

People matter survey

2023

Have your say



People matter survey

2023

Have your say

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- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
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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 92% of this year's survey with your previous results.

Rounding of percentages

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

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

Survey questions and definitions

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

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Report overview

Privacy and anonymity

To protect you, we:

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

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

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

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

Our public sector values

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

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

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



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'.

Breakthrough Victoria

Health Purchasing Victoria

Launch Victoria

Melbourne Market Authority

Parliament of Victoria

Port of Hastings Corporation

Ports Victoria

V/Line Corporation

VET Development Centre

VETASSESS

Victoria Legal Aid

Victorian Institute of Teaching

Victorian Managed Insurance Authority

Victorian Rail Track Corporation

VITS LanguageLink

Yoorrook Justice Commission

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

72%
(383)

Comparator 54%
Public Sector 42%

2023

79%
(468)

Comparator 59%
Public Sector 57%

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People outcomes

Scorecard: employee engagement index

What this is

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

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

The weightings for each engagement response are:

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

Why this is important

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

2022

67

Comparator 68
Public Sector 68

2023

69

Comparator 70
Public Sector 67

People outcomes

Engagement question results 1 of 2

What this is

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

Your organisation's engagement index

Your 2023 index is 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.

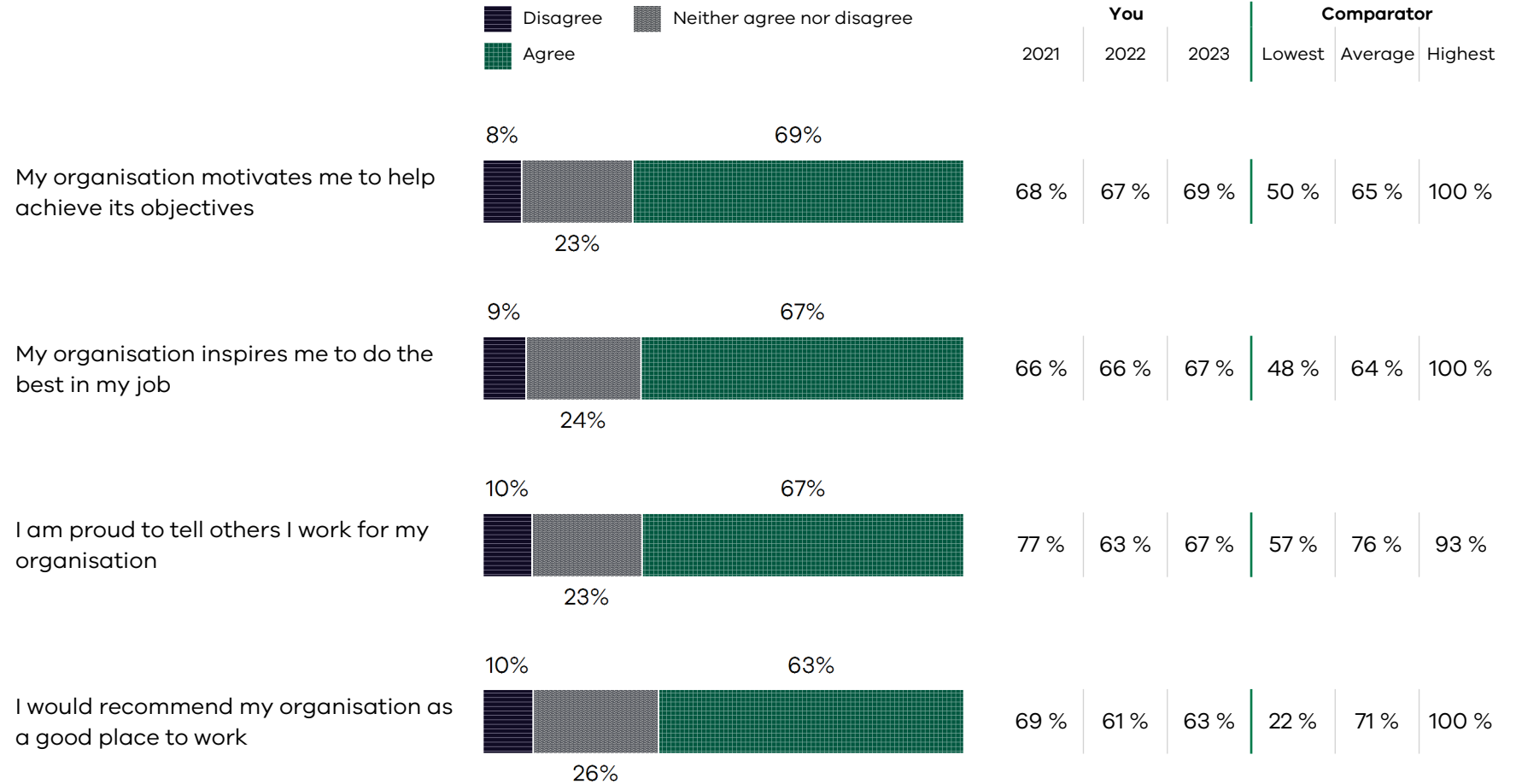
Example

69% of your staff who did the survey agreed or strongly agreed with 'My organisation motivates me to help achieve its objectives'.

Survey question

Your results

Benchmark agree results



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.

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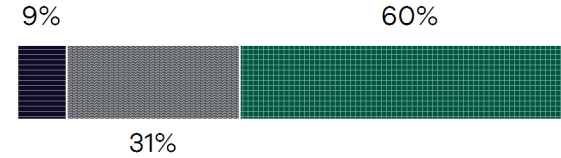
Example

60% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

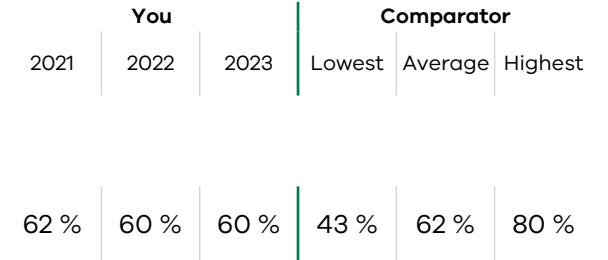
Survey question

I feel a strong personal attachment to my organisation

Your results



Benchmark agree results



People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What this is

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

There are more people outcomes scorecards throughout this report.

Why this is important

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

How to read this

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

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

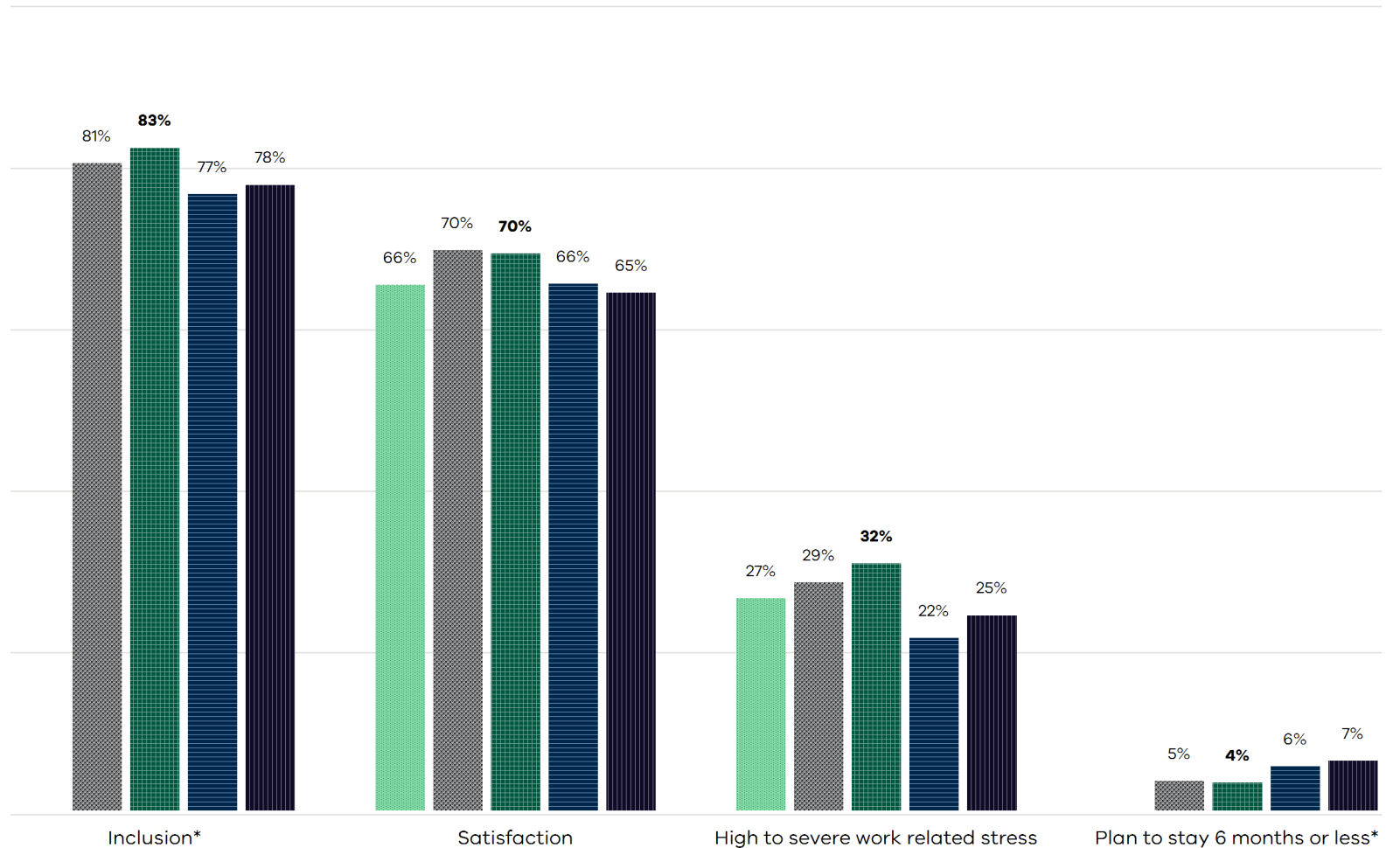
Example

In 2023:

- 83% of your staff who did the survey responded positively to questions about Inclusion which is up from 81% in 2022.

Compared to:

- 77% of staff at your comparator and 78% 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.

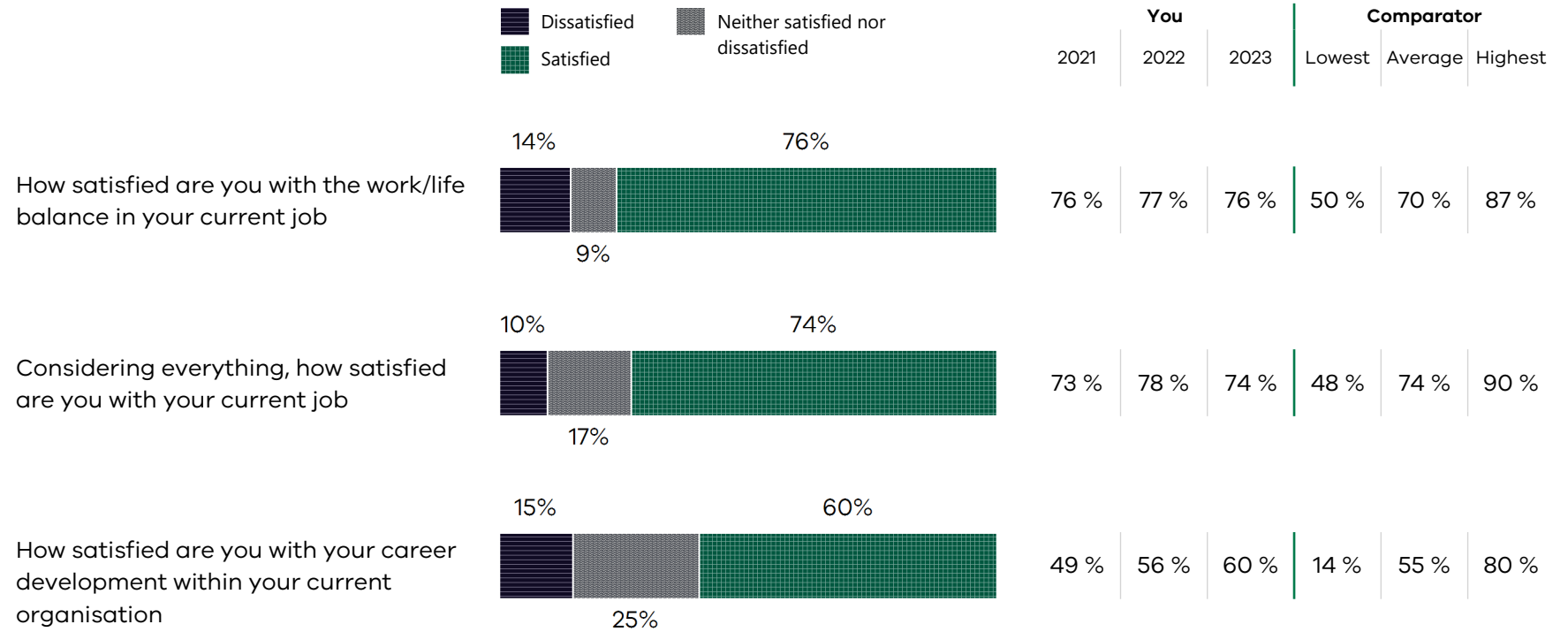
Example

76% of your staff who did the survey were satisfied or very satisfied with 'How satisfied are you with the work/life balance in your current job'.

Survey question

Your results

Benchmark satisfied results



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.

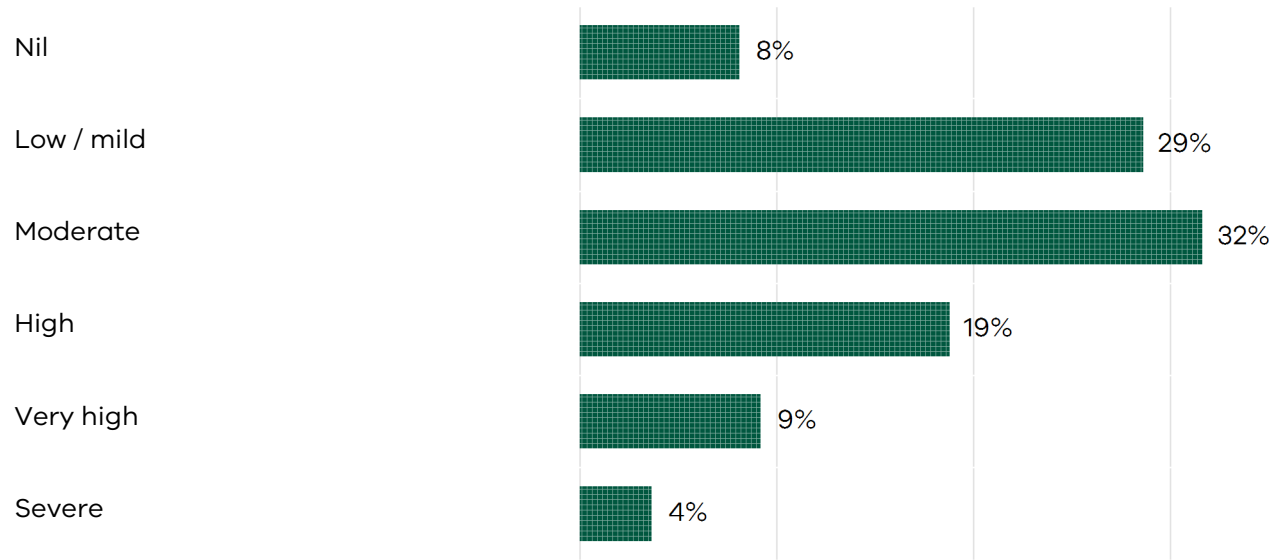
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

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.

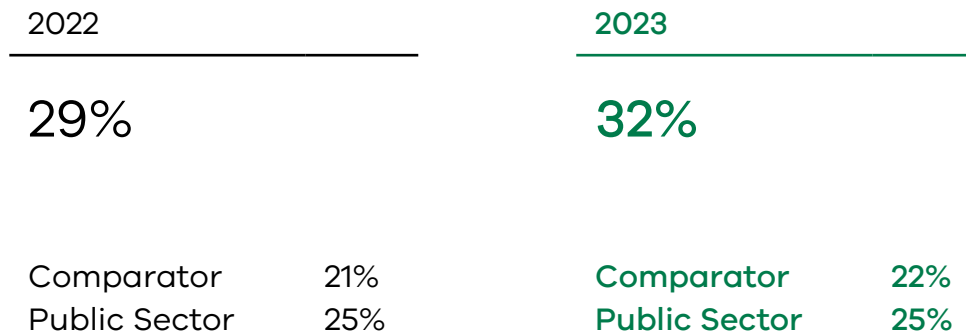
Example

32% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 22% of staff in your comparator group and 25% of staff across the public sector.

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



Reported levels of high to severe stress



People outcomes

Work-related stress causes

What this is

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

Why this is important

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

How to read this

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

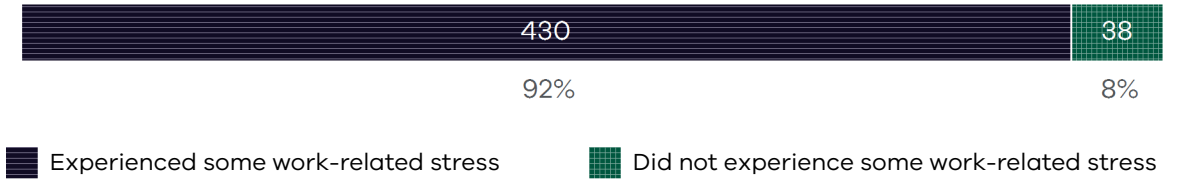
If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

Example

92% of your staff who did the survey said they experienced mild to severe stress.

Of that 92%, 60% 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	69%	60%	44%	49%
Time pressure	56%	53%	42%	41%
Content, variety, or difficulty of work	18%	17%	12%	11%
Technology or equipment	0%	16%	6%	8%
Dealing with clients, patients or stakeholders	14%	15%	20%	15%
Management of work (e.g. supervision, training, information, support)	10%	11%	14%	13%
Unclear job expectations	11%	9%	13%	14%
Competing home and work responsibilities	10%	9%	12%	14%
Other	7%	9%	11%	12%
Organisation or workplace change	9%	7%	10%	12%

People outcomes

Intention to stay

What this is

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

Why this is important

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

How to read this

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

Example

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

■ Leaving your organisation ■ Leaving the sector ■ Staying

Employees plan to work at your organisation for ...	You 2022	You 2023	Comparator 2023	Public sector 2023
6 months or less	5%	4%	6%	7%
Over 6 months and up to 1 year	8%	9%	8%	10%
Over 1 year and up to 3 years	23%	24%	22%	24%
Over 3 years and up to 5 years	15%	15%	14%	15%
Over 5 years	48%	48%	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.

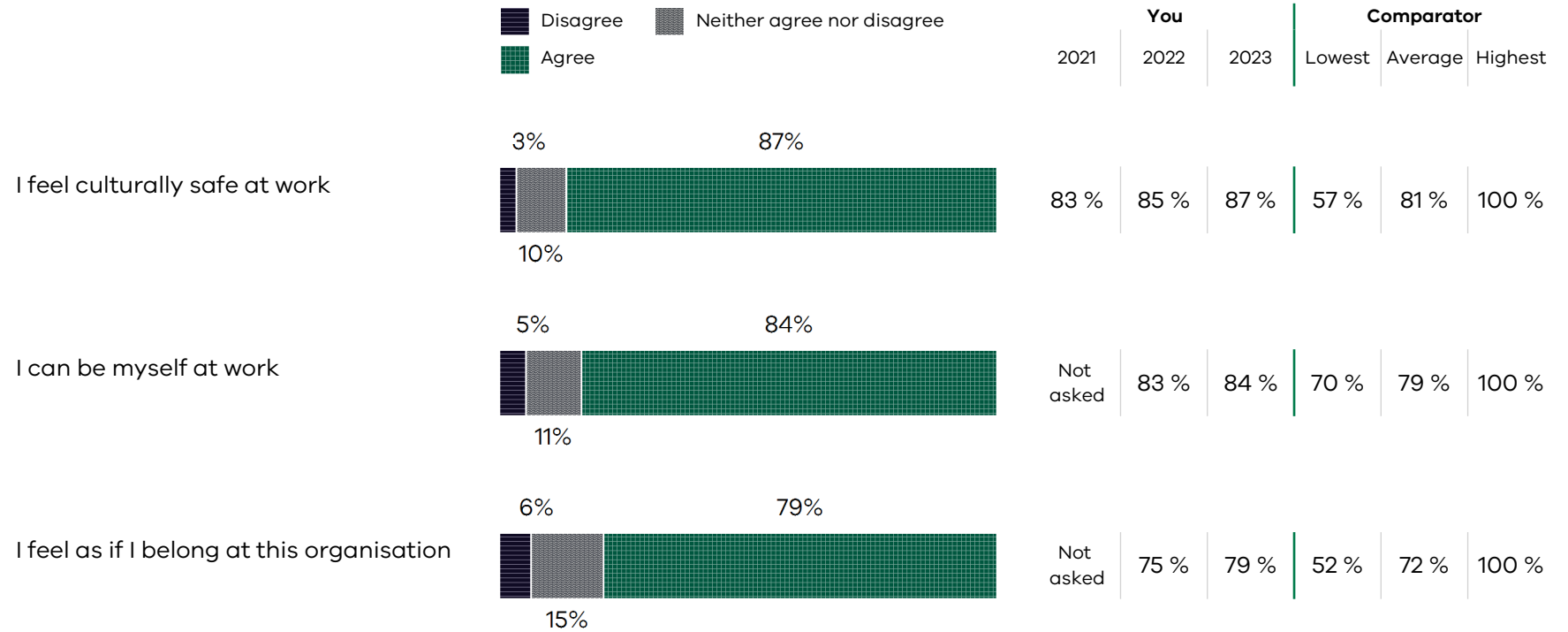
Example

87% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe 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

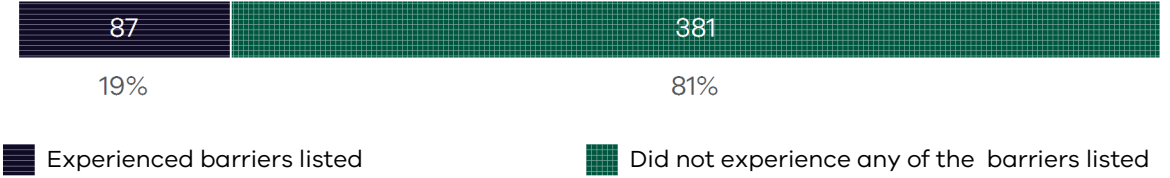
In the survey, we ask staff to select from a list, any barriers they have experienced and believe to have hindered their success at work. They can select more than one barrier.

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

Example

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

Staff who experienced one or more barriers to success at work



During the last 12 months, employees experienced barriers to their success due to ...

	You 2022	You 2023	Comparator 2023	Public sector 2023
My mental health	7%	7%	8%	8%
My caring responsibilities	5%	5%	6%	7%
My flexible working	0%	4%	6%	7%
My age	4%	3%	7%	8%
My physical health	0%	3%	3%	4%
My sex	0%	3%	6%	6%

People outcomes

Inclusion - Witnessed barriers to success

What this is

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

Why this is important

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

How to read this

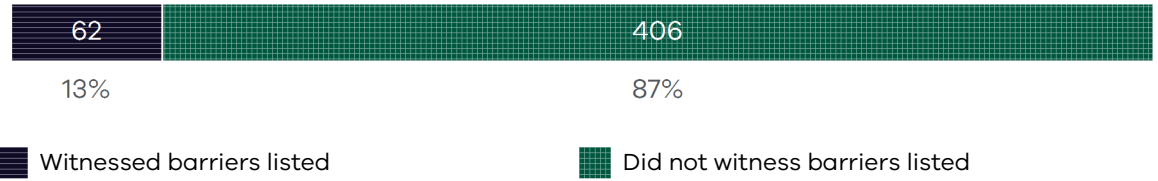
In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one barrier.

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

Example

4% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'Mental health'.

Staff who witnessed one or more barriers to success at work



During the last 12 months, employees witnessed barriers to the success of other employees due to their...

	You 2023	Comparator 2023	Public sector 2023
Mental health	4%	7%	8%
Age	3%	6%	6%
Flexible working	3%	9%	10%
Sex	3%	8%	7%
Cultural background	3%	5%	4%
Caring responsibilities	2%	6%	7%

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

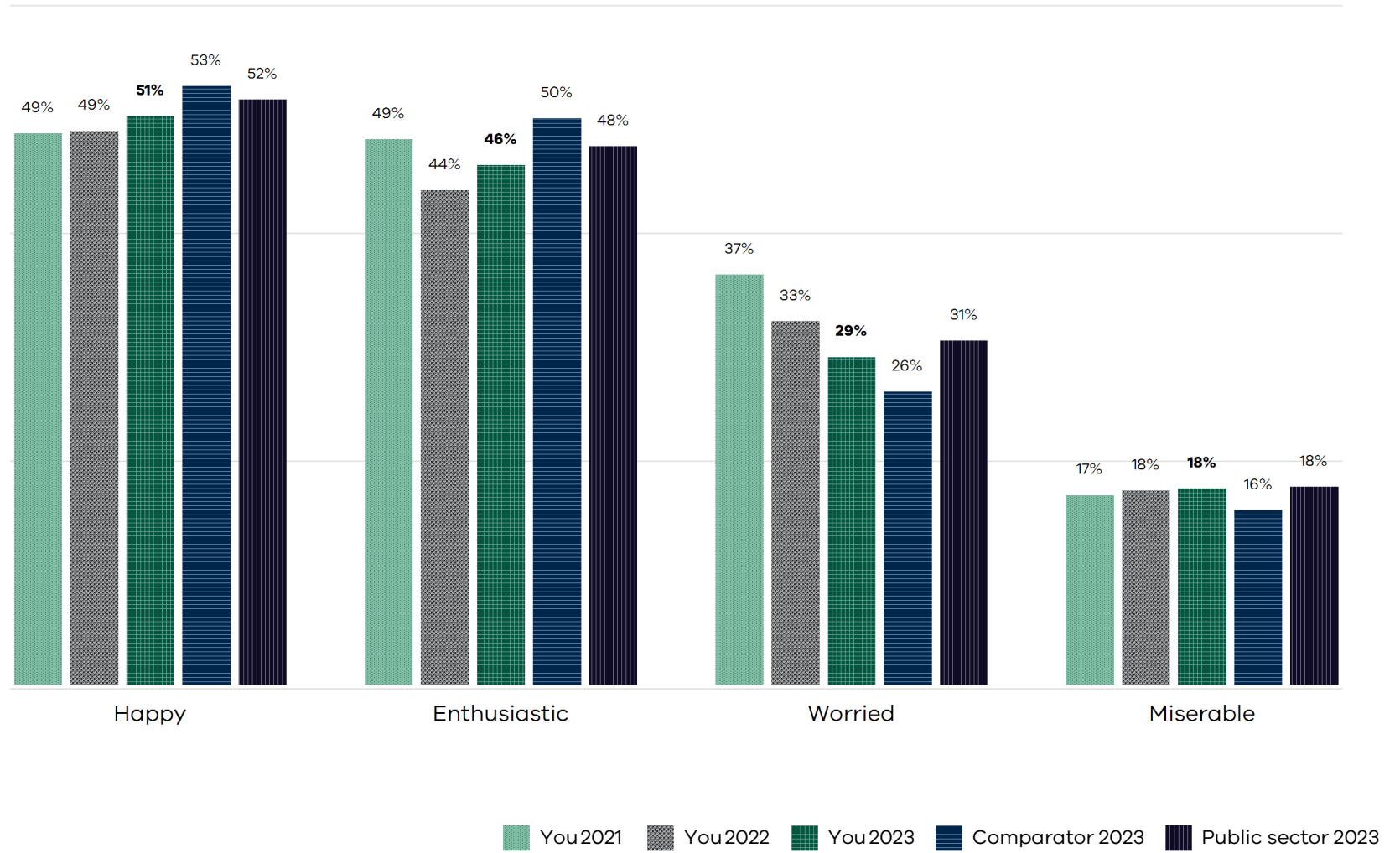
In 2023:

- 51% of your staff who did the survey said work made them feel happy in 2023, which is up from 49% in 2022

Compared to:

- 53% of staff at your comparator and 52% of staff across the public sector.

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



People outcomes

Scorecard: negative behaviours

What this is

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

Why this is important

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

How to read this

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

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

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

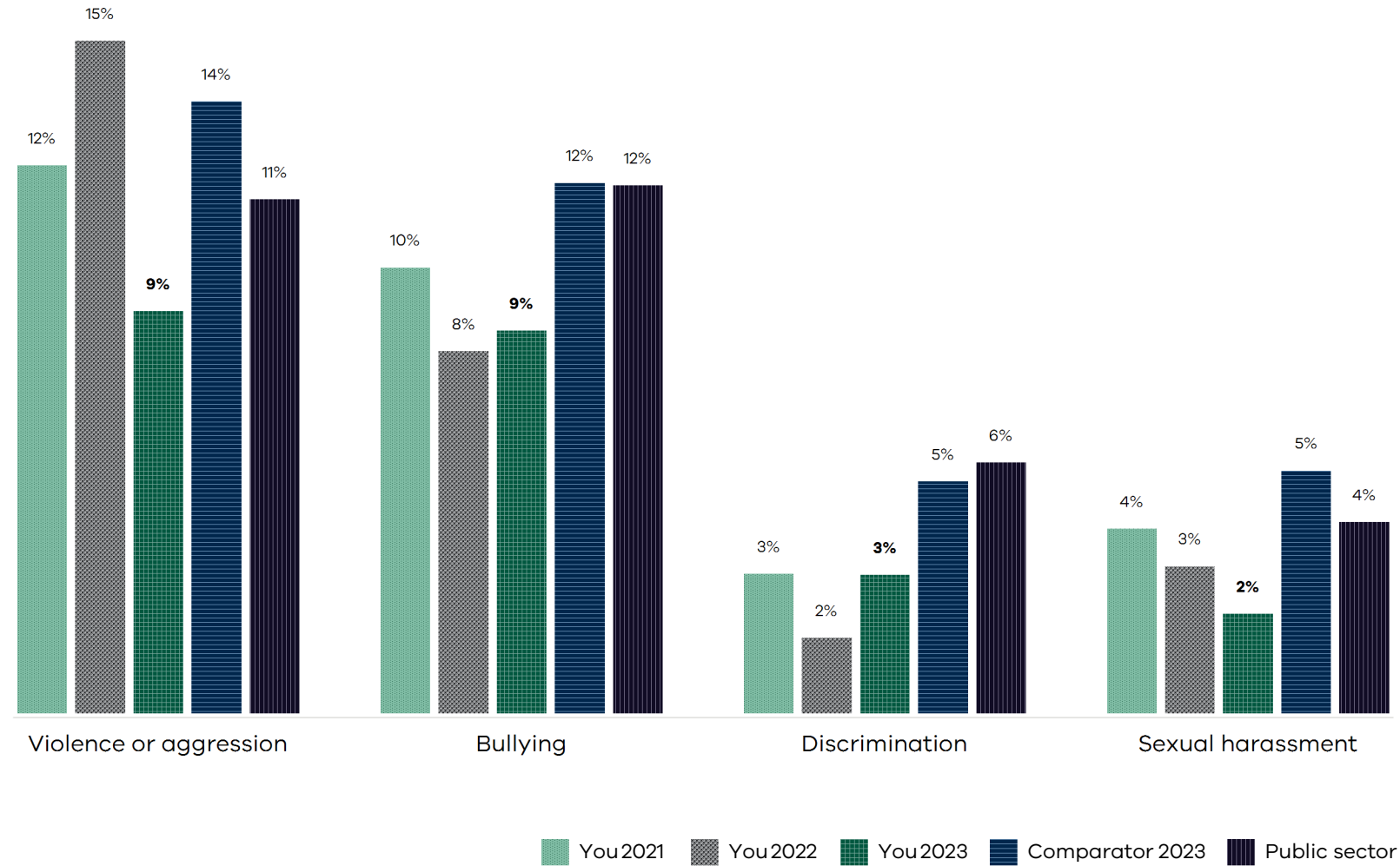
Example

In 2023:

- 9% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months which is down from 15% in 2022.

Compared to:

- 14% of staff at your comparator and 11% 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.

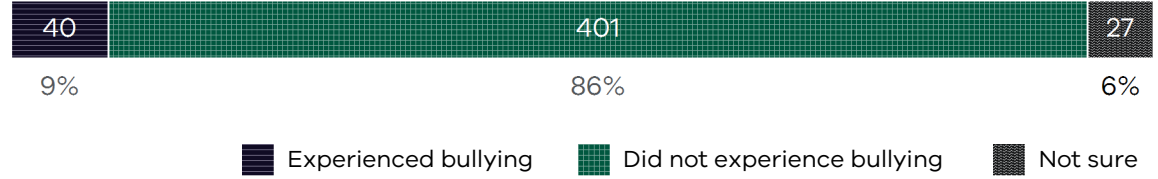
In descending order, the table shows the answers.

Example

9% of your staff who did the survey said they experienced bullying.

Of that 9%, 73% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.
 Of that 9%, 73% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.
 Of that 9%, 73% 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)	52%	73%	69%	71%
Exclusion or isolation	32%	35%	46%	45%
Intimidation and/or threats	42%	28%	28%	29%
Other	16%	20%	15%	16%
Verbal abuse	23%	18%	25%	20%
Being given impossible assignment(s)	10%	15%	8%	11%
Withholding essential information for me to do my job	16%	13%	30%	30%
Interference with my personal property and/or work equipment	0%	5%	4%	6%
Being assigned meaningless tasks unrelated to my job	6%	3%	15%	16%

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.

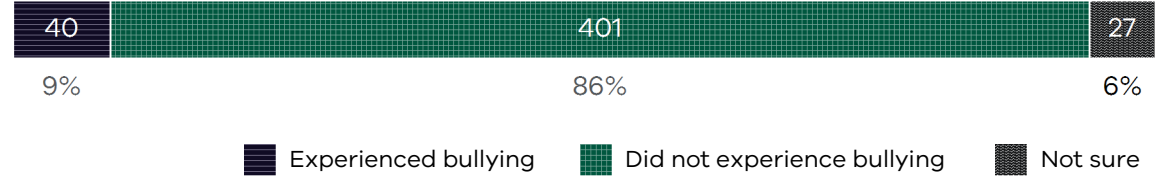
In descending order, the table shows the answers.

Example

9% of your staff who did the survey said they experienced bullying, of which

- 45% said the top way they reported the bullying was 'Told a manager'.
- 95% 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	45%	45%	46%	50%
Told a colleague	39%	43%	37%	41%
Told a friend or family member	26%	23%	34%	36%
I did not tell anyone about the bullying	23%	15%	14%	12%
Told someone else	13%	15%	13%	13%
Told Human Resources	16%	13%	15%	13%
Told the person the behaviour was not OK	19%	10%	17%	17%
Submitted a formal complaint	13%	5%	14%	12%
Told employee assistance program (EAP) or peer support	13%	3%	9%	10%

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

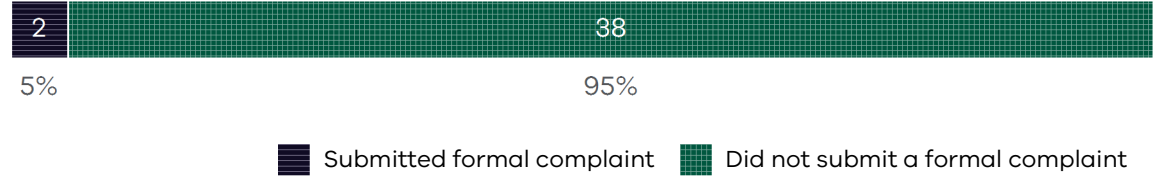
In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

95% of your staff who experienced bullying did not submit a formal complaint, of which:

- 47% 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	33%	47%	49%	51%
I believed there would be negative consequences for my reputation	33%	42%	55%	55%
I believed there would be negative consequences for my career	26%	37%	45%	45%
I believed there would be negative consequences for the person I was going to complain about	4%	18%	9%	10%
I didn't need to because I made the bullying stop	7%	16%	7%	6%
Other	26%	16%	13%	14%
I didn't feel safe to report the incident	4%	13%	18%	19%
I didn't think it was serious enough	15%	13%	16%	16%
I didn't know who to talk to	4%	11%	4%	5%
I didn't know how to make a complaint	4%	8%	6%	6%

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, 9% 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.

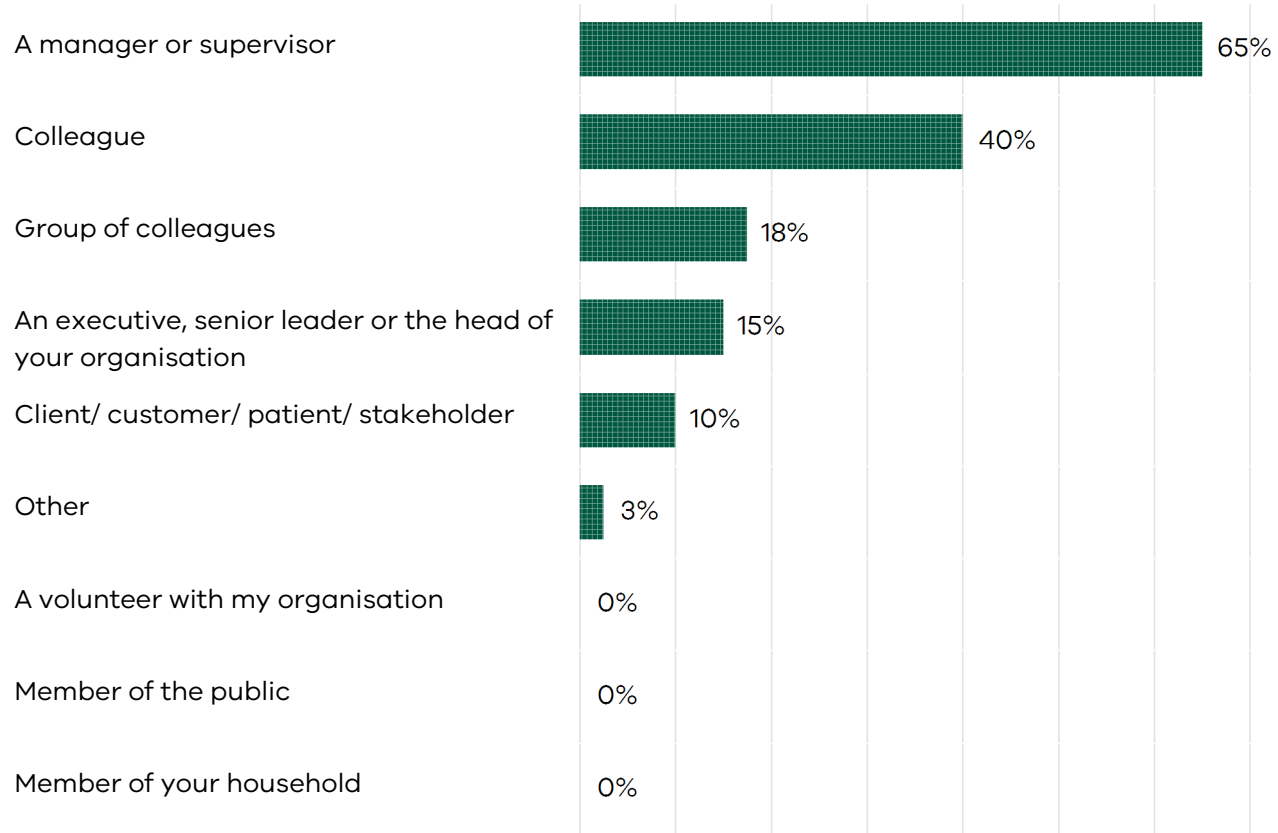
Each row is one perpetrator or group of perpetrators.

Example

9% of your staff who did the survey said they experienced bullying.

Of that 9%, 65% said it was by 'A manager or supervisor'.

40 people (9% 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, 9% 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.

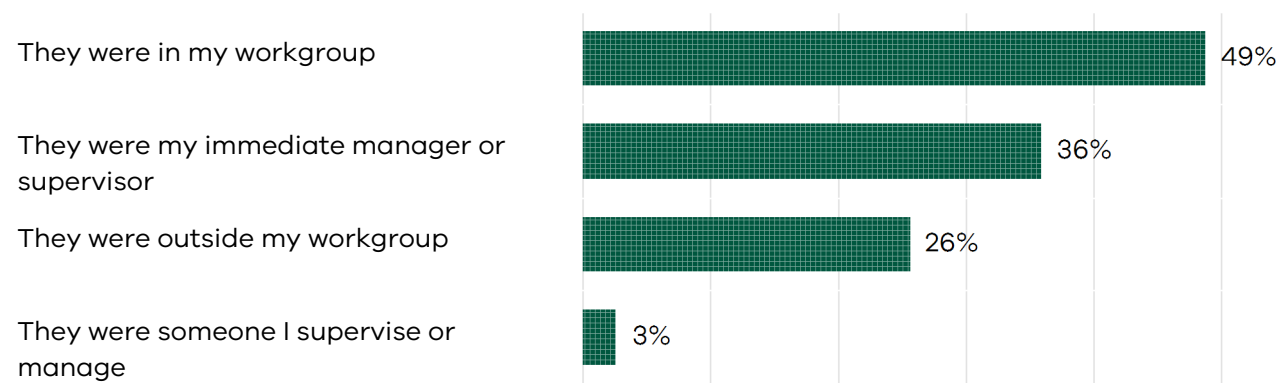
Example

9% of your staff who did the survey said they experienced bullying.

Of that 9%, 98% said it was by someone within the organisation.

Of that 98%, 49% said it was 'They were in my workgroup'.

39 people (98% 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.

How to read this

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

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

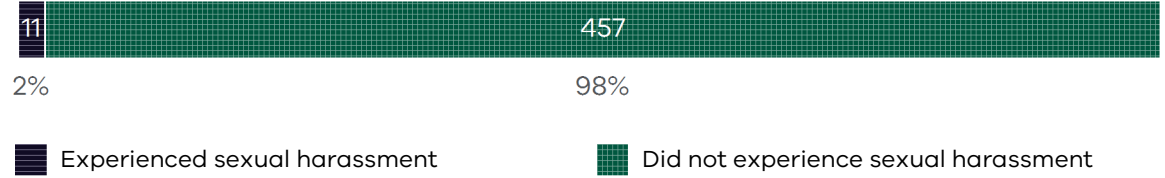
In descending order, the table shows the top 10 answers.

Example

2% of your staff who did the survey said they experienced sexual harassment.

Of those, 64% said the top type was 'Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)'.
 27% said the top type was 'Inappropriate staring or leering that made you feel intimidated'.
 54% said the top type was 'Sexually explicit pictures, posters or gifts that made you feel offended'.
 18% said the top type was 'Unwelcome touching, hugging, cornering or kissing'.
 9% said the top type was 'Any other unwelcome conduct of a sexual nature'.
 9% said the top type was 'Inappropriate physical contact'.
 9% said the top type was 'Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague'.
 0% said the top type was 'Sexually explicit email or SMS message'.
 0% said the top type was 'Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc)'.

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



Behaviours reported	You 2022	You 2023	Comparator 2023	Public sector 2023
Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)	54%	64%	52%	50%
Inappropriate staring or leering that made you feel intimidated	23%	36%	16%	15%
Intrusive questions about your private life or comments about your physical appearance	54%	27%	55%	45%
Unwelcome touching, hugging, cornering or kissing	8%	18%	18%	14%
Any other unwelcome conduct of a sexual nature	8%	9%	10%	8%
Inappropriate physical contact	8%	9%	16%	14%
Sexually explicit pictures, posters or gifts that made you feel offended	8%	9%	1%	1%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	0%	9%	3%	4%
Sexually explicit email or SMS message	8%	0%	3%	2%
Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc)	8%	0%	3%	1%

People outcomes

Response to sexual harassment

What this is

This is how staff responded when they experienced sexual harassment.

Why this is important

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

How to read this

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

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

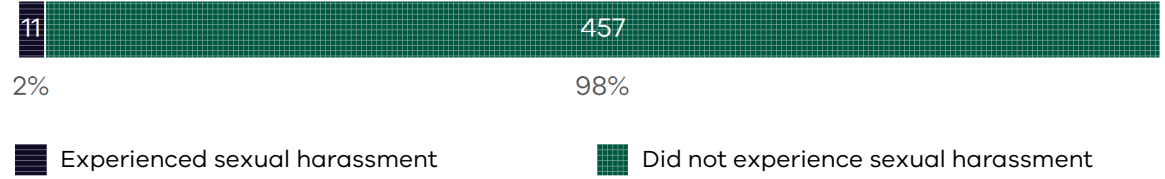
In descending order, the table shows the top 10 responses.

Example

2% of your staff who did the survey said they experienced sexual harassment.

Of those, 64% said their top response was 'Pretended it didn't bother you'.

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



When the harassment happened to you, did you respond in any of the following ways?	You 2022	You 2023	Comparator 2023	Public sector 2023
Pretended it didn't bother you	54%	64%	41%	44%
Tried to laugh it off or forget about it	46%	64%	41%	40%
Avoided locations where the behaviour might occur	8%	55%	16%	14%
Avoided the person(s) by staying away from them	38%	36%	41%	36%
Told a colleague	38%	36%	24%	23%
Told a friend or family member	15%	27%	18%	21%
Submitted a formal complaint	8%	18%	5%	5%
Told a manager	15%	18%	21%	20%
Told Human Resources	8%	18%	3%	4%
Told someone else	0%	18%	6%	6%

People outcomes

Perpetrators of sexual harassment

What this is

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

Why this is important

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

How to read this

In this year's survey, 2% of your staff said they experienced sexual harassment.

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

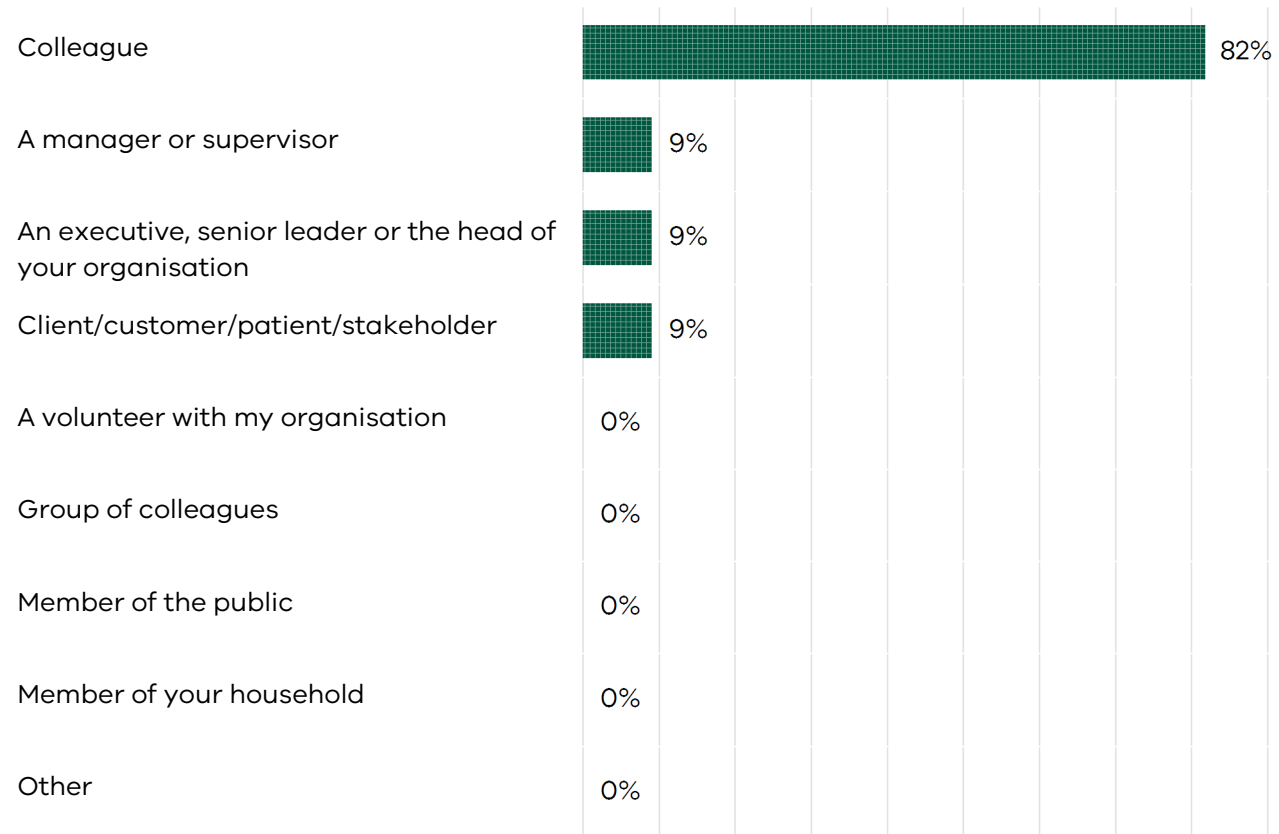
In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

2% of your staff who did the survey said they experienced sexual harassment. Of that 2%, 82% said it was by 'Colleague'.

11 people (2% of staff) experienced sexual harassment (You2023)



People outcomes

Relationship to perpetrator

What this is

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

Why this is important

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

How to read this

In this year's survey, 2% of your staff said they experienced sexual harassment.

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

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

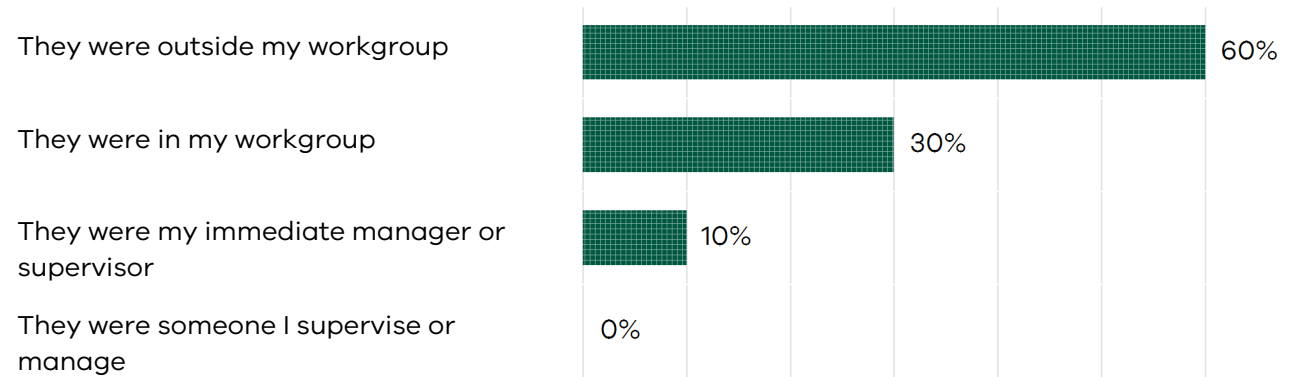
Example

2% of your staff who did the survey said they experienced sexual harassment.

Of that 2%, 91% said it was by someone within the organisation.

Of that 91%, 60% said it was 'They were outside my workgroup'.

10 people (91% of staff who experienced harassment) experienced harassment from within your organisation (You2023)



People outcomes

Frequency of sexual harassment

What this is

This is how often staff experienced sexual harassment.

Why this is important

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

How to read this

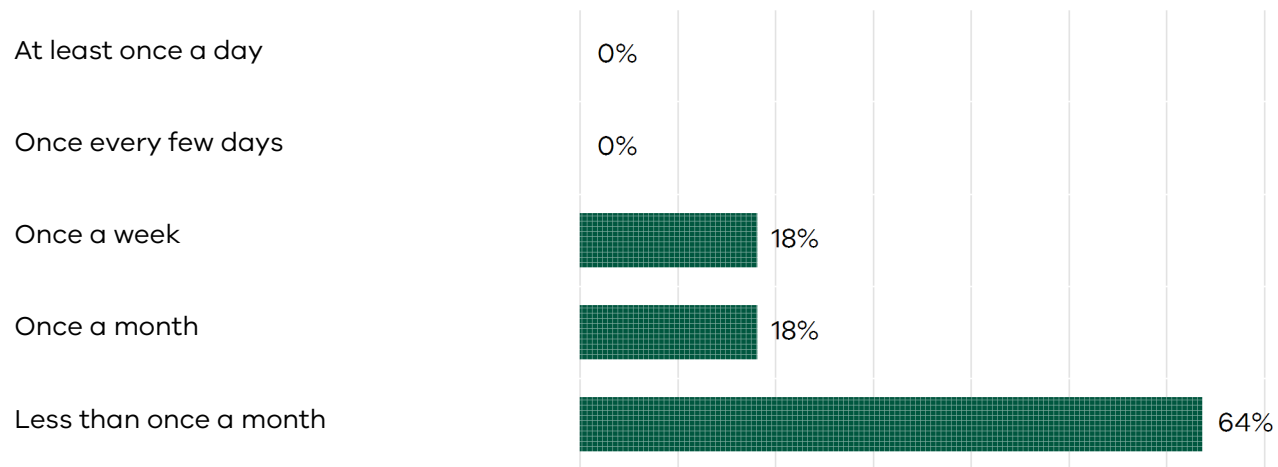
In this year's survey, 2% of your staff said they experienced sexual harassment. If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

Example

2% of your staff who did the survey said they experienced sexual harassment. Of that 2%, 0% said it was 'At least once a day'.

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



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.

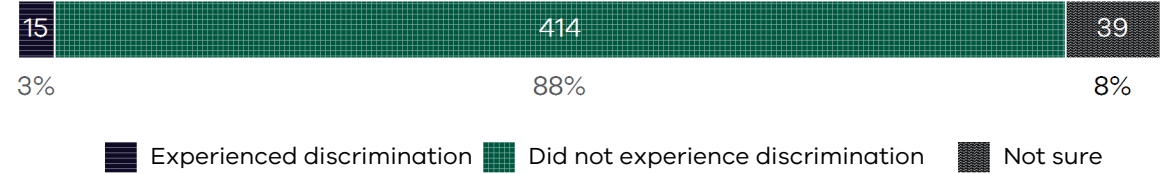
In descending order, the table shows the top 10 types.

Example

3% of your staff who did the survey said they experienced discrimination.

Of that 3%, 67% 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 2023	Comparator 2023	Public sector 2023
Opportunities for promotion	0%	67%	40%	41%
Denied flexible work arrangements or other adjustments	0%	20%	20%	22%
Opportunities for training	0%	20%	27%	26%
Other	0%	20%	31%	36%
Opportunities for transfer/secondment	0%	13%	15%	21%
Employment security - threats of dismissal or termination	0%	7%	11%	13%

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.

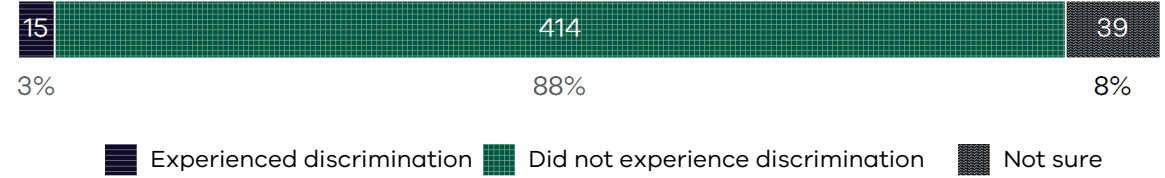
In descending order, the table shows the answers.

Example

3% of your staff who did the survey said they experienced discrimination, of which

- 40% said the top way they reported the discrimination was 'Told a friend or family member'.
- 93% 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 2023	Comparator 2023	Public sector 2023
Told a friend or family member	40%	22%	31%
Told someone else	33%	11%	14%
Told a colleague	27%	36%	36%
I did not tell anyone about the discrimination	20%	29%	24%
Told a manager	13%	24%	30%
Submitted a formal complaint	7%	6%	8%
Told employee assistance program (EAP) or peer support	7%	6%	9%
Told Human Resources	7%	14%	11%

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

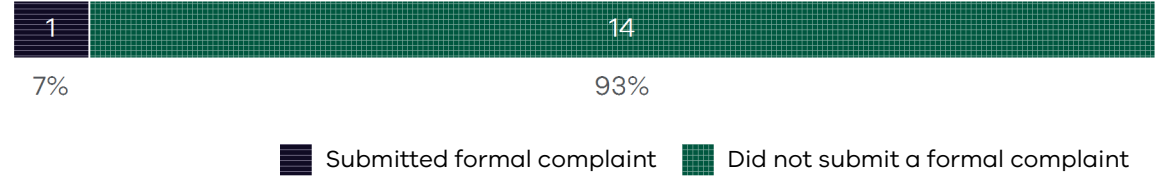
In the survey, we asked staff to tell us if they'd experienced discrimination at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

93% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 64% 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 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	64%	63%	59%
I believed there would be negative consequences for my reputation	57%	53%	56%
I believed there would be negative consequences for my career	50%	57%	54%
Other	14%	10%	11%
I believed there would be negative consequences for the person I was going to complain about	7%	8%	8%
I didn't think it was serious enough	7%	13%	12%

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, 3% 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.

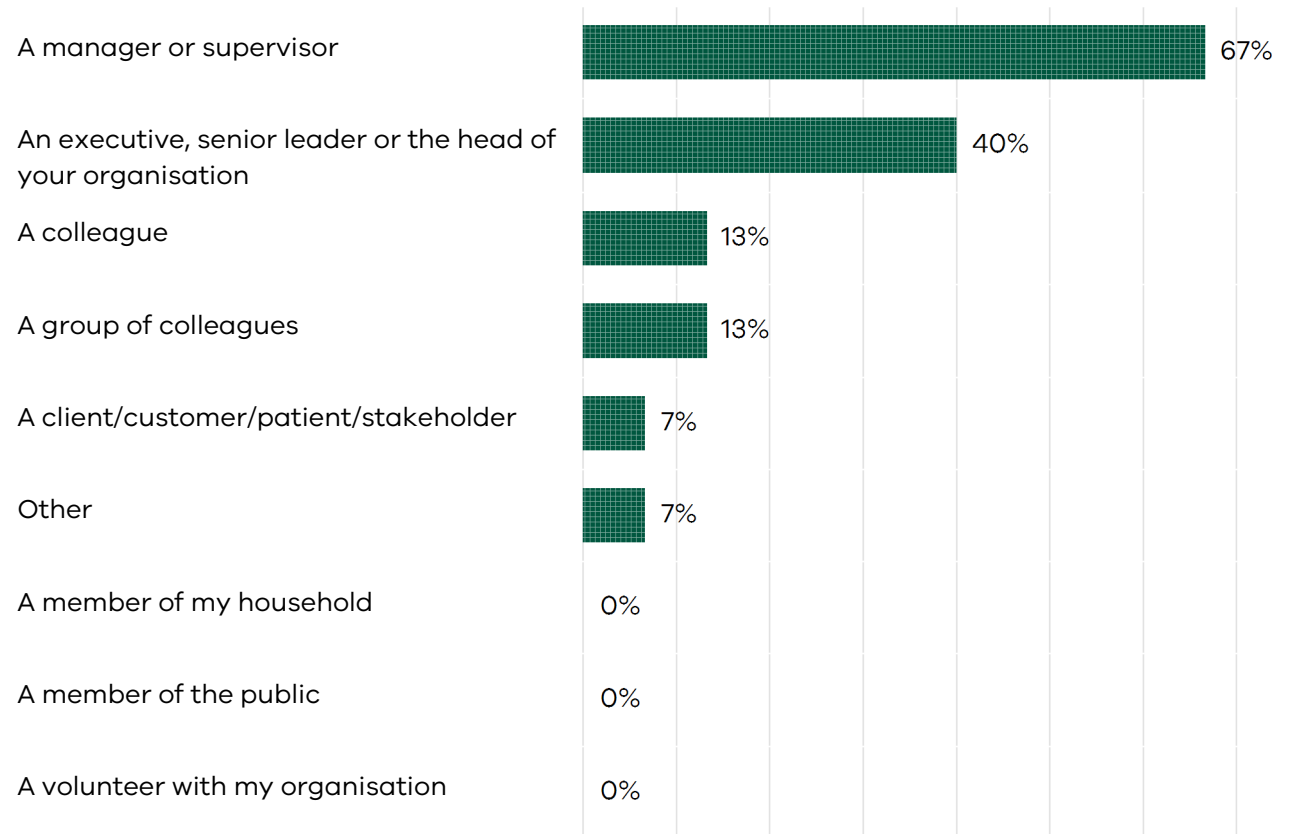
Each row is one perpetrator or group of perpetrators.

Example

3% of your staff who did the survey said they experienced discrimination.

Of that 3%, 67% said it was by 'A manager or supervisor'.

15 people (3% 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, 3% 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.

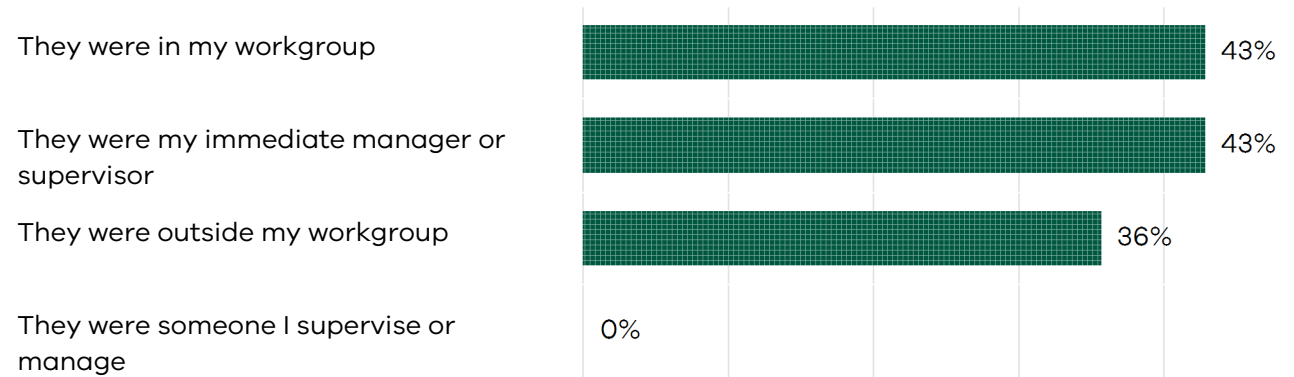
Example

3% of your staff who did the survey said they experienced discrimination.

Of that 3%, 93% said it was by someone within the organisation.

Of that 93%, 43% said it was 'They were in my workgroup'.

14 people (93% 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.

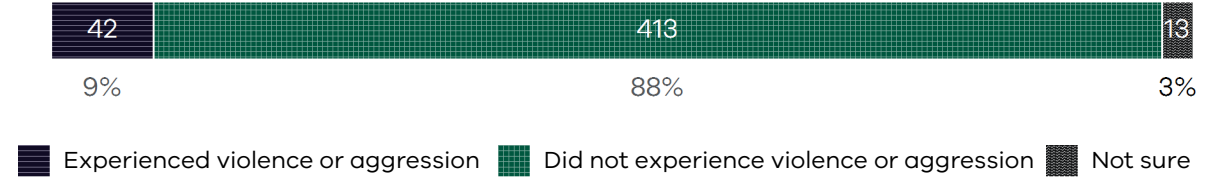
In descending order, the table shows the answers.

Example

9% of your staff who did the survey said they experienced violence or aggression.

Of that 9%, 81% 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	84%	81%	81%	75%
Intimidating behaviour	56%	64%	77%	73%
Threats of violence	44%	43%	39%	39%
Damage to my property or work equipment	5%	7%	6%	5%
Other	7%	5%	5%	6%
Physical assault (e.g. spitting, hitting, punching, pushing, tripping, grabbing, throwing objects)	4%	2%	12%	20%

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.

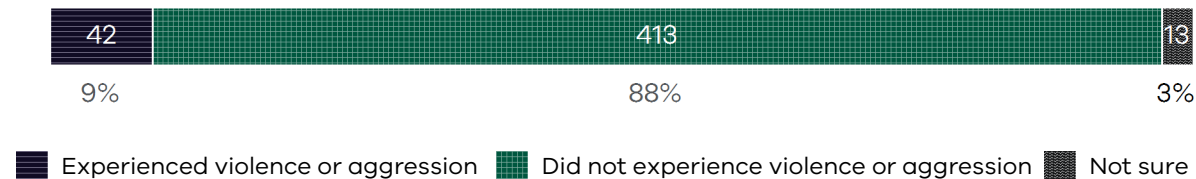
In descending order, the table shows the answers.

Example

9% of your staff who did the survey said they experienced violence or aggression, of which

- 52% said the top way they reported the violence or aggression was 'Told a manager'
- 74% said they didn't submit a formal incident report.

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



Did you tell anyone about the incident?

	You 2022	You 2023	Comparator 2023	Public sector 2023
Told a manager	49%	52%	51%	56%
Told a colleague	37%	31%	38%	40%
Submitted a formal incident report	32%	26%	42%	30%
Told the person the behaviour was not OK	23%	17%	21%	23%
I did not tell anyone about the incident(s)	11%	12%	12%	9%
Told a friend or family member	18%	12%	19%	19%
Told employee assistance program (EAP) or peer support	11%	5%	6%	5%
Told Human Resources	5%	5%	6%	6%

Negative behaviour

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

What this is

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

Why this is important

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

How to read this

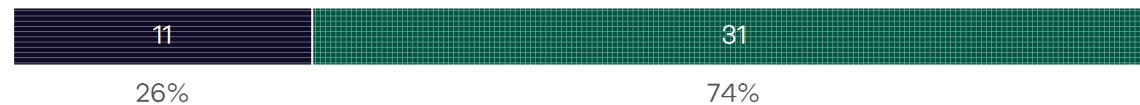
In the survey, we asked staff to tell us if they'd experienced violence or aggression at work. We then asked them if they submitted a formal incident report. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

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

- 39% said the top reason was 'I didn't think it was serious enough'.

Did you submit a formal incident report?



Submitted formal incident report Did not submit a formal incident report

What was your reason for not submitting a formal incident report?	You 2022	You 2023	Comparator 2023	Public sector 2023
I didn't think it was serious enough	38%	39%	31%	28%
Other	23%	26%	15%	22%
I didn't think it would make a difference	31%	23%	42%	38%
I didn't need to because I made the violence or aggression stop	8%	16%	15%	14%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	10%	10%	20%	13%
I believed there would be negative consequences for my career	8%	3%	23%	18%
I believed there would be negative consequences for my reputation	10%	3%	27%	21%
I didn't know how to make a complaint	5%	3%	3%	4%

Negative behaviour

Perpetrators of violence and aggression

What this is

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

Why this is important

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

How to read this

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

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

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

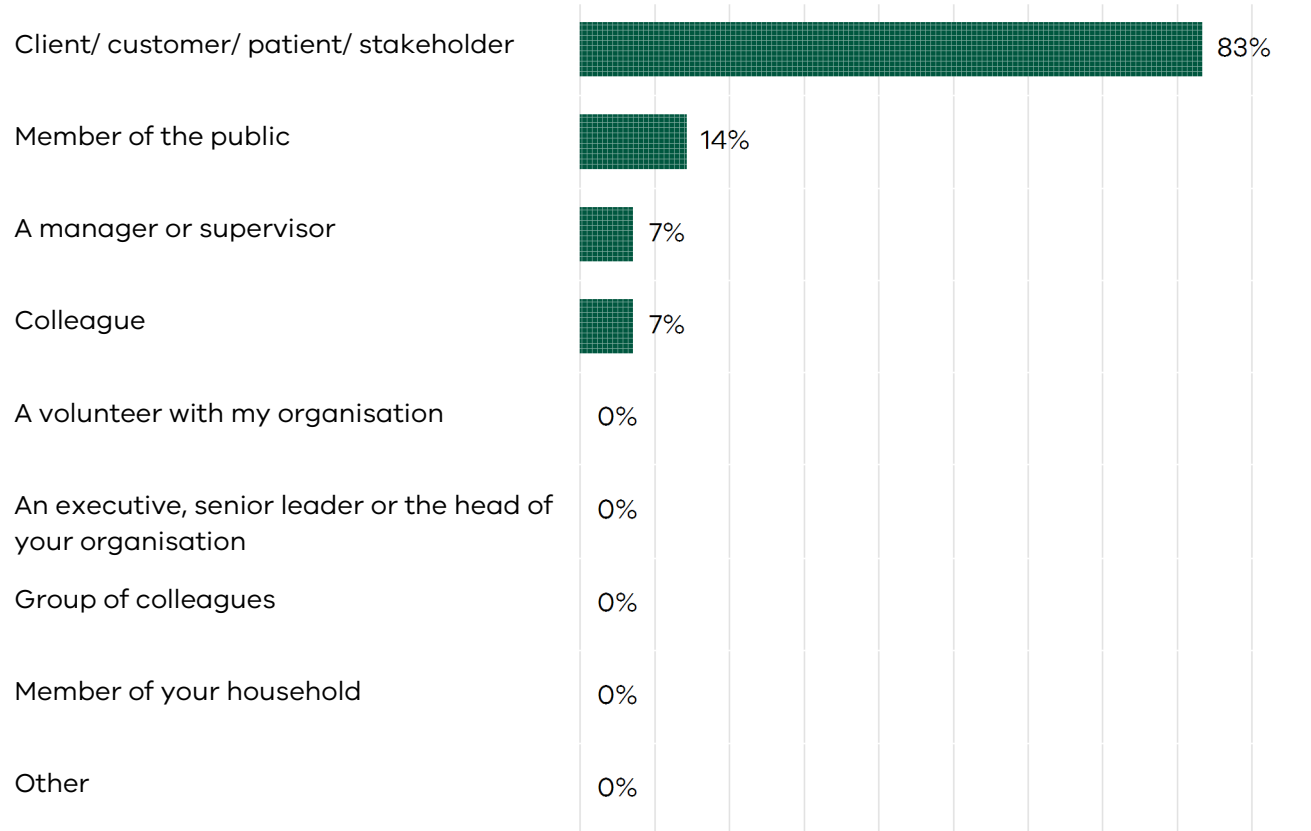
Each row is one perpetrator or a group of perpetrators.

Example

9% of your staff who did the survey said they experienced violence or aggression.

Of that 9%, 83% said it was 'Client/ customer/ patient/ stakeholder'.

42 people (9% 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.

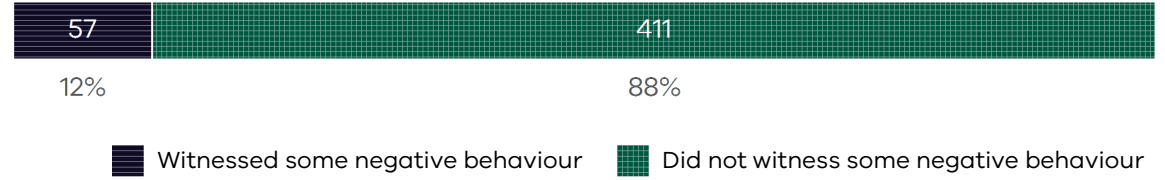
In descending order, the table shows the answers.

Example

12% of your staff who did the survey said they witnessed some negative behaviour at work.

88% 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	88%	81%	81%
Bullying of a colleague	7%	13%	13%
Discrimination against a colleague	5%	8%	7%
Violence or aggression against a colleague	2%	5%	3%
Sexual harassment of a colleague	1%	2%	1%

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.

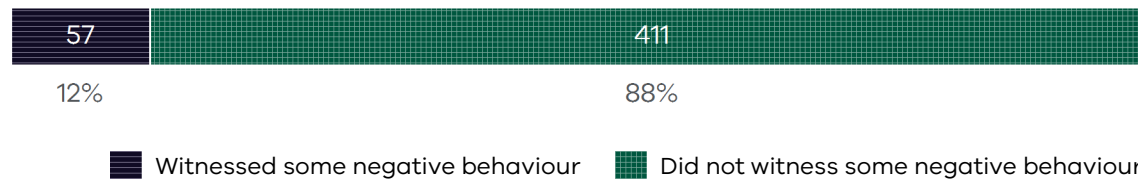
The table shows the answers in descending order.

Example

12% of your staff who did the survey witnessed negative behaviour, of which:

- 61% 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	61%	67%	69%
Told a manager	30%	35%	38%
Told a colleague	19%	19%	19%
Spoke to the person who behaved in a negative way	16%	16%	17%
Told the person the behaviour was not OK	16%	20%	20%
Took no action	11%	12%	8%
Told Human Resources	7%	9%	7%
Other	5%	4%	6%
Submitted a formal complaint	2%	5%	5%

People outcomes

Negative behaviour — satisfaction with making a formal complaint

What this is

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

Why this is important

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

How to read this

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

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

Example

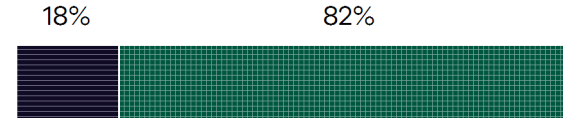
82% of staff who did the survey were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Survey question

Were you satisfied with the way your formal complaint was handled

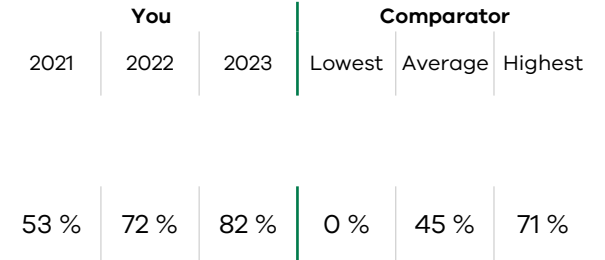


Violence or aggression



Your results

Benchmark satisfied 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
- Intention to stay
- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

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 97% 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	97%	+3%	91%
Job enrichment	I understand how my job helps my organisation achieve its goals	96%	+3%	92%
Meaningful work	I achieve something important through my work	94%	-2%	88%
Job enrichment	I can use my skills and knowledge in my job	93%	0%	91%
Workgroup support	People in my workgroup treat each other with respect	92%	+2%	83%
Manager leadership	My manager treats employees with dignity and respect	91%	+1%	86%
Safety climate	My organisation provides a physically safe work environment	91%	-2%	87%
Flexible working	My manager supports working flexibly	91%	-1%	81%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	91%	+2%	84%
Organisational integrity	My organisation encourages respectful workplace behaviours	90%	+2%	84%

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 'Workload', the 'You 2023' column shows 47% of your staff agreed with 'I have enough time to do my job effectively'.

In the 'Change from 2022' column, you have a 3% increase, which is a positive trend.

Question subgroup	Lowest scoring questions	You 2023	Change from 2022	Comparator 2023
Workload	I have enough time to do my job effectively	47%	+3%	62%
Organisational integrity	I believe the promotion processes in my organisation are fair	48%	+2%	44%
Safety climate	All levels of my organisation are involved in the prevention of stress	49%	-1%	50%
Taking action	My organisation has made improvements based on the survey results from last year	49%	+15%	37%
Organisational integrity	I have an equal chance at promotion in my organisation	51%	+3%	49%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	52%	-1%	54%
Learning and development	I am satisfied with the opportunities to progress in my organisation	53%	+5%	48%
Workload	The workload I have is appropriate for the job that I do	53%	+7%	65%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	56%	-2%	57%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	56%	Not asked in 2022	53%

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 'Taking action', the 'You 2023' column shows 49% of your staff agreed with 'My organisation has made improvements based on the survey results from last year'.

In the 'Increase from 2022' column, you have a 15% increase, which is a positive trend.

Question group	Most improved from last year	You 2023	Increase from 2022	Comparator 2023
Taking action	My organisation has made improvements based on the survey results from last year	49%	+15%	37%
Taking action	I believe my organisation will make improvements based on the results of this survey	59%	+10%	52%
Collaboration	Workgroups across my organisation willingly share information with each other	63%	+10%	58%
Senior leadership	Senior leaders provide clear strategy and direction	68%	+9%	57%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	63%	+7%	56%
Workload	The workload I have is appropriate for the job that I do	53%	+7%	65%
Learning and development	My organisation places a high priority on the learning and development of staff	59%	+6%	55%
Collaboration	I am able to work effectively with others outside my immediate workgroup	83%	+6%	84%
Manager support	I receive meaningful recognition when I do good work	65%	+6%	61%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	57%	+6%	51%

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 'Satisfaction', the 'You 2023' column shows 74% of your staff were satisfied with 'Considering everything, how satisfied are you with your current job'. In the 'Decrease from 2022' column, you have a 4% decrease, which is a negative trend.

Question subgroup	Largest decline from last year	You 2023	Decrease from 2022	Comparator 2023
Satisfaction	Considering everything, how satisfied are you with your current job	74%	-4%	74%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	86%	-3%	73%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	56%	-2%	57%
Safety climate	My organisation provides a physically safe work environment	91%	-2%	87%
Manager support	My manager listens to what I have to say	84%	-2%	81%
Meaningful work	I achieve something important through my work	94%	-2%	88%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	81%	-1%	73%
Manager support	I can discuss problems or issues with my manager	84%	-1%	81%
Flexible working	My manager supports working flexibly	91%	-1%	81%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	52%	-1%	54%

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 'Flexible working', the 'You 2023' column shows 85% of your staff agreed with 'I am confident that if I requested a flexible work arrangement, it would be given due consideration'.

The 'difference' column, shows that agreement for this question was 14 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	85%	+14%	71%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	86%	+13%	73%
Taking action	My organisation has made improvements based on the survey results from last year	49%	+12%	37%
Senior leadership	Senior leaders provide clear strategy and direction	68%	+10%	57%
Flexible working	My manager supports working flexibly	91%	+10%	81%
Manager support	My manager gives me feedback that helps me improve my performance	80%	+9%	71%
Organisational integrity	My organisation does not tolerate improper conduct	82%	+9%	73%
Job enrichment	I have the authority to do my job effectively	82%	+9%	73%
Workgroup support	People in my workgroup treat each other with respect	92%	+8%	83%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	63%	+8%	56%

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 'Workload', the 'You 2023' column shows 47% of your staff agreed with 'I have enough time to do my job effectively'.

The 'difference' column, shows that agreement for this question was 14 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Workload	I have enough time to do my job effectively	47%	-14%	62%
Workload	The workload I have is appropriate for the job that I do	53%	-11%	65%
Engagement	I am proud to tell others I work for my organisation	67%	-9%	76%
Engagement	I would recommend my organisation as a good place to work	63%	-7%	71%
Organisational integrity	I believe the recruitment processes in my organisation are fair	57%	-2%	60%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	52%	-2%	54%
Engagement	I feel a strong personal attachment to my organisation	60%	-1%	62%
Safety climate	All levels of my organisation are involved in the prevention of stress	49%	-1%	50%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	56%	-1%	57%
Collaboration	I am able to work effectively with others outside my immediate workgroup	83%	-1%	84%

People matter survey

2023

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Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

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

59% 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'.

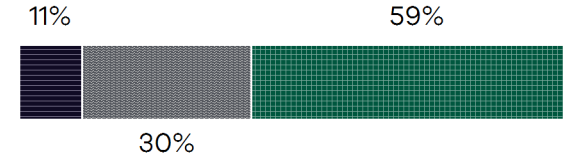
Survey question

Your results

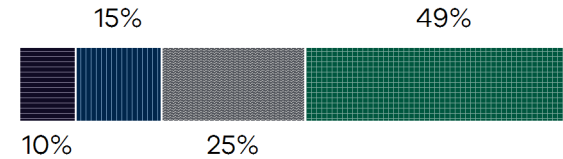
Benchmark agree results



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	48 %	59 %	19 %	52 %	87 %
My organisation has made improvements based on the survey results from last year	Not asked	34 %	49 %	0 %	37 %	80 %

People matter survey

2023

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Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring

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.

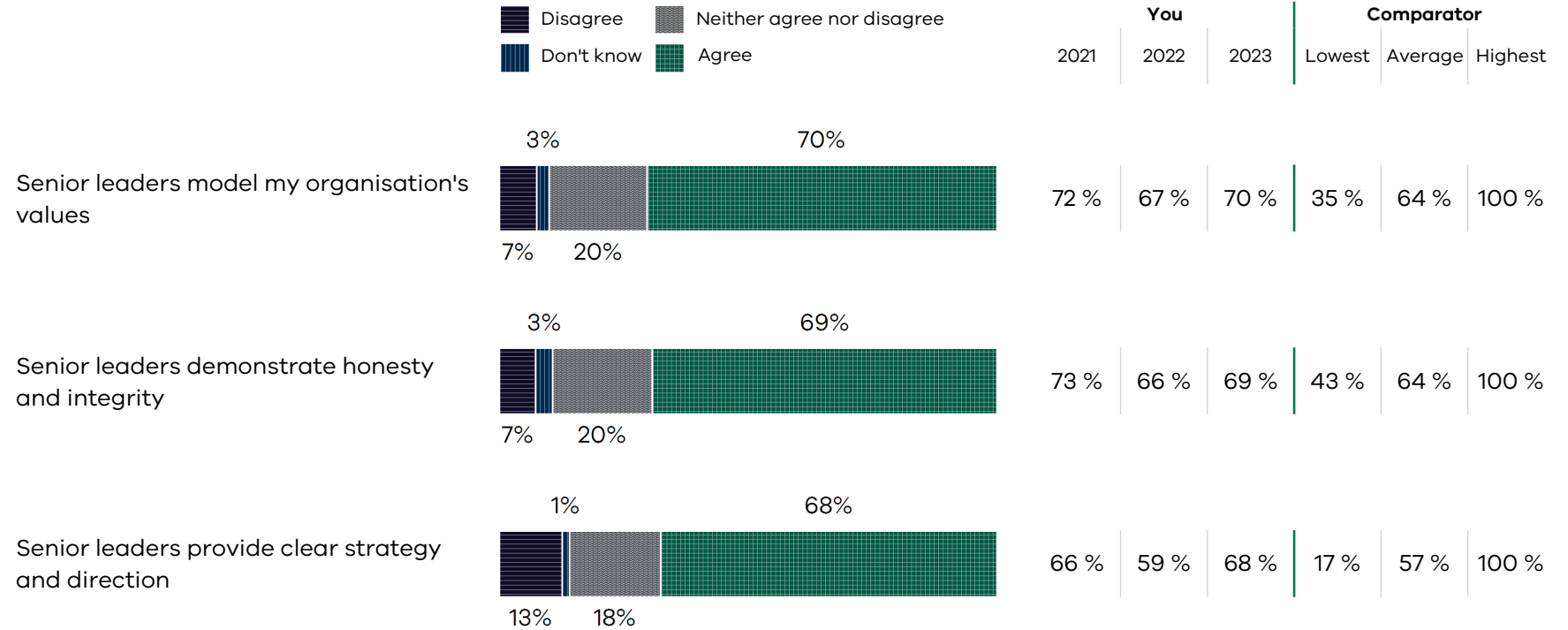
Example

70% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question

Your results

Benchmark agree results



People matter survey

2023

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Organisational climate

Scorecard

What this is

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

Why this is important

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

How to read this

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

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

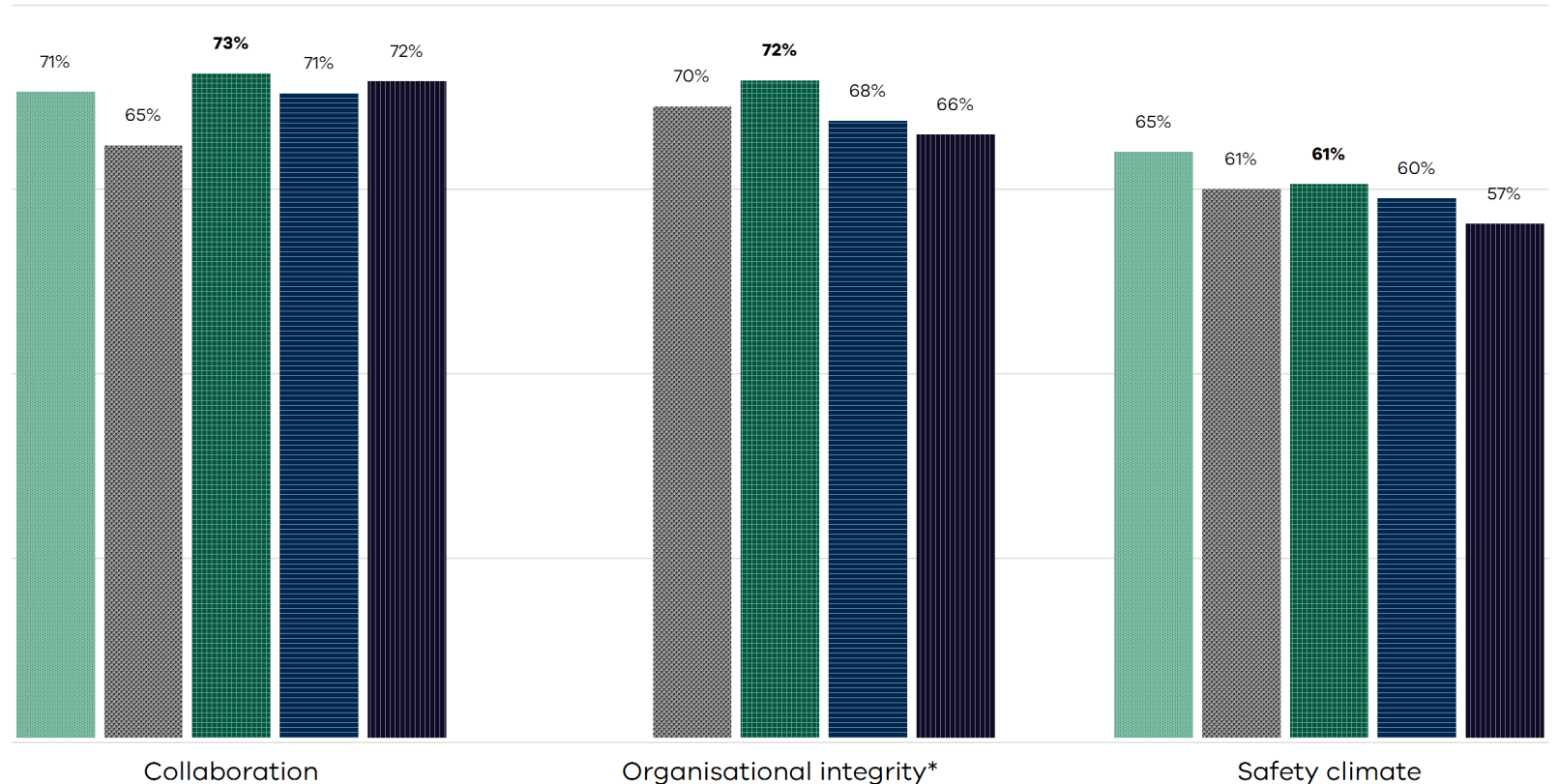
Example

In 2023:

- 73% of your staff who did the survey responded positively to questions about Collaboration which is up from 65% in 2022.

Compared to:

- 71% of staff at your comparator and 72% 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.

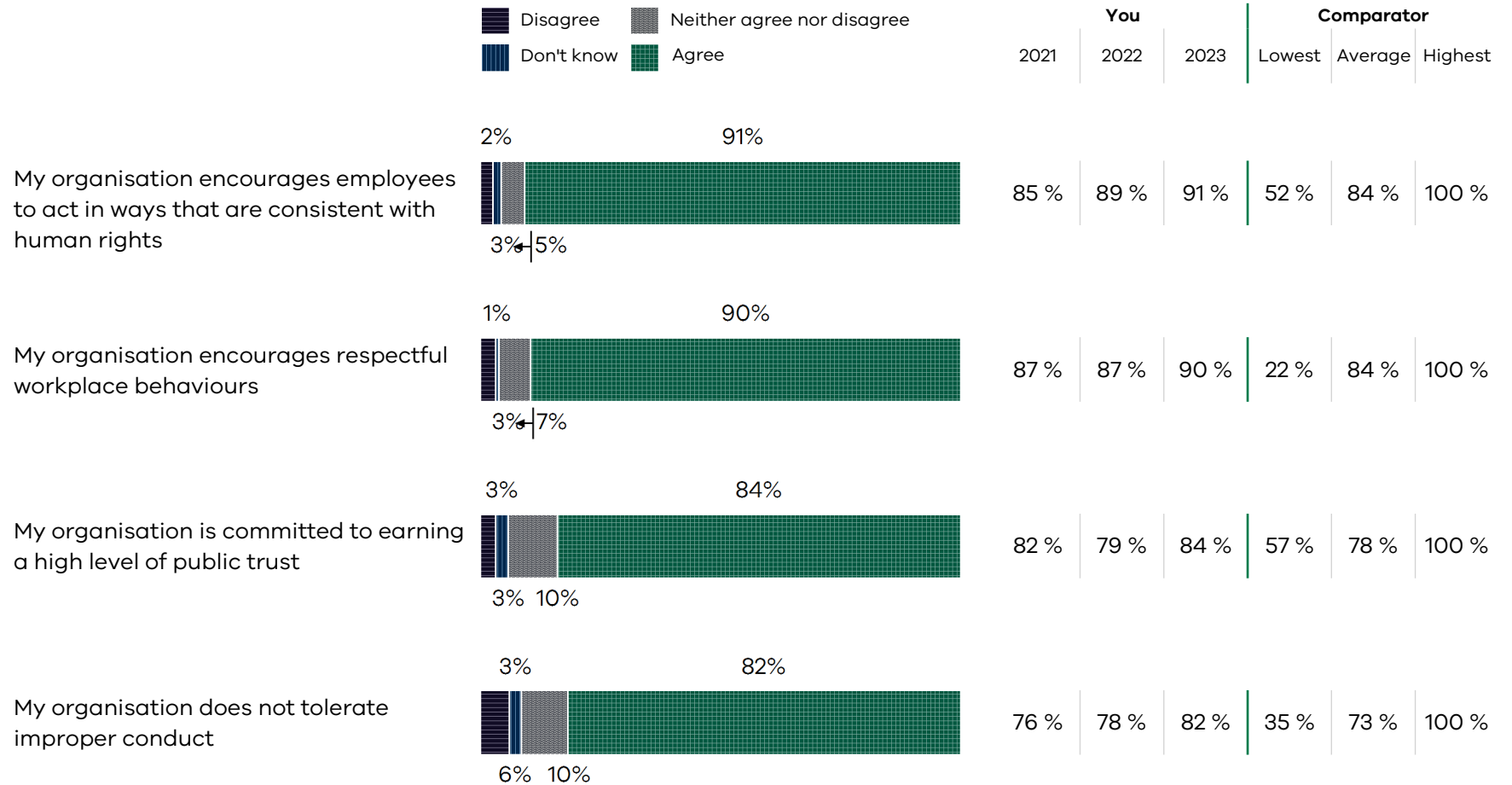
Example

91% 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.

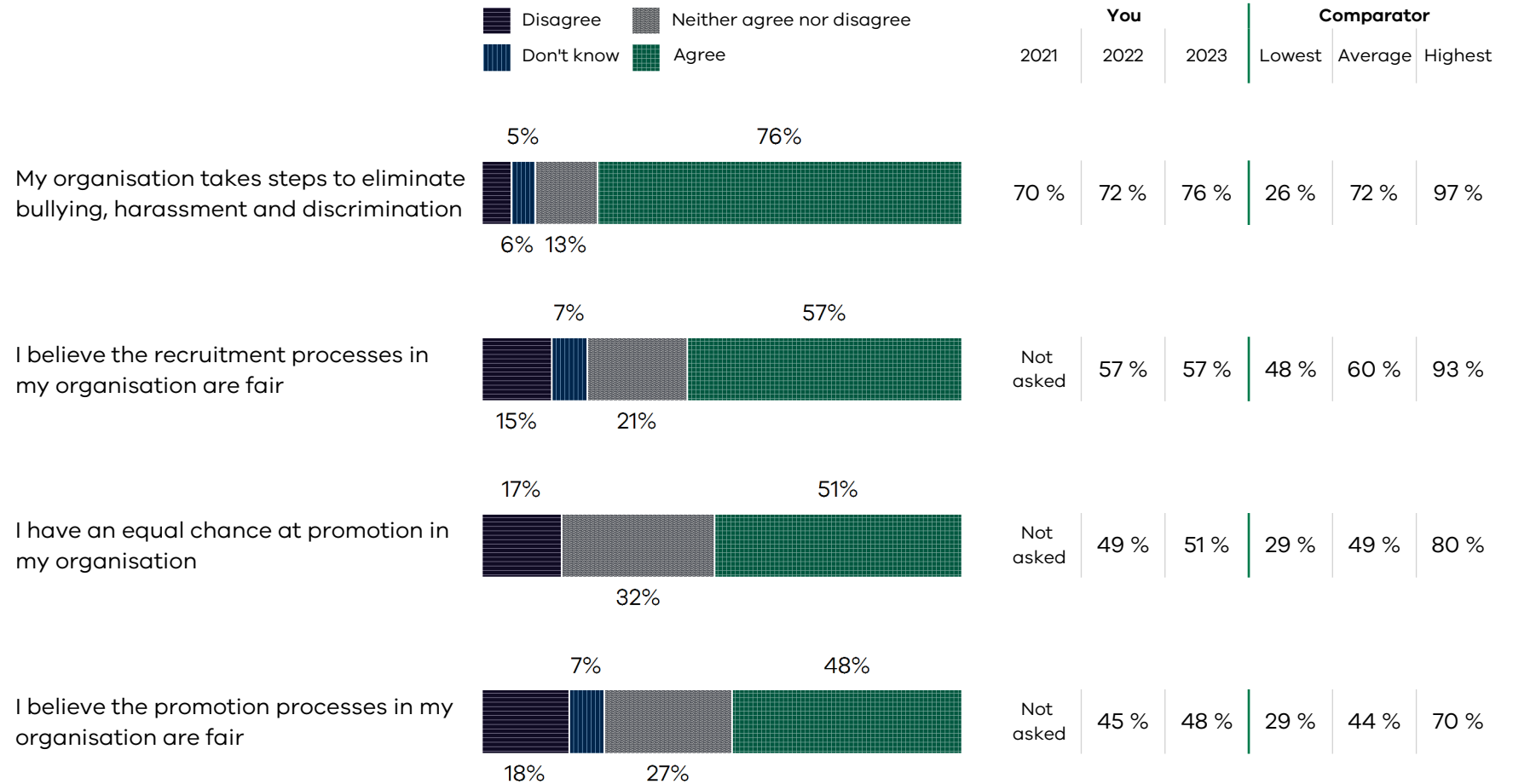
Example

76% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question

Your results

Benchmark agree results



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

83% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

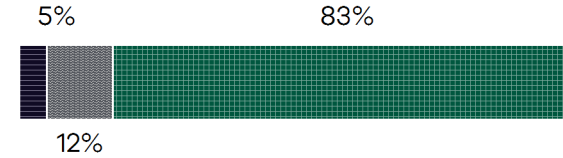
Survey question

Your results

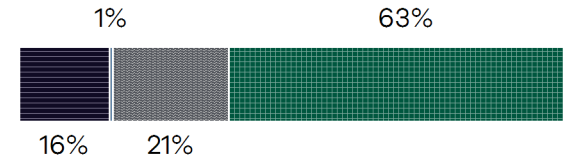
Benchmark agree results



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



Workgroups across my organisation willingly share information with each other



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	86 %	78 %	83 %	74 %	84 %	100 %
Workgroups across my organisation willingly share information with each other	56 %	53 %	63 %	17 %	58 %	90 %

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.

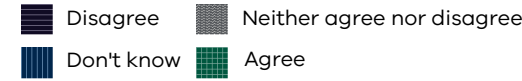
Example

91% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

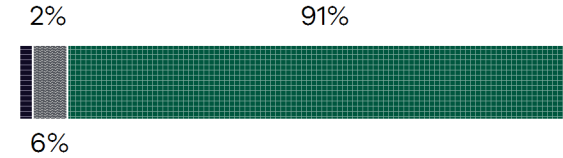
Survey question

Your results

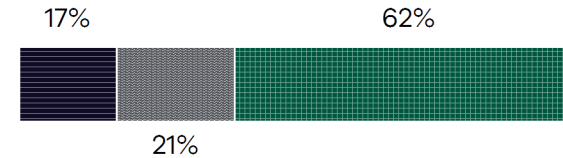
Benchmark agree results



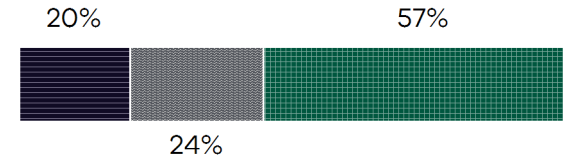
My organisation provides a physically safe work environment



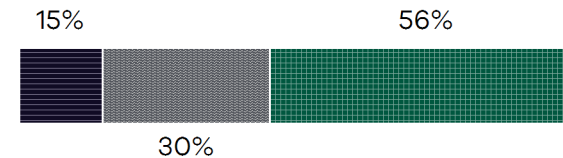
Senior leaders consider the psychological health of employees to be as important as productivity



Senior leaders show support for stress prevention through involvement and commitment



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



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation provides a physically safe work environment	93 %	94 %	91 %	81 %	87 %	100 %
Senior leaders consider the psychological health of employees to be as important as productivity	62 %	57 %	62 %	30 %	58 %	90 %
Senior leaders show support for stress prevention through involvement and commitment	58 %	51 %	57 %	13 %	51 %	90 %
In my workplace, there is good communication about psychological safety issues that affect me	61 %	58 %	56 %	21 %	57 %	80 %

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

52% of your staff who did the survey agreed or strongly agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.

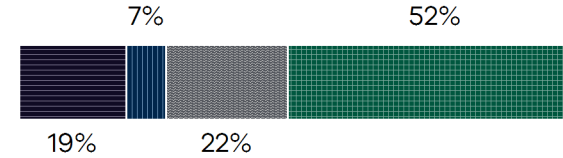
Survey question

Your results

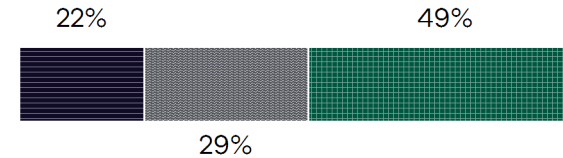
Benchmark agree results



My organisation has effective procedures in place to support employees who may experience stress



All levels of my organisation are involved in the prevention of stress



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
My organisation has effective procedures in place to support employees who may experience stress	64 %	54 %	52 %	25 %	54 %	74 %
All levels of my organisation are involved in the prevention of stress	50 %	50 %	49 %	13 %	50 %	80 %

People matter survey

2023

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

Custom questions

- Questions requested by your organisation

Demographics

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- Caring

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.

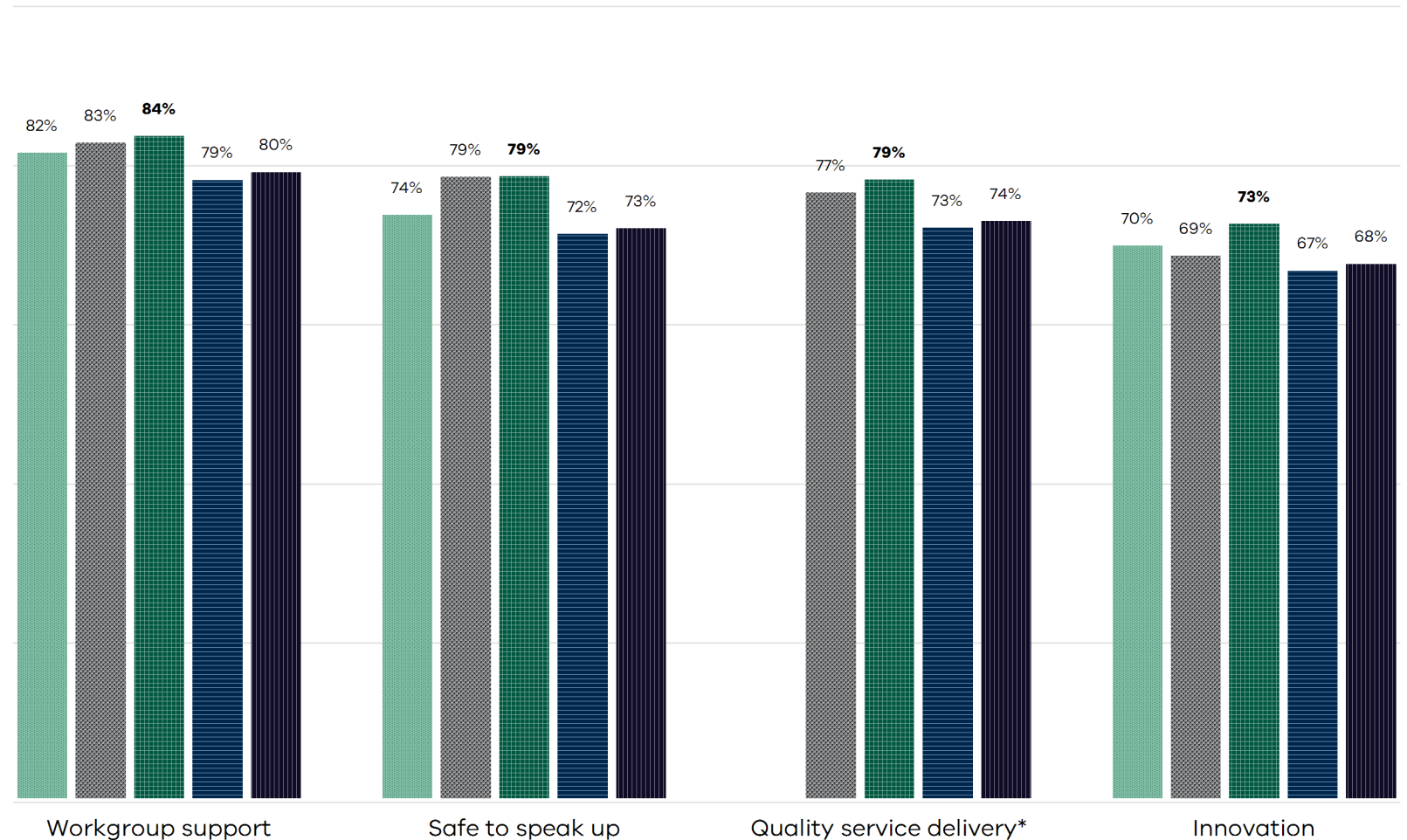
Example

In 2023:

- 84% of your staff who did the survey responded positively to questions about Workgroup support which is up from 83% in 2022.

Compared to:

- 79% of staff at your comparator and 80% of staff across the public sector.



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

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

Workgroup climate

Quality service delivery

What this is

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

Why this is important

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

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

How to read this

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

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

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

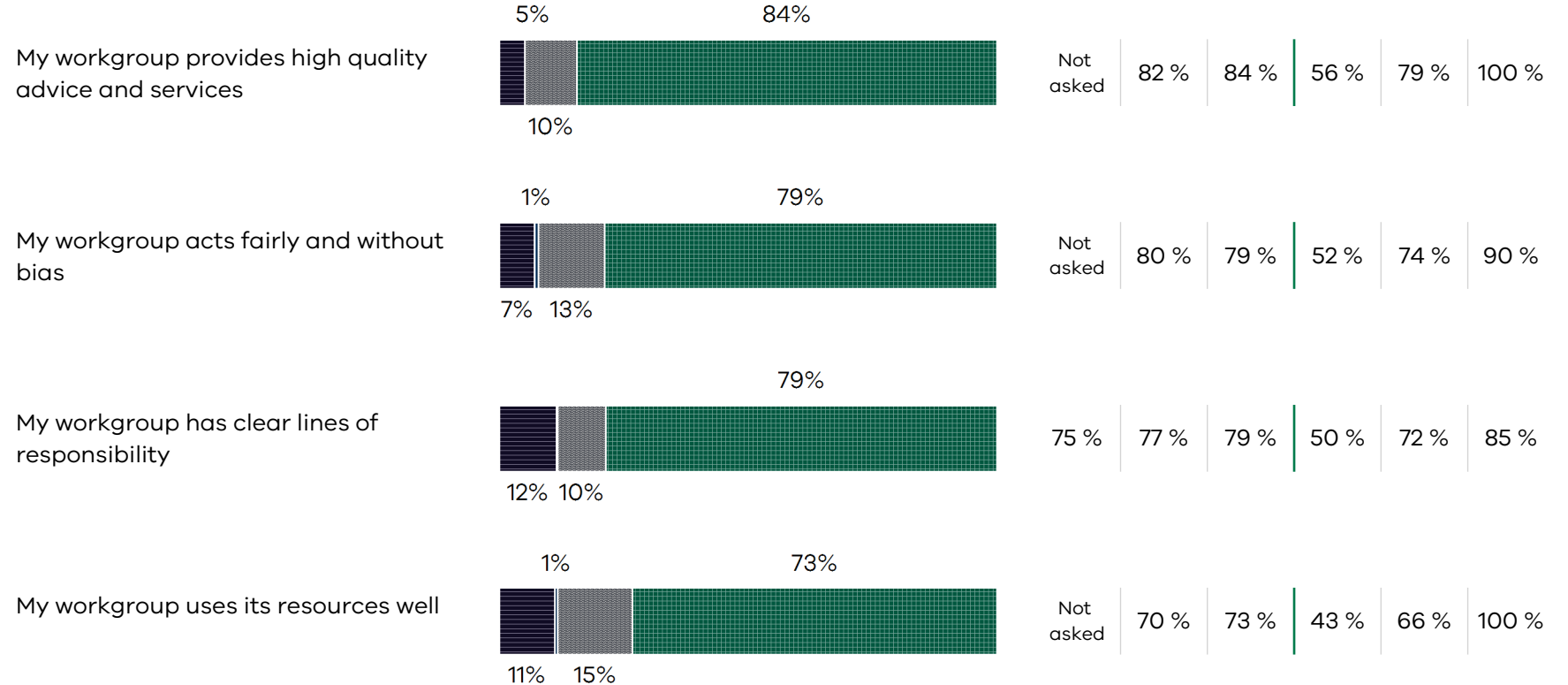
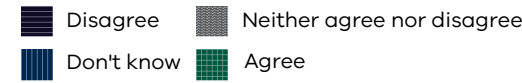
Example

84% 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

75% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.

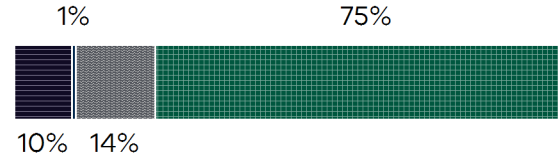
Survey question

Your results

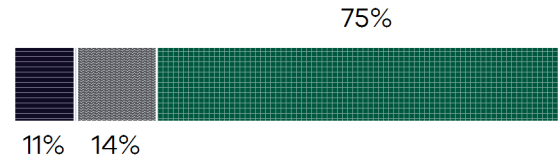
Benchmark agree results



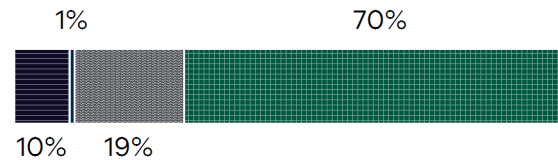
My workgroup learns from failures and mistakes



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	74 %	73 %	75 %	50 %	69 %	90 %
My workgroup is quick to respond to opportunities to do things better	74 %	70 %	75 %	43 %	69 %	90 %
My workgroup encourages employee creativity	63 %	64 %	70 %	36 %	64 %	93 %

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

92% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

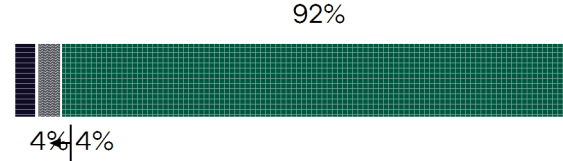
Survey question

Your results

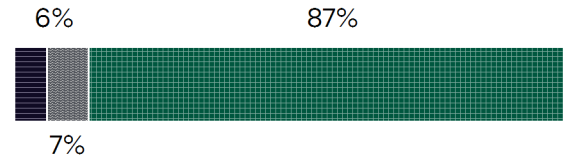
Benchmark agree results



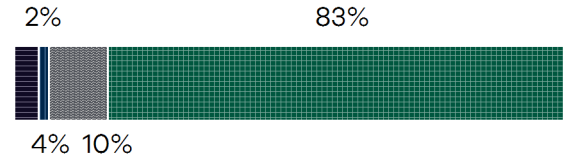
People in my workgroup treat each other with respect



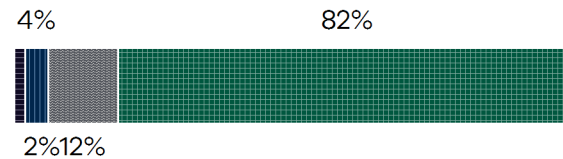
People in my workgroup work together effectively to get the job done



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



People in my workgroup are politically impartial in their work



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
People in my workgroup treat each other with respect	90 %	90 %	92 %	71 %	83 %	100 %
People in my workgroup work together effectively to get the job done	86 %	85 %	87 %	74 %	82 %	100 %
People in my workgroup are honest, open and transparent in their dealings	81 %	82 %	83 %	68 %	76 %	100 %
People in my workgroup are politically impartial in their work	77 %	82 %	82 %	57 %	78 %	93 %

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.

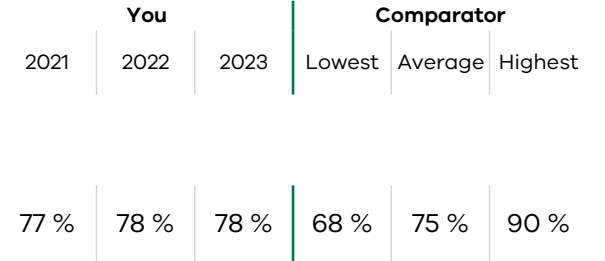
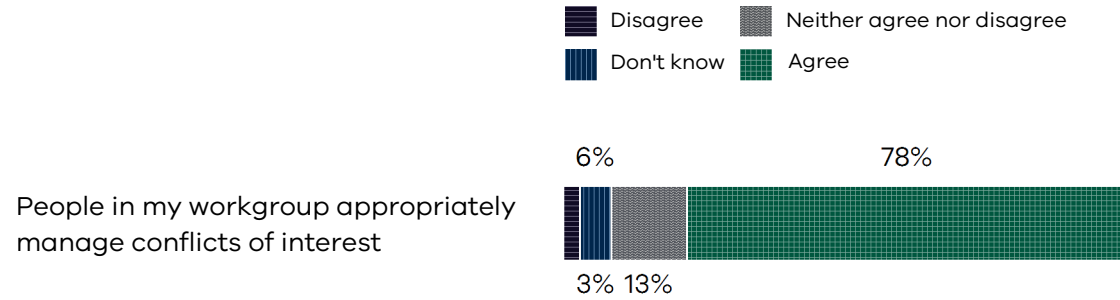
Example

78% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

Survey question

Your results

Benchmark agree results



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

81% 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'.

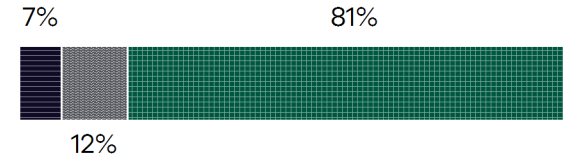
Survey question

Your results

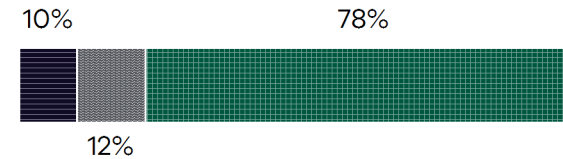
Benchmark agree results



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	78 %	82 %	81 %	65 %	73 %	87 %
I feel safe to challenge inappropriate behaviour at work	71 %	76 %	78 %	26 %	71 %	100 %

People matter survey

2023

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

Job and manager factors

Scorecard 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

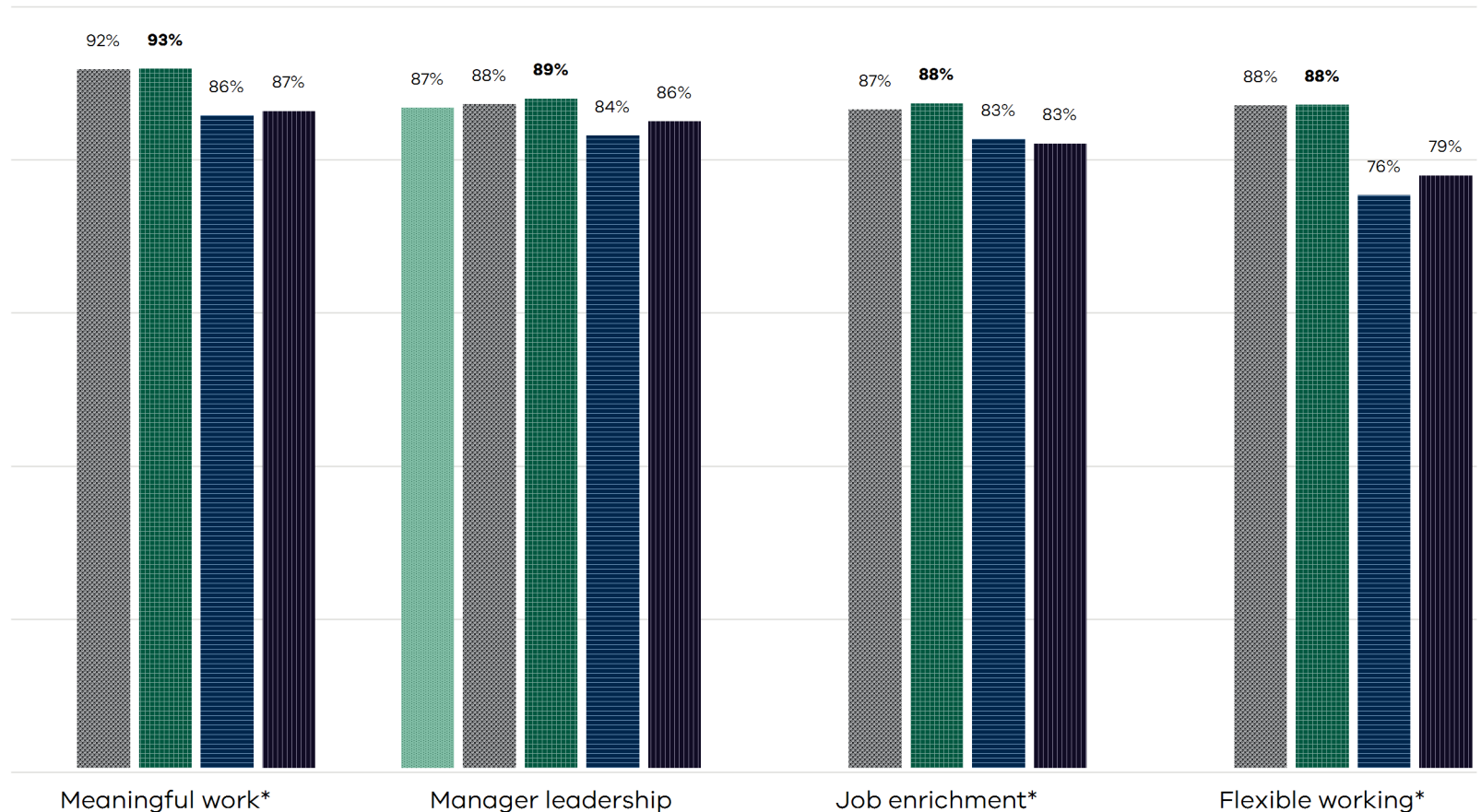
Example

In 2023:

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

Compared to:

- 86% of staff at your comparator and 87% 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

■ You2021 ■ You2022 ■ You2023 ■ Comparator 2023 ■ Public sector 2023

Job and manager factors

Scorecard 2 of 2

What this is

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

Why this is important

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

How to read this

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

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

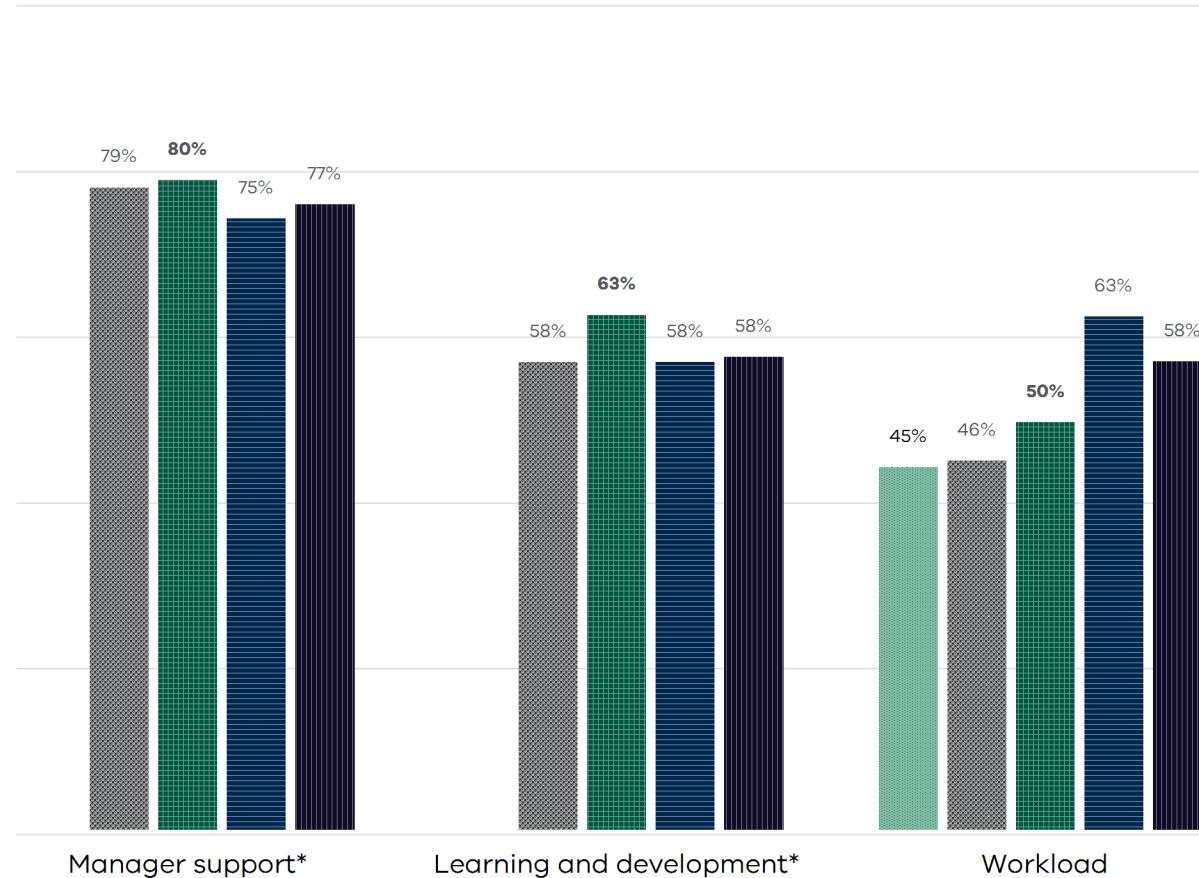
Example

In 2023:

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

Compared to:

- 75% of staff at your comparator and 77% of staff across the public sector.



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

You 2021 You 2022 You 2023 Comparator 2023 Public sector 2023

Job and manager factors

Manager leadership

What this is

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

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

How to read this

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

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

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

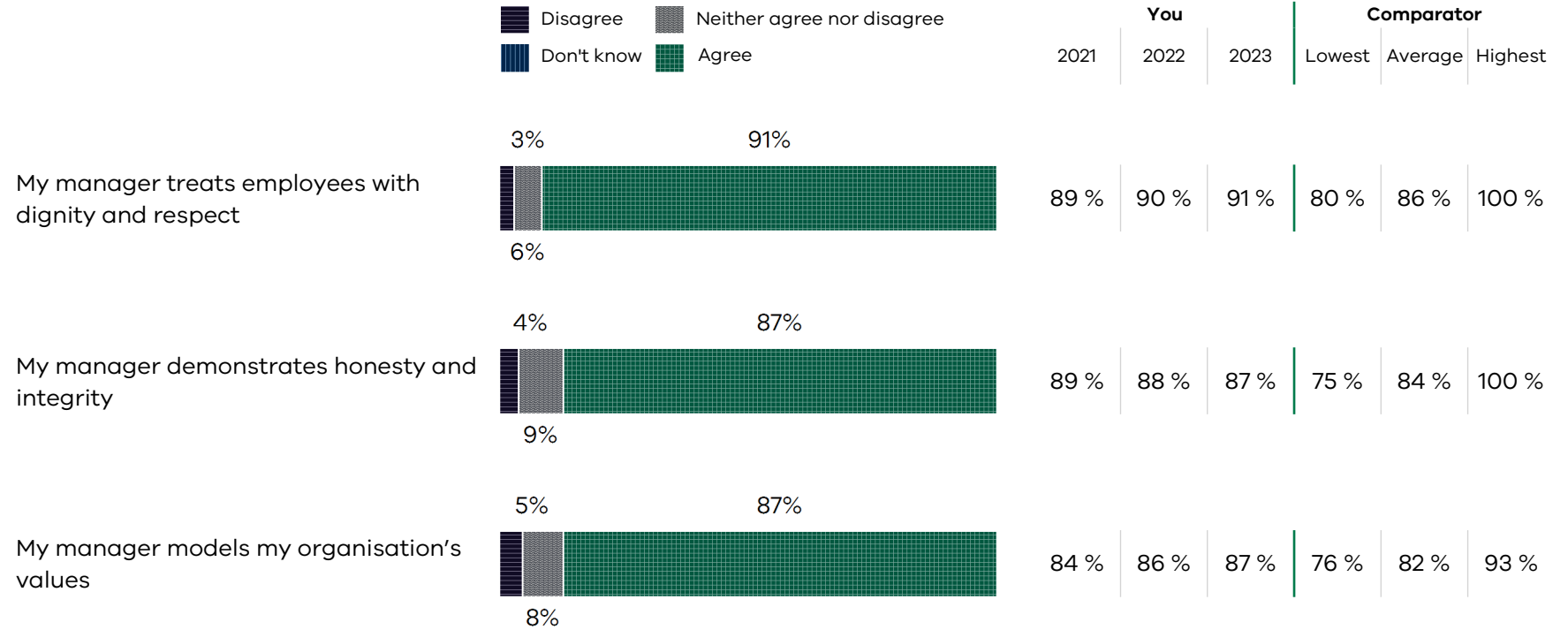
Example

91% 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



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.

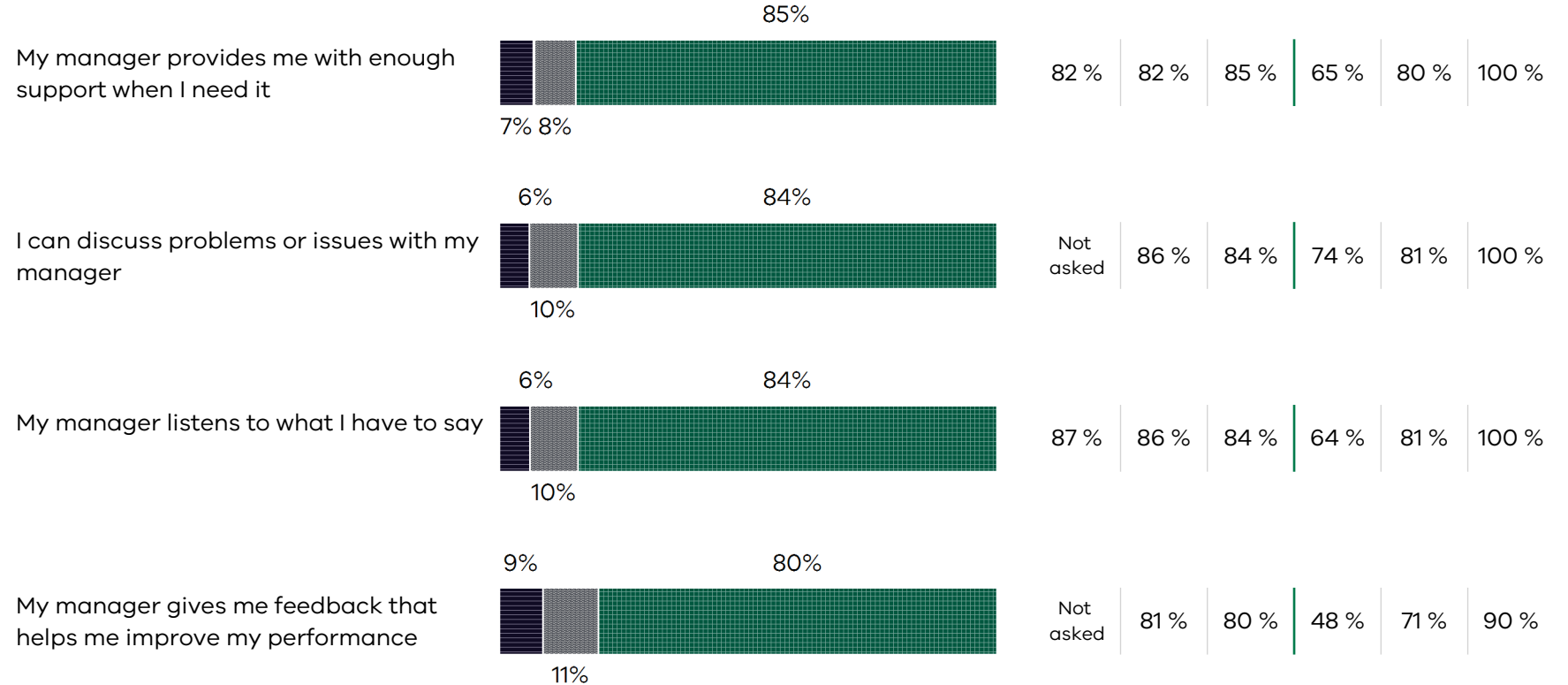
Example

85% of your staff who did the survey agreed or strongly agreed with 'My manager provides me with enough support when I need it'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Manager support 2 of 2

What this is

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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

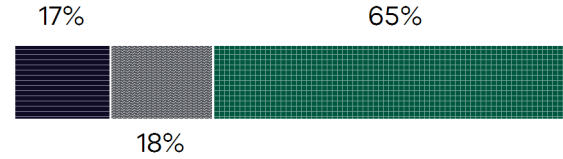
Example

65% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

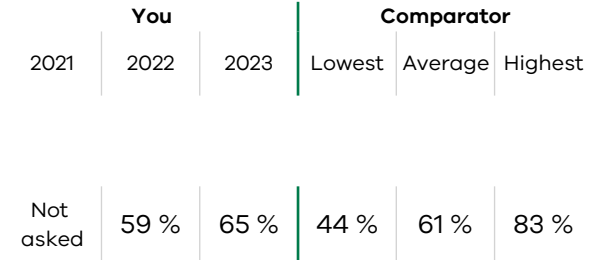
Survey question

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

53% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

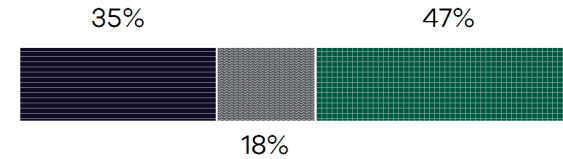
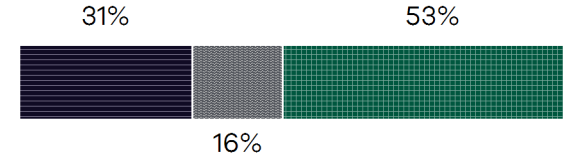
Survey question

Your results

Benchmark agree results

The workload I have is appropriate for the job that I do

I have enough time to do my job effectively



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	46 %	46 %	53 %	43 %	65 %	90 %
I have enough time to do my job effectively	44 %	45 %	47 %	43 %	62 %	100 %

Job and manager factors

Learning and development

What this is

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

Why this is important

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

How to read this

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

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

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

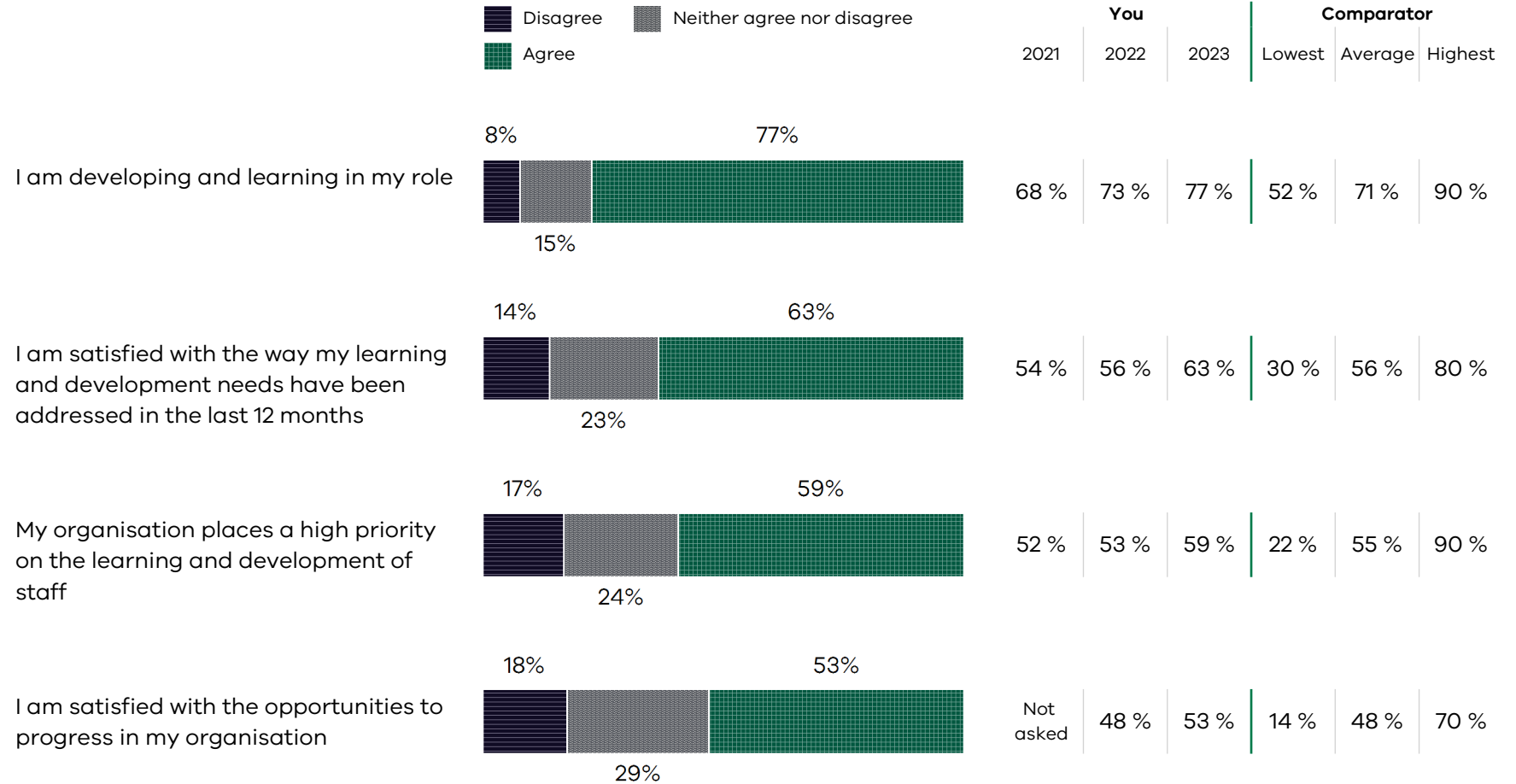
Example

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

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 1 of 2

What this is

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

Why this is important

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

How to read this

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

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

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

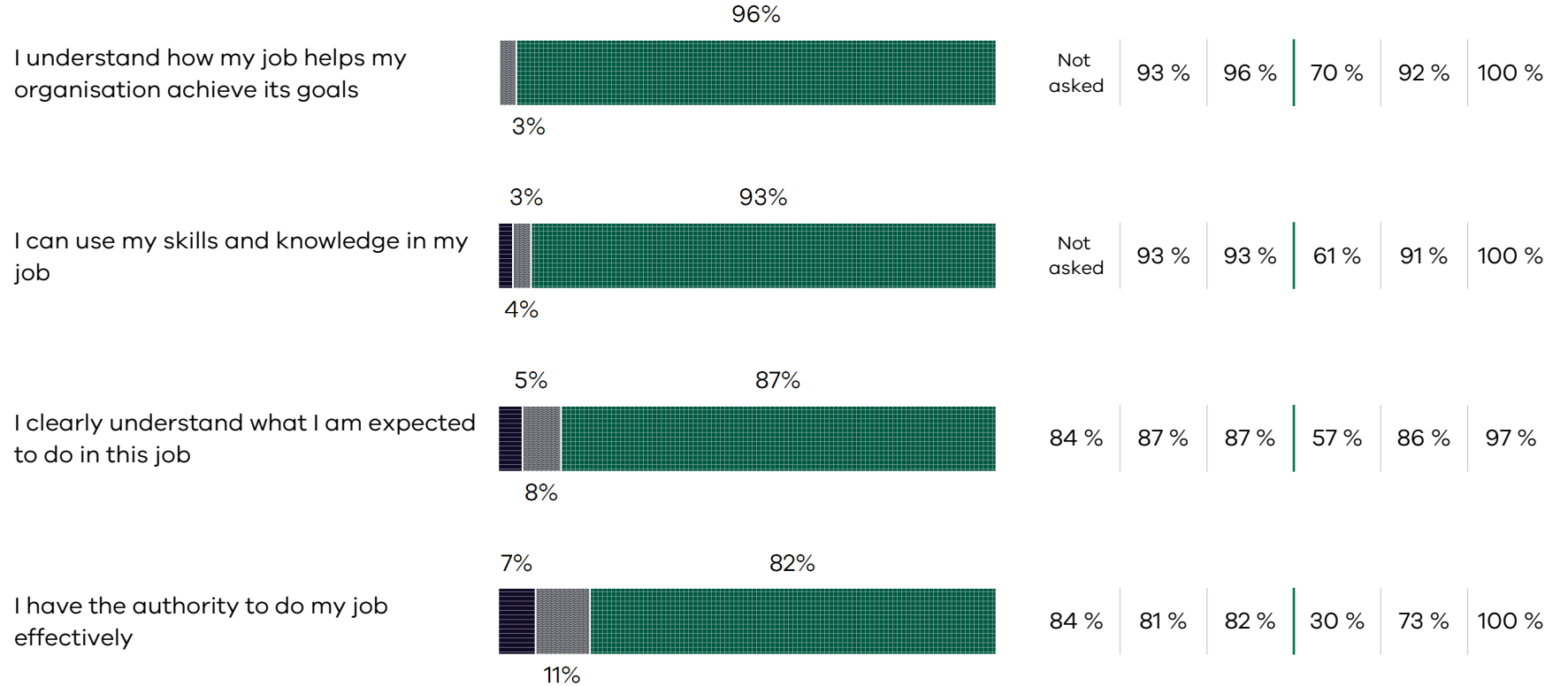
Example

96% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

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.

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

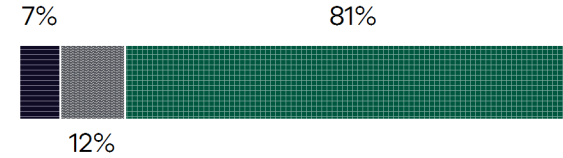
Example

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

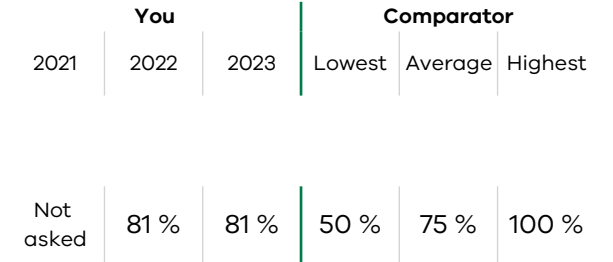
Survey question

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.

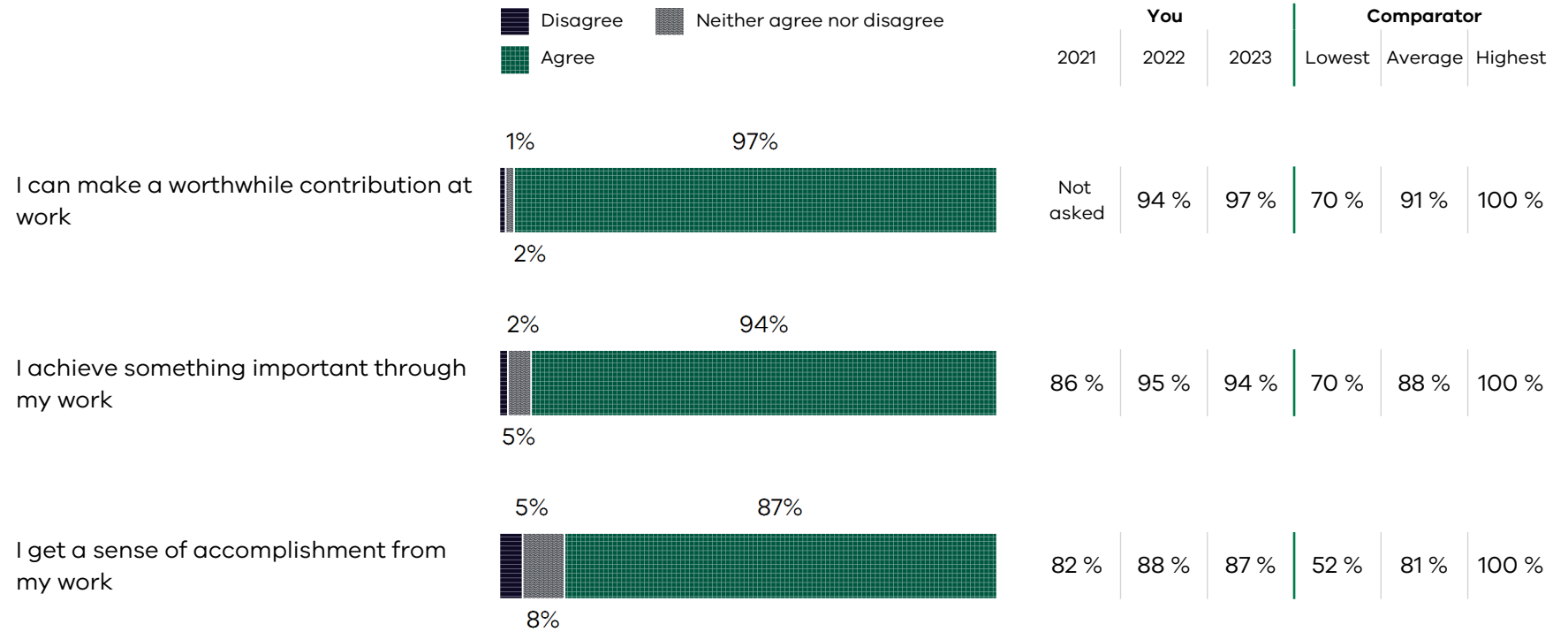
Example

97% 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.

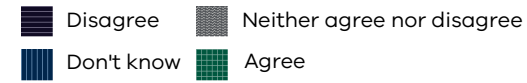
Example

91% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

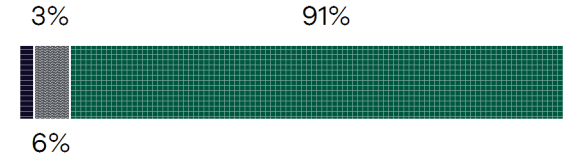
Survey question

Your results

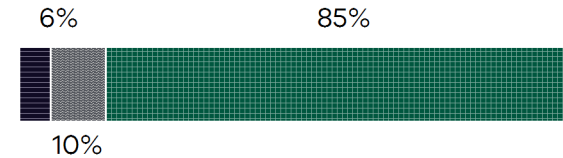
Benchmark agree results



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	92 %	91 %	71 %	81 %	100 %
I am confident that if I requested a flexible work arrangement, it would be given due consideration	85 %	83 %	85 %	50 %	71 %	90 %

People matter survey

2023

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- Discrimination
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Key differences

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

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- 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

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.

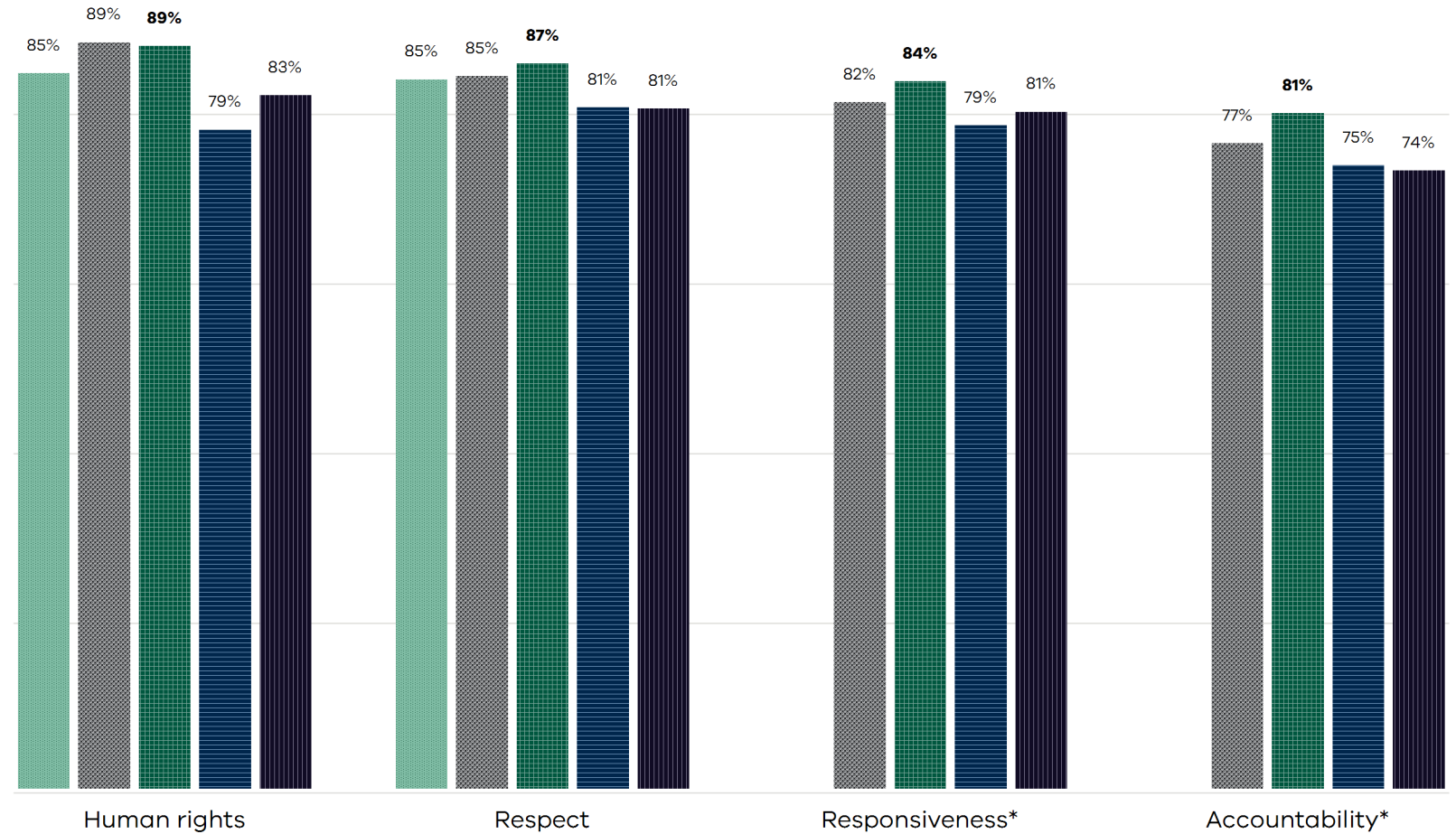
Example

In 2023:

- 89% of your staff who did the survey responded positively to questions about Human rights, which is down 0% in 2022.

Compared to:

- 79% of staff at your comparator and 83% 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.

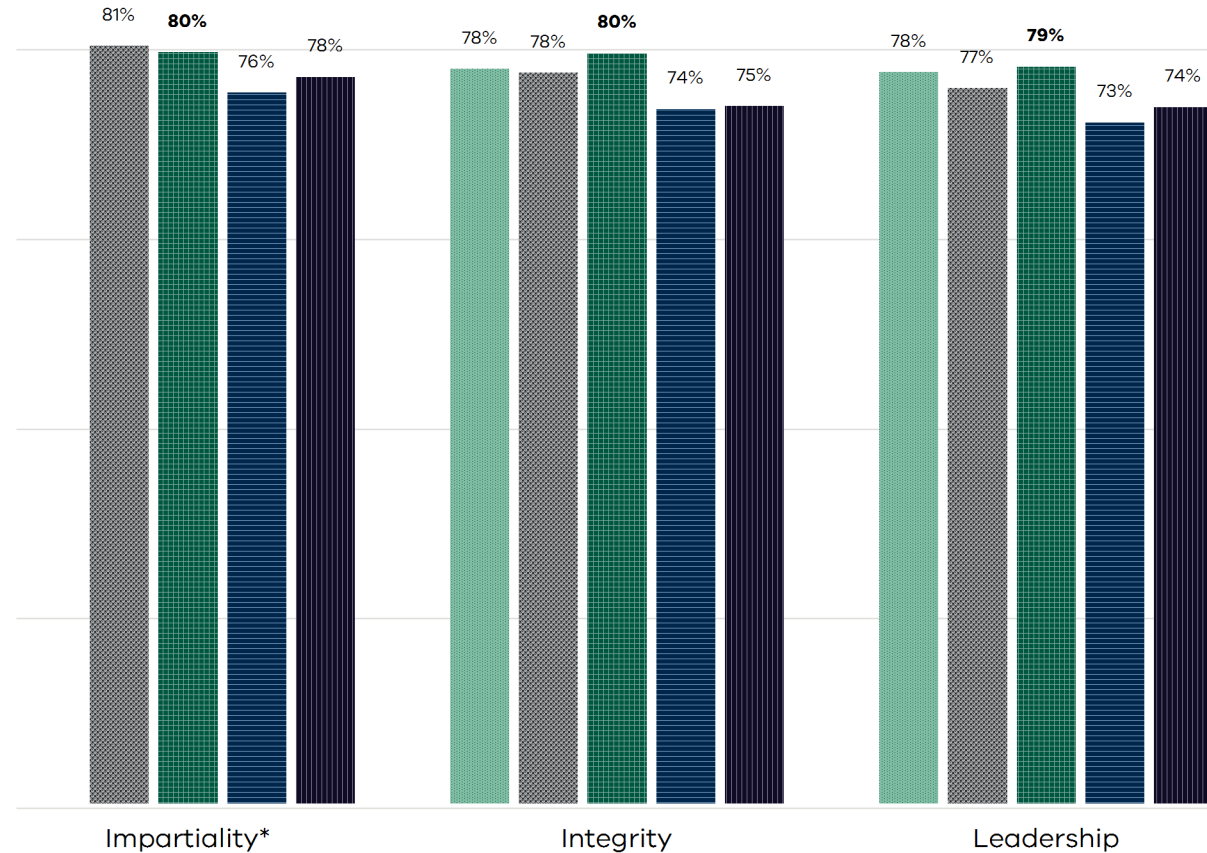
Example

In 2023:

- 80% of your staff who did the survey responded positively to questions about Impartiality, which is down 1% in 2022.

Compared to:

- 76% of staff at your comparator and 78% 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.

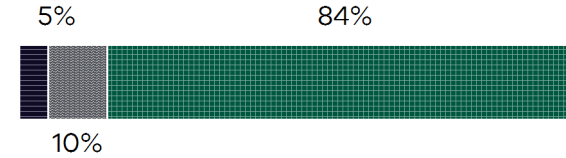
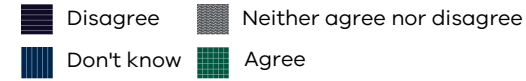
Example

84% of staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

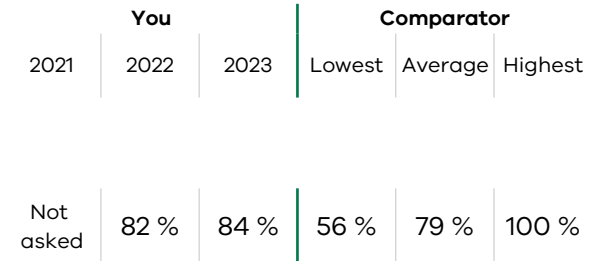
Survey question

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.

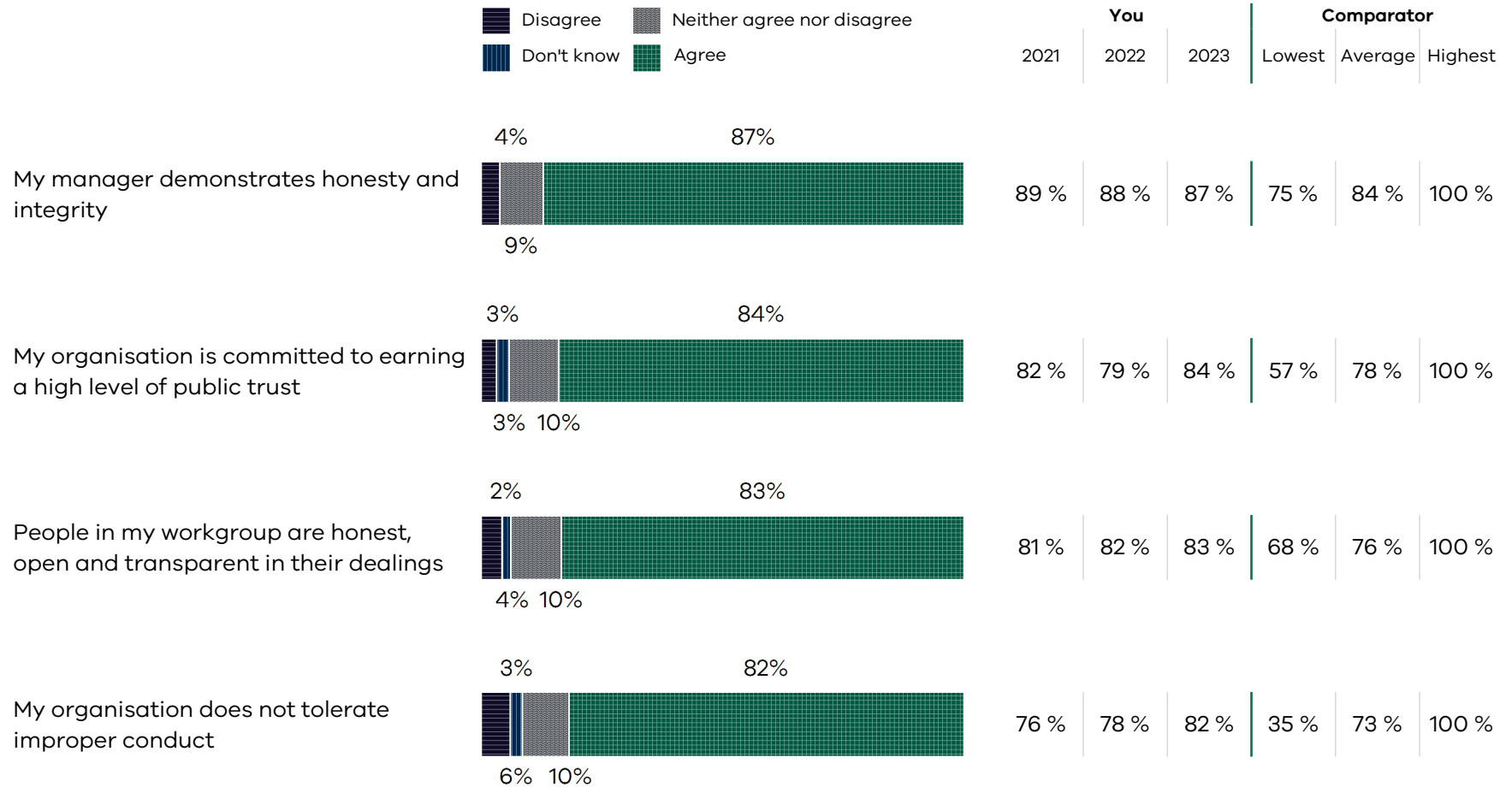
Example

87% 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.

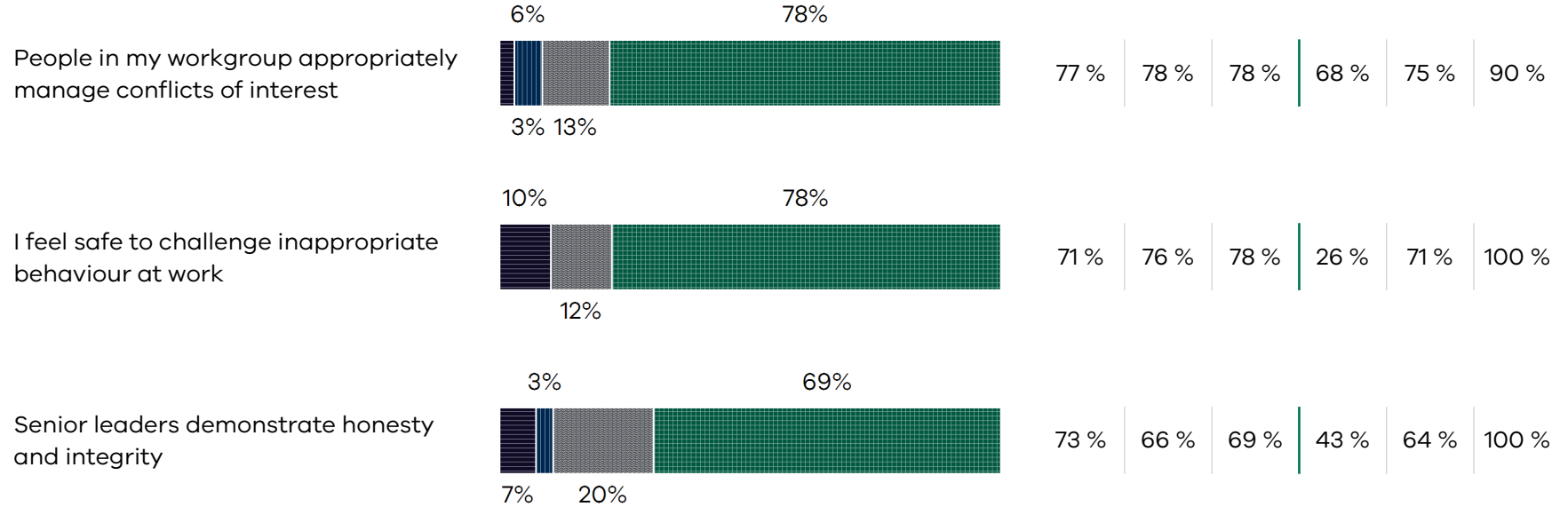
Example

78% 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



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

82% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

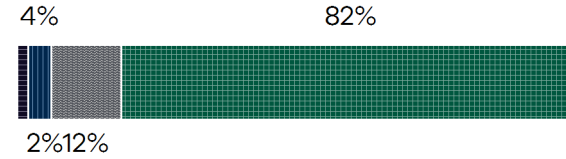
Survey question

Your results

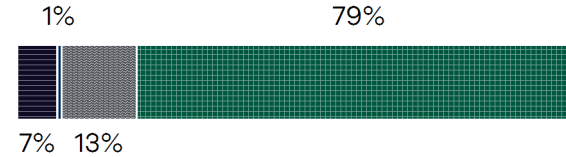
Benchmark agree results



People in my workgroup are politically impartial in their work



My workgroup acts fairly and without bias



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
People in my workgroup are politically impartial in their work	77 %	82 %	82 %	57 %	78 %	93 %
My workgroup acts fairly and without bias	Not asked	80 %	79 %	52 %	74 %	90 %

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

96% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

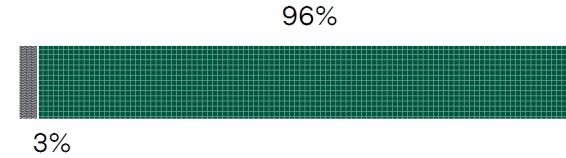
Survey question

Your results

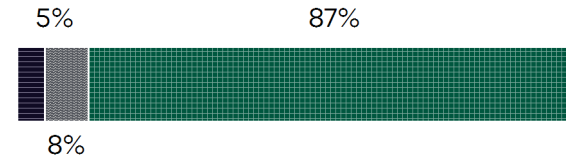
Benchmark agree results



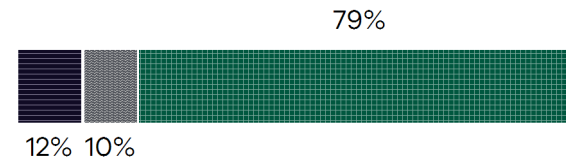
I understand how my job helps my organisation achieve its goals



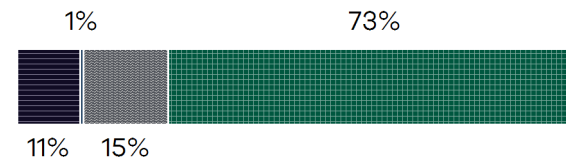
I clearly understand what I am expected to do in this job



My workgroup has clear lines of responsibility



My workgroup uses its resources well



	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	Not asked	93 %	96 %	70 %	92 %	100 %
I clearly understand what I am expected to do in this job	84 %	87 %	87 %	57 %	86 %	97 %
My workgroup has clear lines of responsibility	75 %	77 %	79 %	50 %	72 %	85 %
My workgroup uses its resources well	Not asked	70 %	73 %	43 %	66 %	100 %

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.

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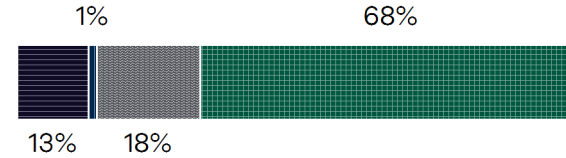
Example

68% of staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

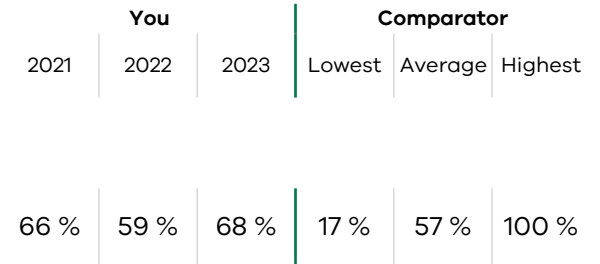
Survey question

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.

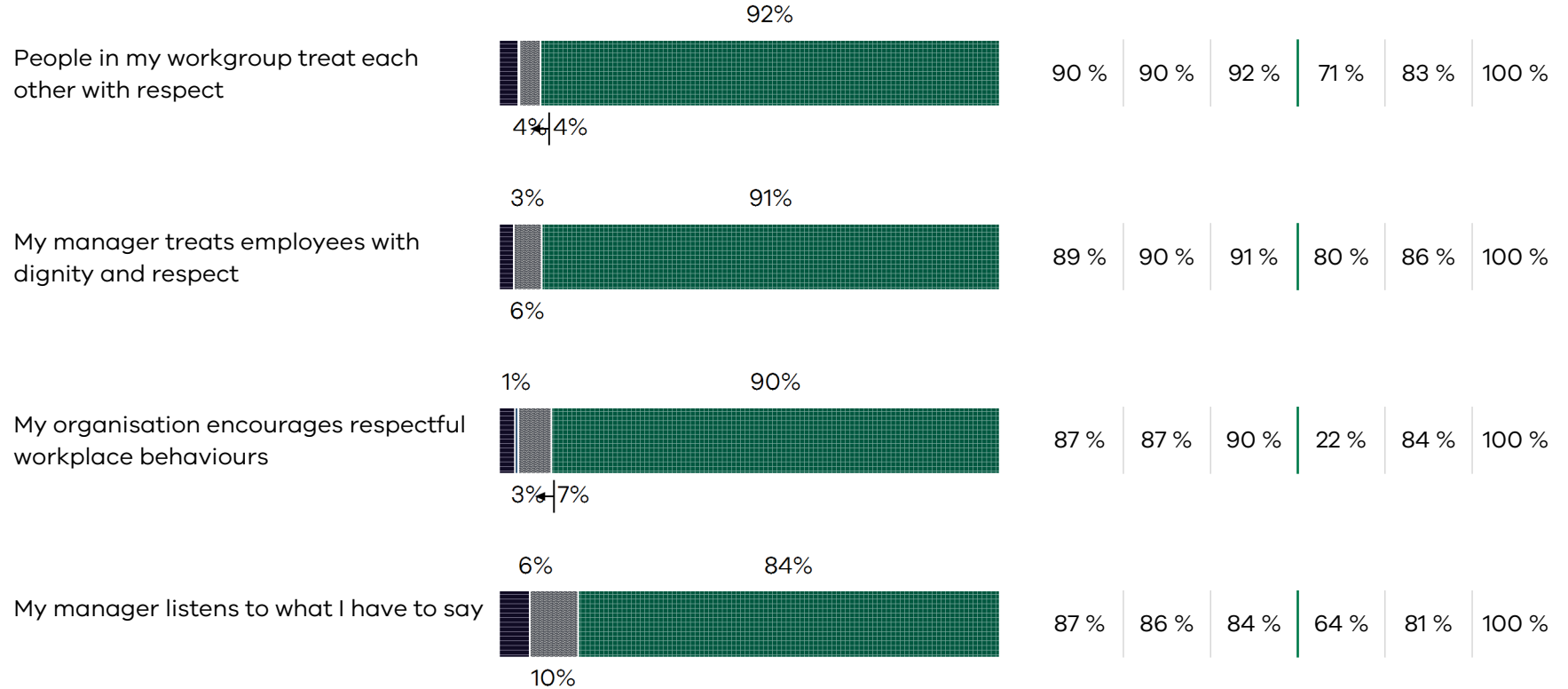
Example

92% of staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

Survey question

Your results

Benchmark agree results



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.

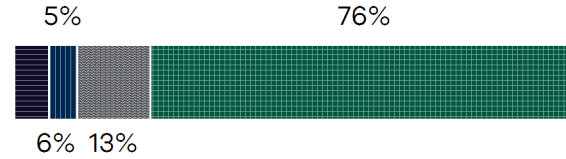
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

76% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

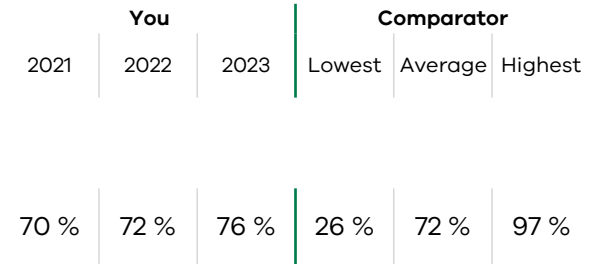
Survey question

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

87% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

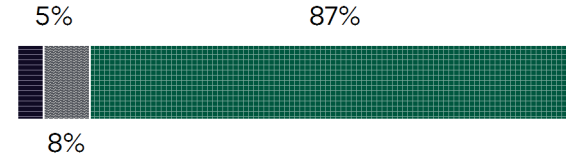
Survey question

Your results

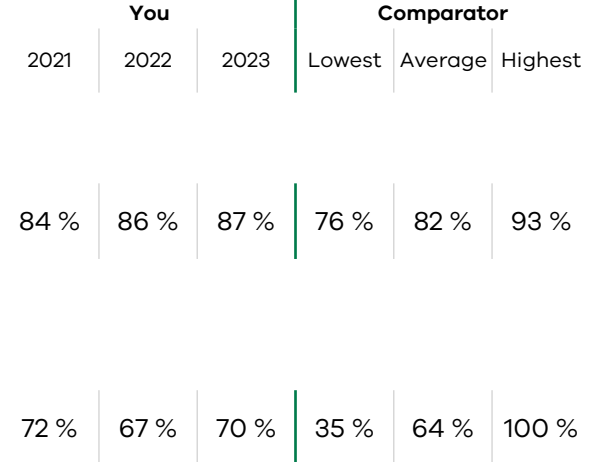
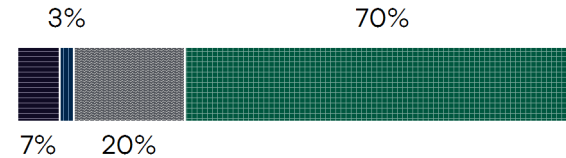
Benchmark agree results



My manager models my organisation's values



Senior leaders model my organisation's values



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.

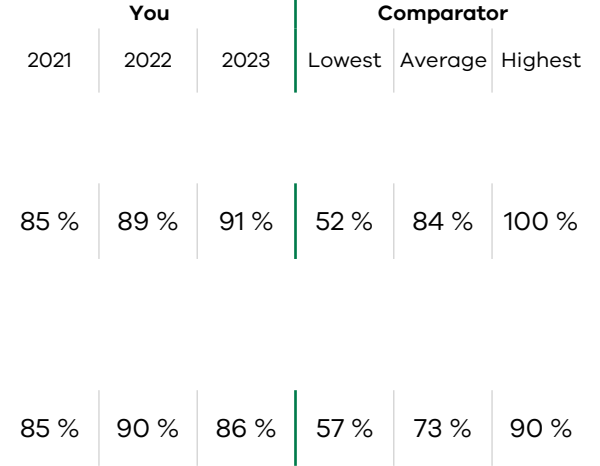
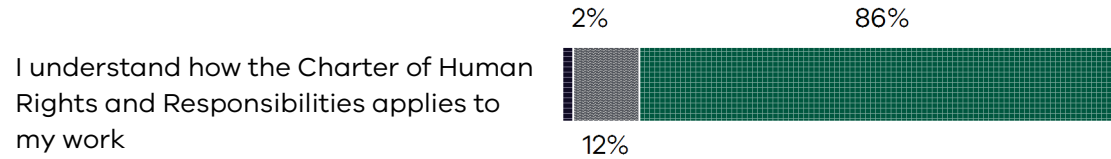
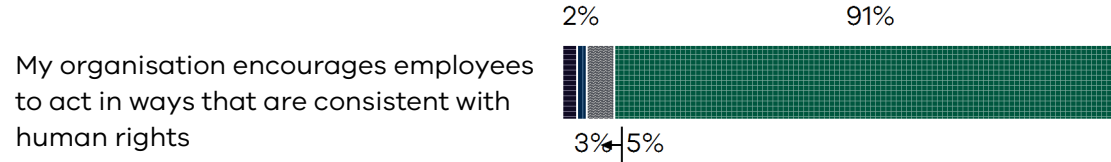
Example

91% of staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question

Your results

Benchmark agree results



People matter survey

2023

Have your say

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- Biggest positive difference from comparator
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- Taking action questions

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- Safety climate

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- Scorecard
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- Workgroup support
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- Manager support
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- Job enrichment
- Meaningful work
- Flexible working

Public sector values

- Scorecard
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- Leadership
- Human rights

Topical questions

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

Custom questions

- Questions requested by your organisation

Demographics

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

Topical questions

What this is

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

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

Why this is important

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

How to read this

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

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

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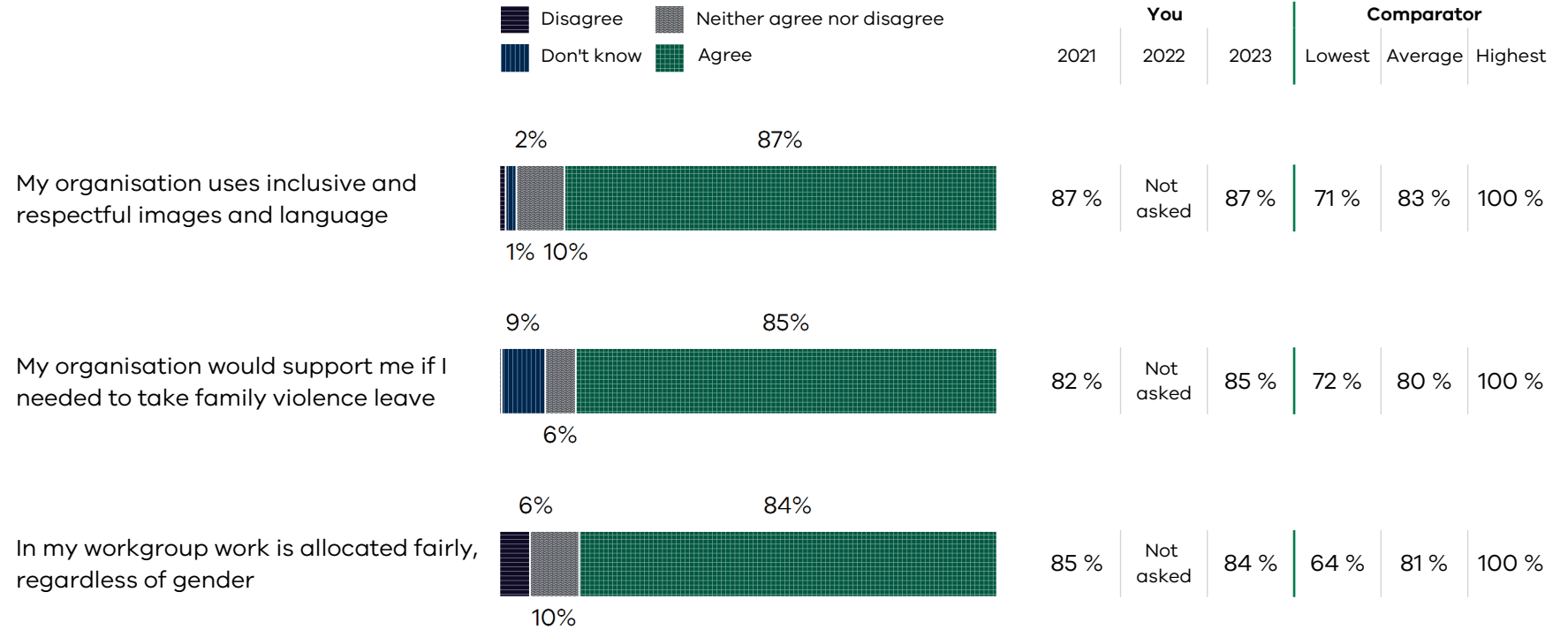
Example

87% of your staff who did the survey agreed or strongly agreed with 'My organisation uses inclusive and respectful images and language'.

Survey question

Your results

Benchmark agree results



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.

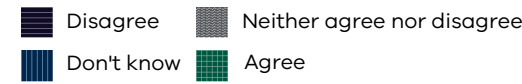
Example

88% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

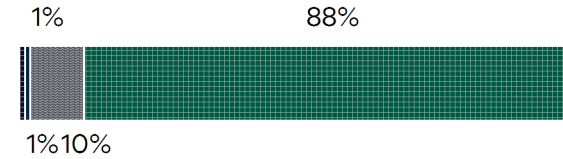
Survey question

Your results

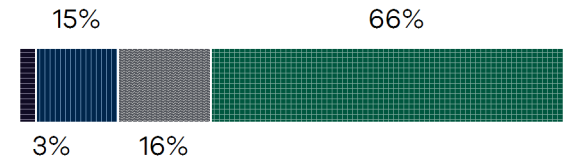
Benchmark agree results



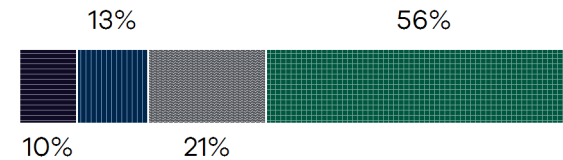
I understand how the Code of Conduct for Victorian public sector employees applies to my work



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



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



Year	You			Comparator		
	2021	2022	2023	Lowest	Average	Highest
	Not asked	Not asked	88 %	61 %	84 %	97 %
	Not asked	Not asked	66 %	36 %	64 %	81 %
	Not asked	Not asked	56 %	35 %	53 %	87 %

People matter survey

2023

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- Taking action questions

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Demographics

- Age, gender, variations in sex characteristics and sexual orientation
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- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring

Custom questions

What this is

Your organisation asked 5 custom questions as part of the 2023 survey.

Why this is important

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

How to read this

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

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

Example

72% of staff who did the survey agreed or strongly agreed with 'Our leaders regularly and effectively communicate about the importance of each person taking responsibility for managing compliance and risks in their own role'.

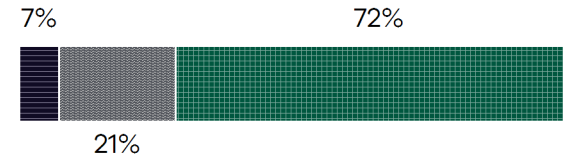
Survey question

Your results

Benchmark results



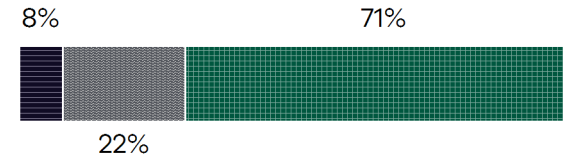
Our leaders regularly and effectively communicate about the importance of each person taking responsibility for managing compliance and risks in their own role



Year	You
2021	2022
2023	

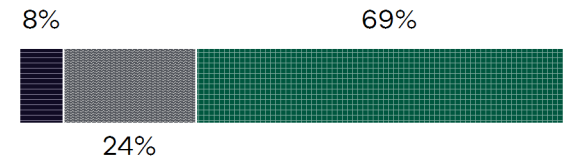
Not asked	Not asked	72 %
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I see Our Culture behaviours demonstrated in my organisation



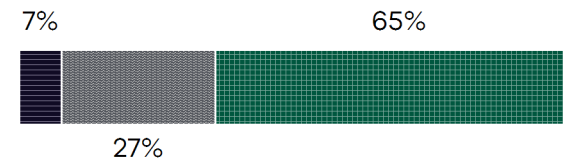
67 %	65 %	71 %
------	------	------

I feel a strong personal attachment to Our Culture



69 %	64 %	69 %
------	------	------

Most people in our organisation, if they identify risks that have not been properly managed, are comfortable informing their manager or other senior executive



Not asked	Not asked	65 %
-----------	-----------	------

Custom questions

What this is

Your organisation asked 5 custom questions as part of the 2023 survey.

Why this is important

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

How to read this

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

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

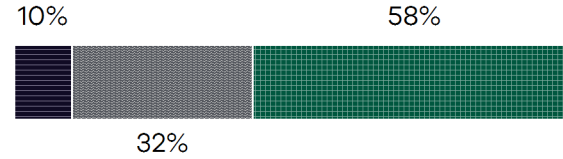
Example

58% of staff who did the survey agreed or strongly agreed with 'Our leaders at all levels challenge people constructively and positively if they do not meet their commitments to manage risks'.

Survey question

Our leaders at all levels challenge people constructively and positively if they do not meet their commitments to manage risks

Your results



Benchmark results













People matter survey

2023

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- Employment
- Adjustments
- Caring

Demographics

Age, gender, variations in sex characteristics and sexual orientation

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

To protect you, we:

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

Age	(n)	%
15-34 years	93	20%
35-54 years	246	53%
55+ years	60	13%
Prefer not to say	69	15%

How would you describe your gender?	(n)	%
Woman	257	55%
Man	136	29%
Prefer not to say	73	16%
Non-binary and I use a different term	2	0%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	4	1%
No	398	85%
Prefer not to say	66	14%

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

	(n)	%
Yes	2	0%
No	396	85%
Don't know	17	4%
Prefer not to say	53	11%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	342	73%
Prefer not to say	84	18%
Bisexual	14	3%
Gay or lesbian	13	3%
Asexual	8	2%
Don't know	4	1%
I use a different term	2	0%
Pansexual	1	0%

Demographics

Aboriginal and/or Torres Strait Islander employees

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

To protect you, we:

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Aboriginal and/or Torres Strait Islander

	(n)	%
Yes	4	1%
Non Aboriginal and/or Torres Strait Islander	426	91%
Prefer not to say	38	8%

Demographics

Disability

What this is

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

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

How we protect anonymity and privacy

To protect you, we:

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

Do you identify as a person with a disability?

	(n)	%
Yes	30	6%
No	383	82%
Prefer not to say	55	12%

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

	(n)	%
Yes	20	67%
No	8	27%
Prefer not to say	2	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

To protect you, we:

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Country of birth	(n)	%
Born in Australia	313	67%
Not born in Australia	84	18%
Prefer not to say	71	15%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	37	36%
Hindi	11	11%
Sinhalese	10	10%
Greek	9	9%
Italian	8	8%
Tamil	8	8%
Spanish	7	7%
Mandarin	4	4%
Auslan	3	3%
Cantonese	3	3%
Filipino	3	3%
Punjabi	3	3%

Language other than English spoken with family or community	(n)	%
Yes	104	22%
No	306	65%
Prefer not to say	58	12%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Tagalog	3	3%
Urdu	3	3%
Vietnamese	3	3%
Arabic	2	2%
Persian (excluding Dari)	2	2%
Turkish	2	2%
Gujarati	1	1%
Macedonian	1	1%
Telugu	1	1%

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.

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Cultural identity	(n)	%
Australian	289	62%
Prefer not to say	77	16%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	56	12%
English, Irish, Scottish and/or Welsh	36	8%
South Asian	22	5%
East and/or South-East Asian	22	5%
Other	9	2%
African	6	1%
New Zealander	4	1%
Middle Eastern	4	1%
Pacific Islander	3	1%
Aboriginal and/or Torres Strait Islander	3	1%
North American	2	0%
Central and/or South American	2	0%
Central Asian	2	0%

Religion	(n)	%
No religion	166	35%
Christianity	154	33%
Prefer not to say	86	18%
Hinduism	22	5%
Other	16	3%
Islam	11	2%
Buddhism	9	2%
Judaism	3	1%
Sikhism	1	0%

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.

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Working arrangement	(n)	%
Full-Time	408	87%
Part-Time	60	13%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	52	12%
Below \$80k	210	47%
\$80k to \$120k	138	31%
\$120k to \$160k	29	6%
\$160k to \$200k	15	3%
\$200k or more	6	1%

Organisational tenure	(n)	%
<1 year	99	21%
1 to less than 2 years	40	9%
2 to less than 5 years	115	25%
5 to less than 10 years	92	20%
10 to less than 20 years	97	21%
More than 20 years	25	5%

Management responsibility	(n)	%
Non-manager	391	84%
Other manager	53	11%
Manager of other manager(s)	24	5%

Employment type	(n)	%
Ongoing and executive	404	86%
Fixed term	46	10%
Other	18	4%

Demographics

Employment characteristics 2 of 2

What this is

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Primary workplace location over the last 3 months

	(n)	%
Melbourne: Suburbs	304	65%
Large regional city	117	25%
Melbourne CBD	22	5%
Rural	18	4%
Other	7	1%

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

	(n)	%
Your employer's office	204	44%
A frontline or service delivery location	12	3%
Home or private location	383	82%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	8	2%
Other	5	1%

Flexible work

	(n)	%
Working from an alternative location (e.g. home, hub/shared work space)	220	47%
Flexible start and finish times	197	42%
No, I do not use any flexible work arrangements	123	26%
Part-time	49	10%
Using leave to work flexible hours	38	8%
Working more hours over fewer days	28	6%
Purchased leave	16	3%
Other	10	2%
Shift swap	5	1%
Study leave	3	1%
Job sharing	1	0%

Demographics

Adjustments

What this is

These are adjustments staff requested to perform in their role.

Why this is important

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

How to read this

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

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

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

	(n)	%
No, I have not requested adjustments	367	78%
Flexible working arrangements	80	17%
Physical modifications or improvements to the workplace	27	6%
Career development support strategies	6	1%
Other	3	1%
Job redesign or role sharing	2	0%

Why did you make this request?

	(n)	%
Work-life balance	56	55%
Family responsibilities	39	39%
Health	32	32%
Caring responsibilities	30	30%
Other	12	12%
Study commitments	4	4%
Disability	3	3%

What was your experience with making the request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	80	79%
The adjustments I needed were made but the process was unsatisfactory	14	14%
The adjustments I needed were not made	7	7%

Demographics

Caring

What this is

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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

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

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Caring responsibility	(n)	%
None of the above	156	33%
Primary school aged child(ren)	118	25%
Secondary school aged child(ren)	85	18%
Prefer not to say	64	14%
Frail or aged person(s)	53	11%
Child(ren) - younger than preschool age	32	7%
Person(s) with disability	26	6%
Preschool aged child(ren)	24	5%
Person(s) with a medical condition	20	4%
Other	16	3%
Person(s) with a mental illness	15	3%



**Victorian
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