People matter survey

2023

Have your say

Royal Children's Hospital
2023 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

Have your say

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

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- Questions requested by your organisation

Demographics

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

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Report overview

About your report

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

Report contents

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

Comparing data in this report

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

This means you'll be able to compare about 93% 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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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

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

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

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

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

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

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

Responsiveness   Integrity   Impartiality   Accountability   Respect   Leadership   Human Rights

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Alfred Health

Austin Health

Dental Health Services Victoria

Eastern Health

Melbourne Health

Monash Health

Northern Health

Peninsula Health

Peter MacCallum Cancer Centre

Royal Victorian Eye and Ear Hospital

Royal Women's Hospital

The Queen Elizabeth Centre

Tweddle Child and Family Health Service

Victorian Institute of Forensic Mental Health

Western Health

Report overview

Your response rate

What this is

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

Why this is important

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

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

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

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

How to read this

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

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

2022

53%
(2668)

Comparator	27%
Public Sector	42%

2023

48%
(2640)

Comparator	29%
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.

2022	
75	
Comparator	69
Public Sector	68

2023	
75	
Comparator	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 75.

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.
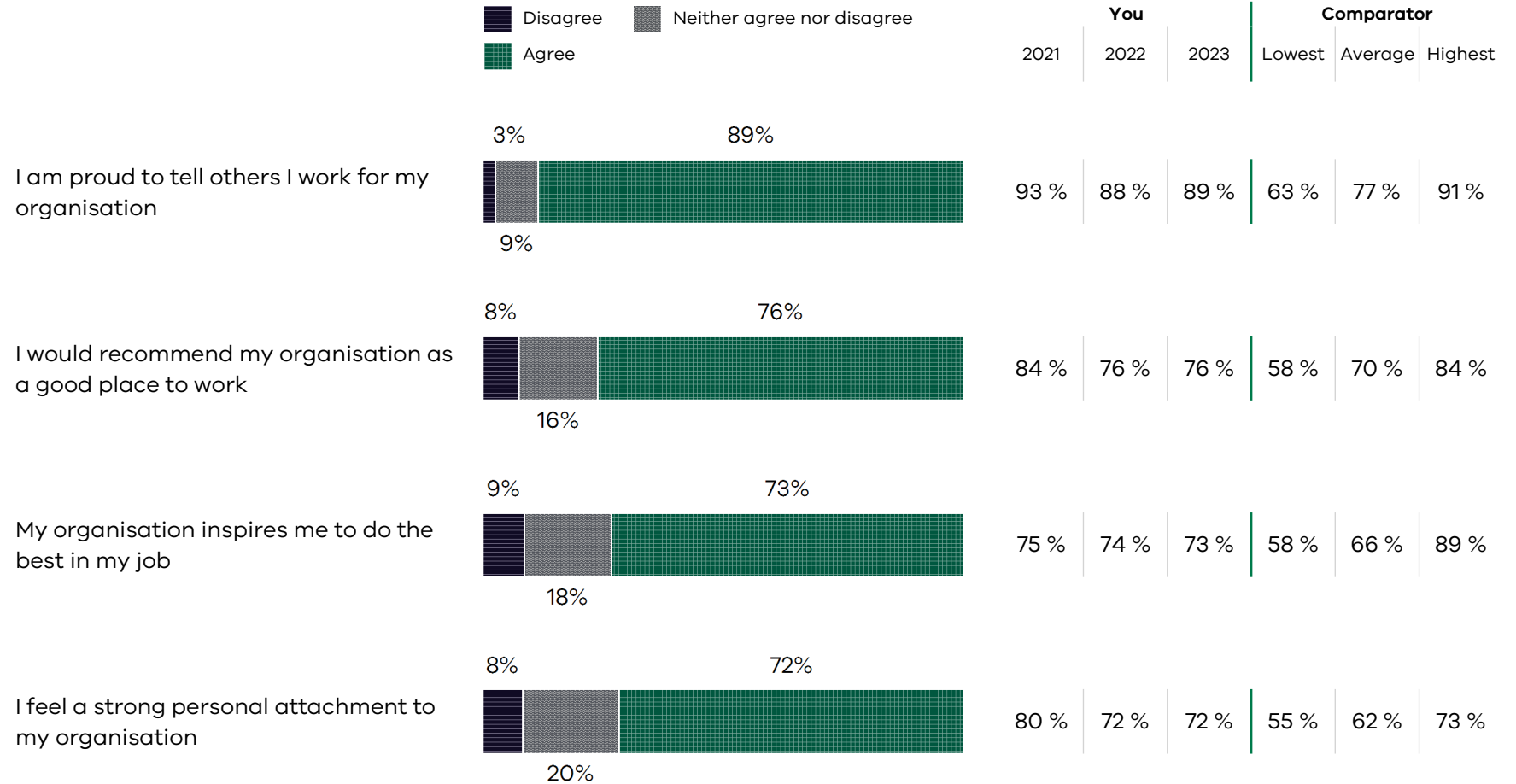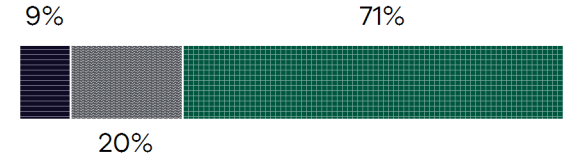
Example

89% 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						

Your results legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

	You			Comparator		
Survey question	2021	2022	2023	Lowest	Average	Highest
I am proud to tell others I work for my organisation (3% / 9% / 89%)	93 %	88 %	89 %	63 %	77 %	91 %
I would recommend my organisation as a good place to work (8% / 16% / 76%)	84 %	76 %	76 %	58 %	70 %	84 %
My organisation inspires me to do the best in my job (9% / 18% / 73%)	75 %	74 %	73 %	58 %	66 %	89 %
I feel a strong personal attachment to my organisation (8% / 20% / 72%)	80 %	72 %	72 %	55 %	62 %	73 %

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 75.

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

71% of your staff who did the survey agreed or strongly agreed with 'My organisation motivates me to help achieve its objectives'.
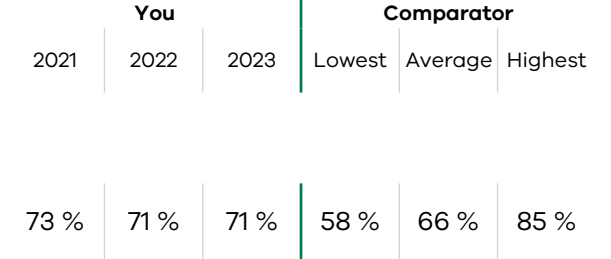
Survey question	Your results	Benchmark agree results

Legend:
- Disagree
- Neither agree nor disagree
- Agree

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest

My organisation motivates me to help achieve its objectives

9% | 20% | 71%

| 73 % | 71 % | 71 % | 58 % | 66 % | 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:

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

Compared to:

- 81% of staff at your comparator and 79% of staff across the public sector.
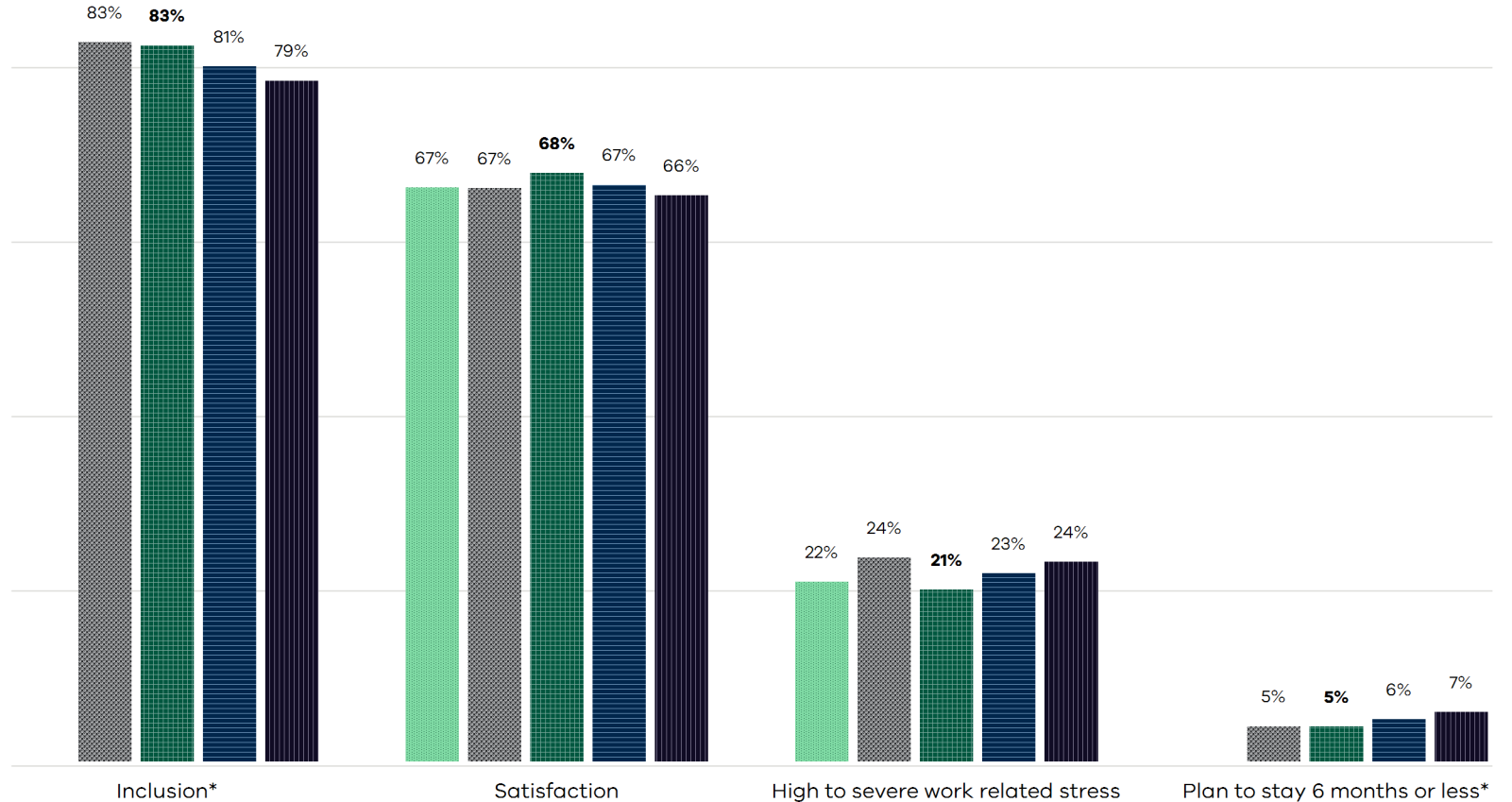
Inclusion*: 83%, **83%**, 81%, 79%
Satisfaction: 67%, 67%, **68%**, 67%, 66%
High to severe work related stress: 22%, 24%, **21%**, 23%, 24%
Plan to stay 6 months or less*: 5%, **5%**, 6%, 7%

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

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

People outcomes

Satisfaction question results

What this is

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

Why this is important

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

How to read this

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

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

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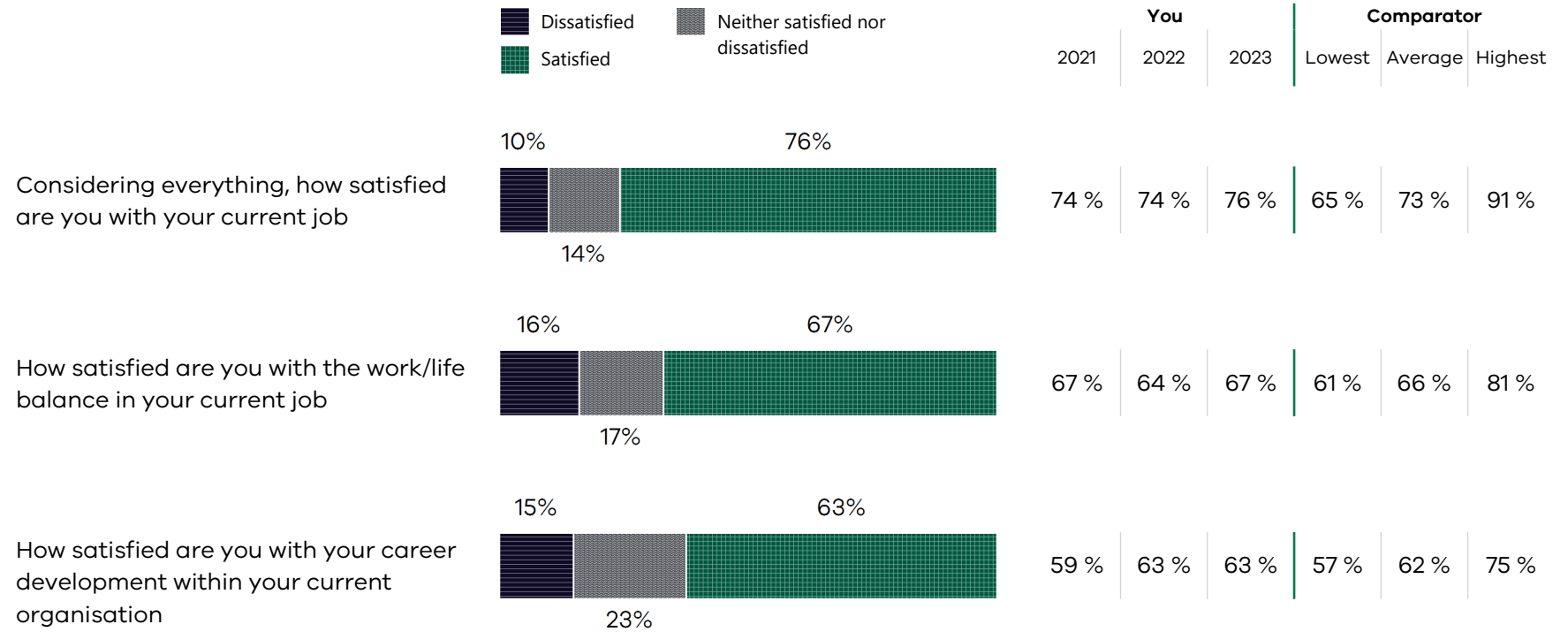
Example

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

Legend: ■ Dissatisfied ▦ Neither satisfied nor dissatisfied ▓ Satisfied

| | You | | | Comparator | | |
	2021	2022	2023	Lowest	Average	Highest
Considering everything, how satisfied are you with your current job (10% / 14% / 76%)	74 %	74 %	76 %	65 %	73 %	91 %
How satisfied are you with the work/life balance in your current job (16% / 17% / 67%)	67 %	64 %	67 %	61 %	66 %	81 %
How satisfied are you with your career development within your current organisation (15% / 23% / 63%)	59 %	63 %	63 %	57 %	62 %	75 %

People outcomes

Work-related stress levels

What this is

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

Why this is important

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

How to read this

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

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

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

Example

21% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 23% of staff in your comparator group and 24% of staff across the public sector.

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

Nil	11%
Low / mild	36%
Moderate	32%
High	12%
Very high	7%
Severe	2%
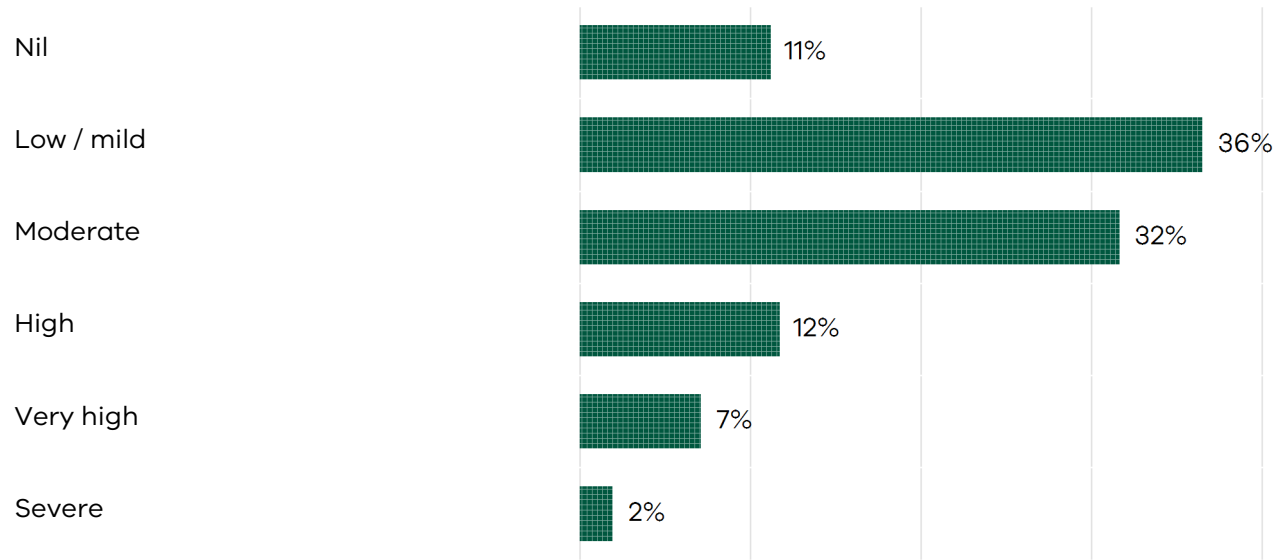
Reported levels of high to severe stress

2022		2023	
24%		**21%**	
Comparator	26%	Comparator	23%
Public Sector	25%	Public Sector	24%
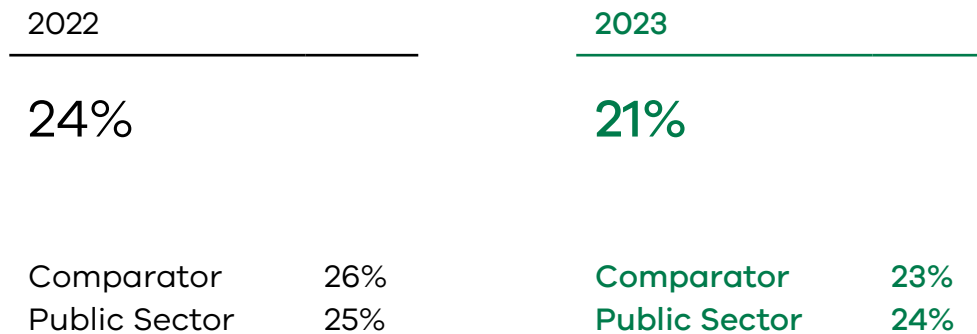
People outcomes

Work-related stress causes

What this is

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

Why this is important

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

How to read this

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

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

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

Example

89% of your staff who did the survey said they experienced mild to severe stress.

Of that 89%, 51% said the top reason was 'Workload'.

	2344	296
	89%	11%

■ Experienced some work-related stress   ▦ Did not experience some work-related stress
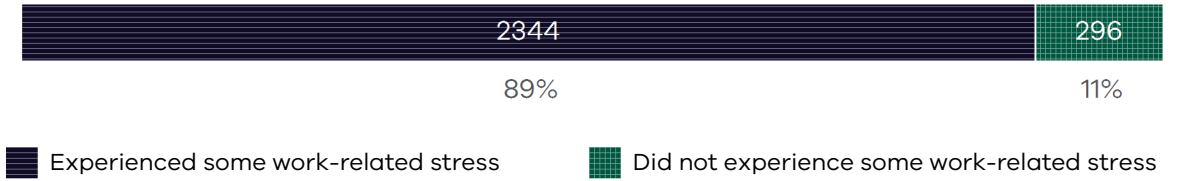
Of those that experienced work related stress it was from …	You 2022	You 2023	Comparator 2023	Public sector 2023
Workload	54%	51%	53%	50%
Time pressure	40%	37%	42%	41%
Dealing with clients, patients or stakeholders	19%	17%	18%	16%
Competing home and work responsibilities	17%	16%	14%	14%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	14%	16%	12%	12%
Content, variety, or difficulty of work	14%	15%	12%	11%
Management of work (e.g. supervision, training, information, support)	12%	13%	12%	13%
Work schedule or hours	12%	12%	10%	8%
Other	8%	11%	13%	13%
Incivility, bullying, harassment or discrimination	8%	9%	6%	6%

Victorian Public Sector Commission

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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

34% of your staff who did the survey said they felt burnout at work in 2023.

895	1743
34%	66%

■ Experienced some burnout   ▦ Did not experienced any burnout
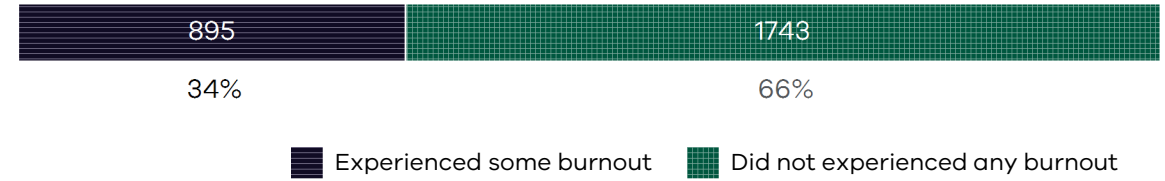
Overall, based on your definition of burnout, how would you rate your level of burnout?	You 2022	You 2023	Comparator 2023	Public sector 2023
Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out	45%	48%	47%	47%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	29%	24%	23%	23%
I enjoy my work. I have no symptoms of burnout	14%	18%	18%	19%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	7%	7%	7%	7%
I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help	5%	3%	4%	4%

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

8% of your staff who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

Employees plan to work at your organisation for ...	You 2022	You 2023	Comparator 2023	Public sector 2023
6 months or less	5%	5%	6%	7%
Over 6 months and up to 1 year	8%	8%	9%	9%
Over 1 year and up to 3 years	20%	19%	24%	23%
Over 3 years and up to 5 years	14%	14%	16%	15%
Over 5 years	52%	54%	45%	45%

People outcomes

Inclusion question results

What this is

This is how included staff feel in their workplace.

Why this is important

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

How to read this

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

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

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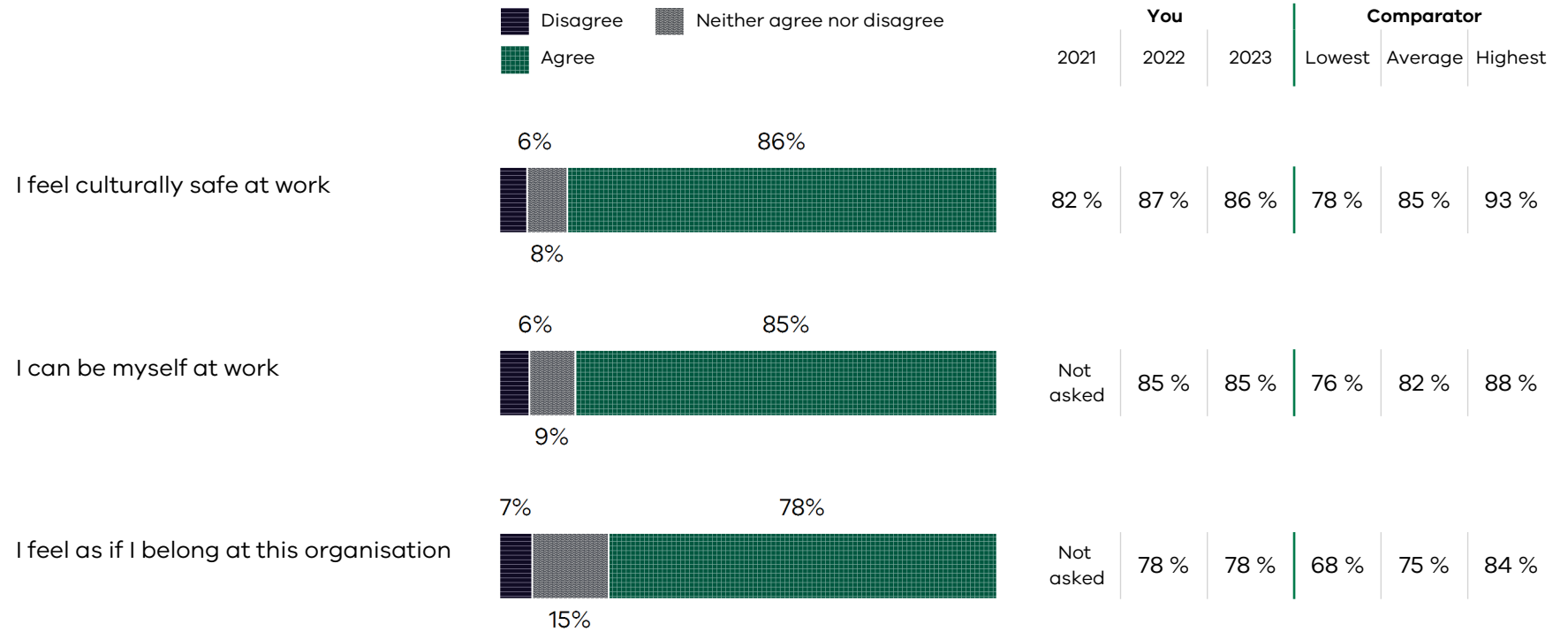
Example

86% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question	Your results						

Your results legend: ■ Disagree ▦ Neither agree nor disagree ▩ Agree

Benchmark agree results

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I feel culturally safe at work — 6% / 8% / 86%	82 %	87 %	86 %	78 %	85 %	93 %
I can be myself at work — 6% / 9% / 85%	Not asked	85 %	85 %	76 %	82 %	88 %
I feel as if I belong at this organisation — 7% / 15% / 78%	Not asked	78 %	78 %	68 %	75 %	84 %

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

7% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My caring responsibilities'.

Staff who experienced one or more barriers to success at work

648	1992
25%	75%

■ Experienced barriers listed   ▨ Did not experience any of the barriers listed
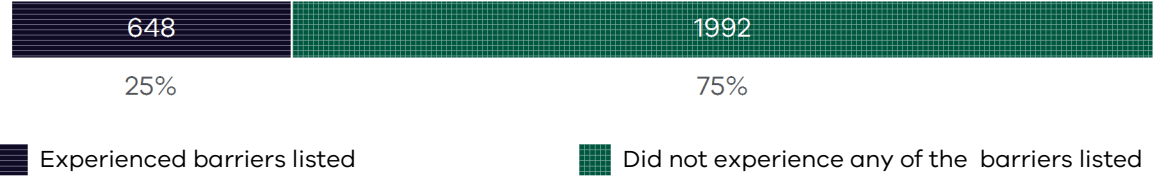
During the last 12 months, employees experienced barriers to their success due to ...	You 2022	You 2023	Comparator 2023	Public sector 2023
My caring responsibilities	7%	7%	7%	7%
My mental health	6%	7%	6%	7%
My flexible working	0%	5%	7%	7%
My age	6%	5%	7%	7%
My physical health	3%	4%	4%	4%
My sex	3%	3%	3%	5%
My cultural background	3%	3%	4%	3%
My race	1%	1%	2%	2%
My gender identity	0%	1%	1%	1%
My disability	1%	1%	1%	1%

People outcomes

Inclusion - Witnessed barriers to success

What this is

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

Why this is important

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

How to read this

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

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

Example

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

Staff who witnessed one or more barriers to success at work

697	1943
26%	74%

■ Witnessed barriers listed ▦ Did not witness barriers listed

During the last 12 months, employees witnessed barriers to the success of other employees due to their...	You 2023	Comparator 2023	Public sector 2023
Flexible working	9%	11%	10%
Caring responsibilities	8%	8%	8%
Mental health	8%	6%	7%
Age	6%	6%	6%
Cultural background	5%	6%	5%
Sex	5%	4%	6%
Physical health	4%	4%	4%
Race	3%	4%	3%
Disability	2%	2%	2%
Gender identity	1%	1%	2%

People outcomes

Scorecard: emotional effects of work

What this is

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

Why this is important

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

How to read this

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

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

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

Example

In 2023:

*   65% of your staff who did the survey said work made them feel happy in 2023, which is up from 61% in 2022

Compared to:

*   56% of staff at your comparator and 54% of staff across the public sector.

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

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

Happy: 58%, 61%, 65%, 56%, 54%
Enthusiastic: 54%, 53%, 56%, 49%, 48%
Worried: 33%, 33%, 29%, 31%, 31%
Miserable: 14%, 18%, 15%, 19%, 18%
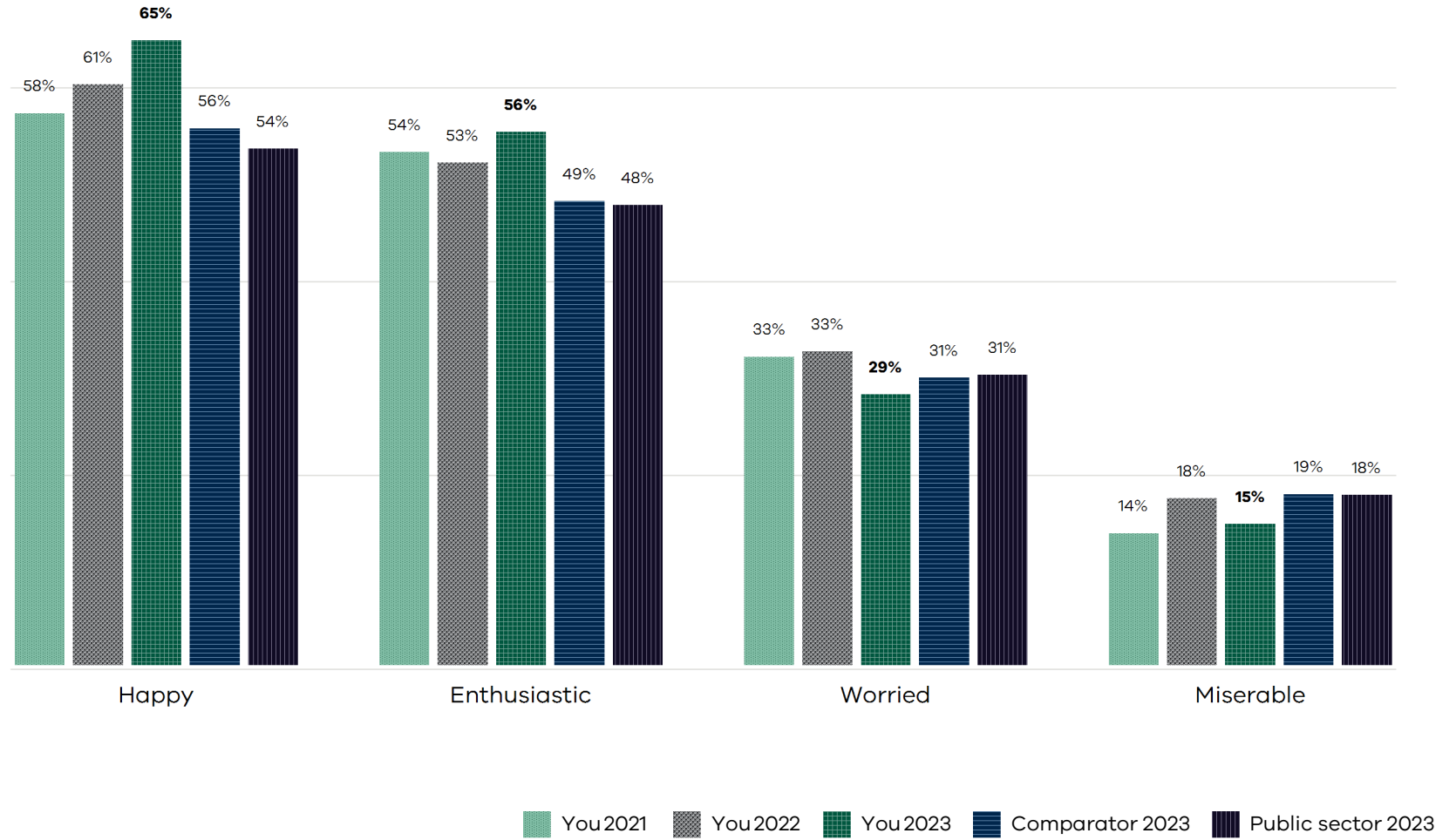
People outcomes

Scorecard: negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

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

Example

In 2023:

- 19% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months which is down from 21% in 2022.

Compared to:

- 27% of staff at your comparator and 18% of staff across the public sector.

Chart legend: You 2021, You 2022, You 2023, Comparator 2023, Public sector 2023

Violence or aggression: 21%, 21%, 19%, 27%, 18%
Bullying: 17%, 15%, 15%, 14%, 13%
Sexual harassment: 5%, 5%, 5%, 8%, 6%
Discrimination: 5%, 5%, 4%, 6%, 6%

Victorian Public Sector Commission

VICTORIA State Government
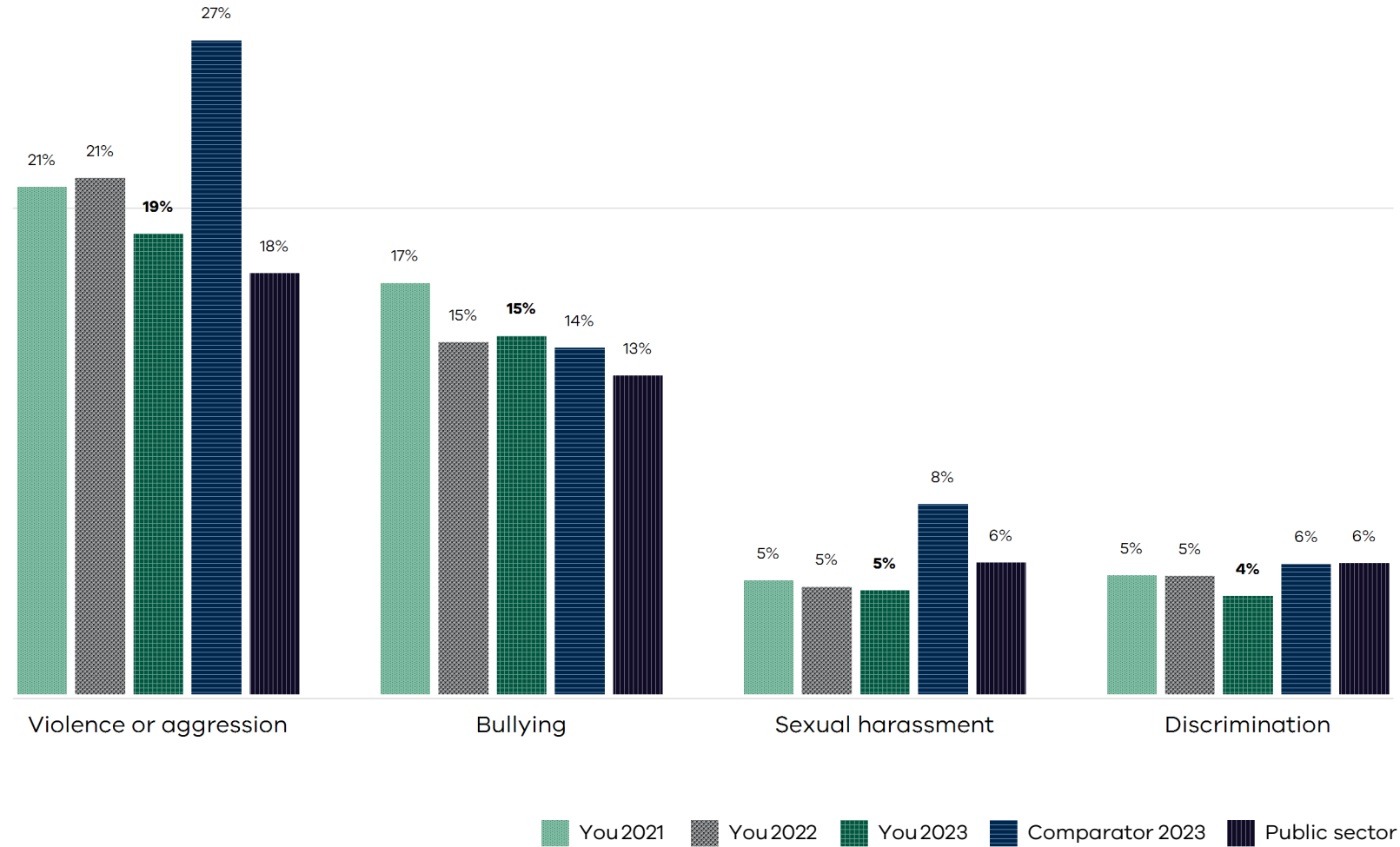
People outcomes

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

15% of your staff who did the survey said they experienced bullying.

Of that 15%, 77% 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?

395	2013	232
15%	76%	9%

■ Experienced bullying   ▦ Did not experience bullying   ▨ Not sure
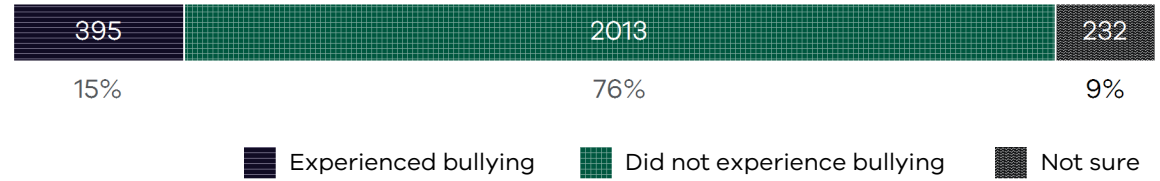
If you experienced bullying, what type of bullying did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	75%	77%	71%	71%
Exclusion or isolation	38%	40%	38%	42%
Withholding essential information for me to do my job	22%	22%	21%	27%
Intimidation and/or threats	26%	22%	30%	30%
Verbal abuse	20%	14%	22%	21%
Being assigned meaningless tasks unrelated to my job	11%	14%	12%	14%
Other	13%	14%	14%	15%
Being given impossible assignment(s)	9%	5%	7%	9%
Interference with my personal property and/or work equipment	4%	4%	5%	5%

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

15% of your staff who did the survey said they experienced bullying, of which

- 48% said the top way they reported the bullying was 'Told a manager'.
- 90% said they didn't submit a formal complaint.

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

395	2013	232
15%	76%	9%

■ Experienced bullying ▨ Did not experience bullying ▨ Not sure
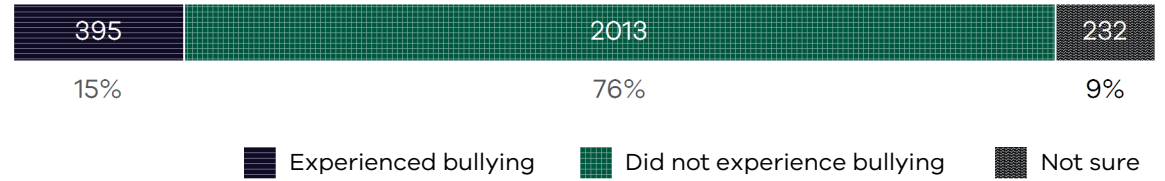
Did you tell anyone about the bullying?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	49%	48%	47%	49%
Told a colleague	46%	45%	42%	42%
Told a friend or family member	39%	38%	36%	36%
Told the person the behaviour was not OK	19%	15%	17%	17%
I did not tell anyone about the bullying	7%	13%	12%	12%
Told someone else	14%	12%	11%	12%
Submitted a formal complaint	8%	10%	12%	12%
Told employee assistance program (EAP) or peer support	8%	8%	7%	9%
Told Human Resources	9%	8%	11%	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

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

- 51% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?

39	356
10%	90%

■ Submitted formal complaint   ■ Did not submit a formal complaint
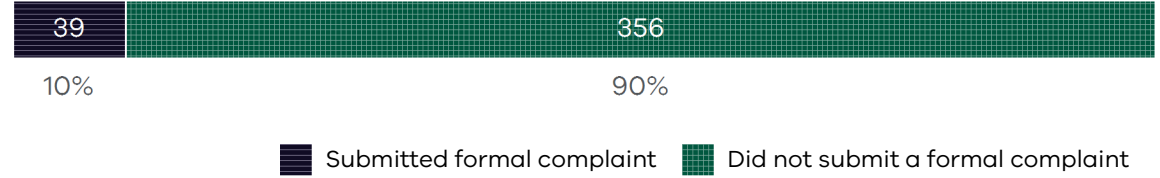
What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	50%	51%	50%	51%
I believed there would be negative consequences for my reputation	46%	46%	47%	51%
I believed there would be negative consequences for my career	31%	36%	34%	39%
I didn't think it was serious enough	18%	19%	21%	17%
I didn't feel safe to report the incident	17%	16%	17%	18%
Other	10%	13%	13%	14%
I thought the complaint process would be embarrassing or difficult	12%	10%	12%	12%
I believed there would be negative consequences for the person I was going to complain about	11%	10%	10%	10%
I didn't need to because I made the bullying stop	8%	7%	7%	6%
I didn't need to because I no longer had contact with the person(s) who bullied me	6%	5%	7%	7%

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, 15% 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

15% of your staff who did the survey said they experienced bullying.

Of that 15%, 54% said it was by 'Colleague'.

395 people (15% of staff) experienced bullying (You 2023)
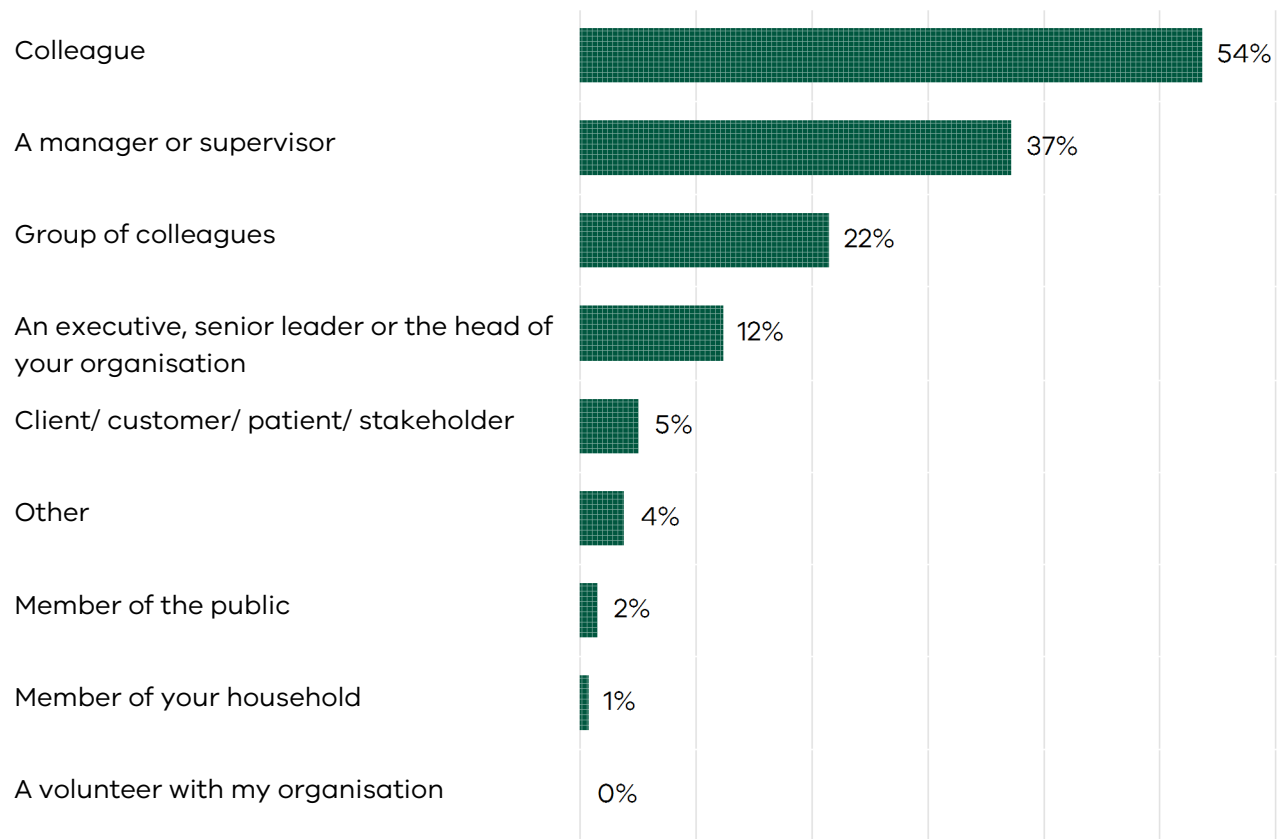
Perpetrator	Percentage
Colleague	54%
A manager or supervisor	37%
Group of colleagues	22%
An executive, senior leader or the head of your organisation	12%
Client/ customer/ patient/ stakeholder	5%
Other	4%
Member of the public	2%
Member of your household	1%
A volunteer with my organisation	0%

People outcomes

Relationship to perpetrator

What this is

This provides further detail on who staff have said are responsible for 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, 15% 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

15% of your staff who did the survey said they experienced bullying.

Of that 15%, 97% said it was by someone within the organisation.

Of that 97%, 67% said it was 'They were in my workgroup'.

384 people (97% of staff who experienced bullying) experienced bullying from within your organisation (You 2023)

They were in my workgroup	67%
They were my immediate manager or supervisor	28%
They were outside my workgroup	20%
They were someone I supervise or manage	5%
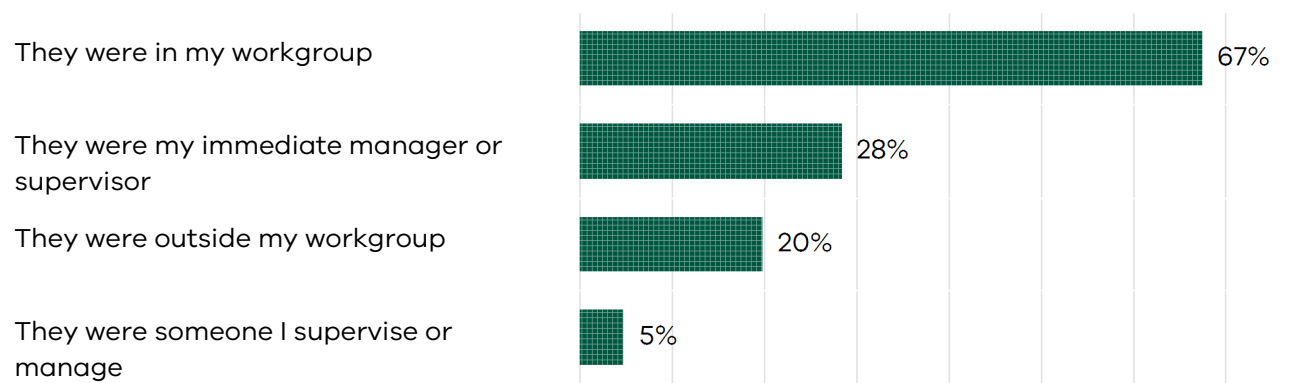
People outcomes

Sexual harassment

What this is

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

Why this is important

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

How to read this

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

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

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

Example

5% of your staff who did the survey said they experienced sexual harassment.

Of those, 60% said the top type was 'Intrusive questions about your private life or comments about your physical appearance'.

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

121	2519
5%	95%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
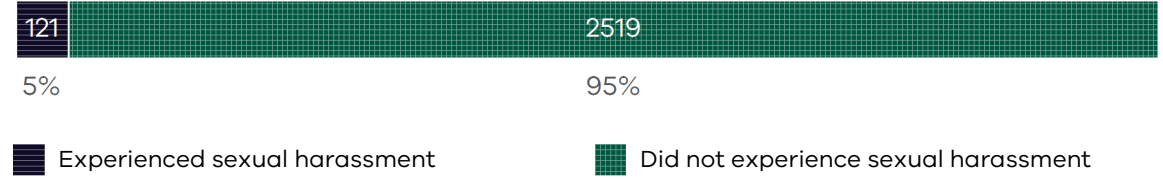
Behaviours reported	You 2022	You 2023	Comparator 2023	Public sector 2023
Intrusive questions about your private life or comments about your physical appearance	51%	60%	51%	48%
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	48%	41%	51%	52%
Inappropriate physical contact	21%	18%	27%	20%
Unwelcome touching, hugging, cornering or kissing	10%	17%	21%	18%
Inappropriate staring or leering that made you feel intimidated	13%	9%	17%	16%
Any other unwelcome conduct of a sexual nature	2%	6%	8%	8%
Repeated or inappropriate invitations to go out on dates	6%	5%	5%	4%
Sexual gestures, indecent exposure or inappropriate display of the body	5%	5%	12%	7%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	2%	2%	2%	3%
Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc)	2%	1%	1%	1%

People outcomes

Response to sexual harassment

What this is

This is how staff responded when they experienced sexual harassment.

Why this is important

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

How to read this

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

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

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

Example

5% of your staff who did the survey said they experienced sexual harassment.

Of those, 44% said their top response was 'Pretended it didn't bother you'.

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

121	2519
5%	95%

■ Experienced sexual harassment   ▦ Did not experience sexual harassment
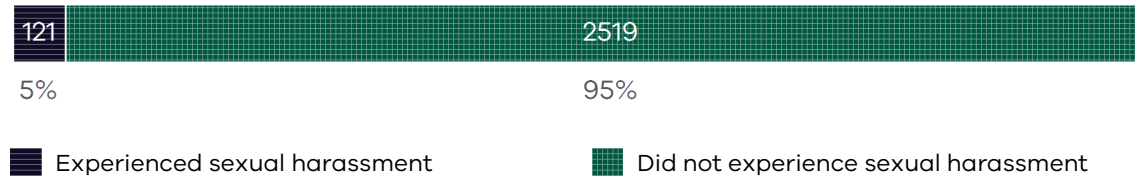
When the harassment happened to you, did you respond in any of the following ways?	You 2022	You 2023	Comparator 2023	Public sector 2023
Pretended it didn't bother you	44%	44%	40%	42%
Tried to laugh it off or forget about it	41%	41%	39%	40%
Avoided the person(s) by staying away from them	36%	37%	36%	36%
Told a colleague	28%	25%	33%	28%
Told the person the behaviour was not OK	23%	24%	40%	32%
Told a friend or family member	23%	20%	20%	20%
Told a manager	10%	16%	25%	22%
Avoided locations where the behaviour might occur	17%	12%	13%	14%
Took time off work	6%	8%	4%	5%
Submitted a formal complaint	5%	6%	8%	6%

People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

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

Example

94% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 54% said the top reason was 'I didn't think it was serious enough'.

Did you submit a formal complaint?
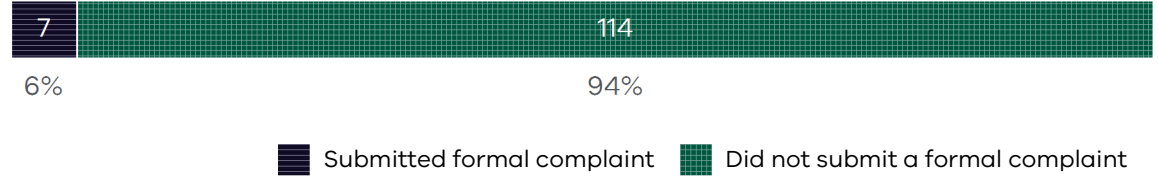
7	114
6%	94%

■ Submitted formal complaint ■ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it was serious enough	50%	54%	52%	47%
I didn't think it would make a difference	34%	46%	38%	40%
I believed there would be negative consequences for my reputation	25%	21%	19%	27%
I believed there would be negative consequences for the person I was going to complain about	16%	11%	9%	11%
I didn't need to because I no longer had contact with the person(s) who harassed me	6%	9%	15%	10%
I didn't need to because I made the harassment stop	9%	8%	12%	11%
I thought the complaint process would be embarrassing or difficult	12%	8%	10%	10%
I believed there would be negative consequences for my career	17%	7%	11%	18%
Other	8%	6%	14%	12%
I didn't know how to make a complaint	6%	4%	5%	4%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of sexual harassment

What this is

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

Why this is important

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

How to read this

In this year's survey, 5% of your staff said they experienced sexual harassment.

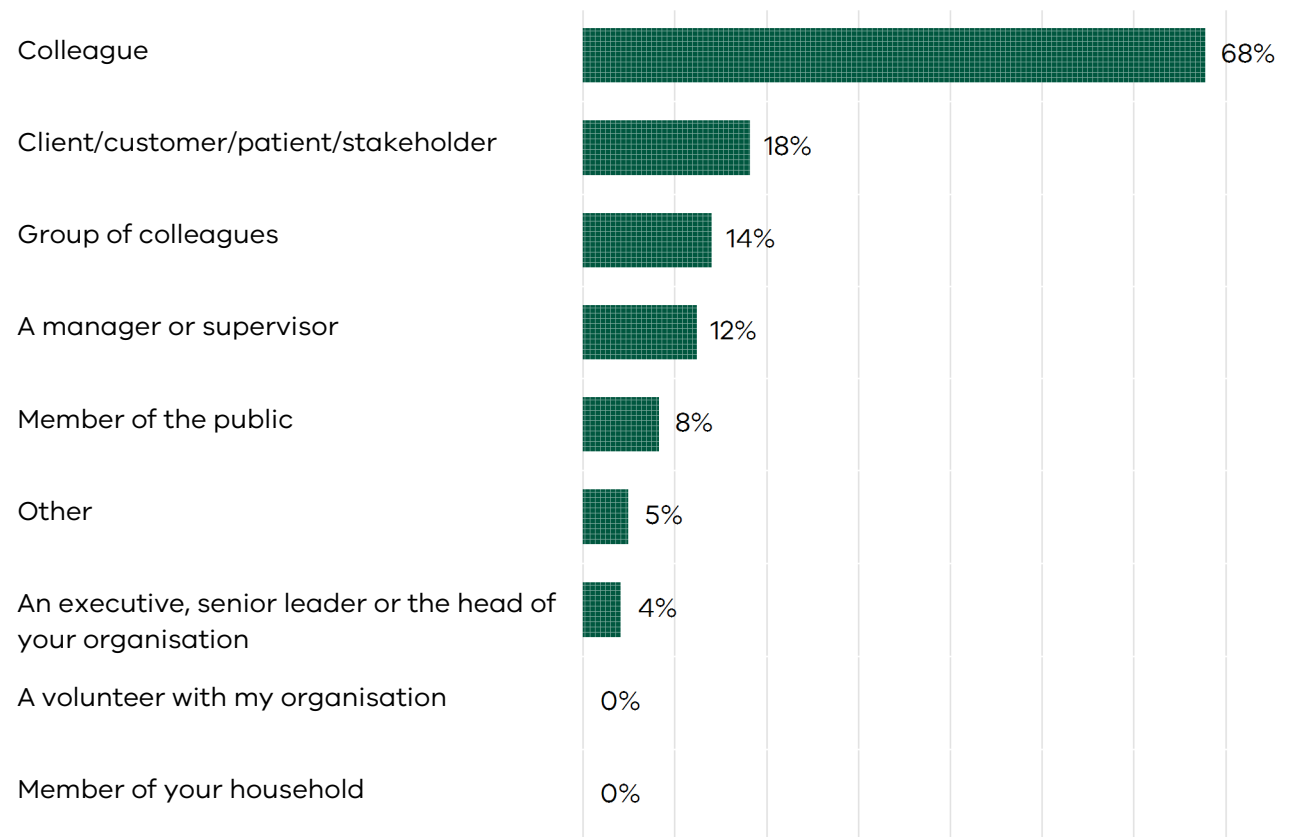If they did, they could tell us with one or more answers who the perpetrator was.

In descending order, the bar chart shows the perpetrators with the largest number of responses.
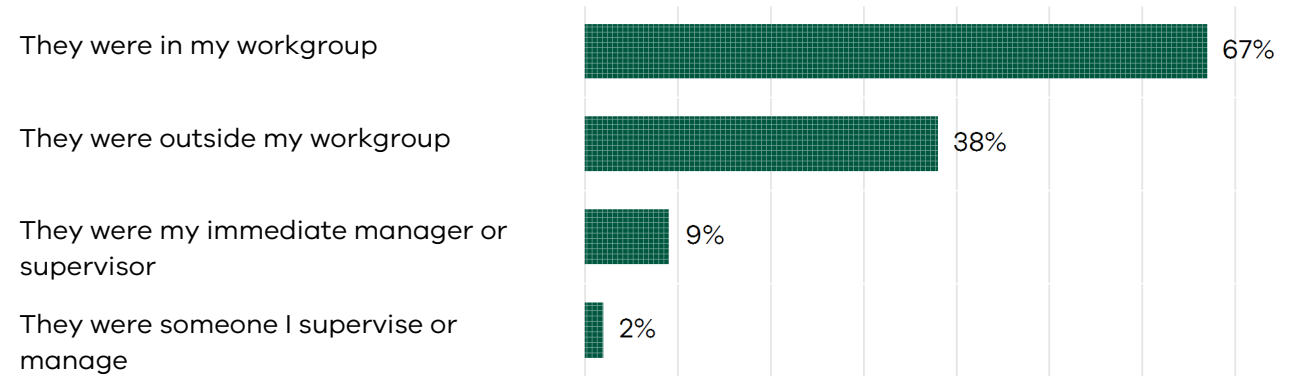
Each row is one perpetrator or group of perpetrators.

Example

5% of your staff who did the survey said they experienced sexual harassment.

Of that 5%, 68% said it was by 'Colleague'.

121 people (5% of staff) experienced sexual harassment (You2023)

Perpetrator	Percentage
Colleague	68%
Client/customer/patient/stakeholder	18%
Group of colleagues	14%
A manager or supervisor	12%
Member of the public	8%
Other	5%
An executive, senior leader or the head of your organisation	4%
A volunteer with my organisation	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 sexual harassment within your organisation.

Why this is important

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

How to read this

In this year's survey, 5% of your staff said they experienced sexual harassment.

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

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

Example

5% of your staff who did the survey said they experienced sexual harassment.

Of that 5%, 83% said it was by someone within the organisation.

Of that 83%, 67% said it was 'They were in my workgroup'.

100 people (83% of staff who experienced harassment) experienced harassment from within your organisation (You 2023)

Relationship	Percentage
They were in my workgroup	67%
They were outside my workgroup	38%
They were my immediate manager or supervisor	9%
They were someone I supervise or manage	2%

People outcomes

Frequency of sexual harassment

What this is

This is how often staff experienced sexual harassment.

Why this is important

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

How to read this

In this year's survey, 5% of your staff said they experienced sexual harassment.

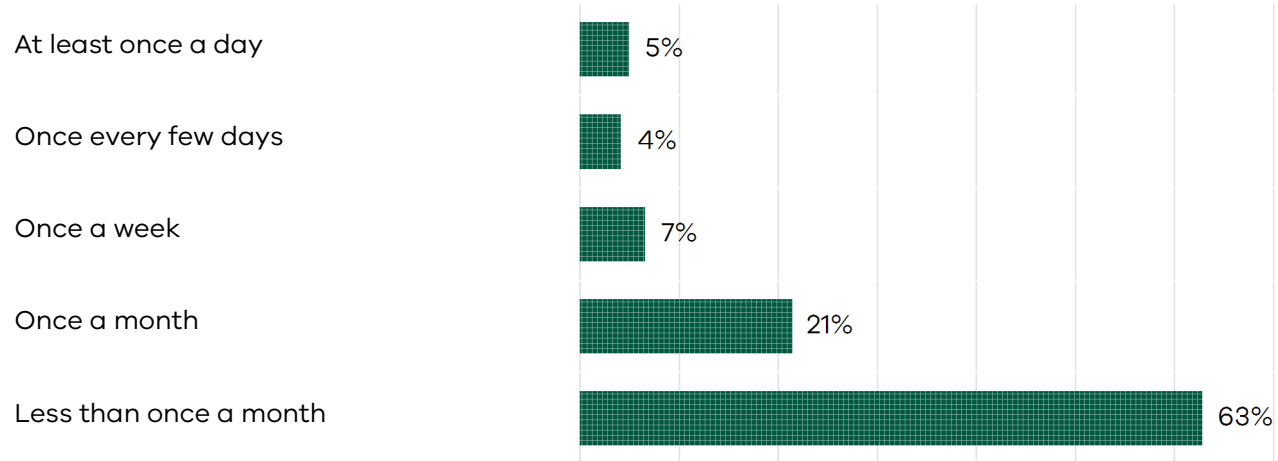If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

Example

5% of your staff who did the survey said they experienced sexual harassment.

Of that 5%, 5% said it was 'At least once a day'.

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

Frequency	Percentage
At least once a day	5%
Once every few days	4%
Once a week	7%
Once a month	21%
Less than once a month	63%

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.

How to read this

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

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

What results are shown

Results for response options with 10 or more responses.

Example

4% of your staff who did the survey said they experienced discrimination.

Of that 4%, 30% said it was 'Age'.

Have you experienced discrimination at work?

115	2259	266
4%	86%	10%

- ■ Experienced discrimination
- ▦ Did not experience discrimination
- ▨ Not sure
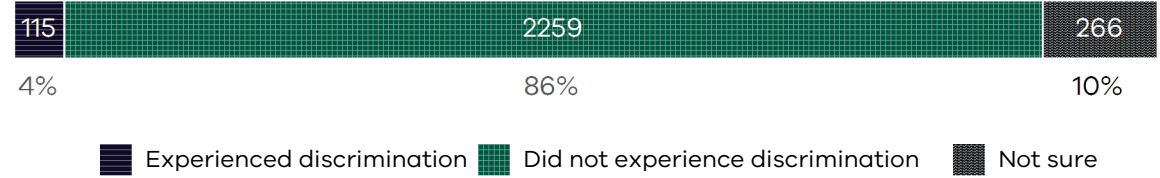
Why were you discriminated against?	You 2022	You 2023	Comparator 2023	Public sector 2023
Age	30%	30%	24%	27%
Race	16%	23%	29%	19%
Employment activity	28%	21%	31%	28%
Sex	11%	19%	14%	21%
Parent or carer status (including pregnancy and breastfeeding)	17%	12%	14%	15%
Gender identity	8%	10%	4%	7%
Personal association with someone who has any of the above attributes (whether as a relative or otherwise)	7%	9%	6%	7%

People outcomes

Type of discrimination

What this is

This is what types of discrimination staff report experiencing in their organisation.

Why this is important

Understanding what types of discrimination happen means an organisation can work out what action to take.

How to read this

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

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

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

Example

4% of your staff who did the survey said they experienced discrimination.

Of that 4%, 40% said it was 'Other'.

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

115	2259	266
4%	86%	10%

■ Experienced discrimination ▦ Did not experience discrimination ▨ Not sure
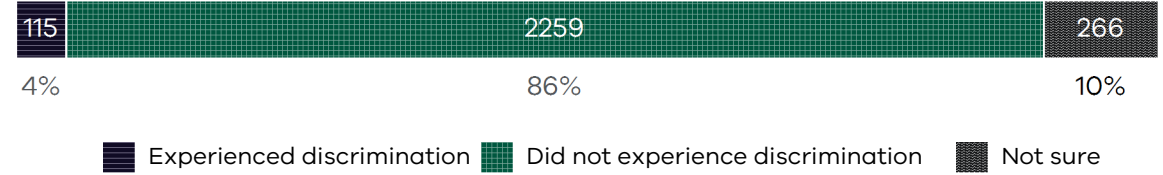
If you experienced discrimination, what type of discrimination did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Other	45%	40%	42%	38%
Opportunities for training	18%	37%	25%	25%
Opportunities for promotion	30%	29%	34%	38%
Denied flexible work arrangements or other adjustments	25%	23%	26%	24%
Employment security - threats of dismissal or termination	9%	12%	10%	12%
Opportunities for transfer/secondment	10%	8%	10%	17%
Pay or conditions offered by employer	6%	8%	9%	10%
Access to leave	8%	6%	11%	9%

People outcomes

Telling someone about the discrimination

What this is

This is who staff told about the discrimination they experienced.

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

4% of your staff who did the survey said they experienced discrimination, of which

- 43% said the top way they reported the discrimination was 'Told a colleague'.

- 96% said they didn't submit a formal complaint.

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

115	2259	266
4%	86%	10%

■ Experienced discrimination   ▦ Did not experience discrimination   ▦ Not sure
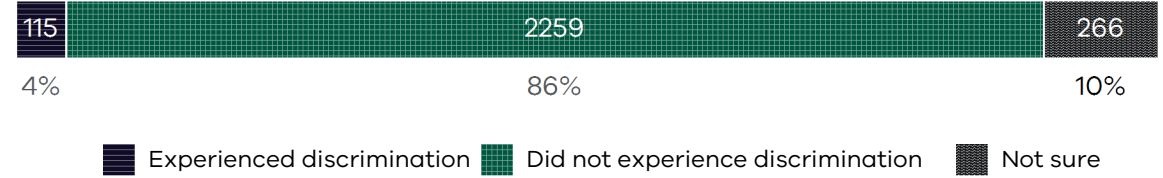
Did you tell anyone about the discrimination?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a colleague	36%	43%	37%	37%
Told a friend or family member	36%	33%	33%	32%
I did not tell anyone about the discrimination	26%	27%	25%	24%
Told a manager	28%	25%	28%	29%
Told the person the behaviour was not OK	9%	16%	10%	9%
Told someone else	9%	12%	14%	14%
Told employee assistance program (EAP) or peer support	5%	6%	7%	8%
Told Human Resources	11%	6%	10%	10%
Submitted a formal complaint	6%	4%	10%	8%

People outcomes

Discrimination - reasons for not submitting a formal complaint

What this is

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

Why this is important

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

How to read this

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

Example

96% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 60% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?

5	110
4%	96%

■ Submitted formal complaint ■ Did not submit a formal complaint
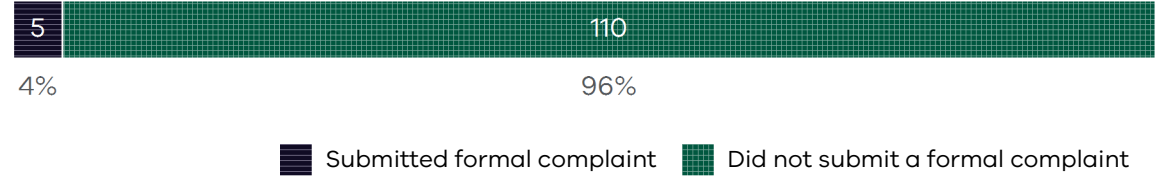
What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	53%	60%	57%	59%
I believed there would be negative consequences for my reputation	45%	50%	48%	52%
I believed there would be negative consequences for my career	48%	38%	43%	50%
I didn't think it was serious enough	23%	19%	16%	13%
I didn't feel safe to report the incident	18%	18%	18%	18%
I thought the complaint process would be embarrassing or difficult	8%	11%	12%	11%
Other	11%	9%	10%	11%
I believed there would be negative consequences for the person I was going to complain about	8%	6%	9%	8%
I didn't need to because I made the discrimination stop	5%	6%	4%	3%
I was advised not to	2%	6%	3%	4%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of discrimination

What this is

This is who staff have said are responsible for discrimination.

Why this is important

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

How to read this

In this year's survey, 4% of your staff said they experienced discrimination.

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

In descending order, the bar chart shows the perpetrators with the largest number of responses.
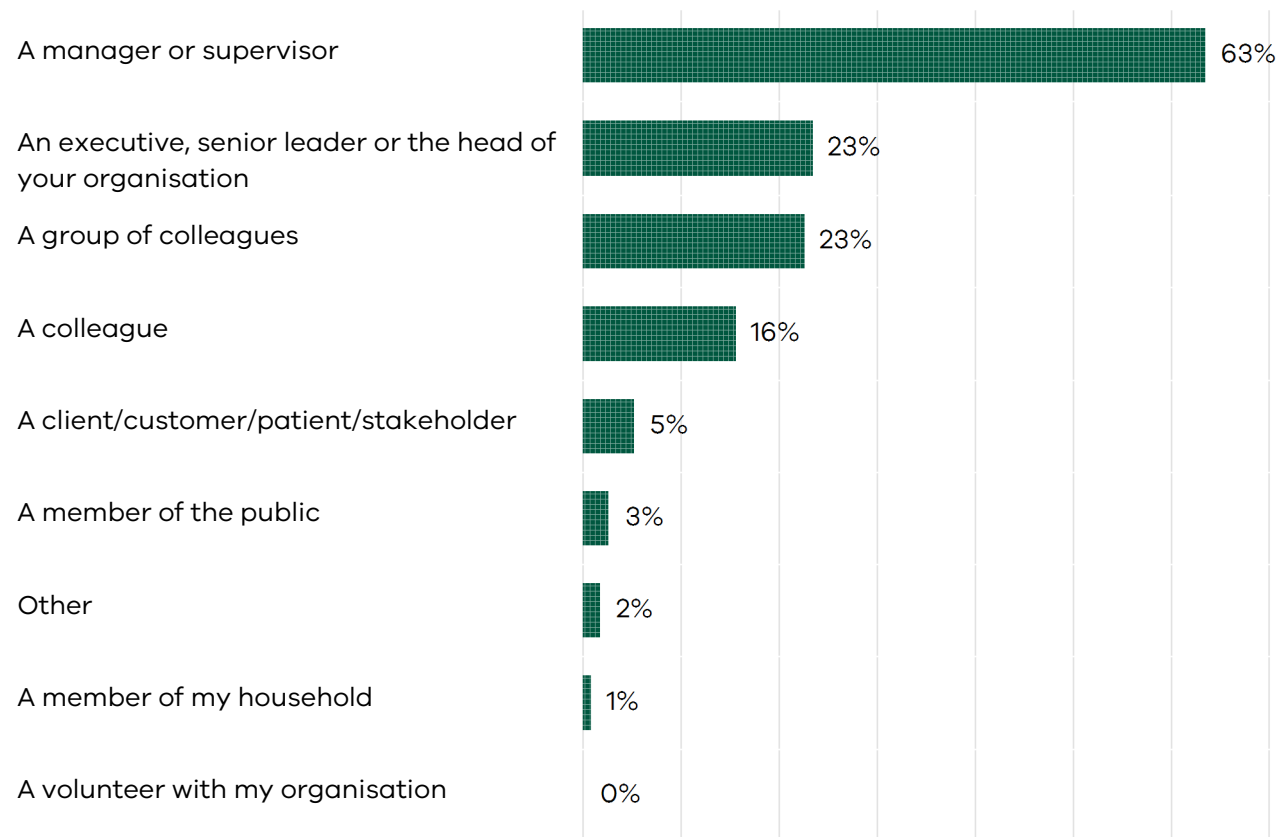
Each row is one perpetrator or group of perpetrators.

Example

4% of your staff who did the survey said they experienced discrimination.

Of that 4%, 63% said it was by 'A manager or supervisor'.

115 people (4% of staff) experienced discrimination (You2023)

Perpetrator	Percentage
A manager or supervisor	63%
An executive, senior leader or the head of your organisation	23%
A group of colleagues	23%
A colleague	16%
A client/customer/patient/stakeholder	5%
A member of the public	3%
Other	2%
A member of my household	1%
A volunteer with my organisation	0%

People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 4% of your staff said they experienced discrimination.

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

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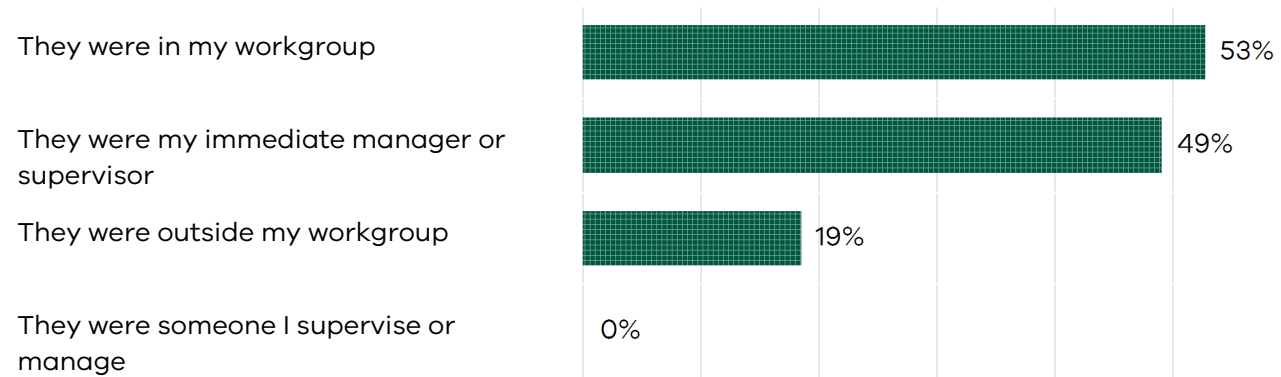
Example

4% of your staff who did the survey said they experienced discrimination.

Of that 4%, 94% said it was by someone within the organisation.

Of that 94%, 53% said it was 'They were in my workgroup'.

108 people (94% of staff who experienced discrimination) experienced discrimination from within your organisation (You2023)

They were in my workgroup	53%
They were my immediate manager or supervisor	49%
They were outside my workgroup	19%
They were someone I supervise or manage	0%

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

19% of your staff who did the survey said they experienced violence or aggression.

Of that 19%, 75% said it was from 'Abusive language'.

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

505	2037	98
19%	77%	4%

■ Experienced violence or aggression ■ Did not experience violence or aggression ▦ Not sure
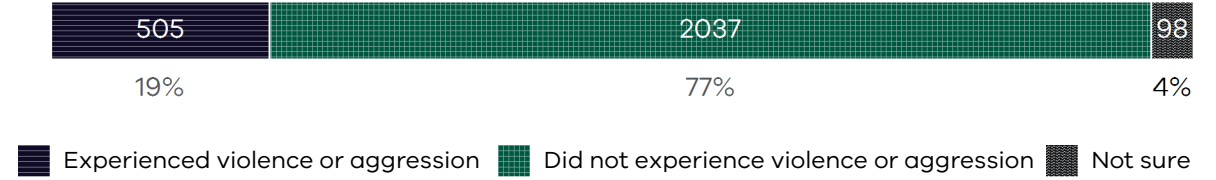
If you experienced violence or aggression, what type did you experience?	You 2022	You 2023	Comparator 2023	Public sector 2023
Abusive language	78%	75%	86%	81%
Intimidating behaviour	75%	73%	70%	70%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	27%	30%	35%	29%
Threats of violence	25%	26%	42%	41%
Damage to my property or work equipment	7%	7%	11%	8%
Other	4%	3%	3%	4%
Stalking, including cyber-stalking	1%	1%	1%	2%

Victorian Public Sector Commission

VICTORIA State Government

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

19% of your staff who did the survey said they experienced violence or aggression, of which

- 60% said the top way they reported the violence or agression was 'Told a manager'
- 74% said they didn't submit a formal incident report.

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

505	2037	98
19%	77%	4%

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

Did you tell anyone about the incident?	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	55%	60%	57%	56%
Told a colleague	52%	55%	49%	45%
Told the person the behaviour was not OK	37%	34%	36%	31%
Submitted a formal incident report	19%	26%	40%	36%
Told a friend or family member	20%	21%	21%	20%
I did not tell anyone about the incident(s)	6%	6%	5%	7%
Told someone else	6%	5%	6%	6%
Told Human Resources	3%	2%	3%	4%
Told employee assistance program (EAP) or peer support	3%	2%	3%	4%

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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

74% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

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

Did you submit a formal incident report?

129	376
26%	74%

■ Submitted formal incident report   ■ Did not submit a formal incident report

What was your reason for not submitting a formal incident report?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	33%	38%	37%	39%
I didn't think it was serious enough	35%	35%	35%	32%
Other	24%	23%	23%	22%
I didn't need to because I made the violence or aggression stop	20%	18%	16%	15%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	18%	15%	17%	15%
I believed there would be negative consequences for my reputation	9%	8%	10%	15%
I believed there would be negative consequences for my career	5%	7%	7%	12%
I didn't feel safe to report the incident	3%	3%	4%	5%
I didn't know how to make a complaint	4%	2%	4%	3%
I believed there would be negative consequences for the person I was going to complain about	4%	2%	3%	4%

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.

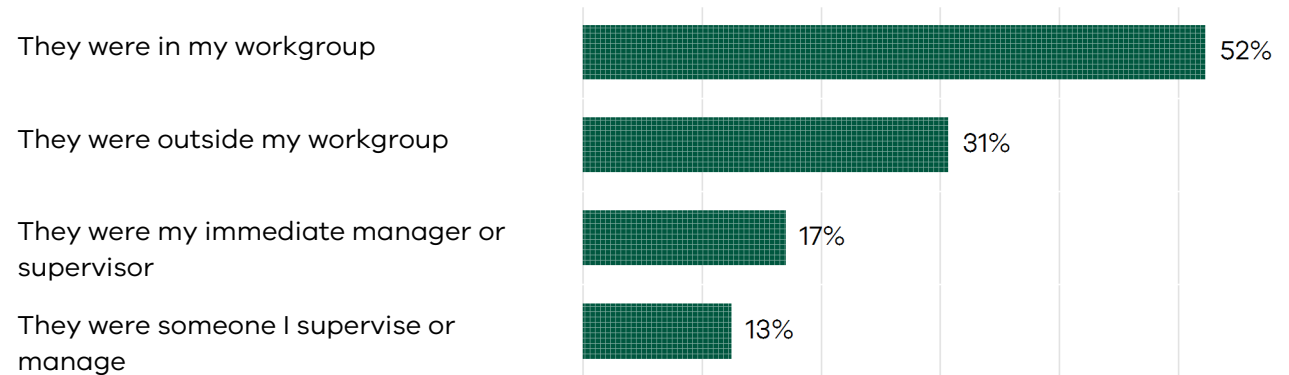### Example

19% of your staff who did the survey said they experienced violence or aggression.

Of that 19%, 78% said it was 'Client/ customer/ patient/ stakeholder'.

505 people (19% of staff) experienced violence or aggression (You2023)
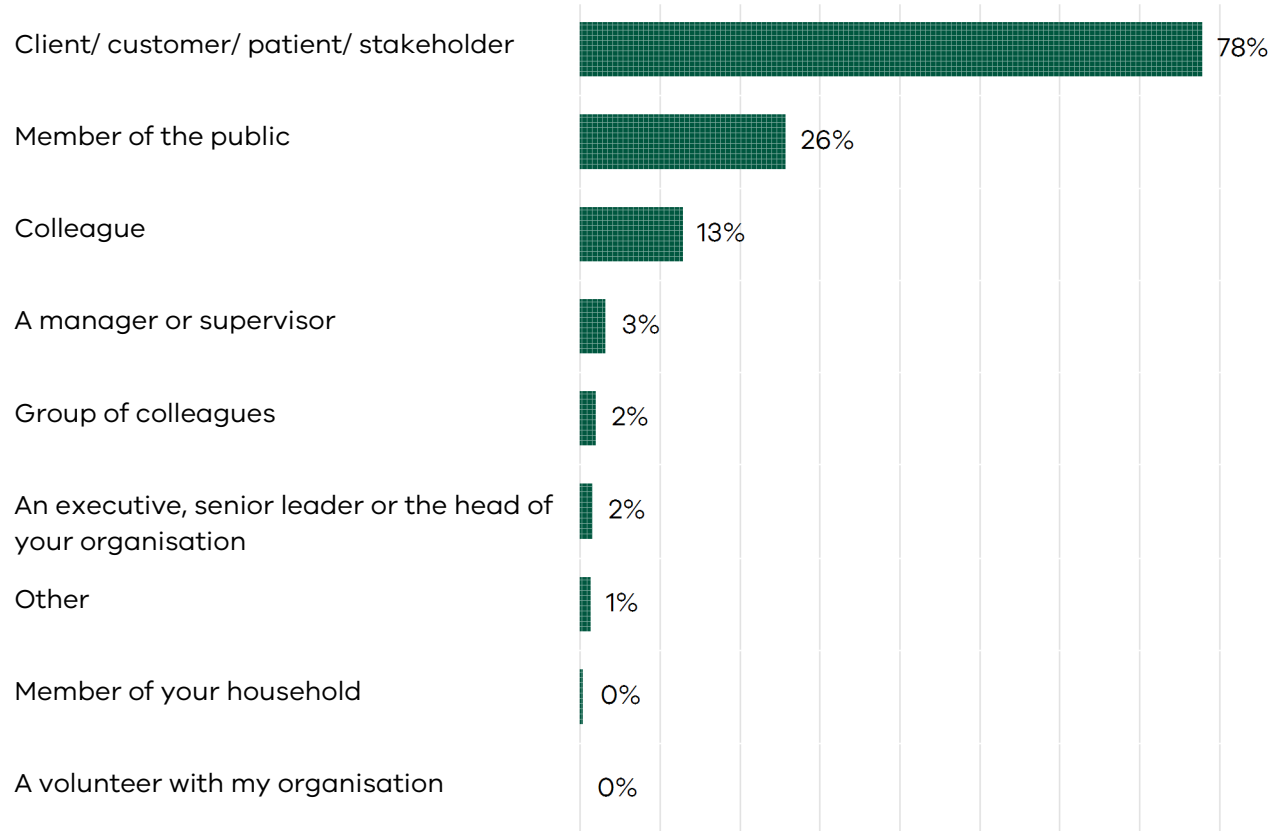
Perpetrator	Percentage
Client/ customer/ patient/ stakeholder	78%
Member of the public	26%
Colleague	13%
A manager or supervisor	3%
Group of colleagues	2%
An executive, senior leader or the head of your organisation	2%
Other	1%
Member of your household	0%
A volunteer with my organisation	0%

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People outcomes

Relationship to perpetrator

What this is

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

Why this is important

Understanding where violence or aggression happens means organisations can work out what action to take.

How to read this

In this year's survey, 19% of your staff said they experienced violence or aggression.

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

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

Example

19% of your staff who did the survey said they experienced violence or aggression.

Of that 19%, 17% said it was by someone within the organisation.

Of that 17%, 52% said it was 'They were in my workgroup'.

88 people (17% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You2023)

They were in my workgroup — 52%

They were outside my workgroup — 31%

They were my immediate manager or supervisor — 17%

They were someone I supervise or manage — 13%

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

27% of your staff who did the survey said they witnessed some negative behaviour at work.

73% 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?

701	1939
27%	73%

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

During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	Comparator 2023	Public sector 2023
No, I have not witnessed any of the situations above	73%	73%	78%
Bullying of a colleague	19%	16%	15%
Discrimination against a colleague	8%	9%	8%
Violence or aggression against a colleague	6%	9%	6%
Sexual harassment of a colleague	1%	2%	1%

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Negative behaviour

Taking action when witnessing negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

The table shows the answers in descending order.

Example

27% of your staff who did the survey witnessed negative behaviour, of which:

- 73% said the top action they took was 'Spoke to the person who experienced the behaviour'.

- 5% took no action.

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

701	1939
27%	73%

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

When you witnessed the above behaviour(s), did you do any of the following?	You 2023	Comparator 2023	Public sector 2023
Spoke to the person who experienced the behaviour	73%	70%	70%
Told a manager	39%	40%	39%
Told a colleague	24%	22%	20%
Told the person the behaviour was not OK	23%	29%	24%
Spoke to the person who behaved in a negative way	21%	25%	20%
Other	6%	6%	6%
Took no action	5%	7%	7%
Told Human Resources	5%	5%	7%
Submitted a formal complaint	4%	7%	6%

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People outcomes

Negative behaviour — satisfaction with making a formal complaint

What this is

This is how satisfied a staff member was with how your organisation managed their complaint.

Why this is important

When staff submit a formal complaint for negative behaviours, they should feel your organisation will manage it effectively and professionally.

How to read this

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

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

Example

63% of staff who did the survey were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Were you satisfied with the way your formal complaint was handled

Legend: No · Don't know · Yes

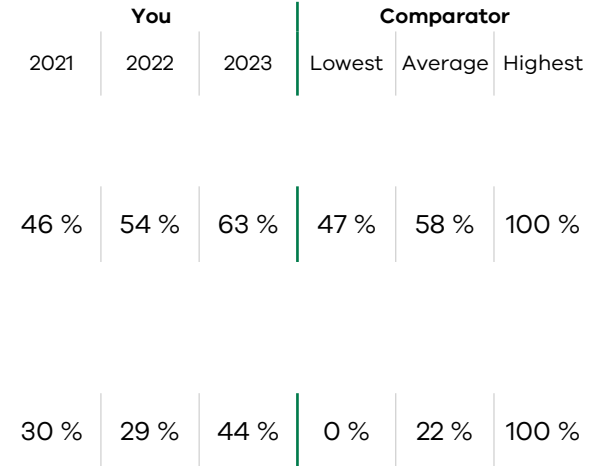| Survey question	No	Don't know	Yes	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
Violence or aggression	15%	22%	63%	46 %	54 %	63 %	47 %	58 %	100 %
Bullying	44%	13%	44%	30 %	29 %	44 %	0 %	22 %	100 %

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2023

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Key differences

Highest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Meaningful work', the 'You 2023' column shows 95% of your staff agreed with 'I can make a worthwhile contribution at work'.

In the 'Change from 2022' column, you have a 0% increase, which is a positive trend.

Question group	Highest scoring questions	You 2023	Change from 2022	Comparator 2023
Meaningful work	I can make a worthwhile contribution at work	95%	+0%	93%
Job enrichment	I can use my skills and knowledge in my job	95%	+1%	94%
Meaningful work	I achieve something important through my work	94%	0%	92%
Job enrichment	I understand how my job helps my organisation achieve its goals	93%	+1%	92%
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	92%	+0%	75%
Job enrichment	I clearly understand what I am expected to do in this job	90%	–1%	90%
Organisational integrity	My organisation is committed to earning a high level of public trust	90%	+0%	79%
Meaningful work	I get a sense of accomplishment from my work	89%	+1%	86%
Engagement	I am proud to tell others I work for my organisation	89%	+0%	77%
Gender equality supporting measures	My organisation uses inclusive and respectful images and language	88%	Not asked in 2022	86%

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Key differences

Lowest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Taking action', the 'You 2023' column shows 33% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.

In the 'Change from 2022' column, you have a 5% increase, which is a positive trend.

Question subgroup	Lowest scoring questions	You 2023	Change from 2022	Comparator 2023
Taking action	My organisation has made improvements based on the survey results from last year	33%	+5%	32%
Organisational integrity	I believe the promotion processes in my organisation are fair	48%	+3%	50%
Safety climate	All levels of my organisation are involved in the prevention of stress	49%	+2%	45%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	50%	Not asked in 2022	50%
Taking action	I believe my organisation will make improvements based on the results of this survey	51%	+3%	52%
Organisational integrity	I have an equal chance at promotion in my organisation	52%	+1%	54%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	53%	+3%	51%
Learning and development	I am satisfied with the opportunities to progress in my organisation	54%	+1%	56%
Workload	I have enough time to do my job effectively	57%	+3%	54%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	59%	+4%	51%

Key differences

Most improved

What this is

This is where staff feel their organisation has most improved.

How to read this

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

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

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

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

Example

On the first row 'Learning and development', the 'You 2023' column shows 65% of your staff agreed with 'I am satisfied with the way my learning and development needs have been addressed in the last 12 months'.

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

Question group	Most improved from last year	You 2023	Increase from 2022	Comparator 2023
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	65%	+6%	64%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	60%	+5%	52%
Taking action	My organisation has made improvements based on the survey results from last year	33%	+5%	32%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	59%	+4%	51%
Manager support	My manager gives me feedback that helps me improve my performance	68%	+4%	70%
Flexible working	My manager supports working flexibly	78%	+4%	74%
Patient safety climate	This health service does a good job of training new and existing staff	68%	+4%	62%
Learning and development	My organisation places a high priority on the learning and development of staff	65%	+3%	64%
Taking action	I believe my organisation will make improvements based on the results of this survey	51%	+3%	52%
Manager support	My manager provides me with enough support when I need it	80%	+3%	78%

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Key differences

Most declined

What this is

This is where staff feel their organisation has most declined.

How to read this

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

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

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

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

Example

On the first row 'Senior leadership', the 'You 2023' column shows 61% of your staff agreed with 'Senior leaders provide clear strategy and direction'.
In the 'Decrease from 2022' column, you have a 2% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2023	Decrease from 2022	Comparator 2023
Senior leadership	Senior leaders provide clear strategy and direction	61%	-2%	63%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	65%	-2%	68%
Engagement	My organisation inspires me to do the best in my job	73%	-1%	66%
Quality service delivery	My workgroup has clear lines of responsibility	76%	-1%	75%
Inclusion	I feel culturally safe at work	86%	-1%	85%
Organisational integrity	My organisation does not tolerate improper conduct	70%	-1%	73%
Job enrichment	I have the authority to do my job effectively	82%	-1%	79%
Job enrichment	I clearly understand what I am expected to do in this job	90%	-1%	90%
Inclusion	I can be myself at work	85%	0%	82%
Collaboration	Workgroups across my organisation willingly share information with each other	67%	0%	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 'Patient safety climate', the 'You 2023' column shows 92% of your staff agreed with 'I would recommend a friend or relative to be treated as a patient here'.

The 'difference' column, shows that agreement for this question was 17 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	92%	+17%	75%
Engagement	I am proud to tell others I work for my organisation	89%	+12%	77%
Organisational integrity	My organisation is committed to earning a high level of public trust	90%	+11%	79%
Engagement	I feel a strong personal attachment to my organisation	72%	+10%	62%
Safety climate	My organisation provides a physically safe work environment	88%	+9%	79%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	60%	+8%	52%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	59%	+8%	51%
Engagement	My organisation inspires me to do the best in my job	73%	+7%	66%
Patient safety climate	This health service does a good job of training new and existing staff	68%	+7%	62%
Patient safety climate	Trainees in my discipline are adequately supervised	72%	+6%	66%

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 'Safe to speak up', the 'You 2023' column shows 65% of your staff agreed with 'I feel safe to challenge inappropriate behaviour at work'.

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

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	65%	-3%	68%
Organisational integrity	My organisation does not tolerate improper conduct	70%	-3%	73%
Manager support	My manager gives me feedback that helps me improve my performance	68%	-2%	70%
Senior leadership	Senior leaders model my organisation's values	64%	-2%	66%
Organisational integrity	I have an equal chance at promotion in my organisation	52%	-2%	54%
Learning and development	I am satisfied with the opportunities to progress in my organisation	54%	-2%	56%
Senior leadership	Senior leaders provide clear strategy and direction	61%	-2%	63%
Organisational integrity	I believe the promotion processes in my organisation are fair	48%	-2%	50%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	68%	-1%	69%
Workgroup support	People in my workgroup treat each other with respect	81%	-1%	82%

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Taking action

What this is

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

Why this is important

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

How to read this

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

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

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

Example

51% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this survey'.
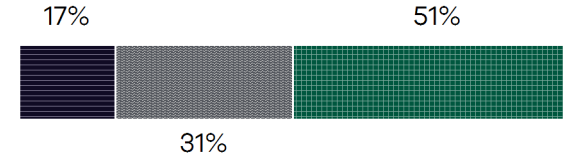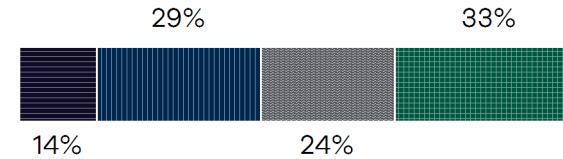
Survey question

Your results

Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this survey	17% / 31% / 51%	Not asked	48 %	51 %	43 %	52 %	72 %
My organisation has made improvements based on the survey results from last year	14% / 29% / 24% / 33%	Not asked	28 %	33 %	23 %	32 %	53 %

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Senior leadership

Senior leadership

What this is

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

Why this is important

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

How to read this

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

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

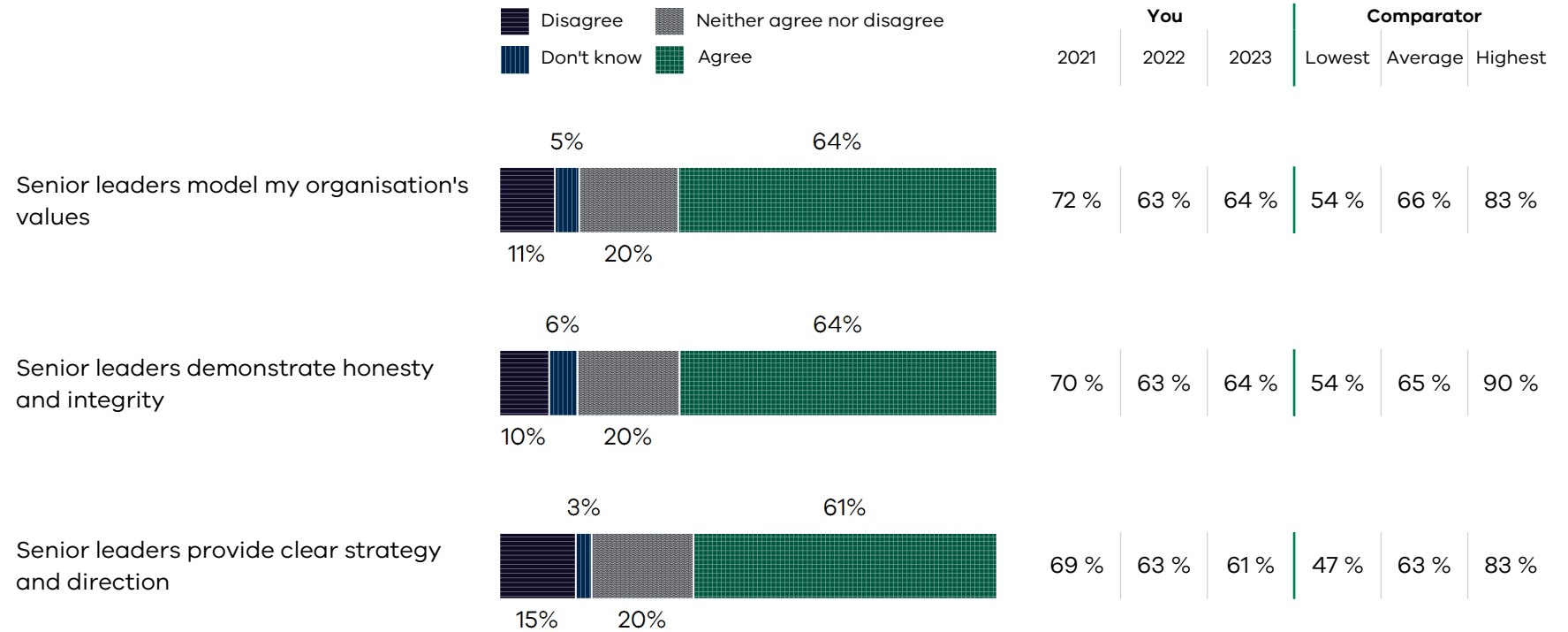Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

64% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question	Your results						

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
Senior leaders model my organisation's values	11% / 5% / 20% / 64%	72 %	63 %	64 %	54 %	66 %	83 %
Senior leaders demonstrate honesty and integrity	10% / 6% / 20% / 64%	70 %	63 %	64 %	54 %	65 %	90 %
Senior leaders provide clear strategy and direction	15% / 3% / 20% / 61%	69 %	63 %	61 %	47 %	63 %	83 %

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

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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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- 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.

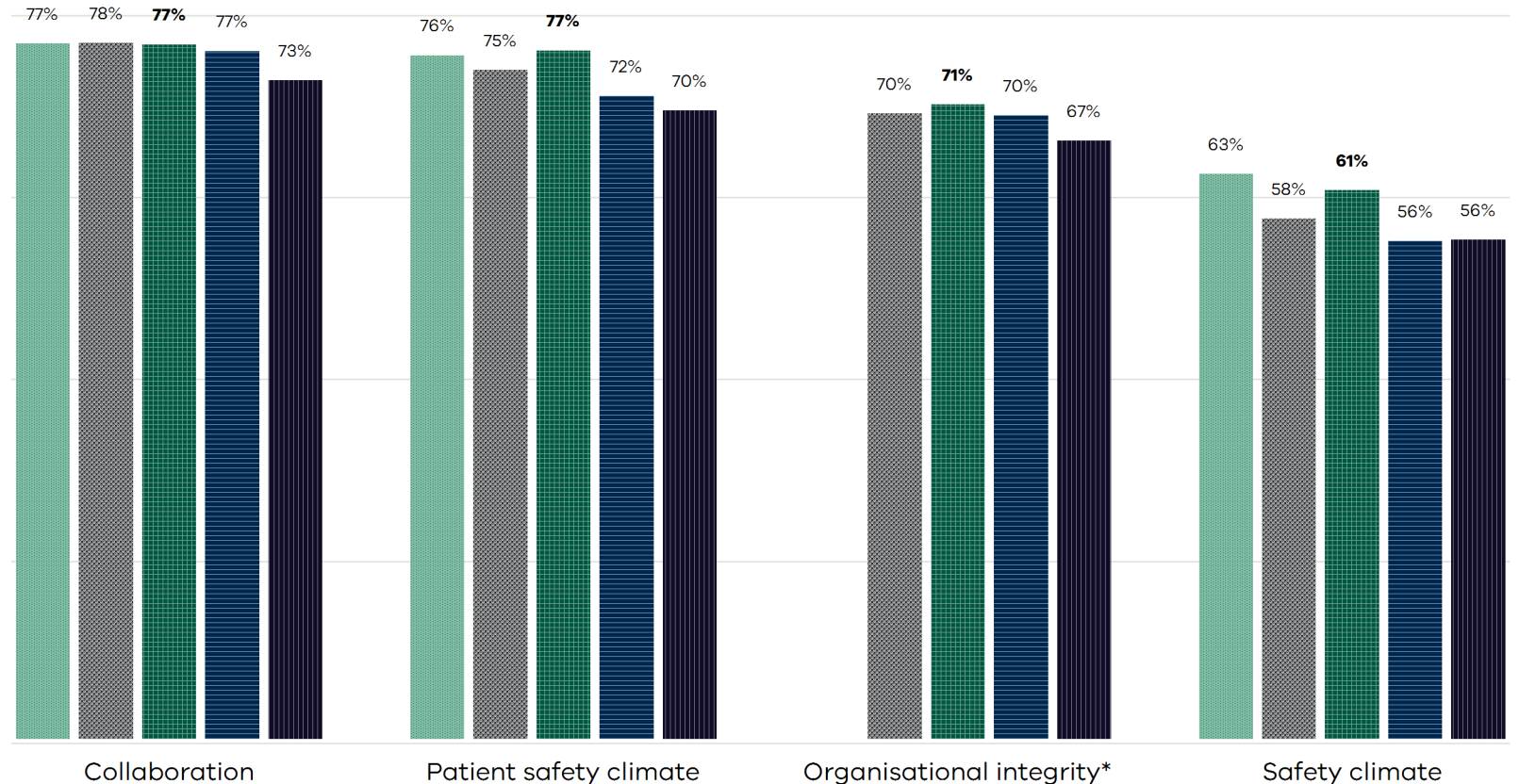Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2023:

- 77% of your staff who did the survey responded positively to questions about Collaboration which is down from 78% in 2022.

Compared to:

- 77% of staff at your comparator and 73% of staff across the public sector.

Chart — Organisational climate:

	You 2021	You 2022	You 2023	Comparator 2023	Public sector 2023
Collaboration	77%	78%	**77%**	77%	73%
Patient safety climate	76%	75%	**77%**	72%	70%
Organisational integrity*		70%	**71%**	70%	67%
Safety climate	63%	58%	**61%**	56%	56%

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

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.
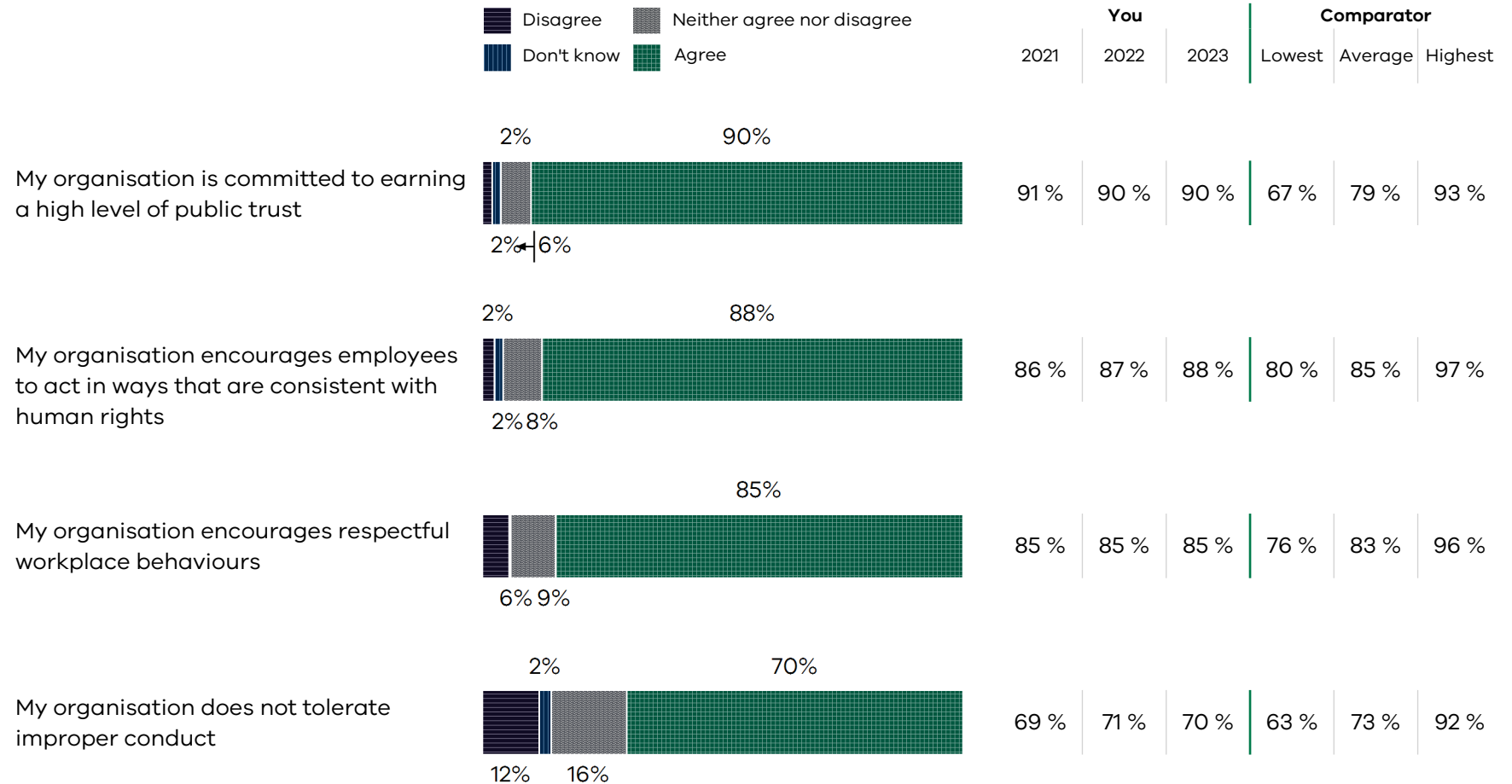
Example

90% of your staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

Survey question / Your results / Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation is committed to earning a high level of public trust	2% / 90%	91 %	90 %	90 %	67 %	79 %	93 %
My organisation encourages employees to act in ways that are consistent with human rights	2% / 88%	86 %	87 %	88 %	80 %	85 %	97 %
My organisation encourages respectful workplace behaviours	85%	85 %	85 %	85 %	76 %	83 %	96 %
My organisation does not tolerate improper conduct	2% / 70%	69 %	71 %	70 %	63 %	73 %	92 %

Organisational climate

Organisational integrity 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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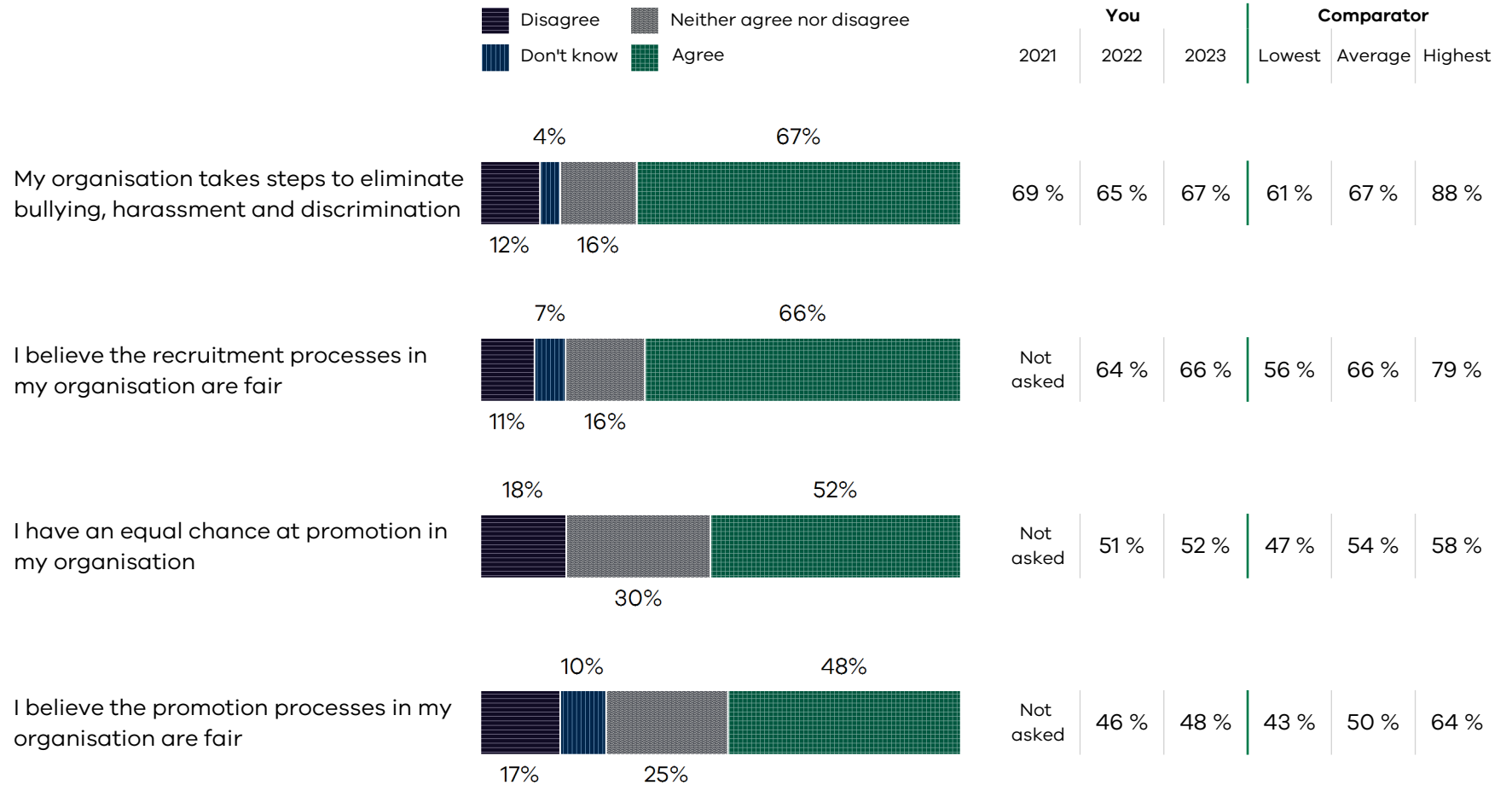
Example

67% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

| Survey question | Your results | Benchmark agree results |

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	12% / 4% / 16% / 67%	69 %	65 %	67 %	61 %	67 %	88 %
I believe the recruitment processes in my organisation are fair	11% / 7% / 16% / 66%	Not asked	64 %	66 %	56 %	66 %	79 %
I have an equal chance at promotion in my organisation	18% / 30% / 52%	Not asked	51 %	52 %	47 %	54 %	58 %
I believe the promotion processes in my organisation are fair	17% / 10% / 25% / 48%	Not asked	46 %	48 %	43 %	50 %	64 %

Organisational climate

Collaboration

What this is

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

Why this is important

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

How to read this

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

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

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

Example

88% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.
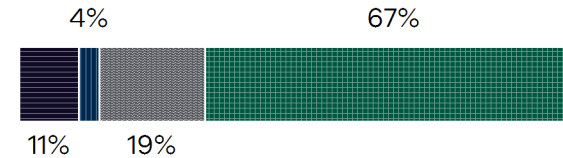
Legend: Disagree | Neither agree nor disagree | Don't know | Agree
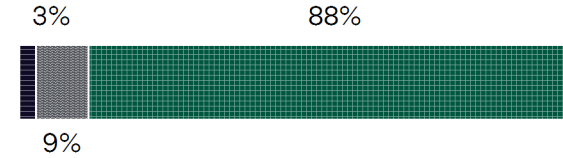
Survey question	Your results		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	3% / 9% / 88%	90 %	88 %	88 %	80 %	86 %	94 %
Workgroups across my organisation willingly share information with each other	11% / 4% / 19% / 67%	64 %	67 %	67 %	55 %	67 %	80 %

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

88% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.
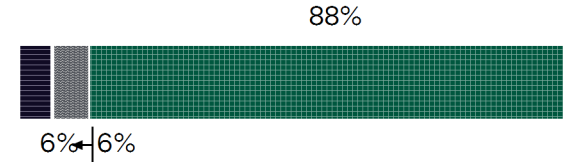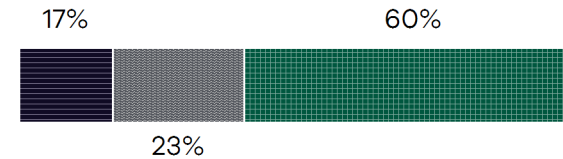
Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation provides a physically safe work environment (88%, 6%, 6%)	86 %	86 %	88 %	59 %	79 %	89 %
In my workplace, there is good communication about psychological safety issues that affect me (17%, 23%, 60%)	60 %	55 %	60 %	46 %	52 %	79 %
Senior leaders consider the psychological health of employees to be as important as productivity (18%, 23%, 59%)	59 %	56 %	59 %	50 %	57 %	82 %
My organisation has effective procedures in place to support employees who may experience stress (15%, 7%, 19%, 59%)	66 %	54 %	59 %	45 %	51 %	72 %

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.
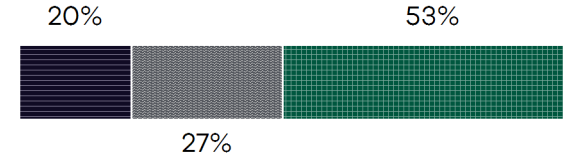
Example

53% of your staff who did the survey agreed or strongly agreed with 'Senior leaders show support for stress prevention through involvement and commitment'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
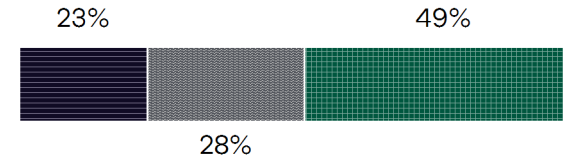
Survey question	Your results		You			Comparator		
		2021	2022	2023		Lowest	Average	Highest
Senior leaders show support for stress prevention through involvement and commitment	20% / 27% / 53%	59 %	50 %	53 %		44 %	51 %	80 %
All levels of my organisation are involved in the prevention of stress	23% / 28% / 49%	49 %	47 %	49 %		38 %	45 %	73 %

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Patient safety climate 1 of 2

What this is

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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

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

Example

92% of your staff who did the survey agreed or strongly agreed with 'I would recommend a friend or relative to be treated as a patient here'.

Survey question / Your results / Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I would recommend a friend or relative to be treated as a patient here	1% / 92% / 6%	92 %	92 %	92 %	38 %	75 %	91 %
I am encouraged by my colleagues to report any patient safety concerns I may have	2% / 84% / 14%	84 %	83 %	84 %	74 %	82 %	91 %
My suggestions about patient safety would be acted upon if I expressed them to my manager	6% / 79% / 16%	76 %	76 %	79 %	68 %	75 %	90 %
Management is driving us to be a safety-centred organisation	5% / 77% / 18%	75 %	74 %	77 %	62 %	75 %	90 %

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

What this is

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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

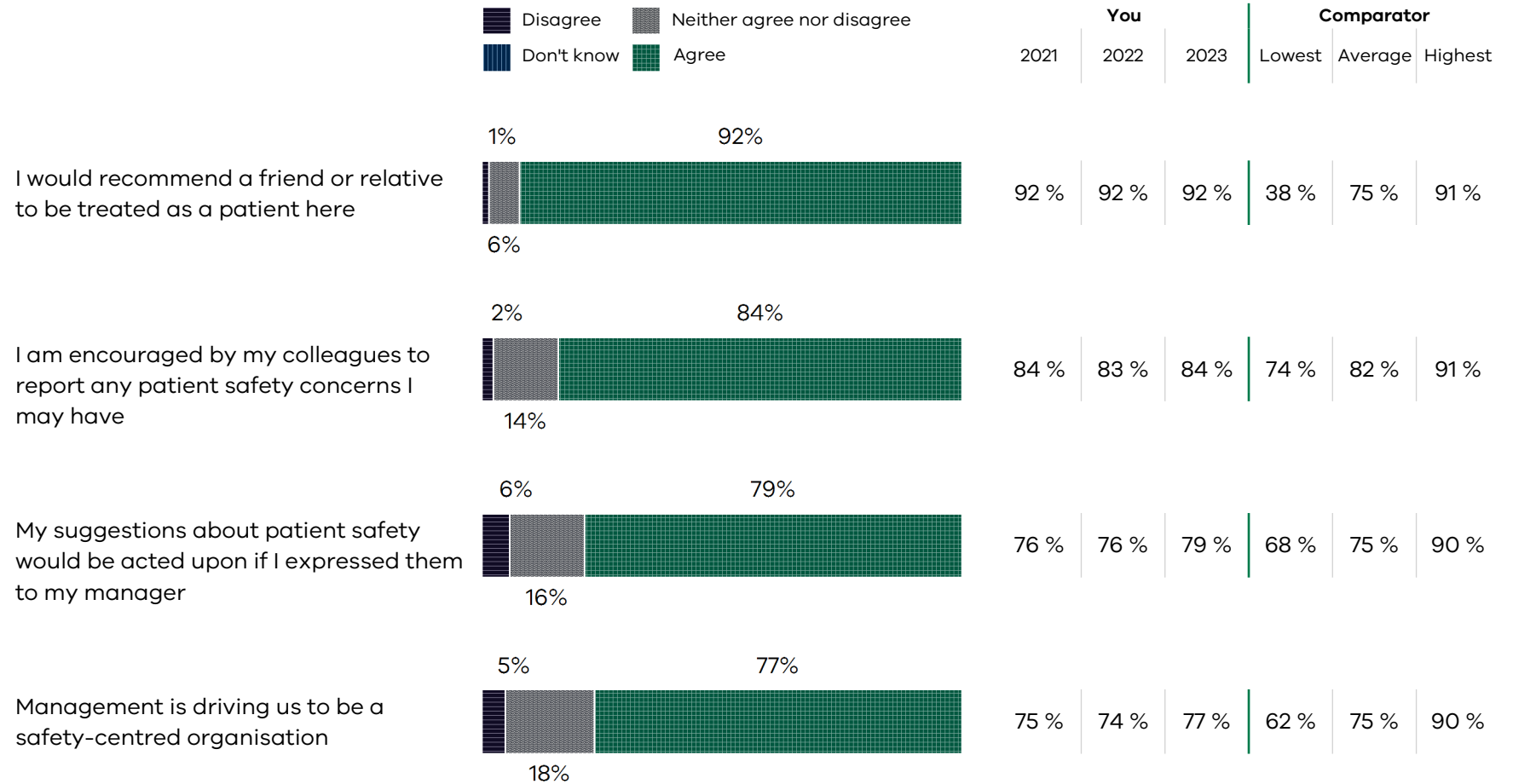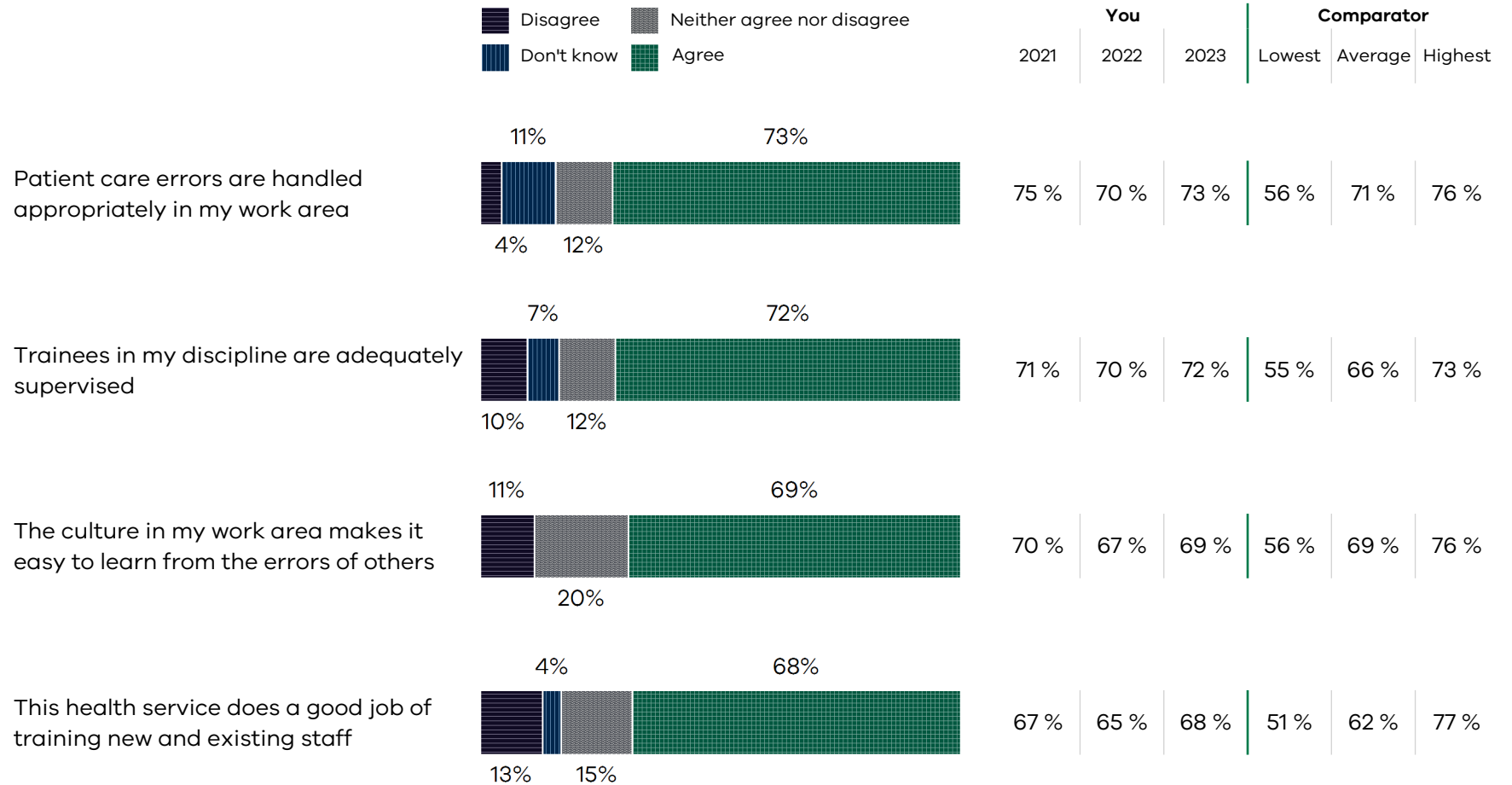Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

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

Survey question — Your results — Benchmark agree results

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
Patient care errors are handled appropriately in my work area	4% / 11% / 12% / 73%	75 %	70 %	73 %	56 %	71 %	76 %
Trainees in my discipline are adequately supervised	10% / 7% / 12% / 72%	71 %	70 %	72 %	55 %	66 %	73 %
The culture in my work area makes it easy to learn from the errors of others	11% / 20% / 69%	70 %	67 %	69 %	56 %	69 %	76 %
This health service does a good job of training new and existing staff	13% / 4% / 15% / 68%	67 %	65 %	68 %	51 %	62 %	77 %

People matter survey

2023

Have your say

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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
- Satisfaction with complaint processes

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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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

Workgroup climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

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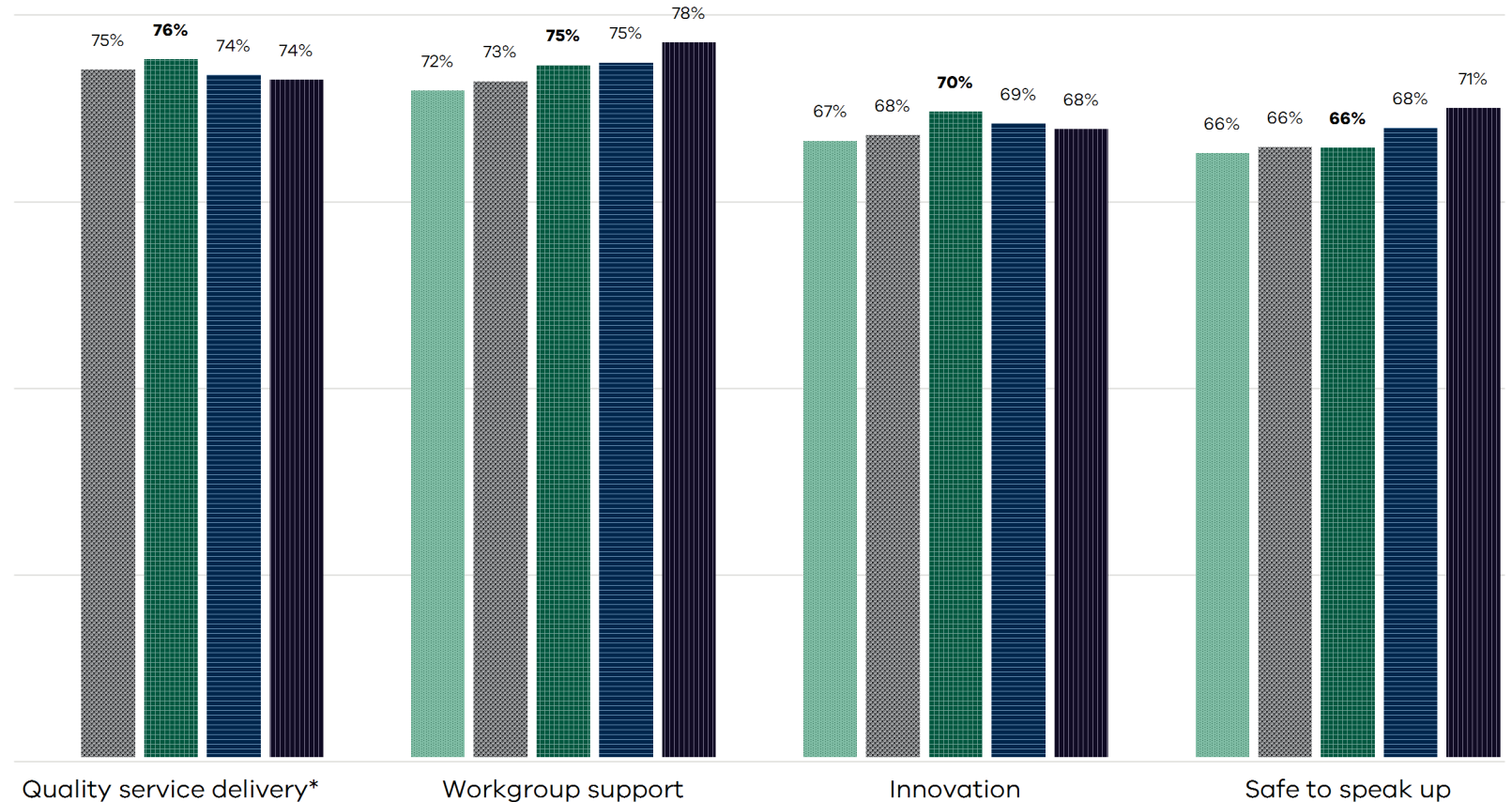
Example

In 2023:

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

Compared to:

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

Quality service delivery*: 75%, 76%, 74%, 74%
Workgroup support: 72%, 73%, 75%, 75%, 78%
Innovation: 67%, 68%, 70%, 69%, 68%
Safe to speak up: 66%, 66%, 66%, 68%, 71%

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

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

Workgroup climate

Quality service delivery

What this is

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

Why this is important

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

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

How to read this

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

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

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

Example

85% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.
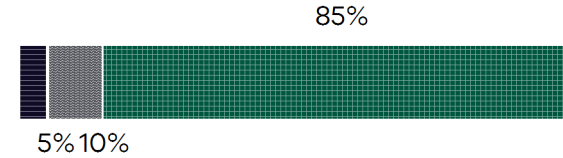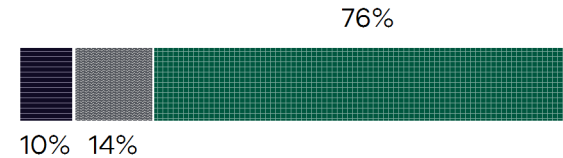
Survey question	Your results								

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

Benchmark agree results
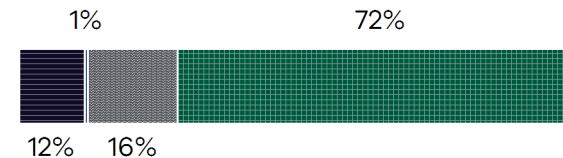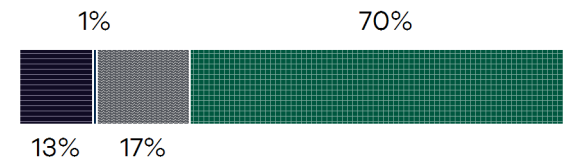
Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup provides high quality advice and services	5% 10% 85%	Not asked	83 %	85 %	78 %	81 %	89 %
My workgroup has clear lines of responsibility	10% 14% 76%	78 %	77 %	76 %	69 %	75 %	79 %
My workgroup uses its resources well	12% 1% 16% 72%	Not asked	70 %	72 %	63 %	69 %	85 %
My workgroup acts fairly and without bias	13% 1% 17% 70%	Not asked	68 %	70 %	65 %	71 %	92 %

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

73% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.

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

Survey question		You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My workgroup learns from failures and mistakes (1%, 11%, 15%, 73%)	71 %	71 %	73 %	65 %	73 %	83 %
My workgroup is quick to respond to opportunities to do things better (13%, 17%, 71%)	70 %	68 %	71 %	64 %	70 %	85 %
My workgroup encourages employee creativity (11%, 22%, 67%)	60 %	64 %	67 %	58 %	63 %	80 %

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.

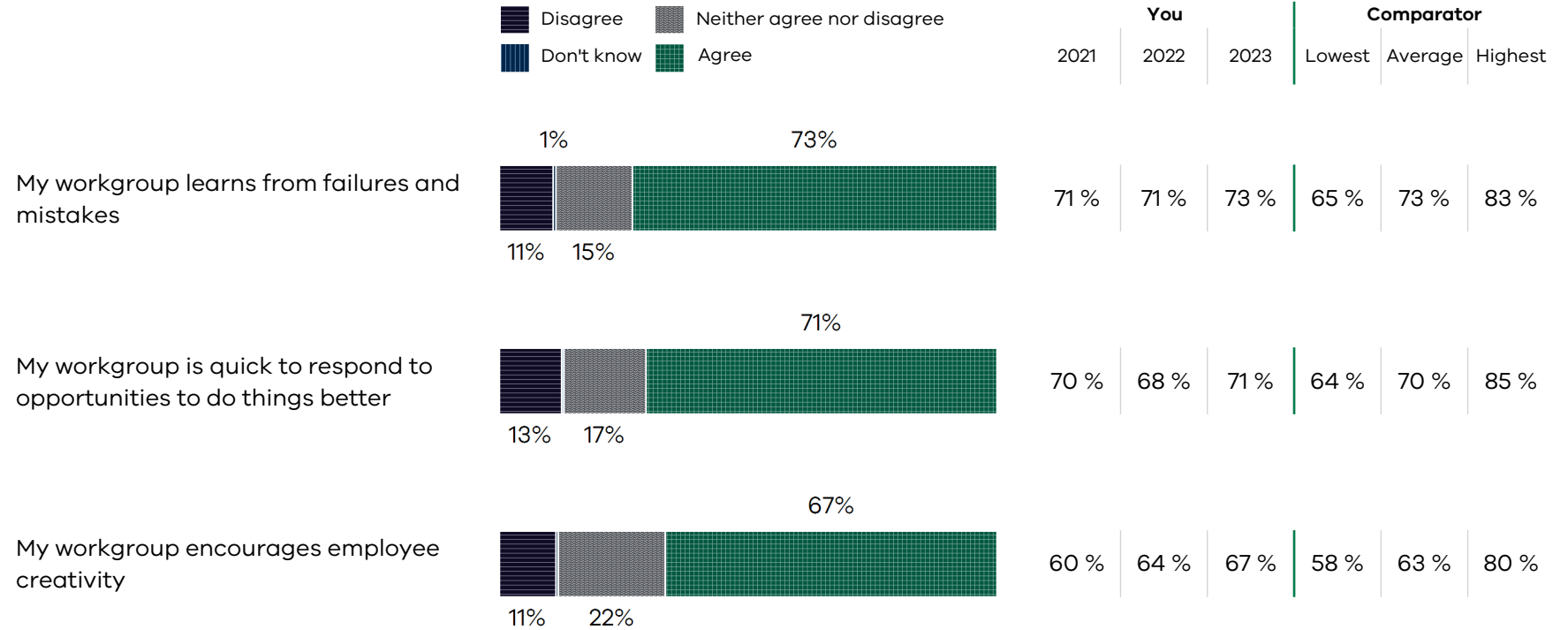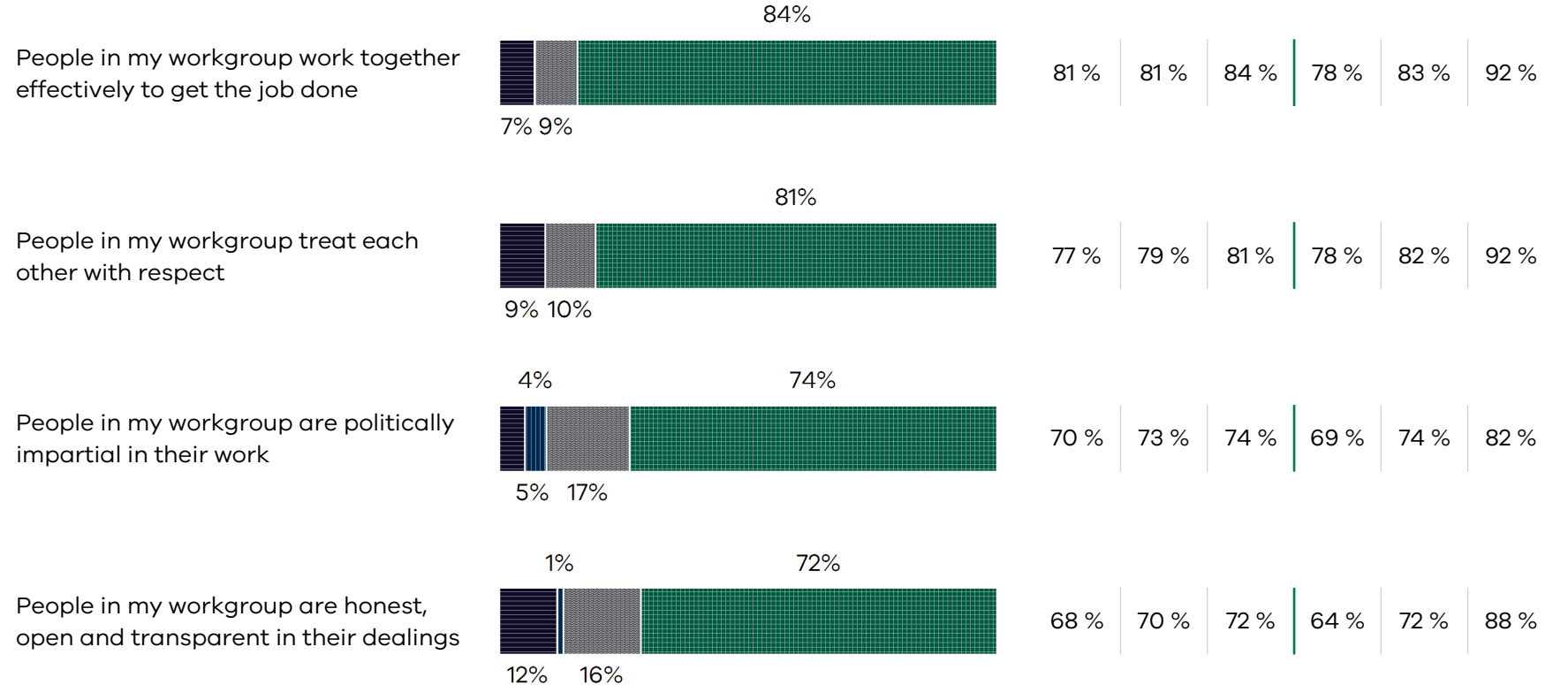Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

84% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

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

Survey question	Your results	You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
People in my workgroup work together effectively to get the job done	84% (7% / 9%)	81 %	81 %	84 %	78 %	83 %	92 %
People in my workgroup treat each other with respect	81% (9% / 10%)	77 %	79 %	81 %	78 %	82 %	92 %
People in my workgroup are politically impartial in their work	74% (4% / 5% / 17%)	70 %	73 %	74 %	69 %	74 %	82 %
People in my workgroup are honest, open and transparent in their dealings	72% (1% / 12% / 16%)	68 %	70 %	72 %	64 %	72 %	88 %

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

What this is

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

Why this is important

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

How to read this

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

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

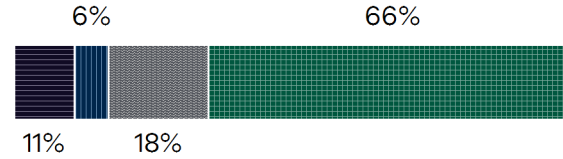Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

66% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

Survey question	Your results					

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

		You			Comparator		
Survey question	Your results	2021	2022	2023	Lowest	Average	Highest
People in my workgroup appropriately manage conflicts of interest	11% / 6% / 18% / 66%	65 %	63 %	66 %	58 %	67 %	81 %

Victorian Public Sector Commission

VICTORIA State Government
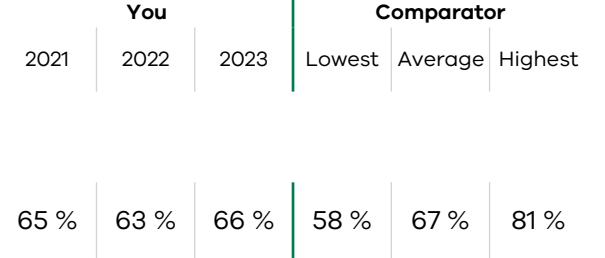
Workgroup climate

Safe to speak up

What this is

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

Why this is important

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

How to read this

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

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

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

Example

68% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.
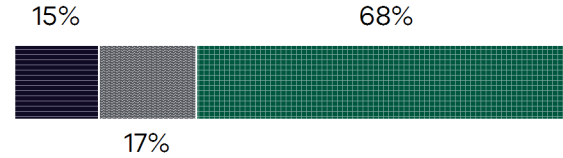
Survey question	Your results		Benchmark agree results					

Your results legend: Disagree | Neither agree nor disagree | Don't know | Agree
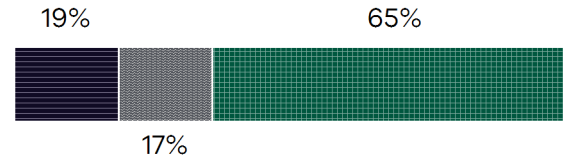
Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup are able to bring up problems and tough issues	15% / 17% / 68%	67 %	66 %	68 %	63 %	69 %	82 %
I feel safe to challenge inappropriate behaviour at work	19% / 17% / 65%	65 %	66 %	65 %	61 %	68 %	80 %

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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- Categories
- Primary role

Job and manager factors

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

Example

In 2023:

- 93% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 91% of staff at your comparator and 88% of staff across the public sector.

	Meaningful work*	Job enrichment*	Manager leadership	Manager support*
You 2021			82%	
You 2022	92%	87%	83%	72%
You 2023	93%	87%	84%	74%
Comparator 2023	91%	86%	83%	74%
Public sector 2023	88%	84%	84%	75%

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

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

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Scorecard 2 of 2

What this is

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

Why this is important

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

How to read this

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

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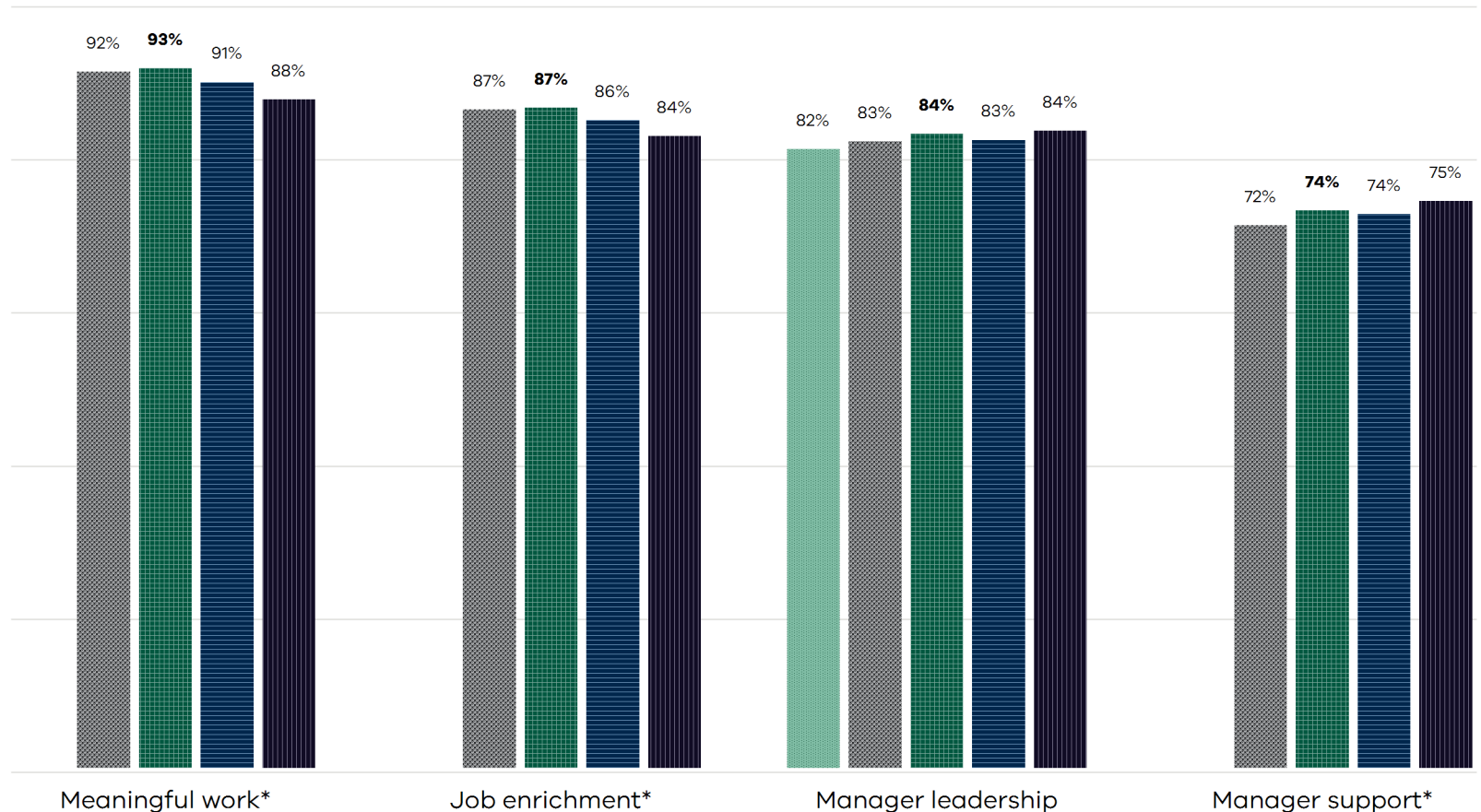
Example

In 2023:

- 73% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 68% of staff at your comparator and 75% of staff across the public sector.
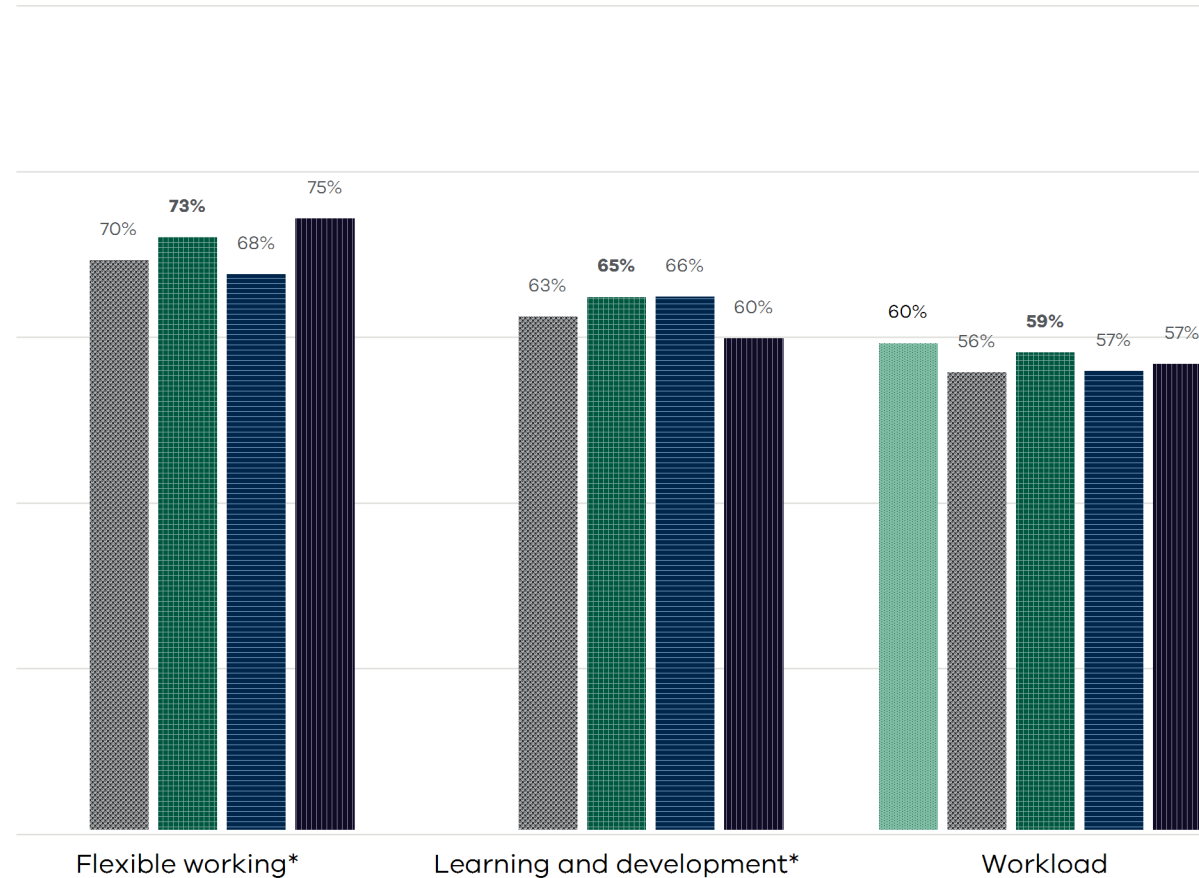
*We can't compare some data here because one or more questions were not asked in a previous survey

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

Flexible working*: 70%, 73%, 68%, 75%
Learning and development*: 63%, 65%, 66%, 60%
Workload: 60%, 56%, 59%, 57%, 57%

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

86% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question	Your results						

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

		You			Comparator		
Survey question	Your results	2021	2022	2023	Lowest	Average	Highest
My manager treats employees with dignity and respect	7% / 7% / 86%	84 %	85 %	86 %	79 %	85 %	94 %
My manager demonstrates honesty and integrity	7% / 10% / 83%	81 %	83 %	83 %	76 %	82 %	92 %
My manager models my organisation's values	7% / 10% / 83%	81 %	81 %	83 %	76 %	82 %	95 %

Victorian Public Sector Commission

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Job and manager factors

Manager support 1 of 2

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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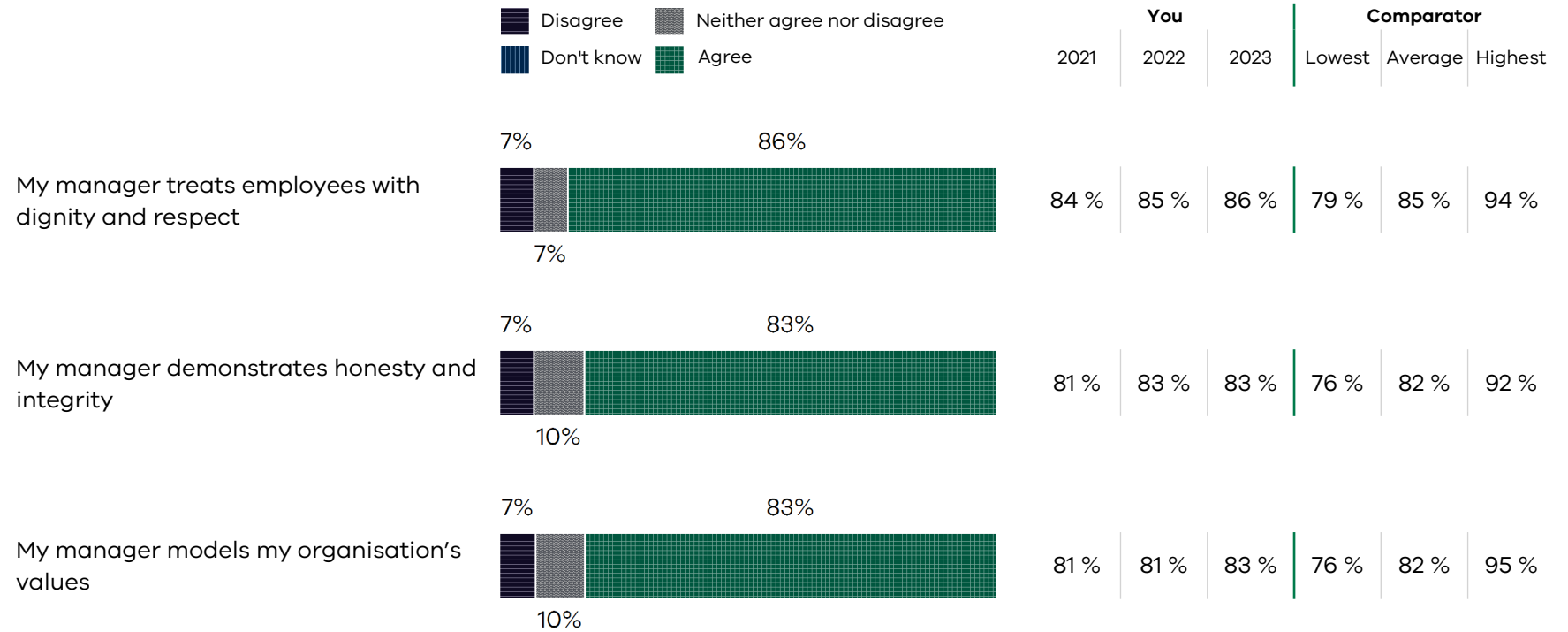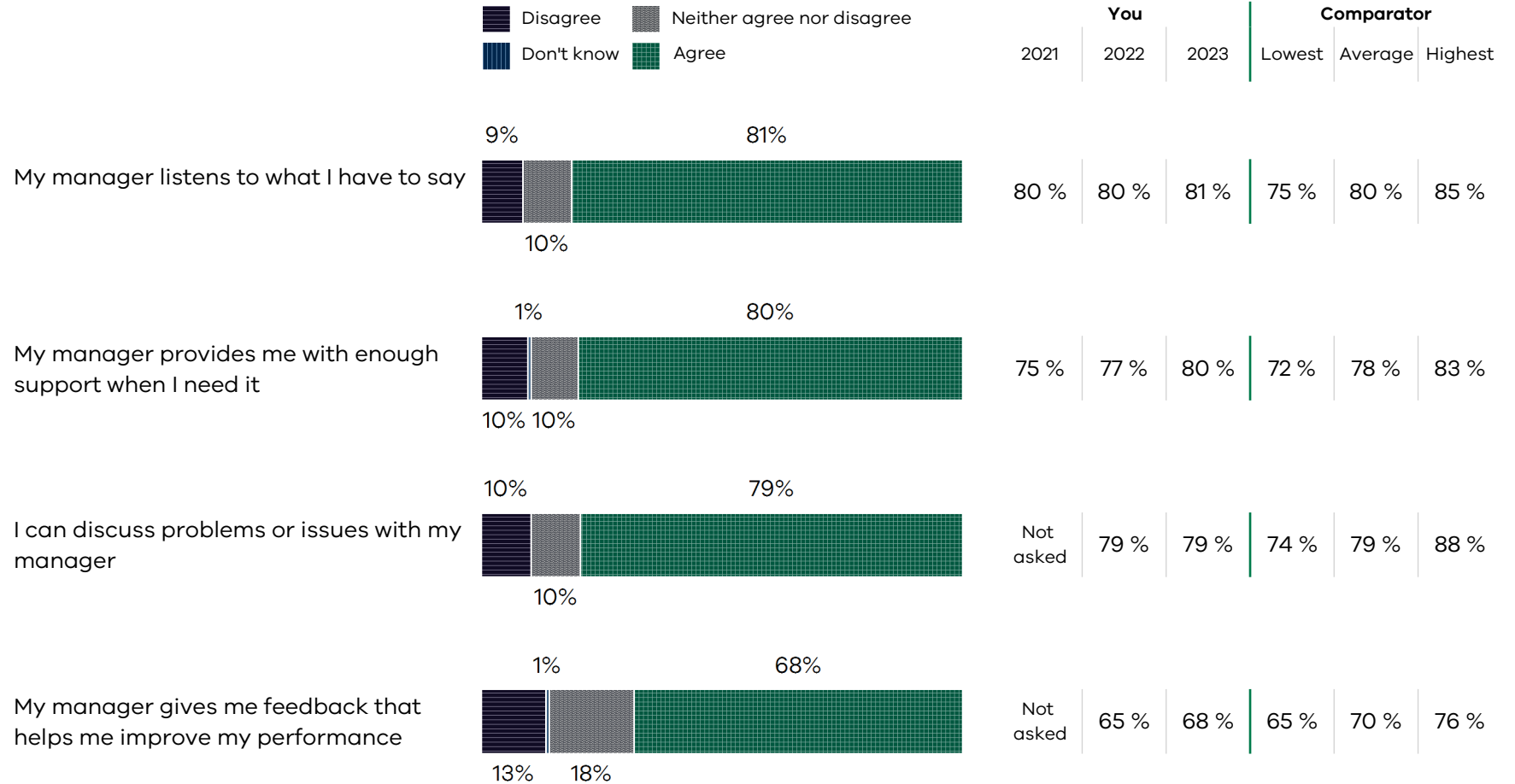
Example

81% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

Survey question	Your results	Benchmark agree results

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

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My manager listens to what I have to say — 9% disagree, 10% neither, 81% agree	80 %	80 %	81 %	75 %	80 %	85 %
My manager provides me with enough support when I need it — 10% disagree, 10% neither, 80% agree, 1% don't know	75 %	77 %	80 %	72 %	78 %	83 %
I can discuss problems or issues with my manager — 10% disagree, 10% neither, 79% agree	Not asked	79 %	79 %	74 %	79 %	88 %
My manager gives me feedback that helps me improve my performance — 13% disagree, 18% neither, 68% agree, 1% don't know	Not asked	65 %	68 %	65 %	70 %	76 %

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.

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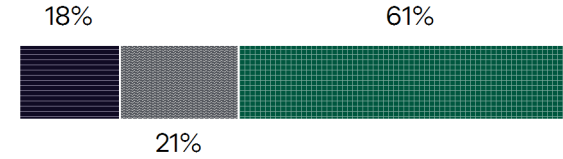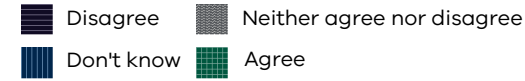
Example

61% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

Survey question	Your results	Benchmark agree results

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

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I receive meaningful recognition when I do good work	Not asked	60 %	61 %	57 %	61 %	72 %

Your results bar: 18% Disagree, 21% Neither agree nor disagree, 61% Agree

Victorian Public Sector Commission

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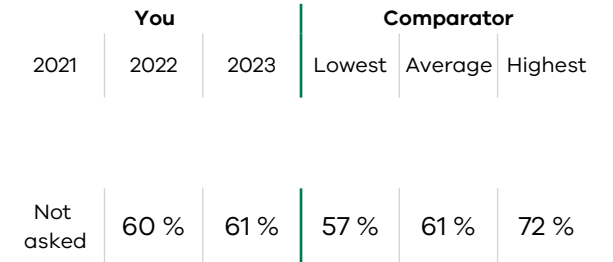
Job and manager factors

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

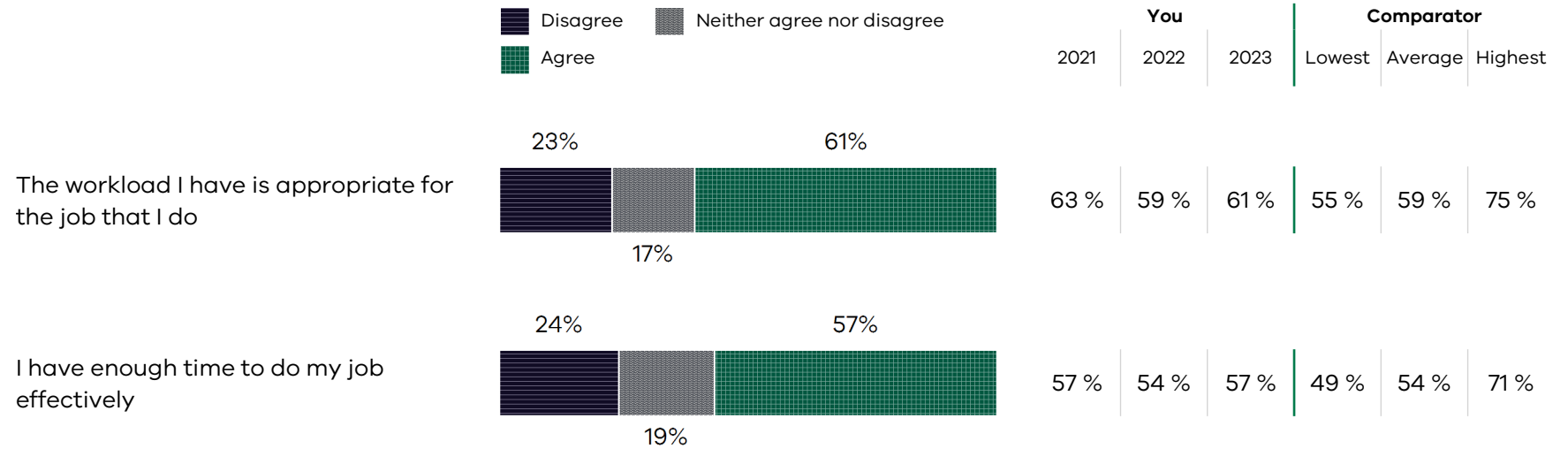61% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

Legend:
- Disagree
- Neither agree nor disagree
- Agree

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
The workload I have is appropriate for the job that I do	Disagree 23%, Neither 17%, Agree 61%	63 %	59 %	61 %	55 %	59 %	75 %
I have enough time to do my job effectively	Disagree 24%, Neither 19%, Agree 57%	57 %	54 %	57 %	49 %	54 %	71 %

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.
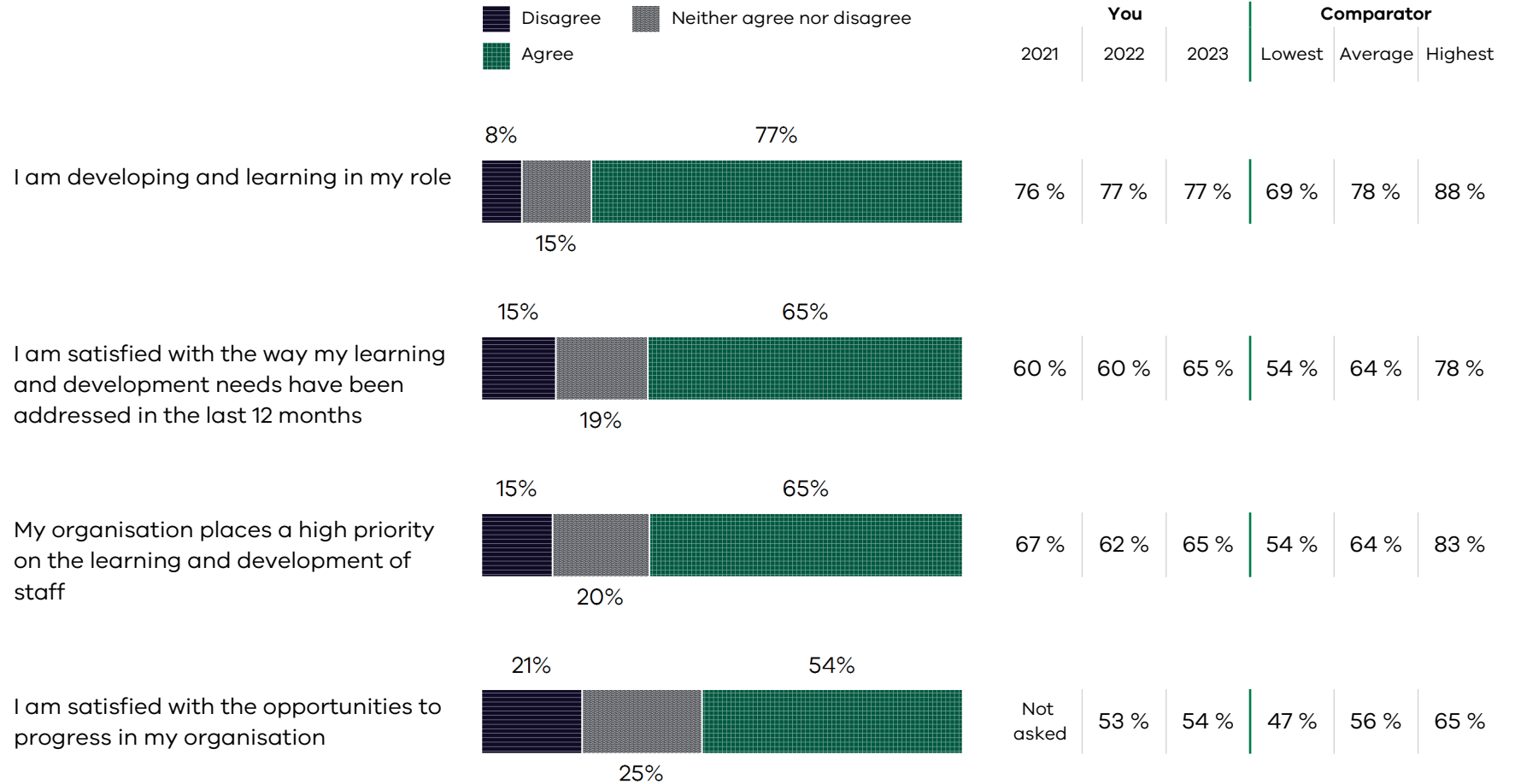
Example

77% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question	Your results	Benchmark agree results					

Legend: ■ Disagree ▦ Neither agree nor disagree ▤ Agree

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I am developing and learning in my role	8% / 15% / 77%	76 %	77 %	77 %	69 %	78 %	88 %
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	15% / 19% / 65%	60 %	60 %	65 %	54 %	64 %	78 %
My organisation places a high priority on the learning and development of staff	15% / 20% / 65%	67 %	62 %	65 %	54 %	64 %	83 %
I am satisfied with the opportunities to progress in my organisation	21% / 25% / 54%	Not asked	53 %	54 %	47 %	56 %	65 %

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

What this is

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

Why this is important

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

How to read this

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

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

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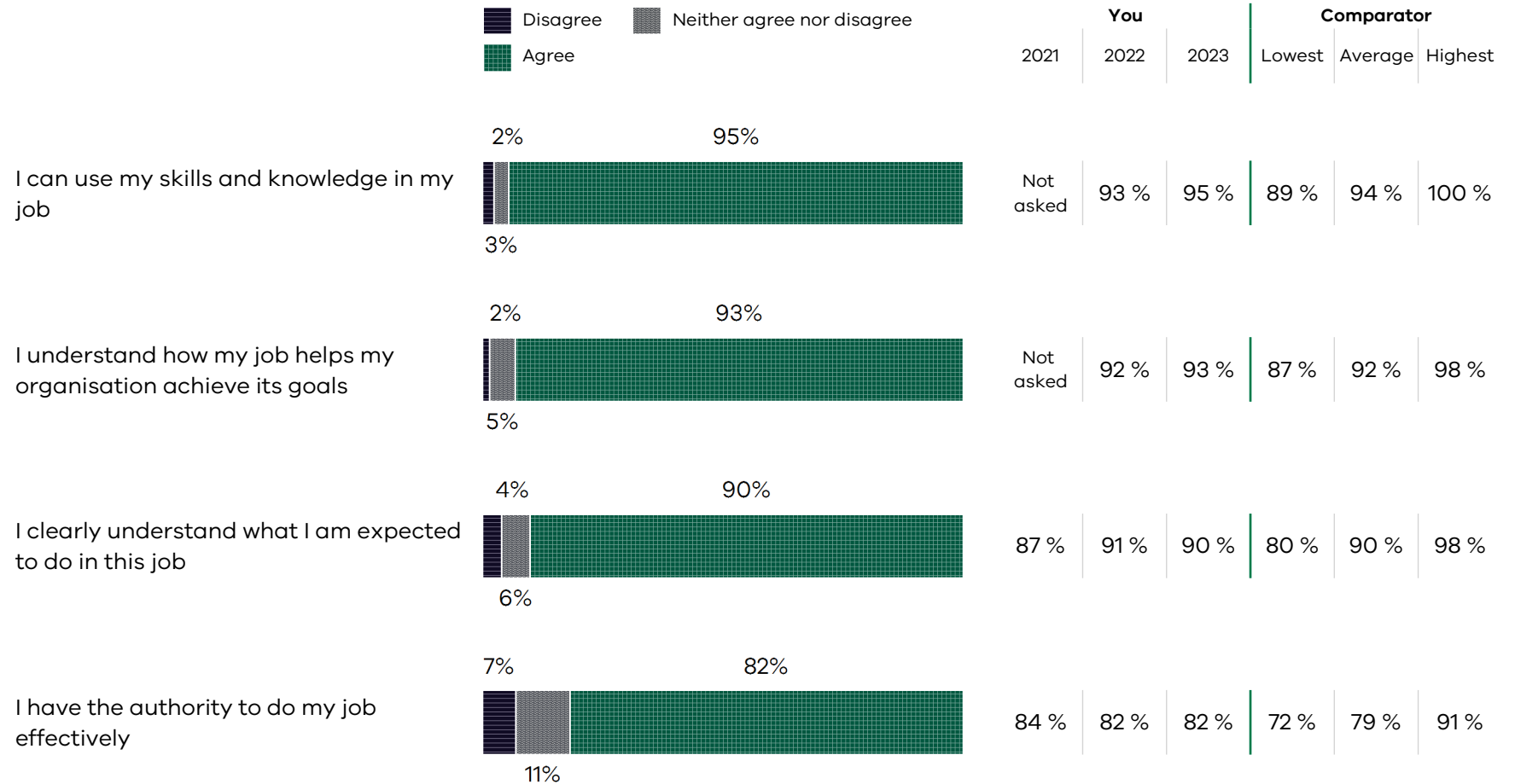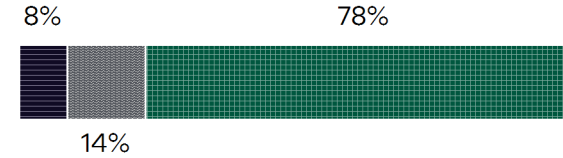
Example

95% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question	Your results						

Legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
I can use my skills and knowledge in my job	2% / 95% / 3%	Not asked	93 %	95 %	89 %	94 %	100 %
I understand how my job helps my organisation achieve its goals	2% / 93% / 5%	Not asked	92 %	93 %	87 %	92 %	98 %
I clearly understand what I am expected to do in this job	4% / 90% / 6%	87 %	91 %	90 %	80 %	90 %	98 %
I have the authority to do my job effectively	7% / 82% / 11%	84 %	82 %	82 %	72 %	79 %	91 %

Victorian Public Sector Commission

VICTORIA State Government

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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'.
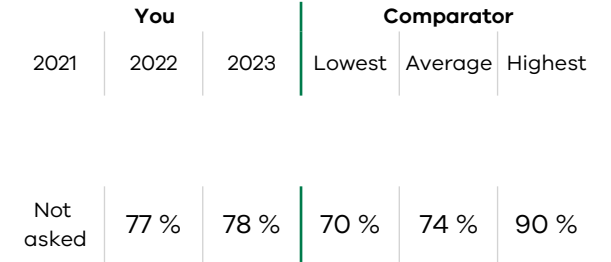
Survey question

Your results

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

I have a say in how I do my work

8%   78%

14%

Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I have a say in how I do my work	Not asked	77 %	78 %	70 %	74 %	90 %

Job and manager factors

Meaningful work

What this is

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

Why this is important

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

How to read this

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

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

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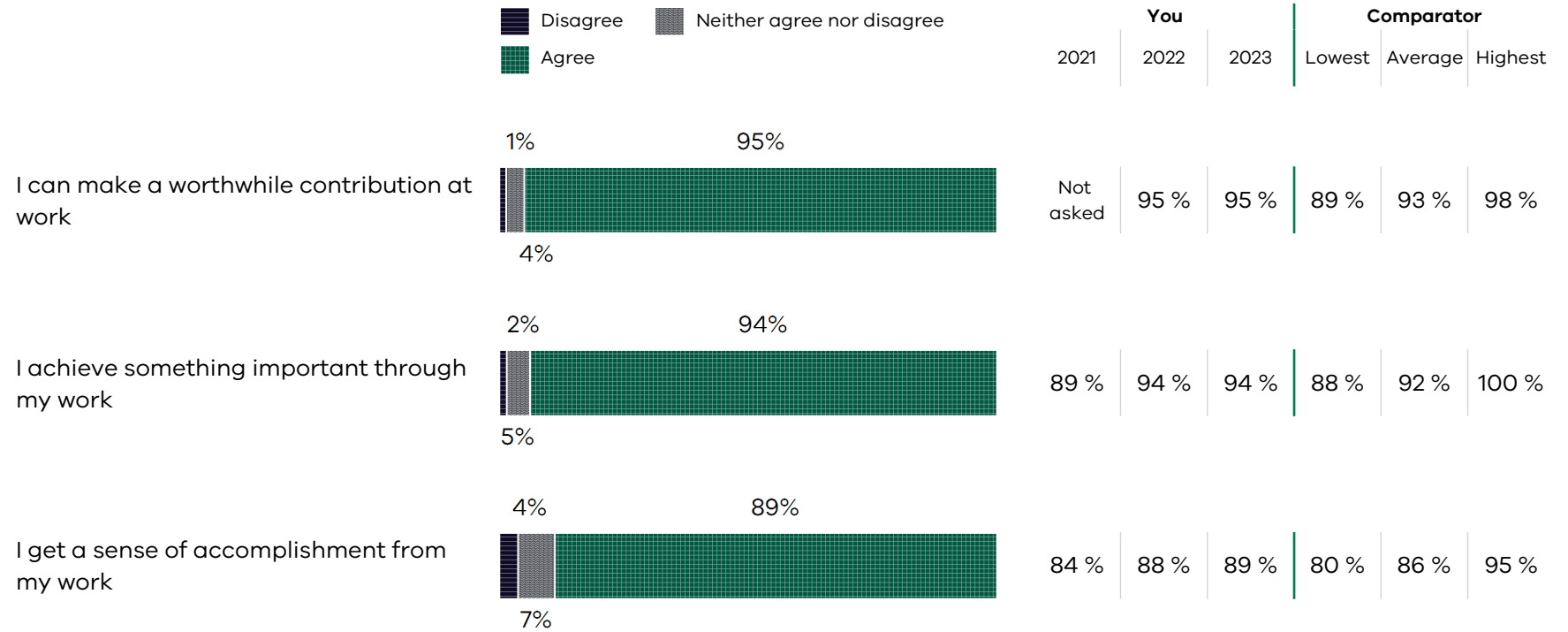
Example

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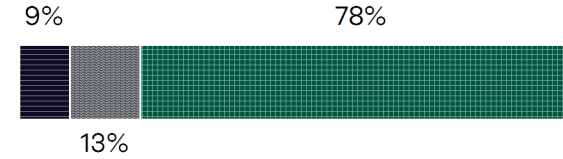
Survey question	Your results						

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

Benchmark agree results

	You			Comparator		
2021	2022	2023	Lowest	Average	Highest

Survey question	Disagree	Neither	Agree	2021	2022	2023	Lowest	Average	Highest
I can make a worthwhile contribution at work	1%	4%	95%	Not asked	95 %	95 %	89 %	93 %	98 %
I achieve something important through my work	2%	5%	94%	89 %	94 %	94 %	88 %	92 %	100 %
I get a sense of accomplishment from my work	4%	7%	89%	84 %	88 %	89 %	80 %	86 %	95 %

Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

Example

78% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

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

Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My manager supports working flexibly	9% / 13% / 78%	Not asked	75 %	78 %	70 %	74 %	82 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	17% / 17% / 67%	66 %	65 %	67 %	58 %	62 %	79 %

People matter survey

2023

Have your say

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- Scorecard: negative behaviour
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- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

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

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

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

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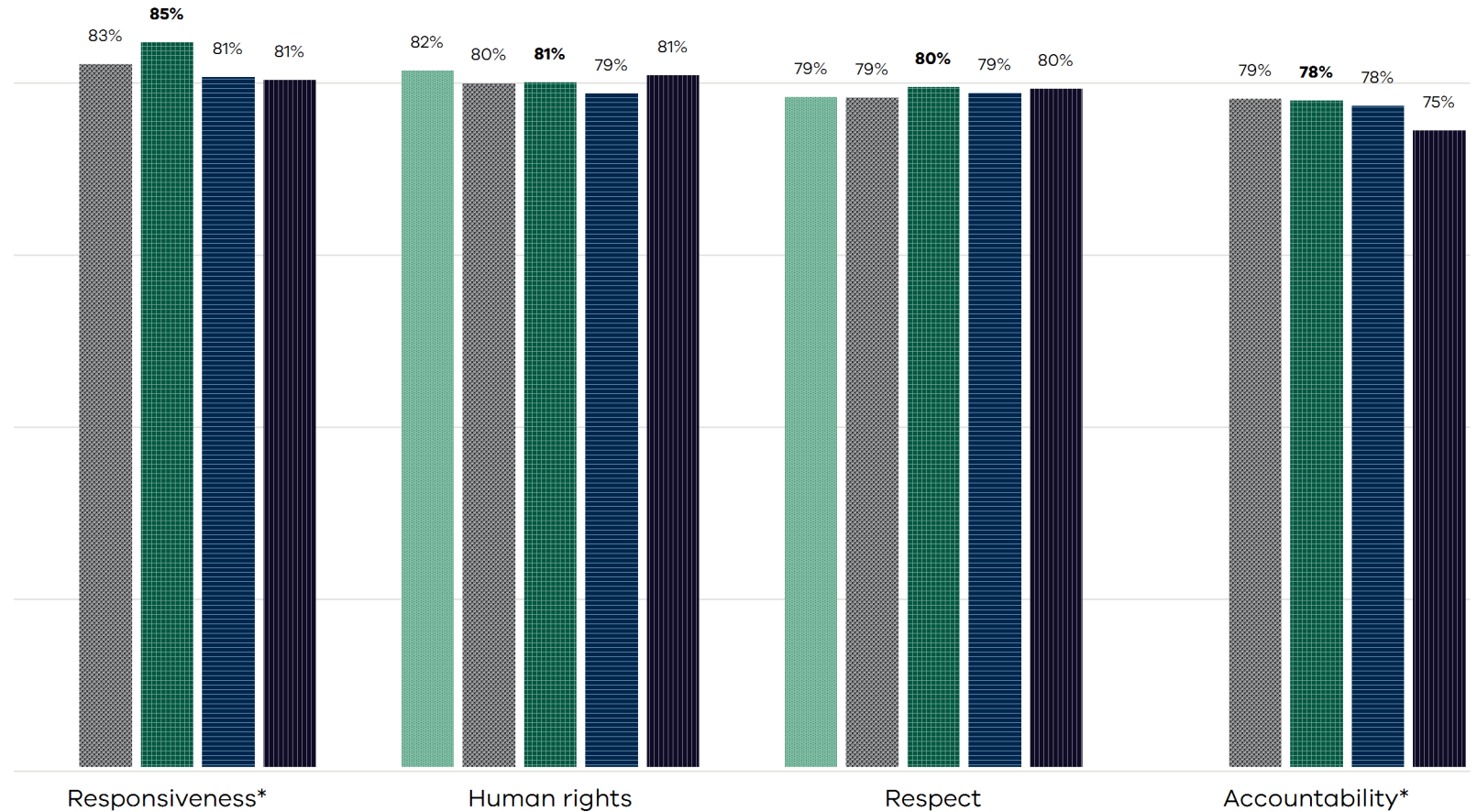
Example

In 2023:

- 85% of your staff who did the survey responded positively to questions about Responsiveness , which is up 3% in 2022.

Compared to:

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

Chart data:

	You 2021	You 2022	You 2023	Comparator 2023	Public sector 2023
Responsiveness*		83%	85%	81%	81%
Human rights	82%	80%	81%	79%	81%
Respect	79%	79%	80%	79%	80%
Accountability*		79%	78%	78%	75%

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

Victorian Public Sector Commission

VICTORIA State Government

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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.

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

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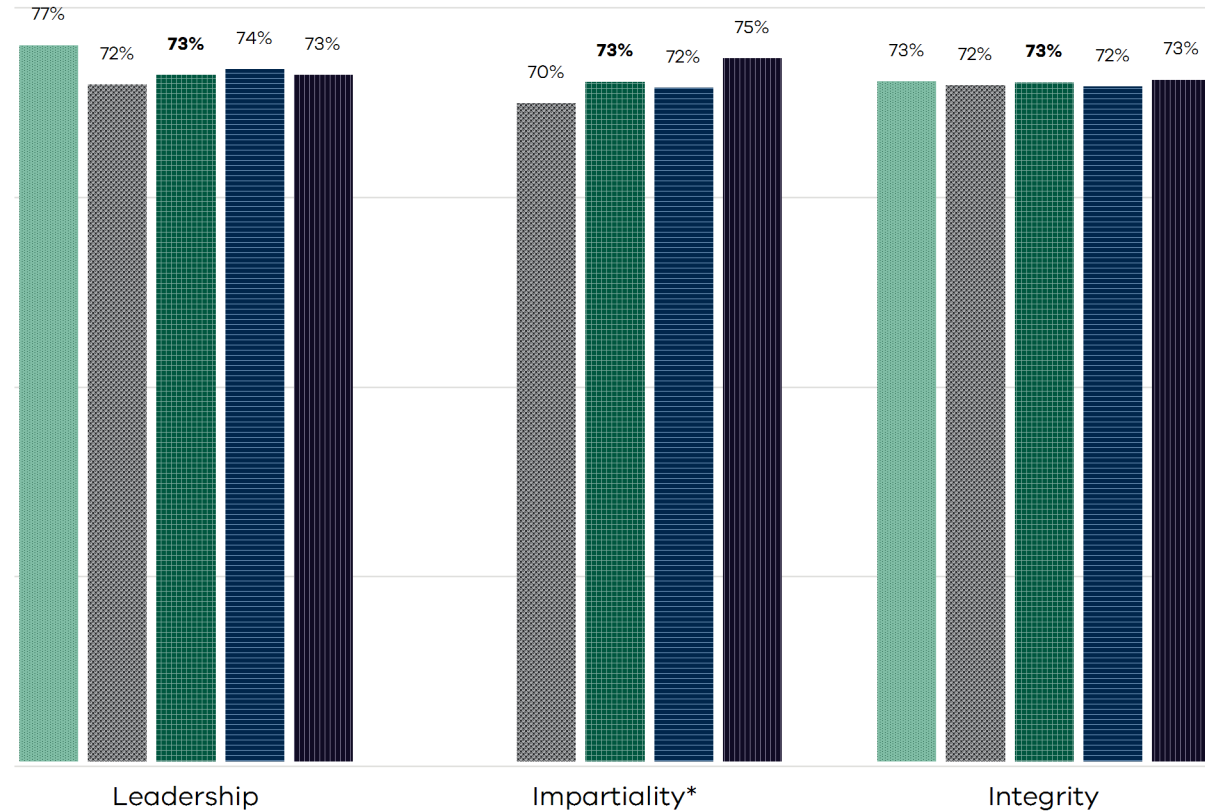
Example

In 2023:

- 73% of your staff who did the survey responded positively to questions about Leadership , which is up 1% in 2022.

Compared to:

- 74% of staff at your comparator and 73% of staff across the public sector.

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

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

Chart data:

	You 2021	You 2022	You 2023	Comparator 2023	Public sector 2023
Leadership	77%	72%	**73%**	74%	73%
Impartiality*		70%	**73%**	72%	75%
Integrity	73%	72%	**73%**	72%	73%

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.
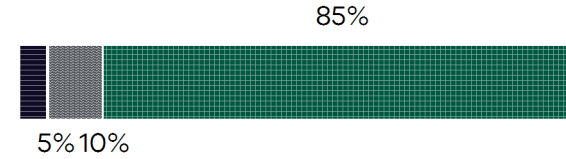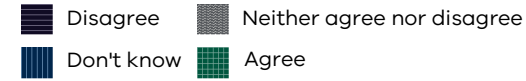
Example

85% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.
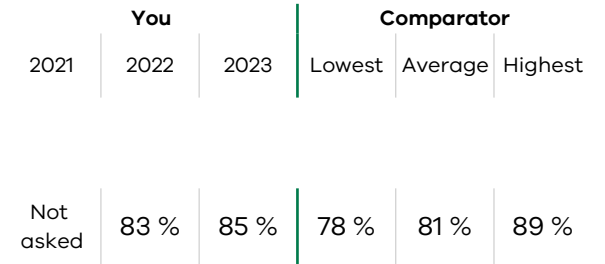
Legend: ▉ Disagree　▒ Neither agree nor disagree　▉ Don't know　▒ Agree

Survey question	Your results		You			Comparator		
		2021	2022	2023		Lowest	Average	Highest
My workgroup provides high quality advice and services	5% 10% 85%	Not asked	83 %	85 %		78 %	81 %	89 %

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.

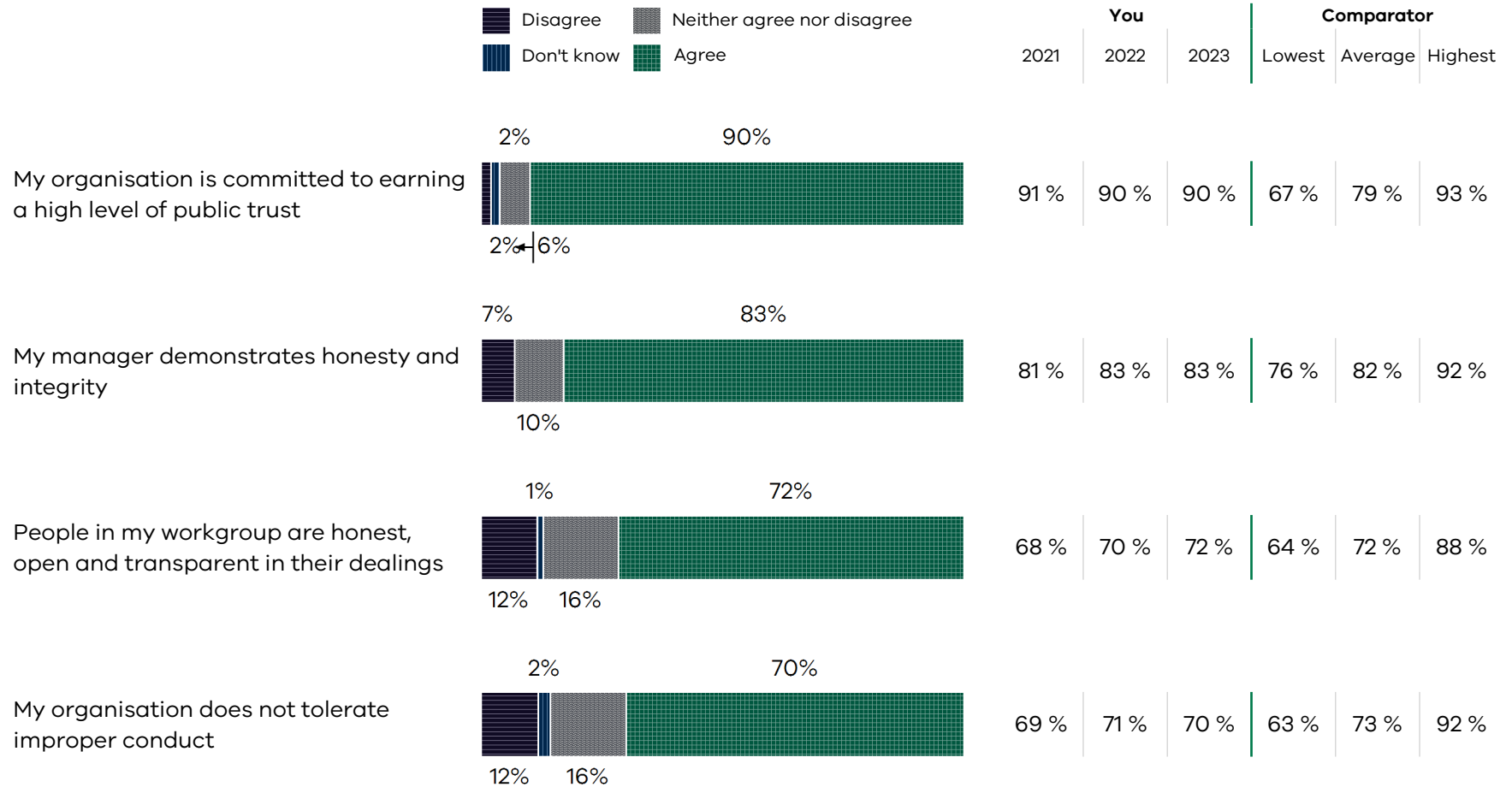Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

90% of staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

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

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

Survey question	Disagree	Neither agree nor disagree	Agree	2021	2022	2023	Lowest	Average	Highest
My organisation is committed to earning a high level of public trust	2%		90%	91 %	90 %	90 %	67 %	79 %	93 %
My manager demonstrates honesty and integrity	7%	10%	83%	81 %	83 %	83 %	76 %	82 %	92 %
People in my workgroup are honest, open and transparent in their dealings	12%	16% / 1%	72%	68 %	70 %	72 %	64 %	72 %	88 %
My organisation does not tolerate improper conduct	12%	2% / 16%	70%	69 %	71 %	70 %	63 %	73 %	92 %

(Note for first row: 2% — 6%)

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

66% of staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.
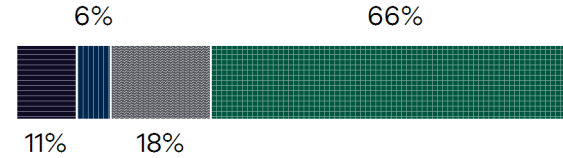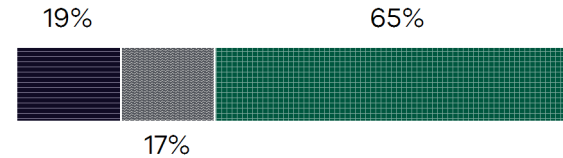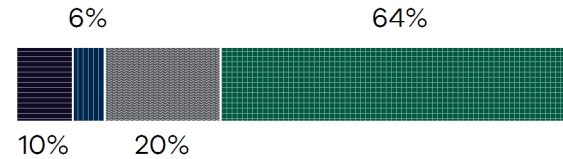
Survey question	Your results		You			Comparator		
			2021	2022	2023	Lowest	Average	Highest
People in my workgroup appropriately manage conflicts of interest	6% / 66% / 11% / 18%		65 %	63 %	66 %	58 %	67 %	81 %
I feel safe to challenge inappropriate behaviour at work	19% / 65% / 17%		65 %	66 %	65 %	61 %	68 %	80 %
Senior leaders demonstrate honesty and integrity	6% / 64% / 10% / 20%		70 %	63 %	64 %	54 %	65 %	90 %

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

Public sector values

Impartiality

What this is

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

Why this is important

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

How to read this

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

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

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

Example

74% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.
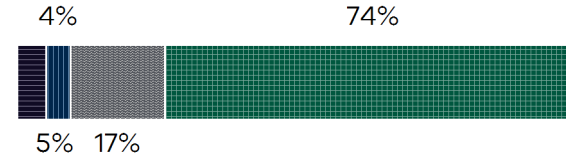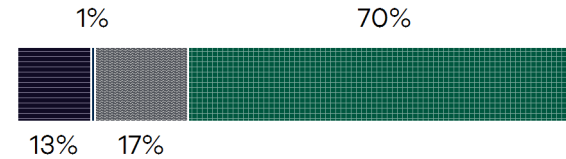
Survey question | Your results | Benchmark agree results

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

Survey question	Your results (Disagree / Don't know / Neither / Agree)	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup are politically impartial in their work	4% / 5% / 17% / 74%	70 %	73 %	74 %	69 %	74 %	82 %
My workgroup acts fairly and without bias	13% / 1% / 17% / 70%	Not asked	68 %	70 %	65 %	71 %	92 %

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

What this is

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

Why this is important

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

How to read this

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

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

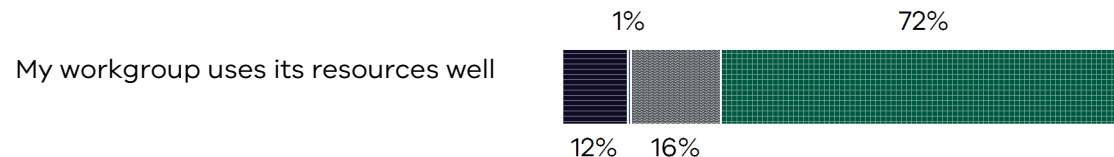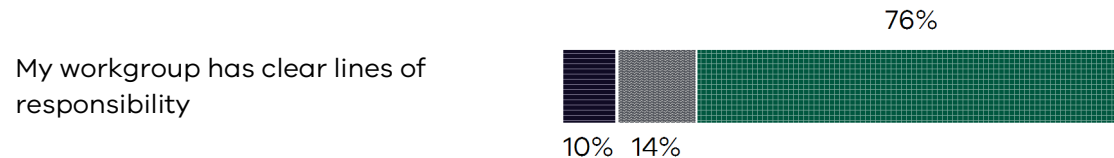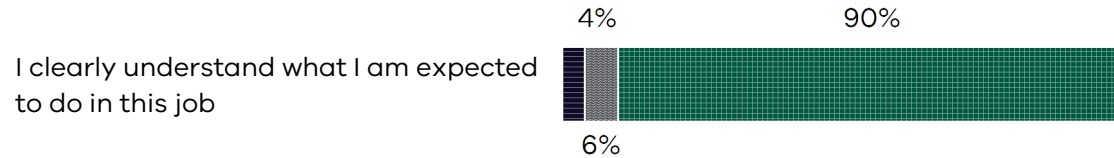Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
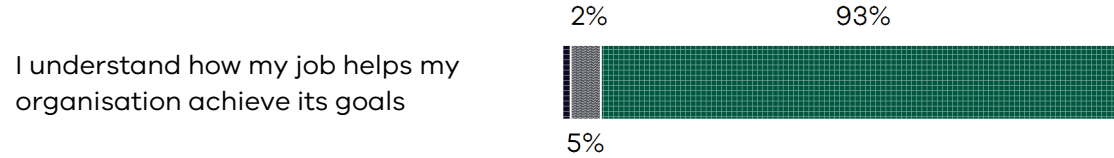
Example

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

Survey question	Your results		You			Comparator		
		2021	2022	2023		Lowest	Average	Highest
	Disagree; Neither agree nor disagree; Don't know; Agree							
I understand how my job helps my organisation achieve its goals	2% 93% 5%	Not asked	92 %	93 %		87 %	92 %	98 %
I clearly understand what I am expected to do in this job	4% 90% 6%	87 %	91 %	90 %		80 %	90 %	98 %
My workgroup has clear lines of responsibility	76% 10% 14%	78 %	77 %	76 %		69 %	75 %	79 %
My workgroup uses its resources well	1% 72% 12% 16%	Not asked	70 %	72 %		63 %	69 %	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

61% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

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

Senior leaders provide clear strategy and direction

3% / 61%
15% / 20%

Benchmark agree results

	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	69 %	63 %	61 %	47 %	63 %	83 %

Victorian Public Sector Commission

VICTORIA State Government
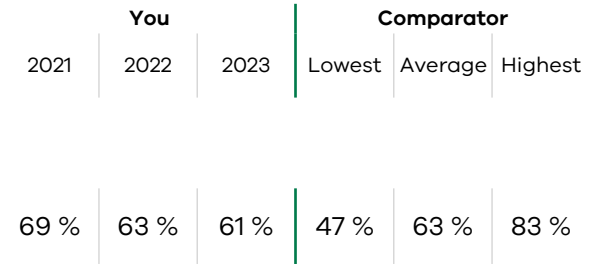
Public sector values

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.
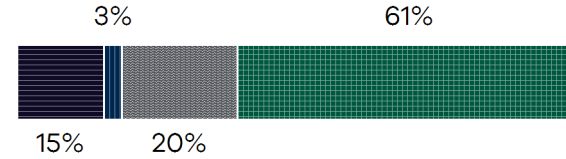
Example

86% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.
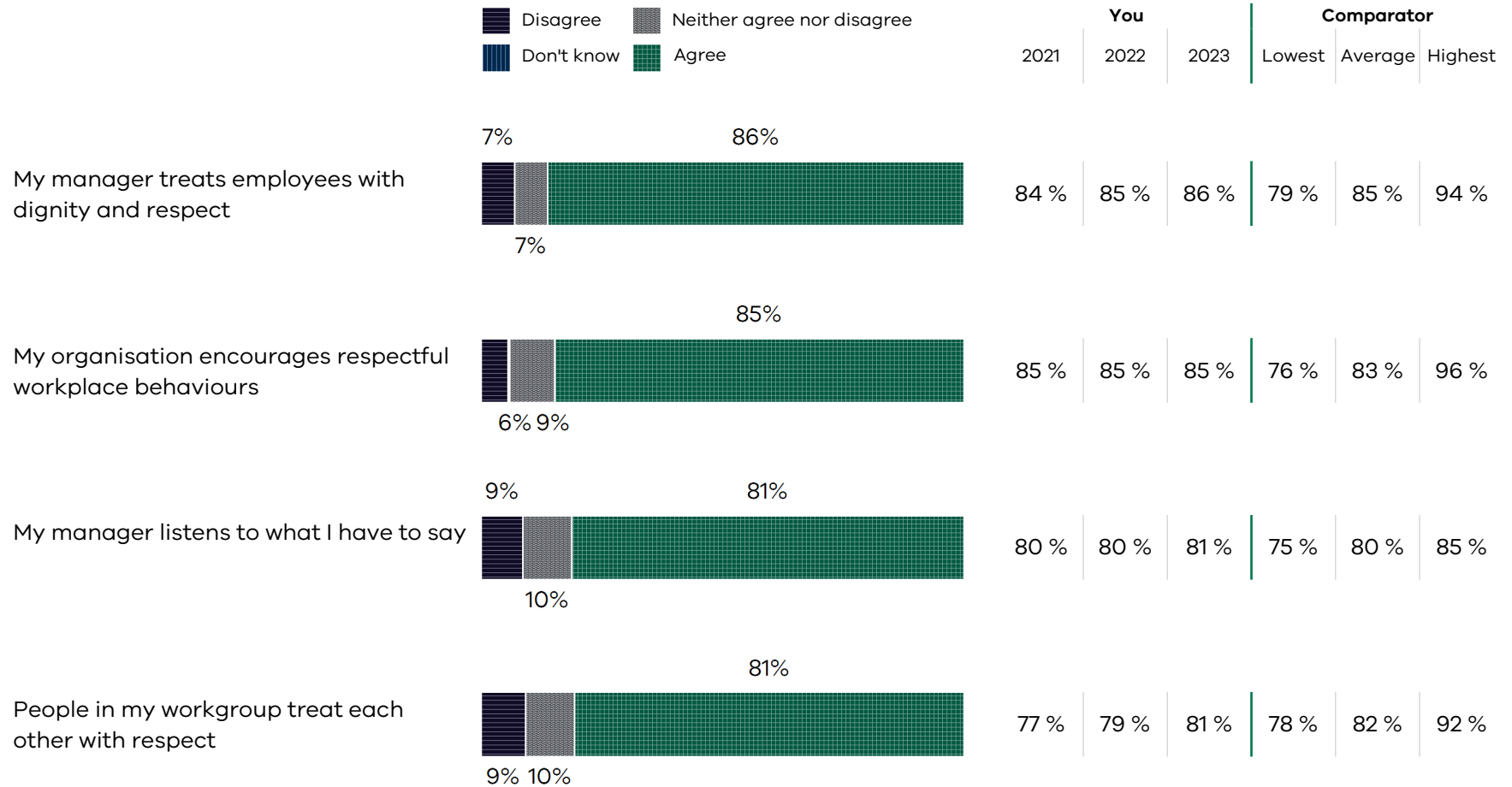
Survey question	Your results						

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

Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My manager treats employees with dignity and respect	7% / 7% / 86%	84 %	85 %	86 %	79 %	85 %	94 %
My organisation encourages respectful workplace behaviours	6% / 9% / 85%	85 %	85 %	85 %	76 %	83 %	96 %
My manager listens to what I have to say	9% / 10% / 81%	80 %	80 %	81 %	75 %	80 %	85 %
People in my workgroup treat each other with respect	9% / 10% / 81%	77 %	79 %	81 %	78 %	82 %	92 %

Public sector values

Respect 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

Example

67% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

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

Survey question	Your results	2021	2022	2023	Lowest	Average	Highest
			You			**Comparator**	
My organisation takes steps to eliminate bullying, harassment and discrimination	12% / 4% / 16% / 67%	69 %	65 %	67 %	61 %	67 %	88 %
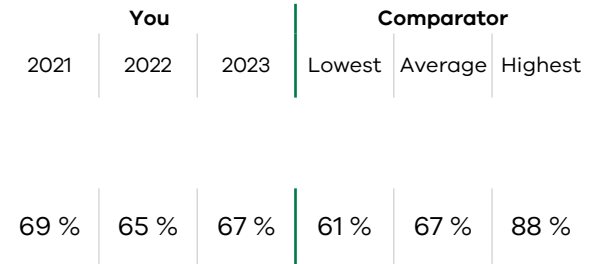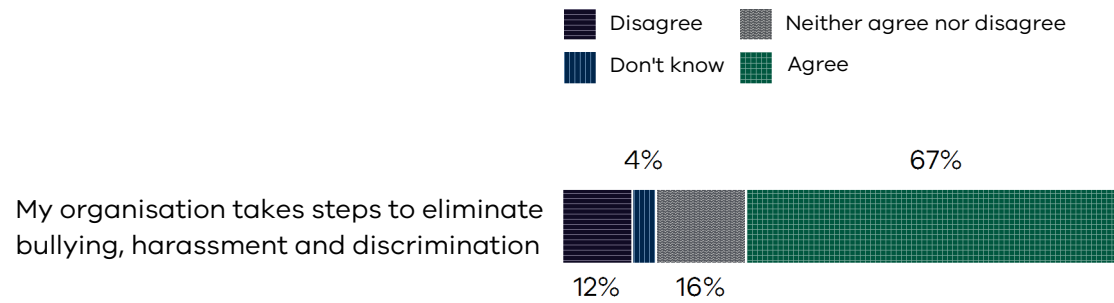
Public sector values

Leadership

What this is

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

Why this is important

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

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

How to read this

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

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

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

Example

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

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
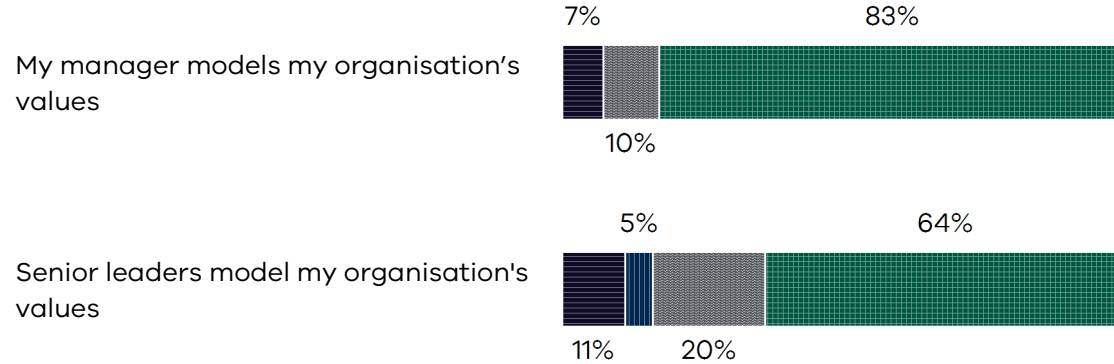
Survey question		You			Comparator		
		2021	2022	2023	Lowest	Average	Highest
My manager models my organisation's values	7% / 10% / 83%	81 %	81 %	83 %	76 %	82 %	95 %
Senior leaders model my organisation's values	11% / 5% / 20% / 64%	72 %	63 %	64 %	54 %	66 %	83 %

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

88% 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
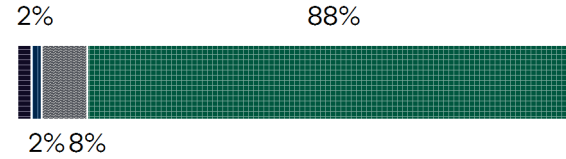
Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages employees to act in ways that are consistent with human rights	2% / 2% / 8% / 88%	86 %	87 %	88 %	80 %	85 %	97 %
I understand how the Charter of Human Rights and Responsibilities applies to my work	7% / 19% / 74%	78 %	74 %	74 %	69 %	74 %	91 %

People matter survey

2023

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

Custom questions

- Questions requested by your organisation

Demographics

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

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

88% of your staff who did the survey agreed or strongly agreed with 'My organisation uses inclusive and respectful images and language'.

Survey question	Your results						

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

Benchmark agree results

	You			**Comparator**		
	2021	2022	2023	Lowest	Average	Highest
My organisation uses inclusive and respectful images and language	87 %	Not asked	88 %	80 %	86 %	95 %
In my workgroup work is allocated fairly, regardless of gender	82 %	Not asked	82 %	78 %	82 %	91 %
My organisation would support me if I needed to take family violence leave	73 %	Not asked	81 %	74 %	78 %	94 %

Your results bar values:

My organisation uses inclusive and respectful images and language: 1%, 3%, 8%, 88%

In my workgroup work is allocated fairly, regardless of gender: 7%, 10%, 82%

My organisation would support me if I needed to take family violence leave: 12%, 1%, 6%, 81%

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.

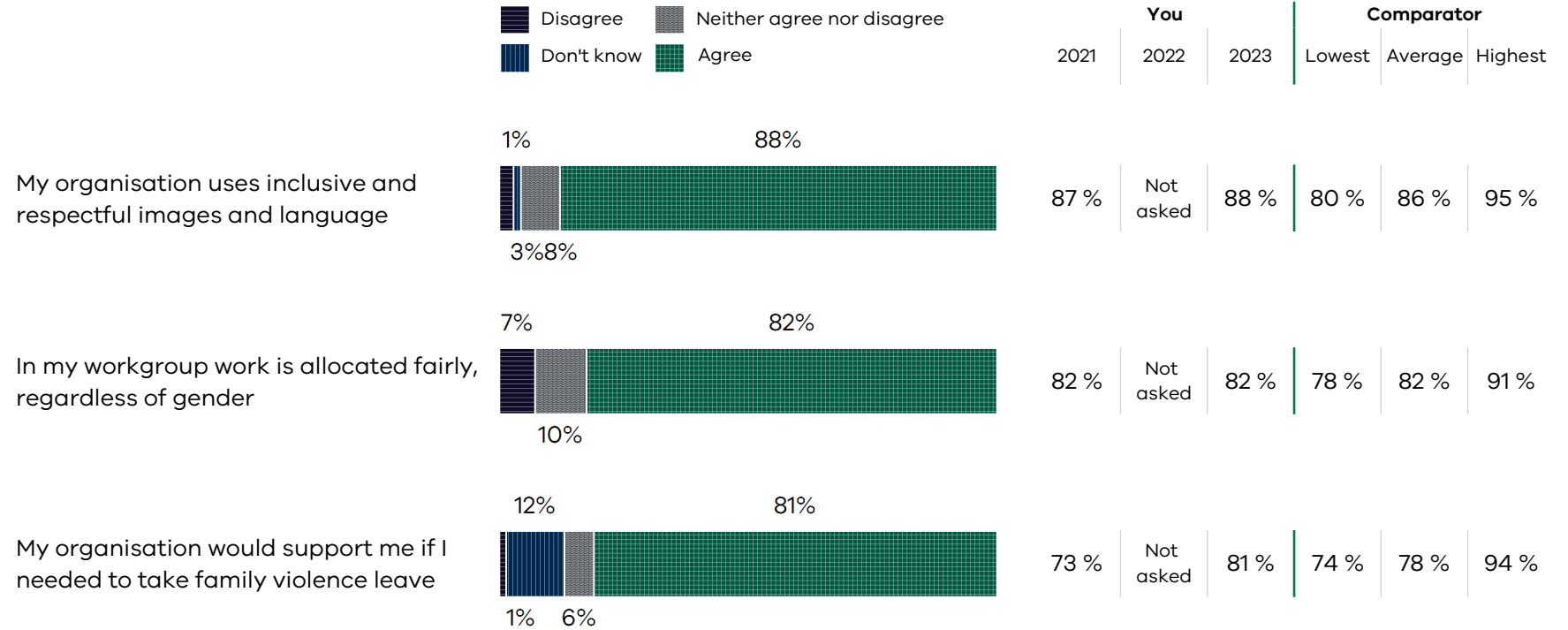Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
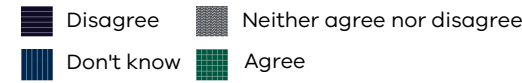
Example

73% 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'.

	Disagree	Neither agree nor disagree
	Don't know	Agree
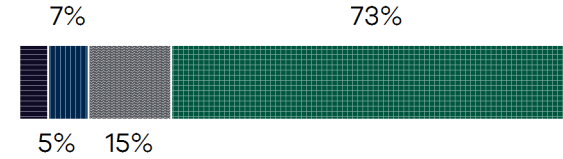
Survey question	Your results	You 2021	You 2022	You 2023	Comparator Lowest	Comparator Average	Comparator Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	5% / 7% / 15% / 73%	Not asked	Not asked	73 %	68 %	73 %	94 %
My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	19% / 9% / 23% / 50%	Not asked	Not asked	50 %	43 %	50 %	68 %

People matter survey

2023

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- Caring
- Categories
- Primary role

Custom questions

What this is

Your organisation asked 9 custom questions as part of the 2023 survey.

Why this is important

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

How to read this

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

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

Example

86% of staff who did the survey agreed or strongly agreed with 'People in my team often pitch in and help each other out.'.

Survey question	Your results	Benchmark results

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

Benchmark results — You

Survey question	Your results	2021	2022	2023
People in my team often pitch in and help each other out.	6% ... 86% (9%)	Not asked	84 %	86 %
People in my workgroup usually bring a positive attitude to work (we share, we laugh, we enjoy others' company)	5% ... 83% (11%)	Not asked	80 %	83 %
People in my workgroup actively support diversity and inclusion in the workplace	3% ... 83% (4% 10%)	82 %	81 %	83 %
I enjoy the work in my current job	5% ... 83% (12%)	83 %	80 %	83 %

Custom questions

What this is

Your organisation asked 9 custom questions as part of the 2023 survey.

Why this is important

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

How to read this

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

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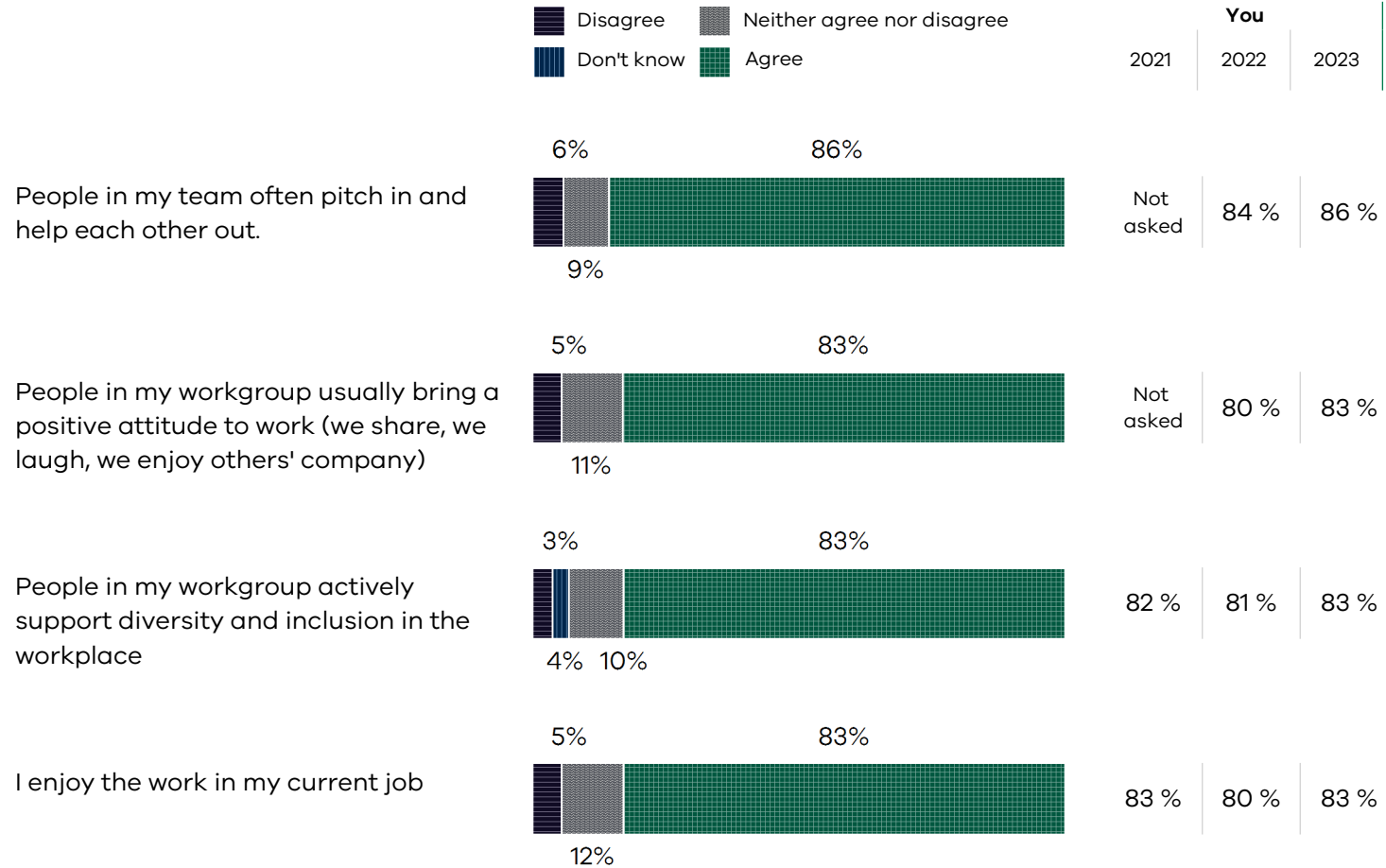
Example

78% of staff who did the survey agreed or strongly agreed with 'In our workgroup we celebrate successes (the good stuff, the small stuff, the big stuff - it all matters).

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

Survey question	Your results	2021	You 2022	2023
In our workgroup we celebrate successes (the good stuff, the small stuff, the big stuff - it all matters)	8% / 14% / 78%	Not asked	75 %	78 %
My workgroup focuses on making decisions informed by all relevant facts	4% / 6% / 15% / 75%	77 %	70 %	75 %
People in my workgroup regularly reach out to support me and my wellbeing	11% / 18% / 71%	69 %	67 %	71 %
Every role in my organisation is truly valued as supporting the delivery of great care.	13% / 17% / 70%	Not asked	68 %	70 %

Victorian Public Sector Commission

VICTORIA State Government

Custom questions

What this is

Your organisation asked 9 custom questions as part of the 2023 survey.

Why this is important

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

How to read this

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

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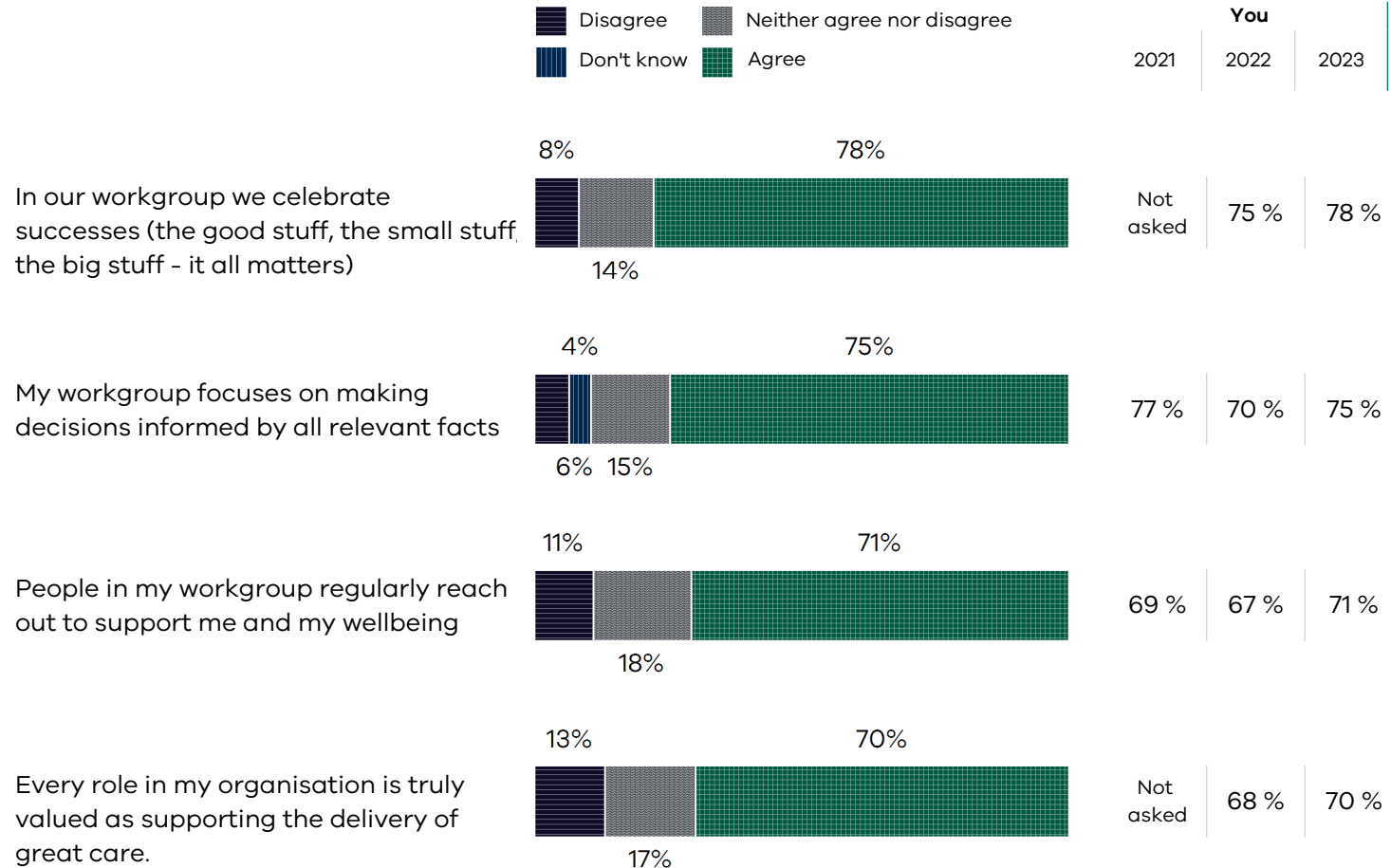
Example

59% of staff who did the survey agreed or strongly agreed with 'I receive adequate recognition for my contributions and accomplishments'.

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

You

2021	2022	2023

I receive adequate recognition for my contributions and accomplishments

16%   59%

24%

| 57 % | Not asked | 59 % |

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2023

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- 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	860	33%
35-54 years	1224	46%
55+ years	336	13%
Prefer not to say	220	8%

How would you describe your gender?	(n)	%
Woman	1923	73%
Man	469	18%
Prefer not to say	225	9%
Non-binary and I use a different term	23	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	21	1%
No	2375	90%
Prefer not to say	244	9%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?*	(n)	%
Yes	4	0%
No	2346	89%
Don't know	64	2%
Prefer not to say	226	9%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	1961	74%
Prefer not to say	382	14%
Gay or lesbian	88	3%
Bisexual	79	3%
Asexual	55	2%
Pansexual	29	1%
Don't know	27	1%
I use a different term	19	1%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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

Aboriginal and/or Torres Strait Islander	(n)	%
Yes	**14**	1%
Non Aboriginal and/or Torres Strait Islander	**2463**	93%
Prefer not to say	**163**	6%

Identified as Aboriginal and/or Torres Strait Islander on your organisations HR system?*	(n)	%
Yes	**8**	57%
No	**3**	21%
Don't know	**3**	21%

Demographics

Disability

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.
This is staff who identify as a person with disability and how they share that information
The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

To protect you, we:

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Do you identify as a person with a disability?

	(n)	%
Yes	**124**	5%
No	**2344**	89%
Prefer not to say	**172**	7%

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

	(n)	%
Yes	**76**	61%
No	**42**	34%
Prefer not to say	**6**	5%

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

	(n)	%
My disability does not impact on my ability to perform my role	**17**	40%
I do not require any adjustments to be made to perform my role	**12**	29%
I feel that sharing my disability information will reflect negatively on me	**10**	24%
Other	**3**	7%

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Demographics

Cultural diversity 1 of 2

What this is

These are the personal characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

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Country of birth	(n)	%
Born in Australia	**1732**	66%
Not born in Australia	**599**	23%
Prefer not to say	**309**	12%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	**174**	32%
Filipino	**55**	10%
Mandarin	**50**	9%
Italian	**49**	9%
Cantonese	**41**	8%
Hindi	**33**	6%
Vietnamese	**33**	6%
Tagalog	**31**	6%
Spanish	**30**	6%
Greek	**27**	5%
Arabic	**18**	3%
Tamil	**14**	3%

Language other than English spoken with family or community	(n)	%
Yes	**541**	20%
No	**1860**	70%
Prefer not to say	**239**	9%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Macedonian	**11**	2%
Sinhalese	**11**	2%
Punjabi	**10**	2%
Gujarati	**8**	1%
Malayalam	**8**	1%
Turkish	**7**	1%
Auslan	**5**	1%
Telugu	**4**	1%
Urdu	**4**	1%
Persian (excluding Dari)	**3**	1%
Australian Indigenous Language	**1**	0%

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	**1659**	63%
Prefer not to say	**317**	12%
English, Irish, Scottish and/or Welsh	**250**	9%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	**220**	8%
East and/or South-East Asian	**190**	7%
New Zealander	**89**	3%
South Asian	**71**	3%
Other	**70**	3%
Central Asian	**35**	1%
Middle Eastern	**30**	1%
African	**20**	1%
North American	**19**	1%
Central and/or South American	**18**	1%
Pacific Islander	**12**	0%
Aboriginal and/or Torres Strait Islander	**10**	0%
Maori	**5**	0%

Religion	(n)	%
No religion	**1262**	48%
Christianity	**782**	30%
Prefer not to say	**344**	13%
Other	**76**	3%
Buddhism	**50**	2%
Hinduism	**47**	2%
Islam	**37**	1%
Judaism	**34**	1%
Sikhism	**8**	0%

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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Working arrangement	(n)	%
Full-Time	**1251**	47%
Part-Time	**1389**	53%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	**319**	13%
Below $80k	**744**	30%
$80k to $120k	**960**	38%
$120k to $160k	**251**	10%
$160k to $200k	**71**	3%
$200k or more	**152**	6%

Organisational tenure	(n)	%
<1 year	**370**	14%
1 to less than 2 years	**331**	13%
2 to less than 5 years	**490**	19%
5 to less than 10 years	**559**	21%
10 to less than 20 years	**577**	22%
More than 20 years	**313**	12%

Management responsibility	(n)	%
Non-manager	**2208**	84%
Other manager	**310**	12%
Manager of other manager(s)	**122**	5%

Employment type	(n)	%
Ongoing and executive	**2060**	78%
Fixed term	**437**	17%
Other	**143**	5%

Demographics

Employment characteristics 2 of 2

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Primary workplace location over the last 3 months	(n)	%
Melbourne CBD	1712	65%
Melbourne: Suburbs	853	32%
Other	42	2%
Large regional city	21	1%
Rural	12	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	1051	40%
A frontline or service delivery location	1388	53%
Home or private location	381	14%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	240	9%
Other	166	6%

Flexible work	(n)	%
Part-time	889	34%
Shift swap	710	27%
No, I do not use any flexible work arrangements	668	25%
Working from an alternative location (e.g. home, hub/shared work space)	634	24%
Flexible start and finish times	535	20%
Using leave to work flexible hours	351	13%
Working more hours over fewer days	284	11%
Study leave	244	9%
Job sharing	101	4%
Other	61	2%
Purchased leave	12	0%

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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	1890	72%
Flexible working arrangements	565	21%
Physical modifications or improvements to the workplace	201	8%
Career development support strategies	72	3%
Job redesign or role sharing	53	2%
Other	27	1%
Accessible communications technologies	15	1%

Why did you make this request?	(n)	%
Work-life balance	323	43%
Health	282	38%
Family responsibilities	230	31%
Caring responsibilities	224	30%
Other	64	9%
Study commitments	57	8%
Disability	29	4%

What was your experience with making the request?	(n)	%
The adjustments I needed were made and the process was satisfactory	570	76%
The adjustments I needed were not made	106	14%
The adjustments I needed were made but the process was unsatisfactory	74	10%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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

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

How we protect anonymity and privacy

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Caring responsibility	(n)	%
None of the above	**1108**	42%
Primary school aged child(ren)	**505**	19%
Secondary school aged child(ren)	**373**	14%
Prefer not to say	**297**	11%
Child(ren) - younger than preschool age	**267**	10%
Preschool aged child(ren)	**230**	9%
Frail or aged person(s)	**211**	8%
Person(s) with a medical condition	**120**	5%
Person(s) with a mental illness	**118**	4%
Person(s) with disability	**83**	3%
Other	**59**	2%

Demographics

Employment categories

What is this

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

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Which of the following categories best describes your current position?	(n)	%
Nursing Employees	**826**	31%
Management, Administration and Corporate support	**571**	22%
Medical Employees	**352**	13%
Allied health - therapy discipline	**324**	12%
Allied health - science discipline	**247**	9%
Other health and social care	**134**	5%
Support services	**96**	4%
Allied health - assistant	**70**	3%
Lived experience specific worker	**8**	0%
Counselling	**5**	0%
Community development	**3**	0%
Pastoral / spiritual care	**2**	0%

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

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

How to read this

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

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

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Which of the following best describes the primary operational area in which you work?	(n)	%
Hospital-based services	**2353**	89%
Corporate services	**127**	5%
Community-based services	**108**	4%
Residential aged care services	**2**	0%
Mental health care services	**48**	2%

Is your primary work role in one of the following areas?	(n)	%
Aged care	**1**	0%
Critical care	**133**	5%
Drug and alcohol	**3**	0%
Emergency	**109**	4%
Maternity care	**20**	1%
Medical	**155**	6%
Mental health	**119**	5%
Mixed medical/surgical	**16**	1%
Neonatal care	**115**	4%
Palliative care	**12**	0%
Paediatrics	**828**	31%
Peri-operative	**75**	3%
Rehabilitation	**13**	0%
Surgical	**168**	6%
Other	**392**	15%
Administration	**479**	18%

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