

# People matter survey

2023

Have your say



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- Your comparator group
- Your response rate

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

### Demographics

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



## Report overview

### About your report

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

### Report contents

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

### Comparing data in this report

Your organisation took part in the survey in 2021 but not 2022.

This means you'll be able to compare about 75% of this year's survey with your previous results.

### Rounding of percentages

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

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

### Survey questions and definitions

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

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### Privacy and anonymity

To protect you, we:

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

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

## Report overview

### Survey's theoretical framework

#### What this is

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

#### Why this is important

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

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

#### Our public sector values

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

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

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



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



## Report overview

### Your comparator group

#### What this is

This is a list of similar organisations to yours.

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

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

#### How we use this in your report

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

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

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

Breakthrough Victoria

Health Purchasing Victoria

Launch Victoria

Melbourne Market Authority

Parliament of Victoria

Port of Hastings Corporation

Ports Victoria

State Trustees Limited

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.

2021

61%  
(143)

Comparator 49%  
Public Sector 39%

2023

57%  
(142)

Comparator 61%  
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.

2021

75

Comparator 68  
Public Sector 70

2023

67

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 67.

#### 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.

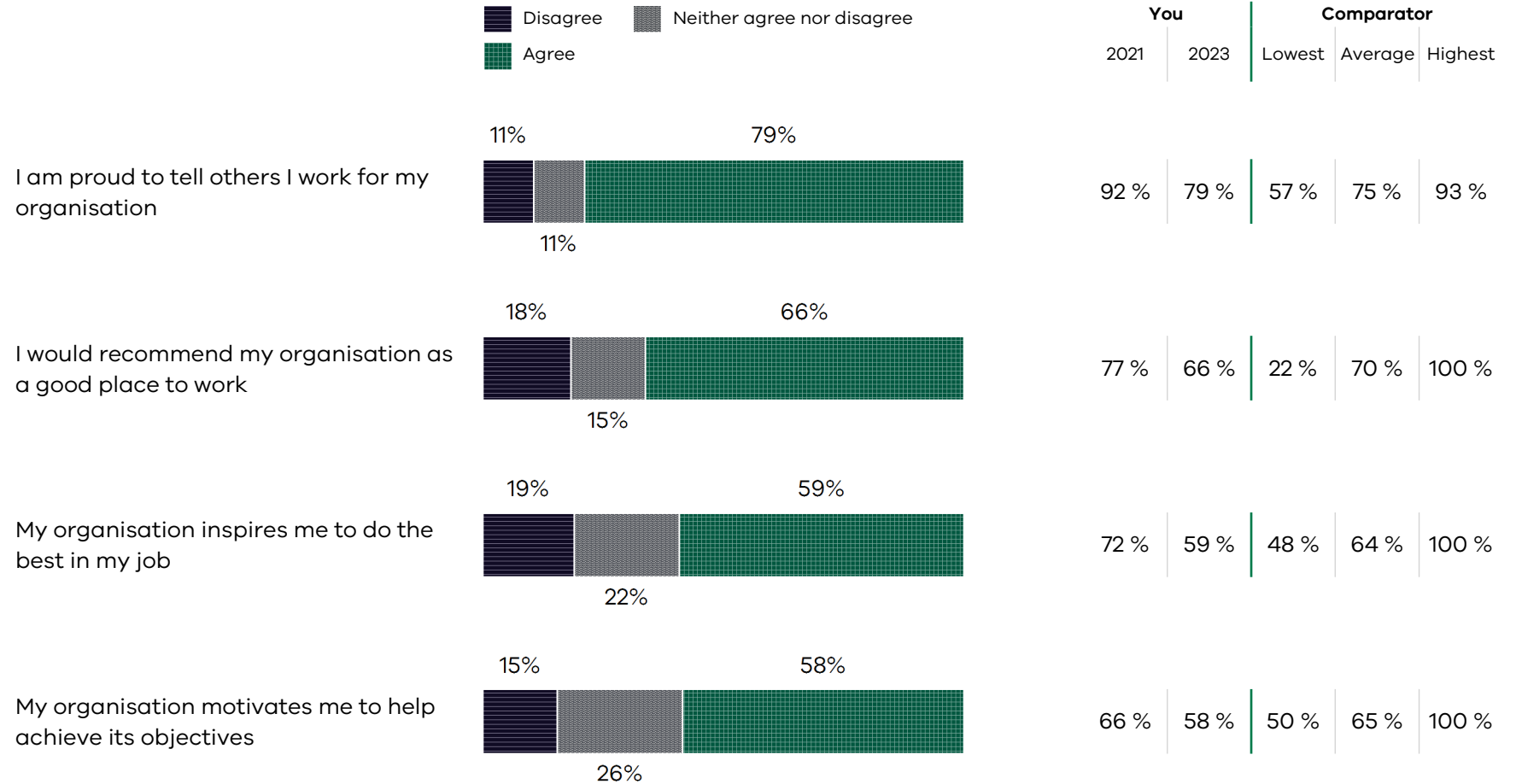
#### Example

79% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

### Survey question

### Your results

### Benchmark agree results



## People outcomes

### Engagement question results 2 of 2

#### What this is

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

#### Your organisation's engagement index

Your 2023 index is 67.

#### 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.

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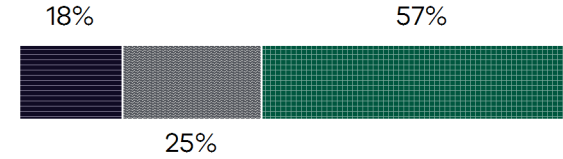
#### Example

57% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

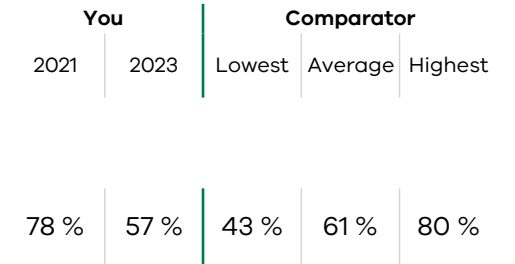
## Survey question

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.

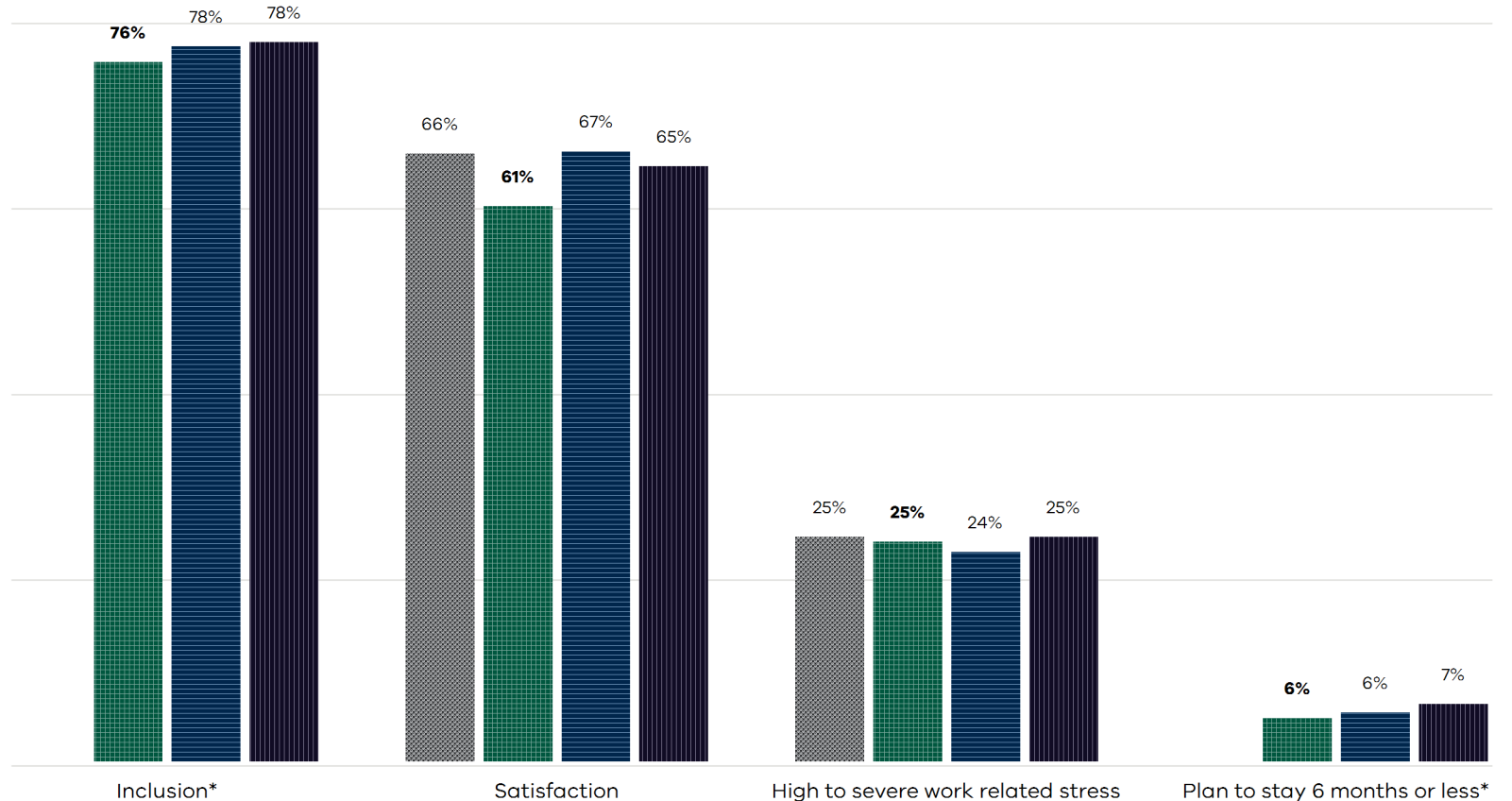
### Example

In 2023:

- 76% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 78% 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 2023 ■ Comparator 2023 ■ Public sector 2023



## People outcomes

### Satisfaction question results

#### What this is

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

#### Why this is important

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

#### How to read this

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

'Satisfied' combines responses for satisfied and very satisfied and

'Dissatisfied' combines responses for dissatisfied and very dissatisfied.

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

#### Example

70% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

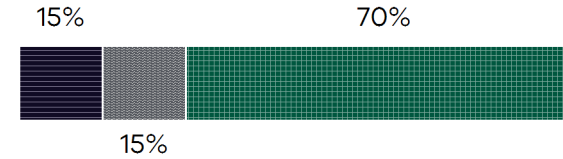
### Survey question

### Your results

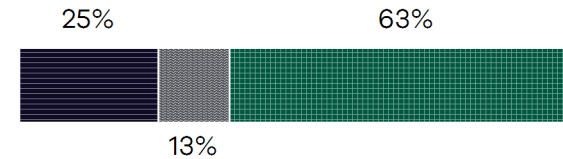
### Benchmark satisfied results



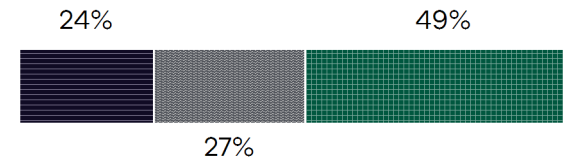
Considering everything, how satisfied are you with your current job



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



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



You		Comparator		
2021	2023	Lowest	Average	Highest
77 %	70 %	48 %	74 %	90 %
67 %	63 %	50 %	71 %	87 %
55 %	49 %	14 %	56 %	80 %

## People outcomes

### Work-related stress levels

#### What this is

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

#### Why this is important

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

#### How to read this

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

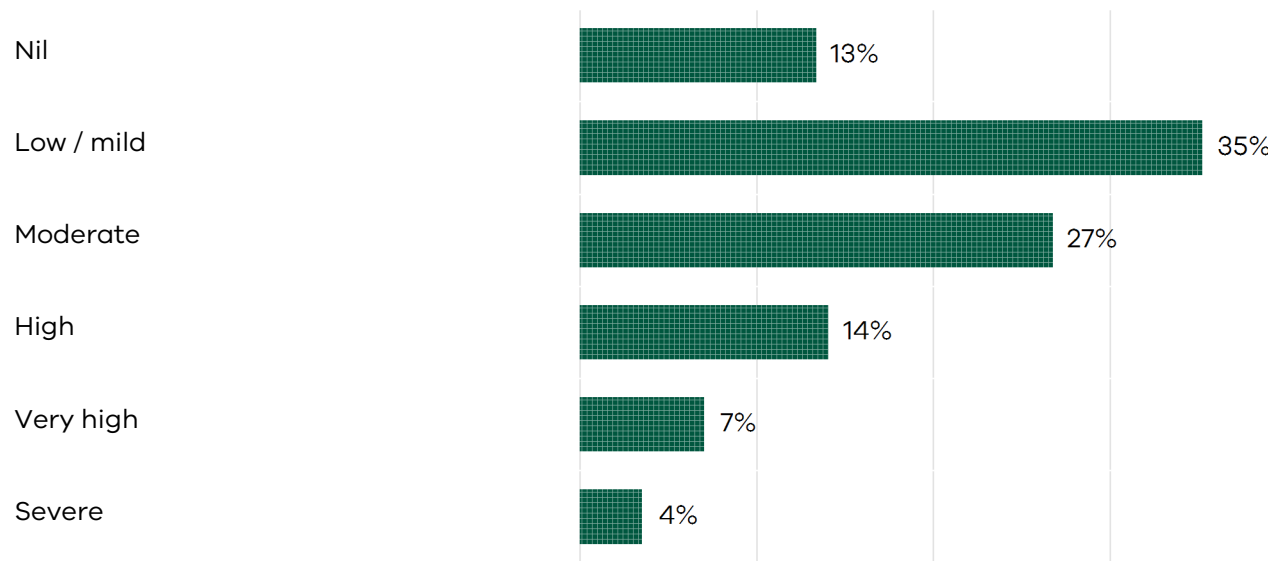
The graph at the top shows how staff in your organisation rated their current levels of work-related stress.

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

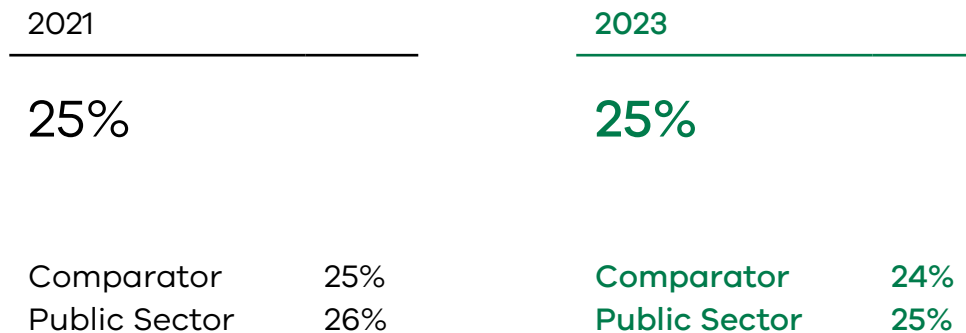
#### Example

25% of your staff who did the survey said they had high to severe stress in 2023. This is compared to 24% 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.

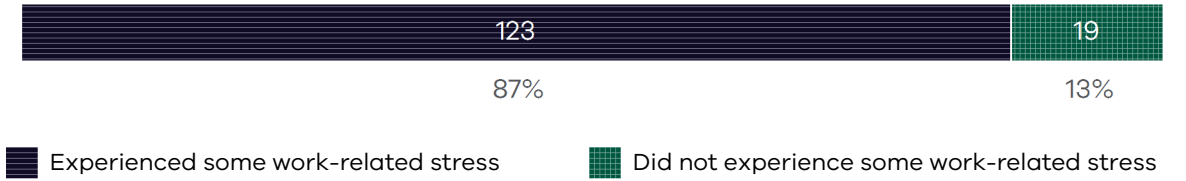
If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

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

#### Example

87% of your staff who did the survey said they experienced mild to severe stress.

Of that 87%, 43% said the top reason was 'Workload'.



Of those that experienced work related stress it was from ...	You 2021	You 2023	Comparator 2023	Public sector 2023
Workload	58%	43%	46%	49%
Time pressure	46%	32%	44%	41%
Management of work (e.g. supervision, training, information, support)	13%	28%	14%	13%
Social environment (e.g. relationships with colleagues, manager and/or senior leaders)	18%	24%	10%	11%
Competing home and work responsibilities	11%	16%	11%	14%
Ability to choose how my work is done	5%	15%	5%	5%
Unclear job expectations	9%	15%	13%	14%
Work schedule or hours	13%	15%	8%	7%
Incivility, bullying, harassment or discrimination	6%	12%	6%	6%
Content, variety, or difficulty of work	16%	11%	13%	11%

## People outcomes

### Intention to stay

#### What this is

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

#### Why this is important

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

#### How to read this

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

#### Example

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

■ Leaving your organisation ■ Leaving the sector ■ Staying

Employees plan to work at your organisation for ...	You 2023	Comparator 2023	Public sector 2023
6 months or less	6%	6%	7%
Over 6 months and up to 1 year	8%	9%	10%
Over 1 year and up to 3 years	23%	23%	24%
Over 3 years and up to 5 years	17%	14%	15%
Over 5 years	46%	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.

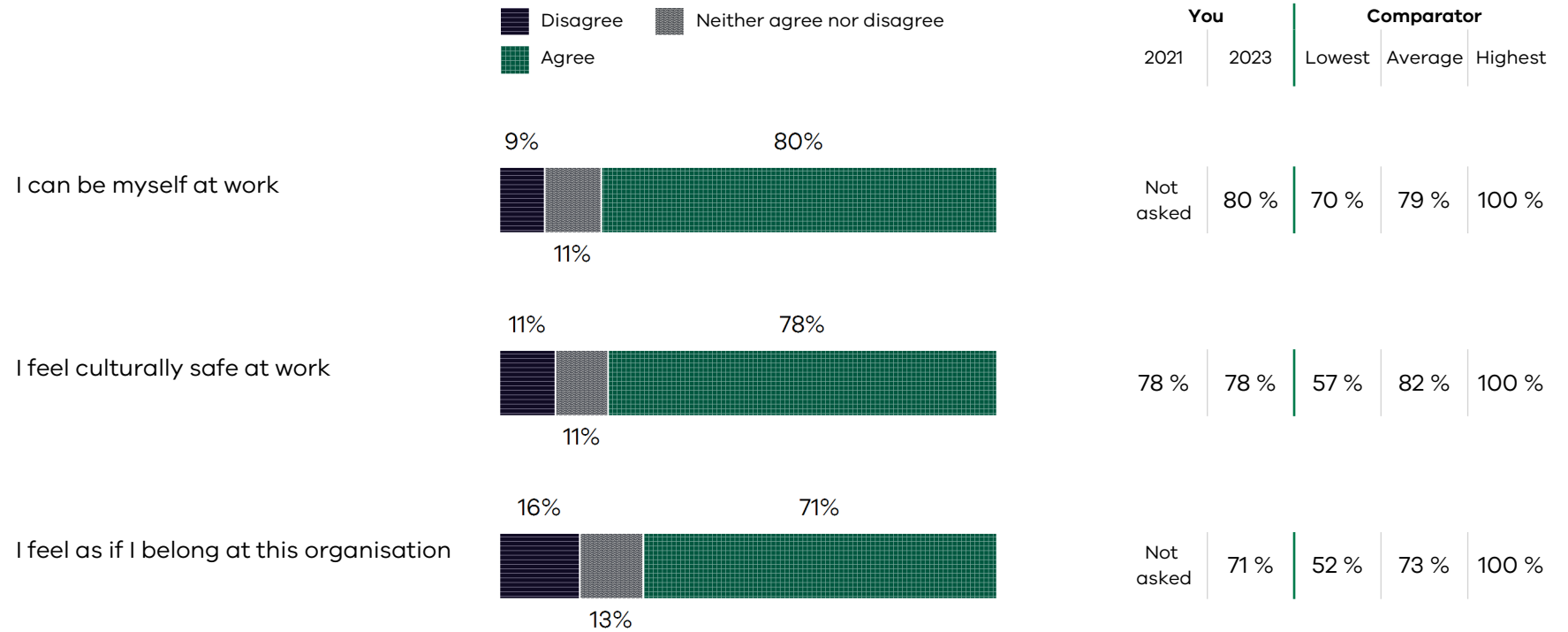
#### Example

80% of your staff who did the survey agreed or strongly agreed with 'I can be myself at work'.

### Survey question

### Your results

### Benchmark agree results



## People outcomes

### Inclusion - Barriers to success

#### What this is

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

#### Why this is important

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

#### How to read this

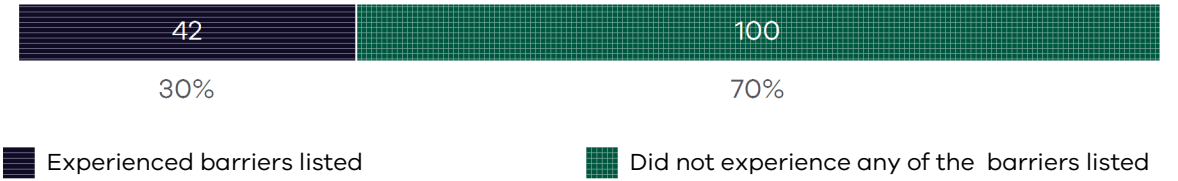
In the survey, we ask staff to select from a list, any barriers they have experienced and believe to have hindered their success at work. They can select more than one barrier.

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

#### Example

12% 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 2023	Comparator 2023	Public sector 2023
My mental health	12%	8%	8%
My caring responsibilities	9%	6%	7%
My flexible working	9%	6%	7%
My sex	8%	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

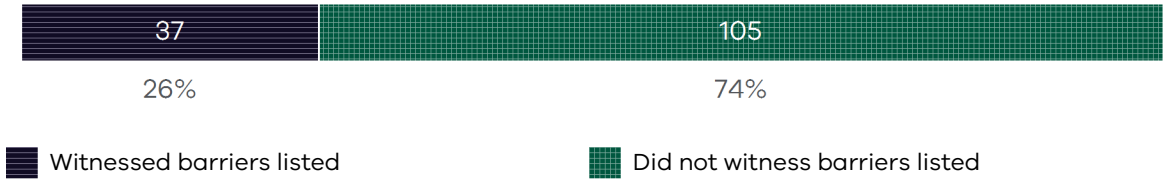
In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one barrier.

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

#### Example

11% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'Flexible working'.

Staff who witnessed one or more barriers to success at work



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

	You 2023	Comparator 2023	Public sector 2023
Flexible working	11%	8%	10%
Mental health	8%	7%	8%

## 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

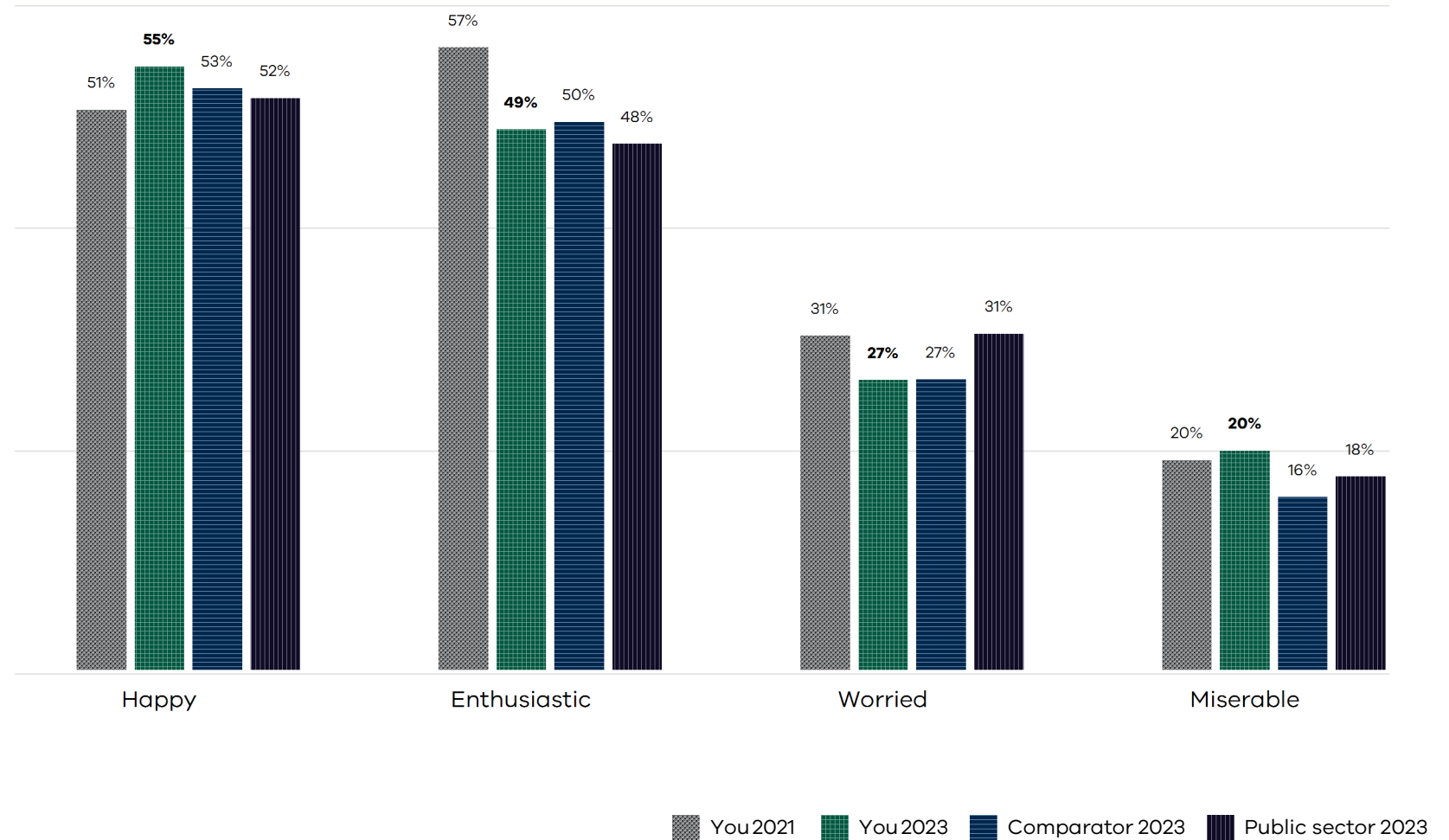
In 2023:

- 55% of your staff who did the survey said work made them feel happy in 2023, which is up from 51% in 2021

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.

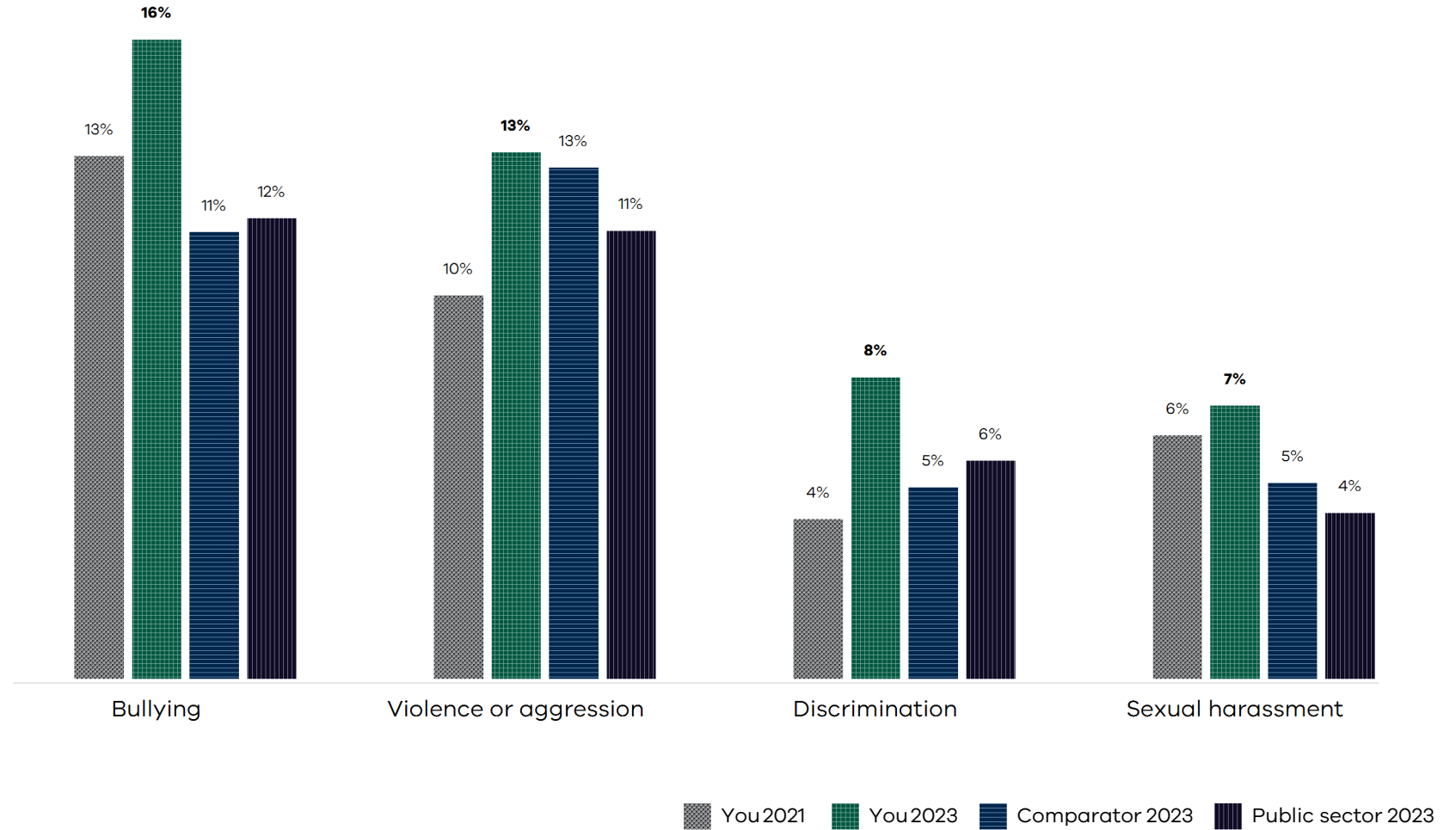
#### Example

In 2023:

- 16% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months which is up from 13% in 2021.

Compared to:

- 11% of staff at your comparator and 12% of staff across the public sector.



## People outcomes

### Bullying

#### What this is

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

#### Why this is important

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

#### 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.

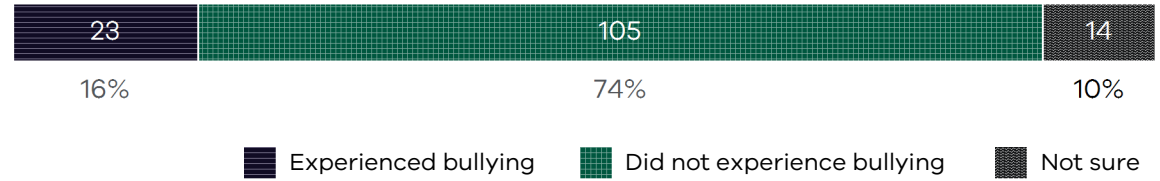
In descending order, the table shows the answers.

#### Example

16% of your staff who did the survey said they experienced bullying.

Of that 16%, 96% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.  
 Of that 16%, 96% 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 2021	You 2023	Comparator 2023	Public sector 2023
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	89%	96%	69%	71%
Exclusion or isolation	47%	52%	45%	45%
Withholding essential information for me to do my job	21%	43%	29%	30%
Verbal abuse	11%	22%	24%	20%
Being assigned meaningless tasks unrelated to my job	26%	17%	14%	16%
Intimidation and/or threats	26%	17%	28%	29%
Interference with my personal property and/or work equipment	5%	9%	4%	6%
Other	11%	9%	15%	16%
Being given impossible assignment(s)	21%	4%	8%	11%

## 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.

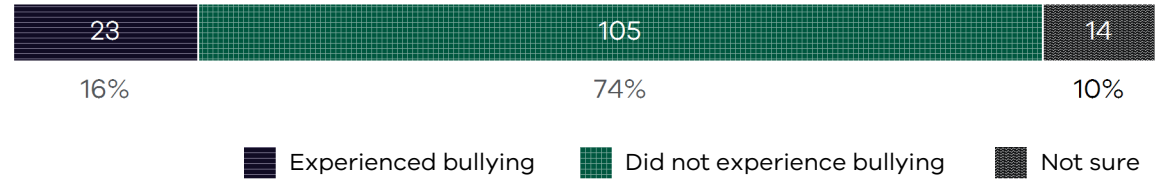
In descending order, the table shows the answers.

#### Example

16% of your staff who did the survey said they experienced bullying, of which

- 65% said the top way they reported the bullying was 'Told a manager'.
- 83% 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 2021	You 2023	Comparator 2023	Public sector 2023
Told a manager	53%	65%	46%	50%
Told a colleague	42%	61%	38%	41%
Told a friend or family member	42%	35%	33%	36%
Told employee assistance program (EAP) or peer support	5%	26%	8%	10%
Told Human Resources	16%	22%	15%	13%
Told the person the behaviour was not OK	26%	22%	16%	17%
Submitted a formal complaint	5%	17%	13%	12%
Told someone else	21%	17%	13%	13%
I did not tell anyone about the bullying	11%	9%	14%	12%

## People outcomes

### Bullying - reasons for not submitting a formal complaint

#### What this is

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

#### Why this is important

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

#### How to read this

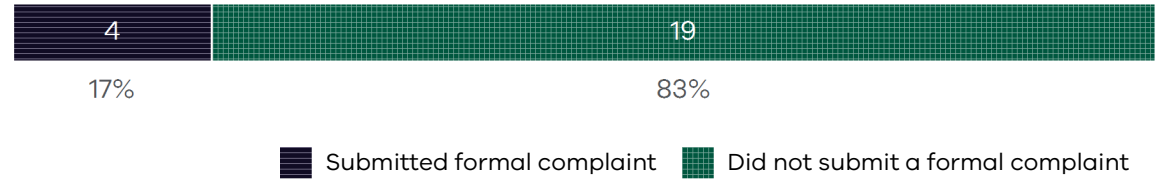
In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

#### Example

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

- 74% 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 2021	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	72%	74%	49%	51%
I believed there would be negative consequences for my reputation	61%	58%	54%	55%
I believed there would be negative consequences for my career	61%	26%	44%	45%
I didn't think it was serious enough	28%	26%	16%	16%
Other	6%	26%	14%	14%
I didn't feel safe to report the incident	33%	16%	18%	19%
I believed there would be negative consequences for the person I was going to complain about	11%	11%	10%	10%
I didn't know how to make a complaint	11%	11%	6%	6%
I didn't know who to talk to	6%	11%	5%	5%
I didn't need to because I no longer had contact with the person(s) who bullied me	0%	11%	6%	7%

## 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, 16% 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.

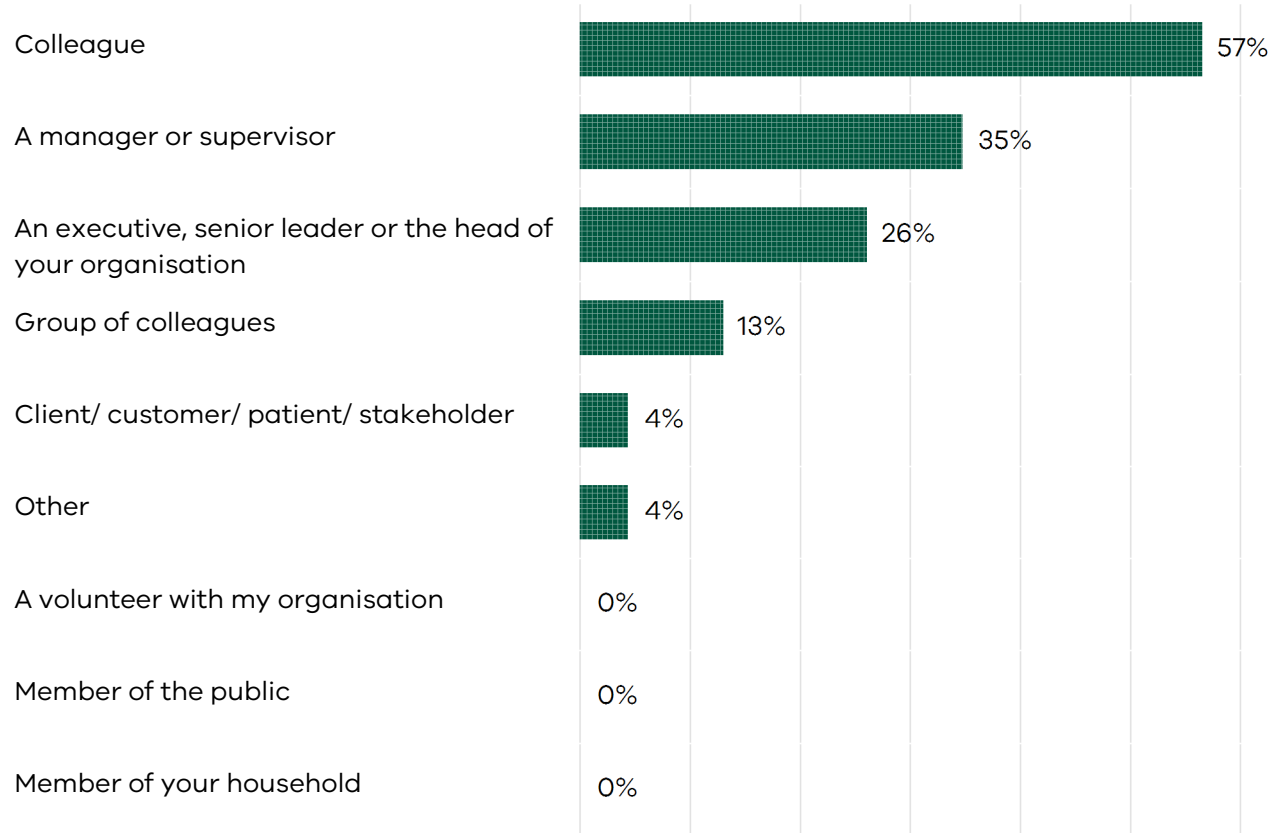
Each row is one perpetrator or group of perpetrators.

#### Example

16% of your staff who did the survey said they experienced bullying.

Of that 16%, 57% said it was by 'Colleague'.

### 23 people (16% 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, 16% 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.

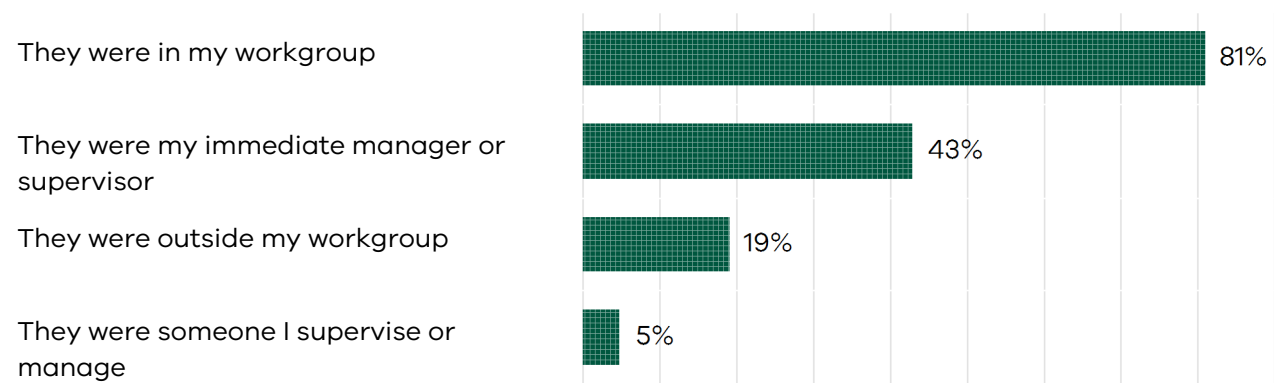
#### Example

16% of your staff who did the survey said they experienced bullying.

Of that 16%, 91% said it was by someone within the organisation.

Of that 91%, 81% said it was 'They were in my workgroup'.

21 people (91% 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.

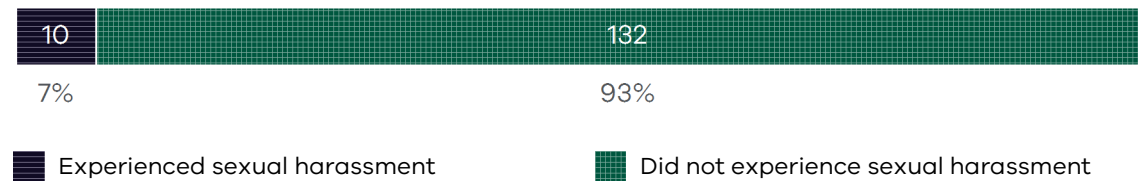
In descending order, the table shows the top 10 answers.

#### Example

7% of your staff who did the survey said they experienced sexual harassment.

Of those, 60% said the top type was 'Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)'.  
 10% said the top type was 'Sexually suggestive comments or jokes that made you feel offended (in either a group or one on one situation)'.  
 40% said the top type was 'Intrusive questions about your private life or comments about your physical appearance'.  
 20% said the top type was 'Inappropriate physical contact'.  
 20% said the top type was 'Sexual gestures, indecent exposure or inappropriate display of the body'.  
 10% said the top type was 'Inappropriate staring or leering that made you feel intimidated'.  
 10% said the top type was 'Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague'.  
 10% said the top type was 'Repeated or inappropriate invitations to go out on dates'.  
 10% said the top type was 'Request or pressure for sex or other sexual acts'.  
 0% said the top type was 'Any other unwelcome conduct of a sexual nature'.  
 0% said the top type was 'Sexually explicit email or SMS message'.

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



#### Behaviours reported

	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)	60%	53%	50%
Intrusive questions about your private life or comments about your physical appearance	40%	53%	45%
Inappropriate physical contact	20%	15%	14%
Sexual gestures, indecent exposure or inappropriate display of the body	20%	2%	3%
Inappropriate staring or leering that made you feel intimidated	10%	17%	15%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	10%	4%	4%
Repeated or inappropriate invitations to go out on dates	10%	4%	4%
Request or pressure for sex or other sexual acts	10%	2%	1%
Any other unwelcome conduct of a sexual nature	0%	10%	8%
Sexually explicit email or SMS message	0%	3%	2%

## 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.

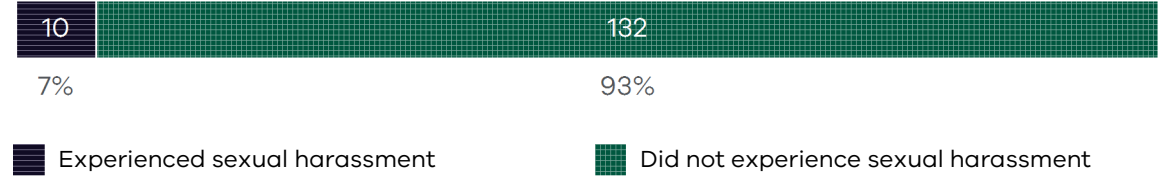
In descending order, the table shows the top 10 responses.

#### Example

7% of your staff who did the survey said they experienced sexual harassment.

Of those, 70% said their top response was 'Tried to laugh it off or forget about it'.

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 2023	Comparator 2023	Public sector 2023
Tried to laugh it off or forget about it	70%	42%	40%
Avoided the person(s) by staying away from them	60%	41%	36%
Pretended it didn't bother you	60%	42%	44%
Told a colleague	50%	25%	23%
Told the person the behaviour was not OK	20%	19%	23%
Avoided locations where the behaviour might occur	10%	18%	14%
Told a manager	10%	21%	20%

## People outcomes

### Sexual harassment - reasons for not submitting a formal complaint

#### What this is

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

#### Why this is important

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

#### How to read this

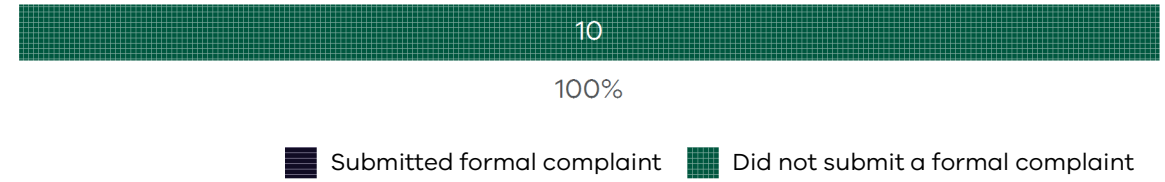
In the survey, we asked staff to tell us if they'd experienced sexual harassment at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

#### Example

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

- 50% said the top reason was 'I didn't think it was serious enough'.

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 was serious enough	50%	34%	44%
I didn't think it would make a difference	50%	38%	40%
I thought the complaint process would be embarrassing or difficult	40%	14%	11%
Other	30%	12%	10%
I believed there would be negative consequences for my career	20%	21%	27%
I believed there would be negative consequences for my reputation	20%	35%	37%
I didn't know who to talk to	20%	5%	3%
I believed there would be negative consequences for the person I was going to complain about	10%	10%	13%
I didn't feel safe to report the incident	10%	10%	9%
I didn't know how to make a complaint	10%	2%	3%

## 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, 7% of your staff said they experienced sexual harassment.

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

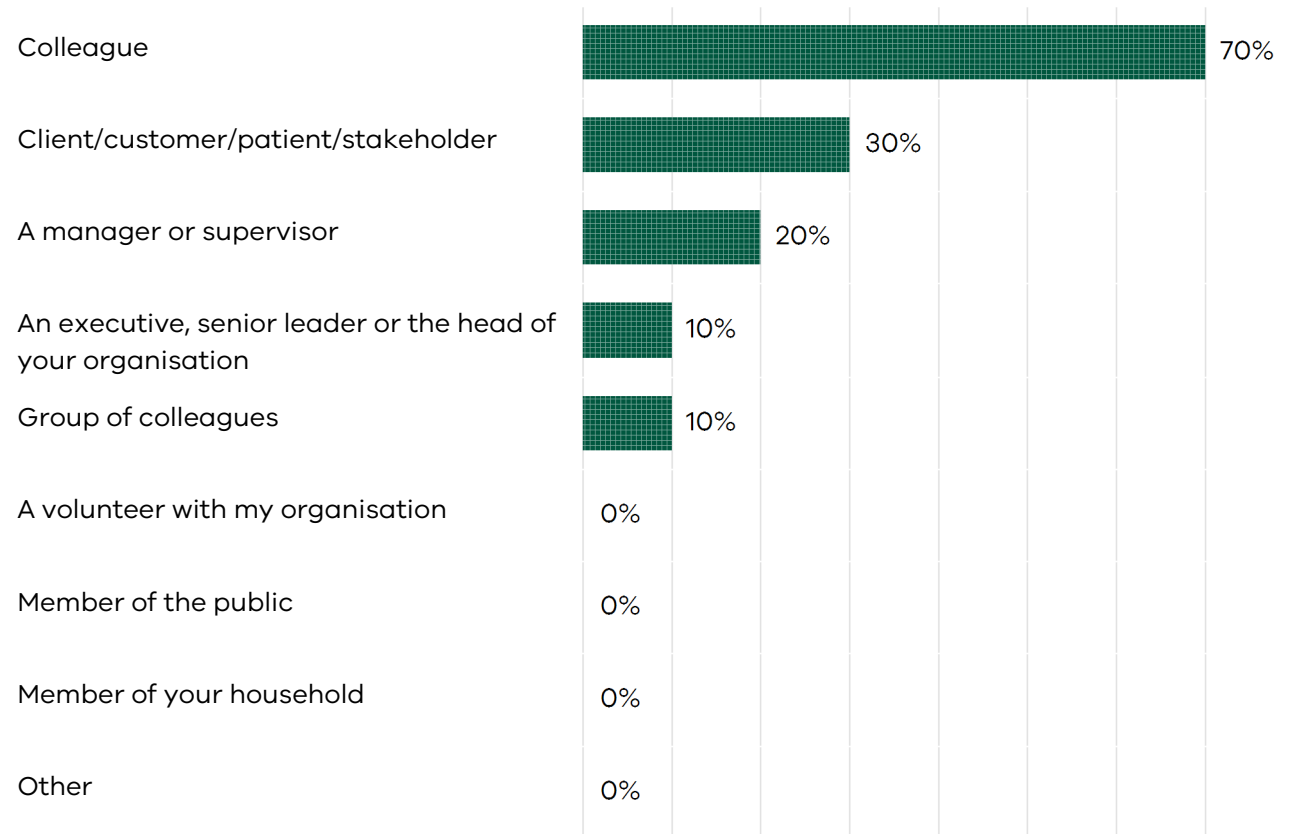
In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

#### Example

7% of your staff who did the survey said they experienced sexual harassment. Of that 7%, 70% said it was by 'Colleague'.

### 10 people (7% of staff) experienced sexual harassment (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

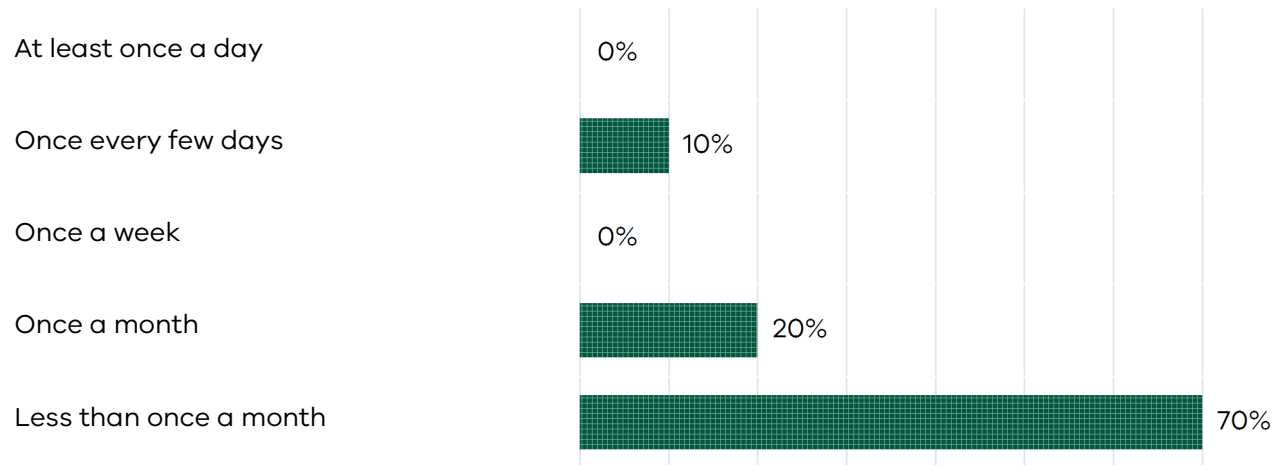
In this year's survey, 7% of your staff said they experienced sexual harassment. If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

#### Example

7% of your staff who did the survey said they experienced sexual harassment. Of that 7%, 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.

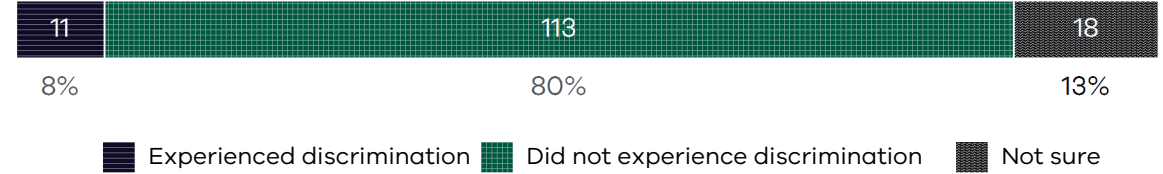
In descending order, the table shows the top 10 types.

#### Example

8% of your staff who did the survey said they experienced discrimination.

Of that 8%, 64% said it was 'Opportunities for training'.

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 training	0%	64%	27%	26%
Opportunities for promotion	0%	36%	42%	41%
Denied flexible work arrangements or other adjustments	0%	27%	20%	22%
Employment security - threats of dismissal or termination	0%	27%	11%	13%
Opportunities for transfer/secondment	0%	27%	15%	21%
Other	0%	27%	30%	36%
Pay or conditions offered by employer	0%	9%	11%	10%



## People outcomes

### Telling someone about the discrimination

#### What this is

This is who staff told about the discrimination they experienced.

#### Why this is important

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

#### How to read this

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

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

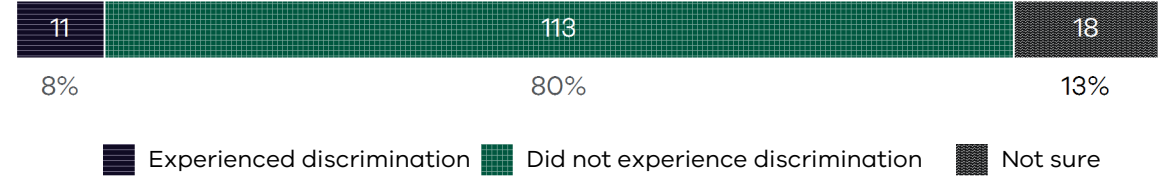
In descending order, the table shows the answers.

#### Example

8% of your staff who did the survey said they experienced discrimination, of which

- 55% said the top way they reported the discrimination was 'Told a colleague'.
- 100% 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 colleague	55%	35%	36%
Told a manager	45%	23%	30%
Told a friend or family member	36%	23%	31%
Told the person the behaviour was not OK	18%	9%	9%
I did not tell anyone about the discrimination	9%	28%	24%
Told employee assistance program (EAP) or peer support	9%	6%	9%
Told someone else	9%	13%	14%

## People outcomes

### Discrimination - reasons for not submitting a formal complaint

#### What this is

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

#### Why this is important

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

#### How to read this

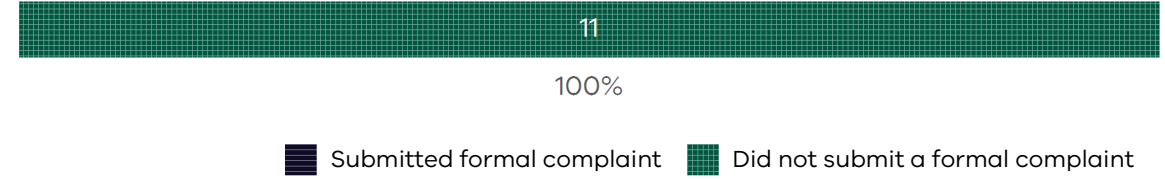
In the survey, we asked staff to tell us if they'd experienced discrimination at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

#### Example

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

- 73% said the top reason was 'I believed there would be negative consequences for my reputation!.'

Did you submit a formal complaint?



### What was your reason for not submitting a formal complaint?

	You 2023	Comparator 2023	Public sector 2023
I believed there would be negative consequences for my reputation	73%	53%	56%
I didn't think it would make a difference	73%	63%	59%
I believed there would be negative consequences for my career	55%	57%	54%
I didn't feel safe to report the incident	18%	19%	18%
I didn't think it was serious enough	18%	12%	12%
I believed there would be negative consequences for the person I was going to complain about	9%	8%	8%
I was advised not to	9%	7%	4%
Other	9%	11%	11%

## People outcomes

### Perpetrators of discrimination

#### What this is

This is who staff have said are responsible for discrimination.

#### Why this is important

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

#### How to read this

In this year's survey, 8% 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.

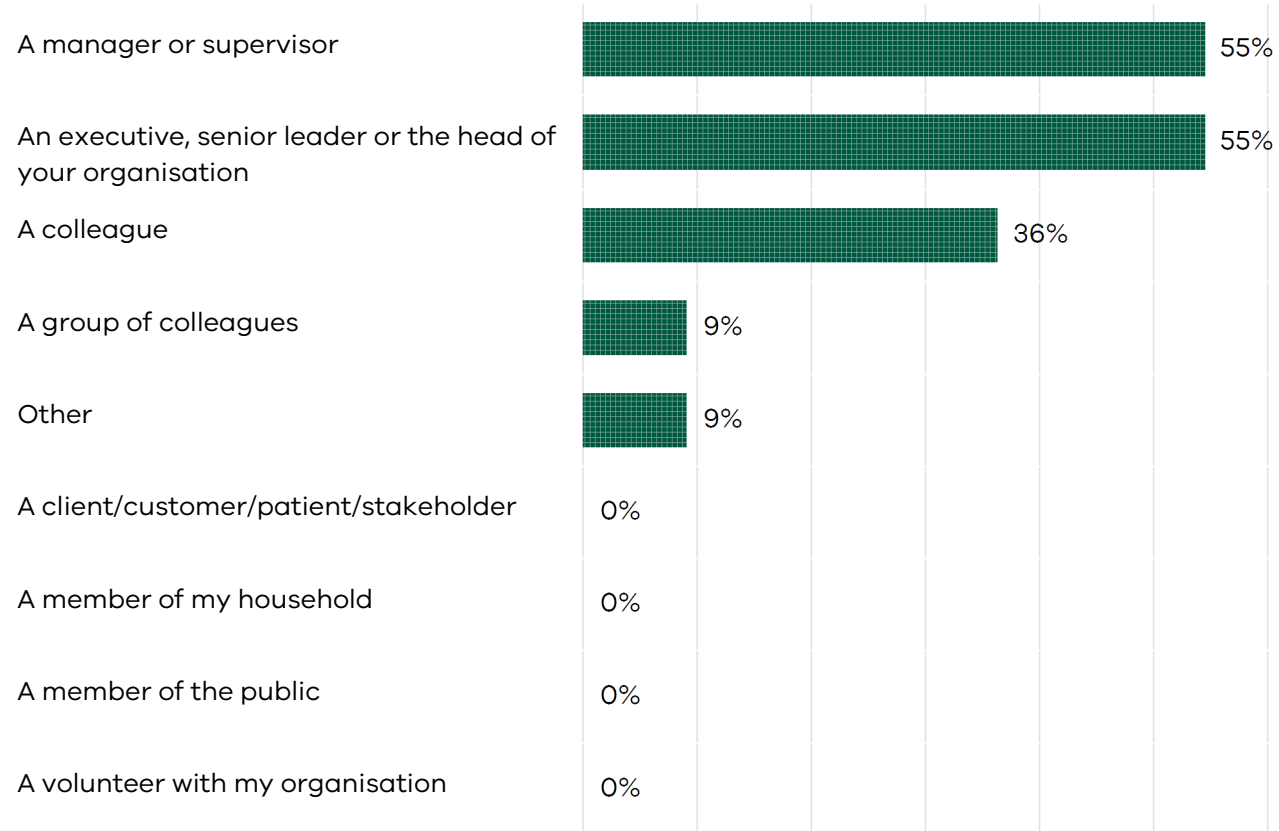
Each row is one perpetrator or group of perpetrators.

#### Example

8% of your staff who did the survey said they experienced discrimination.

Of that 8%, 55% said it was by 'A manager or supervisor'.

### 11 people (8% 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, 8% 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.

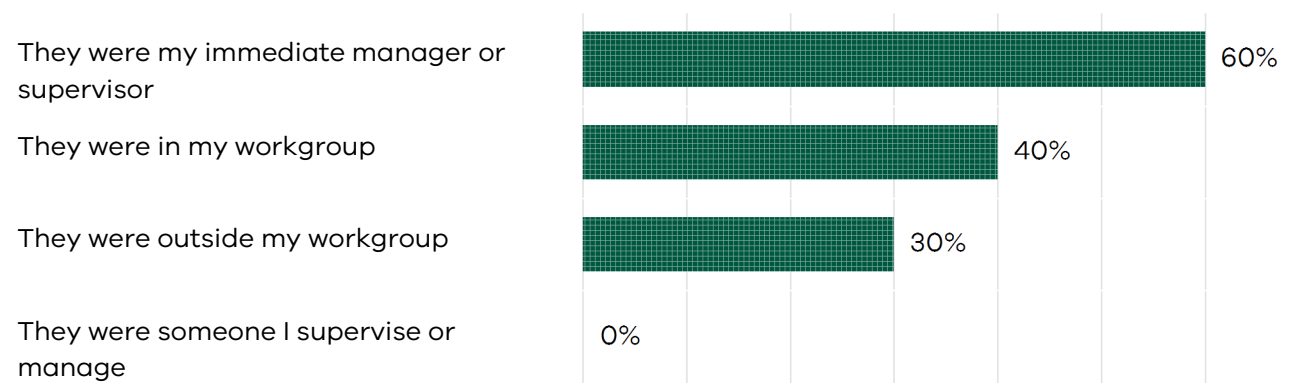
#### Example

8% of your staff who did the survey said they experienced discrimination.

Of that 8%, 91% said it was by someone within the organisation.

Of that 91%, 60% said it was 'They were my immediate manager or supervisor'.

10 people (91% 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.

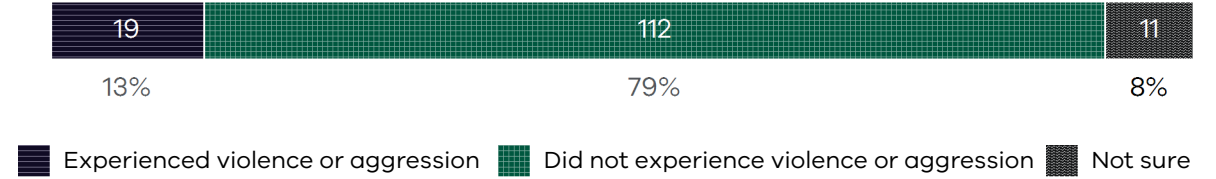
In descending order, the table shows the answers.

#### Example

13% of your staff who did the survey said they experienced violence or aggression.

Of that 13%, 74% said it was from 'Intimidating behaviour'.

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 2021	You 2023	Comparator 2023	Public sector 2023
Intimidating behaviour	57%	74%	76%	73%
Abusive language	79%	58%	81%	75%
Threats of violence	29%	21%	39%	39%
Stalking, including cyber-stalking	14%	5%	3%	2%

## 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.

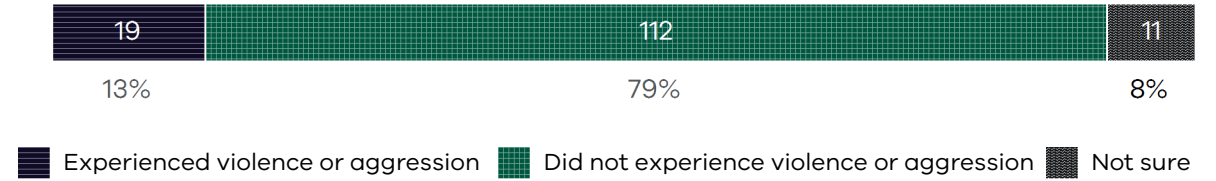
In descending order, the table shows the answers.

#### Example

13% of your staff who did the survey said they experienced violence or aggression, of which

- 58% said the top way they reported the violence or aggression was 'Told a manager'
- 89% 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 2021	You 2023	Comparator 2023	Public sector 2023
Told a manager	57%	58%	51%	56%
Told a colleague	57%	53%	38%	40%
Told the person the behaviour was not OK	29%	37%	20%	23%
Told employee assistance program (EAP) or peer support	0%	32%	6%	5%
Told a friend or family member	43%	26%	18%	19%
I did not tell anyone about the incident(s)	7%	16%	12%	9%
Told someone else	7%	16%	6%	6%
Submitted a formal incident report	7%	11%	40%	30%
Told Human Resources	0%	11%	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

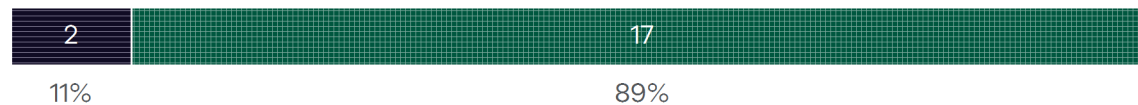
In the survey, we asked staff to tell us if they'd experienced violence or aggression at work. We then asked them if they submitted a formal incident report. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

#### Example

89% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 65% said the top reason was 'I didn't think it would make a difference'.

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 2021	You 2023	Comparator 2023	Public sector 2023
I didn't think it would make a difference	69%	65%	40%	38%
I believed there would be negative consequences for my reputation	23%	35%	25%	21%
Other	8%	29%	16%	22%
I believed there would be negative consequences for my career	23%	24%	21%	18%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	46%	24%	19%	13%
I didn't think it was serious enough	38%	18%	32%	28%
I thought the complaint process would be embarrassing or difficult	8%	18%	3%	5%
I believed there would be negative consequences for the person I was going to complain about	8%	6%	6%	4%
I didn't know how to make a complaint	0%	6%	3%	4%
I didn't know who to talk to	0%	6%	1%	2%

## Negative behaviour

### Perpetrators of violence and aggression

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

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

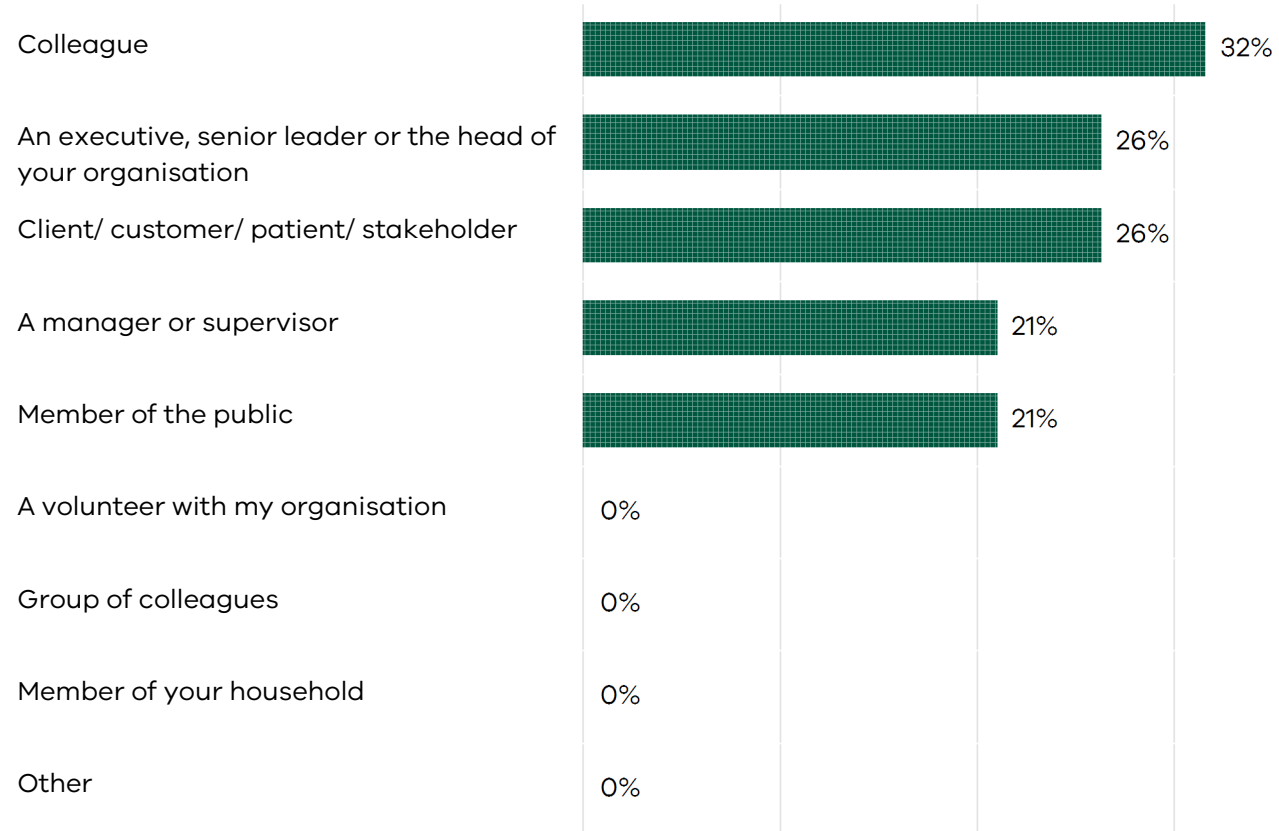
Each row is one perpetrator or a group of perpetrators.

#### Example

13% of your staff who did the survey said they experienced violence or aggression.

Of that 13%, 32% said it was 'Colleague'.

19 people (13% of staff) experienced violence or aggression (You2023)



## People outcomes

### Relationship to perpetrator

#### What this is

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

#### Why this is important

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

#### How to read this

In this year's survey, 13% of your staff said they experienced violence or aggression.

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

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

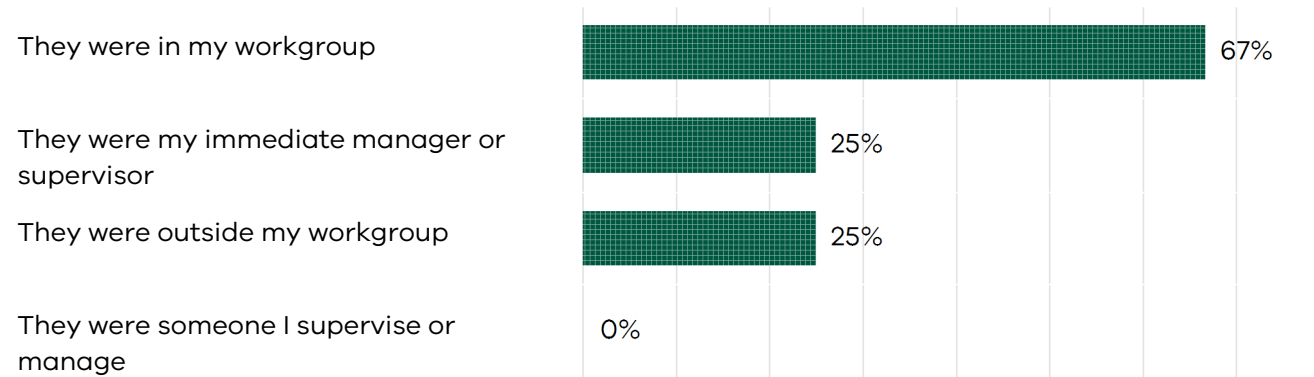
#### Example

13% of your staff who did the survey said they experienced violence or aggression.

Of that 13%, 63% said it was by someone within the organisation.

Of that 63%, 67% said it was 'They were in my workgroup'.

12 people (63% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (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

32% of your staff who did the survey said they witnessed some negative behaviour at work.

68% 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 2021	You 2023	Comparator 2023	Public sector 2023
No, I have not witnessed any of the situations above	78%	68%	82%	81%
Bullying of a colleague	17%	20%	12%	13%
Discrimination against a colleague	10%	13%	8%	7%
Violence or aggression against a colleague	5%	6%	4%	3%
Sexual harassment of a colleague	2%	2%	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

32% of your staff who did the survey witnessed negative behaviour, of which:

- 73% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 9% 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 2021	You 2023	Comparator 2023	Public sector 2023
Spoke to the person who experienced the behaviour	68%	73%	67%	69%
Told a manager	48%	33%	35%	38%
Told a colleague	35%	31%	19%	19%
Told the person the behaviour was not OK	23%	24%	20%	20%
Spoke to the person who behaved in a negative way	19%	20%	16%	17%
Other	0%	11%	5%	6%
Took no action	10%	9%	12%	8%
Submitted a formal complaint	3%	2%	5%	5%
Told Human Resources	13%	2%	9%	7%

# People matter survey

2023

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### Key differences

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

### Taking action

- Taking action questions

## Detailed results

### Senior leadership

- Senior leadership questions

### Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

### Workgroup climate

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

### Job and manager factors

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

### Public sector values

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

### Topical questions

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

### 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 2021 scores and your 2023 comparator group.

#### Example

On the first row 'Meaningful work', the 'You 2023' column shows 92% of your staff agreed with 'I can make a worthwhile contribution at work'.

This question was not asked in 2021.

Question group	Highest scoring questions	You 2023	Change from 2021	Comparator 2023
Meaningful work	I can make a worthwhile contribution at work	92%	Not asked in 2021	91%
Job enrichment	I understand how my job helps my organisation achieve its goals	91%	Not asked in 2021	93%
Meaningful work	I achieve something important through my work	90%	+1%	88%
Job enrichment	I can use my skills and knowledge in my job	88%	Not asked in 2021	91%
Job enrichment	I clearly understand what I am expected to do in this job	83%	0%	86%
Safety climate	My organisation provides a physically safe work environment	82%	-2%	87%
Collaboration	I am able to work effectively with others outside my immediate workgroup	81%	-9%	84%
Meaningful work	I get a sense of accomplishment from my work	80%	-2%	82%
Organisational integrity	My organisation is committed to earning a high level of public trust	80%	-11%	79%
Inclusion	I can be myself at work	80%	Not asked in 2021	79%



## Key differences

### Lowest scoring questions

#### What this is

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

#### How to read this

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

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

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

#### Example

On the first row 'Learning and development', the 'You 2023' column shows 33% of your staff agreed with 'I am satisfied with the opportunities to progress in my organisation'.

This question was not asked in 2021.

Question subgroup	Lowest scoring questions	You 2023	Change from 2021	Comparator 2023
Learning and development	I am satisfied with the opportunities to progress in my organisation	33%	Not asked in 2021	49%
Organisational integrity	I believe the promotion processes in my organisation are fair	35%	Not asked in 2021	44%
Organisational integrity	I have an equal chance at promotion in my organisation	39%	Not asked in 2021	49%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	39%	-20%	52%
Other questions	My workgroup gives frank and fearless advice to our managers and leaders (including the Minister, where applicable)	40%	Not asked in 2021	54%
Taking action	I believe my organisation will make improvements based on the results of this survey	41%	Not asked in 2021	53%
Safety climate	All levels of my organisation are involved in the prevention of stress	44%	-7%	50%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	46%	-14%	58%
Organisational integrity	I believe the recruitment processes in my organisation are fair	47%	Not asked in 2021	59%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	49%	-14%	54%

## Key differences

### Most improved

#### What this is

This is where staff feel their organisation has most improved.

#### How to read this

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

In this table, your trend is shown in the 'Increase from 2021' column.

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

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

#### Example

On the first row 'Workgroup support', the 'You 2023' column shows 79% of your staff agreed with 'People in my workgroup are politically impartial in their work'.

In the 'Increase from 2021' column, you have a 6% increase, which is a positive trend.

Question group	Most improved from last survey	You 2023	Increase from 2021	Comparator 2023
Workgroup support	People in my workgroup are politically impartial in their work	79%	+6%	79%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	56%	+5%	57%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	65%	+3%	75%
Gender equality supporting measures	My organisation would support me if I needed to take family violence leave	76%	+2%	80%
Workload	The workload I have is appropriate for the job that I do	58%	+2%	63%
Meaningful work	I achieve something important through my work	90%	+1%	88%
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	63%	+1%	77%
Inclusion	I feel culturally safe at work	78%	+1%	82%
Gender equality supporting measures	My organisation uses inclusive and respectful images and language	77%	+1%	84%

## Key differences

### Most declined

#### What this is

This is where staff feel their organisation has most declined.

#### How to read this

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

In this table, your trend is shown in the 'Decrease from 2021' column.

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

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

#### Example

On the first row 'Engagement', the 'You 2023' column shows 57% of your staff agreed with 'I feel a strong personal attachment to my organisation'.

In the 'Decrease from 2021' column, you have a 21% decrease, which is a negative trend.

Question subgroup	Largest decline from last survey	You 2023	Decrease from 2021	Comparator 2023
Engagement	I feel a strong personal attachment to my organisation	57%	-21%	61%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	39%	-20%	52%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	51%	-20%	73%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	46%	-14%	58%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	49%	-14%	54%
Senior leadership	Senior leaders demonstrate honesty and integrity	56%	-14%	65%
Engagement	I am proud to tell others I work for my organisation	79%	-13%	75%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	56%	-13%	74%
Engagement	My organisation inspires me to do the best in my job	59%	-13%	64%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	53%	-11%	56%

## 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 'Engagement', the 'You 2023' column shows 79% of your staff agreed with 'I am proud to tell others I work for my organisation'.

The 'difference' column, shows that agreement for this question was 4 percentage points higher in your organisation than in your comparator.

Question group	Biggest positive difference from comparator	You 2023	Difference	Comparator 2023
Engagement	I am proud to tell others I work for my organisation	79%	+4%	75%
Meaningful work	I achieve something important through my work	90%	+2%	88%
Organisational integrity	My organisation is committed to earning a high level of public trust	80%	+1%	79%
Meaningful work	I can make a worthwhile contribution at work	92%	+1%	91%
Workgroup support	People in my workgroup are politically impartial in their work	79%	+0%	79%
Inclusion	I can be myself at work	80%	+0%	79%

## Key differences

### Biggest negative difference from comparator

#### What this is

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

#### How to read this

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

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

#### Example

On the first row 'Organisational integrity', the 'You 2023' column shows 50% of your staff agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

The 'difference' column, shows that agreement for this question was 23 percentage points lower in your organisation than in your comparator.

Question subgroup	Biggest negative difference from comparator	You 2023	Difference	Comparator 2023
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	50%	-23%	73%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	51%	-22%	73%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	51%	-20%	72%
Job enrichment	I have a say in how I do my work	56%	-20%	76%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	56%	-18%	74%
Flexible working	My manager supports working flexibly	64%	-18%	82%
Quality service delivery	My workgroup acts fairly and without bias	58%	-16%	74%
Learning and development	I am satisfied with the opportunities to progress in my organisation	33%	-16%	49%
Organisational integrity	My organisation does not tolerate improper conduct	58%	-16%	74%
Workgroup support	People in my workgroup appropriately manage conflicts of interest	60%	-15%	75%

# People matter survey

2023

Have your say

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- Scorecard: negative behaviour
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- Sexual harassment
- Discrimination
- Violence and aggression

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- Accountability
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- Leadership
- Human rights

### Topical questions

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

### Demographics

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

## 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.

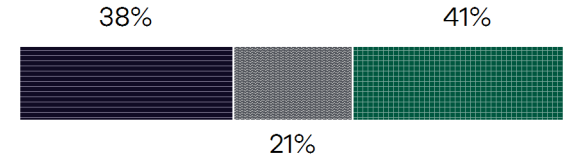
### Example

41% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this survey'.

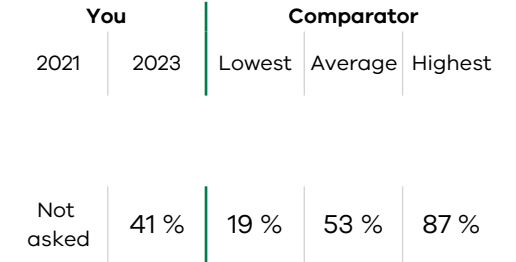
## Survey question

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

## Your results



## Benchmark agree results





# People matter survey

2023

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- 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.

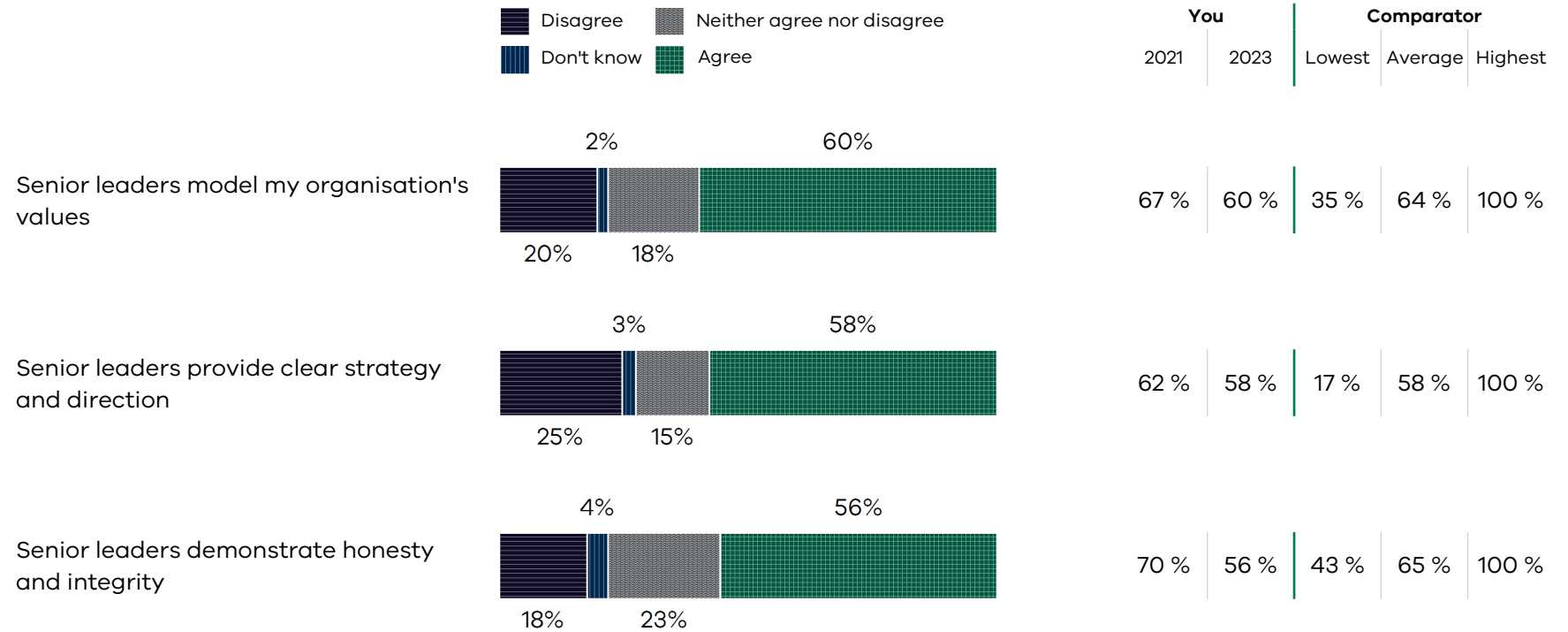
#### Example

60% 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

Have your say

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### Key differences

- Highest scoring
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- Taking action questions

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- Senior leadership questions

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### Workgroup climate

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

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- Flexible working

### Public sector values

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### Topical questions

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

### Demographics

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

# 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.

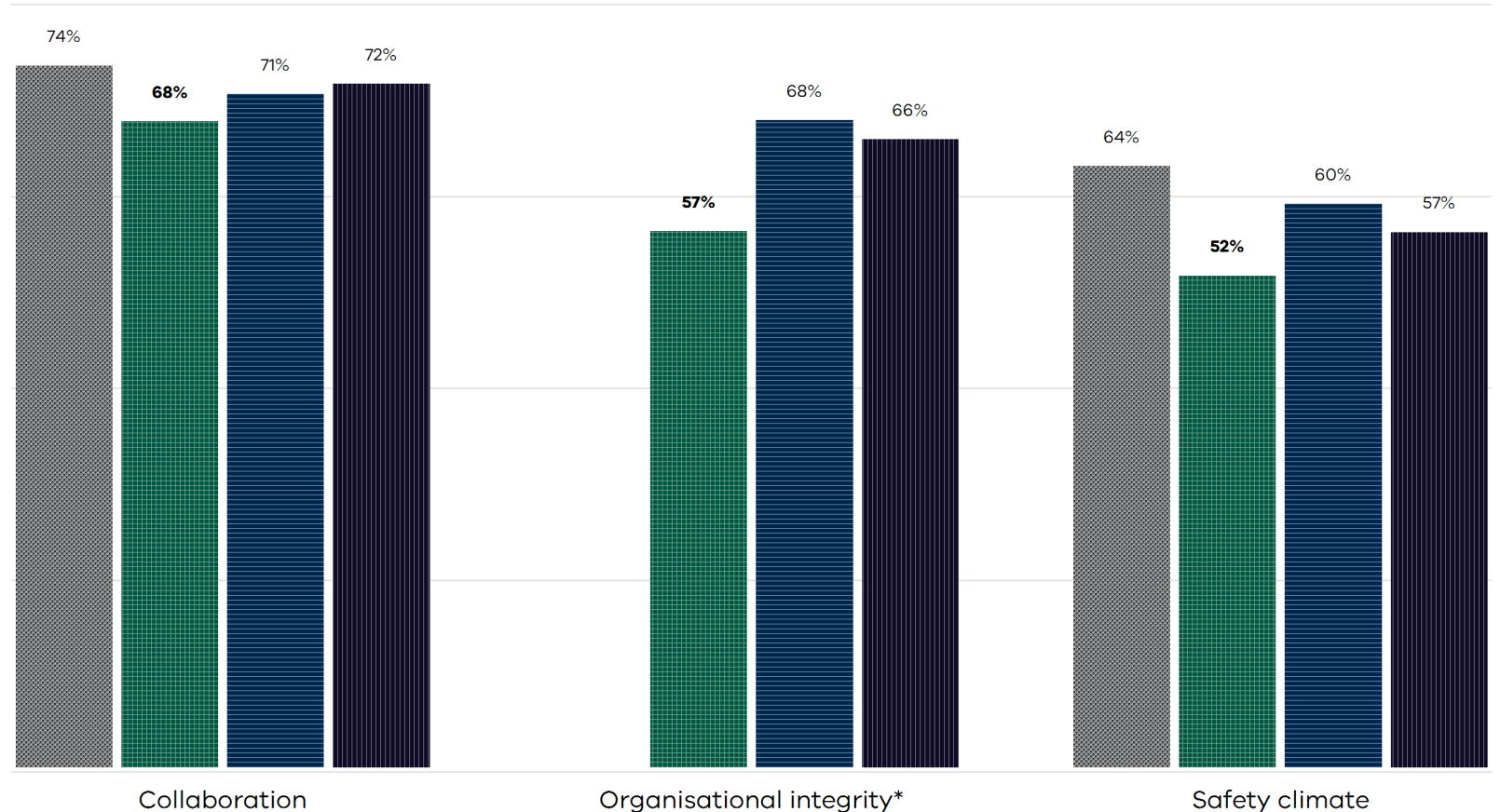
### Example

In 2023:

- 68% of your staff who did the survey responded positively to questions about Collaboration which is down from 74% in 2021.

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 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.

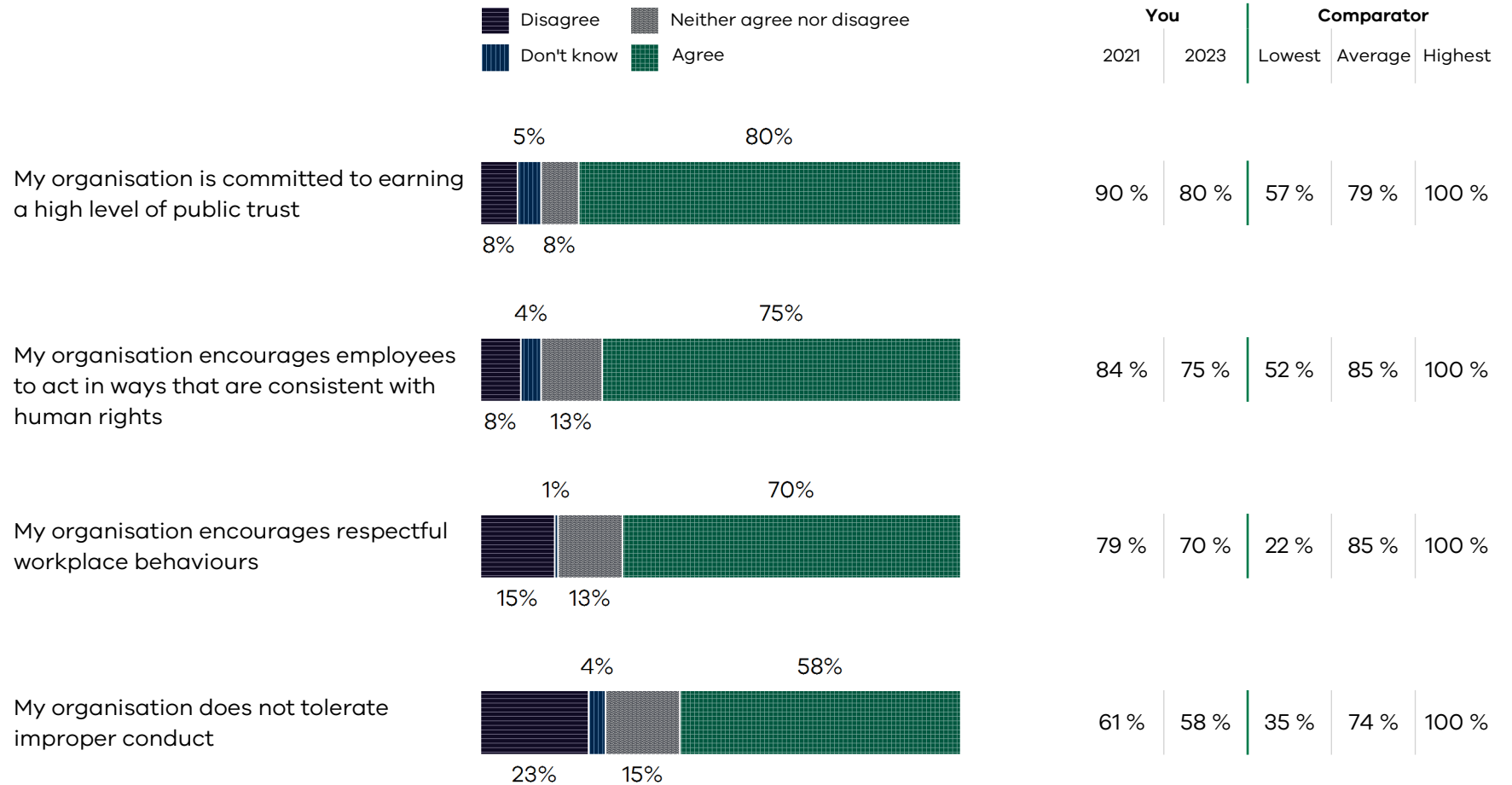
#### Example

80% of your staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

### Survey question

### Your results

### Benchmark agree results



## Organisational climate

### Organisational integrity 2 of 2

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

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

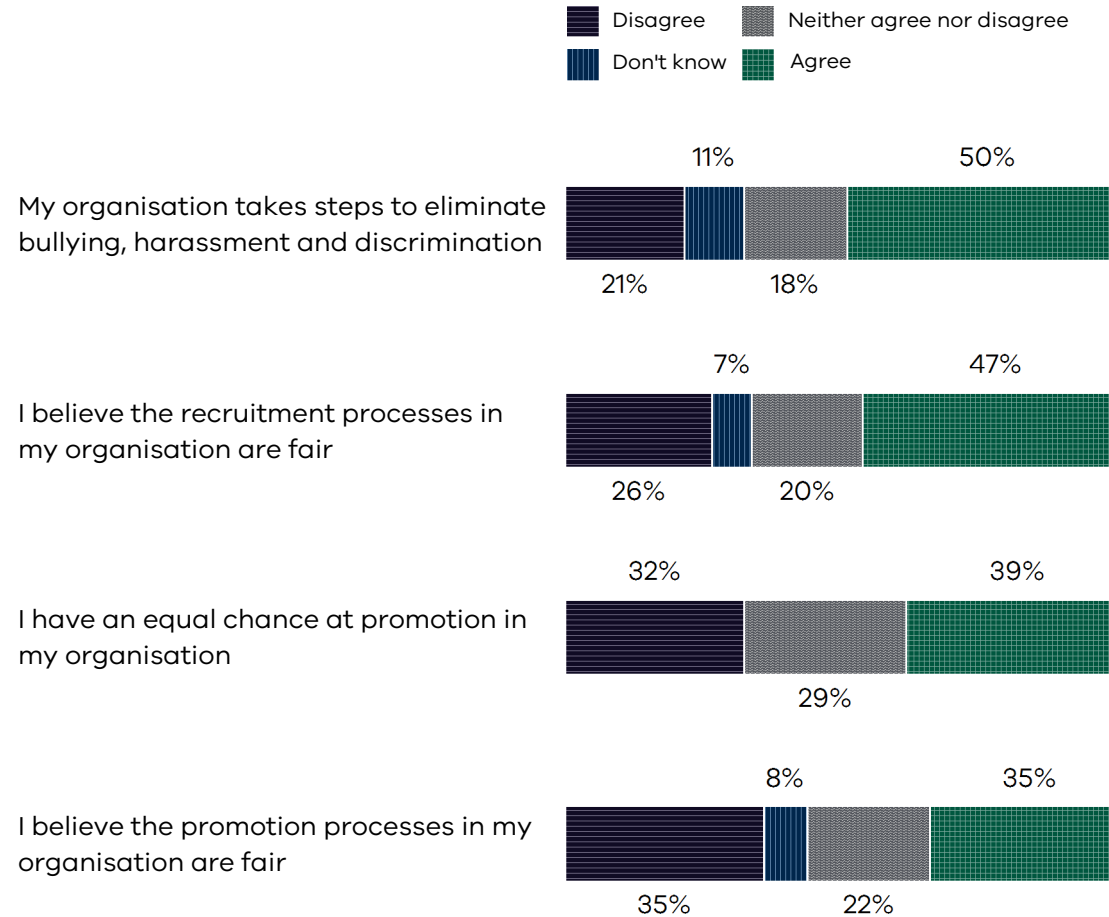
#### Example

50% 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



You	Comparator		
	2021	2023	Lowest   Average   Highest
58 %	50 %	26 %   73 %   97 %	
Not asked	47 %	48 %   59 %   93 %	
Not asked	39 %	29 %   49 %   80 %	
Not asked	35 %	29 %   44 %   70 %	

## 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

81% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

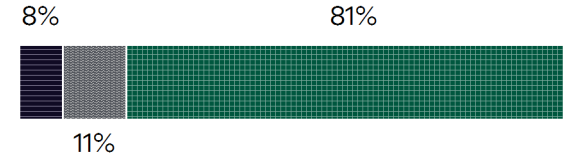
### Survey question

### Your results

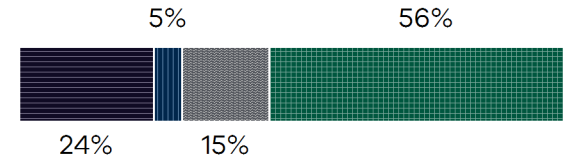
### Benchmark agree results



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	2023	Lowest	Average	Highest
90 %	81 %	74 %	84 %	100 %
58 %	56 %	17 %	59 %	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

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

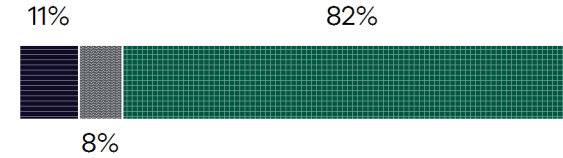
### Survey question

### Your results

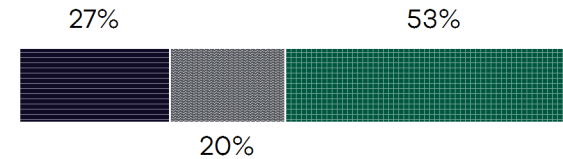
### Benchmark agree results



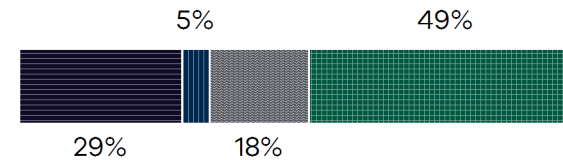
My organisation provides a physically safe work environment



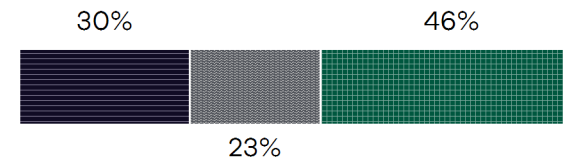
In my workplace, there is good communication about psychological safety issues that affect me



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



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



You		Comparator		
2021	2023	Lowest	Average	Highest
83 %	82 %	81 %	87 %	100 %
64 %	53 %	21 %	56 %	80 %
63 %	49 %	25 %	54 %	74 %
61 %	46 %	30 %	58 %	90 %



## 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

44% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.

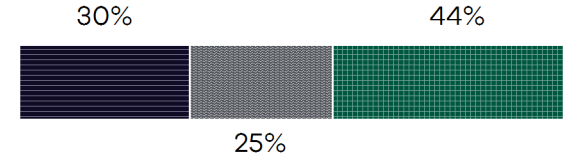
### Survey question

### Your results

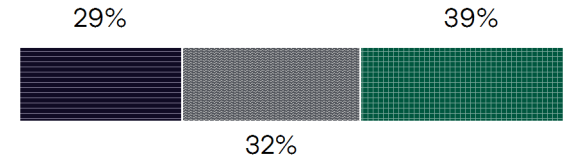
### Benchmark agree results



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



Senior leaders show support for stress prevention through involvement and commitment



You		Comparator		
2021	2023	Lowest	Average	Highest
52 %	44 %	13 %	50 %	80 %
59 %	39 %	13 %	52 %	90 %



# People matter survey

2023

Have your say

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

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- Lowest scoring
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- Taking action questions

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- Senior leadership questions

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- Workgroup support
- Safe to speak up

### Job and manager factors

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

### Public sector values

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

### Topical questions

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

### Demographics

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

## Workgroup climate

### Scorecard

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

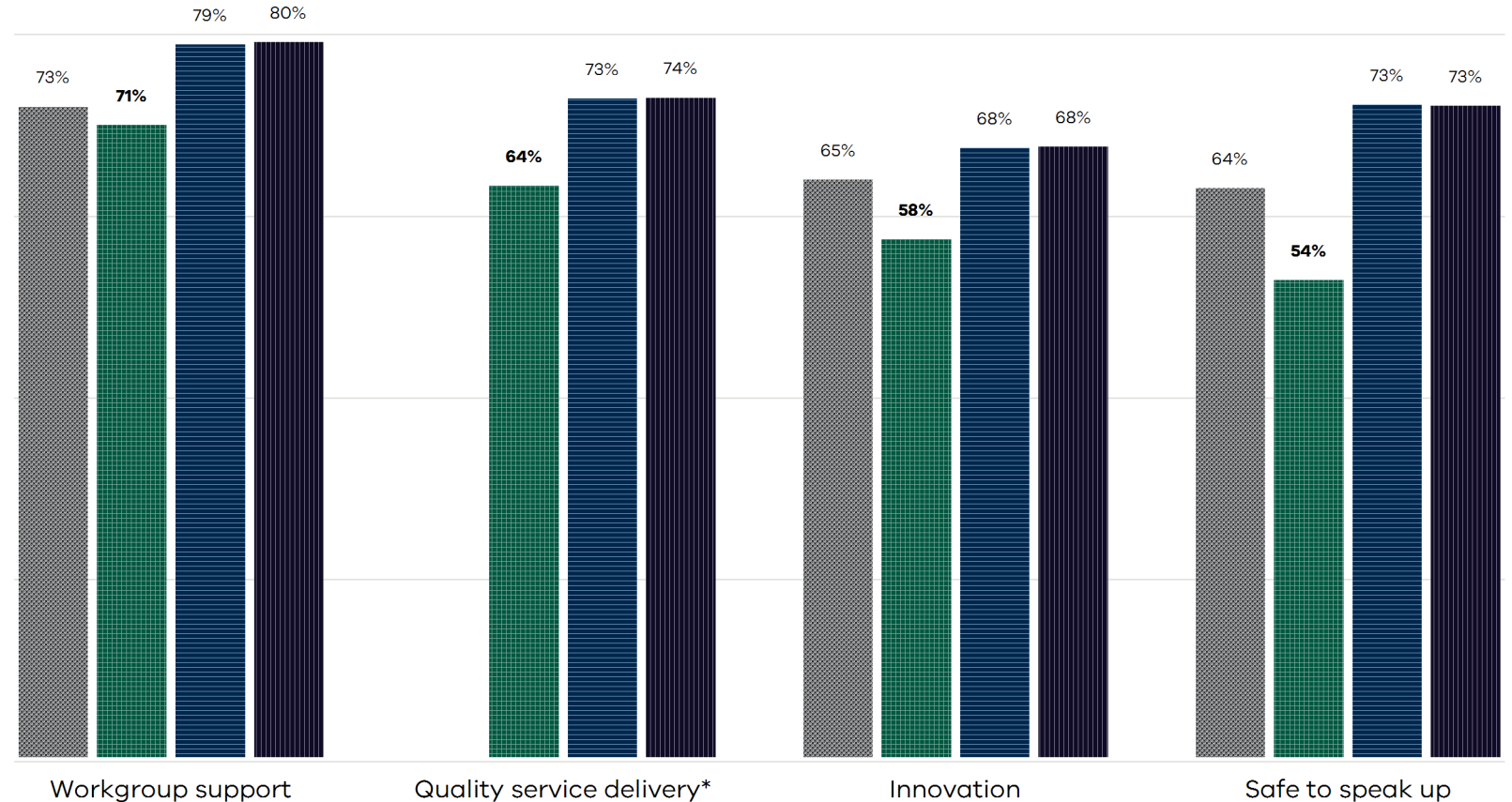
#### Example

In 2023:

- 71% of your staff who did the survey responded positively to questions about Workgroup support which is down from 73% in 2021.

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 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.

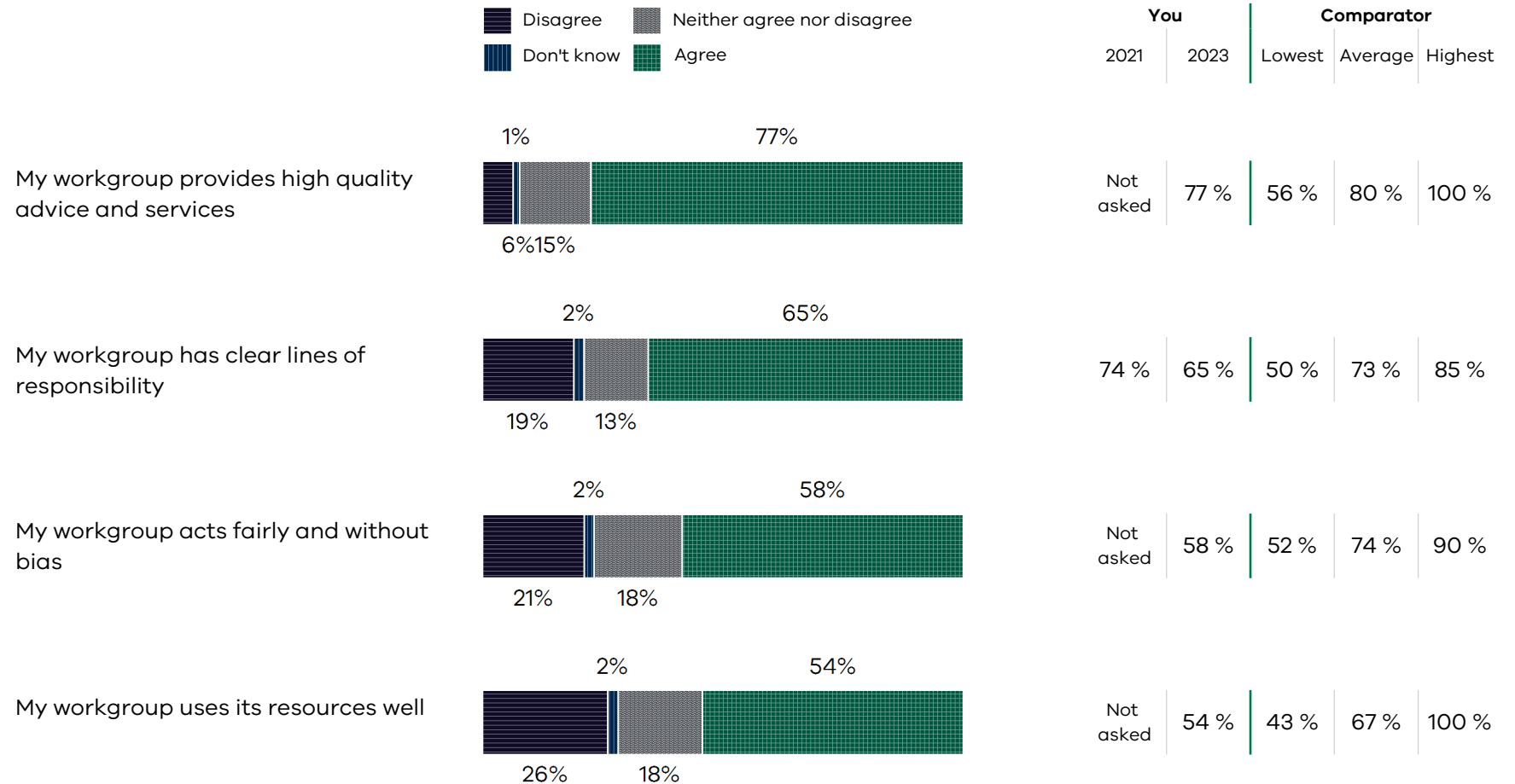
#### Example

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

### Survey question

### Your results

### Benchmark agree results



## Workgroup climate

### Innovation

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

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

#### Example

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

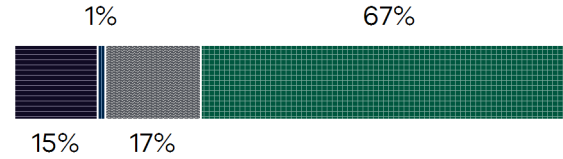
## Survey question

## Your results

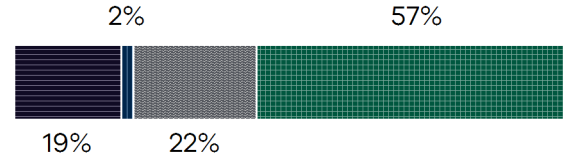
## Benchmark agree results



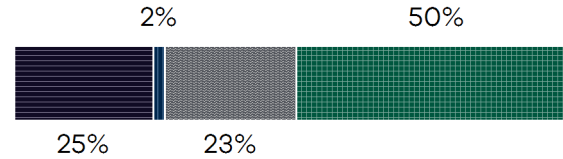
My workgroup learns from failures and mistakes



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



My workgroup encourages employee creativity



You		Comparator		
2021	2023	Lowest	Average	Highest
70 %	67 %	50 %	70 %	90 %
67 %	57 %	43 %	70 %	90 %
57 %	50 %	36 %	65 %	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.

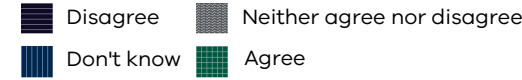
#### Example

79% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

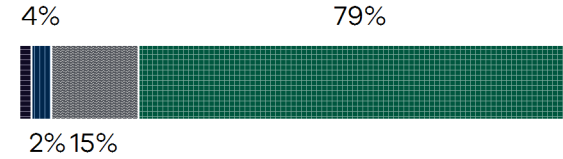
### Survey question

### Your results

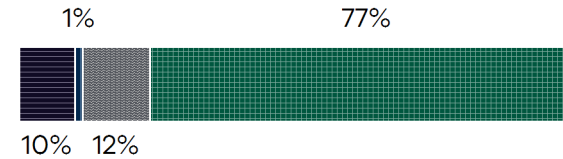
### Benchmark agree results



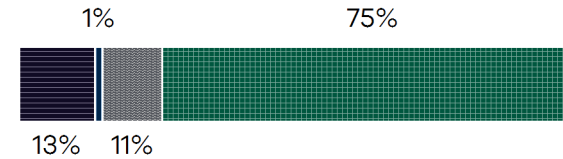
People in my workgroup are politically impartial in their work



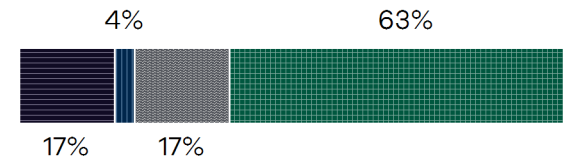
People in my workgroup work together effectively to get the job done



People in my workgroup treat each other with respect



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



You		Comparator		
2021	2023	Lowest	Average	Highest
73 %	79 %	57 %	79 %	93 %
83 %	77 %	74 %	82 %	100 %
80 %	75 %	71 %	84 %	100 %
62 %	63 %	68 %	77 %	100 %

## Workgroup climate

### Workgroup support 2 of 2

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

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

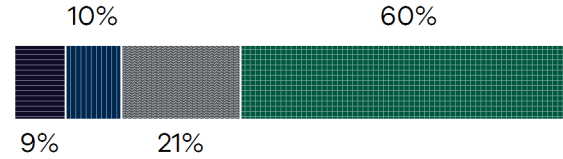
#### Example

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

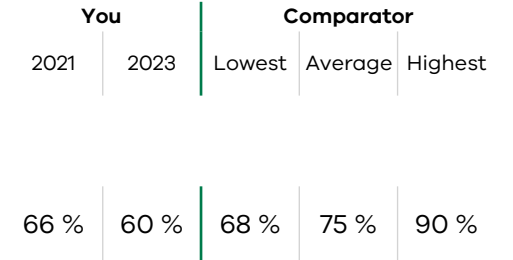
## Survey question

People in my workgroup appropriately manage conflicts of interest

## Your results



## Benchmark agree results



## Workgroup climate

### Safe to speak up

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

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

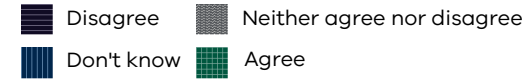
#### Example

56% 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'.

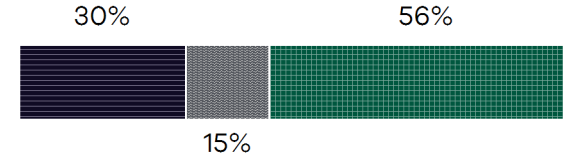
## Survey question

## Your results

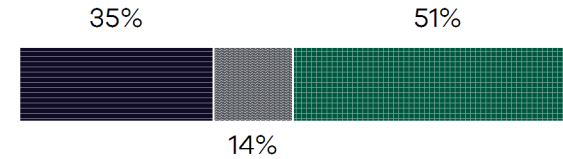
## Benchmark agree results



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	2023	Lowest	Average	Highest
69 %	56 %	65 %	74 %	87 %
59 %	51 %	26 %	72 %	100 %



# People matter survey

2023

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### Key differences

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

### Taking action

- Taking action questions

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- 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

### 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.

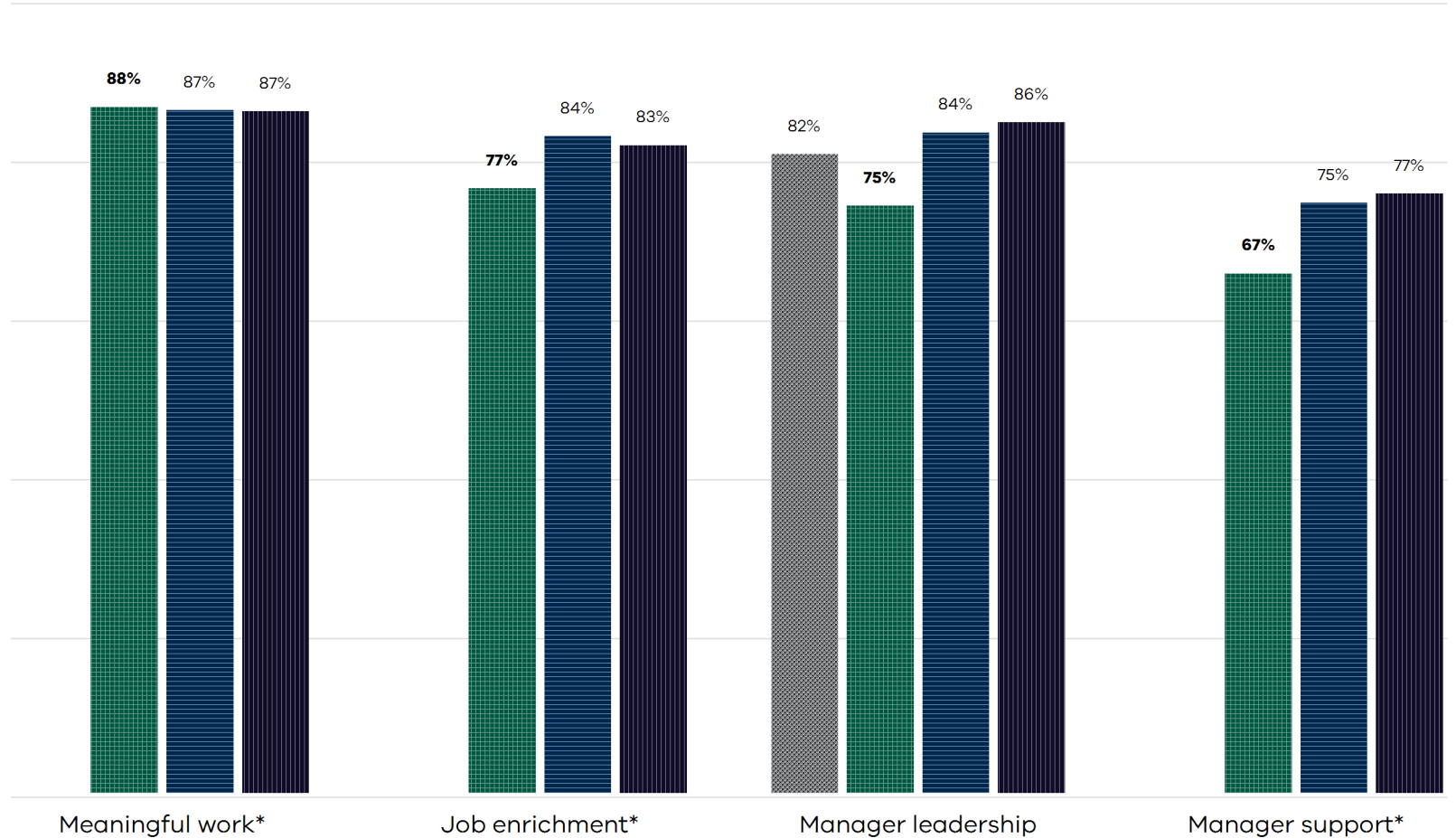
#### Example

In 2023:

- 88% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 87% 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

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

## Job and manager factors

### Scorecard 2 of 2

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

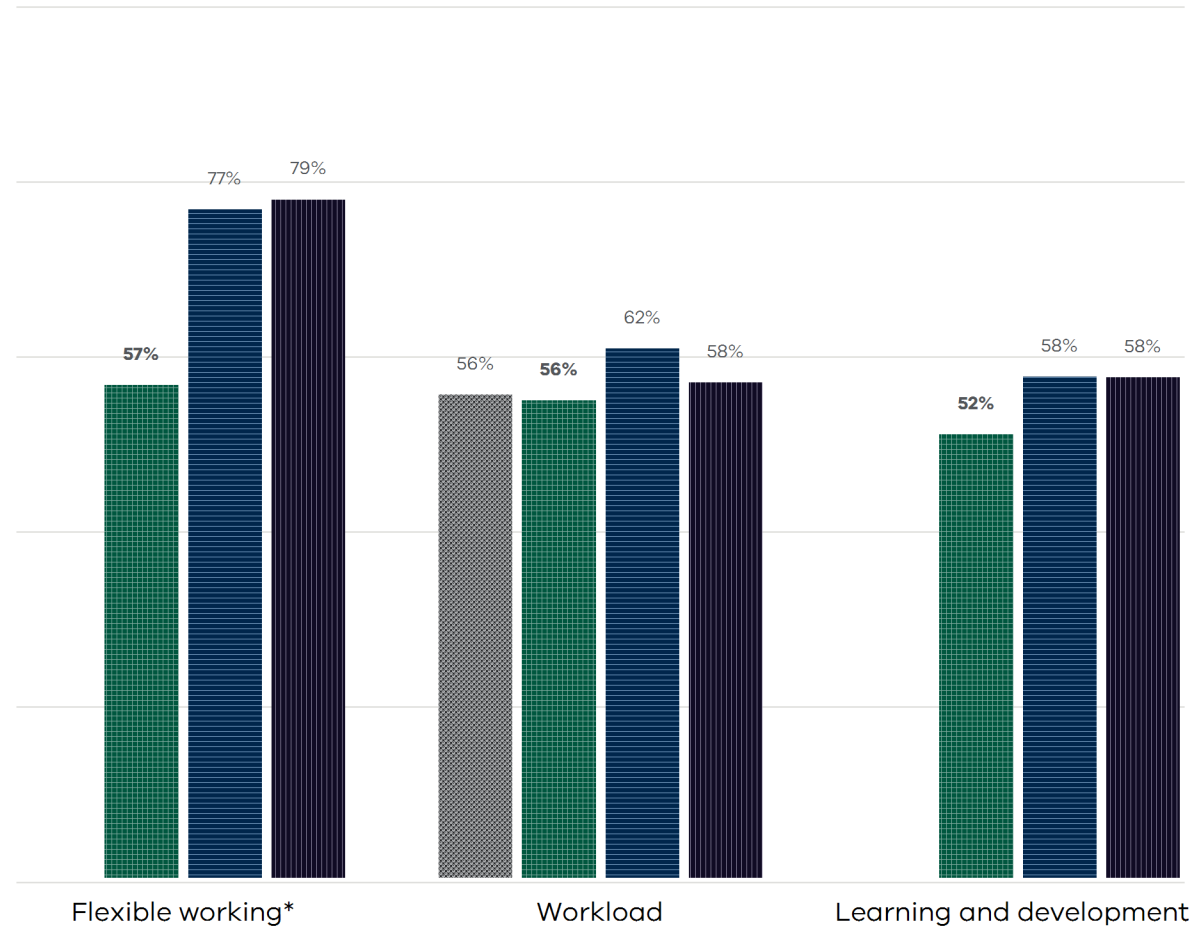
#### Example

In 2023:

- 57% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 77% of staff at your comparator and 79% of staff across the public sector.



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

■ You2021 ■ You2023 ■ 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.

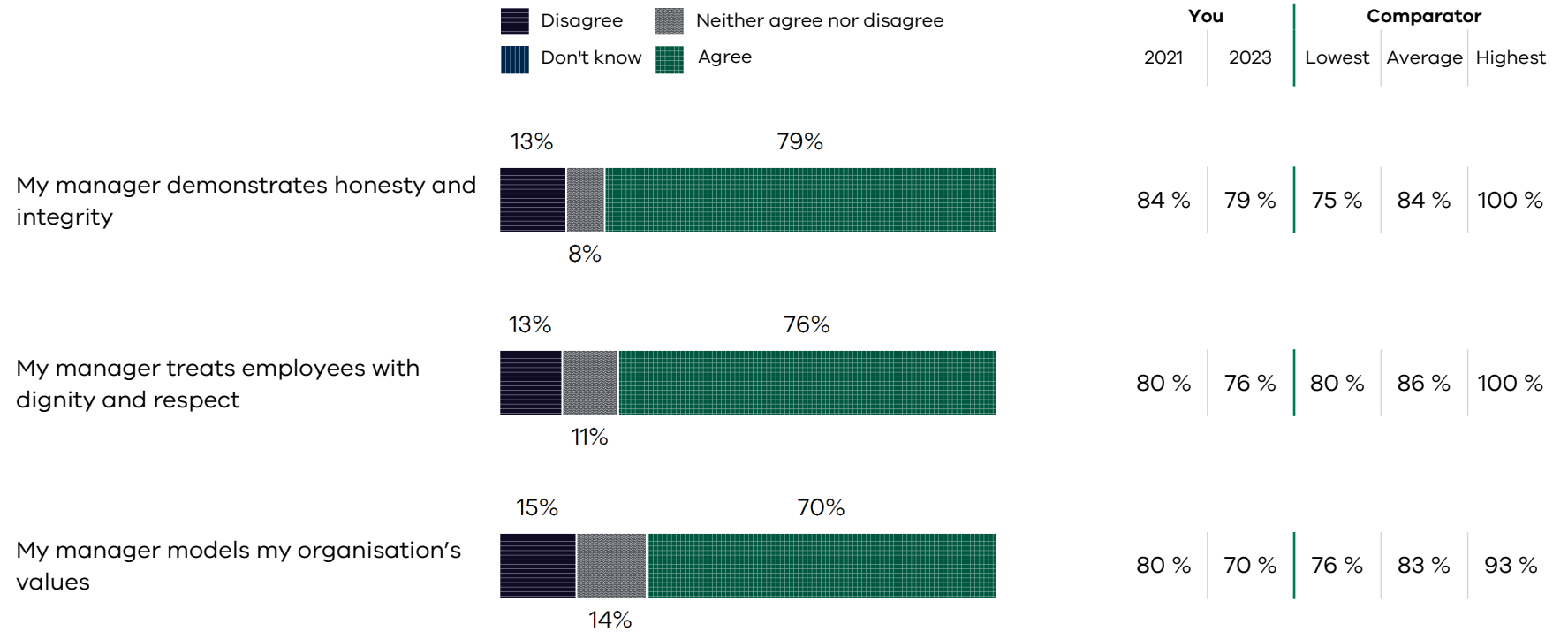
#### Example

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

### Survey question

### Your results

### Benchmark agree results



## Job and manager factors

### Manager support 1 of 2

#### What this is

This is how supported staff feel by their direct manager.

#### Why this is important

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

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

#### How to read this

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

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

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

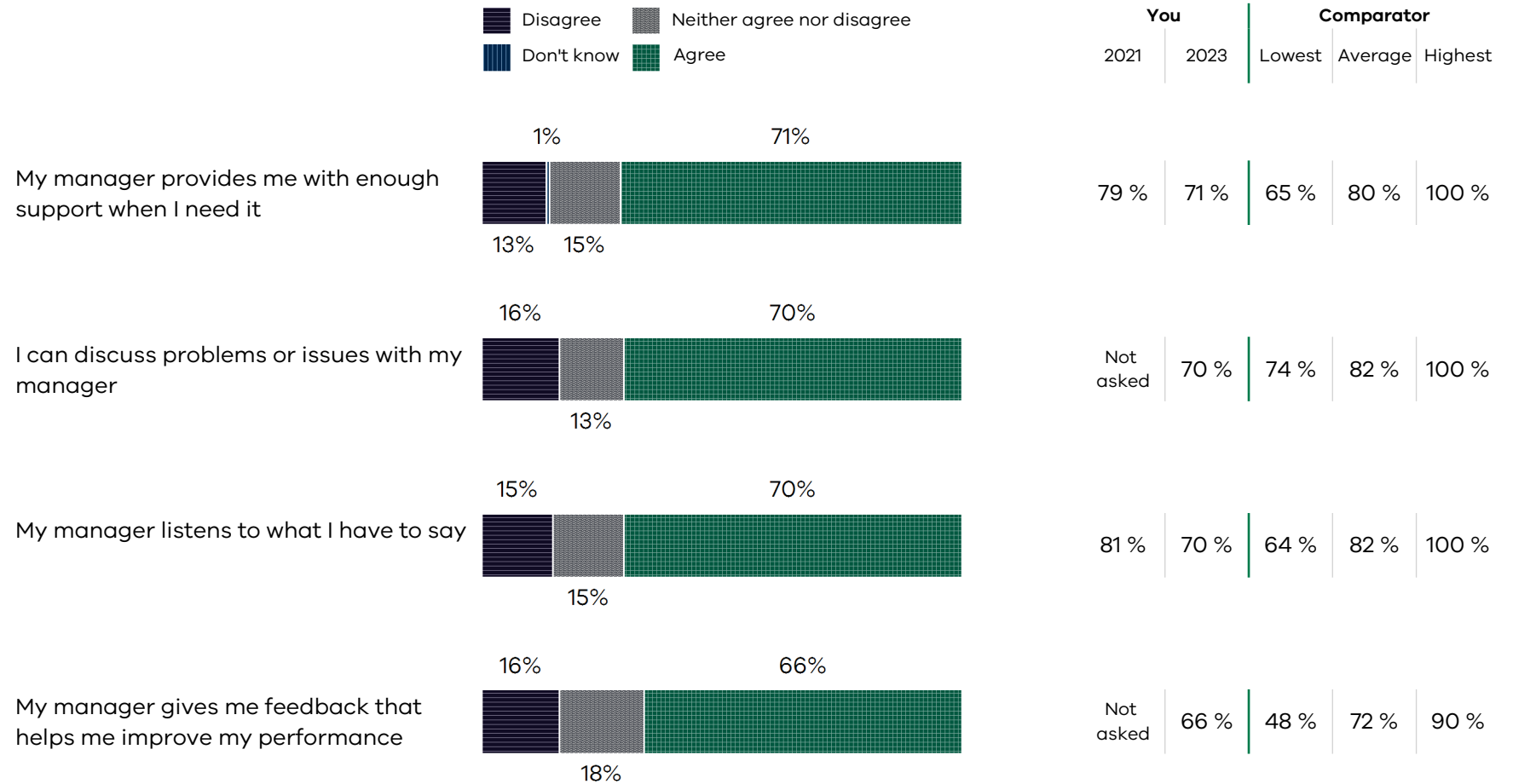
#### Example

71% 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.

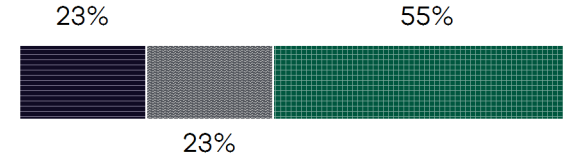
#### Example

55% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

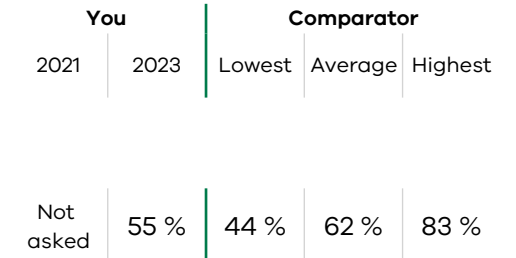
## Survey question

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

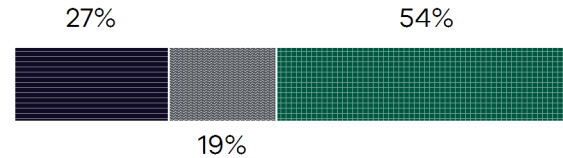
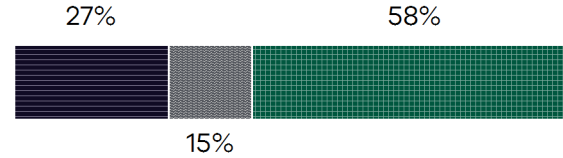
58% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

### Survey question

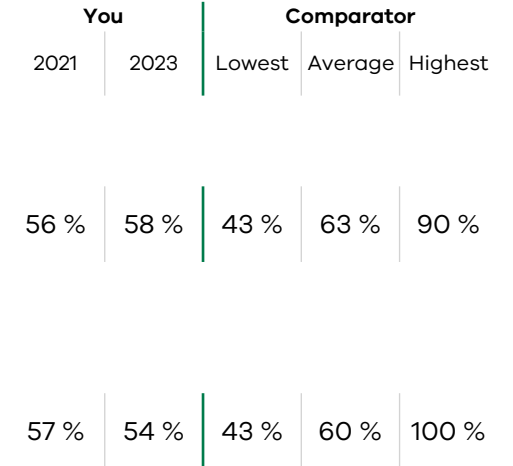
The workload I have is appropriate for the job that I do

I have enough time to do my job effectively

### Your results



### Benchmark agree results



## Job and manager factors

### Learning and development

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

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

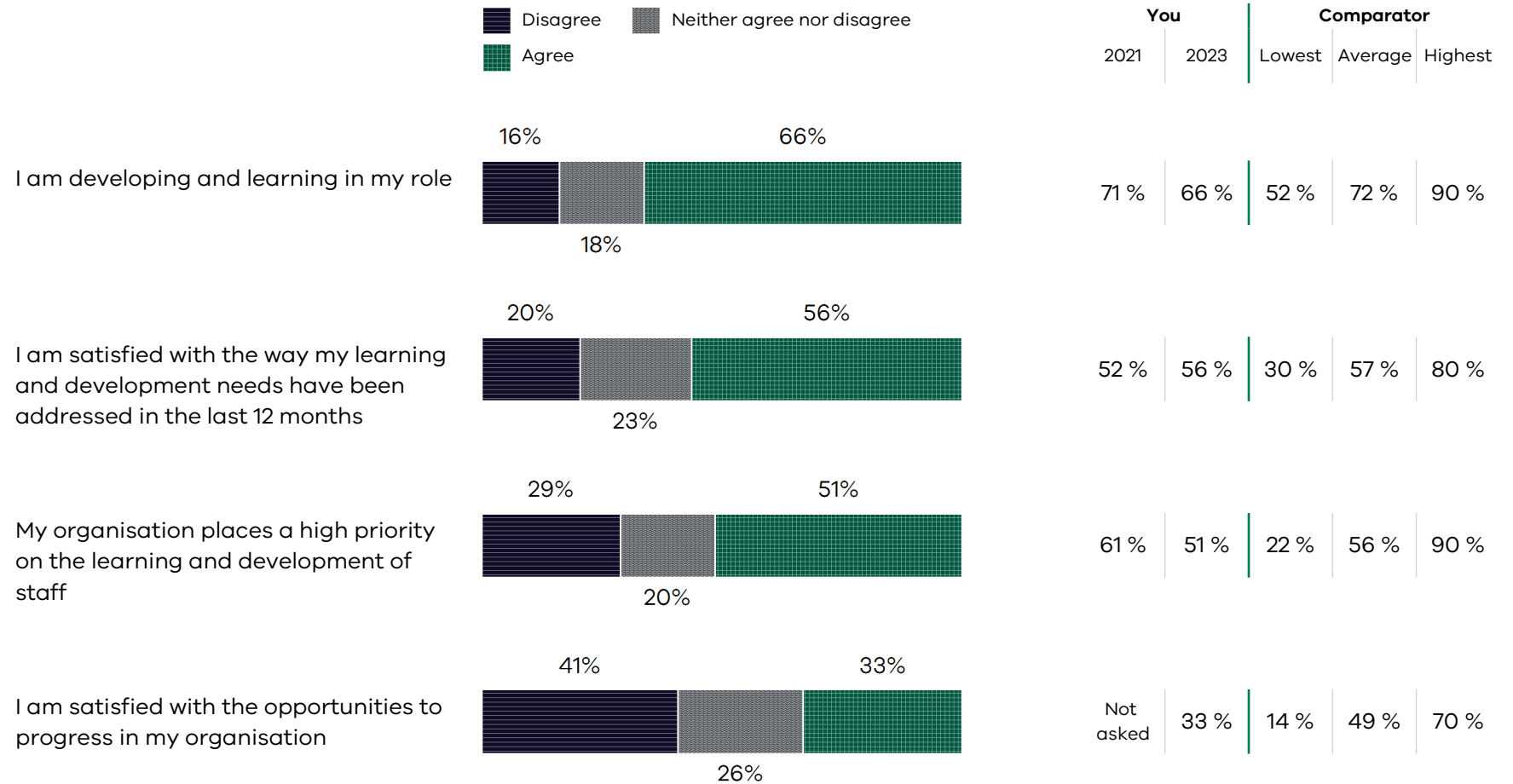
#### Example

66% 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.

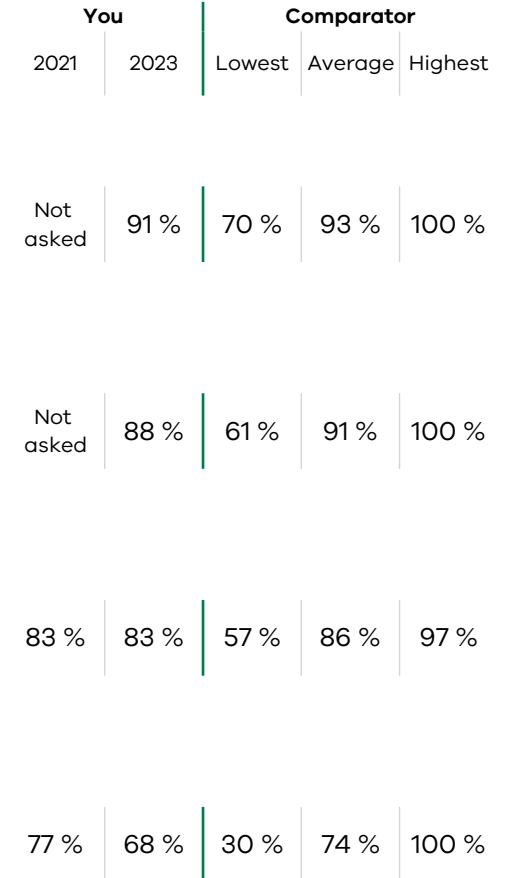
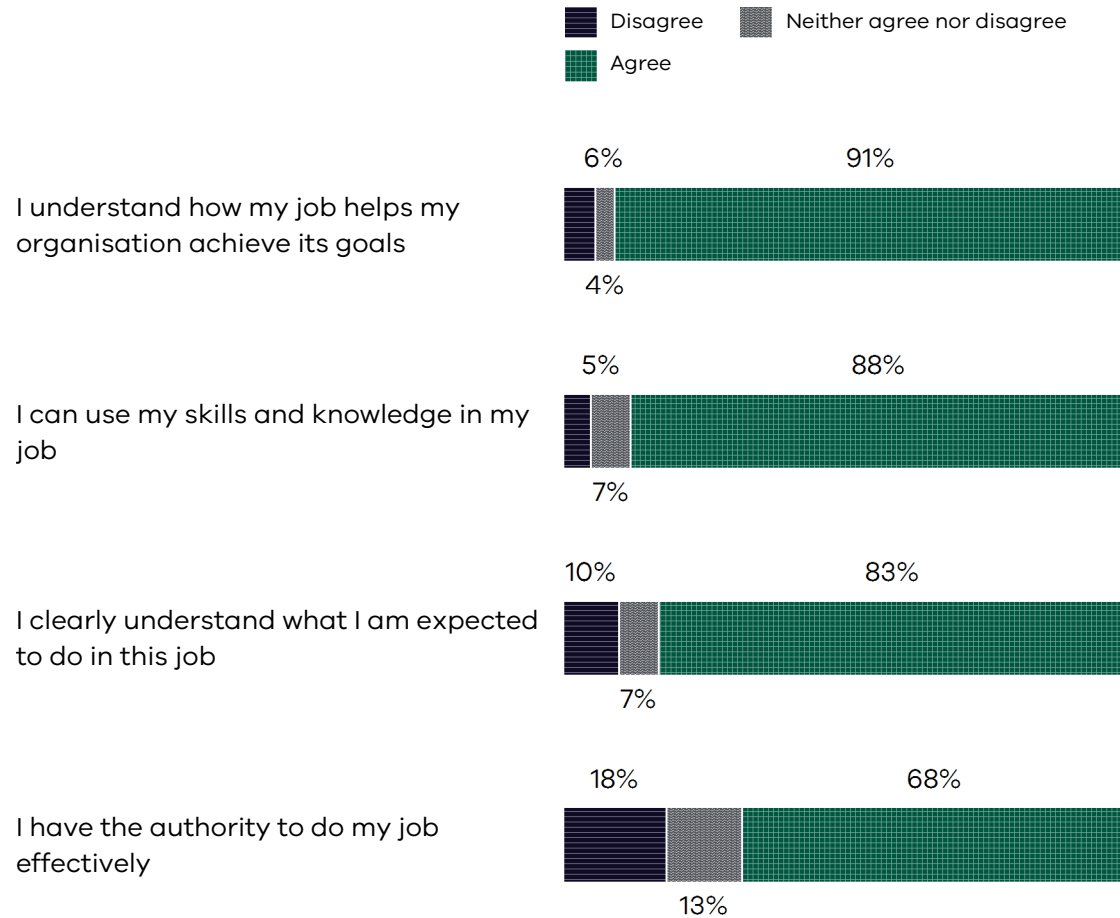
#### Example

91% 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.

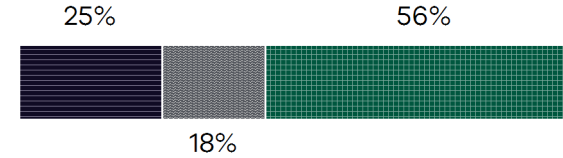
#### Example

56% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

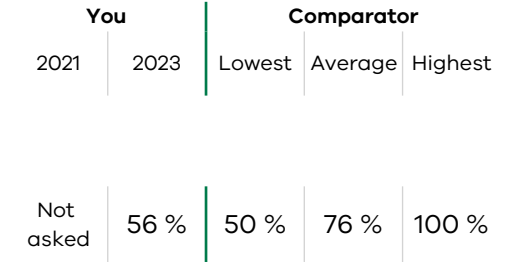
## Survey question

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.

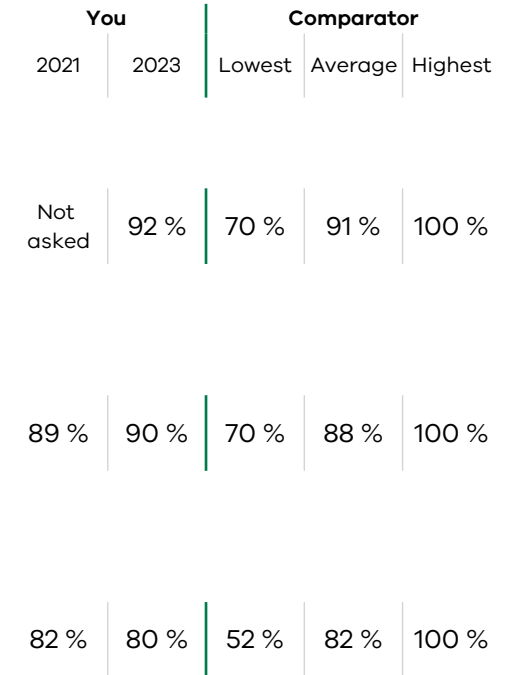
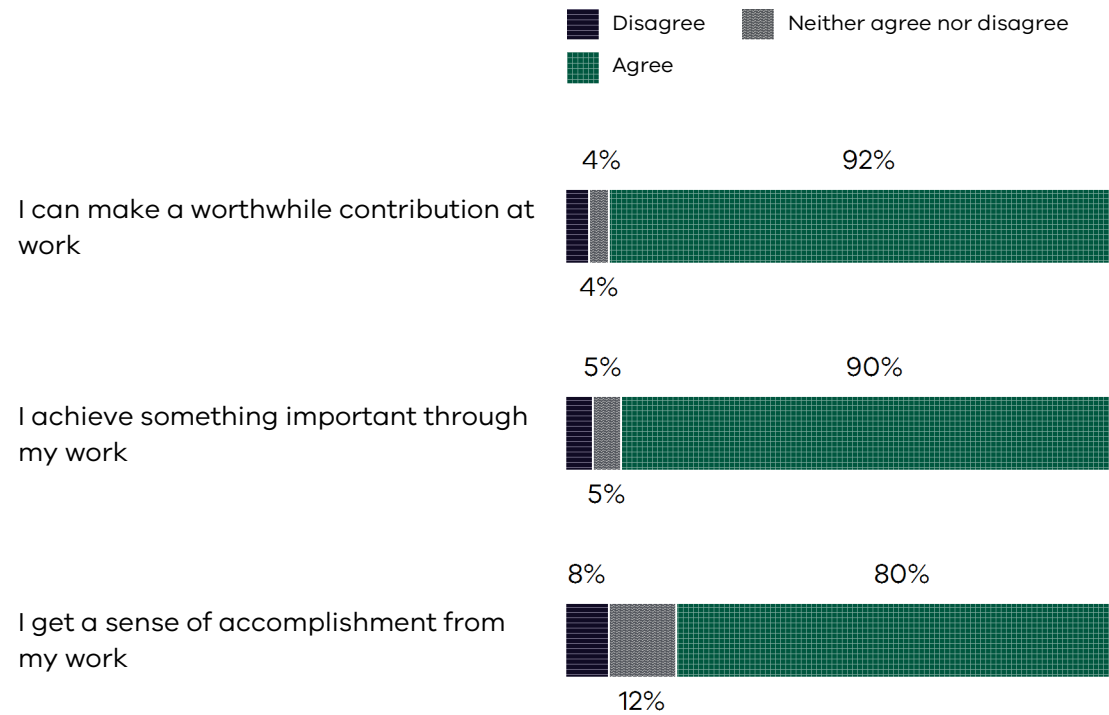
#### Example

92% 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

64% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

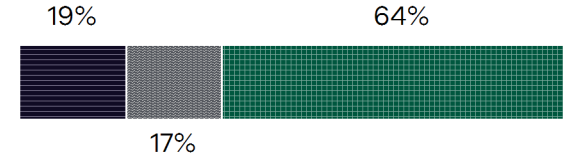
### Survey question

### Your results

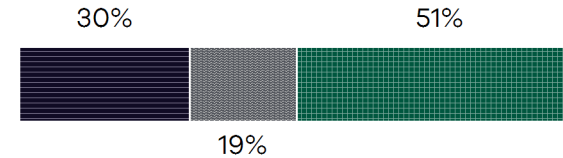
### Benchmark agree results



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	2023	Lowest	Average	Highest
Not asked	64 %	71 %	82 %	100 %
71 %	51 %	50 %	73 %	90 %

# People matter survey

2023

Have your say

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## Result summary

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- Satisfaction
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- Intention to stay
- Inclusion
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- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression

### Key differences

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

### Taking action

- Taking action questions

## Detailed results

### Senior leadership

- Senior leadership questions

### Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

### Workgroup climate

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

### Job and manager factors

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

### Public sector values

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

### Topical questions

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

### 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.

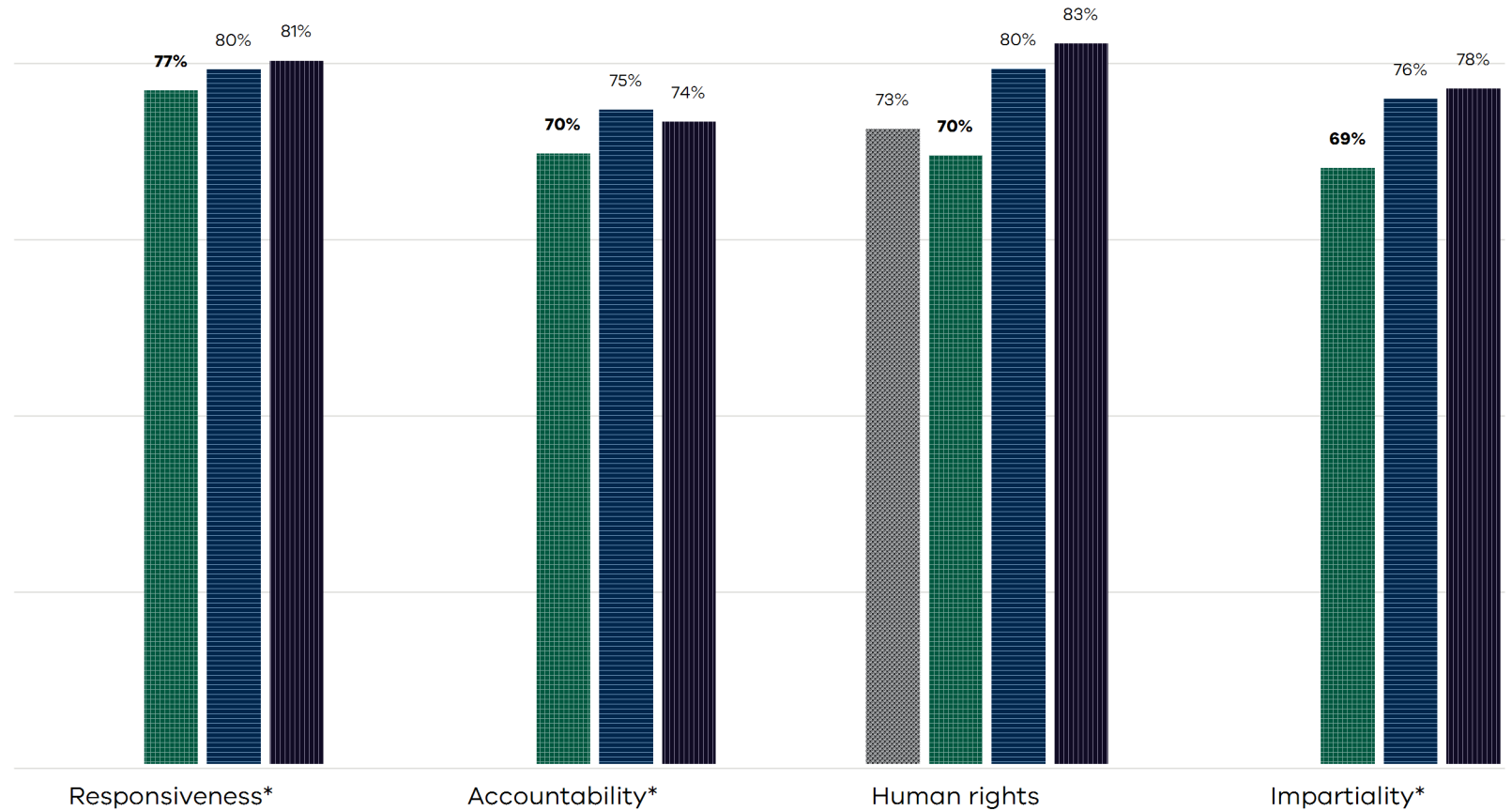
#### Example

In 2023:

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

Compared to:

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



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

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

## Public sector values

### Scorecard 2 of 2

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

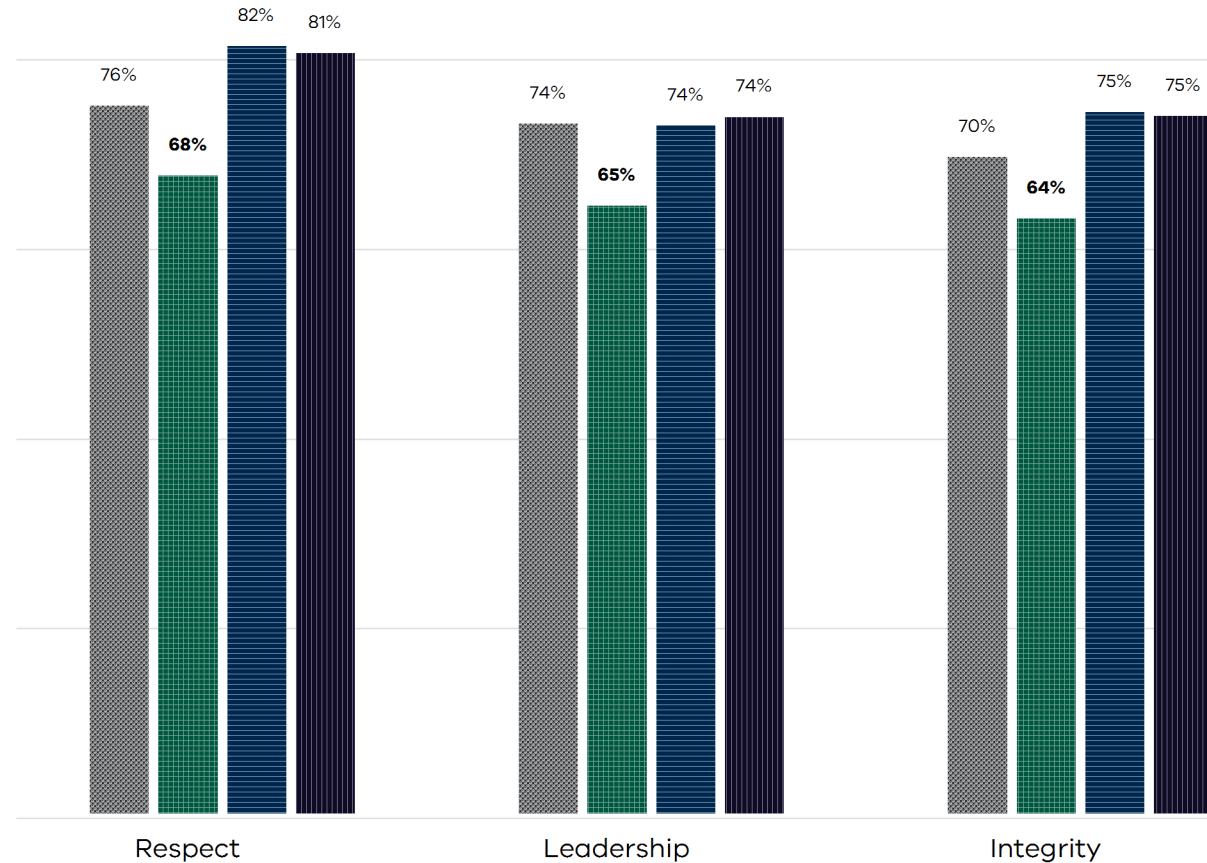
#### Example

In 2023:

- 68% of your staff who did the survey responded positively to questions about Respect, which is down 7% in 2021.

Compared to:

- 82% of staff at your comparator and 81% of staff across the public sector.



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

■ You 2021 ■ You 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.

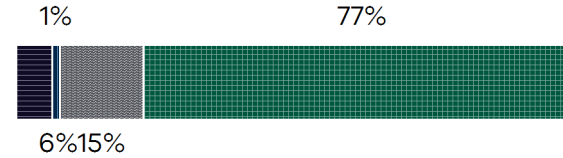
#### Example

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

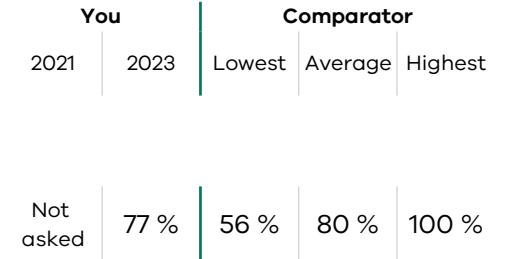
### Survey question

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.

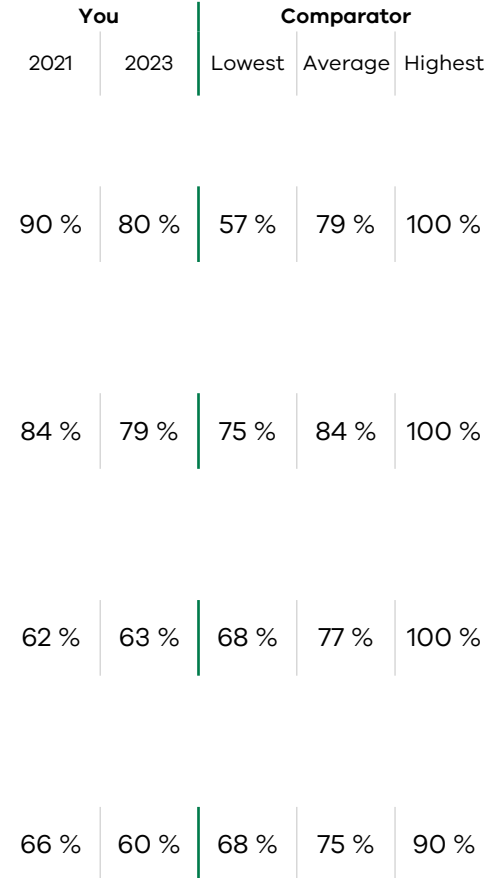
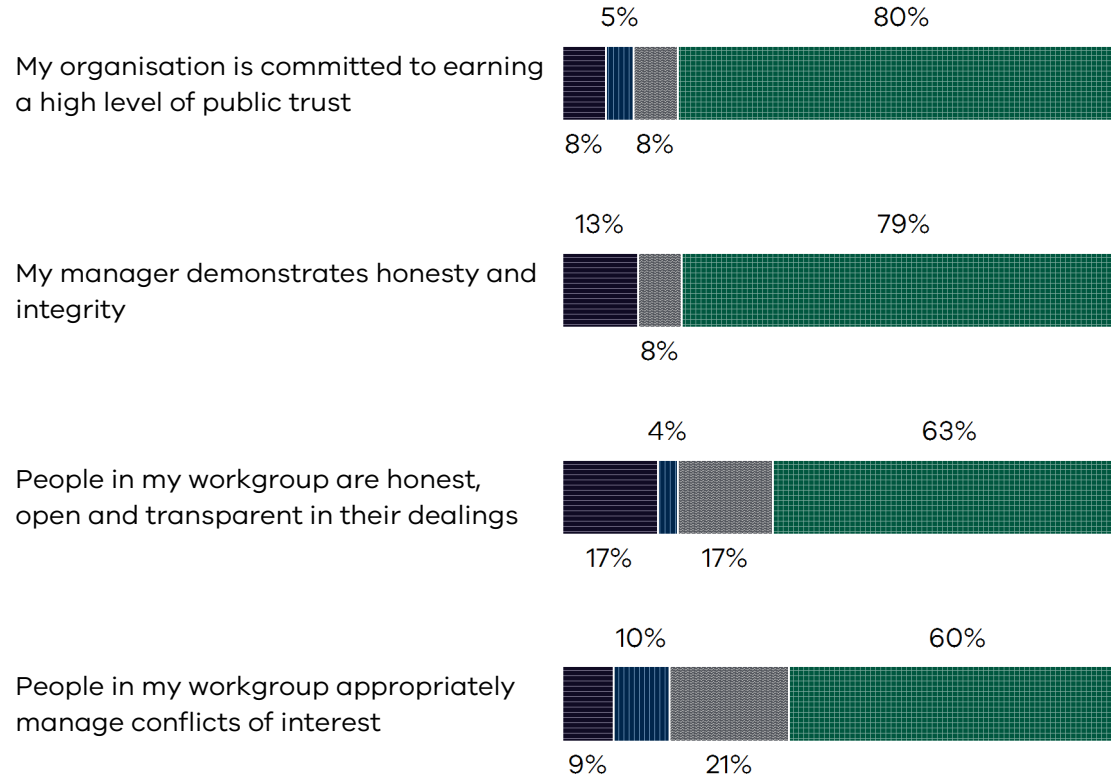
#### Example

80% of staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

### Survey question

### Your results

### Benchmark agree results





## Public sector values

### Integrity 2 of 2

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

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

#### Example

58% of staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

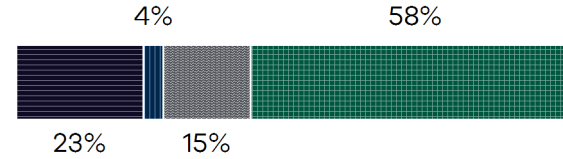
### Survey question

### Your results

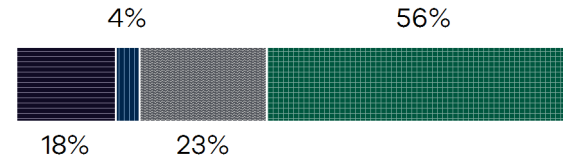
### Benchmark agree results



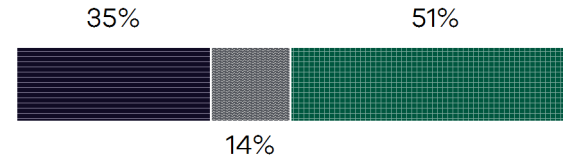
My organisation does not tolerate improper conduct



Senior leaders demonstrate honesty and integrity



I feel safe to challenge inappropriate behaviour at work



You		Comparator		
2021	2023	Lowest	Average	Highest
61 %	58 %	35 %	74 %	100 %
70 %	56 %	43 %	65 %	100 %
59 %	51 %	26 %	72 %	100 %

## 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

79% of staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

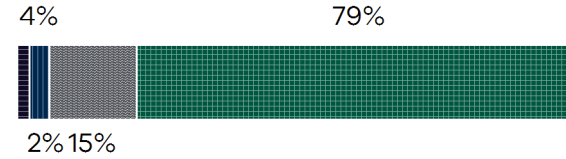
### Survey question

### Your results

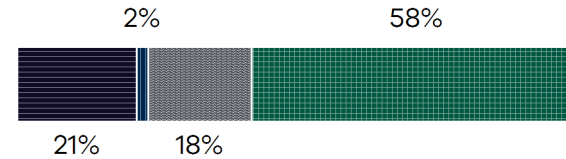
### Benchmark agree results



People in my workgroup are politically impartial in their work



My workgroup acts fairly and without bias



You		Comparator		
2021	2023	Lowest	Average	Highest
73 %	79 %	57 %	79 %	93 %
Not asked	58 %	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

91% of staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

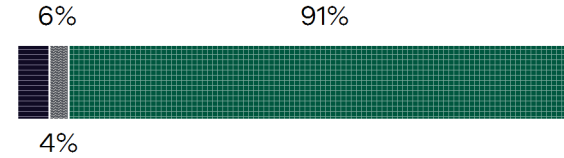
### Survey question

### Your results

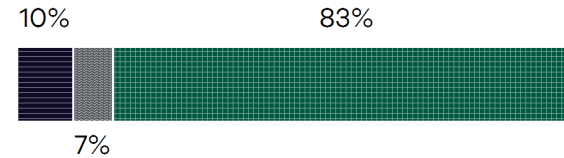
### Benchmark agree results



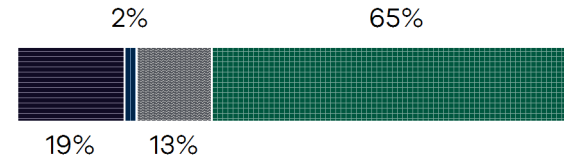
I understand how my job helps my organisation achieve its goals



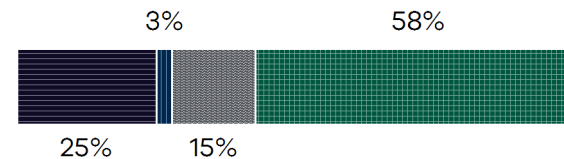
I clearly understand what I am expected to do in this job



My workgroup has clear lines of responsibility



Senior leaders provide clear strategy and direction



	You		Comparator		
	2021	2023	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	Not asked	91 %	70 %	93 %	100 %
I clearly understand what I am expected to do in this job	83 %	83 %	57 %	86 %	97 %
My workgroup has clear lines of responsibility	74 %	65 %	50 %	73 %	85 %
Senior leaders provide clear strategy and direction	62 %	58 %	17 %	58 %	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.

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

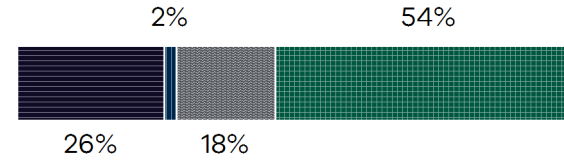
#### Example

54% of staff who did the survey agreed or strongly agreed with 'My workgroup uses its resources well'.

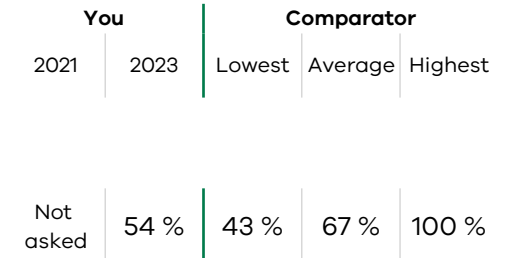
## Survey question

My workgroup uses its resources well

## 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.

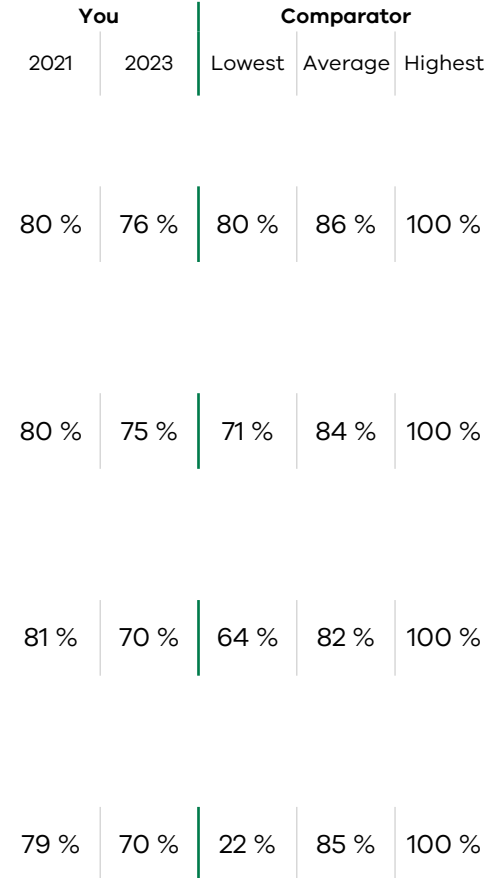
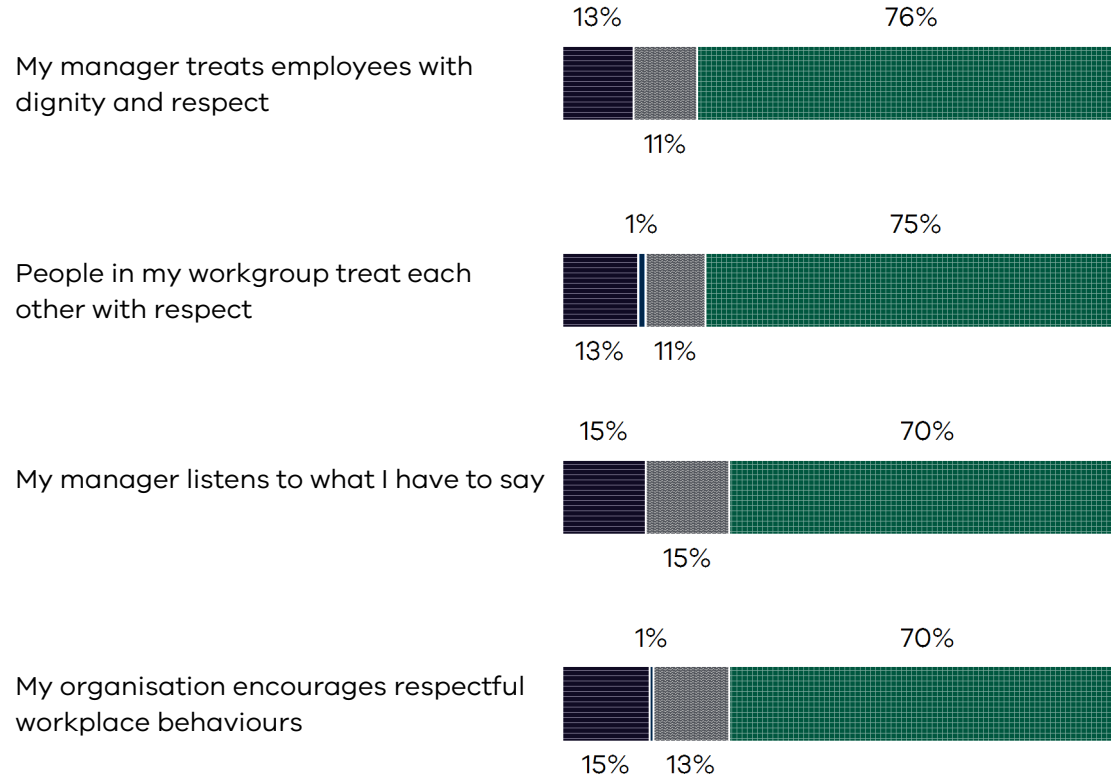
#### Example

76% of staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

### Survey question

### Your results

### Benchmark agree results



## Public sector values

### Respect 2 of 2

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

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

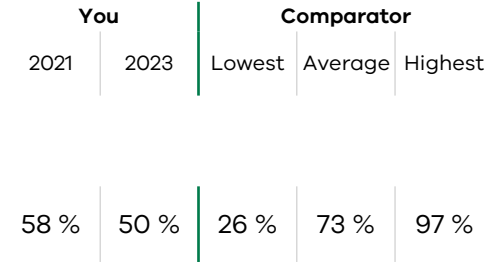
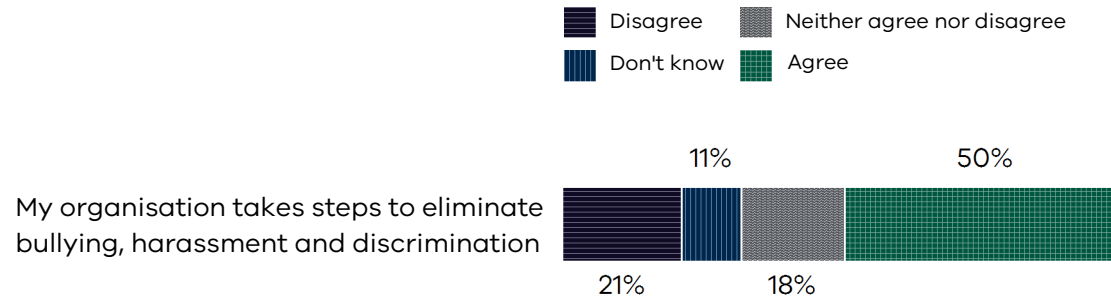
#### Example

50% of staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

## Survey question

## Your results

## Benchmark agree results



## Public sector values

### Leadership

#### What this is

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

#### Why this is important

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

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

#### How to read this

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

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

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

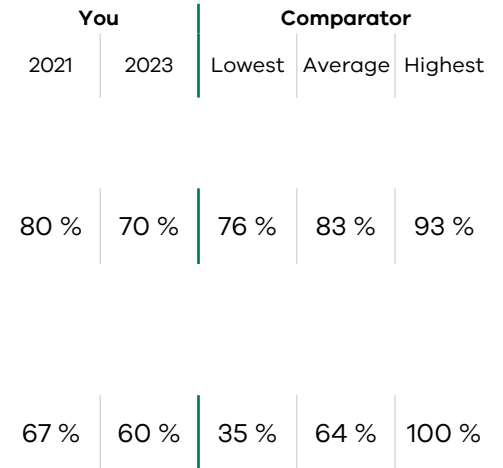
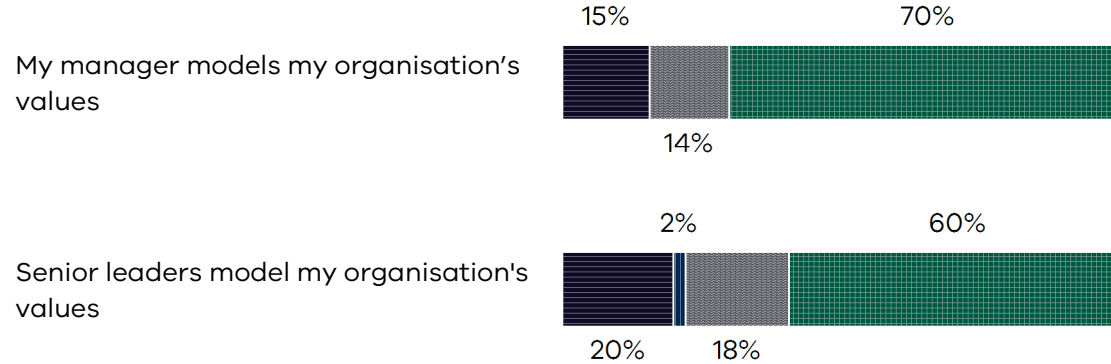
#### Example

70% of staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

### Survey question

### Your results

### Benchmark agree results



## Public sector values

### Human rights

#### What this is

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

#### Why this is important

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

#### How to read this

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

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

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

#### Example

75% of staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

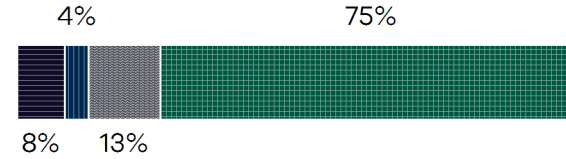
### Survey question

### Your results

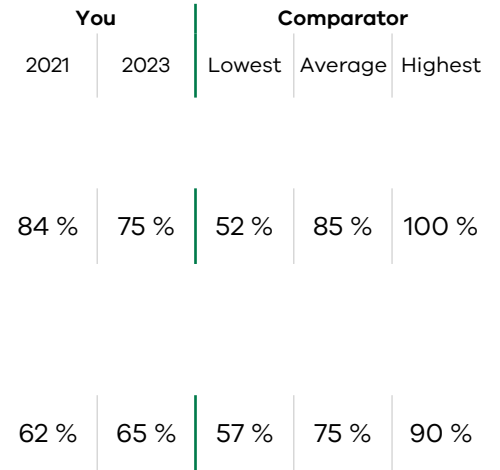
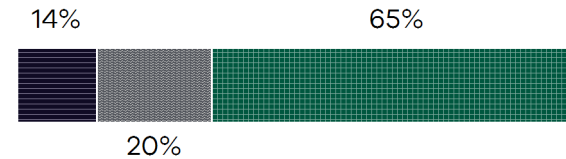
### Benchmark agree results



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



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





# People matter survey

2023

Have your say

## Overview

### Report overview

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

## Result summary

### People outcomes

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

### Key differences

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

### Taking action

- Taking action questions

## Detailed results

### Senior leadership

- Senior leadership questions

### Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

### Workgroup climate

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

### Job and manager factors

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

### Public sector values

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

### Topical questions

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

### Custom questions

- Questions requested by your organisation

### Demographics

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

## Topical questions

### What this is

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

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

### Why this is important

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

### How to read this

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

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

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

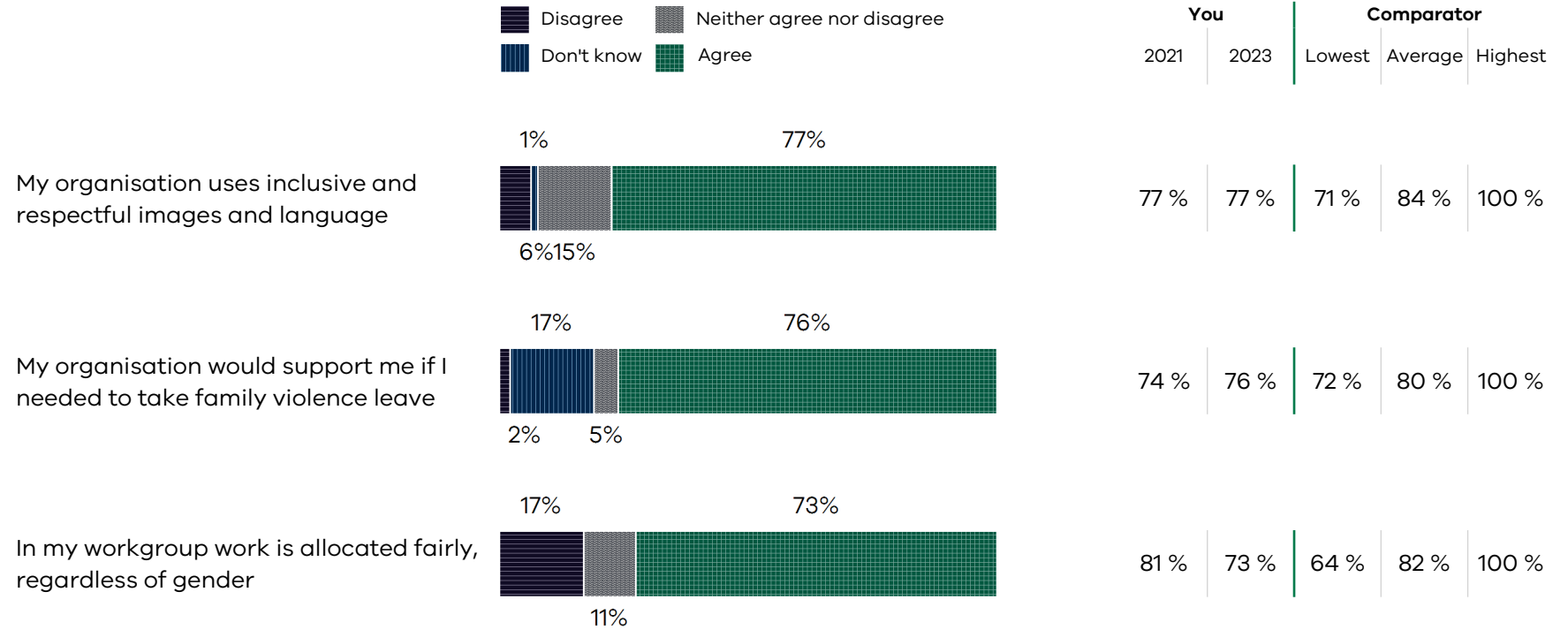
### Example

77% 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.

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

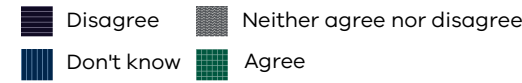
### Example

77% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

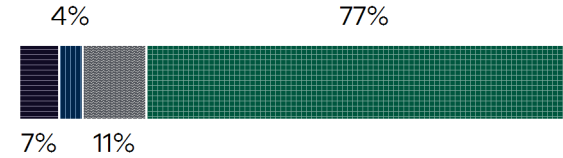
## Survey question

## Your results

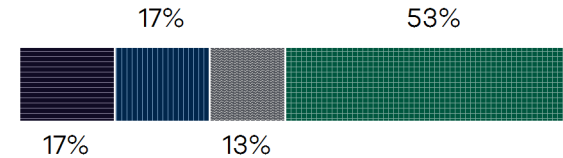
## Benchmark agree results



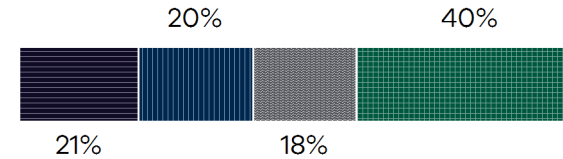
I understand how the Code of Conduct for Victorian public sector employees applies to my work



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)



	You		Comparator		
	2021	2023	Lowest	Average	Highest
Not asked		77 %	61 %	84 %	97 %
Not asked		53 %	36 %	65 %	81 %
Not asked		40 %	35 %	54 %	87 %

# People matter survey

2023

Have your say

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### Key differences

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- Scorecard
- Manager leadership
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- Job enrichment
- Meaningful work
- Flexible working

### Public sector values

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

### Topical questions

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

### Demographics

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

## 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	41	29%
35-54 years	65	46%
55+ years	15	11%
Prefer not to say	21	15%

How would you describe your gender?	(n)	%
Woman	82	58%
Man	38	27%
Prefer not to say	20	14%
Non-binary and I use a different term	2	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	1	1%
No	122	86%
Prefer not to say	19	13%

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

	(n)	%
No	119	84%
Don't know	4	3%
Prefer not to say	19	13%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	91	64%
Prefer not to say	30	21%
Gay or lesbian	9	6%
Bisexual	9	6%
Asexual	2	1%
Don't know	1	1%

## Demographics

### Aboriginal and/or Torres Strait Islander employees

#### What this is

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

#### Why this is important

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

#### How to read this

Each table shows the breakdown of responses from your survey.

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

#### How we protect anonymity and privacy

To protect you, we:

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### Aboriginal and/or Torres Strait Islander

	(n)	%
Yes	0	0%
Non Aboriginal and/or Torres Strait Islander	130	92%
Prefer not to say	12	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	5	4%
No	121	85%
Prefer not to say	16	11%

## 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:

- 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.

Country of birth	(n)	%
Born in Australia	<b>103</b>	73%
Not born in Australia	<b>18</b>	13%
Prefer not to say	<b>21</b>	15%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	<b>5</b>	25%
Hindi	<b>4</b>	20%
Greek	<b>3</b>	15%
Italian	<b>2</b>	10%
Punjabi	<b>2</b>	10%
Sinhalese	<b>2</b>	10%
Spanish	<b>2</b>	10%
Cantonese	<b>1</b>	5%
Gujarati	<b>1</b>	5%
Macedonian	<b>1</b>	5%
Mandarin	<b>1</b>	5%
Tamil	<b>1</b>	5%

Language other than English spoken with family or community	(n)	%
Yes	<b>20</b>	14%
No	<b>100</b>	70%
Prefer not to say	<b>22</b>	15%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Vietnamese	<b>1</b>	5%



## Demographics

### Cultural diversity 2 of 2

#### What this is

This is the cultural identity and religion of staff.

#### Why this is important

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

#### How to read this

Each table shows the breakdown of responses from your survey.

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

#### How we protect anonymity and privacy

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.

Cultural identity	(n)	%
Australian	95	67%
Prefer not to say	25	18%
European (including Western, Eastern and South-Eastern Europe, and Scandinavia)	21	15%
English, Irish, Scottish and/or Welsh	9	6%
East and/or South-East Asian	6	4%
New Zealander	4	3%
Other	3	2%
South Asian	2	1%
Pacific Islander	1	1%
African	1	1%
Central and/or South American	1	1%
Maori	1	1%

Religion	(n)	%
No religion	69	49%
Christianity	33	23%
Prefer not to say	28	20%
Islam	3	2%
Other	3	2%
Buddhism	2	1%
Hinduism	2	1%
Judaism	2	1%

## Demographics

### Employment characteristics 1 of 2

#### What this is

These are the employment characteristics of staff.

#### Why this is important

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

#### How to read this

Each table shows the breakdown of responses from your survey.

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

#### How we protect anonymity and privacy

To protect you, we:

- 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.

Working arrangement	(n)	%
Full-Time	<b>116</b>	82%
Part-Time	<b>26</b>	18%

Gross base salary (ongoing/fixed term only)	(n)	%
Prefer not to say	<b>25</b>	19%
Below \$80k	<b>37</b>	27%
\$80k to \$120k	<b>41</b>	30%
\$120k to \$160k	<b>15</b>	11%
\$160k to \$200k	<b>12</b>	9%
\$200k or more	<b>5</b>	4%

Organisational tenure	(n)	%
<1 year	<b>20</b>	14%
1 to less than 2 years	<b>17</b>	12%
2 to less than 5 years	<b>38</b>	27%
5 to less than 10 years	<b>25</b>	18%
10 to less than 20 years	<b>34</b>	24%
More than 20 years	<b>8</b>	6%

Management responsibility	(n)	%
Non-manager	<b>109</b>	77%
Other manager	<b>20</b>	14%
Manager of other manager(s)	<b>13</b>	9%

Employment type	(n)	%
Ongoing and executive	<b>107</b>	75%
Fixed term	<b>28</b>	20%
Other	<b>7</b>	5%

## Demographics

### Employment characteristics 2 of 2

#### What this is

These are the employment characteristics of staff.

#### Why this is important

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

#### How to read this

Each table shows the breakdown of responses from your survey.

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

#### How we protect anonymity and privacy

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.

#### Primary workplace location over the last 3 months

	(n)	%
Melbourne CBD	127	89%
Melbourne: Suburbs	15	11%

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

	(n)	%
Your employer's office	121	85%
A frontline or service delivery location	25	18%
Home or private location	24	17%
A shared office space (where two or more organisations share the same workspace e.g. Gov hubs, suburban hubs etc.)	5	4%
Other	2	1%

#### Flexible work

	(n)	%
Flexible start and finish times	58	41%
Working from an alternative location (e.g. home, hub/shared work space)	56	39%
No, I do not use any flexible work arrangements	37	26%
Shift swap	17	12%
Using leave to work flexible hours	17	12%
Part-time	15	11%
Working more hours over fewer days	9	6%
Purchased leave	6	4%
Study leave	5	4%
Other	3	2%

## Demographics

### Adjustments

#### What this is

These are adjustments staff requested to perform in their role.

#### Why this is important

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

#### How to read this

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

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

#### How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
- don't release employee experience results when fewer than 10 people in a demographic group have responded to the survey
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### Have you requested any of the following adjustments at work?\*

	(n)	%
No, I have not requested adjustments	<b>99</b>	70%
Flexible working arrangements	<b>37</b>	26%
Physical modifications or improvements to the workplace	<b>11</b>	8%
Accessible communications technologies	<b>2</b>	1%
Career development support strategies	<b>2</b>	1%
Job redesign or role sharing	<b>1</b>	1%
Other	<b>1</b>	1%

### Why did you make this request?

	(n)	%
Work-life balance	<b>23</b>	53%
Health	<b>17</b>	40%
Family responsibilities	<b>16</b>	37%
Caring responsibilities	<b>12</b>	28%
Other	<b>4</b>	9%
Study commitments	<b>1</b>	2%

### What was your experience with making the request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	<b>31</b>	72%
The adjustments I needed were not made	<b>11</b>	26%
The adjustments I needed were made but the process was unsatisfactory	<b>1</b>	2%

## Demographics

### Caring

#### What this is

These are staff-reported caring responsibilities.

#### Why this is important

This shows organisations what caring responsibilities their staff have.

#### How to read this

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

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

#### How we protect anonymity and privacy

To protect you, we:

- de-identify all survey response data provided to your organisation
- 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.

Caring responsibility	(n)	%
None of the above	55	39%
Prefer not to say	37	26%
Secondary school aged child(ren)	19	13%
Frail or aged person(s)	14	10%
Primary school aged child(ren)	14	10%
Person(s) with a mental illness	8	6%
Child(ren) - younger than preschool age	7	5%
Preschool aged child(ren)	7	5%
Person(s) with a medical condition	5	4%
Person(s) with disability	2	1%
Other	1	1%



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