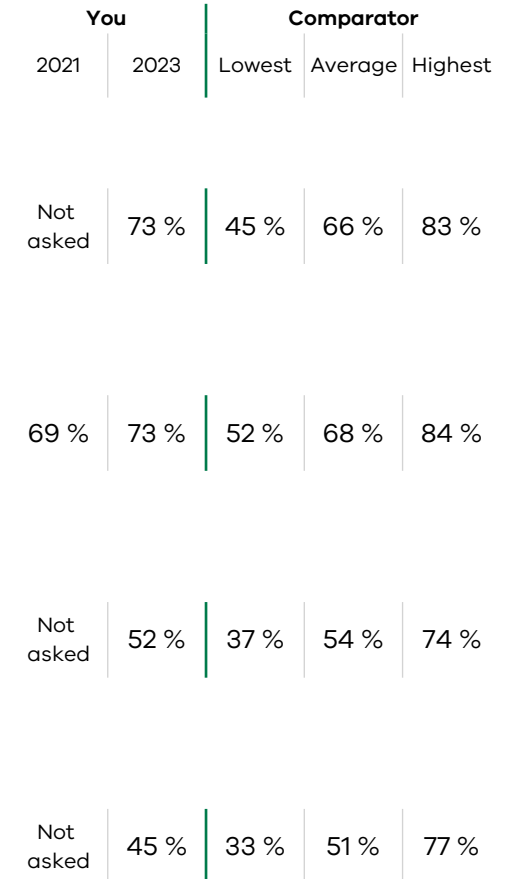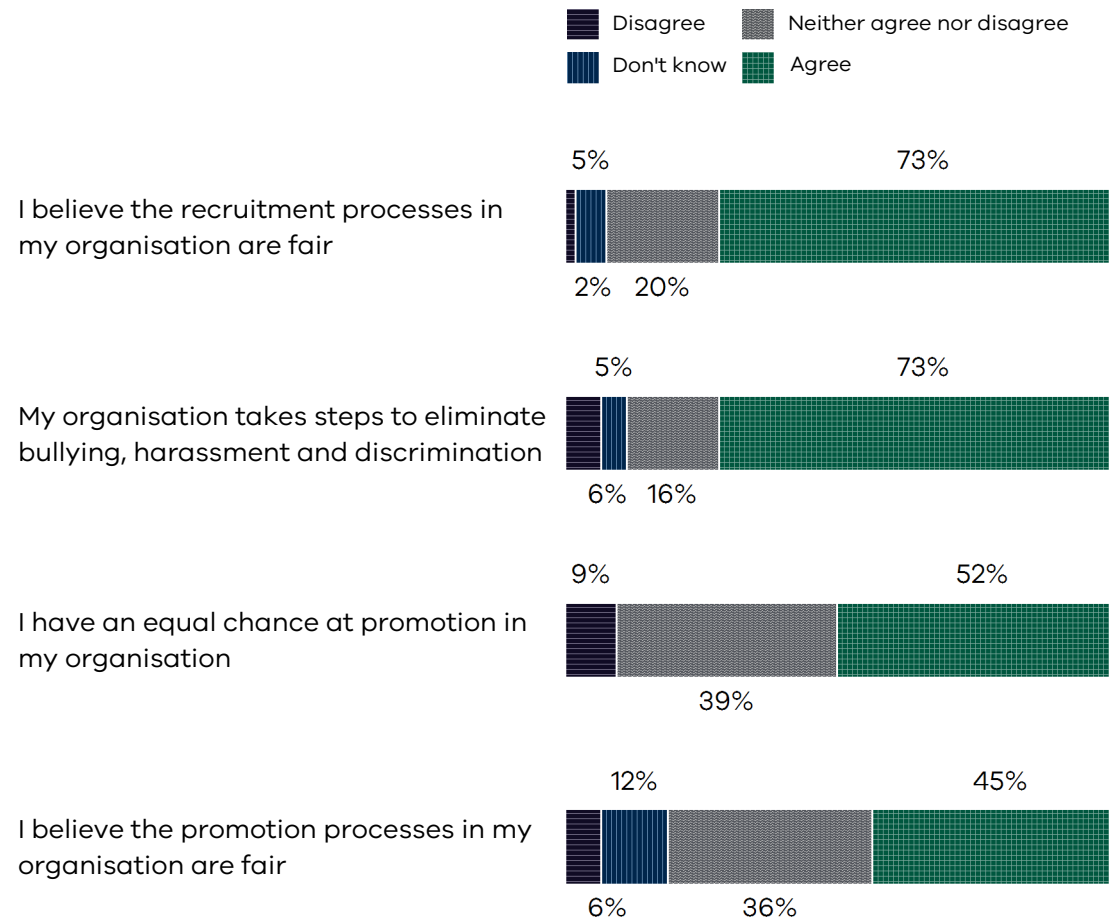
Example

89% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

| Survey question | Your results | Benchmark agree results |

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

	You		Comparator		
	2021	2023	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	85 %	89 %	71 %	85 %	98 %
My organisation encourages respectful workplace behaviours	85 %	87 %	66 %	81 %	97 %
My organisation is committed to earning a high level of public trust	80 %	86 %	48 %	80 %	98 %
My organisation does not tolerate improper conduct	64 %	78 %	60 %	74 %	90 %

Your results bar values:
- My organisation encourages employees to act in ways that are consistent with human rights: 2%, 89%, 2%, 7%
- My organisation encourages respectful workplace behaviours: 2%, 87%, 11%
- My organisation is committed to earning a high level of public trust: 1%, 86%, 1%, 12%
- My organisation does not tolerate improper conduct: 1%, 78%, 6%, 15%

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

What this is

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

Why this is important

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

How to read this

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

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

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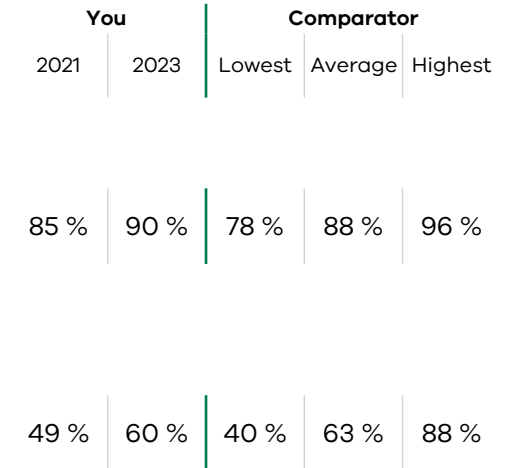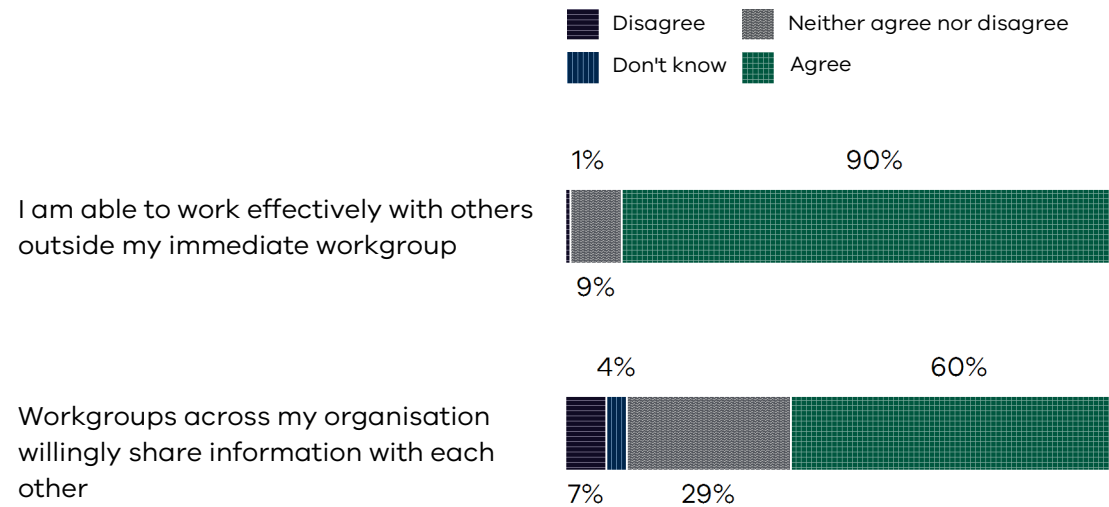
Example

73% 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				

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

	You		**Comparator**		
	2021	2023	Lowest	Average	Highest
I believe the recruitment processes in my organisation are fair	Not asked	73 %	45 %	66 %	83 %
My organisation takes steps to eliminate bullying, harassment and discrimination	69 %	73 %	52 %	68 %	84 %
I have an equal chance at promotion in my organisation	Not asked	52 %	37 %	54 %	74 %
I believe the promotion processes in my organisation are fair	Not asked	45 %	33 %	51 %	77 %

I believe the recruitment processes in my organisation are fair: 5%, 2%, 20%, 73%

My organisation takes steps to eliminate bullying, harassment and discrimination: 5%, 6%, 16%, 73%

I have an equal chance at promotion in my organisation: 9%, 39%, 52%

I believe the promotion processes in my organisation are fair: 12%, 6%, 36%, 45%

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

90% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

Survey question	Your results	Benchmark agree results

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

Survey question		You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I am able to work effectively with others outside my immediate workgroup	1% / 90% / 9%	85 %	90 %	78 %	88 %	96 %
Workgroups across my organisation willingly share information with each other	4% / 60% / 7% / 29%	49 %	60 %	40 %	63 %	88 %

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

82% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
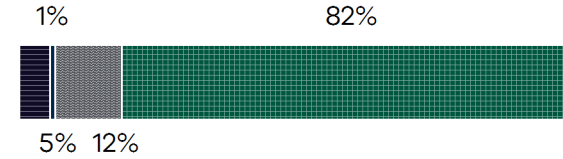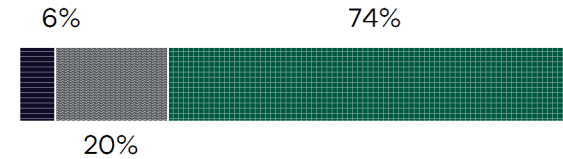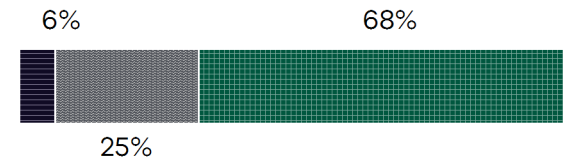
Survey question		You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation provides a physically safe work environment	1% ... 82% / 5% 12%	81 %	82 %	71 %	84 %	96 %
Senior leaders consider the psychological health of employees to be as important as productivity	6% ... 74% / 20%	53 %	74 %	37 %	61 %	85 %
Senior leaders show support for stress prevention through involvement and commitment	6% ... 68% / 25%	55 %	68 %	31 %	56 %	81 %
My organisation has effective procedures in place to support employees who may experience stress	9% ... 67% / 4% 20%	62 %	67 %	40 %	60 %	83 %
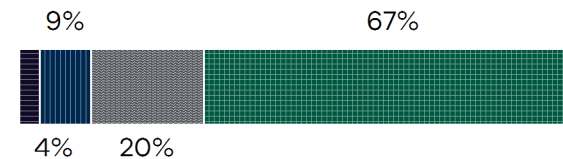
Organisational climate

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.
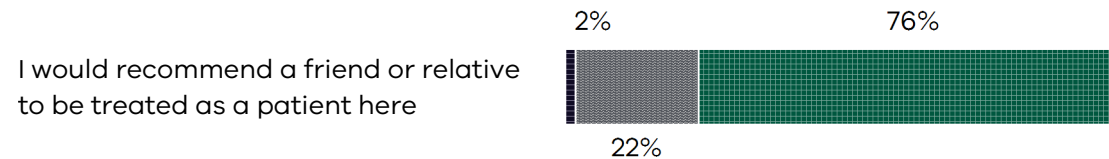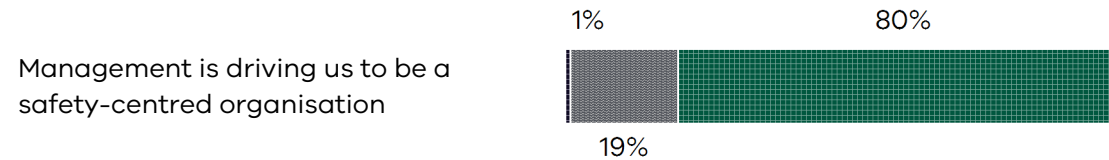
Example

66% of your staff who did the survey agreed or strongly agreed with 'In my workplace, there is good communication about psychological safety issues that affect me'.

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

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
In my workplace, there is good communication about psychological safety issues that affect me	5% / 28% / 66%	53 %	66 %	33 %	56 %	79 %
All levels of my organisation are involved in the prevention of stress	5% / 34% / 62%	53 %	62 %	30 %	55 %	81 %

Patient safety climate 1 of 2

What this is

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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

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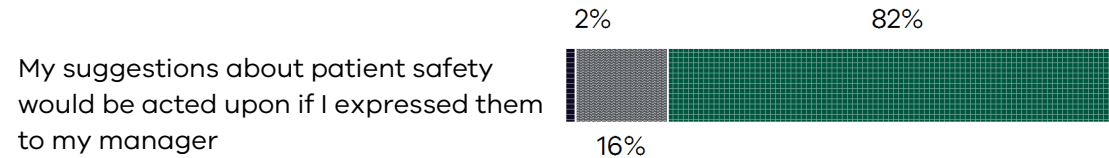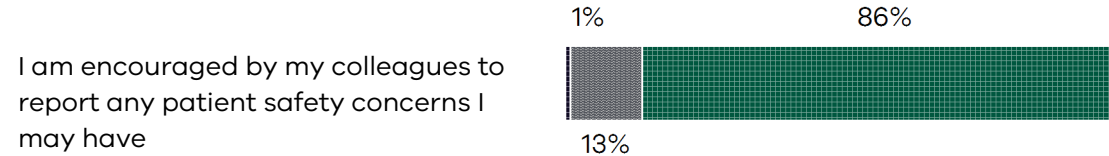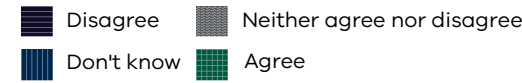
Example

86% of your staff who did the survey agreed or strongly agreed with 'I am encouraged by my colleagues to report any patient safety concerns I may have'.

Survey question

Your results

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

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I am encouraged by my colleagues to report any patient safety concerns I may have	1% / 13% / 86%	80 %	86 %	76 %	85 %	96 %
My suggestions about patient safety would be acted upon if I expressed them to my manager	2% / 16% / 82%	67 %	82 %	61 %	77 %	93 %
Management is driving us to be a safety-centred organisation	1% / 19% / 80%	75 %	80 %	60 %	77 %	96 %
I would recommend a friend or relative to be treated as a patient here	2% / 22% / 76%	70 %	76 %	61 %	78 %	95 %

Benchmark agree results

Patient safety climate 2 of 2

What this is

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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

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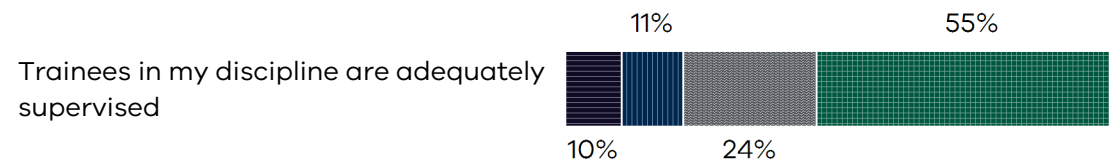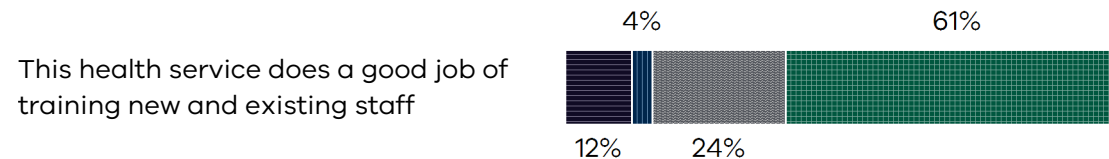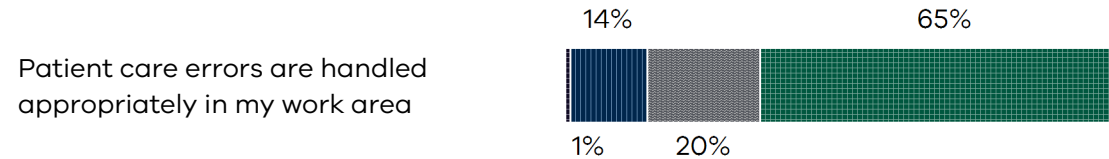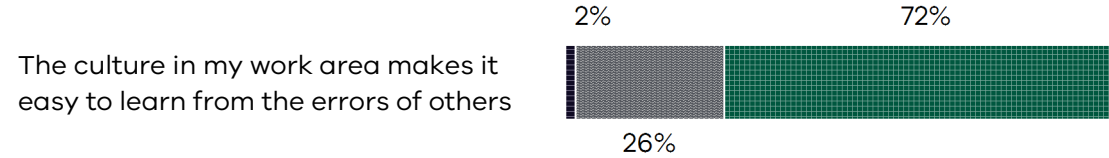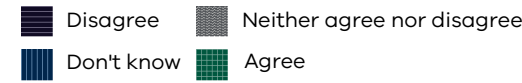
Example

72% of your staff who did the survey agreed or strongly agreed with 'The culture in my work area makes it easy to learn from the errors of others'.

Survey question	Your results	Benchmark agree results				
		You		**Comparator**		
		2021	2023	Lowest	Average	Highest
The culture in my work area makes it easy to learn from the errors of others	2% / 26% / 72%	59 %	72 %	52 %	67 %	89 %
Patient care errors are handled appropriately in my work area	14% / 1% / 20% / 65%	69 %	65 %	55 %	71 %	87 %
This health service does a good job of training new and existing staff	4% / 12% / 24% / 61%	57 %	61 %	38 %	62 %	86 %
Trainees in my discipline are adequately supervised	11% / 10% / 24% / 55%	51 %	55 %	48 %	65 %	87 %

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

People matter survey

2023

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- Violence and aggression

Key differences

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

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- Taking action questions

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- Adjustments
- Caring
- Categories
- Primary role

Workgroup climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

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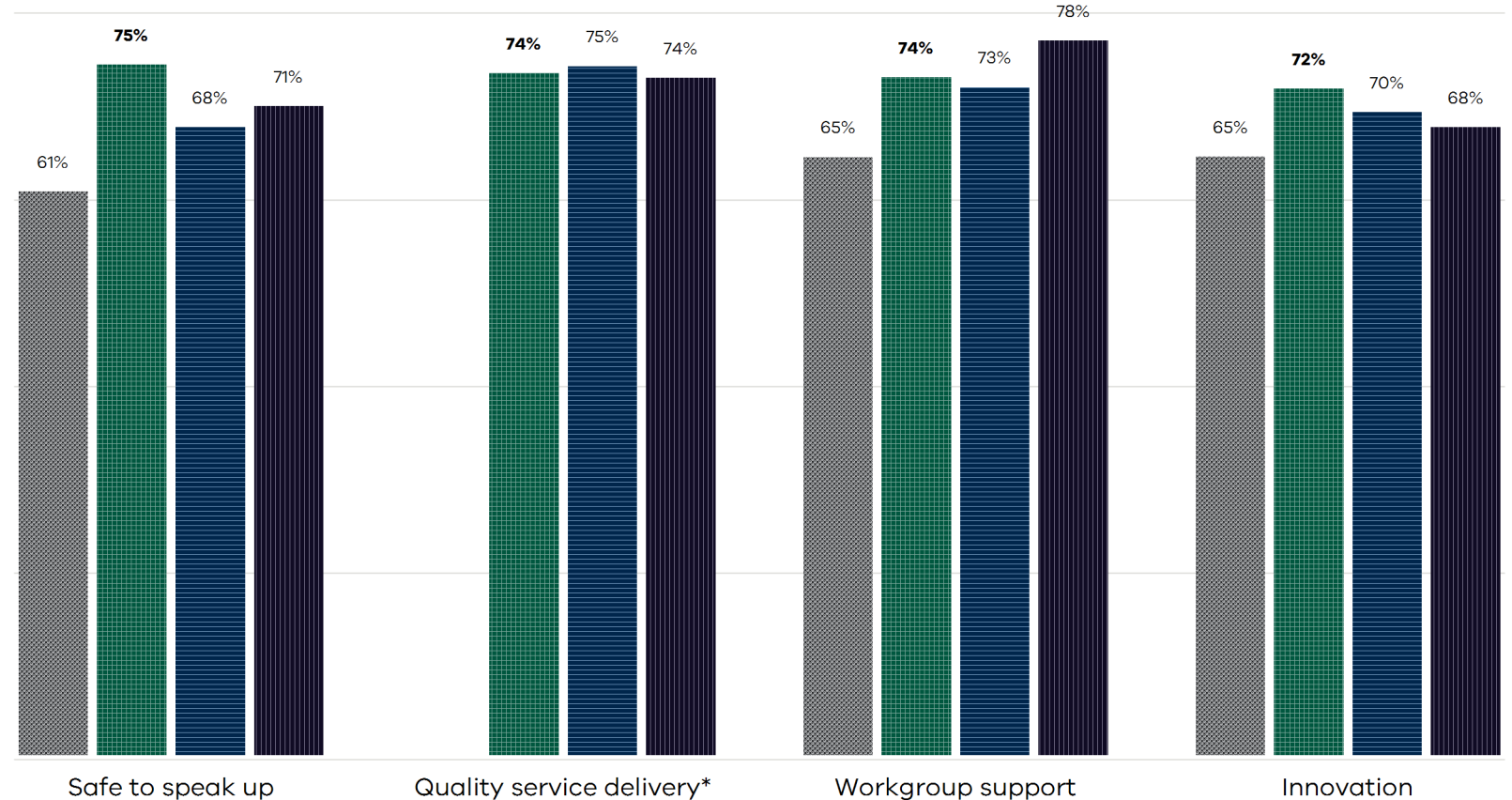
Example

In 2023:

- 75% of your staff who did the survey responded positively to questions about Safe to speak up which is up from 61% in 2021.

Compared to:

- 68% of staff at your comparator and 71% of staff across the public sector.

	Safe to speak up	Quality service delivery*	Workgroup support	Innovation
You 2021	61%		65%	65%
You 2023	75%	74%	74%	72%
Comparator 2023	68%	75%	73%	70%
Public sector 2023	71%	74%	78%	68%

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

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

Victorian Public Sector Commission

VICTORIA State Government

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.
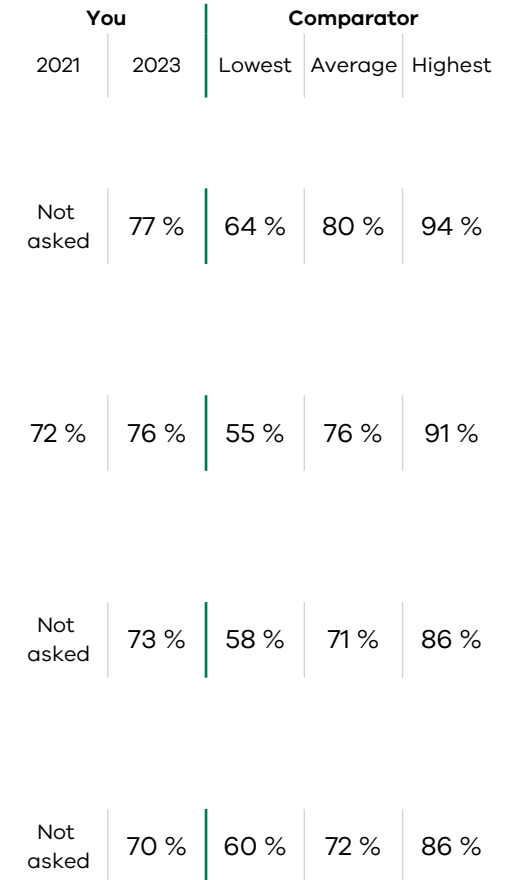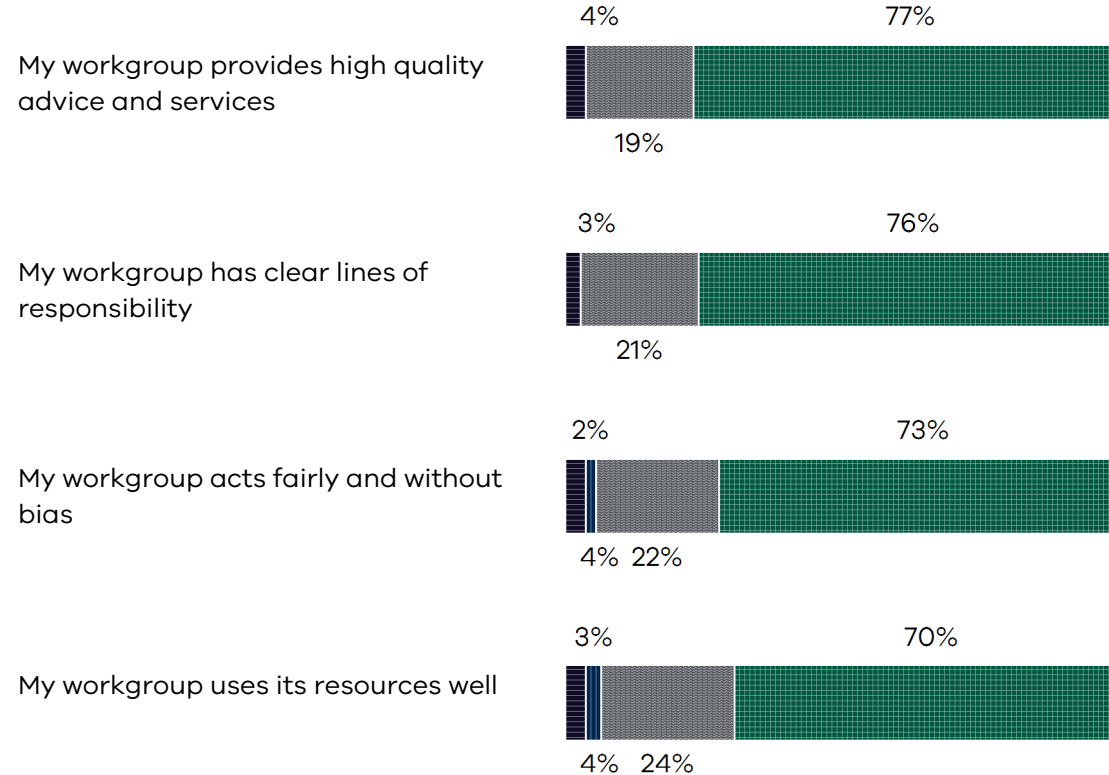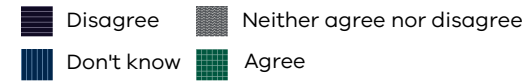
Example

77% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

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

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup provides high quality advice and services	4% / 19% / 77%	Not asked	77 %	64 %	80 %	94 %
My workgroup has clear lines of responsibility	3% / 21% / 76%	72 %	76 %	55 %	76 %	91 %
My workgroup acts fairly and without bias	2% / 4% / 22% / 73%	Not asked	73 %	58 %	71 %	86 %
My workgroup uses its resources well	3% / 4% / 24% / 70%	Not asked	70 %	60 %	72 %	86 %

Workgroup climate

Innovation

What this is

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

Why this is important

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

How to read this

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

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

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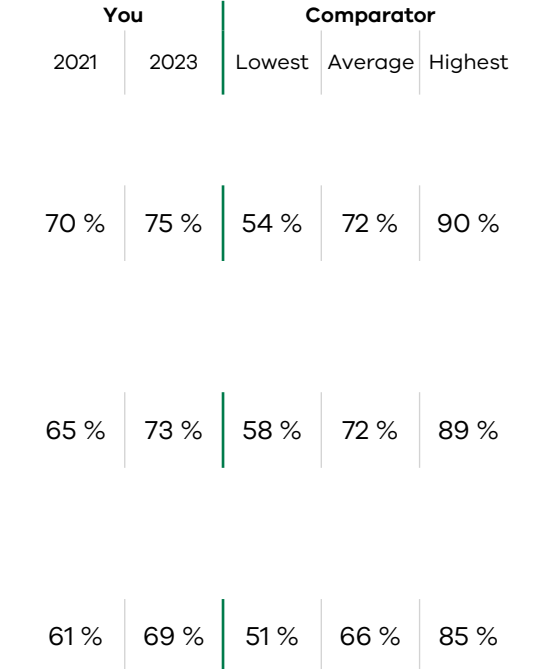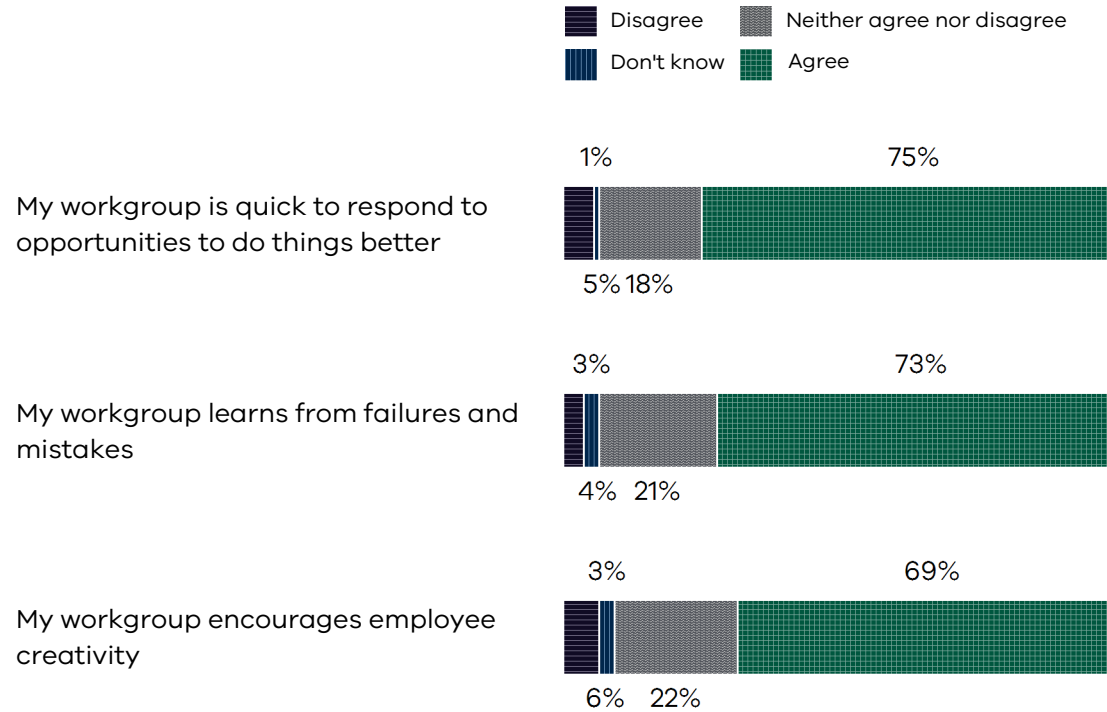
Example

75% of your staff who did the survey agreed or strongly agreed with 'My workgroup is quick to respond to opportunities to do things better'.

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

Survey question		You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup is quick to respond to opportunities to do things better	Disagree 1%, Don't know 5%, Neither 18%, Agree 75%	70 %	75 %	54 %	72 %	90 %
My workgroup learns from failures and mistakes	Disagree 3%, Don't know 4%, Neither 21%, Agree 73%	65 %	73 %	58 %	72 %	89 %
My workgroup encourages employee creativity	Disagree 3%, Don't know 6%, Neither 22%, Agree 69%	61 %	69 %	51 %	66 %	85 %

Workgroup climate

Workgroup support 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

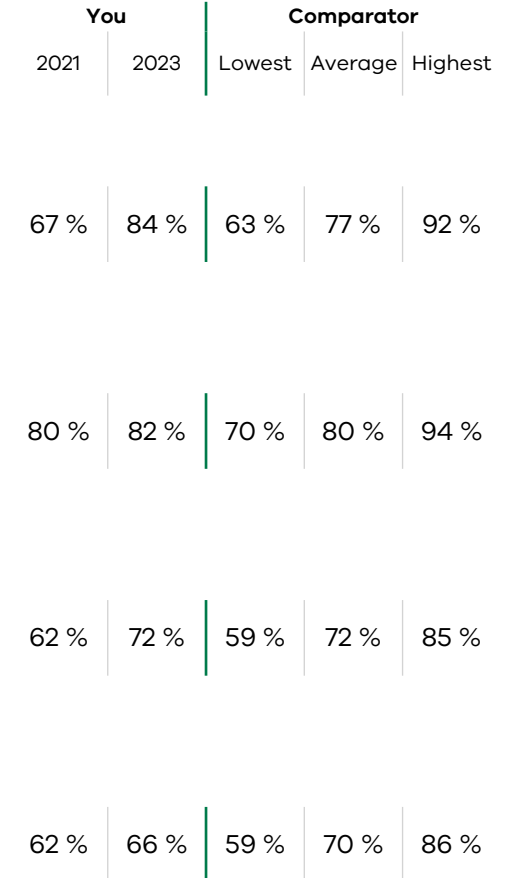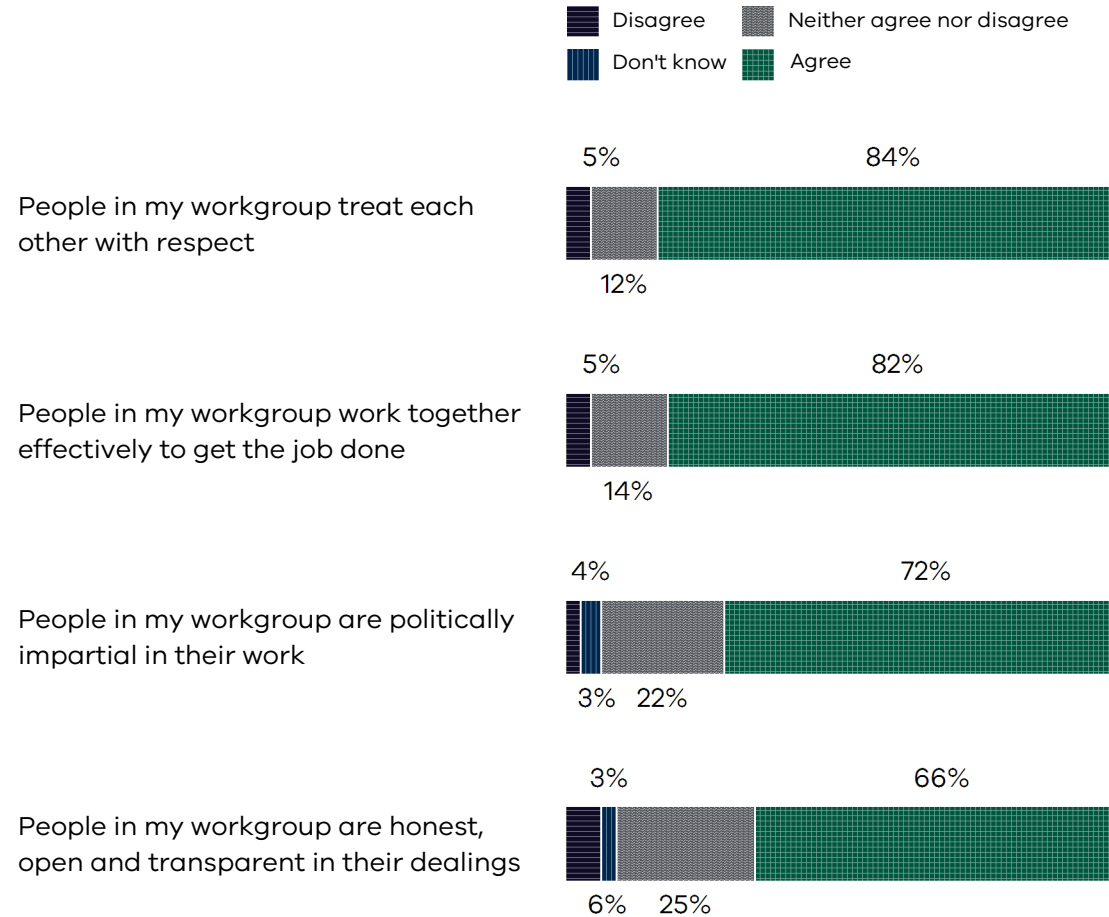Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

84% 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				

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

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup treat each other with respect	5% / 12% / 84%	67 %	84 %	63 %	77 %	92 %
People in my workgroup work together effectively to get the job done	5% / 14% / 82%	80 %	82 %	70 %	80 %	94 %
People in my workgroup are politically impartial in their work	4% / 3% / 22% / 72%	62 %	72 %	59 %	72 %	85 %
People in my workgroup are honest, open and transparent in their dealings	3% / 6% / 25% / 66%	62 %	66 %	59 %	70 %	86 %

Victorian Public Sector Commission

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Workgroup climate

Workgroup support 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

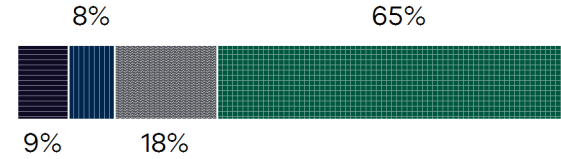Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

65% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.
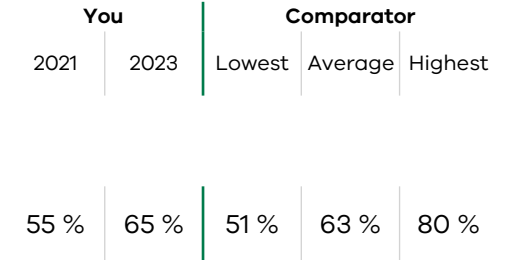
Survey question	Your results	Benchmark agree results

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

	You		Comparator		
	2021	2023	Lowest	Average	Highest
People in my workgroup appropriately manage conflicts of interest	55 %	65 %	51 %	63 %	80 %

Your results bar: 9% Disagree, 8% Don't know, 18% Neither agree nor disagree, 65% Agree

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

76% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.
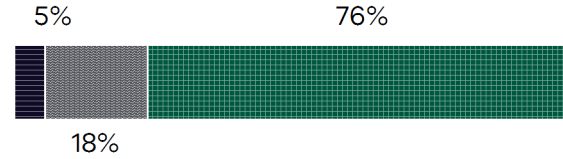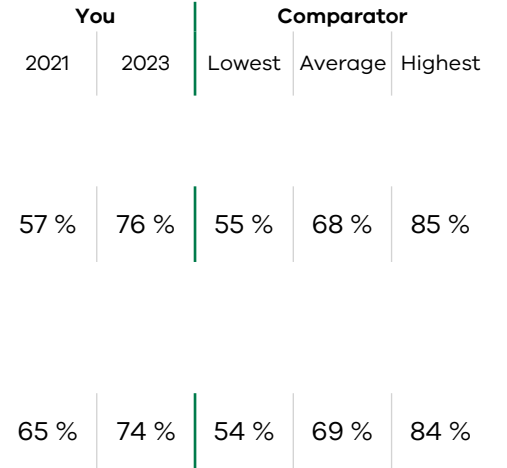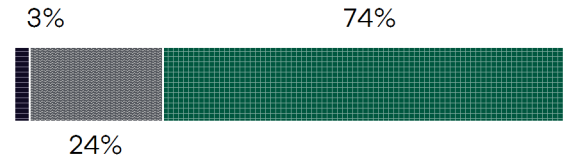
Survey question	Your results					

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

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I feel safe to challenge inappropriate behaviour at work	5% / 18% / 76%	57 %	76 %	55 %	68 %	85 %
People in my workgroup are able to bring up problems and tough issues	3% / 24% / 74%	65 %	74 %	54 %	69 %	84 %

People matter survey

2023

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Job and manager factors

What this is

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

Why this is important

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

How to read this

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

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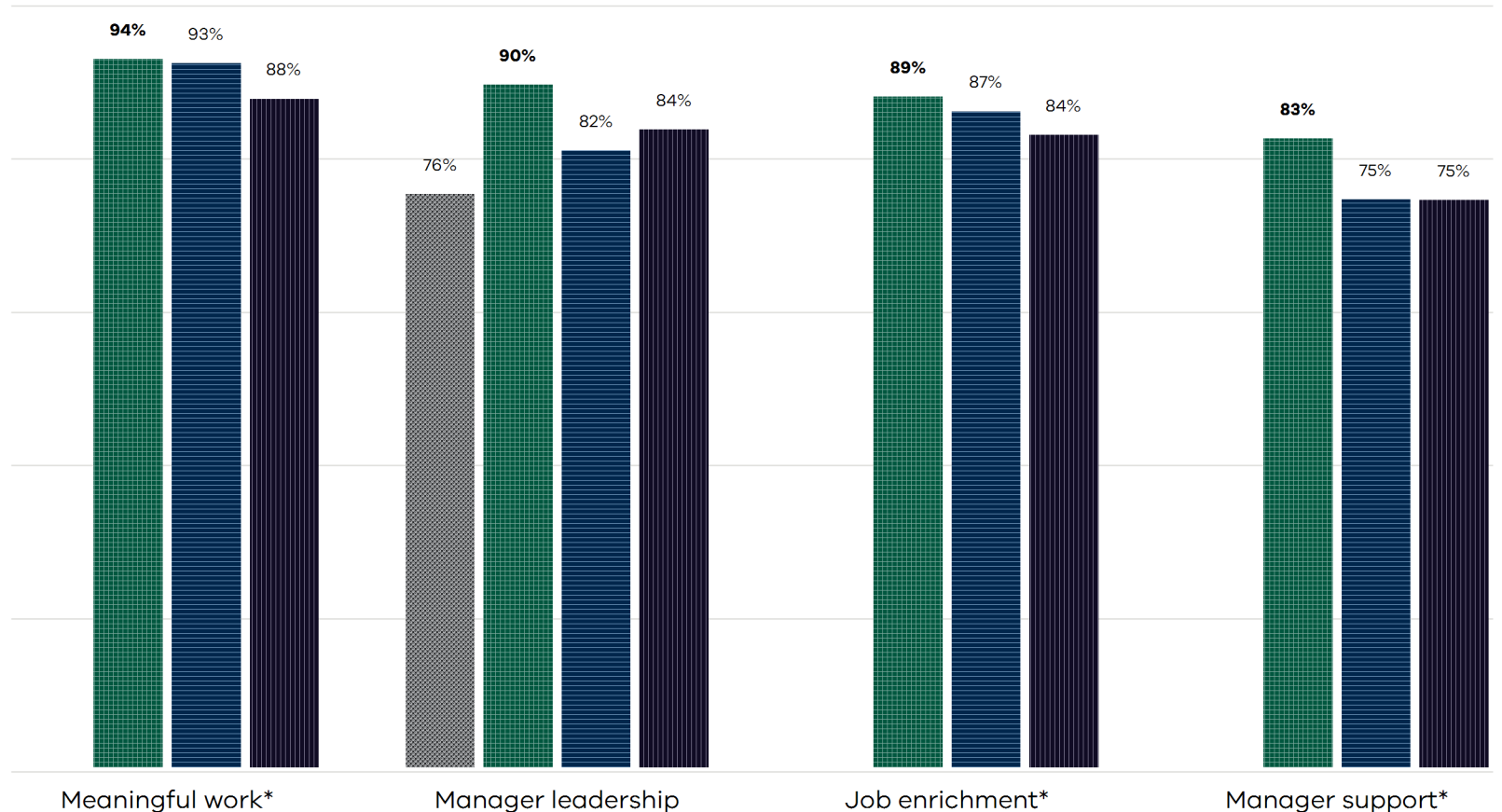
Example

In 2023:

- 94% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

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

Bar chart showing:

Factor	You 2021	You 2023	Comparator 2023	Public sector 2023
Meaningful work*		94%	93%	88%
Manager leadership	76%	90%	82%	84%
Job enrichment*		89%	87%	84%
Manager support*		83%	75%	75%

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

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

Job and manager factors

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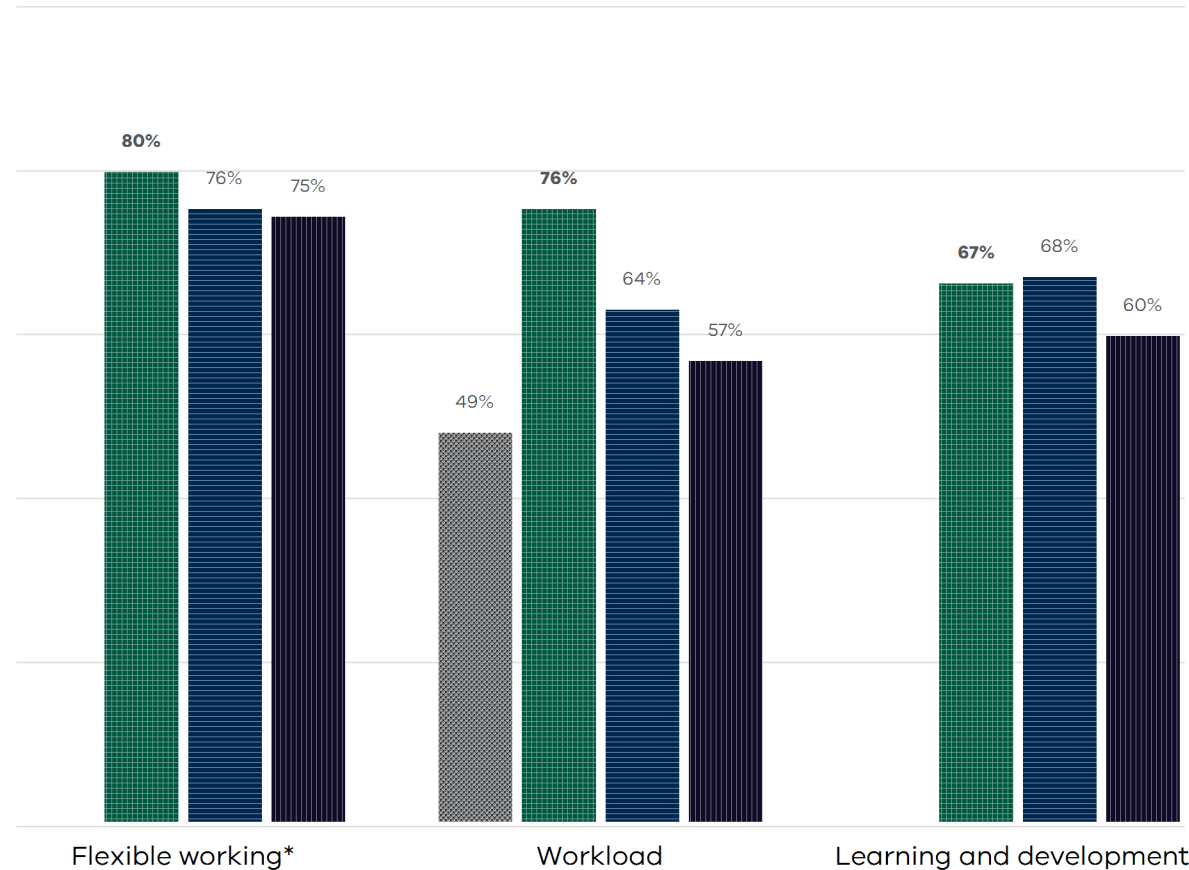
Example

In 2023:

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

Compared to:

- 76% of staff at your comparator and 75% of staff across the public sector.

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

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

Flexible working*: You 2023 80%, Comparator 2023 76%, Public sector 2023 75%

Workload: You 2021 49%, You 2023 76%, Comparator 2023 64%, Public sector 2023 57%

Learning and development*: You 2023 67%, Comparator 2023 68%, Public sector 2023 60%

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.
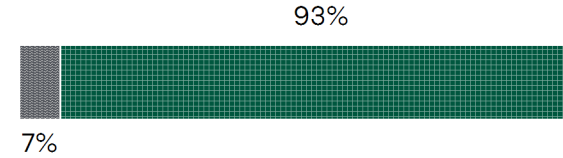
Example

93% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

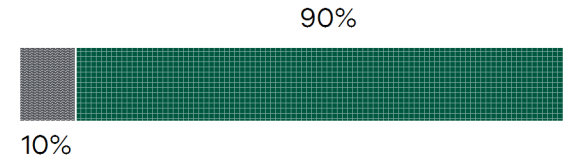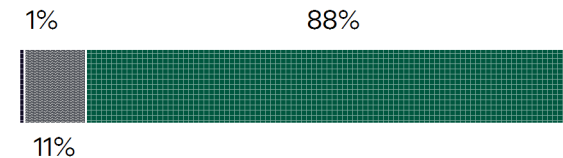Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect	7% / 93%	78 %	93 %	67 %	83 %	94 %
My manager demonstrates honesty and integrity	10% / 90%	75 %	90 %	67 %	81 %	93 %
My manager models my organisation's values	1% / 11% / 88%	75 %	88 %	64 %	81 %	92 %

Job and manager factors

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.
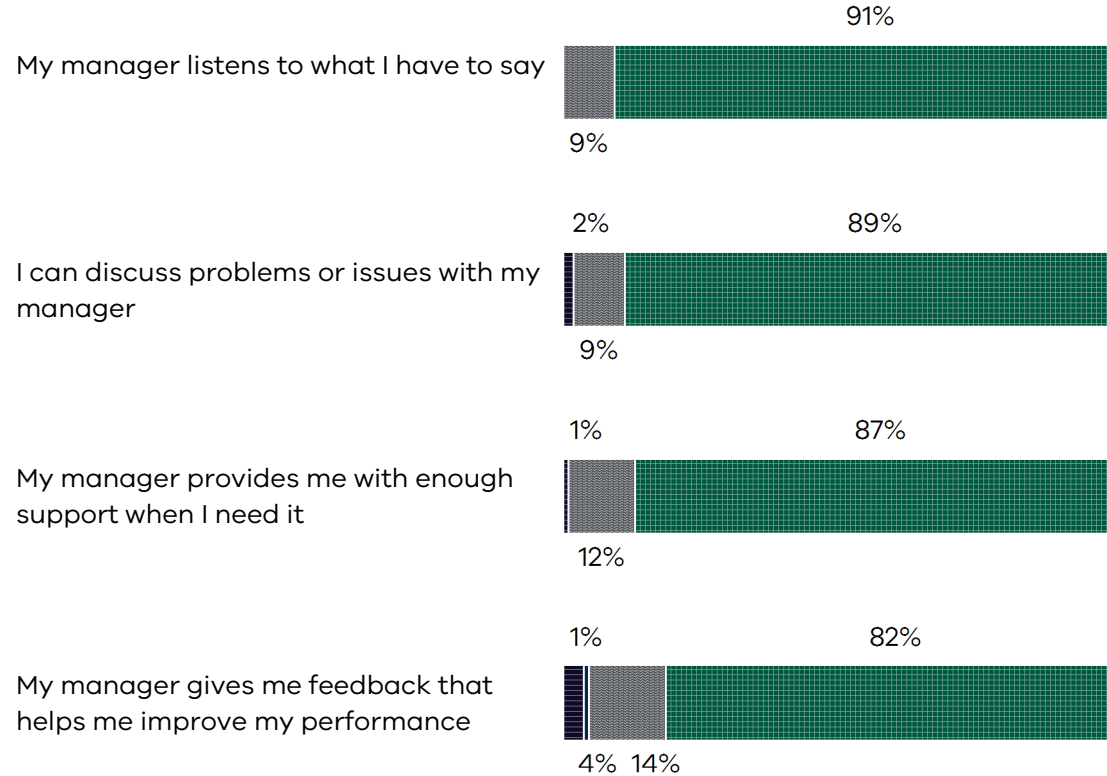
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
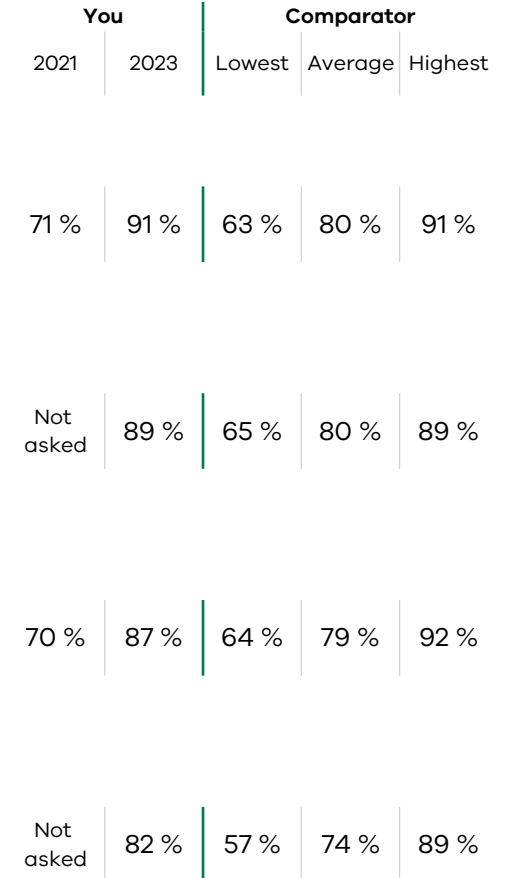
Example

91% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

Survey question	Your results		Benchmark agree results				

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

	You		Comparator		
	2021	2023	Lowest	Average	Highest

My manager listens to what I have to say — 9% / 91%
71 % | 91 % | 63 % | 80 % | 91 %

I can discuss problems or issues with my manager — 2% / 9% / 89%
Not asked | 89 % | 65 % | 80 % | 89 %

My manager provides me with enough support when I need it — 1% / 12% / 87%
70 % | 87 % | 64 % | 79 % | 92 %

My manager gives me feedback that helps me improve my performance — 1% / 4% / 14% / 82%
Not asked | 82 % | 57 % | 74 % | 89 %

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Job and manager factors

Manager support 2 of 2

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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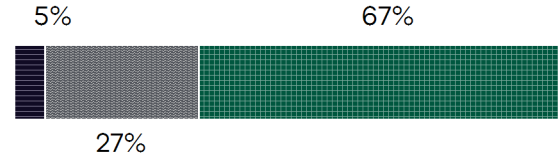
Example

67% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.
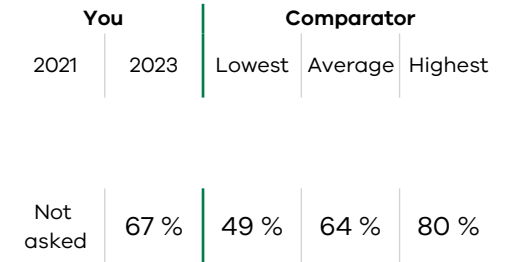
Survey question

Your results

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

I receive meaningful recognition when I do good work

5%   67%

27%

Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
	Not asked	67 %	49 %	64 %	80 %

Victorian Public Sector Commission

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Job and manager factors

Workload

What this is

This is how staff feel about workload and time pressure.

Why this is important

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

How to read this

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

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

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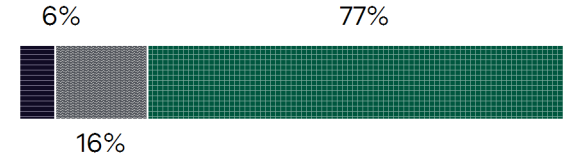
Example

77% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.
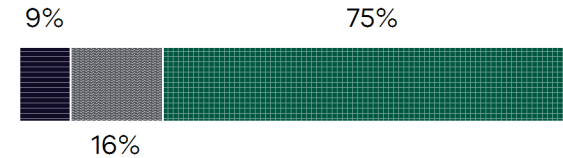
Survey question	Your results			Benchmark agree results				

Legend:
- Disagree
- Neither agree nor disagree
- Agree

Survey question		You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
The workload I have is appropriate for the job that I do	6% / 16% / 77%	55 %	77 %	45 %	66 %	85 %
I have enough time to do my job effectively	9% / 16% / 75%	42 %	75 %	42 %	61 %	79 %

Job and manager factors

Learning and development

What this is

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

Why this is important

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

How to read this

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

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

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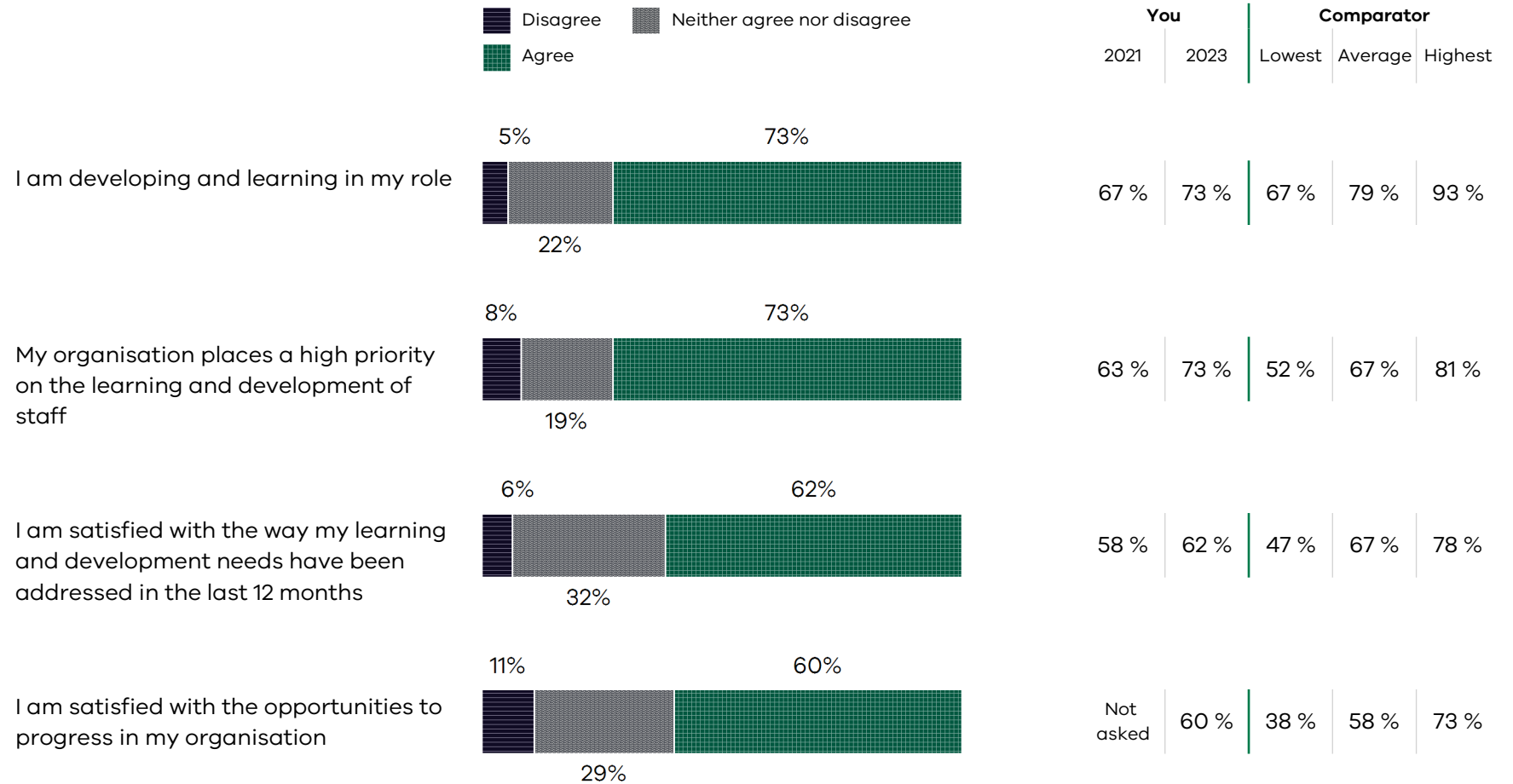
Example

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

Survey question	Your results			Benchmark agree results				
				You		**Comparator**		
				2021	2023	Lowest	Average	Highest
I am developing and learning in my role	5% / 22% / 73%			67 %	73 %	67 %	79 %	93 %
My organisation places a high priority on the learning and development of staff	8% / 19% / 73%			63 %	73 %	52 %	67 %	81 %
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	6% / 32% / 62%			58 %	62 %	47 %	67 %	78 %
I am satisfied with the opportunities to progress in my organisation	11% / 29% / 60%			Not asked	60 %	38 %	58 %	73 %

Legend: Disagree / Neither agree nor disagree / Agree

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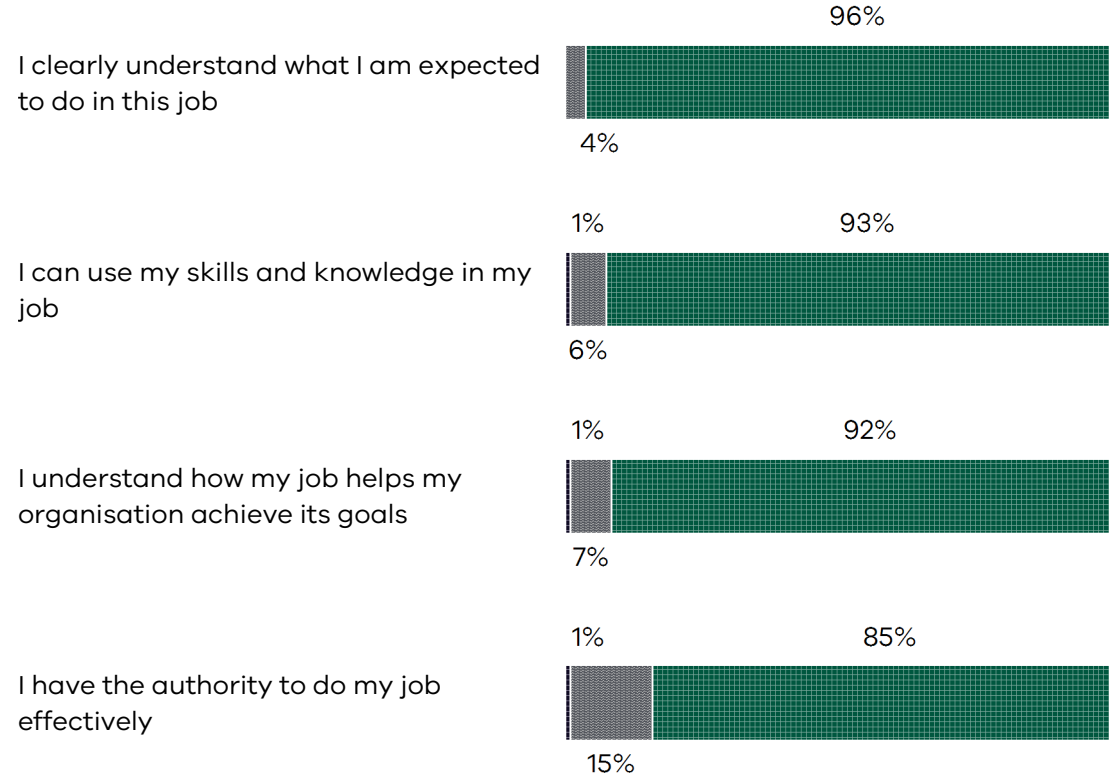
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
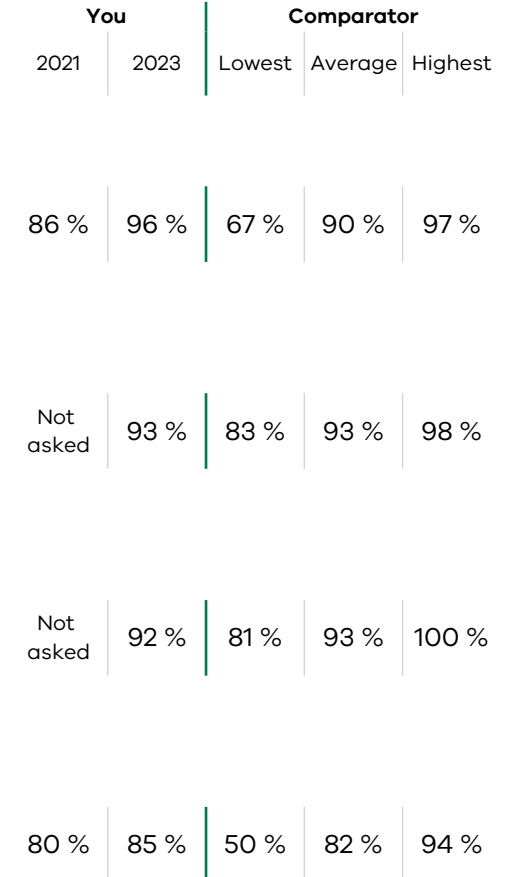
Example

96% of your staff who did the survey agreed or strongly agreed with 'I clearly understand what I am expected to do in this job'.

Survey question	Your results		You		Comparator		
			2021	2023	Lowest	Average	Highest
I clearly understand what I am expected to do in this job	Disagree 4% · Agree 96%		86 %	96 %	67 %	90 %	97 %
I can use my skills and knowledge in my job	Disagree 1% · Neither 6% · Agree 93%		Not asked	93 %	83 %	93 %	98 %
I understand how my job helps my organisation achieve its goals	Disagree 1% · Neither 7% · Agree 92%		Not asked	92 %	81 %	93 %	100 %
I have the authority to do my job effectively	Disagree 1% · Neither 15% · Agree 85%		80 %	85 %	50 %	82 %	94 %

Legend: Disagree · Neither agree nor disagree · Agree

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Job and manager factors

What this is

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

Why this is important

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

How to read this

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

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

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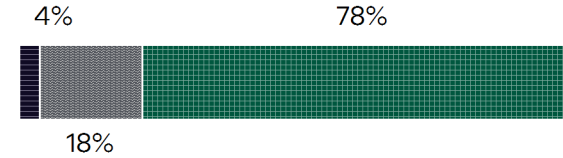
Example

78% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.
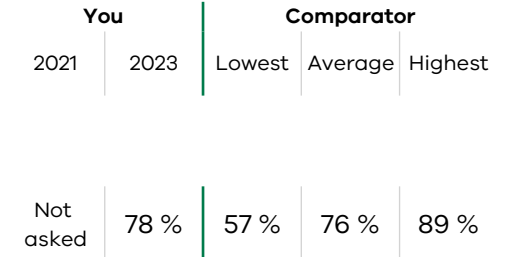
Survey question

Your results

- Disagree
- Neither agree nor disagree
- Agree

I have a say in how I do my work

4%

78%

18%

Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
	Not asked	78 %	57 %	76 %	89 %

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Job and manager factors

Meaningful work

What this is

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

Why this is important

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

How to read this

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

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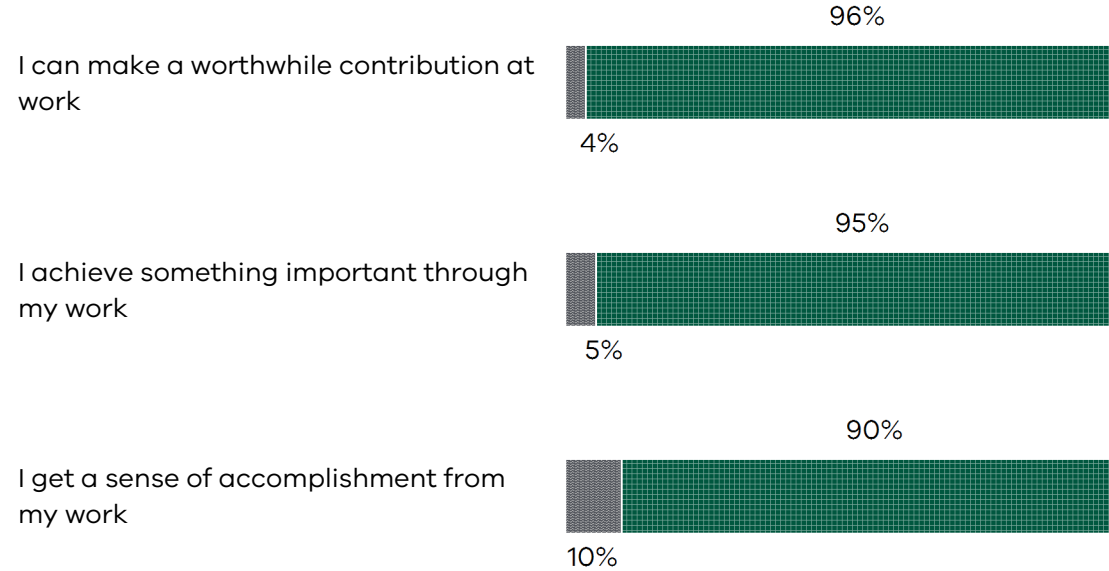
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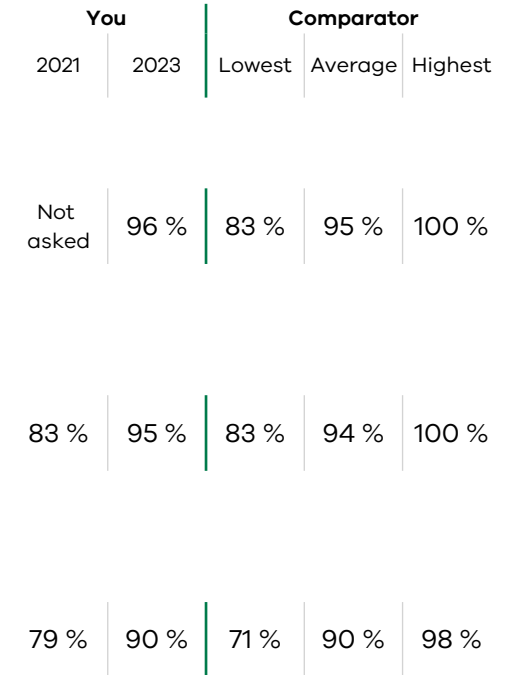
Example

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						

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

Benchmark agree results

Survey question		You		Comparator		
		2021	2023	Lowest	Average	Highest
I can make a worthwhile contribution at work	96% (Agree), 4% (Disagree)	Not asked	96 %	83 %	95 %	100 %
I achieve something important through my work	95% (Agree), 5% (Disagree)	83 %	95 %	83 %	94 %	100 %
I get a sense of accomplishment from my work	90% (Agree), 10% (Neither)	79 %	90 %	71 %	90 %	98 %

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Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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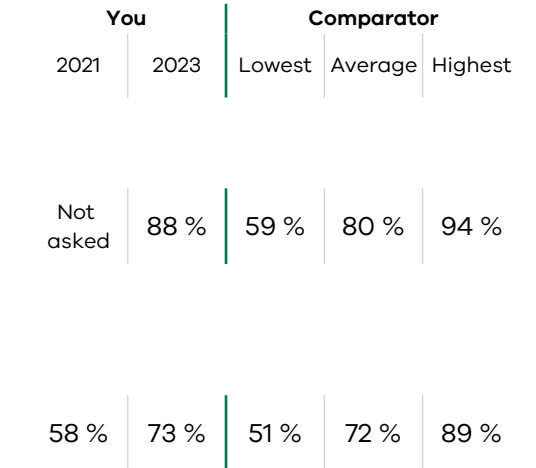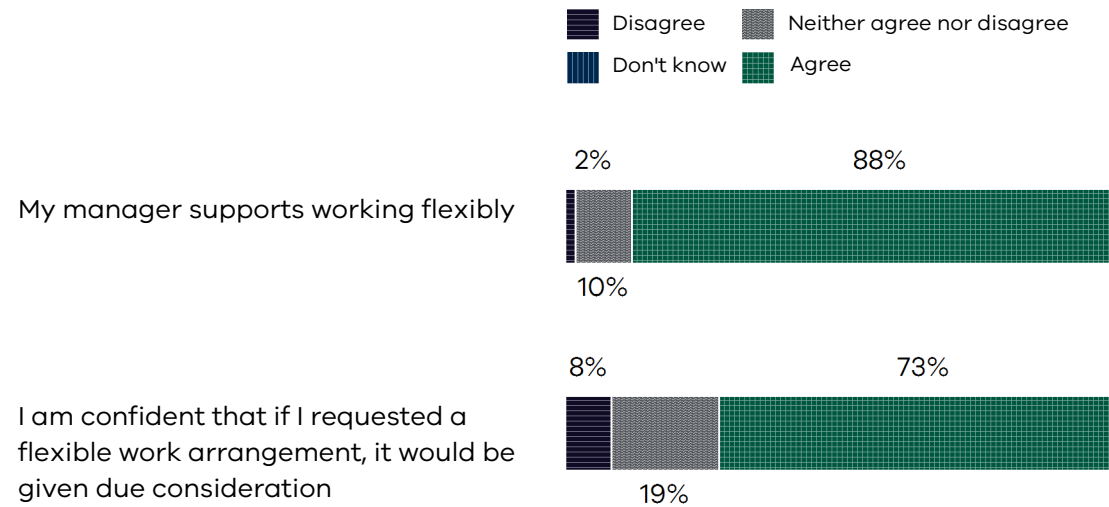
Example

88% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

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

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager supports working flexibly	2% / 10% / 88%	Not asked	88 %	59 %	80 %	94 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	8% / 19% / 73%	58 %	73 %	51 %	72 %	89 %

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Public sector values

What this is

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

Why this is important

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

How to read this

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

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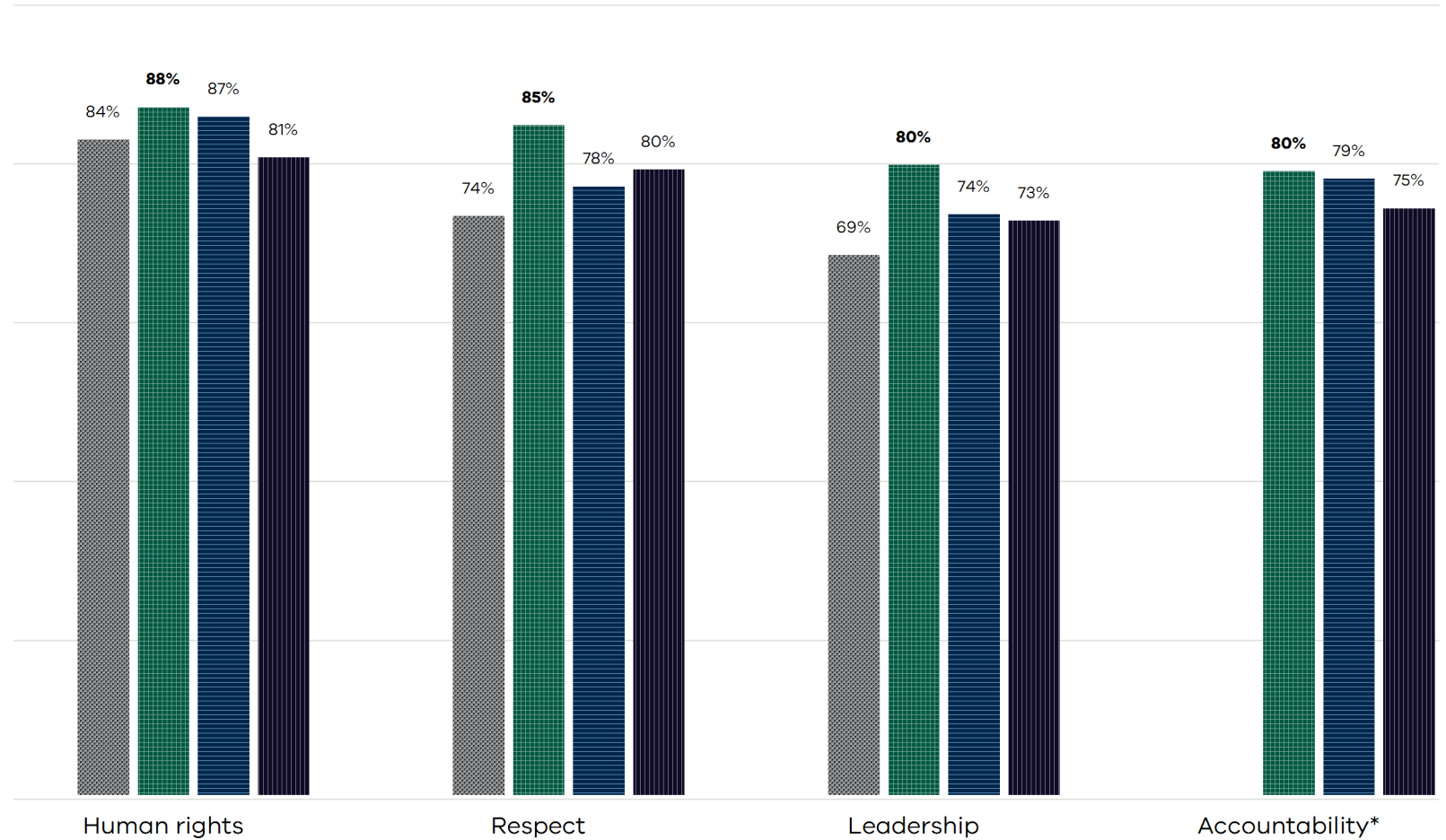
Example

In 2023:

- 88% of your staff who did the survey responded positively to questions about Human rights , which is up 4% in 2021.

Compared to:

- 87% of staff at your comparator and 81% of staff across the public sector.

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

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

	Human rights	Respect	Leadership	Accountability*
You 2021	84%	74%	69%	
You 2023	88%	85%	80%	80%
Comparator 2023	87%	78%	74%	79%
Public sector 2023	81%	80%	73%	75%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

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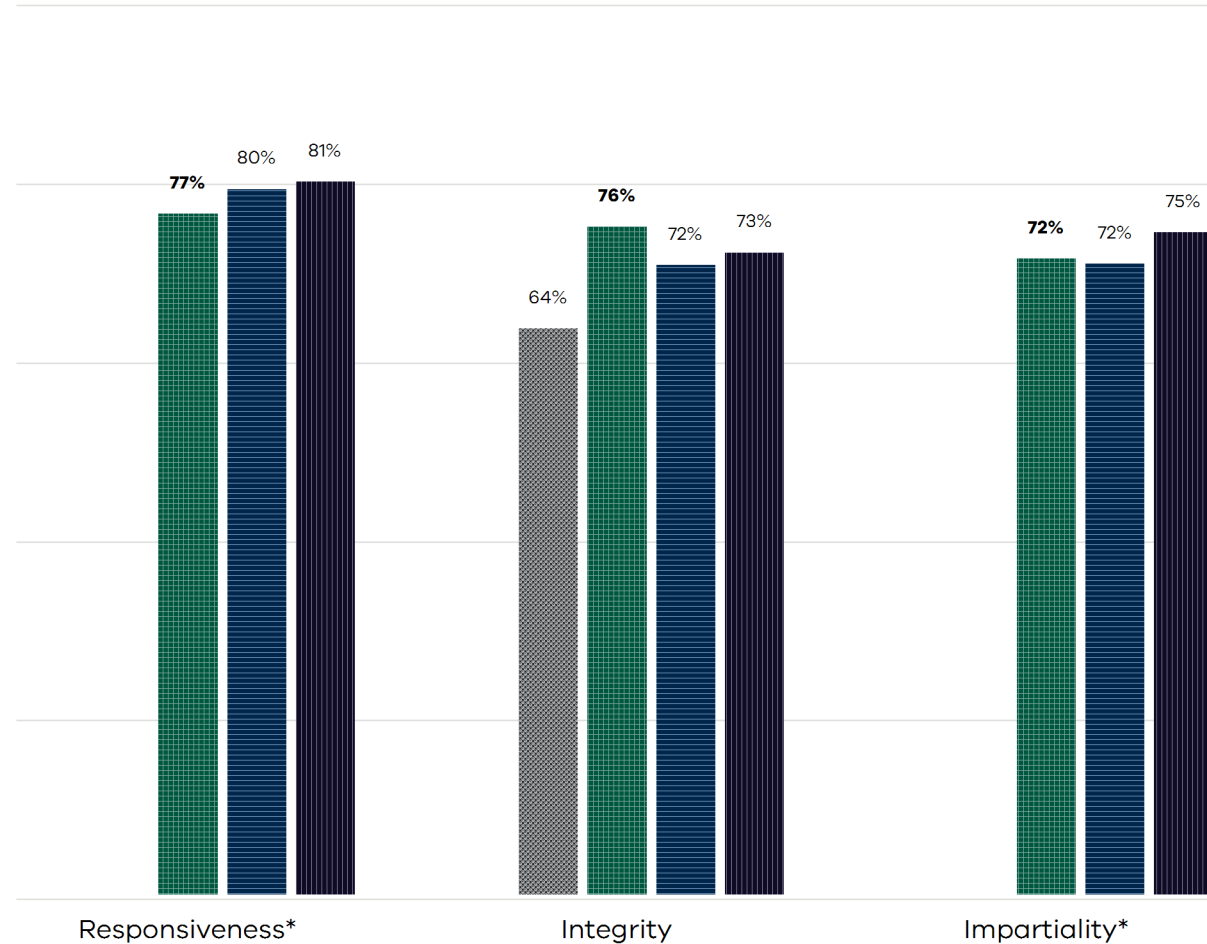
Example

In 2023:

- 77% of your staff who did the survey responded positively to questions about Responsiveness .

Compared to:

- 80% of staff at your comparator and 81% of staff across the public sector.

	Responsiveness*	Integrity	Impartiality*
You 2021		64%	
You 2023	77%	76%	72%
Comparator 2023	80%	72%	72%
Public sector 2023	81%	73%	75%

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

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

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Responsiveness

What this is

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

Why this is important

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

How to read this

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

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

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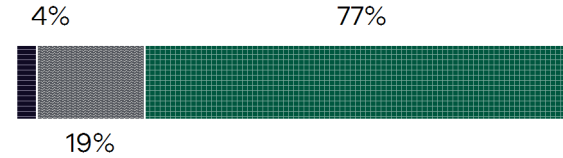
Example

77% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.
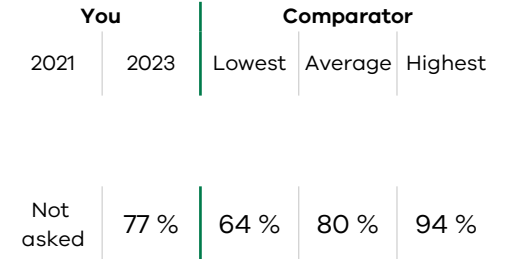
Legend: ■ Disagree ▨ Neither agree nor disagree ▮ Don't know ▨ Agree

My workgroup provides high quality advice and services

4%   77%

19%

	You		Comparator		
	2021	2023	Lowest	Average	Highest
	Not asked	77 %	64 %	80 %	94 %

Victorian Public Sector Commission

VICTORIA State Government

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.

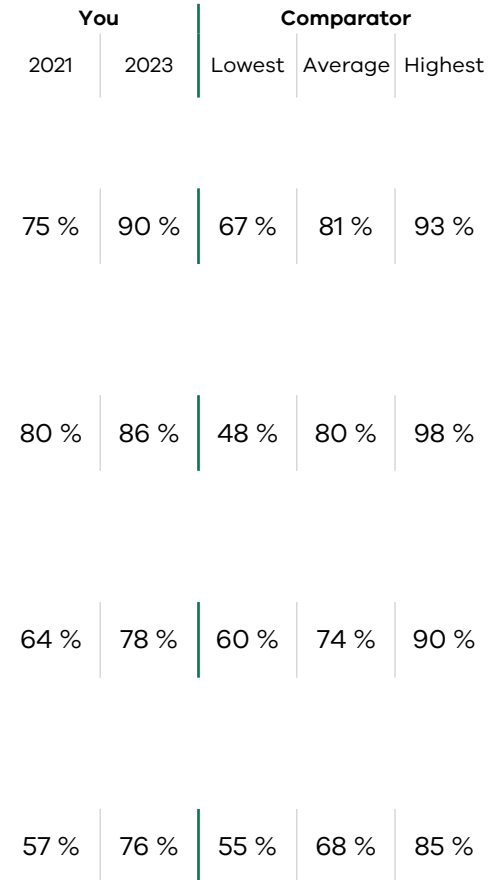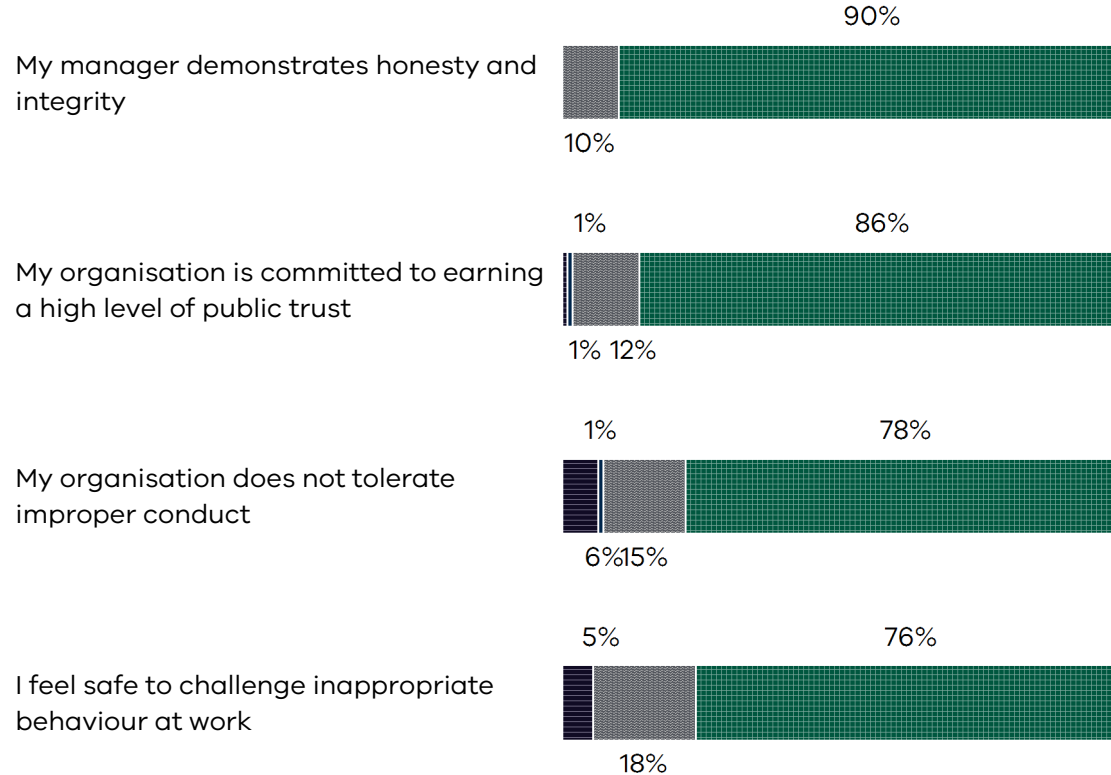Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

90% of staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question	Your results		You		Comparator		
			2021	2023	Lowest	Average	Highest

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

Survey question	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager demonstrates honesty and integrity — 90% agree, 10% neither	75 %	90 %	67 %	81 %	93 %
My organisation is committed to earning a high level of public trust — 86% agree, 1% disagree, 12% neither, 1%	80 %	86 %	48 %	80 %	98 %
My organisation does not tolerate improper conduct — 78% agree, 1% don't know, 6% disagree, 15% neither	64 %	78 %	60 %	74 %	90 %
I feel safe to challenge inappropriate behaviour at work — 76% agree, 5% disagree, 18% neither	57 %	76 %	55 %	68 %	85 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

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

Example

69% of staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.
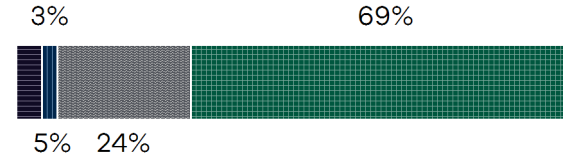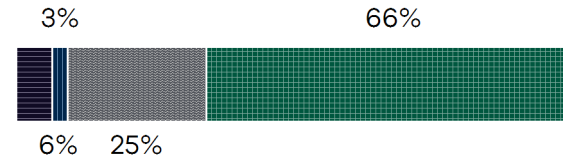
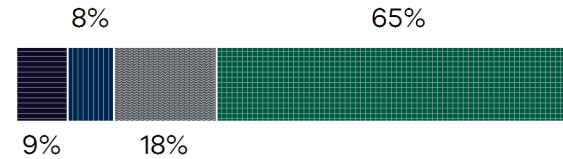| Survey question	Your results					

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

Survey question	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
Senior leaders demonstrate honesty and integrity (3% / 5% / 24% / 69%)	58 %	69 %	40 %	65 %	94 %
People in my workgroup are honest, open and transparent in their dealings (3% / 6% / 25% / 66%)	62 %	66 %	59 %	70 %	86 %
People in my workgroup appropriately manage conflicts of interest (9% / 8% / 18% / 65%)	55 %	65 %	51 %	63 %	80 %

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

73% of staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.
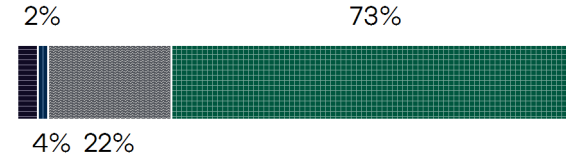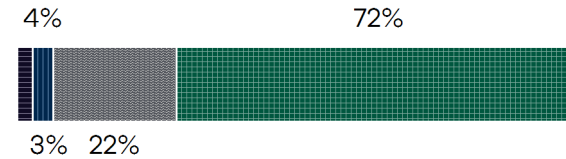
Survey question	Your results					

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

Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest

My workgroup acts fairly and without bias
2% / 73% (bar) / 4% / 22%

	Not asked	73 %	58 %	71 %	86 %

People in my workgroup are politically impartial in their work
4% / 72% (bar) / 3% / 22%

	62 %	72 %	59 %	72 %	85 %

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

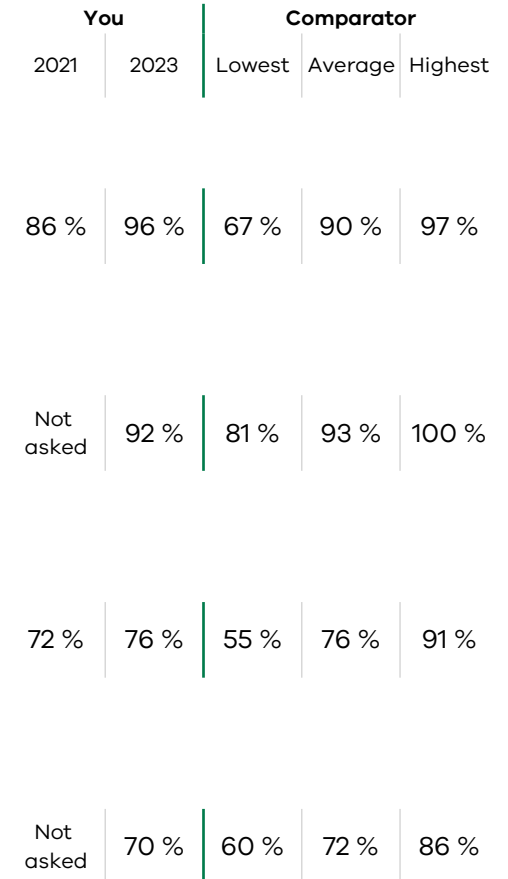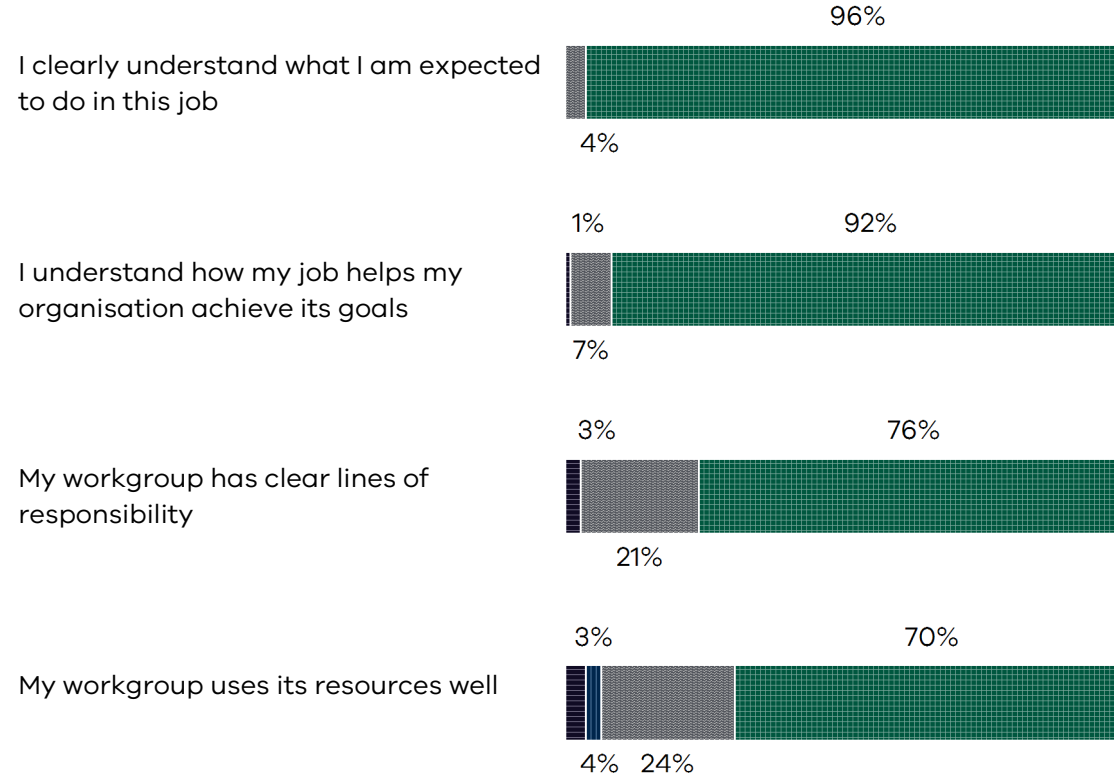Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

96% 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

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

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I clearly understand what I am expected to do in this job	96% agree, 4%	86 %	96 %	67 %	90 %	97 %
I understand how my job helps my organisation achieve its goals	1%, 92% agree, 7%	Not asked	92 %	81 %	93 %	100 %
My workgroup has clear lines of responsibility	3%, 76% agree, 21%	72 %	76 %	55 %	76 %	91 %
My workgroup uses its resources well	3%, 70% agree, 4%, 24%	Not asked	70 %	60 %	72 %	86 %

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.

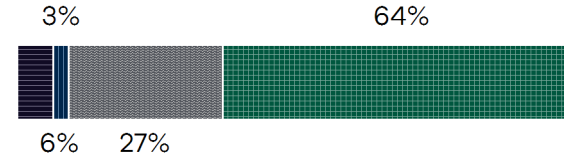Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

64% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.
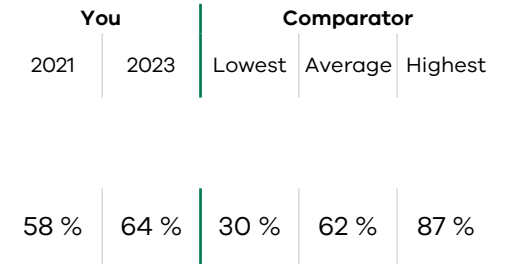
Survey question

Your results

Disagree	Neither agree nor disagree
Don't know	Agree

Senior leaders provide clear strategy and direction

3%   64%

6%   27%

Benchmark agree results

	You		Comparator		
	2021	2023	Lowest	Average	Highest
	58 %	64 %	30 %	62 %	87 %

Public sector values

Respect 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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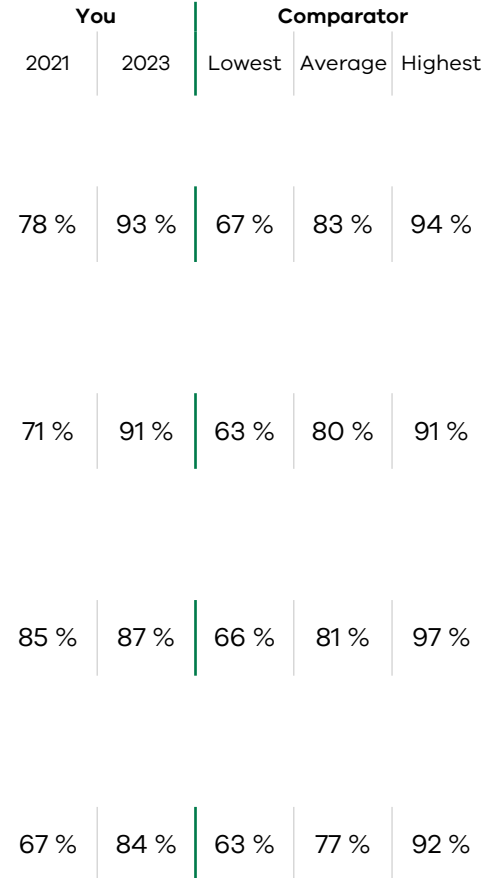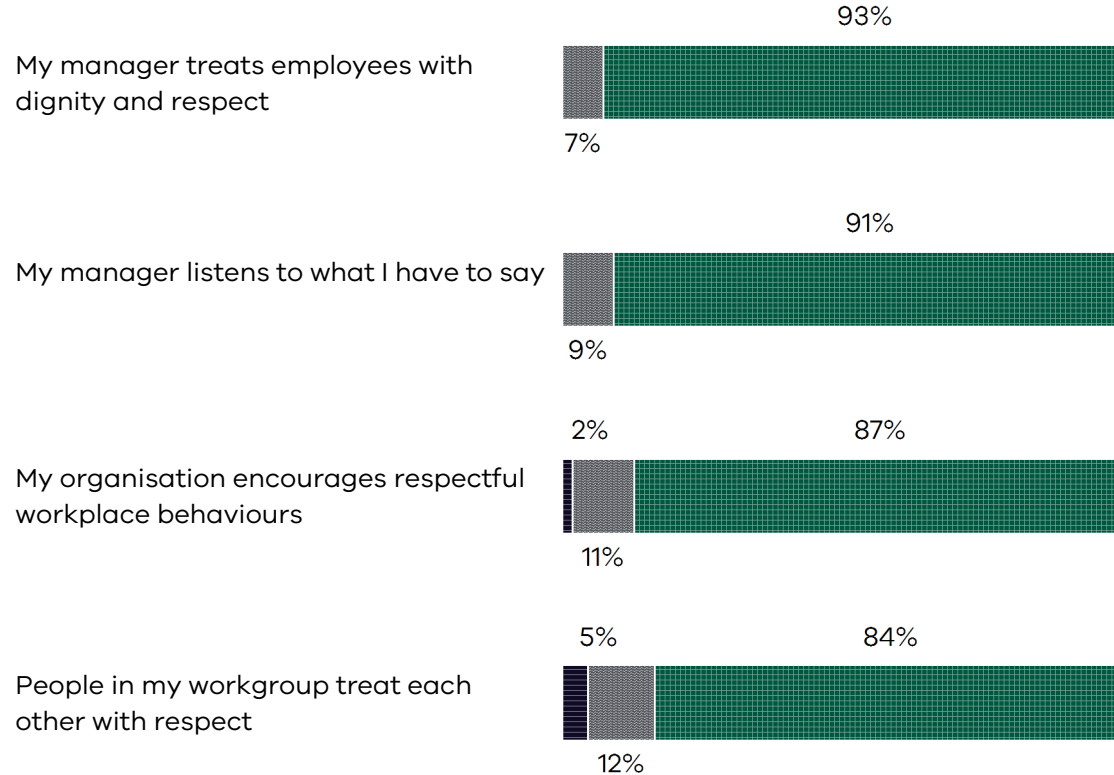
Example

93% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question	Your results			Benchmark agree results				

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

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect	93% (7%)	78 %	93 %	67 %	83 %	94 %
My manager listens to what I have to say	91% (9%)	71 %	91 %	63 %	80 %	91 %
My organisation encourages respectful workplace behaviours	2% / 87% (11%)	85 %	87 %	66 %	81 %	97 %
People in my workgroup treat each other with respect	5% / 84% (12%)	67 %	84 %	63 %	77 %	92 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

What this is

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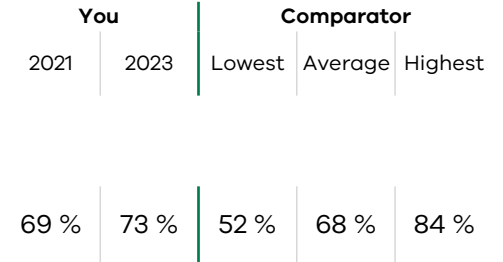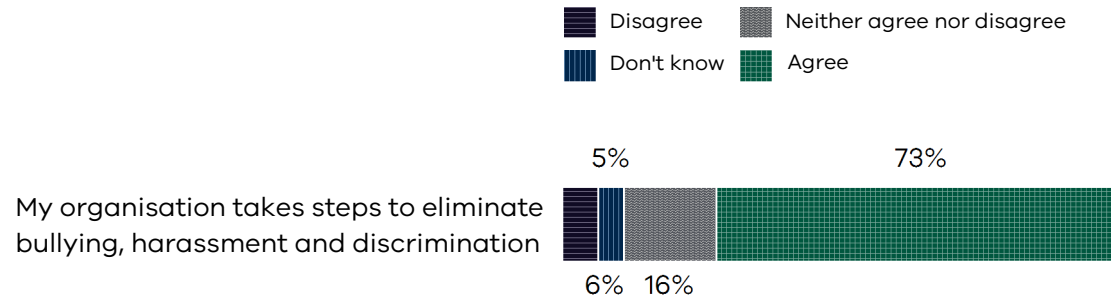
Example

73% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question	Your results	Benchmark agree results

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

	You		Comparator		
	2021	2023	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	69 %	73 %	52 %	68 %	84 %

Your results bar: 5% Disagree, 6% Don't know, 16% Neither agree nor disagree, 73% Agree

Victorian Public Sector Commission

Victoria State Government

Public sector values

Leadership

What this is

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

Why this is important

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

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

How to read this

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

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

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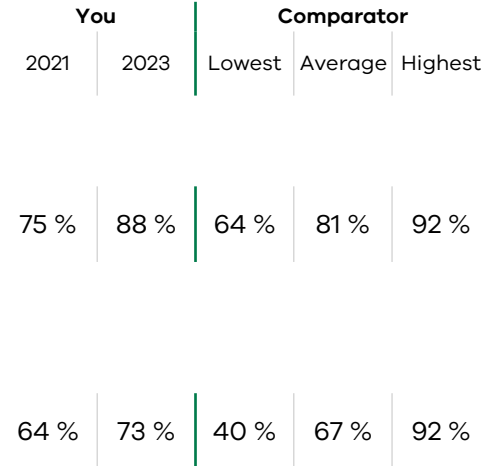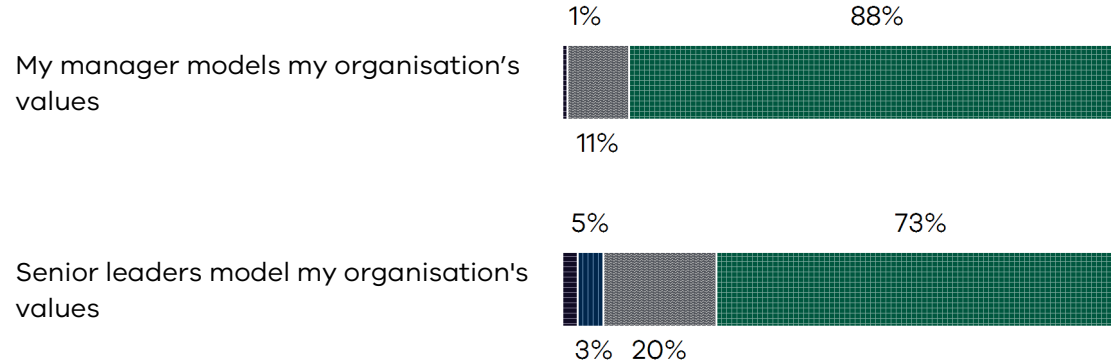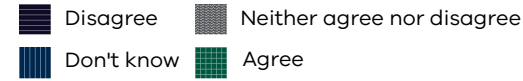
Example

88% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Survey question	Your results					

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

Benchmark agree results

	You		Comparator		
Survey question	2021	2023	Lowest	Average	Highest
My manager models my organisation's values — 1% / 11% / 88%	75 %	88 %	64 %	81 %	92 %
Senior leaders model my organisation's values — 3% / 5% / 20% / 73%	64 %	73 %	40 %	67 %	92 %

Public sector values

Human rights

What this is

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

Why this is important

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

How to read this

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

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

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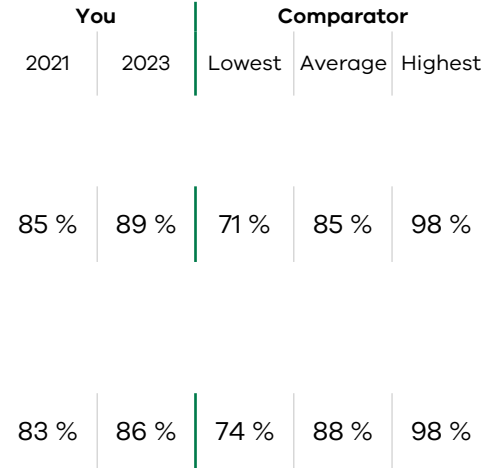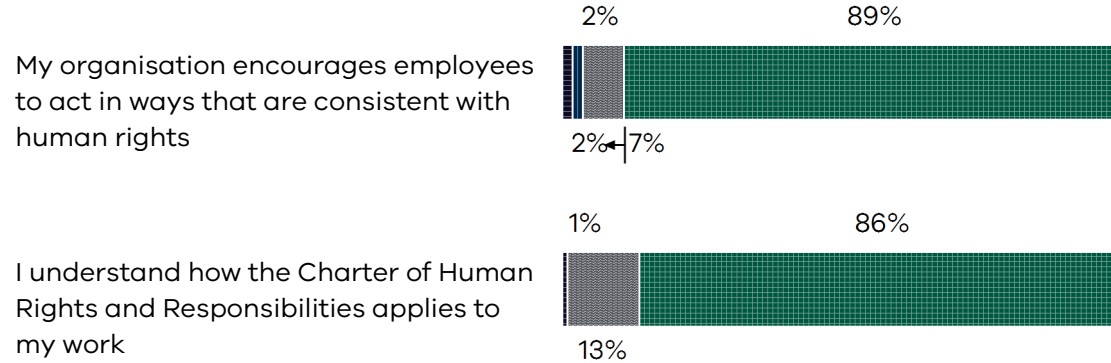
Example

89% 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'.

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

Survey question	Your results	You 2021	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages employees to act in ways that are consistent with human rights	2% Disagree, 2% Don't know, 7% Neither, 89% Agree	85 %	89 %	71 %	85 %	98 %
I understand how the Charter of Human Rights and Responsibilities applies to my work	1% Disagree, 13% Neither, 86% Agree	83 %	86 %	74 %	88 %	98 %

People matter survey

2023

Have your say

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Report overview

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

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

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

Key differences

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

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- Taking action questions

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- Senior leadership questions

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- Scorecard
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- Scorecard
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Job and manager factors

- Scorecard
- Manager leadership
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- Workload
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- Meaningful work
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Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

Topical questions

What this is

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

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

Why this is important

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

How to read this

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

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

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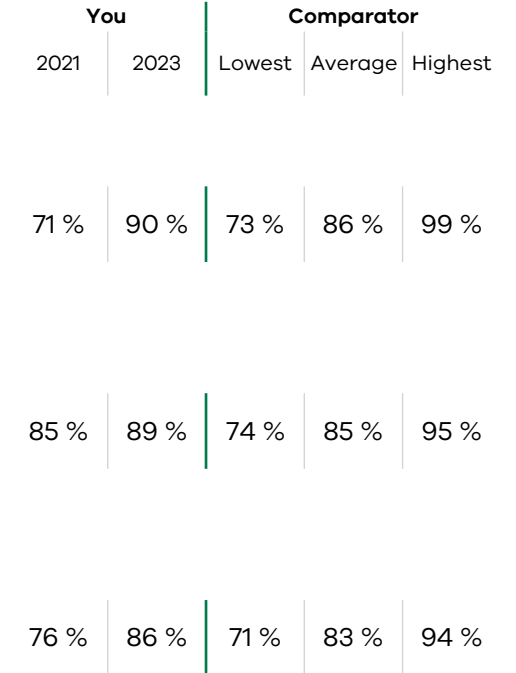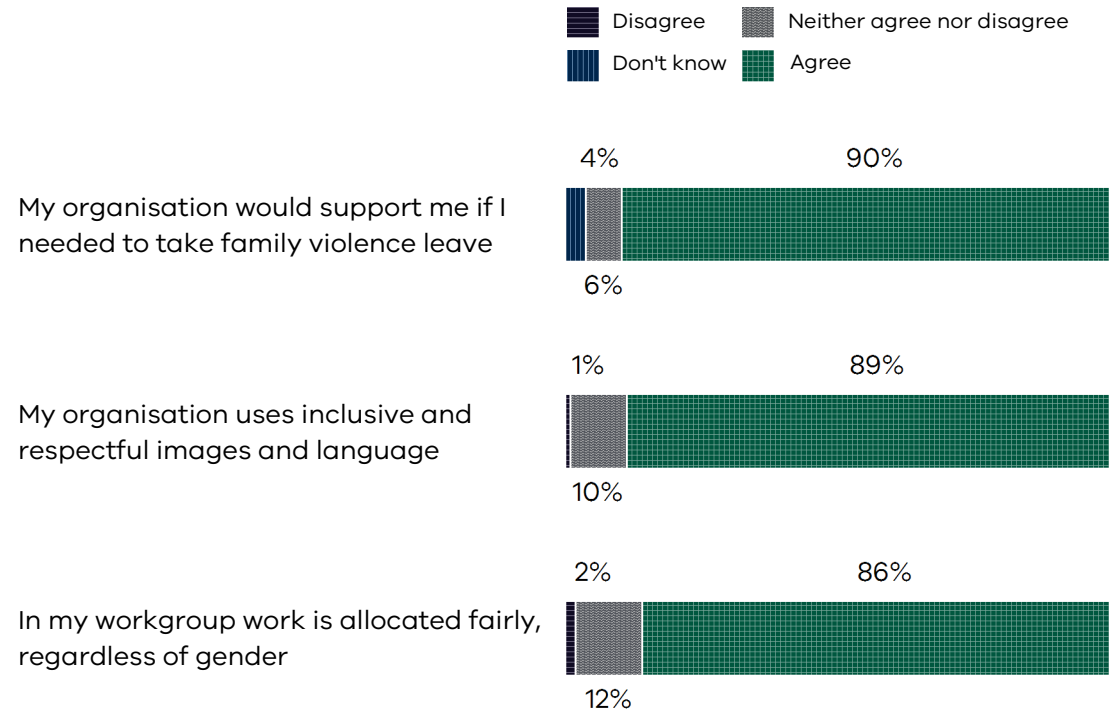
Example

90% of your staff who did the survey agreed or strongly agreed with 'My organisation would support me if I needed to take family violence leave'.

Survey question	Your results			Benchmark agree results				
				You		**Comparator**		
				2021	2023	Lowest	Average	Highest
My organisation would support me if I needed to take family violence leave	4% ... 90% / 6%			71 %	90 %	73 %	86 %	99 %
My organisation uses inclusive and respectful images and language	1% ... 89% / 10%			85 %	89 %	74 %	85 %	95 %
In my workgroup work is allocated fairly, regardless of gender	2% ... 86% / 12%			76 %	86 %	71 %	83 %	94 %

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

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

85% 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'.
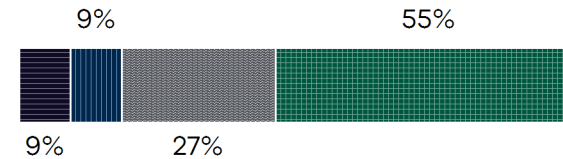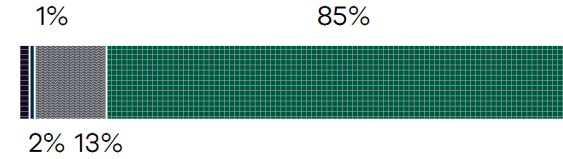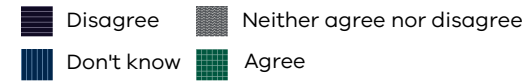
Survey question	Your results						

Survey question — **Your results** — **Benchmark agree results**

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

	You		Comparator		
	2021	2023	Lowest	Average	Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	Not asked	85 %	75 %	88 %	96 %
My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	Not asked	55 %	42 %	56 %	74 %

Your results bar 1 (I understand how the Code of Conduct...): 1%, 2%, 13%, 85%

Your results bar 2 (My workgroup gives frank and fearless advice...): 9%, 9%, 27%, 55%

People matter survey

2023

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- Categories
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Victorian Public Sector Commission

VICTORIA State Government

Custom questions

What this is

Your organisation asked 4 custom questions as part of the 2023 survey.
In this report, we've only included results for 3 custom questions, as your other custom question results contain sensitive information that only specific people in your organisation can see.

Why this is important

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

How to read this

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

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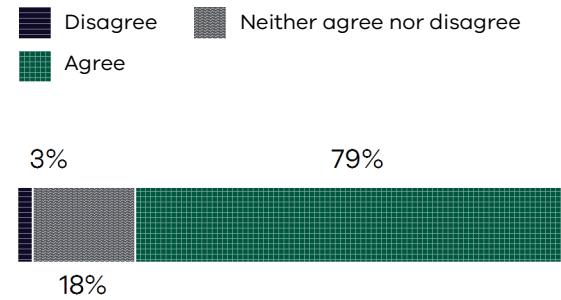
Example

79% of staff who did the survey agreed or strongly agreed with 'One of REDHS strategic priorities focusses on building a culture that empowers; ensuring our staff are engaged, empowered and healthy. I can see REDHS leaders and managers working on this.'.

You

2021   2023

Disagree   Neither agree nor disagree

Agree

One of REDHS strategic priorities focusses on building a culture that empowers; ensuring our staff are engaged, empowered and healthy. I can see REDHS leaders and managers working on this.

3%   79%

18%

Not asked   79 %

Custom questions

What this is

Your organisation asked 4 custom questions as part of the 2023 survey.
In this report, we've only included results for 3 custom questions, as your other custom question results contain sensitive information that only specific people in your organisation can see.

Why this is important

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

How to read this

Each label shows you the response to the question 'Reflecting on your immediate team and they way they undertake their work, they interact with patients, residents and clients as well as each other, how often do they promote REDHS organisational values: Reliability, Engagement, Diversity, Hospitality and Sustainability'.

Example

85% of staff who did the survey responded with '-1'.

Reflecting on your immediate team and they way they undertake their work, they interact with patients, residents and clients as well as each other, how often do they promote REDHS organisational values: Reliability, Engagement, Diversity, Hospitality and Sustainability

85%

-1
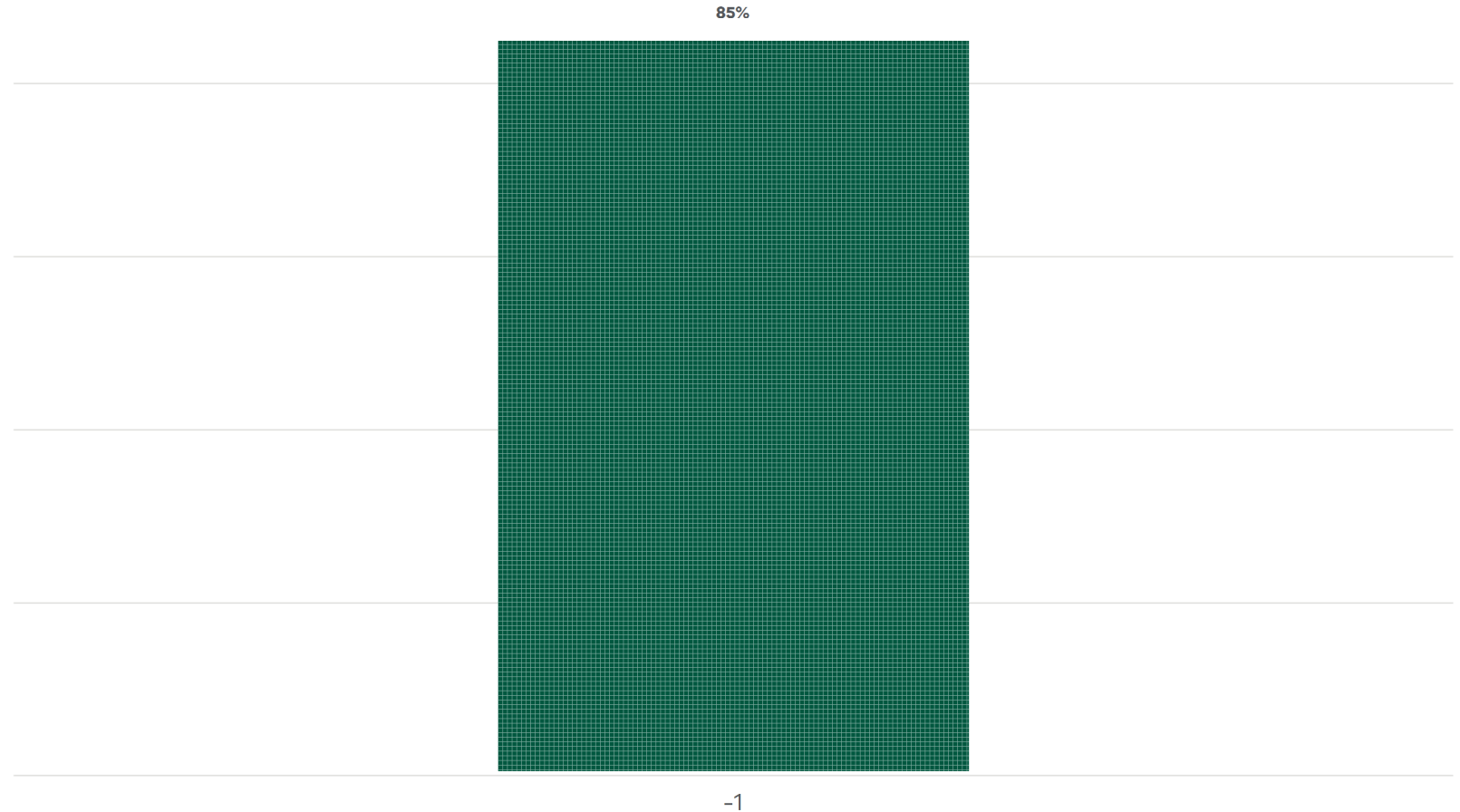
You 2021   You 2023

Custom questions

What this is

Your organisation asked 4 custom questions as part of the 2023 survey.
In this report, we've only included results for 3 custom questions, as your other custom question results contain sensitive information that only specific people in your organisation can see.

Why this is important

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

How to read this

Each label shows you the response to the question 'Thinking about your immediate manager or team leader, how often do they promote REDHS new organisational values'.

Example

78% of staff who did the survey responded with '-1'.

Thinking about your immediate manager or team leader, how often do they promote REDHS new organisational values

70%

78%

-1

You 2021   You 2023

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Demographics

Age, gender, variations in sex characteristics and sexual orientation

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

To protect you, we:

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

Age	(n)	%
15-34 years	16	15%
35-54 years	43	39%
55+ years	45	41%
Prefer not to say	6	5%

How would you describe your gender?	(n)	%
Woman	92	84%
Man	11	10%
Prefer not to say	6	5%
Non-binary and I use a different term	1	1%

Are you trans, non-binary or gender diverse?	(n)	%
No	104	95%
Prefer not to say	6	5%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?*	(n)	%
No	94	85%
Don't know	9	8%
Prefer not to say	7	6%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	85	77%
Prefer not to say	14	13%
Bisexual	3	3%
Asexual	3	3%
I use a different term	2	2%
Don't know	2	2%
Gay or lesbian	1	1%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	**4**	4%
Non Aboriginal and/or Torres Strait Islander	**99**	90%
Prefer not to say	**7**	6%

Demographics

Disability

What this is

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

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Do you identify as a person with a disability?	(n)	%
Yes	**7**	6%
No	**98**	89%
Prefer not to say	**5**	5%

Demographics

What this is

These are the personal characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Country of birth	(n)	%
Born in Australia	**89**	81%
Not born in Australia	**15**	14%
Prefer not to say	**6**	5%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Malayalam	**3**	30%
Filipino	**2**	20%
Hindi	**2**	20%
Other	**2**	20%
Tamil	**2**	20%
Cantonese	**1**	10%
Gujarati	**1**	10%
Italian	**1**	10%
Mandarin	**1**	10%
Punjabi	**1**	10%
Sinhalese	**1**	10%

Language other than English spoken with family or community	(n)	%
Yes	**10**	9%
No	**94**	85%
Prefer not to say	**6**	5%

Demographics

What this is

This is the cultural identity and religion of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Cultural identity	(n)	%
Australian	**87**	79%
English, Irish, Scottish and/or Welsh	**8**	7%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	**8**	7%
South Asian	**4**	4%
Prefer not to say	**4**	4%
East and/or South-East Asian	**3**	3%
New Zealander	**2**	2%
Aboriginal and/or Torres Strait Islander	**2**	2%
North American	**1**	1%
Other	**1**	1%
Central Asian	**1**	1%

Religion	(n)	%
No religion	**57**	52%
Christianity	**33**	30%
Prefer not to say	**14**	13%
Other	**4**	4%
Buddhism	**1**	1%
Judaism	**1**	1%

Demographics

Employment characteristics 1 of 2

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

To protect you, we:
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Working arrangement	(n)	%
Full-Time	16	15%
Part-Time	94	85%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	13	15%
Below $80k	55	63%
$80k to $120k	17	20%
$160k to $200k	2	2%

Organisational tenure	(n)	%
<1 year	18	16%
1 to less than 2 years	22	20%
2 to less than 5 years	19	17%
5 to less than 10 years	20	18%
10 to less than 20 years	22	20%
More than 20 years	9	8%

Management responsibility	(n)	%
Non-manager	93	85%
Other manager	13	12%
Manager of other manager(s)	4	4%

Employment type	(n)	%
Ongoing and executive	83	75%
Other	23	21%
Fixed term	4	4%

Demographics

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Primary workplace location over the last 3 months

	(n)	%
Rural	98	89%
Large regional city	6	5%
Other	6	5%

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

	(n)	%
Your employer's office	25	23%
A frontline or service delivery location	49	45%
Home or private location	16	15%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	13	12%
Other	25	23%

Flexible work

	(n)	%
Part-time	38	35%
Shift swap	31	28%
No, I do not use any flexible work arrangements	28	25%
Flexible start and finish times	23	21%
Using leave to work flexible hours	20	18%
Working from an alternative location (e.g. home, hub/shared work space)	18	16%
Study leave	9	8%
Working more hours over fewer days	6	5%
Job sharing	2	2%
Purchased leave	1	1%

Demographics

Adjustments

What this is

These are adjustments staff requested to perform in their role.

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Have you requested any of the following adjustments at work?*	(n)	%
No, I have not requested adjustments	78	71%
Flexible working arrangements	23	21%
Physical modifications or improvements to the workplace	8	7%
Career development support strategies	4	4%
Job redesign or role sharing	1	1%
Other	1	1%

Why did you make this request?	(n)	%
Work-life balance	12	38%
Caring responsibilities	11	34%
Health	10	31%
Family responsibilities	4	13%
Study commitments	4	13%
Other	4	13%

What was your experience with making the request?	(n)	%
The adjustments I needed were made and the process was satisfactory	26	81%
The adjustments I needed were not made	6	19%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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

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

How we protect anonymity and privacy

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Caring responsibility	(n)	%
None of the above	**42**	38%
Secondary school aged child(ren)	**20**	18%
Primary school aged child(ren)	**15**	14%
Child(ren) - younger than preschool age	**11**	10%
Person(s) with a medical condition	**10**	9%
Frail or aged person(s)	**10**	9%
Person(s) with disability	**8**	7%
Person(s) with a mental illness	**8**	7%
Prefer not to say	**7**	6%
Preschool aged child(ren)	**6**	5%
Other	**6**	5%

Demographics

Employment categories

What is this

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

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Which of the following categories best describes your current position?	(n)	%
Support services	**28**	25%
Nursing Employees	**25**	23%
Allied health - assistant	**18**	16%
Management, Administration and Corporate support	**17**	15%
Allied health - therapy discipline	**10**	9%
Other health and social care	**8**	7%
Community development	**4**	4%

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Which of the following best describes the primary operational area in which you work?	(n)	%
Hospital-based services	**23**	21%
Corporate services	**8**	7%
Community-based services	**30**	27%
Residential aged care services	**49**	45%

Is your primary work role in one of the following areas?	(n)	%
Aged care	**75**	68%
Emergency	**1**	1%
Rehabilitation	**3**	3%
Other	**14**	13%
Administration	**17**	15%

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