

People matter survey

2023

Have your say



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

Demographics

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

To protect you, we:

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

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

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

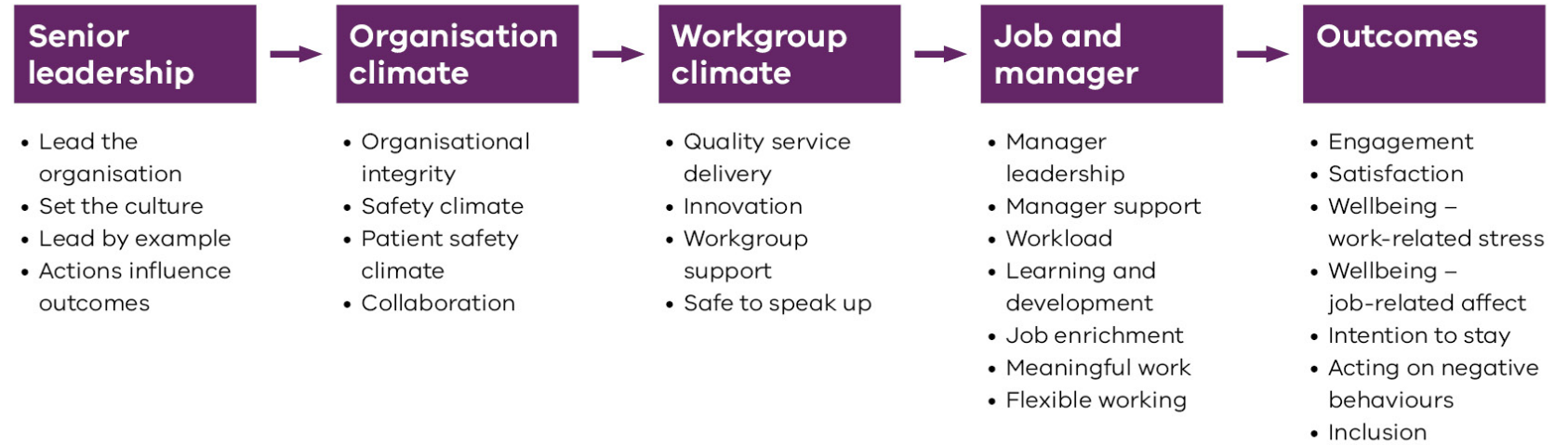
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

Our public sector values

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

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

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



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



Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Alexandra District Health

Alpine Health

Beaufort and Skipton Health Service

Beechworth Health Service

Boort District Health

Casterton Memorial Hospital

Central Highlands Rural Health

Cohuna District Hospital

Corryong Health

East Wimmera Health Service

Great Ocean Road Health

Heathcote Health

Hesse Rural Health Service

Heywood Rural Health

Inglewood and Districts Health Service

Kerang District Health

Kilmore and District Hospital

Kooweerup Regional Health Service

Mallee Track Health and Community Service

Mansfield District Hospital

Moyne Health Services

NCN Health

Omeo District Health

Orbost Regional Health

Robinvale District Health Services

Rochester and Elmore District Health Service

Seymour Health

South Gippsland Hospital

Tallangatta Health Service

Terang and Mortlake Health Service

Timboon and District Healthcare Service

Yarram and District Health Service

Yarrawonga Health

Yea and District Memorial Hospital

Report overview

Your response rate

What this is

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

Why this is important

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

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

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

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

How to read this

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

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

2022

68%
(172)

Comparator 51%
Public Sector 42%

2023

44%
(121)

Comparator 55%
Public Sector 34%

People matter survey

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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

63

Comparator 71
Public Sector 68

2023

69

Comparator 72
Public Sector 68

People outcomes

Engagement question results 1 of 2

What this is

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

Your organisation's engagement index

Your 2023 index is 69.

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.

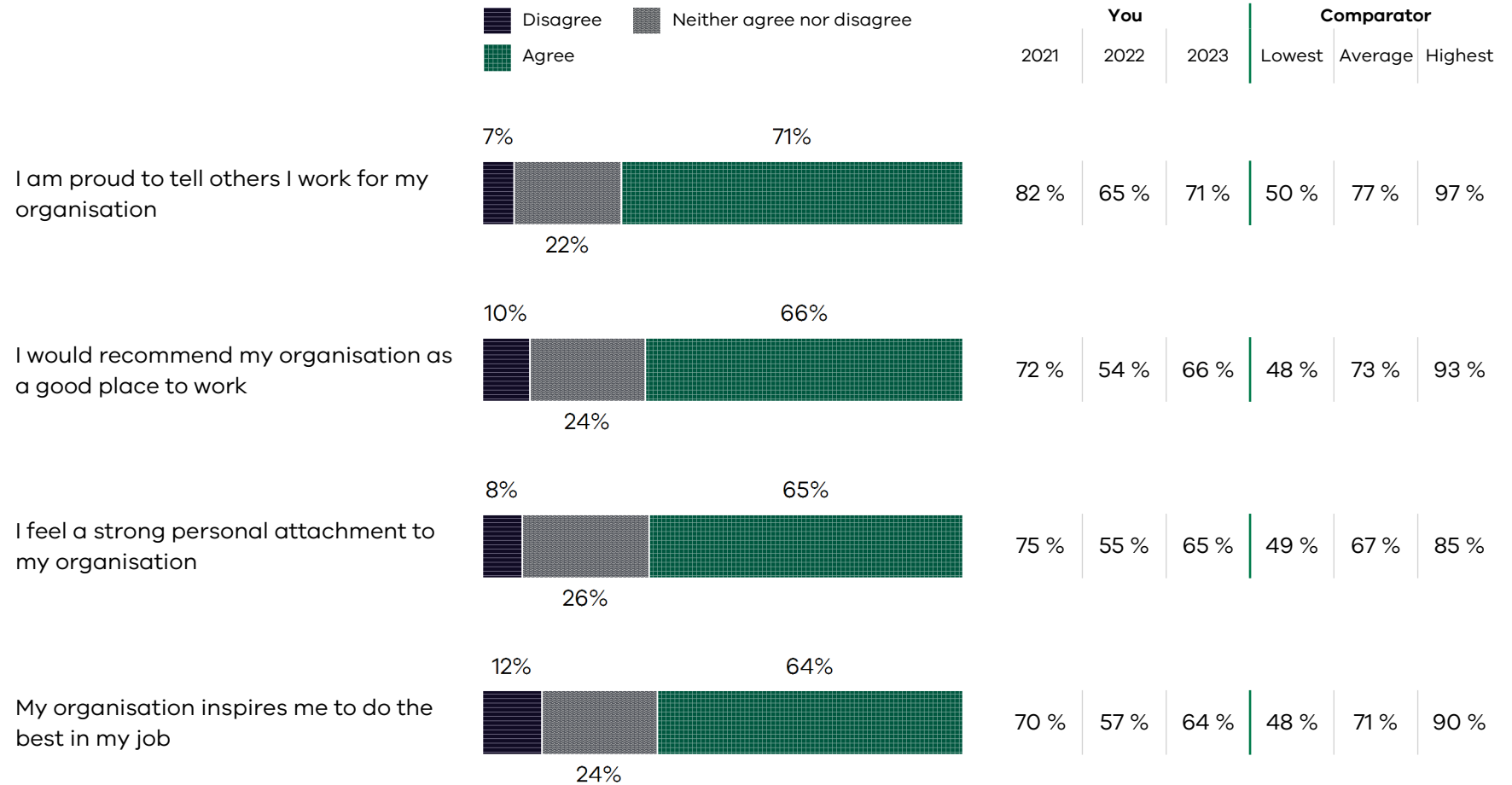
Example

71% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question

Your results

Benchmark agree results



People outcomes

Engagement question results 2 of 2

What this is

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

Your organisation's engagement index

Your 2023 index is 69.

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.

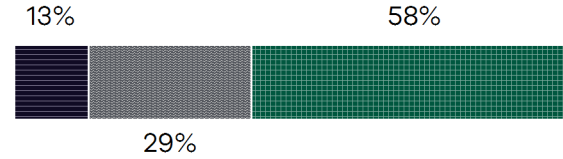
Example

58% of your staff who did the survey agreed or strongly agreed with 'My organisation motivates me to help achieve its objectives'.

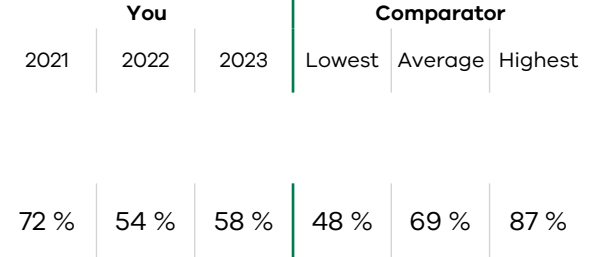
Survey question

My organisation motivates me to help achieve its objectives

Your results



Benchmark agree results



People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What this is

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

There are more people outcomes scorecards throughout this report.

Why this is important

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

How to read this

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

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

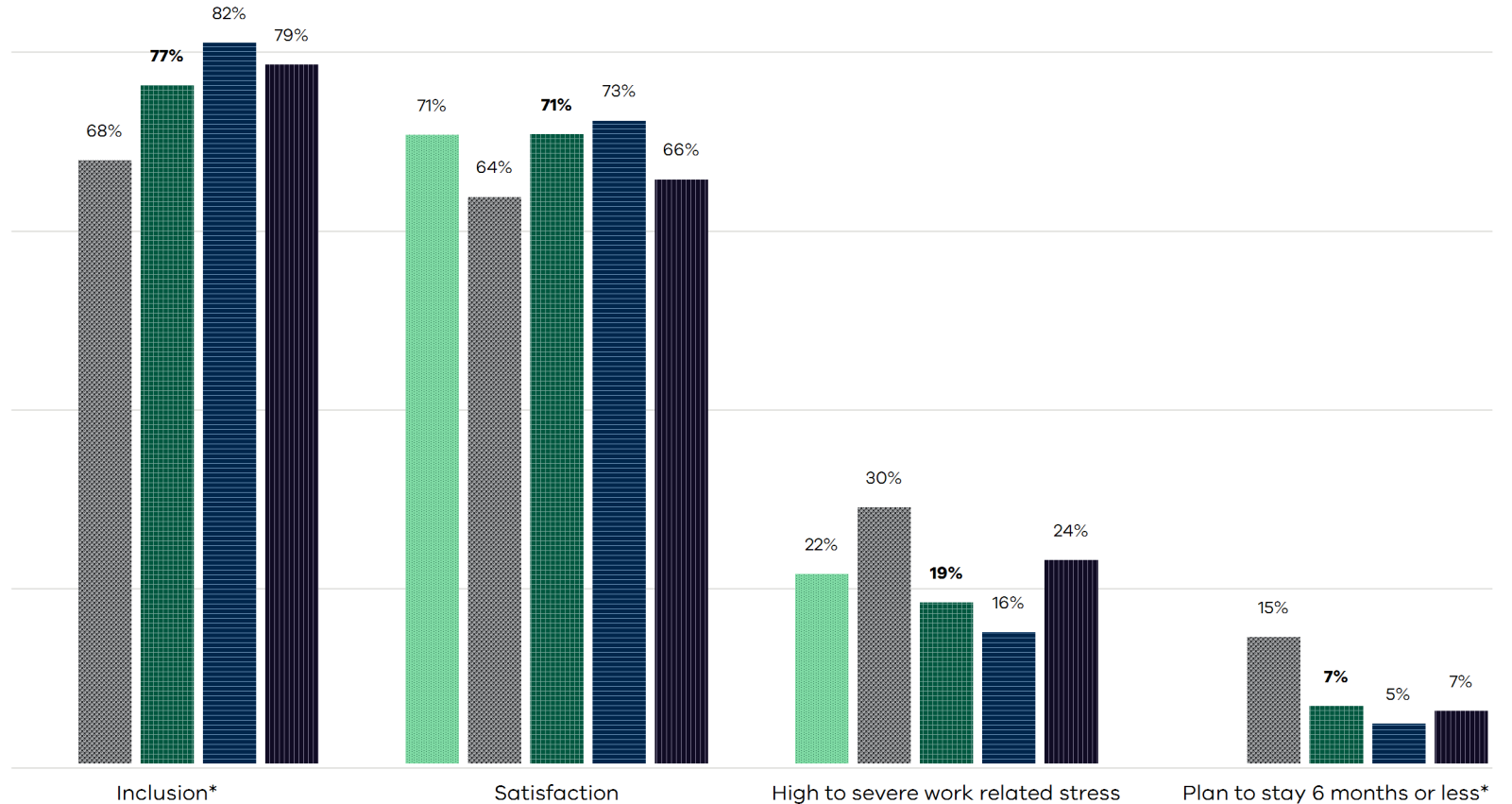
Example

In 2023:

- 77% of your staff who did the survey responded positively to questions about Inclusion which is up from 68% in 2022.

Compared to:

- 82% of staff at your comparator and 79% of staff across the public sector.



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

Legend: You 2021 (light green), You 2022 (grey), You 2023 (dark green), Comparator 2023 (blue), Public sector 2023 (dark blue)

People outcomes

Satisfaction question results

What this is

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

Why this is important

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

How to read this

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

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

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

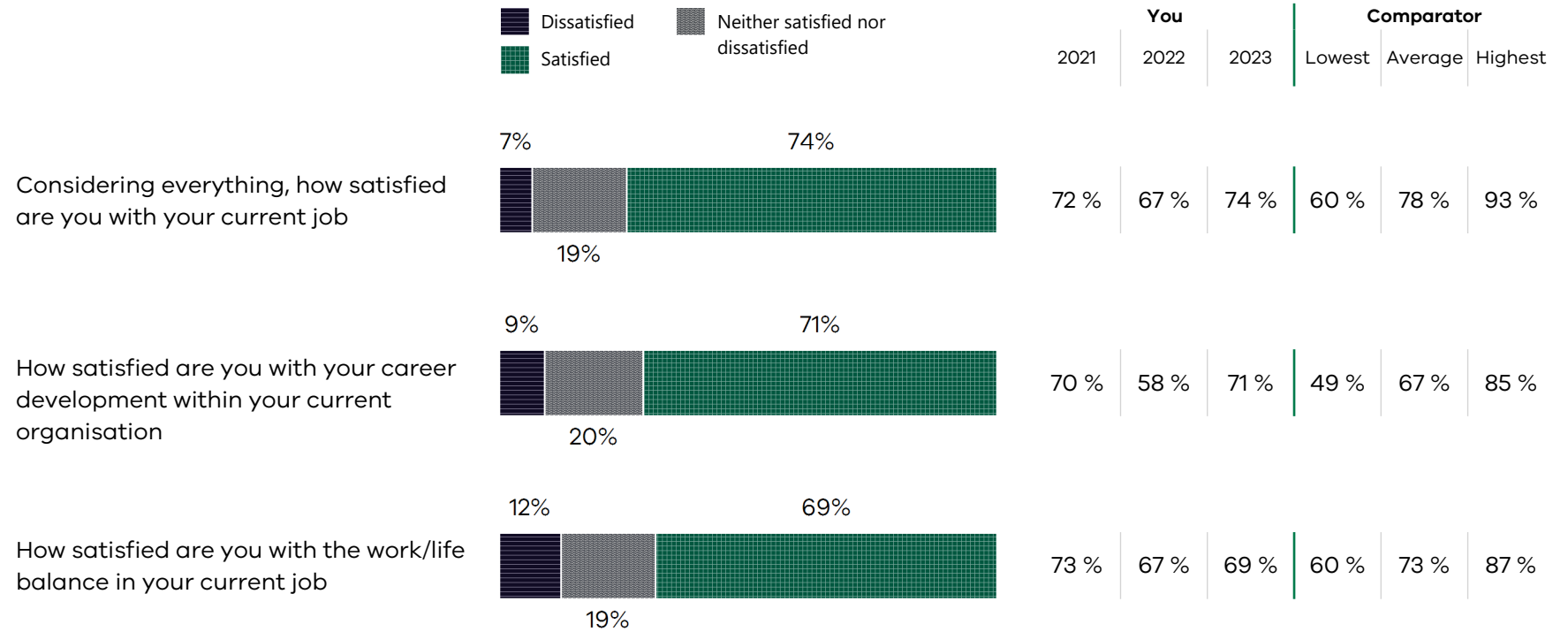
Example

74% 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



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.

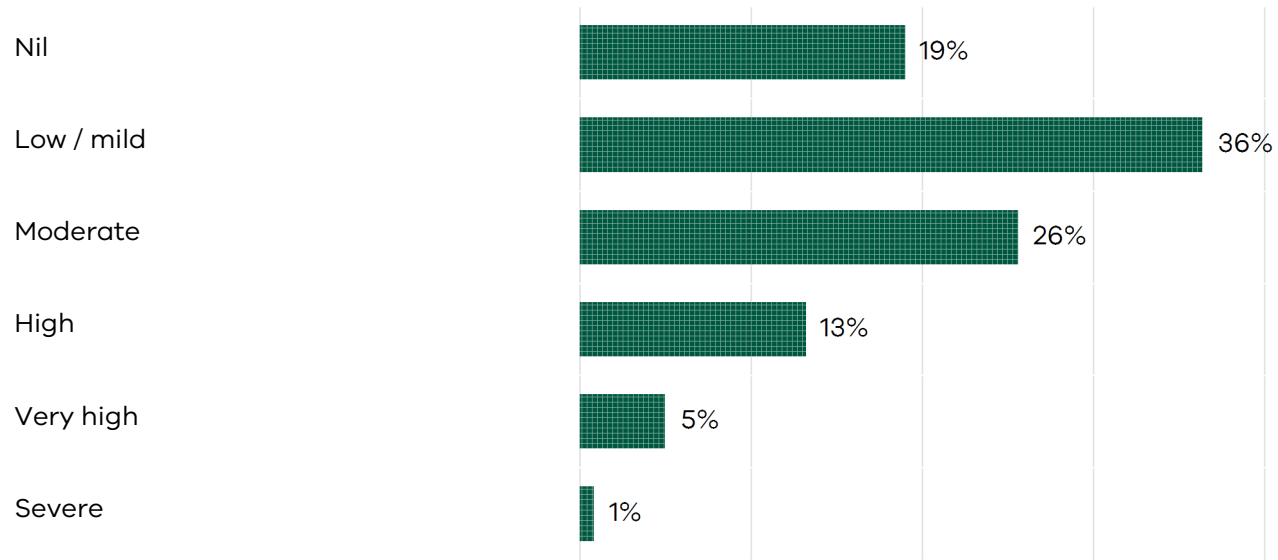
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

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.

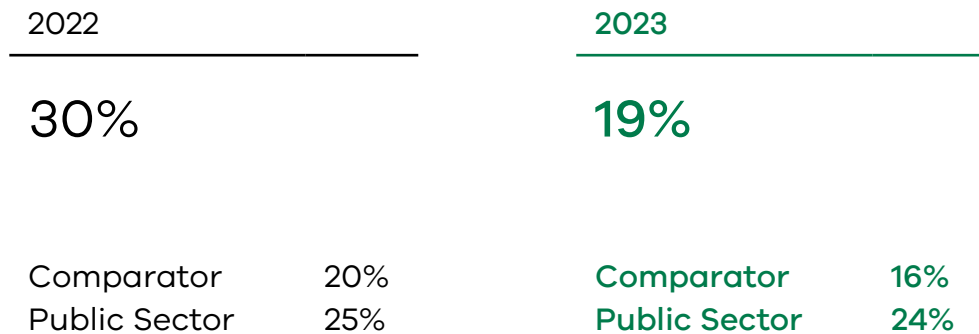
Example

19% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 16% of staff in your comparator group and 24% of staff across the public sector.

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



Reported levels of high to severe stress



People outcomes

Work-related stress causes

What this is

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

Why this is important

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

How to read this

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

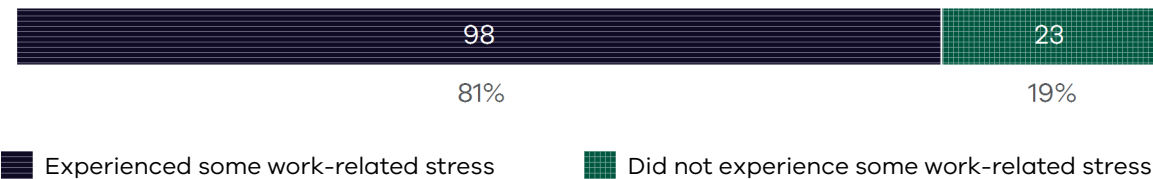
If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

Example

81% of your staff who did the survey said they experienced mild to severe stress.

Of that 81%, 40% said the top reason was 'Workload'.



Of those that experienced work related stress it was from ...	You 2022	You 2023	Comparator 2023	Public sector 2023
Workload	48%	40%	46%	49%
Time pressure	36%	31%	36%	41%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	19%	22%	16%	11%
Incivility, bullying, harassment or discrimination	21%	16%	8%	6%
Organisation or workplace change	14%	16%	9%	11%
Management of work (e.g. supervision, training, information, support)	12%	15%	11%	13%
Competing home and work responsibilities	9%	13%	16%	14%
Other	10%	13%	14%	12%
Dealing with clients, patients or stakeholders	14%	11%	15%	16%
Unclear job expectations	9%	9%	9%	12%

People outcomes

Burnout levels

What this is

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

Why this is important

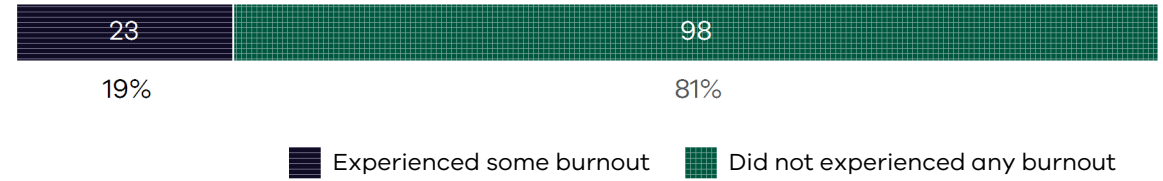
Burnout can affect negatively affect peoples health and wellbeing as well as their performance and behaviour.

How to read this

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

Example

19% of your staff who did the survey said they felt burnout at work in 2023.



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	44%	54%	47%	48%
I enjoy my work. I have no symptoms of burnout	24%	27%	27%	21%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	22%	13%	19%	22%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	6%	4%	5%	6%
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	4%	2%	3%	3%

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	15%	7%	5%	7%
Over 6 months and up to 1 year	13%	8%	8%	9%
Over 1 year and up to 3 years	23%	32%	23%	24%
Over 3 years and up to 5 years	12%	12%	16%	15%
Over 5 years	37%	40%	48%	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.

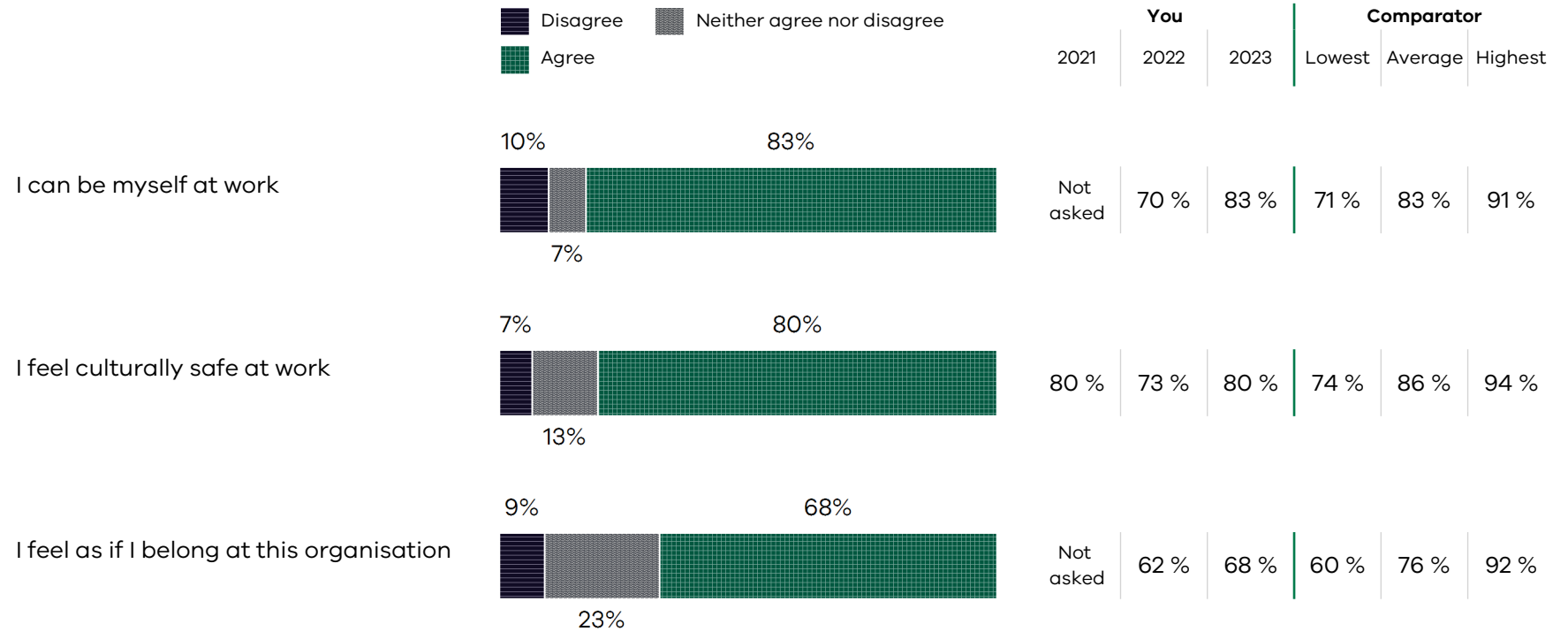
Example

83% of your staff who did the survey agreed or strongly agreed with 'I can be myself at work'.

Survey question

Your results

Benchmark agree results



People outcomes

Inclusion - Barriers to success

What this is

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

Why this is important

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

How to read this

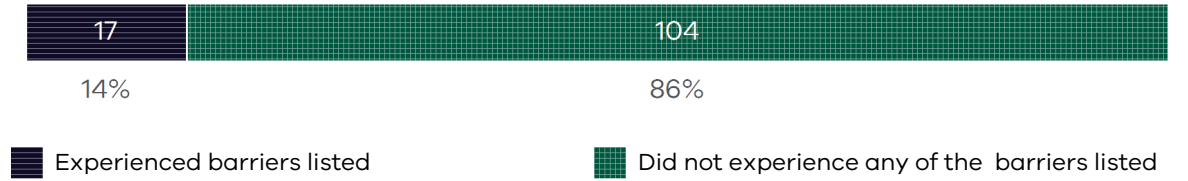
In the survey, we ask staff to select from a list, any barriers they have experienced and believe to have hindered their success at work. They can select more than one option.

Why there are no further details

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

No response option has 10 or more responses.

Staff who experienced one or more barriers to success at work



People outcomes

Inclusion - Witnessed barriers to success

What this is

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

Why this is important

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

How to read this

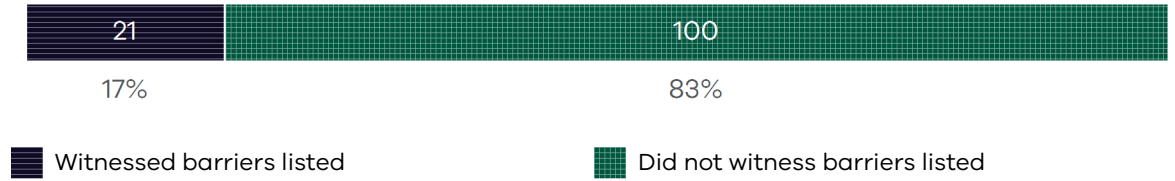
In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one option.

Why there are no further details

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

No response option has 10 or more responses

Staff who witnessed one or more barriers to success at work



People outcomes

Scorecard: emotional effects of work

What this is

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

Why this is important

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

How to read this

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

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

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

Example

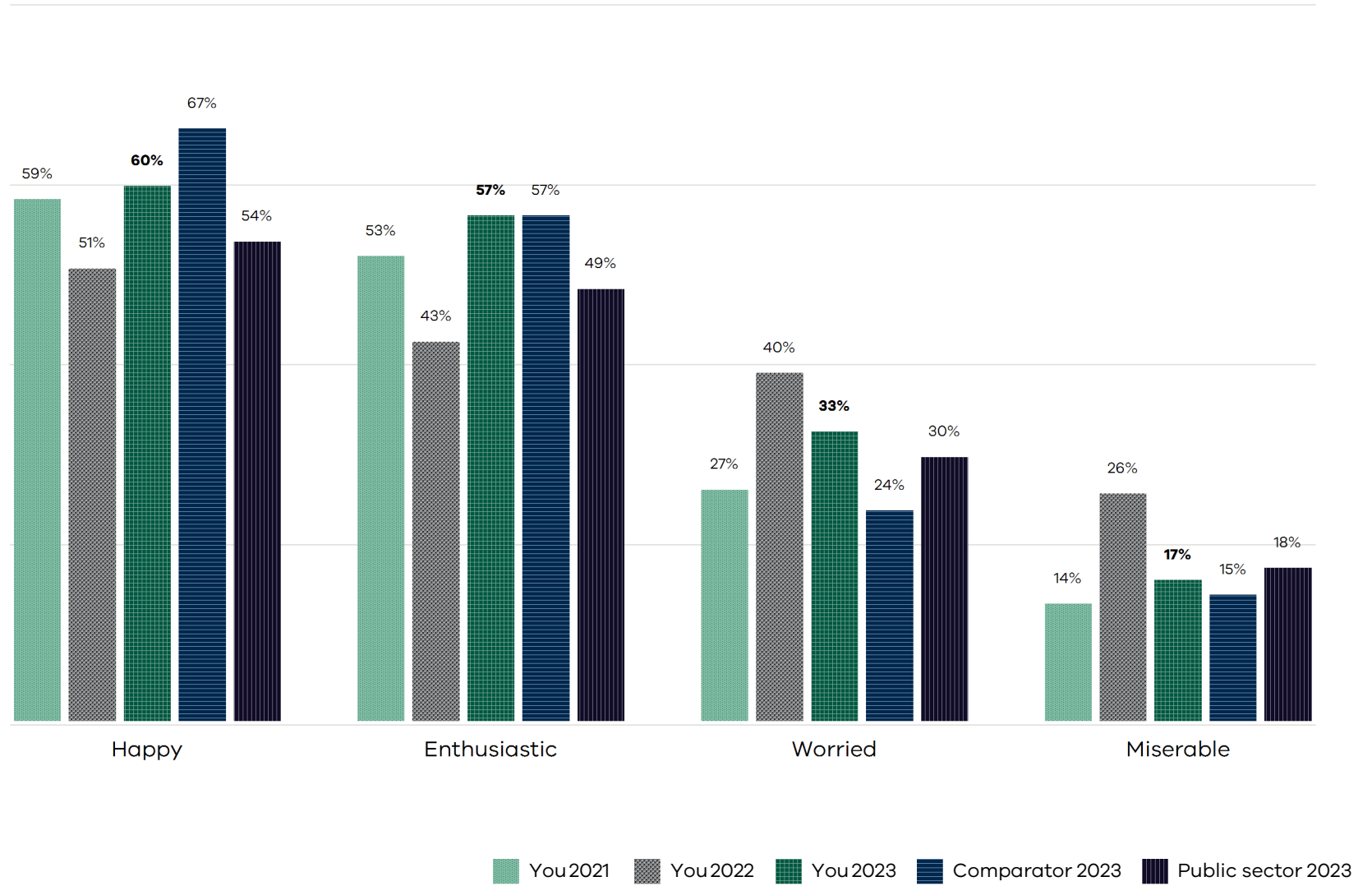
In 2023:

- 60% of your staff who did the survey said work made them feel happy in 2023, which is up from 51% in 2022

Compared to:

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

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



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.

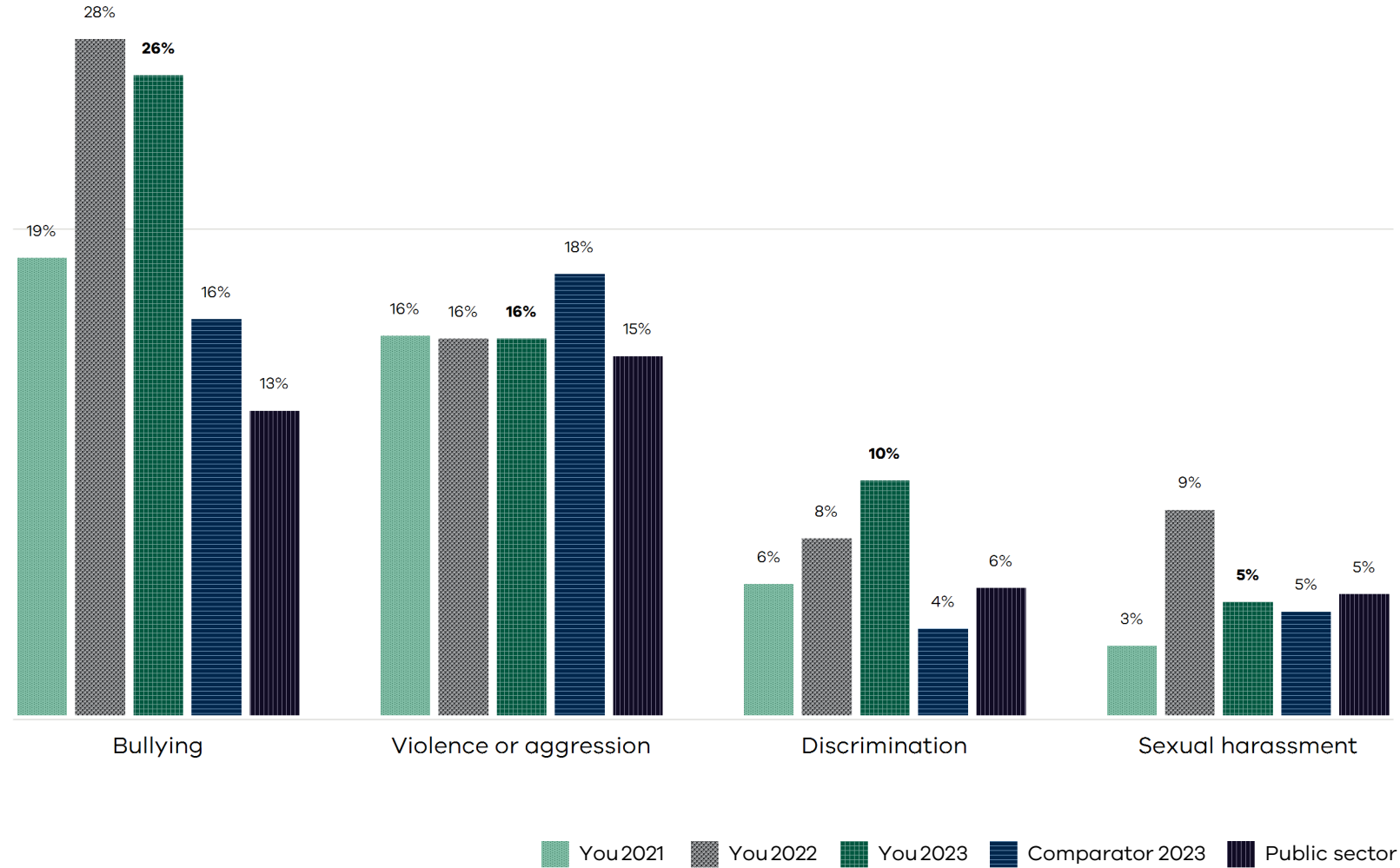
Example

In 2023:

- 26% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months which is down from 28% in 2022.

Compared to:

- 16% of staff at your comparator and 13% of staff across the public sector.



People outcomes

Bullying

What this is

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

Why this is important

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

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.

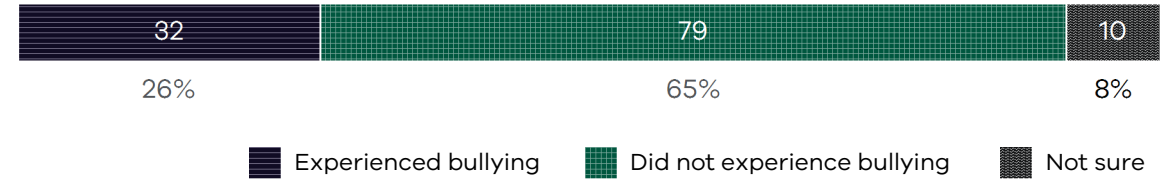
In descending order, the table shows the answers.

Example

26% of your staff who did the survey said they experienced bullying.

Of that 26%, 59% 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?



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)	54%	59%	67%	71%
Intimidation and/or threats	54%	47%	32%	29%
Exclusion or isolation	31%	38%	37%	43%
Withholding essential information for me to do my job	19%	34%	20%	28%
Other	15%	25%	12%	15%
Verbal abuse	23%	25%	21%	20%
Being assigned meaningless tasks unrelated to my job	8%	13%	10%	14%
Being given impossible assignment(s)	6%	3%	4%	10%
Interference with my personal property and/or work equipment	4%	3%	7%	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.

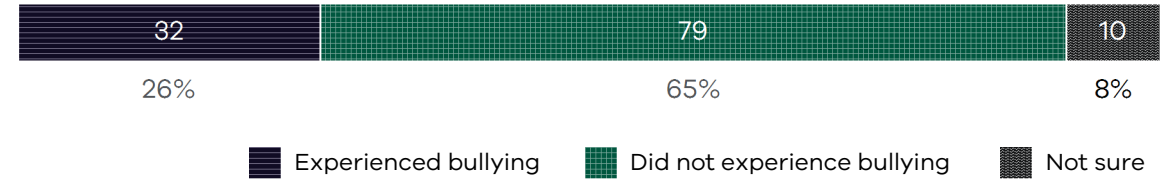
In descending order, the table shows the answers.

Example

26% of your staff who did the survey said they experienced bullying, of which

- 56% said the top way they reported the bullying was 'Told a manager'.
- 72% said they didn't submit a formal complaint.

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



Did you tell anyone about the bullying?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	38%	56%	47%	49%
Told a friend or family member	27%	44%	32%	35%
Told a colleague	25%	34%	40%	41%
Submitted a formal complaint	10%	28%	16%	12%
Told Human Resources	13%	28%	14%	12%
Told the person the behaviour was not OK	13%	28%	16%	17%
Told someone else	8%	16%	10%	12%
I did not tell anyone about the bullying	23%	13%	10%	12%
Told employee assistance program (EAP) or peer support	6%	3%	6%	9%

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

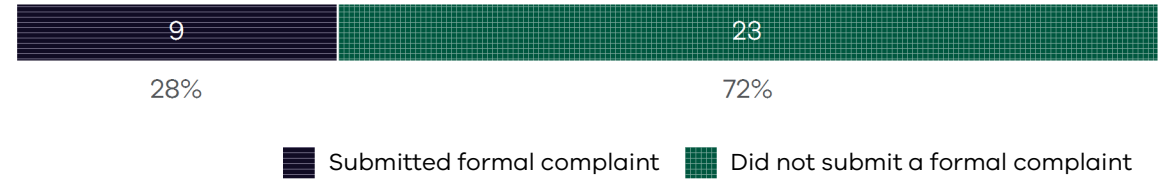
In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

72% of your staff who experienced bullying did not submit a formal complaint, of which:

- 52% said the top reason was 'I didn't think it would make a difference'.

Did you 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	44%	52%	48%	51%
I believed there would be negative consequences for my career	47%	39%	21%	40%
I believed there would be negative consequences for my reputation	44%	35%	39%	52%
I didn't feel safe to report the incident	28%	17%	12%	18%
I didn't need to because I made the bullying stop	5%	17%	7%	6%
I didn't need to because I no longer had contact with the person(s) who bullied me	9%	17%	6%	7%
Other	14%	17%	12%	14%
I believed there would be negative consequences for the person I was going to complain about	12%	4%	8%	10%
I didn't know how to make a complaint	5%	4%	2%	5%
I didn't know who to talk to	5%	4%	2%	5%

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, 26% 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.

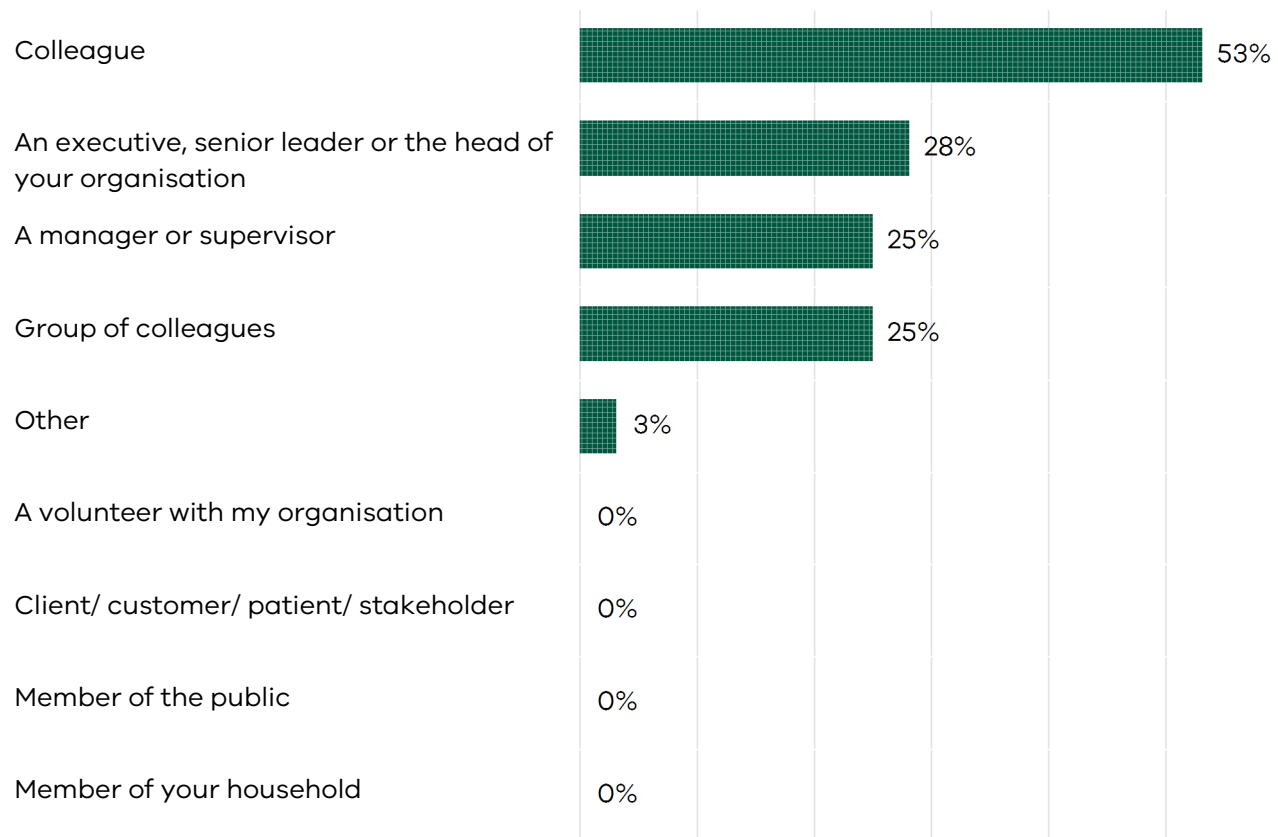
Each row is one perpetrator or group of perpetrators.

Example

26% of your staff who did the survey said they experienced bullying.

Of that 26%, 53% said it was by 'Colleague'.

32 people (26% of staff) experienced bullying (You2023)



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, 26% 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.

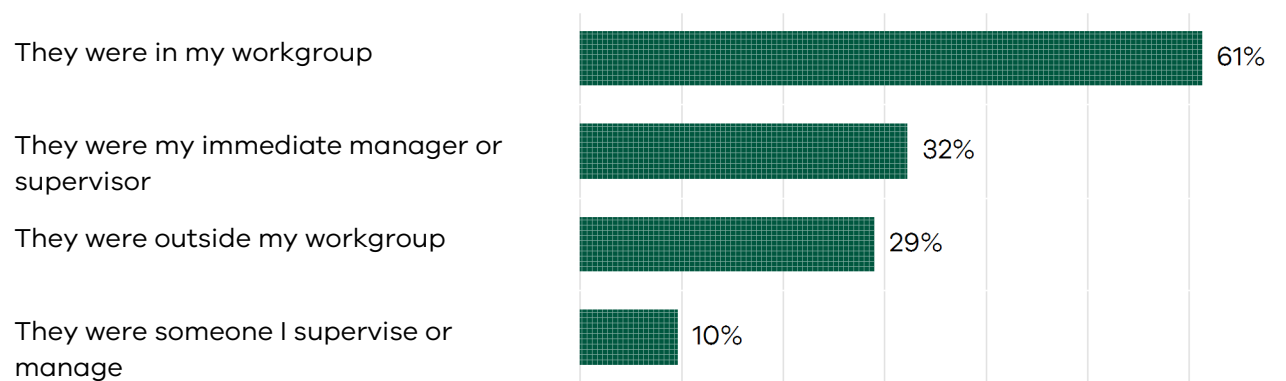
Example

26% of your staff who did the survey said they experienced bullying.

Of that 26%, 97% said it was by someone within the organisation.

Of that 97%, 61% said it was 'They were in my workgroup'.

31 people (97% of staff who experienced bullying) experienced bullying from within your organisation (You2023)



People outcomes

Sexual harassment

What this is

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

Why this is important

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

Why there is no data here

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

We do this to protect the respondents.

People outcomes

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.

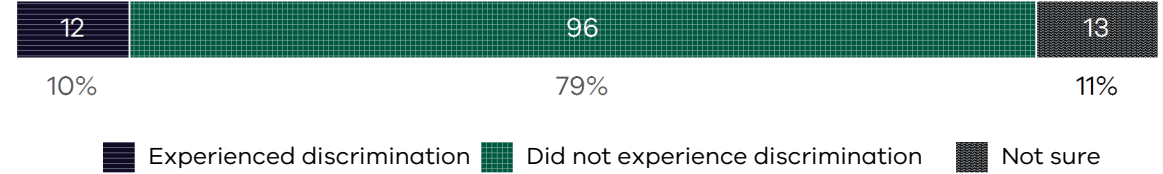
In descending order, the table shows the top 10 types.

Example

10% of your staff who did the survey said they experienced discrimination.

Of that 10%, 42% said it was 'Opportunities for promotion'.

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



If you experienced discrimination, what type of discrimination did you experience?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Opportunities for promotion	23%	42%	22%	38%
Other	46%	42%	43%	37%
Denied flexible work arrangements or other adjustments	38%	25%	29%	23%
Employment security - threats of dismissal or termination	15%	17%	14%	13%
Access to leave	8%	8%	7%	9%
Opportunities for training	8%	8%	14%	25%
Pay or conditions offered by employer	0%	8%	8%	10%

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.

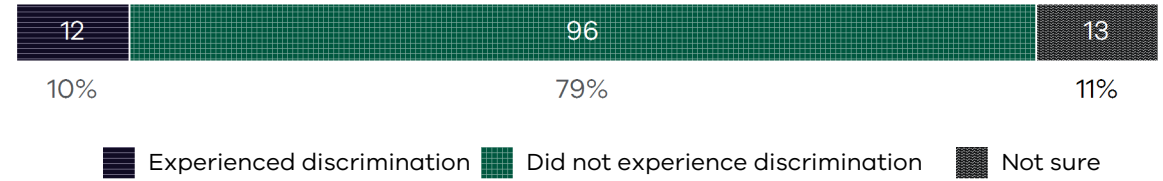
In descending order, the table shows the answers.

Example

10% of your staff who did the survey said they experienced discrimination, of which

- 33% said the top way they reported the discrimination was 'Told a colleague'.
- 83% said they didn't submit a formal complaint.

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



Did you tell anyone about the discrimination?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a colleague	15%	33%	44%	37%
Told a friend or family member	46%	33%	33%	32%
Told a manager	38%	25%	32%	30%
Told Human Resources	31%	25%	12%	11%
I did not tell anyone about the discrimination	15%	17%	13%	24%
Submitted a formal complaint	15%	17%	13%	8%
Told the person the behaviour was not OK	0%	17%	10%	9%
Told employee assistance program (EAP) or peer support	15%	8%	11%	9%
Told someone else	8%	8%	16%	14%

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

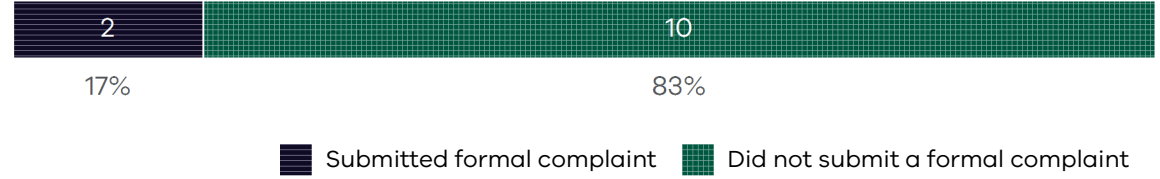
In the survey, we asked staff to tell us if they'd experienced discrimination at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

83% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 60% said the top reason was 'I believed there would be negative consequences for my reputation!.'

Did you submit a formal complaint?



What was your reason for not submitting a formal complaint?	You 2022	You 2023	Comparator 2023	Public sector 2023
I believed there would be negative consequences for my reputation	27%	60%	41%	53%
I believed there would be negative consequences for my career	45%	50%	39%	51%
I didn't think it would make a difference	82%	50%	53%	59%
I didn't feel safe to report the incident	36%	20%	16%	18%
I didn't need to because I no longer had contact with the person(s) who discriminated against me	0%	20%	2%	3%
I believed there would be negative consequences for the person I was going to complain about	0%	10%	7%	8%
I didn't know how to make a complaint	0%	10%	3%	5%
I didn't need to because I made the discrimination stop	0%	10%	4%	3%
I thought the complaint process would be embarrassing or difficult	9%	10%	7%	11%

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, 10% 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.

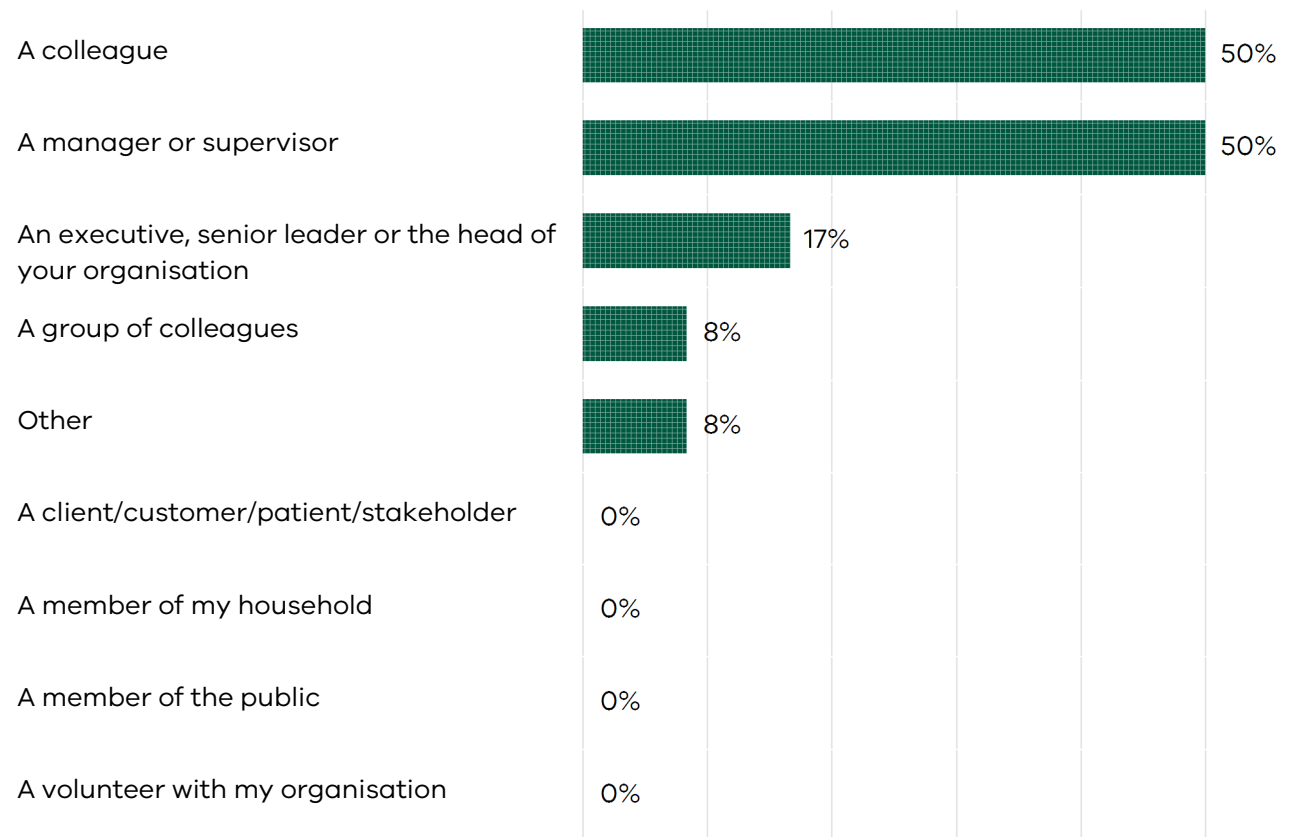
Each row is one perpetrator or group of perpetrators.

Example

10% of your staff who did the survey said they experienced discrimination.

Of that 10%, 50% said it was by 'A colleague'.

12 people (10% of staff) experienced discrimination (You2023)



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, 10% 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.

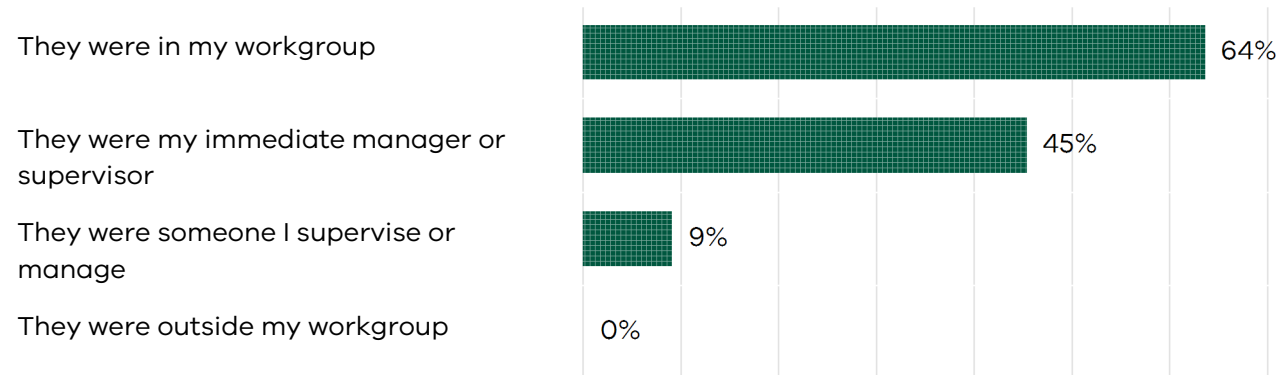
Example

10% of your staff who did the survey said they experienced discrimination.

Of that 10%, 92% said it was by someone within the organisation.

Of that 92%, 64% said it was 'They were in my workgroup'.

11 people (92% of staff who experienced discrimination) experienced discrimination from within your organisation (You2023)



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.

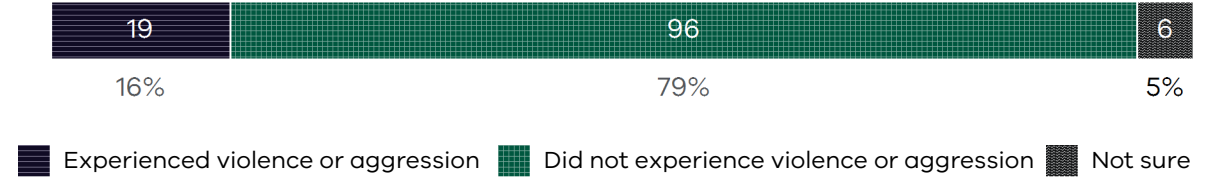
How to read this

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

16% of your staff who did the survey said they experienced violence or aggression. Of that 16%, 79% said it was from 'Abusive language'.

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



If you experienced violence or aggression, what type did you experience?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Abusive language	63%	79%	76%	79%
Intimidating behaviour	74%	79%	53%	70%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	48%	37%	41%	27%
Threats of violence	37%	26%	26%	39%
Other	0%	16%	3%	4%

Negative behaviour

Telling someone about violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

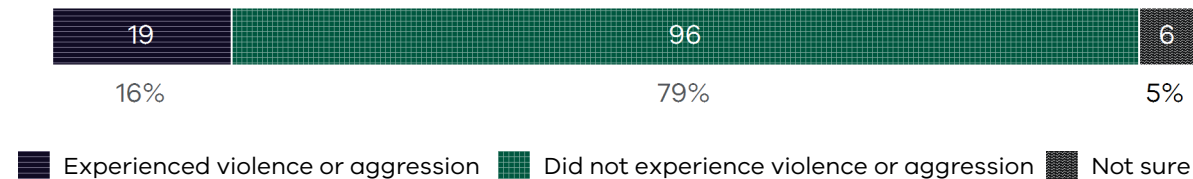
In descending order, the table shows the answers.

Example

16% of your staff who did the survey said they experienced violence or aggression, of which

- 68% said the top way they reported the violence or aggression was 'Told a manager'
- 53% said they didn't submit a formal incident report.

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



Did you tell anyone about the incident?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	30%	68%	55%	56%
Submitted a formal incident report	30%	47%	41%	34%
Told a colleague	22%	32%	42%	44%
Told the person the behaviour was not OK	11%	32%	33%	29%
Told Human Resources	11%	16%	6%	5%
Told a friend or family member	19%	11%	11%	19%
Told employee assistance program (EAP) or peer support	4%	11%	3%	4%

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

53% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 50% said the top reason was 'Other'.

Did you 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
Other	16%	50%	20%	22%
I believed there would be negative consequences for my career	32%	30%	10%	14%
I believed there would be negative consequences for my reputation	32%	30%	13%	17%
I believed there would be negative consequences for the person I was going to complain about	0%	20%	2%	4%
I didn't think it would make a difference	37%	20%	38%	38%
I didn't feel safe to report the incident	26%	10%	4%	6%
I didn't think it was serious enough	26%	10%	33%	31%
I thought the complaint process would be embarrassing or difficult	0%	10%	2%	4%
I was advised not to	5%	10%	1%	2%

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.

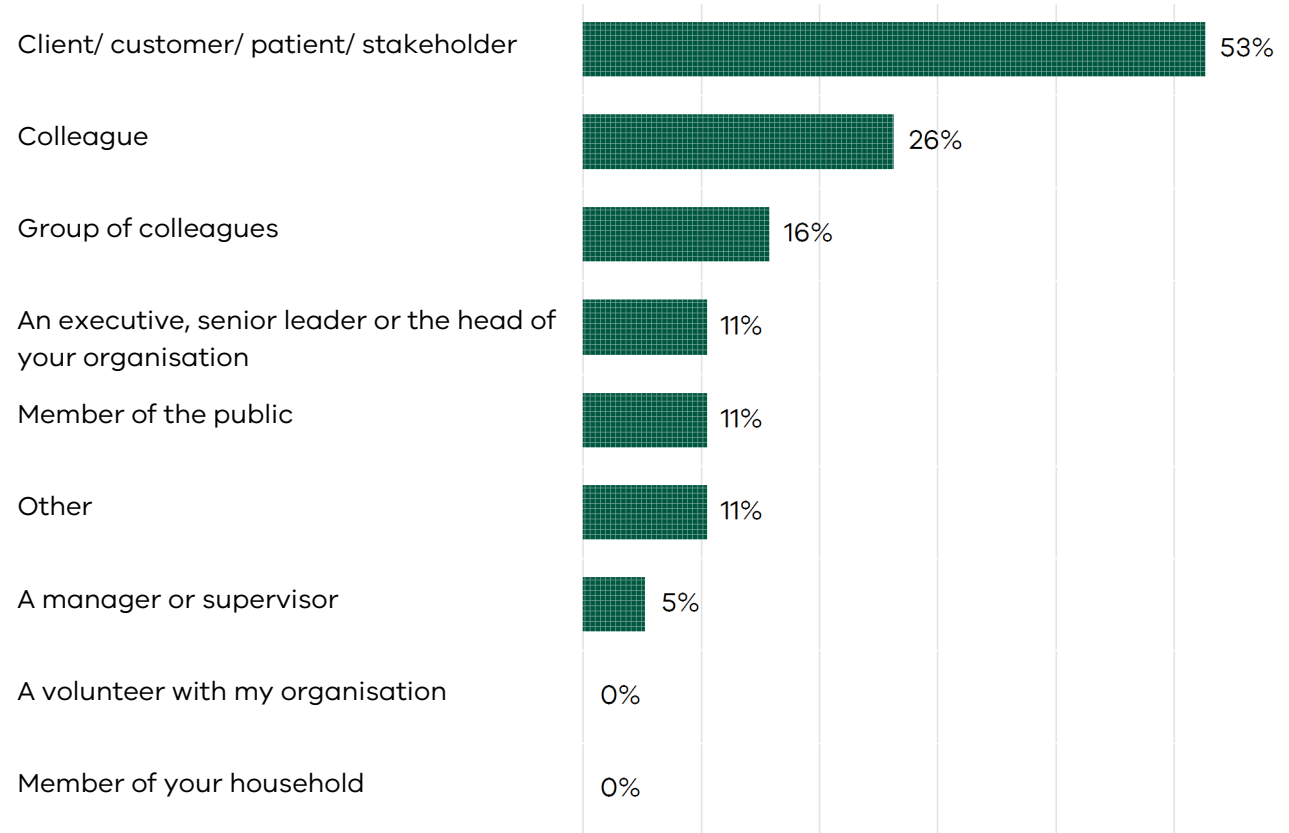
Each row is one perpetrator or a group of perpetrators.

Example

16% of your staff who did the survey said they experienced violence or aggression.

Of that 16%, 53% said it was 'Client/ customer/ patient/ stakeholder'.

19 people (16% of staff) experienced violence or aggression (You2023)



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.

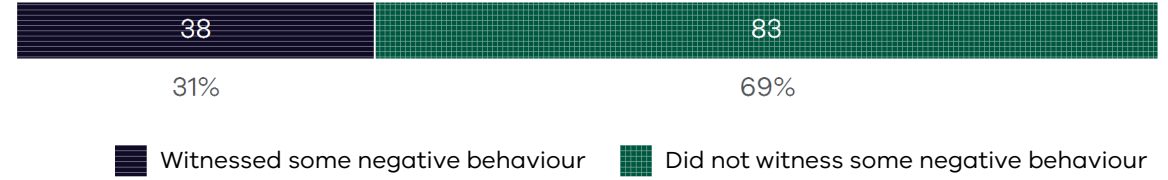
In descending order, the table shows the answers.

Example

31% of your staff who did the survey said they witnessed some negative behaviour at work.

69% said they witnessed No, I have not witnessed any of the situations above'.

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



During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?

	You 2023	Comparator 2023	Public sector 2023
No, I have not witnessed any of the situations above	69%	76%	79%
Bullying of a colleague	25%	17%	14%
Discrimination against a colleague	9%	9%	8%
Violence or aggression against a colleague	7%	4%	5%

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

31% of your staff who did the survey witnessed negative behaviour, of which:

- 66% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 11% took no action.

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



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	66%	69%	70%
Told a manager	42%	40%	39%
Submitted a formal complaint	18%	8%	6%
Told Human Resources	16%	9%	7%
Spoke to the person who behaved in a negative way	13%	20%	19%
Told a colleague	11%	16%	20%
Took no action	11%	7%	8%
Told the person the behaviour was not OK	8%	22%	22%
Other	5%	5%	6%

People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Key differences

Highest scoring questions

What this is

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

How to read this

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

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

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

Example

On the first row 'Meaningful work', the 'You 2023' column shows 96% of your staff agreed with 'I can make a worthwhile contribution at work'.

In the 'Change from 2022' column, you have a 3% 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	96%	+3%	95%
Job enrichment	I can use my skills and knowledge in my job	95%	+11%	93%
Job enrichment	I clearly understand what I am expected to do in this job	92%	+8%	91%
Meaningful work	I achieve something important through my work	91%	-1%	94%
Job enrichment	I understand how my job helps my organisation achieve its goals	90%	-1%	93%
Collaboration	I am able to work effectively with others outside my immediate workgroup	88%	+6%	88%
Meaningful work	I get a sense of accomplishment from my work	86%	+6%	90%
Other questions	I understand how the Code of Conduct for Victorian public sector employees applies to my work	86%	Not asked in 2022	88%
Gender equality supporting measures	In my workgroup work is allocated fairly, regardless of gender	85%	Not asked in 2022	83%
Inclusion	I can be myself at work	83%	+13%	83%

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 22% 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 7% 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	22%	+7%	41%
Organisational integrity	I believe the promotion processes in my organisation are fair	43%	+5%	51%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	44%	+1%	57%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	45%	+12%	56%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	48%	+6%	60%
Taking action	I believe my organisation will make improvements based on the results of this survey	48%	+7%	60%
Organisational integrity	I have an equal chance at promotion in my organisation	49%	+11%	54%
Senior leadership	Senior leaders demonstrate honesty and integrity	49%	0%	66%
Safety climate	All levels of my organisation are involved in the prevention of stress	50%	+15%	56%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	50%	+4%	62%

Key differences

Most improved

What this is

This is where staff feel their organisation has most improved.

How to read this

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

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

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

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

Example

On the first row 'Workgroup support', the 'You 2023' column shows 60% of your staff agreed with 'People in my workgroup appropriately manage conflicts of interest'.

In the 'Increase from 2022' column, you have a 20% increase, which is a positive trend.

Question group	Most improved from last year	You 2023	Increase from 2022	Comparator 2023
Workgroup support	People in my workgroup appropriately manage conflicts of interest	60%	+20%	63%
Workgroup support	People in my workgroup work together effectively to get the job done	75%	+18%	80%
Workload	I have enough time to do my job effectively	69%	+16%	61%
Workload	The workload I have is appropriate for the job that I do	71%	+16%	67%
Workgroup support	People in my workgroup treat each other with respect	74%	+15%	78%
Quality service delivery	My workgroup acts fairly and without bias	65%	+15%	71%
Safety climate	All levels of my organisation are involved in the prevention of stress	50%	+15%	56%
Quality service delivery	My workgroup uses its resources well	73%	+15%	72%
Quality service delivery	My workgroup provides high quality advice and services	75%	+14%	80%
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	61%	+14%	70%

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 'Job enrichment', the 'You 2023' column shows 90% of your staff agreed with 'I understand how my job helps my organisation achieve its goals'. In the 'Decrease from 2022' column, you have a 1% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2023	Decrease from 2022	Comparator 2023
Job enrichment	I understand how my job helps my organisation achieve its goals	90%	-1%	93%
Meaningful work	I achieve something important through my work	91%	-1%	94%
Senior leadership	Senior leaders demonstrate honesty and integrity	49%	0%	66%

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 'Workload', the 'You 2023' column shows 69% of your staff agreed with 'I have enough time to do my job effectively'.

The 'difference' column, shows that agreement for this question was 8 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Workload	I have enough time to do my job effectively	69%	+8%	61%
Workload	The workload I have is appropriate for the job that I do	71%	+4%	67%
Satisfaction	How satisfied are you with your career development within your current organisation	71%	+4%	67%
Job enrichment	I can use my skills and knowledge in my job	95%	+2%	93%
Gender equality supporting measures	In my workgroup work is allocated fairly, regardless of gender	85%	+2%	83%
Job enrichment	I clearly understand what I am expected to do in this job	92%	+1%	91%
Meaningful work	I can make a worthwhile contribution at work	96%	+1%	95%
Quality service delivery	My workgroup uses its resources well	73%	+0%	72%
Flexible working	My manager supports working flexibly	80%	+0%	80%

Key differences

Biggest negative difference from comparator

What this is

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

How to read this

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

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

Example

On the first row 'Taking action', the 'You 2023' column shows 22% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.

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

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Taking action	My organisation has made improvements based on the survey results from last year	22%	-19%	41%
Senior leadership	Senior leaders model my organisation's values	50%	-18%	68%
Senior leadership	Senior leaders demonstrate honesty and integrity	49%	-17%	66%
Patient safety climate	Patient care errors are handled appropriately in my work area	57%	-14%	71%
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	65%	-13%	78%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	55%	-13%	68%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	44%	-13%	57%
Organisational integrity	My organisation is committed to earning a high level of public trust	68%	-13%	81%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	48%	-13%	60%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	50%	-12%	62%

People matter survey

2023

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Topical questions

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

Demographics

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

Taking action

What this is

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

Why this is important

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

How to read this

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

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

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

Example

48% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this survey'.

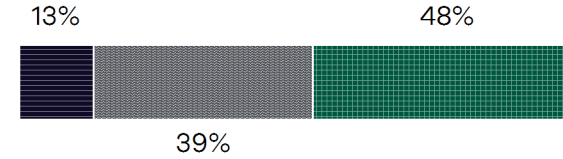
Survey question

Your results

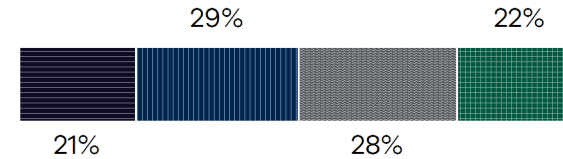
Benchmark agree results



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



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this survey	Not asked	41 %	48 %	41 %	60 %	80 %
My organisation has made improvements based on the survey results from last year	Not asked	16 %	22 %	14 %	41 %	72 %

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2023

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- Human rights

Topical questions

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

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
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- Disability
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- Employment
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- Primary role

Senior leadership

Senior leadership

What this is

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

Why this is important

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

How to read this

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

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

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

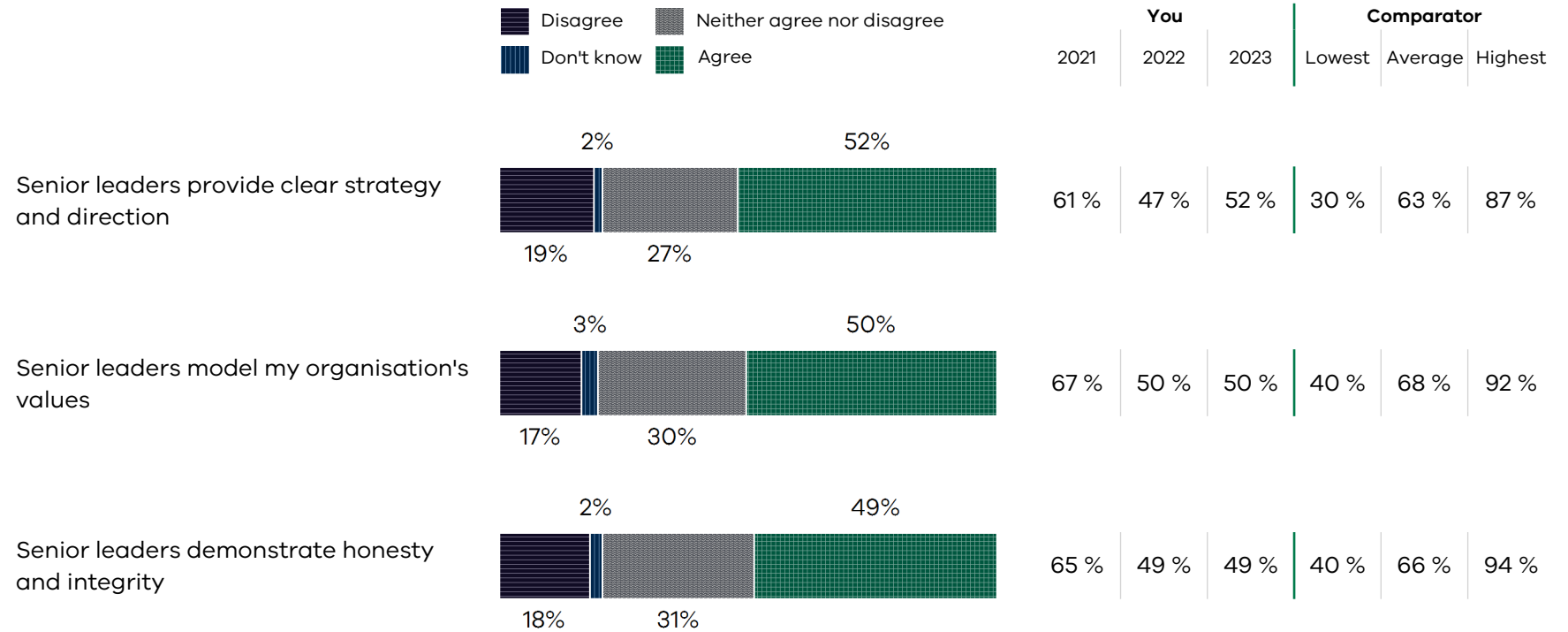
Example

52% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

Benchmark agree results



People matter survey

2023

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

Demographics

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- Aboriginal and/or Torres Strait Islander
- Disability
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- Adjustments
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- Primary role

Organisational climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

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

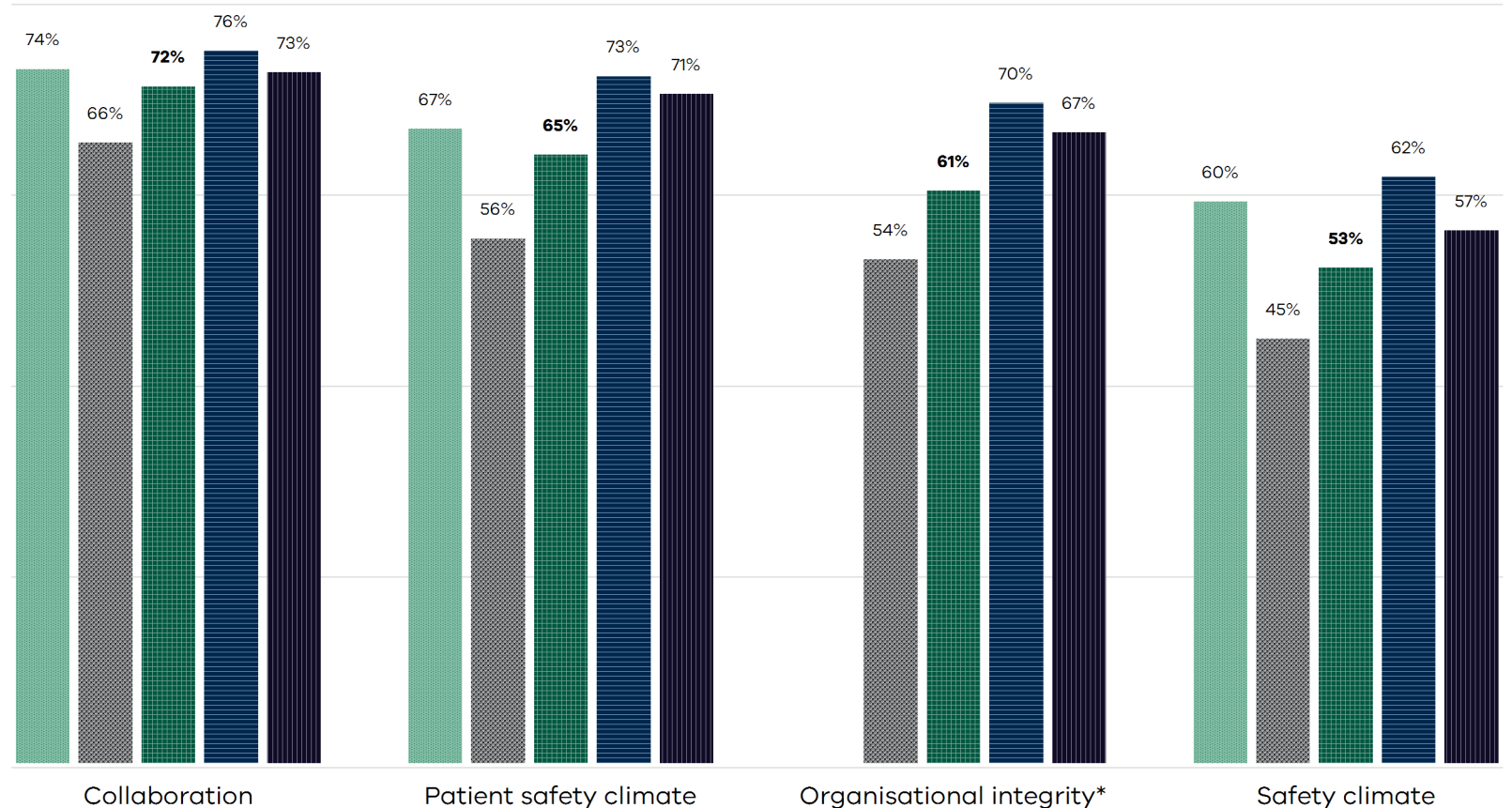
Example

In 2023:

- 72% of your staff who did the survey responded positively to questions about Collaboration which is up from 66% in 2022.

Compared to:

- 76% 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

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

Organisational climate

Organisational integrity 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

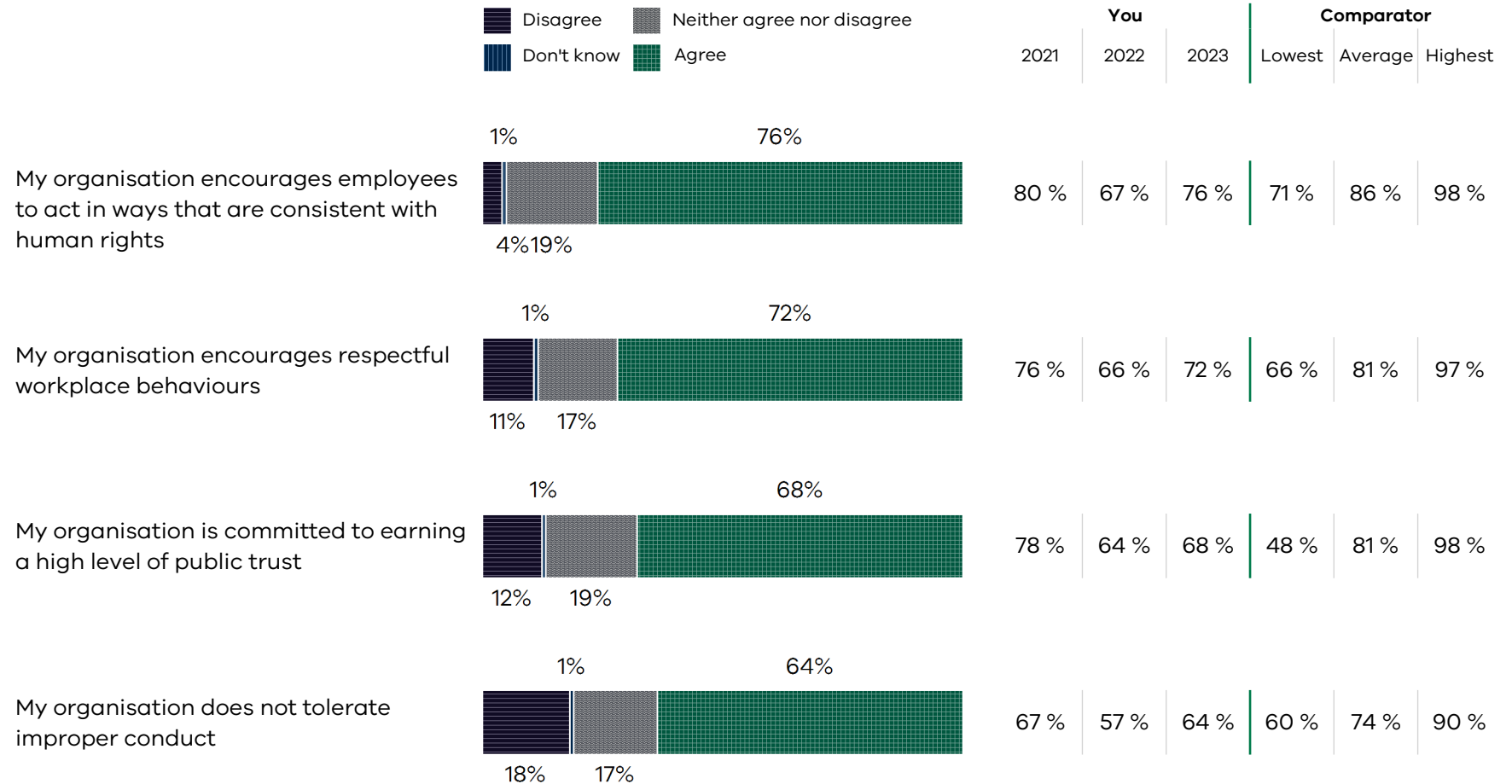
Example

76% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question

Your results

Benchmark agree results



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

59% of your staff who did the survey agreed or strongly agreed with 'I believe the recruitment processes in my organisation are fair'.

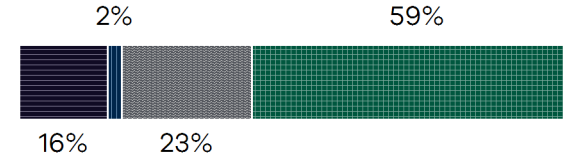
Survey question

Your results

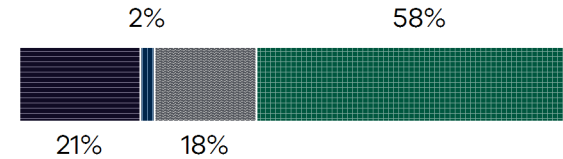
Benchmark agree results



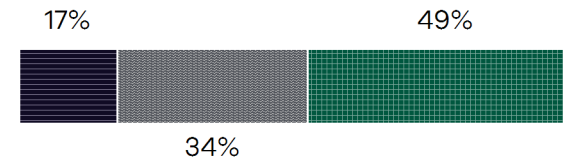
I believe the recruitment processes in my organisation are fair



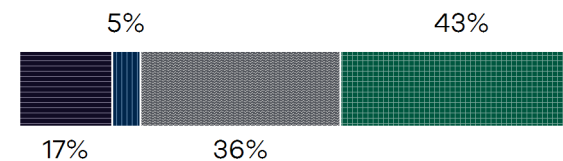
My organisation takes steps to eliminate bullying, harassment and discrimination



I have an equal chance at promotion in my organisation



I believe the promotion processes in my organisation are fair



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I believe the recruitment processes in my organisation are fair	Not asked	48 %	59 %	45 %	66 %	83 %
My organisation takes steps to eliminate bullying, harassment and discrimination	66 %	52 %	58 %	52 %	68 %	84 %
I have an equal chance at promotion in my organisation	Not asked	38 %	49 %	37 %	54 %	74 %
I believe the promotion processes in my organisation are fair	Not asked	38 %	43 %	33 %	51 %	77 %

Organisational climate

Collaboration

What this is

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

Why this is important

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

How to read this

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

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

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

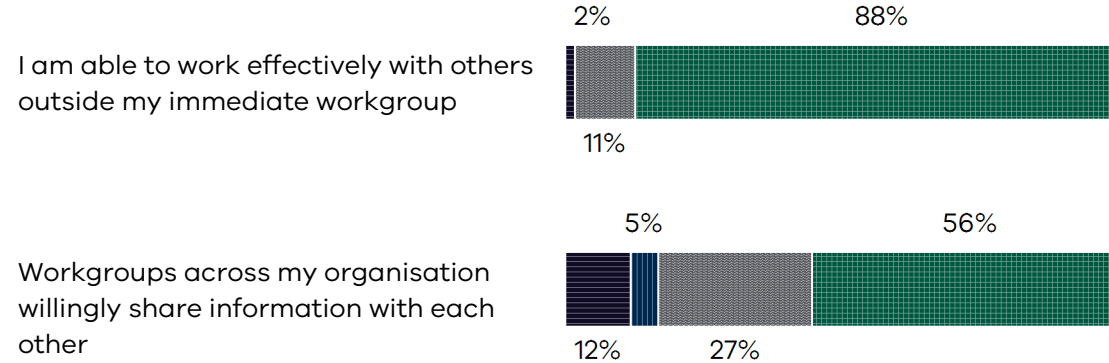
Example

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

Survey question

Your results

Benchmark agree results



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	92 %	81 %	88 %	78 %	88 %	96 %
Workgroups across my organisation willingly share information with each other	56 %	51 %	56 %	40 %	63 %	88 %

Organisational climate

Safety climate 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

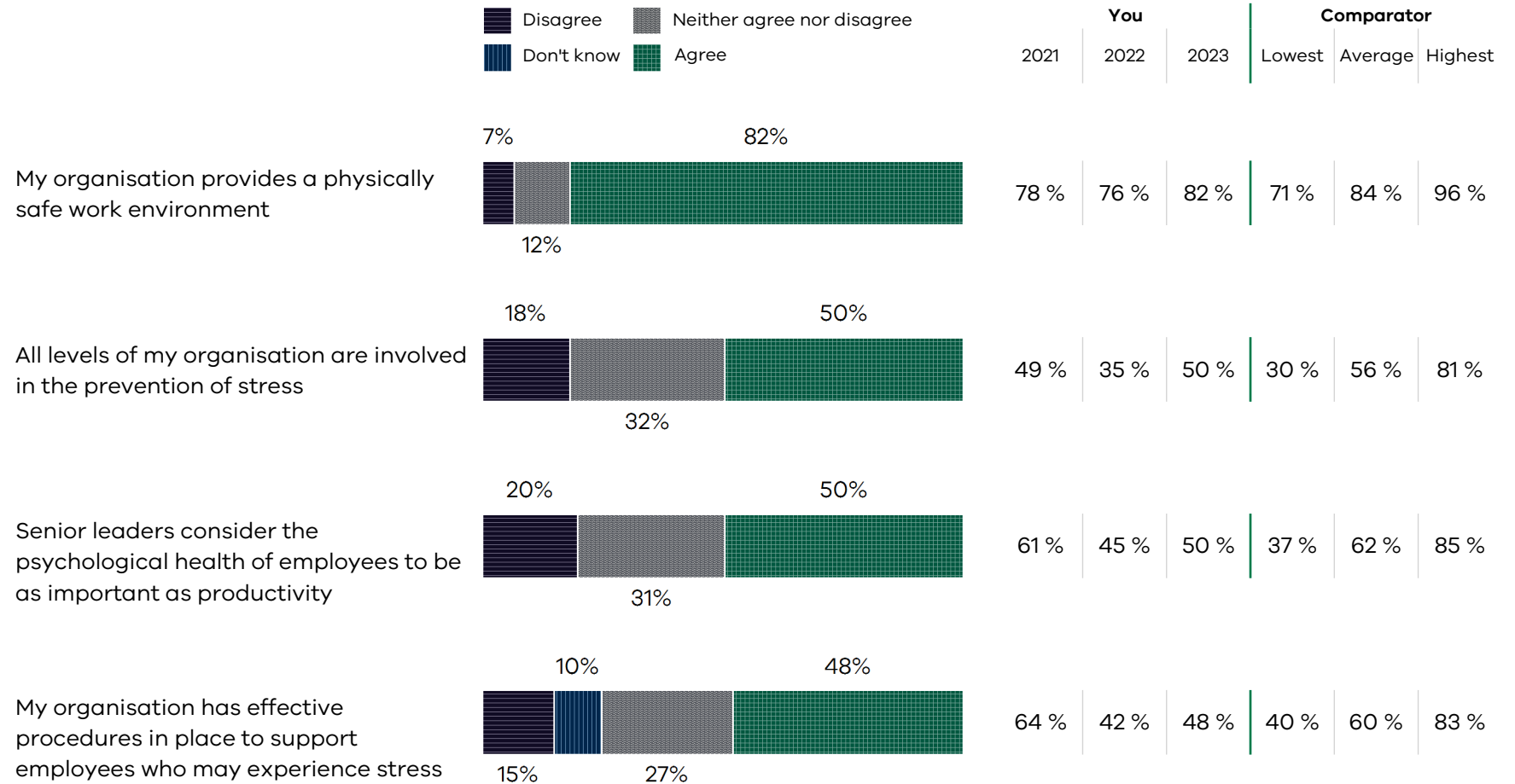
Example

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

Survey question

Your results

Benchmark agree results



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

45% of your staff who did the survey agreed or strongly agreed with 'In my workplace, there is good communication about psychological safety issues that affect me'.

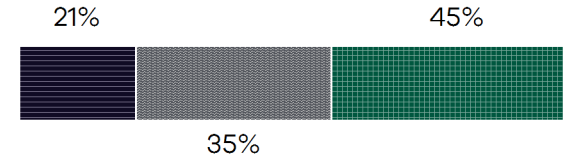
Survey question

Your results

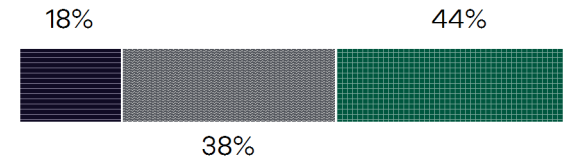
Benchmark agree results



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



Senior leaders show support for stress prevention through involvement and commitment



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
In my workplace, there is good communication about psychological safety issues that affect me	53 %	33 %	45 %	33 %	56 %	79 %
Senior leaders show support for stress prevention through involvement and commitment	54 %	42 %	44 %	31 %	57 %	81 %

Organisational climate

Patient safety climate 1 of 2

What this is

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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

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

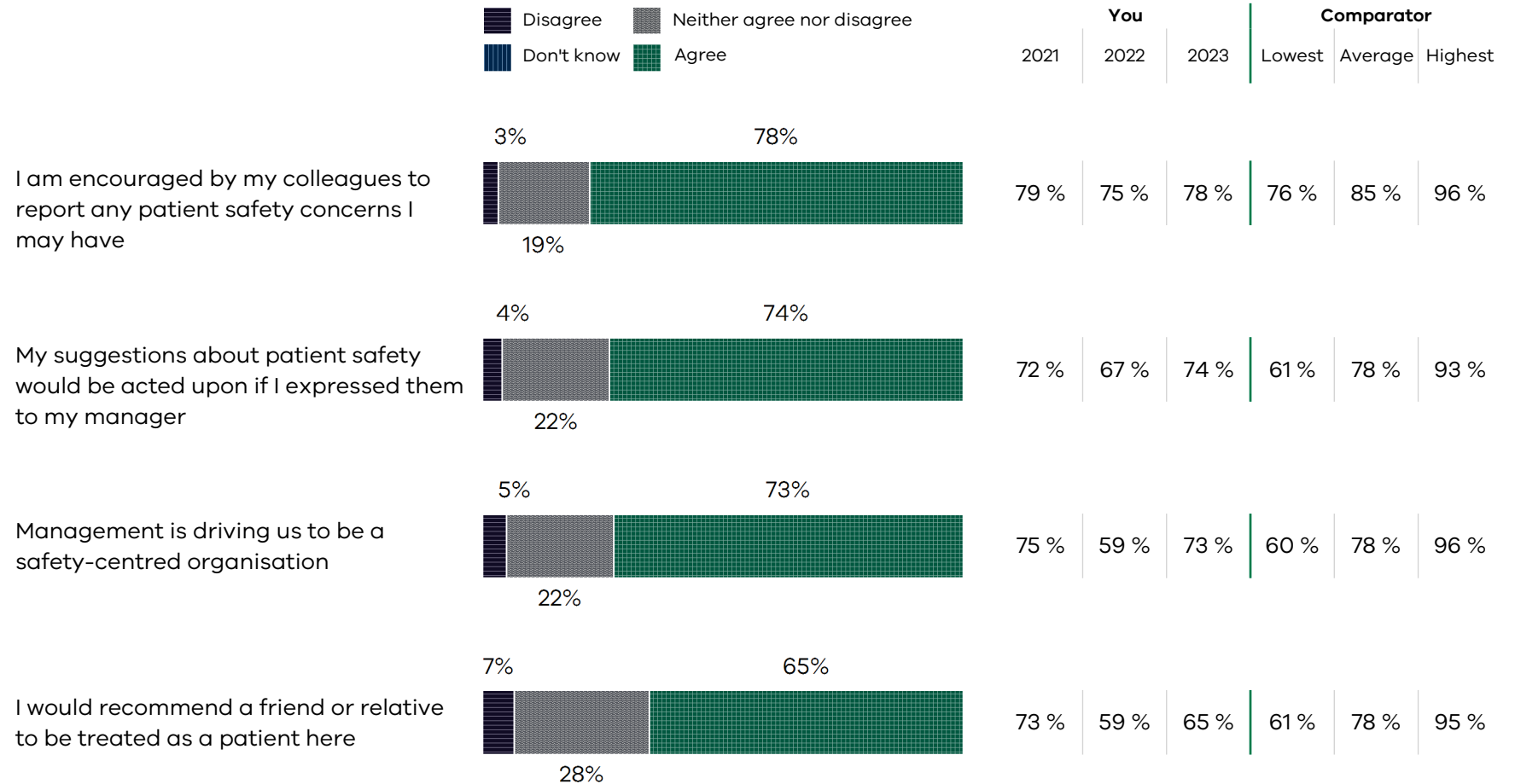
Example

78% of your staff who did the survey agreed or strongly agreed with 'I am encouraged by my colleagues to report any patient safety concerns I may have'.

Survey question

Your results

Benchmark agree results



Organisational climate

Patient safety climate 2 of 2

What this is

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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

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

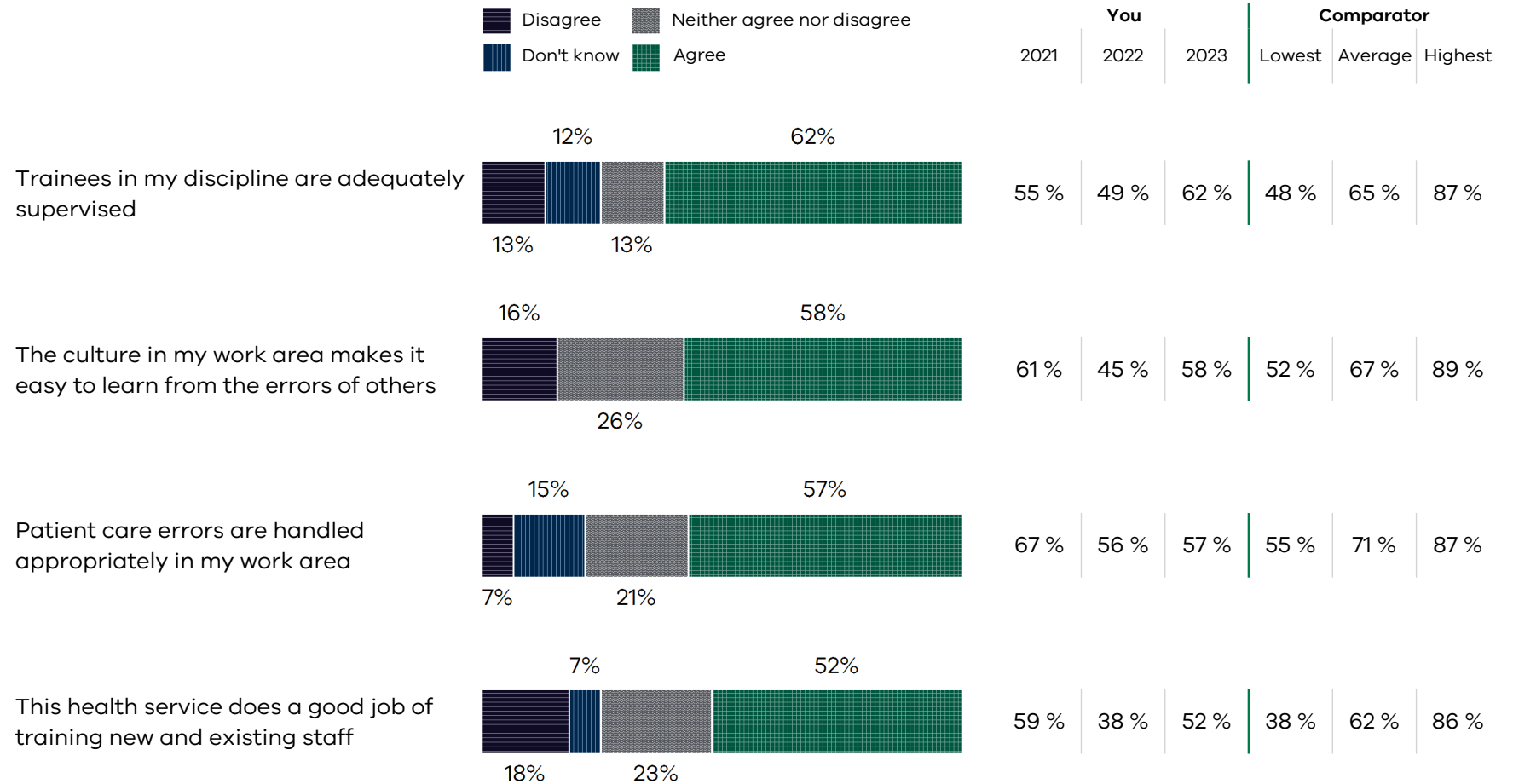
Example

62% of your staff who did the survey agreed or strongly agreed with 'Trainees in my discipline are adequately supervised'.

Survey question

Your results

Benchmark agree results



People matter survey

2023

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- Human rights

Topical questions

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

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
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- Cultural diversity
- Employment
- Adjustments
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- Categories
- Primary role

Workgroup climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

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

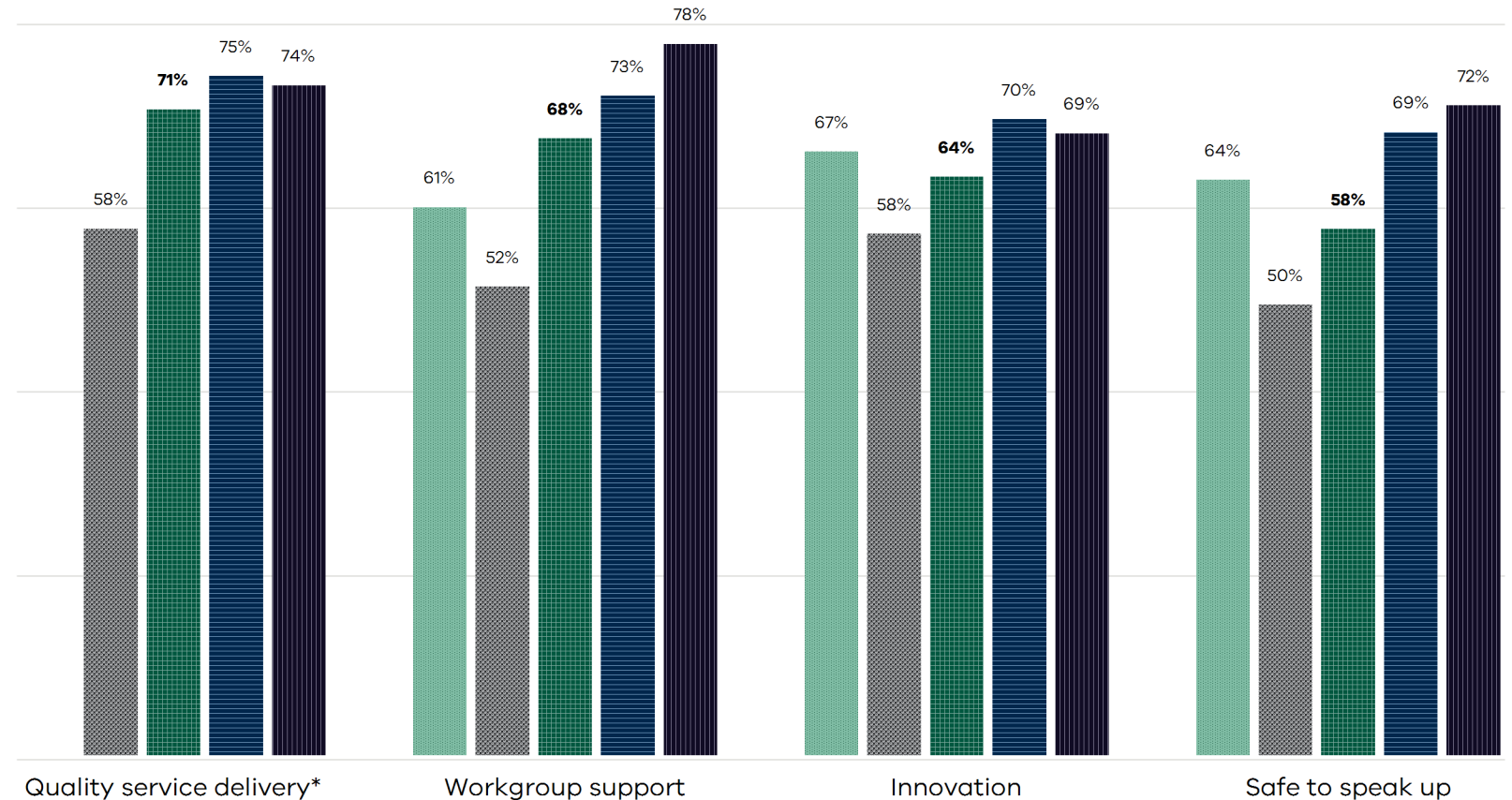
Example

In 2023:

- 71% of your staff who did the survey responded positively to questions about Quality service delivery which is up from 58% in 2022.

Compared to:

- 75% of staff at your comparator and 74% of staff across the public sector.



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

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

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.

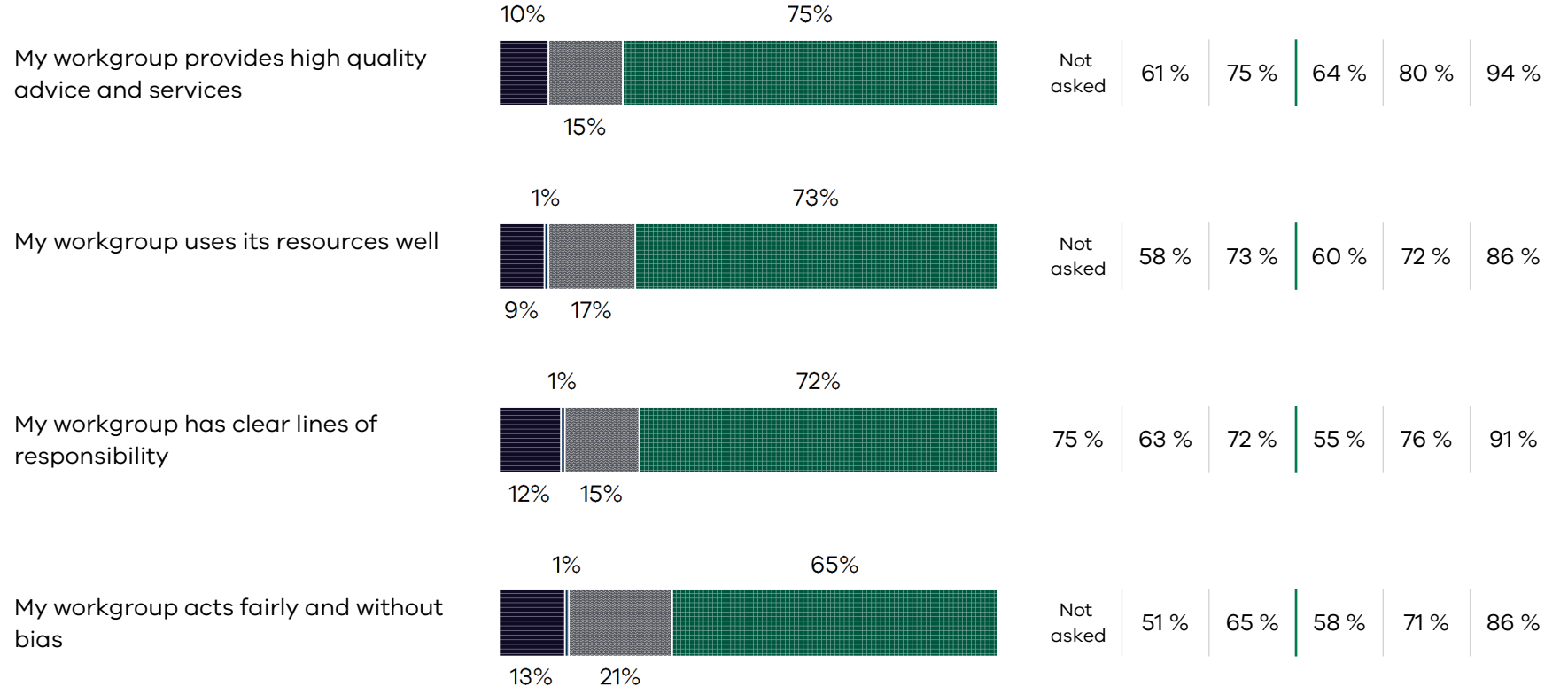
Example

75% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question

Your results

Benchmark agree results



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

67% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.

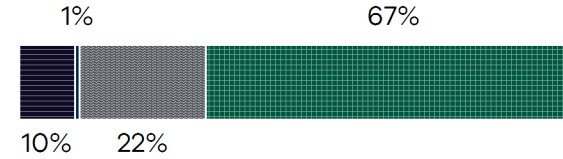
Survey question

Your results

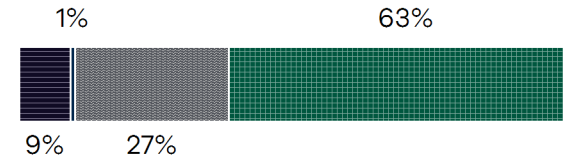
Benchmark agree results



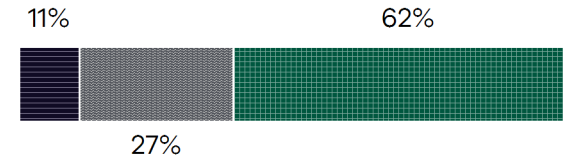
My workgroup learns from failures and mistakes



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



My workgroup encourages employee creativity



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My workgroup learns from failures and mistakes	64 %	62 %	67 %	58 %	72 %	89 %
My workgroup is quick to respond to opportunities to do things better	71 %	58 %	63 %	54 %	72 %	90 %
My workgroup encourages employee creativity	65 %	53 %	62 %	51 %	67 %	85 %

Workgroup climate

Workgroup support 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

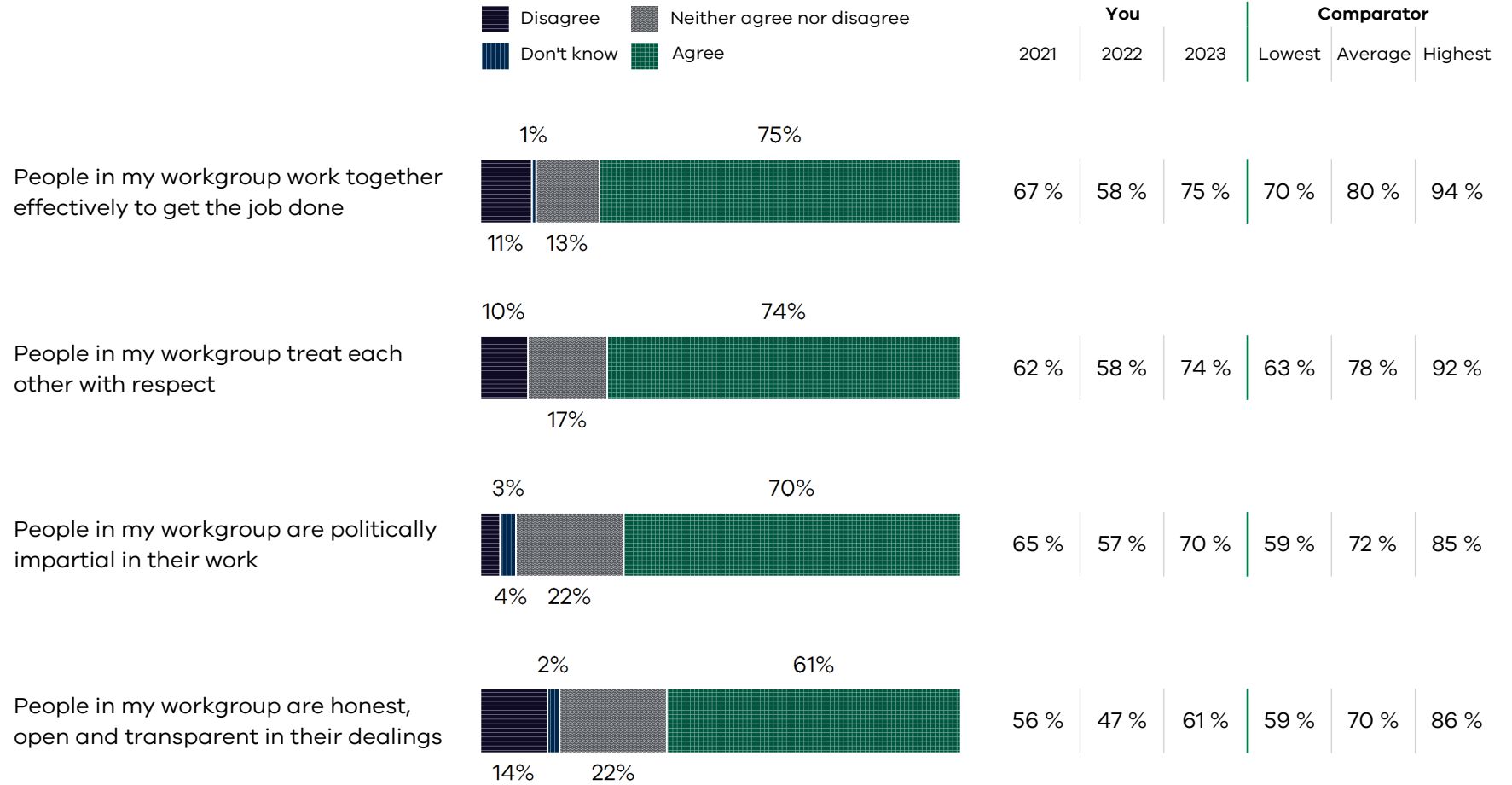
Example

75% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

Survey question

Your results

Benchmark agree results



Workgroup climate

Workgroup support 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

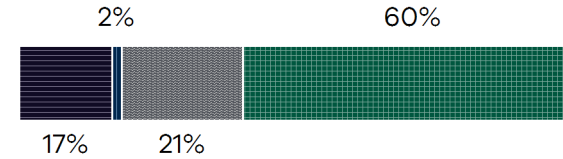
Example

60% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

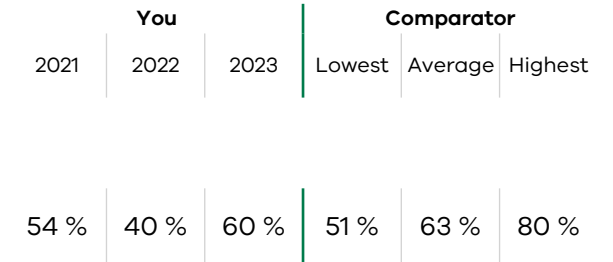
Survey question

People in my workgroup appropriately manage conflicts of interest

Your results



Benchmark agree results



Workgroup climate

Safe to speak up

What this is

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

Why this is important

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

How to read this

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

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

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

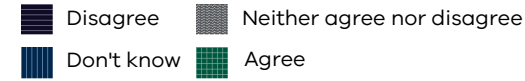
Example

61% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.

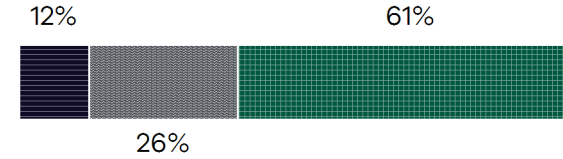
Survey question

Your results

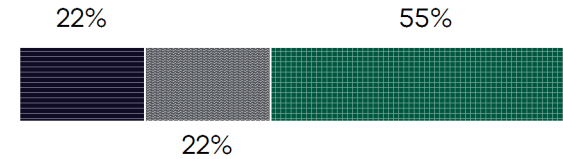
Benchmark agree results



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



I feel safe to challenge inappropriate behaviour at work



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
People in my workgroup are able to bring up problems and tough issues	66 %	49 %	61 %	54 %	69 %	84 %
I feel safe to challenge inappropriate behaviour at work	61 %	51 %	55 %	56 %	68 %	85 %

People matter survey

2023

Have your say

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- Survey's theoretical framework
- Your comparator group
- Your response rate

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- Scorecard: satisfaction, stress, intention to stay, inclusion
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- Burnout levels
- Intention to stay
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- Scorecard: emotional effects of work
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- Bullying
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Key differences

- Highest scoring
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- Most improved
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- Biggest positive difference from comparator
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- Taking action questions

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- Manager leadership
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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

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

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.

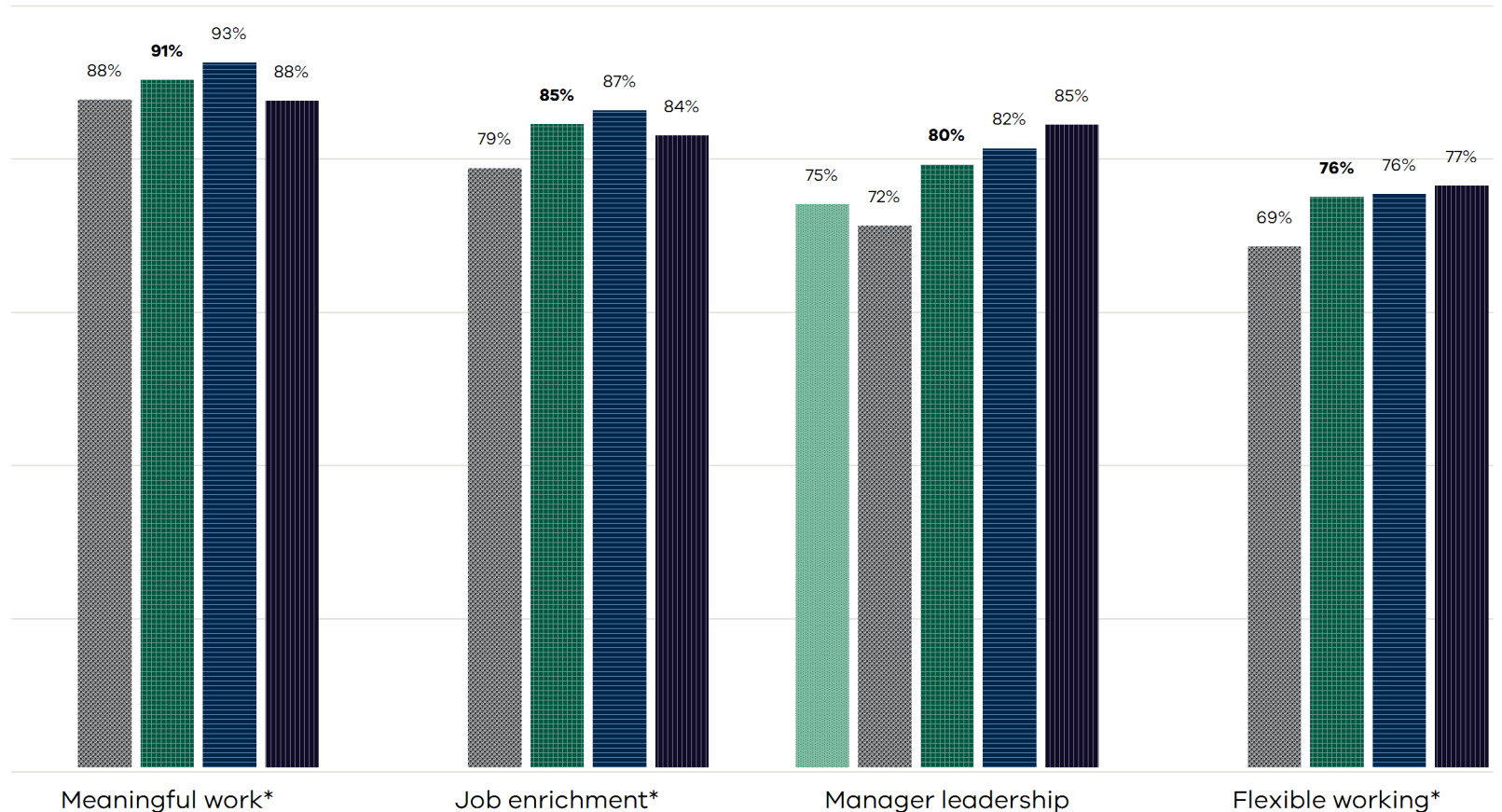
Example

In 2023:

- 91% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

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



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

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

Job and manager factors

Scorecard 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

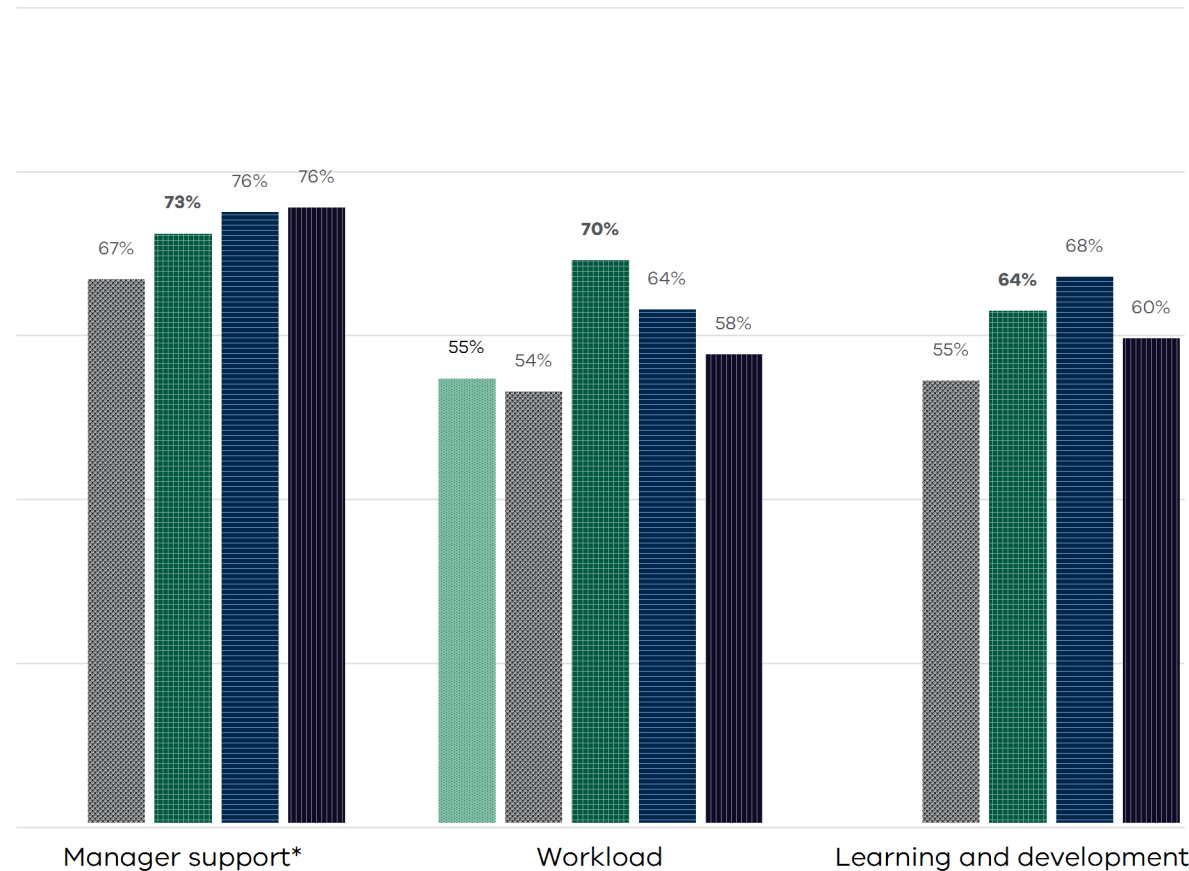
Example

In 2023:

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

Compared to:

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



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

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

Job and manager factors

Manager leadership

What this is

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

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

How to read this

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

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

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

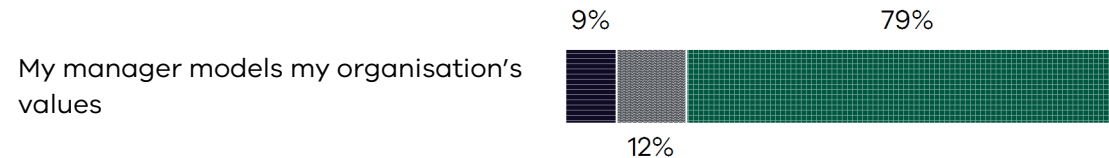
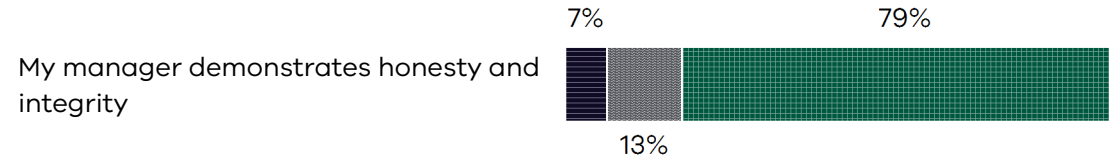
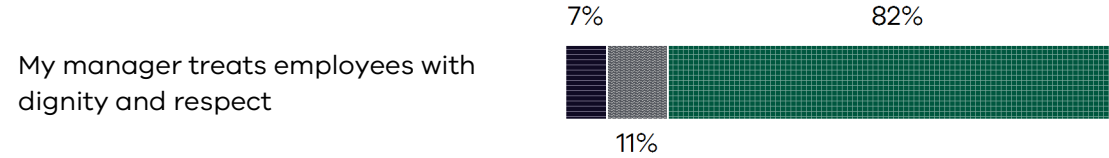
Example

82% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

Your results

Benchmark agree results



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest

76 %	74 %	82 %	67 %	83 %	94 %
------	------	------	------	------	------

75 %	71 %	79 %	67 %	81 %	93 %
------	------	------	------	------	------

73 %	70 %	79 %	64 %	81 %	92 %
------	------	------	------	------	------

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.

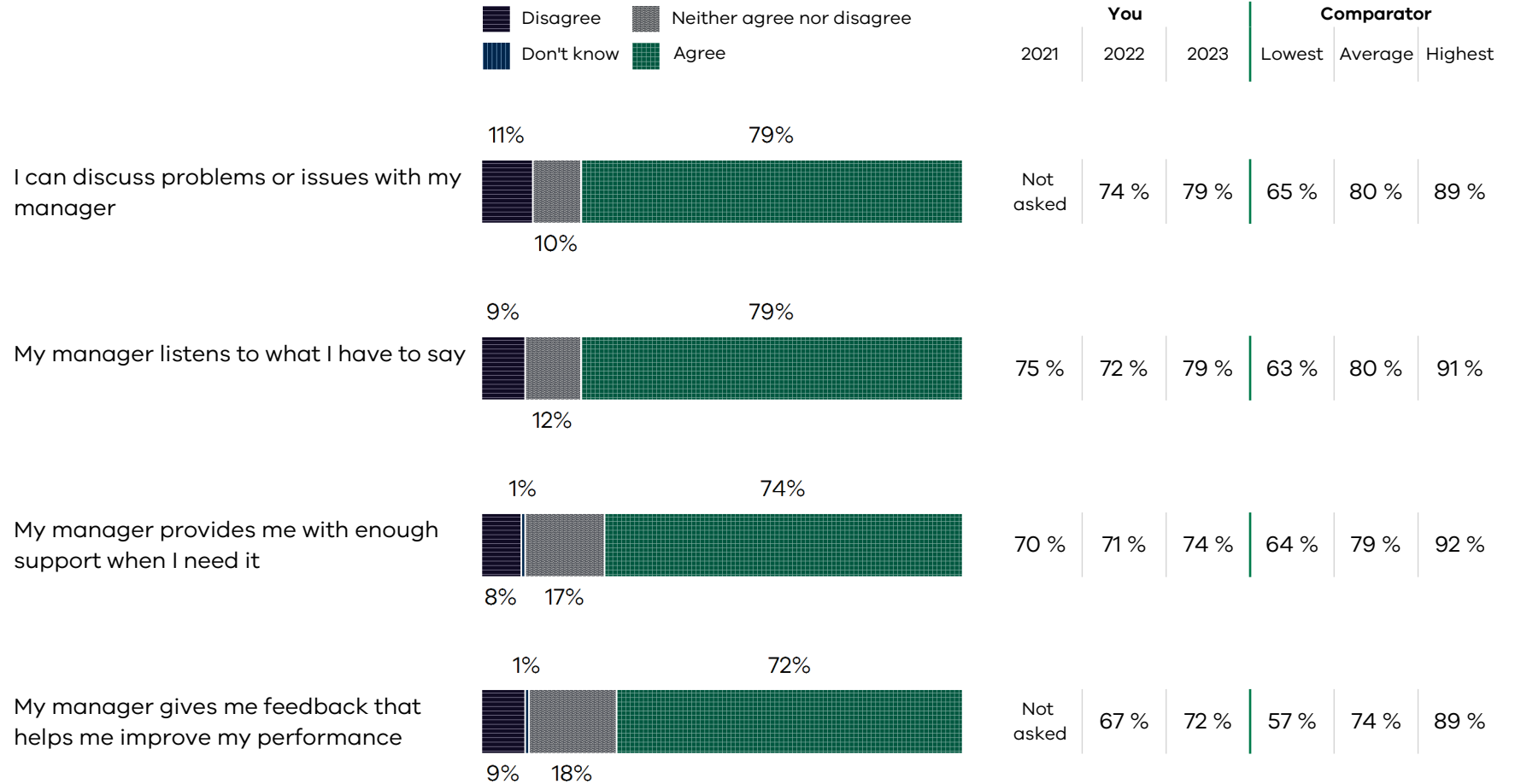
Example

79% of your staff who did the survey agreed or strongly agreed with 'I can discuss problems or issues with my manager'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Manager support 2 of 2

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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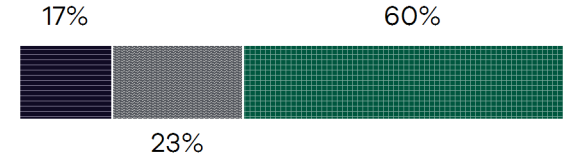
Example

60% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

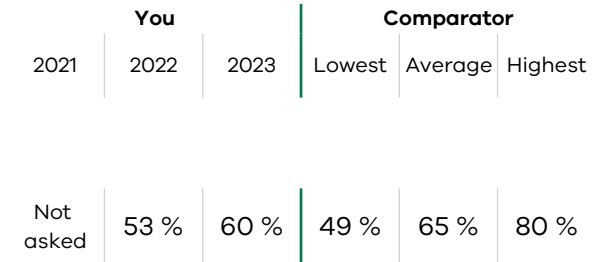
Survey question

I receive meaningful recognition when I do good work

Your results



Benchmark agree results



Job and manager factors

Workload

What this is

This is how staff feel about workload and time pressure.

Why this is important

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

How to read this

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

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

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

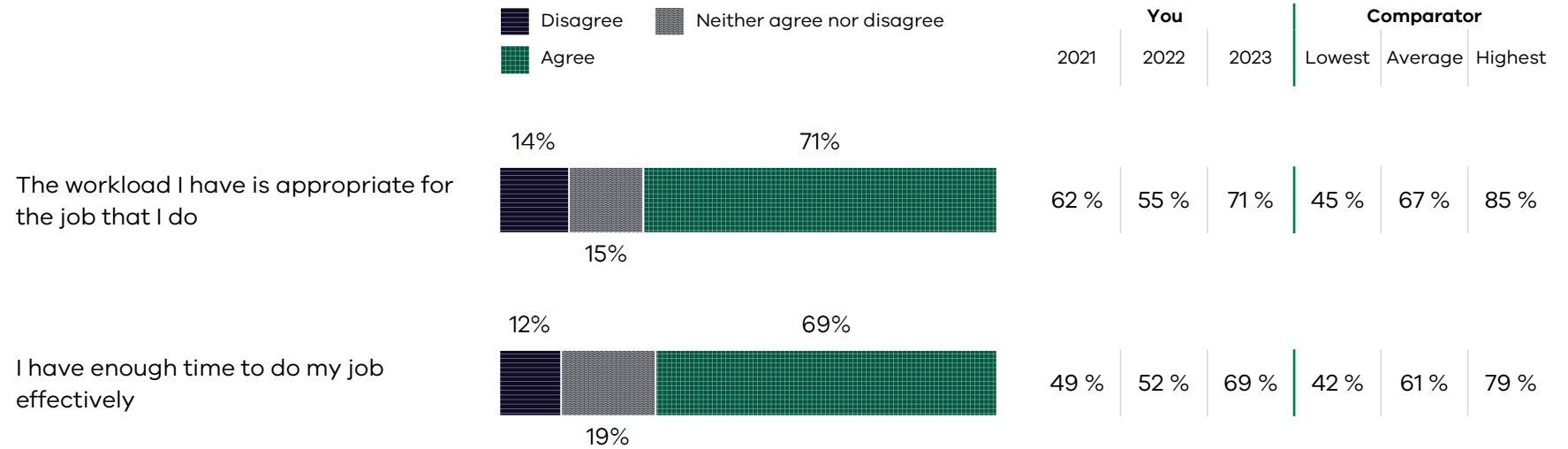
Example

71% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Learning and development

What this is

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

Why this is important

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

How to read this

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

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

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

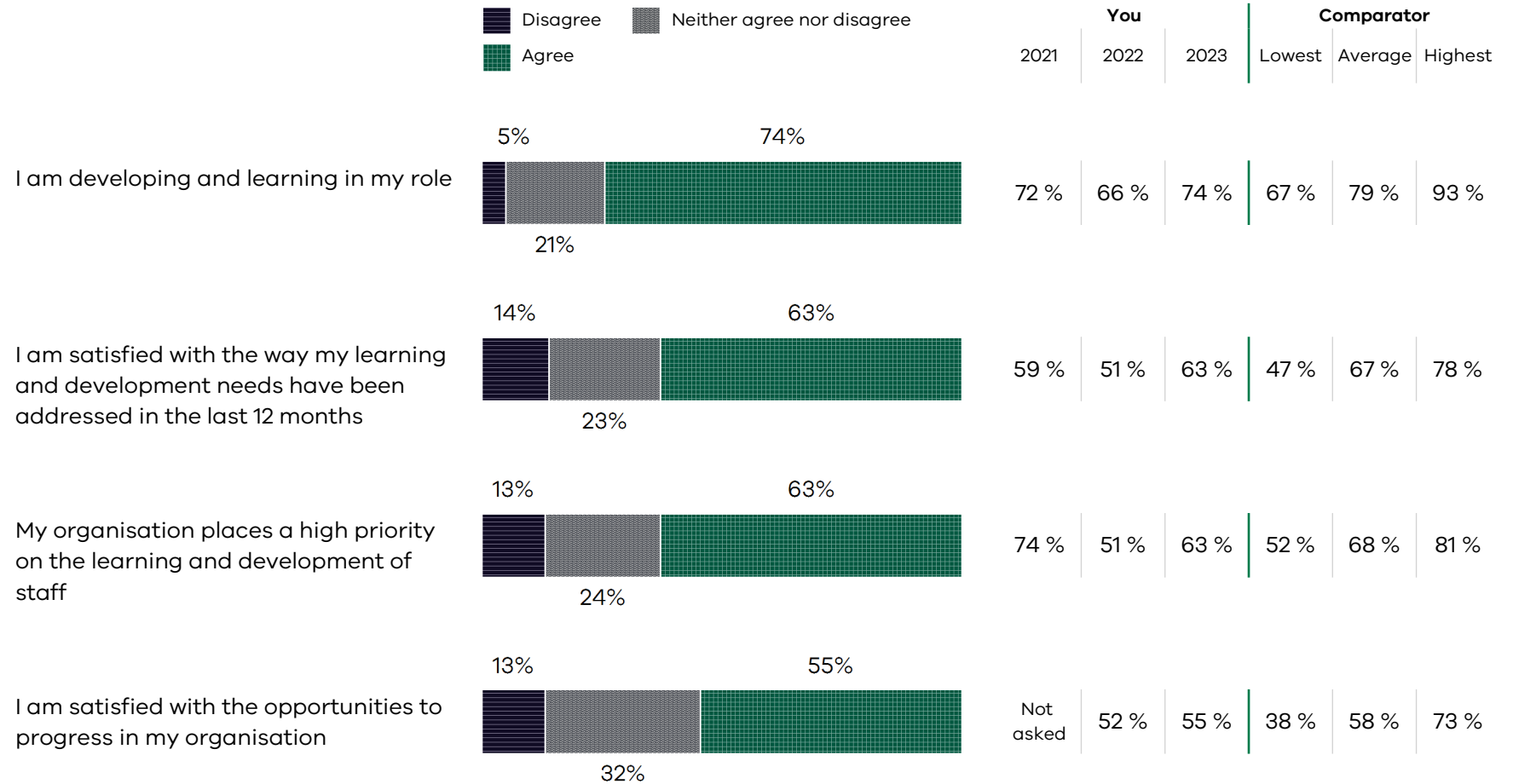
Example

74% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

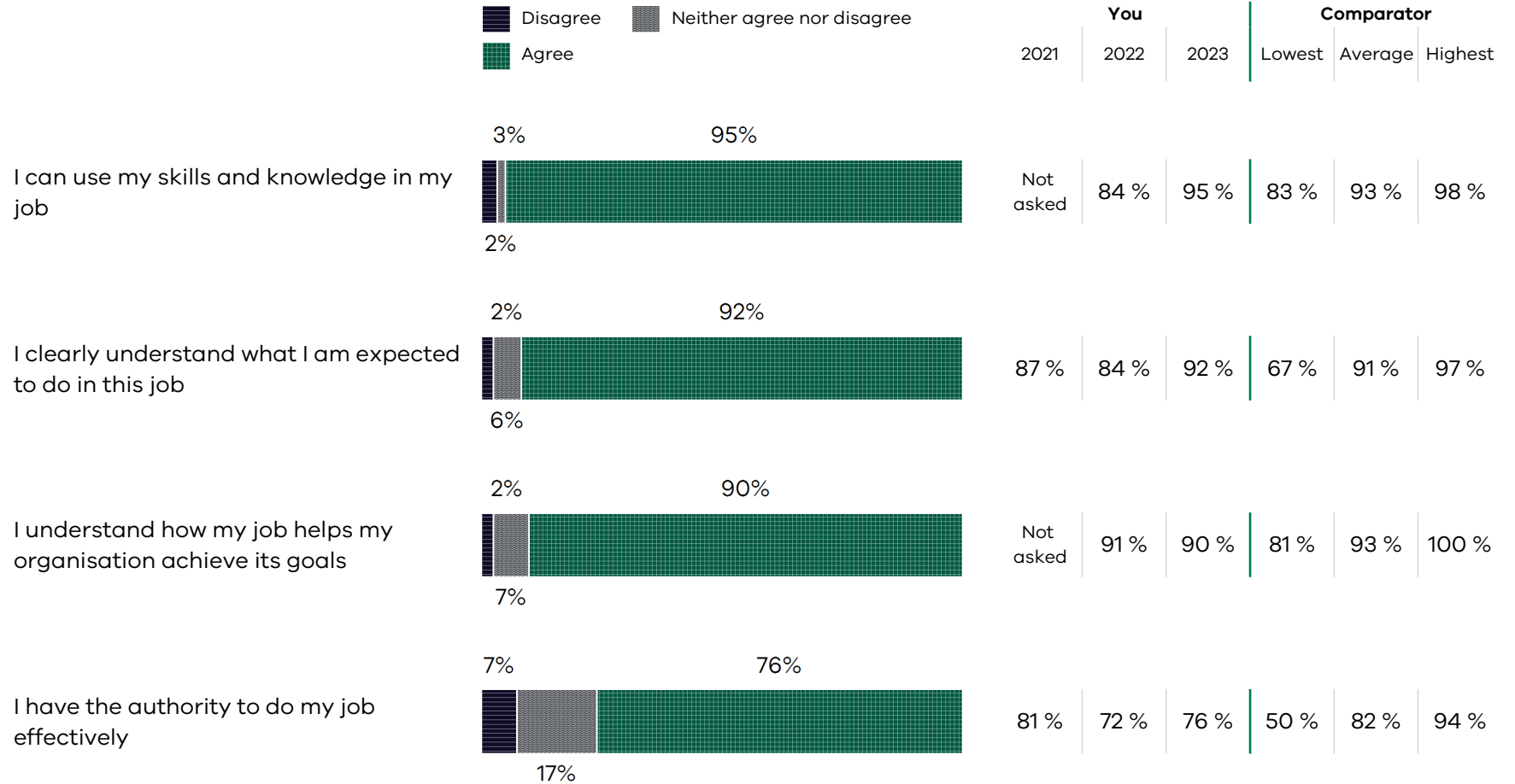
Example

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

Benchmark agree results



Job and manager factors

Job enrichment 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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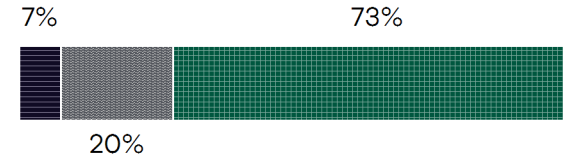
Example

73% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

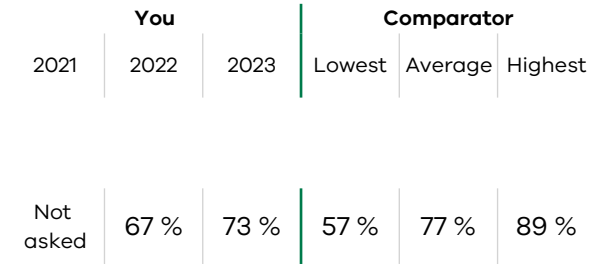
Survey question

I have a say in how I do my work

Your results



Benchmark agree results



Job and manager factors

Meaningful work

What this is

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

Why this is important

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

How to read this

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

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

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

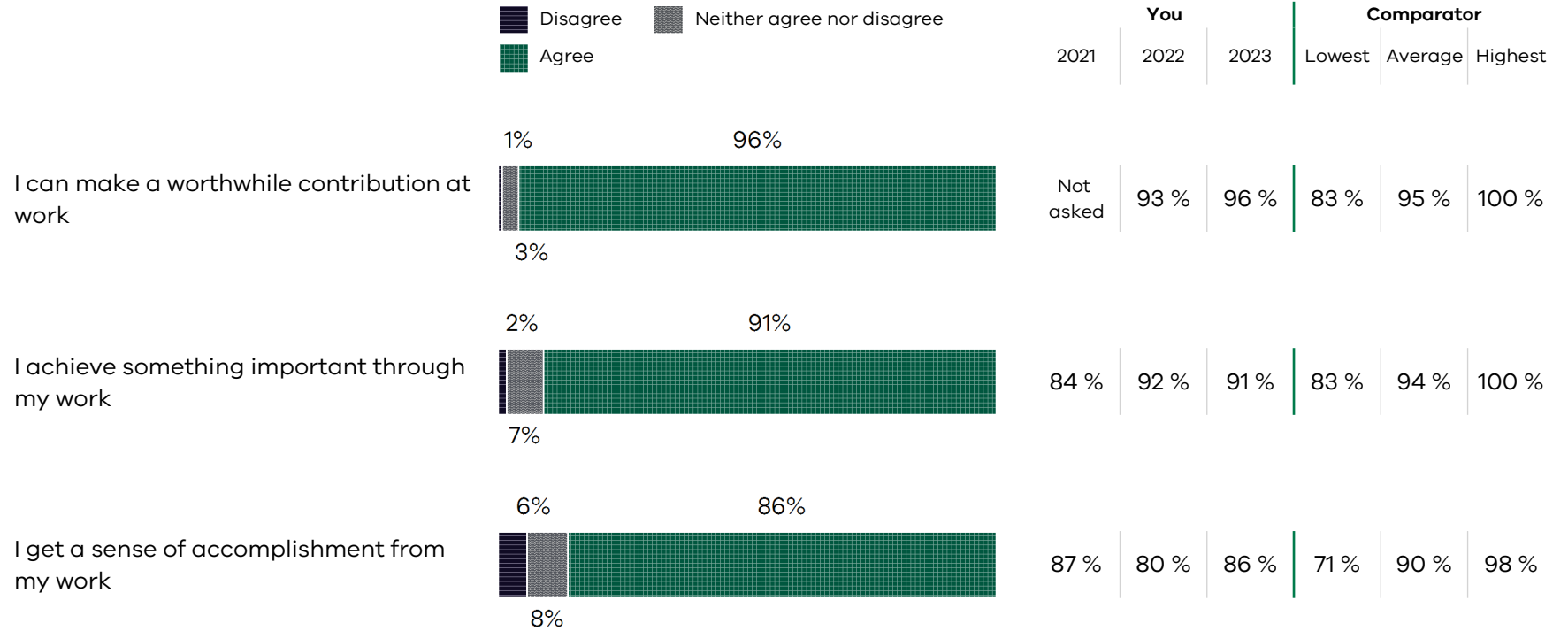
Example

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

Survey question

Your results

Benchmark agree results



Job and manager factors

Flexible working

What this is

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

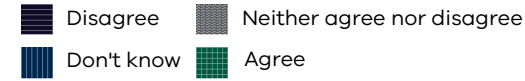
Example

80% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

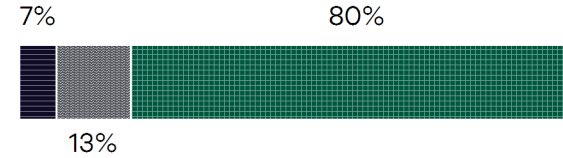
Survey question

Your results

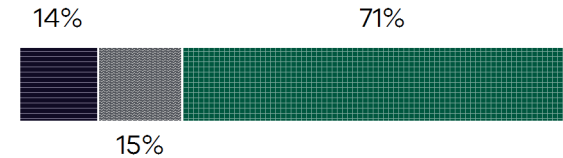
Benchmark agree results



My manager supports working flexibly



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My manager supports working flexibly	Not asked	71 %	80 %	59 %	80 %	94 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	72 %	67 %	71 %	51 %	72 %	89 %

People matter survey

2023

Have your say

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Result summary

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- Sexual harassment
- Discrimination
- Violence and aggression

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
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- Patient safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Demographics

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

Public sector values

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.

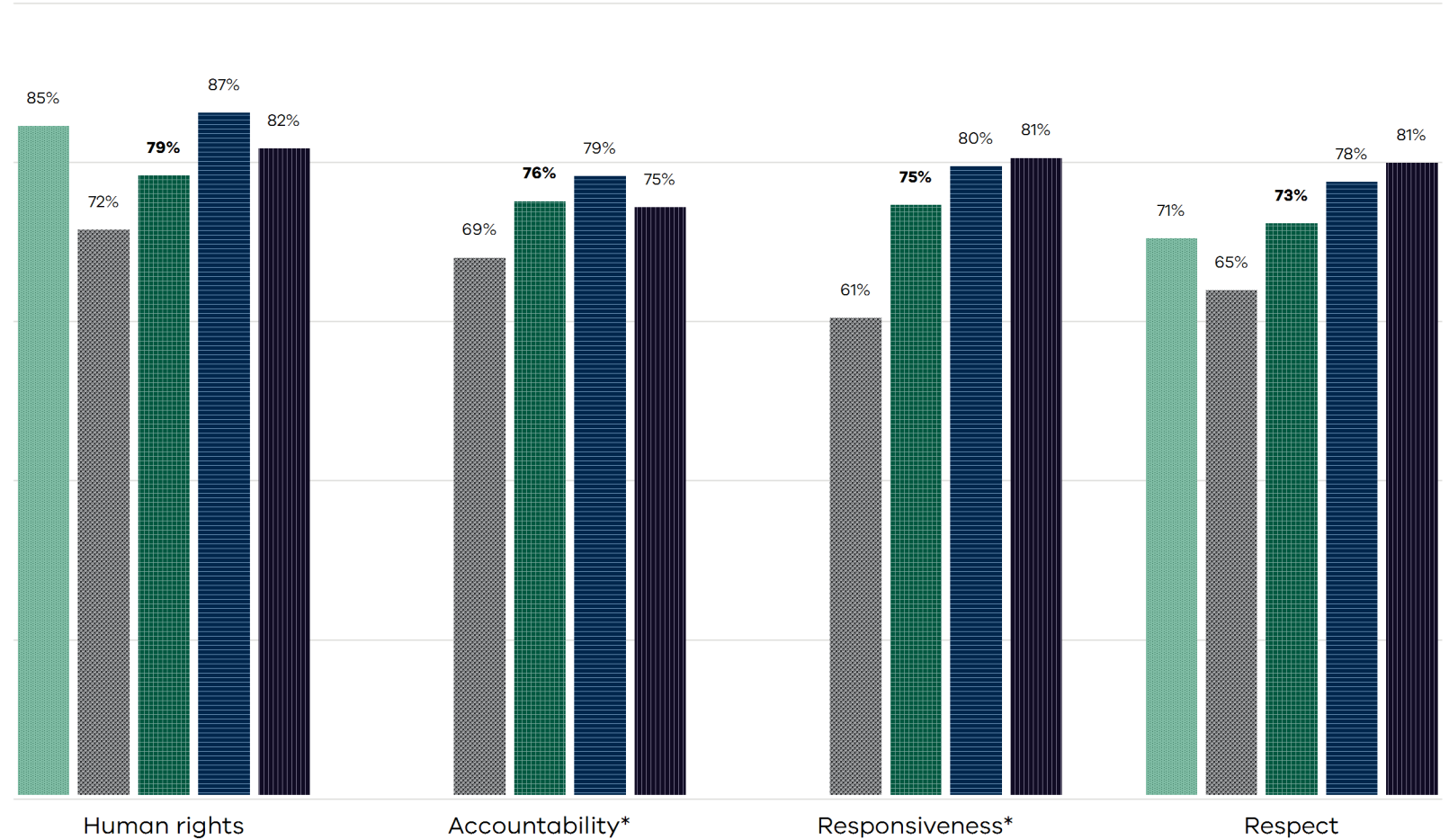
Example

In 2023:

- 79% of your staff who did the survey responded positively to questions about Human rights, which is up 7% in 2022.

Compared to:

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



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

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

Public sector values

Scorecard 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

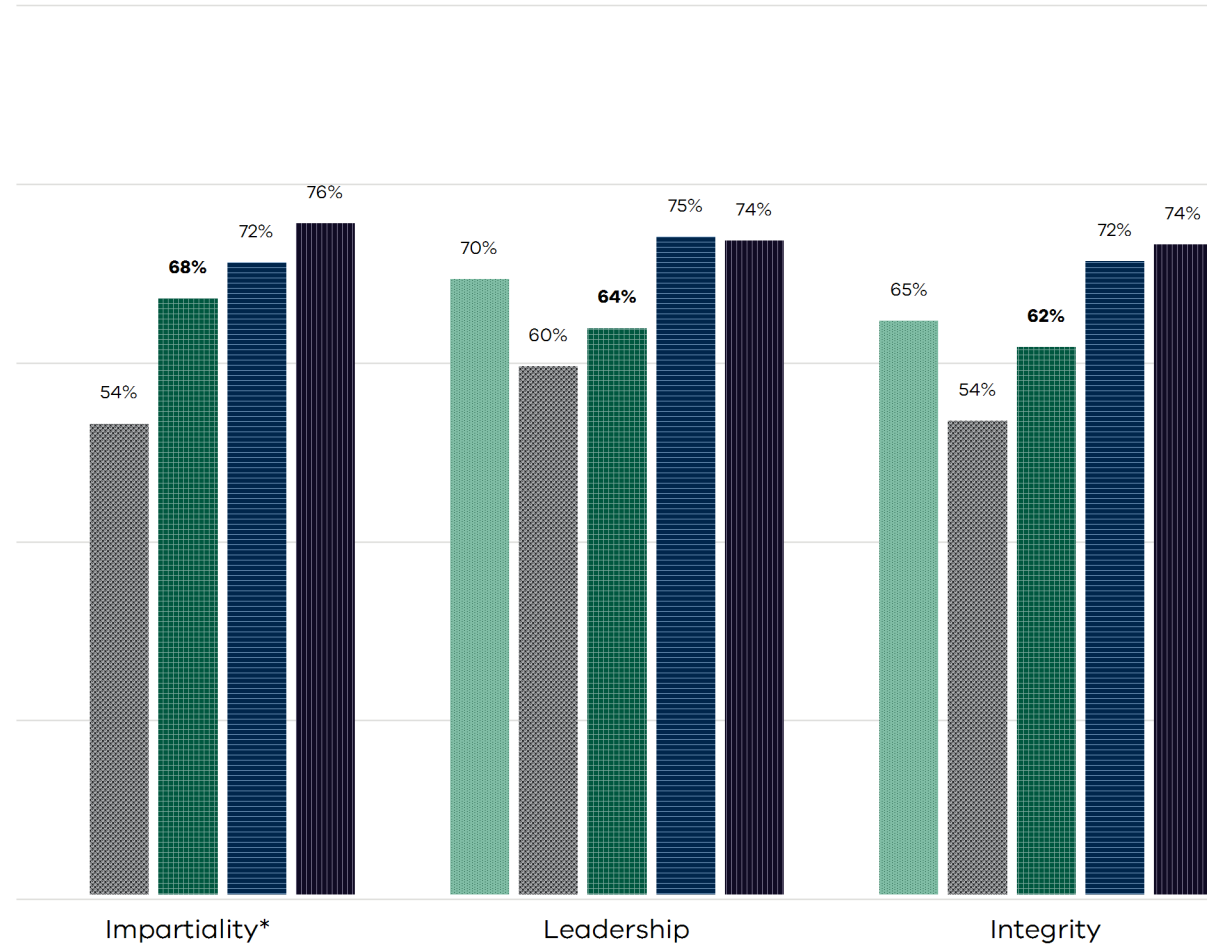
Example

In 2023:

- 68% of your staff who did the survey responded positively to questions about Impartiality, which is up 14% in 2022.

Compared to:

- 72% of staff at your comparator and 76% of staff across the public sector.



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

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

Public sector values

Responsiveness

What this is

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

Why this is important

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

How to read this

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

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

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

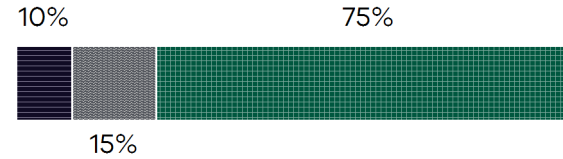
Example

75% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

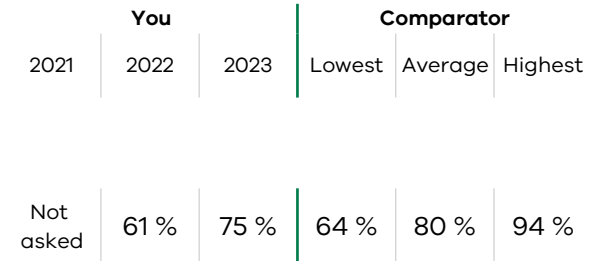
Survey question

My workgroup provides high quality advice and services

Your results



Benchmark agree results



Public sector values

Integrity 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

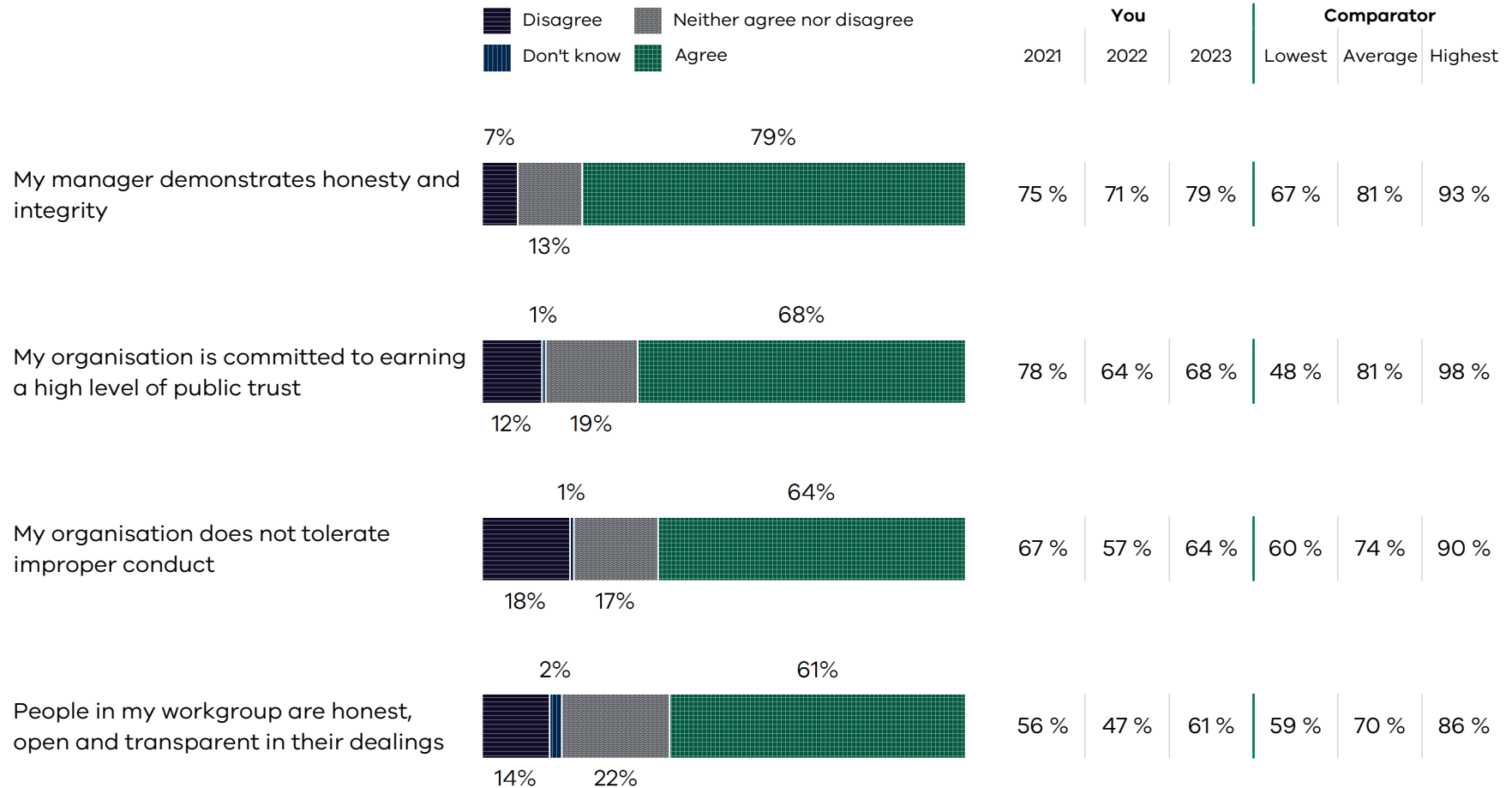
Example

79% of staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question

Your results

Benchmark agree results



Public sector values

Integrity 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

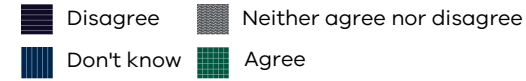
Example

60% of staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

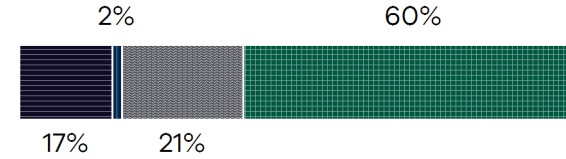
Survey question

Your results

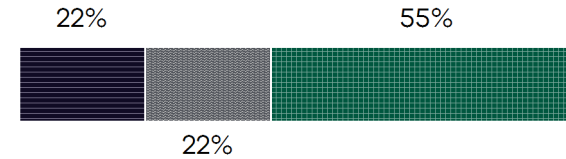
Benchmark agree results



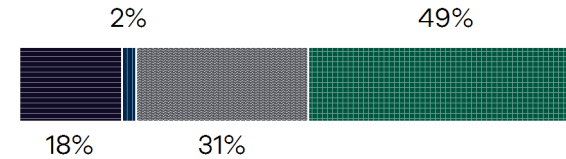
People in my workgroup appropriately manage conflicts of interest



I feel safe to challenge inappropriate behaviour at work



Senior leaders demonstrate honesty and integrity



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	54 %	40 %	60 %	51 %	63 %	80 %
	61 %	51 %	55 %	56 %	68 %	85 %
	65 %	49 %	49 %	40 %	66 %	94 %

Public sector values

Impartiality

What this is

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

Why this is important

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

How to read this

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

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

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

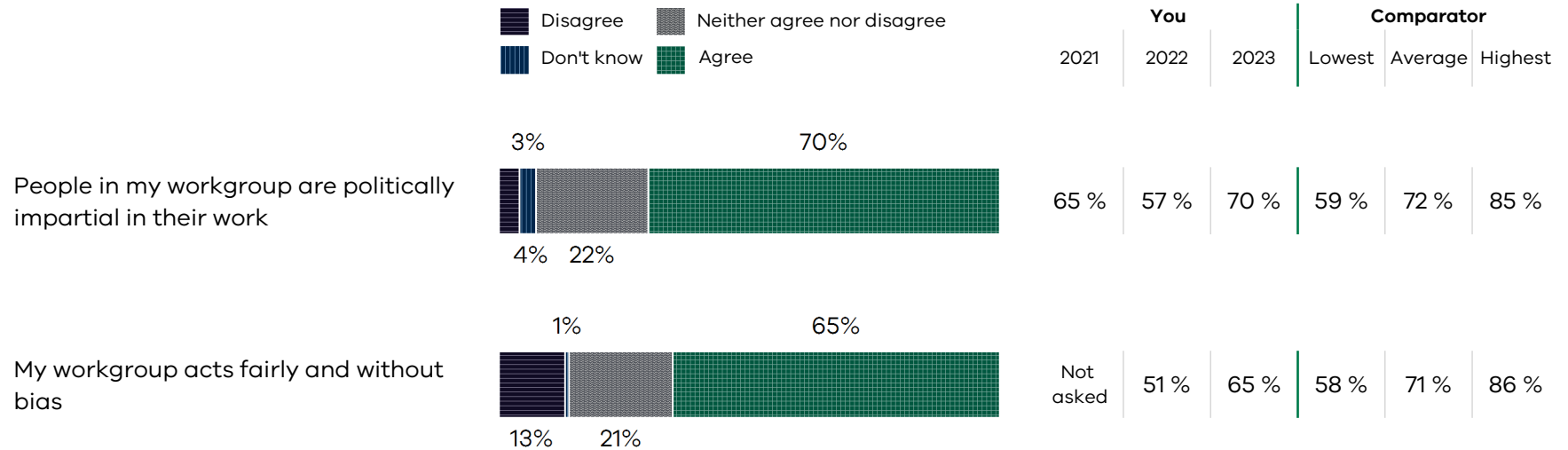
Example

70% 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



Public sector values

Accountability 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

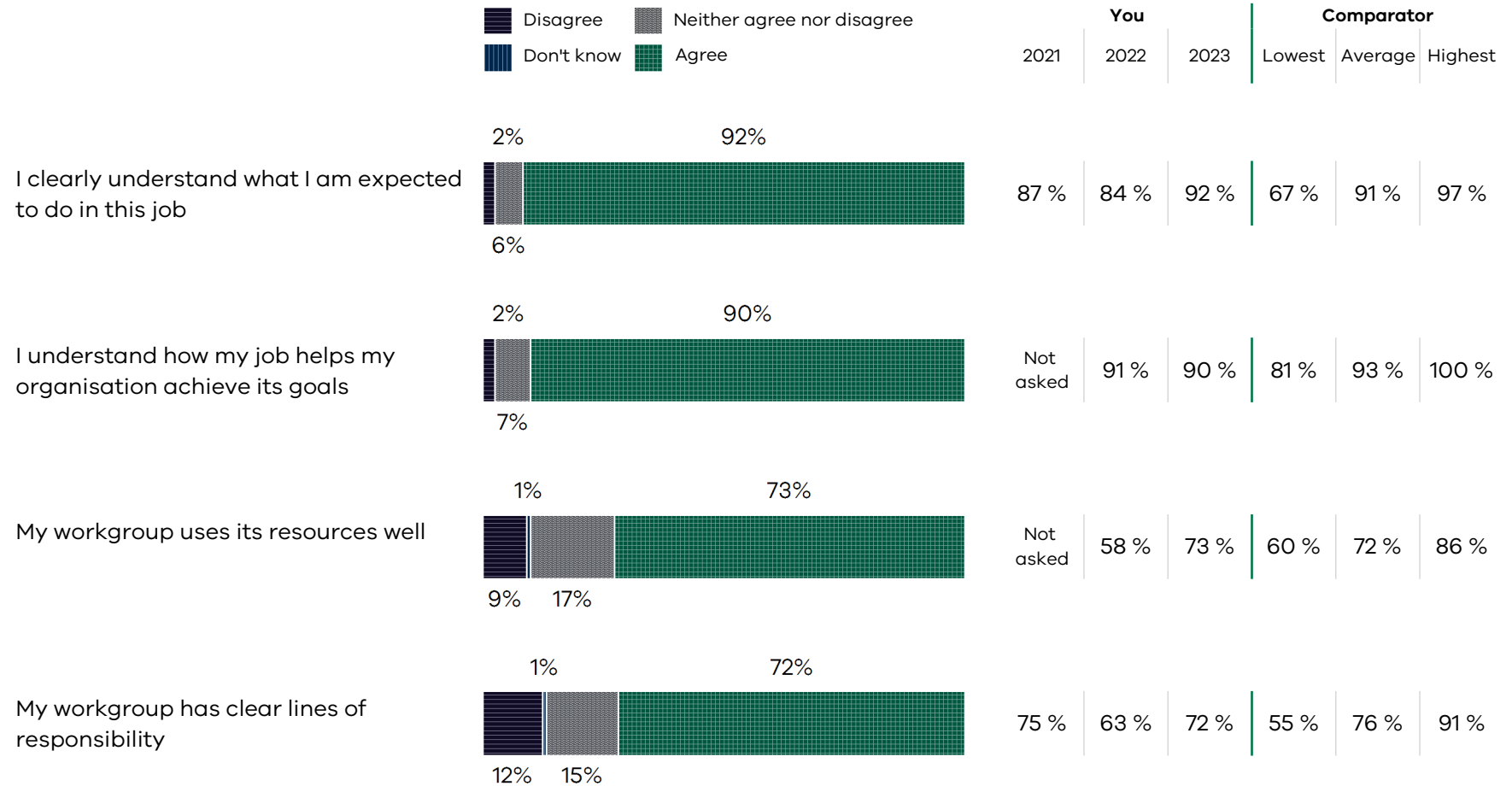
Example

92% of staff who did the survey agreed or strongly agreed with 'I clearly understand what I am expected to do in this job'.

Survey question

Your results

Benchmark agree results



Public sector values

Accountability 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

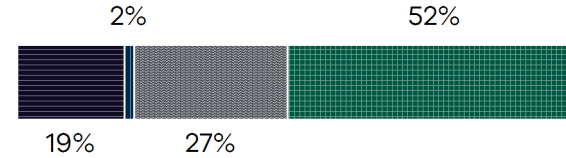
Example

52% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

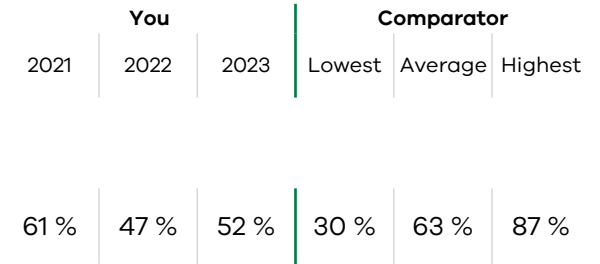
Survey question

Senior leaders provide clear strategy and direction

Your results



Benchmark agree results



Public sector values

Respect 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

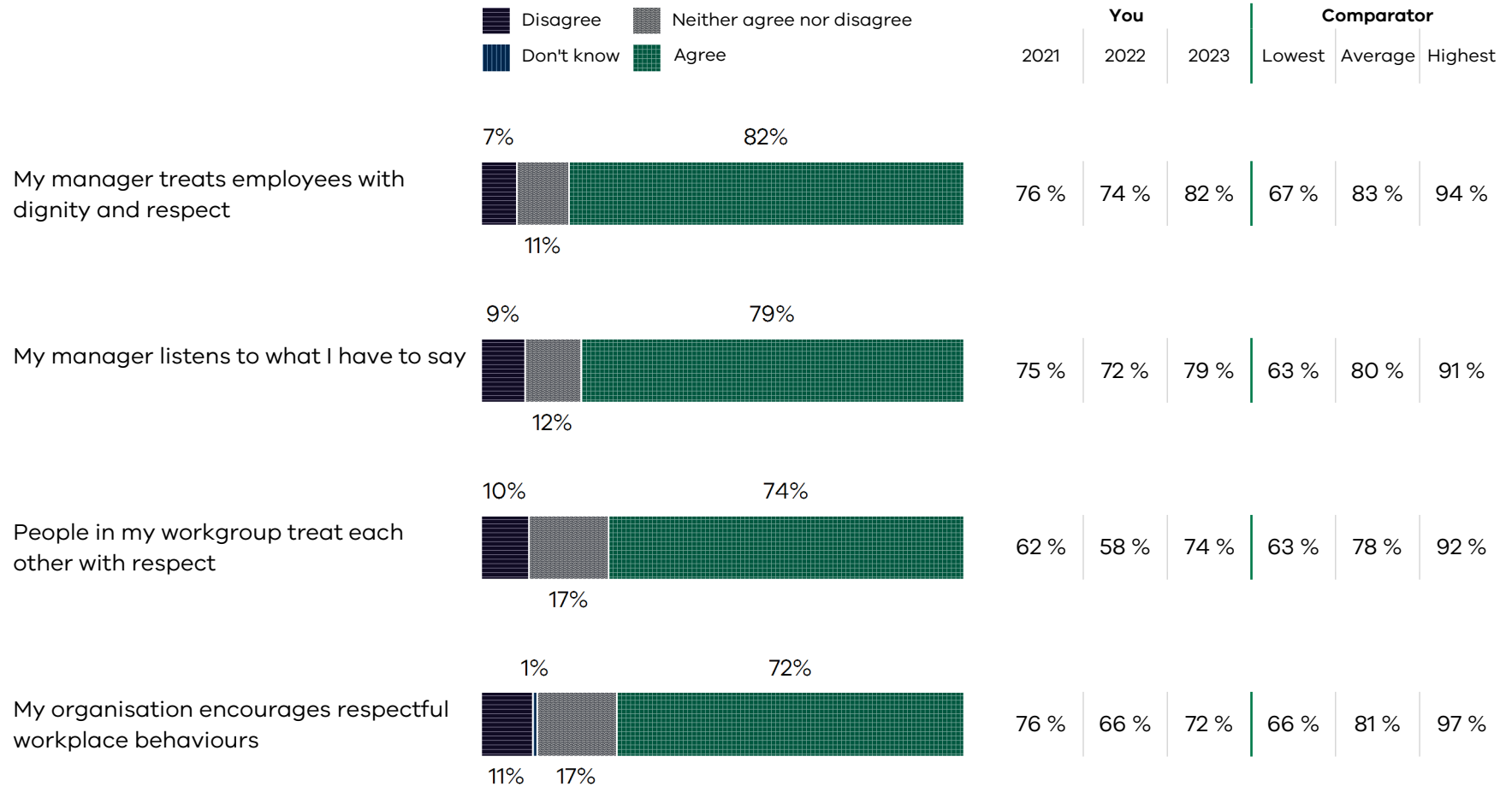
Example

82% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

Survey question

Your results

Benchmark agree results



Public sector values

Respect 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

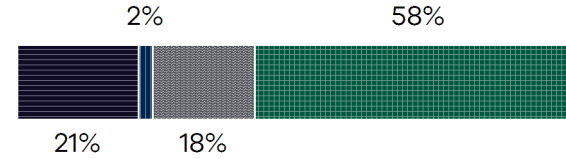
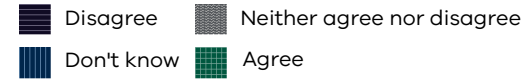
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

58% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

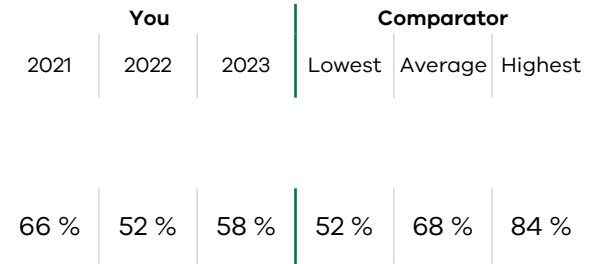
Survey question

My organisation takes steps to eliminate bullying, harassment and discrimination



Your results

Benchmark agree results



Public sector values

Leadership

What this is

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

Why this is important

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

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

How to read this

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

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

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

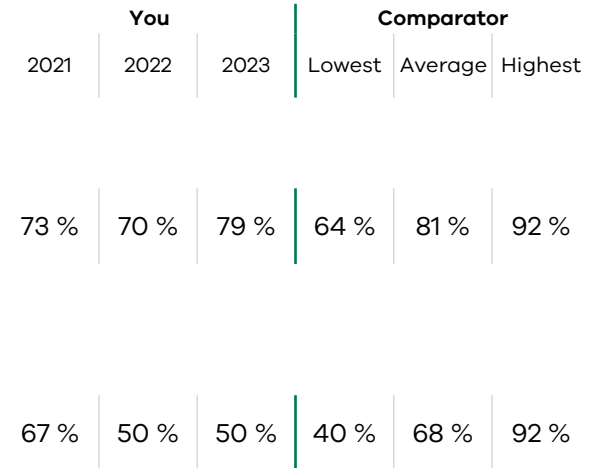
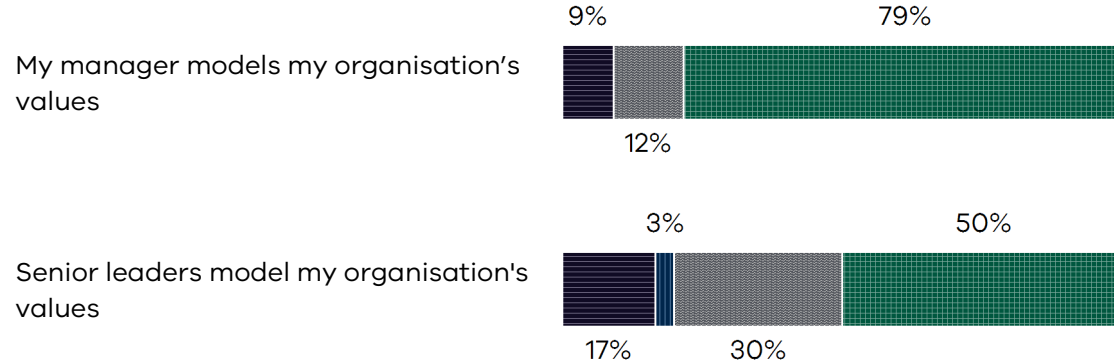
Example

79% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Survey question

Your results

Benchmark agree results



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.

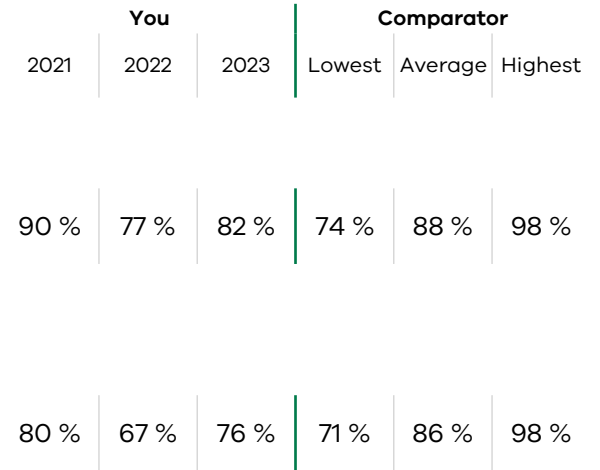
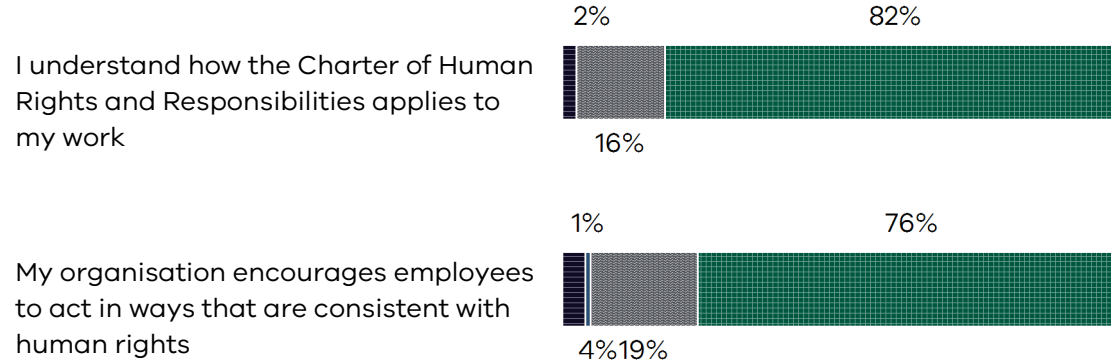
Example

82% of staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.

Survey question

Your results

Benchmark agree results



People matter survey

2023

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

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.

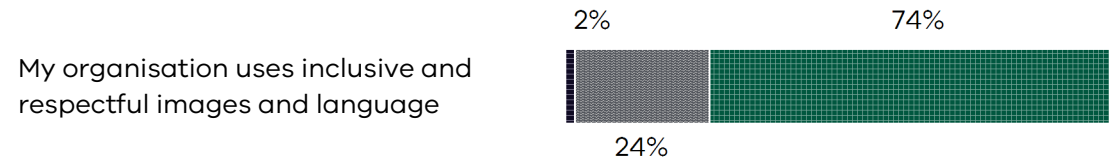
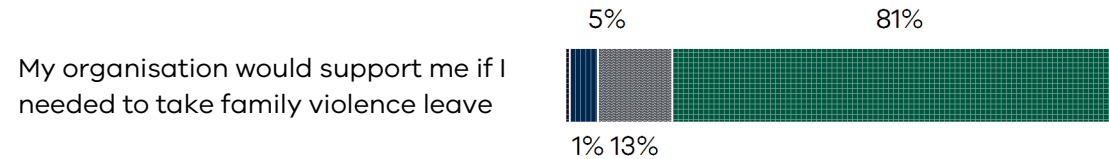
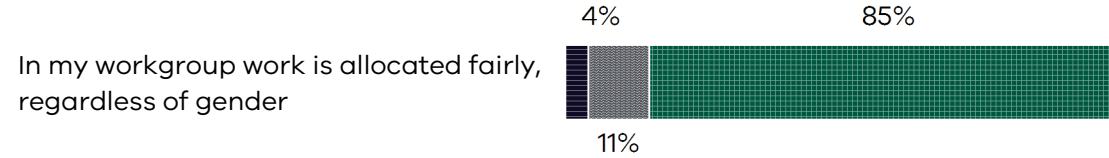
Example

85% of your staff who did the survey agreed or strongly agreed with 'In my workgroup work is allocated fairly, regardless of gender'.

Survey question

Your results

Benchmark agree results



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	80 %	Not asked	85 %	71 %	83 %	94 %
	80 %	Not asked	81 %	73 %	86 %	99 %
	76 %	Not asked	74 %	74 %	85 %	95 %

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

86% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

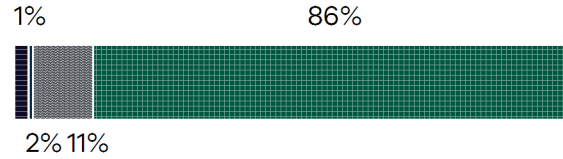
Survey question

Your results

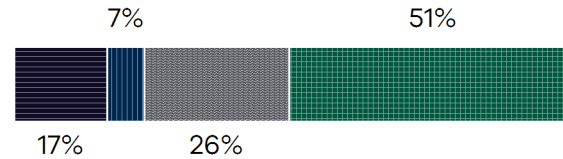
Benchmark agree results



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



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	Not asked	Not asked	86 %	75 %	88 %	96 %
My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	Not asked	Not asked	51 %	42 %	56 %	74 %

People matter survey

2023

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Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
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- 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
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Age	(n)	%
15-34 years	20	17%
35-54 years	45	37%
55+ years	41	34%
Prefer not to say	15	12%

How would you describe your gender?	(n)	%
Woman	80	66%
Man	22	18%
Prefer not to say	17	14%
Non-binary and I use a different term	2	2%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	2	2%
No	103	85%
Prefer not to say	16	13%

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

	(n)	%
No	101	83%
Don't know	4	3%
Prefer not to say	16	13%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	77	64%
Prefer not to say	24	20%
Gay or lesbian	7	6%
Bisexual	4	3%
Asexual	4	3%
I use a different term	2	2%
Don't know	2	2%
Pansexual	1	1%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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Aboriginal and/or Torres Strait Islander

	(n)	%
Yes	1	1%
Non Aboriginal and/or Torres Strait Islander	107	88%
Prefer not to say	13	11%

Demographics

Disability

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

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

How we protect anonymity and privacy

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Do you identify as a person with a disability?

	(n)	%
Yes	8	7%
No	104	86%
Prefer not to say	9	7%

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.

How we protect anonymity and privacy

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Country of birth	(n)	%
Born in Australia	92	76%
Not born in Australia	17	14%
Prefer not to say	12	10%

If you speak another language with your family or community, what language(s) do you speak?

	(n)	%
Filipino	5	28%
Other	3	17%
Hindi	2	11%
Telugu	2	11%
Urdu	2	11%
Arabic	1	6%
Gujarati	1	6%
Italian	1	6%
Malayalam	1	6%
Mandarin	1	6%
Sinhalese	1	6%
Spanish	1	6%

Language other than English spoken with family or community

	(n)	%
Yes	18	15%
No	92	76%
Prefer not to say	11	9%

If you speak another language with your family or community, what language(s) do you speak?

	(n)	%
Tagalog	1	6%

Demographics

Cultural diversity 2 of 2

What this is

This is the cultural identity and religion of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Cultural identity	(n)	%
Australian	87	72%
Prefer not to say	16	13%
English, Irish, Scottish and/or Welsh	9	7%
East and/or South-East Asian	7	6%
South Asian	6	5%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	3	2%
New Zealander	2	2%
Other	2	2%
Middle Eastern	2	2%
Aboriginal and/or Torres Strait Islander	1	1%

Religion	(n)	%
Christianity	44	36%
No religion	41	34%
Prefer not to say	22	18%
Other	8	7%
Hinduism	3	2%
Islam	2	2%
Buddhism	1	1%

Demographics

Employment characteristics 1 of 2

What this is

These are the employment characteristics of staff.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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Working arrangement	(n)	%
Full-Time	46	38%
Part-Time	75	62%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	19	18%
Below \$80k	62	58%
\$80k to \$120k	20	19%
\$120k to \$160k	4	4%
\$160k to \$200k	1	1%
\$200k or more	1	1%

Organisational tenure	(n)	%
<1 year	27	22%
1 to less than 2 years	15	12%
2 to less than 5 years	19	16%
5 to less than 10 years	15	12%
10 to less than 20 years	20	17%
More than 20 years	25	21%

Management responsibility	(n)	%
Non-manager	98	81%
Other manager	15	12%
Manager of other manager(s)	8	7%

Employment type	(n)	%
Ongoing and executive	98	81%
Other	14	12%
Fixed term	9	7%

Demographics

Employment characteristics 2 of 2

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These are the employment characteristics of staff.

Why this is important

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Primary workplace location over the last 3 months

	(n)	%
Rural	118	98%
Melbourne: Suburbs	2	2%
Large regional city	1	1%

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

	(n)	%
Your employer's office	52	43%
A frontline or service delivery location	57	47%
Home or private location	7	6%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	8	7%
Other	9	7%

Flexible work

	(n)	%
No, I do not use any flexible work arrangements	43	36%
Part-time	35	29%
Flexible start and finish times	24	20%
Shift swap	18	15%
Working from an alternative location (e.g. home, hub/shared work space)	15	12%
Using leave to work flexible hours	15	12%
Study leave	8	7%
Working more hours over fewer days	7	6%
Job sharing	5	4%
Other	1	1%
Purchased leave	1	1%

Demographics

Adjustments

What this is

These are adjustments staff requested to perform in their role.

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

To protect you, we:

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

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

	(n)	%
No, I have not requested adjustments	92	76%
Flexible working arrangements	24	20%
Physical modifications or improvements to the workplace	4	3%
Career development support strategies	3	2%
Other	3	2%
Accessible communications technologies	2	2%

Why did you make this request?

	(n)	%
Work-life balance	13	45%
Caring responsibilities	10	34%
Family responsibilities	6	21%
Health	5	17%
Study commitments	5	17%
Other	5	17%
Disability	1	3%

What was your experience with making the request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	25	86%
The adjustments I needed were not made	3	10%
The adjustments I needed were made but the process was unsatisfactory	1	3%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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

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

How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
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Caring responsibility	(n)	%
None of the above	50	41%
Prefer not to say	21	17%
Secondary school aged child(ren)	15	12%
Frail or aged person(s)	14	12%
Primary school aged child(ren)	13	11%
Person(s) with a medical condition	10	8%
Child(ren) - younger than preschool age	9	7%
Preschool aged child(ren)	7	6%
Person(s) with disability	6	5%
Person(s) with a mental illness	6	5%
Other	1	1%

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	33	27%
Management, Administration and Corporate support	31	26%
Support services	18	15%
Other health and social care	14	12%
Allied health - therapy discipline	13	11%
Allied health - assistant	8	7%
Community development	2	2%
Medical Employees	1	1%
Allied health - science discipline	1	1%

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Which of the following best describes the primary operational area in which you work?

	(n)	%
Hospital-based services	47	39%
Corporate services	6	5%
Community-based services	25	21%
Residential aged care services	43	36%

Is your primary work role in one of the following areas?

	(n)	%
Aged care	45	37%
Medical	9	7%
Mixed medical/surgical	2	2%
Rehabilitation	3	2%
Other	32	26%
Administration	30	25%



**Victorian
Public Sector
Commission**



vpsc.vic.gov.au/peoplemattersurvey