People Matter Survey 2024

Have your say

Casterton Memorial Hospital
2024 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

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- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

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Report overview

About your report

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

Report contents

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

Comparing data in this report

Your organisation took part in the survey in 2023 and 2022.

This means you'll be able to compare about 97% 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 2024 (DOCX, 83 pages) to see how we asked questions and defined concepts in the 2024 survey.

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Report overview

Privacy and anonymity

To protect you, we:

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

Read more in our privacy policy.

Report overview

Survey's theoretical framework

What this is

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

Why this is important

Based on theory and research, the framework focuses on core themes that help guide organisations in creating better workplaces.
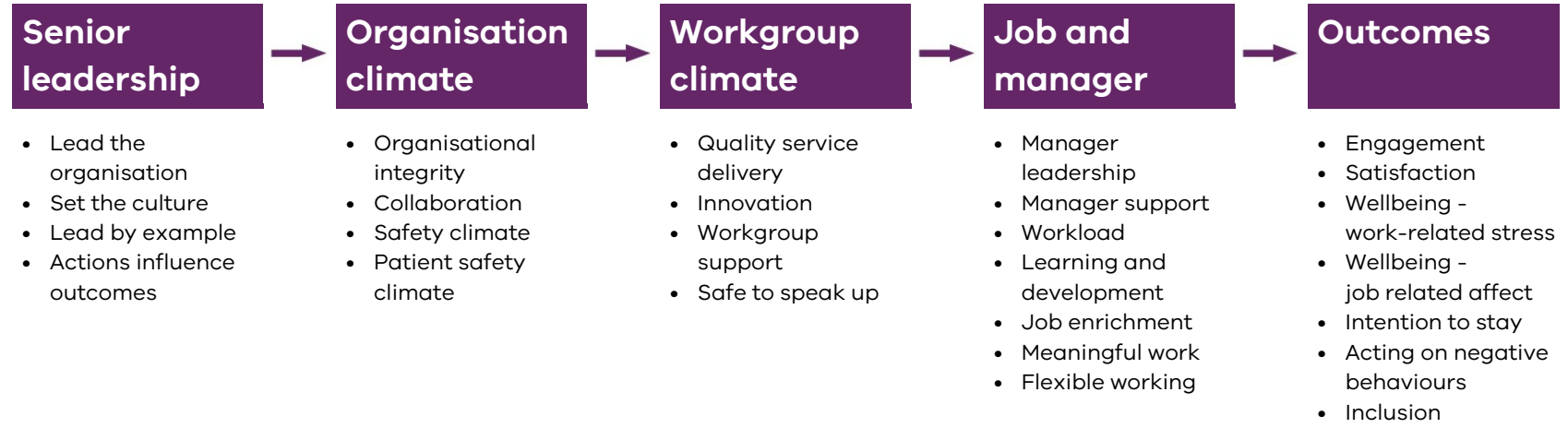
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

Our public sector values

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

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

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

Senior leadership → **Organisation climate** → **Workgroup climate** → **Job and manager** → **Outcomes**

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

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

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

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

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

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

Responsiveness   Integrity   Impartiality   Accountability   Respect   Leadership   Human Rights

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Alexandra District Health

Alpine Health

Beaufort and Skipton Health Service

Beechworth Health Service

Boort District Health

Central Highlands Rural Health

Cohuna District Hospital

Corryong Health

East Wimmera Health Service

Great Ocean Road Health

Heathcote Health

Hesse Rural Health Service

Heywood Rural Health

Inglewood and Districts Health Service

Kerang District Health

Kooweerup Regional Health Service

Mallee Track Health and Community Service

Mansfield District Hospital

Moyne Health Services

NCN Health

Omeo District Health

Orbost Regional Health

Robinvale District Health Services

Rochester and Elmore District Health Service

Rural Northwest Health

Seymour Health

South Gippsland Hospital

Tallangatta Health Service

Terang and Mortlake Health Service

Timboon and District Healthcare Service

Yarram and District Health Service

Yarrawonga Health

Yea and District Memorial Hospital

Report overview

Your response rate

What this is

This is how many staff in your organisation did the survey in 2024.

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.

2023		2024	
41%		**53%**	
(42)		**(54)**	
Comparator	56%	Comparator	56%
Public Sector	42%	Public Sector	44%

People matter survey

2024

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People outcomes

Your employee engagement index

What is this

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.

2023		2024	
69		**72**	
Comparator	72	Comparator	73
Public Sector	68	Public Sector	69

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People outcomes

Engagement question results 1 of 2

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

Your group's engagement index
Your 2024 index is 72.

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 group's overall, lowest and highest scores with your own.

Example
81% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.
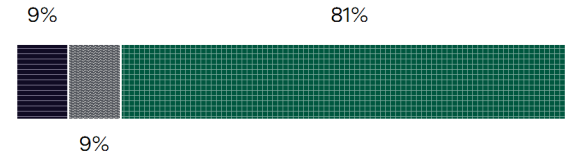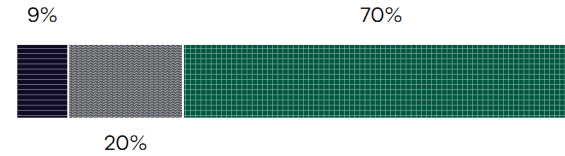
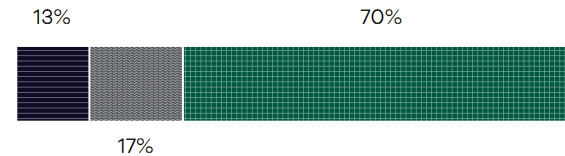| Survey question	Your results	Benchmark agree results

Legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

Survey question		You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I am proud to tell others I work for my organisation	9% / 9% / 81%	78%	71%	81%	52%	78%	95%
My organisation inspires me to do the best in my job	9% / 20% / 70%	59%	74%	70%	42%	72%	90%
My organisation motivates me to help achieve its objectives	13% / 17% / 70%	59%	62%	70%	47%	71%	88%
I feel a strong personal attachment to my organisation	11% / 24% / 65%	63%	55%	65%	49%	68%	84%

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People outcomes

Engagement question results 2 of 2

What is this

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

Your group's engagement index

Your 2024 index is 72.

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 group's overall, lowest and highest scores with your own.
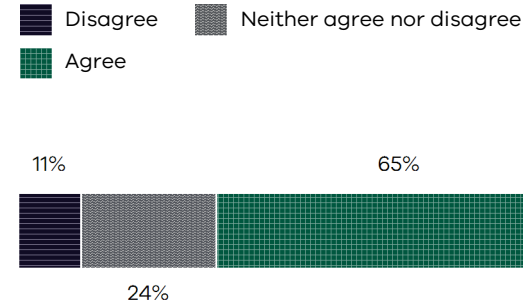
Example

65% of your staff who did the survey agreed or strongly agreed with 'I would recommend my organisation as a good place to work'.
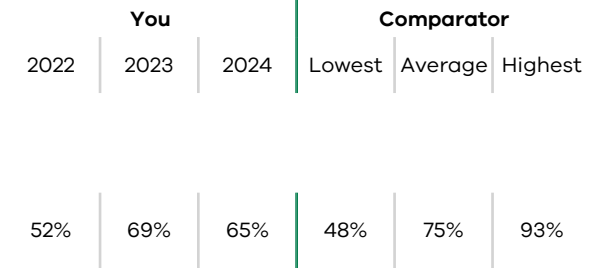
Legend:
- Disagree
- Neither agree nor disagree
- Agree

Survey question	Your results		You			Comparator		
			2022	2023	2024	Lowest	Average	Highest
I would recommend my organisation as a good place to work	Disagree 11%, Neither agree nor disagree 24%, Agree 65%		52%	69%	65%	48%	75%	93%

People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What is this

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.
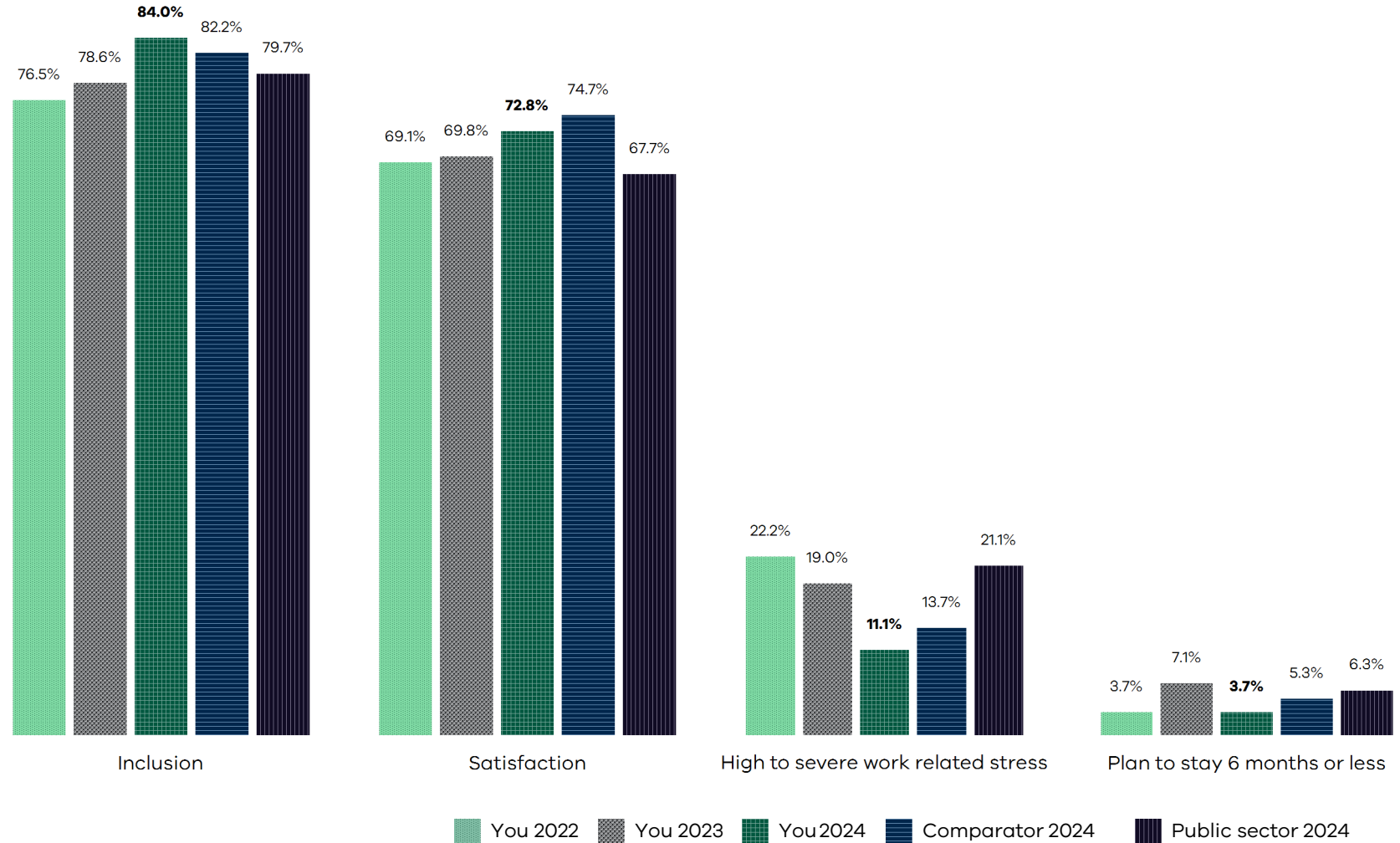
Example

In 2024:

- 84.0% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 82.2% of staff in your comparator group and 79.7% of staff across the public sector.

Inclusion: You 2022 76.5%, You 2023 78.6%, You 2024 84.0%, Comparator 2024 82.2%, Public sector 2024 79.7%

Satisfaction: You 2022 69.1%, You 2023 69.8%, You 2024 72.8%, Comparator 2024 74.7%, Public sector 2024 67.7%

High to severe work related stress: You 2022 22.2%, You 2023 19.0%, You 2024 11.1%, Comparator 2024 13.7%, Public sector 2024 21.1%

Plan to stay 6 months or less: You 2022 3.7%, You 2023 7.1%, You 2024 3.7%, Comparator 2024 5.3%, Public sector 2024 6.3%

Legend: You 2022, You 2023, You 2024, Comparator 2024, Public sector 2024

People outcomes

Satisfaction question results

What is this

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 group's overall, lowest and highest scores with your own.
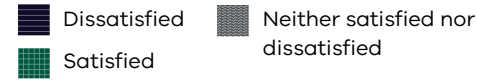
Example

78% of your staff who did the survey were satisfied or very satisfied with 'How satisfied are you with your career development within your current organisation'.
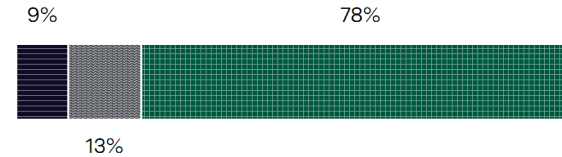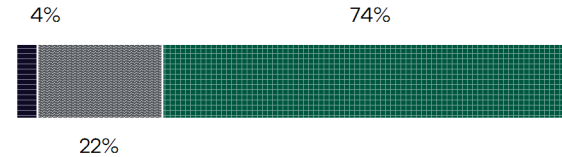
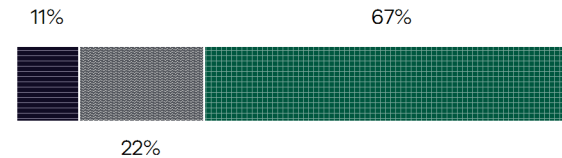## Survey question | Your results | Benchmark satisfied results

Legend:
- Dissatisfied (dark navy)
- Satisfied (green)
- Neither satisfied nor dissatisfied (grey)

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
How satisfied are you with your career development within your current organisation	9% / 13% / 78%	67%	60%	78%	52%	69%	87%
Considering everything, how satisfied are you with your current job	4% / 22% / 74%	70%	79%	74%	65%	80%	93%
How satisfied are you with the work/life balance in your current job	11% / 22% / 67%	70%	71%	67%	64%	76%	90%

People outcomes

Work-related stress levels

What is this

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 group rated their current levels of work-related stress.

The numbers below show the percentage of staff in your group who said they experienced high to severe stress in 2024 compared to 2023, your comparator and the public sector.
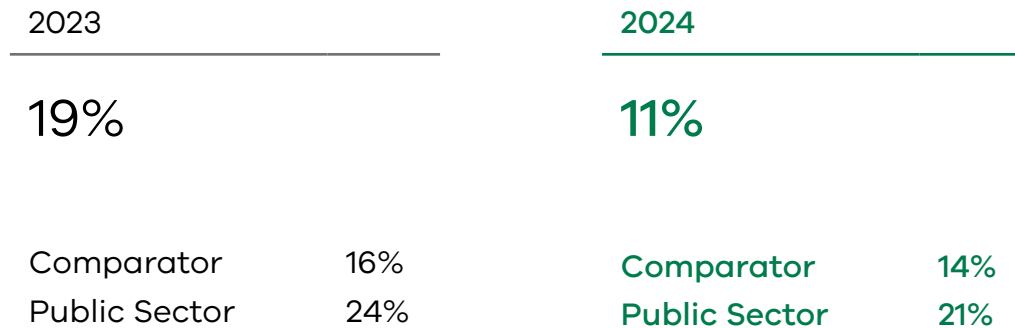
Example

11% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 14% of staff in your comparator group and 21% of staff across the public sector.

How would you rate your current level of work-related stress? (You 2024)

Category	Percentage
Nil	9%
Low or mild	44%
Moderate	35%
High	6%
Very high	4%
Severe	2%
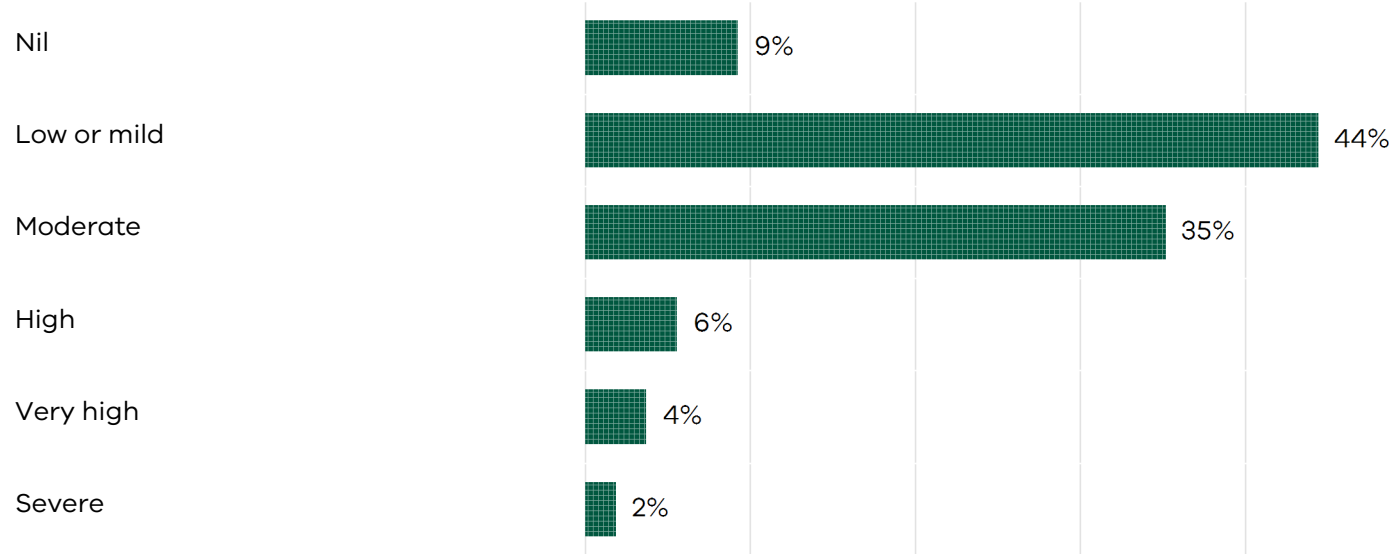
Reported levels of high to severe stress

2023		2024	
19%		**11%**	
Comparator	16%	Comparator	14%
Public Sector	24%	Public Sector	21%

People outcomes

Work-related stress causes

What is this

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

91% of your staff who did the survey said they experienced mild to severe stress. Of that 91%, 37% said the top reason was 'Workload' .

	49	5
	91%	9%

■ Experienced some work-related stress   ■ Did not experience some work-related stress
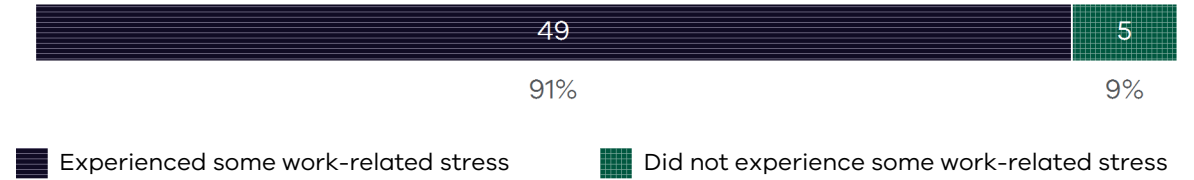
Of those that experienced work related stress it was from …	You 2023	You 2024	Comparator 2024	Public sector 2024
Workload	54%	37%	44%	48%
Time pressure	35%	29%	39%	41%
Organisation or workplace change	19%	27%	9%	12%
Other	11%	22%	14%	13%
Dealing with clients, patients or stakeholders	19%	16%	16%	18%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	16%	16%	14%	13%
Unclear job expectations	8%	12%	9%	12%
Work schedule or hours	5%	10%	8%	7%
Job security	11%	10%	5%	9%
Technology or equipment	8%	10%	8%	8%

People outcomes

Work-related stress

What is this

This is how manageable your staff feels their stress at your organisation.

Why this is important

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

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 group's overall, lowest and highest scores with your own.
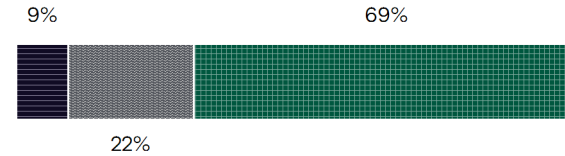
Example

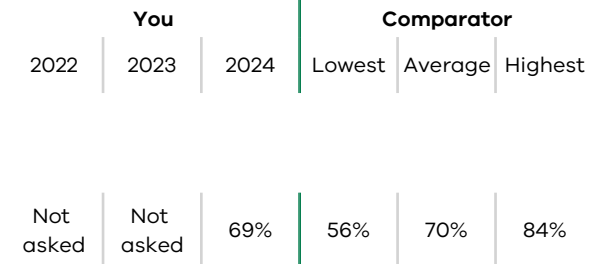69% of your staff who did the survey said the amount of stress in their job was manageable.

Survey question

Your results

▮ Disagree	▨ Neither agree nor disagree
▮ Don't know	▨ Agree

The amount of stress in my job is manageable

9%   69%

22%

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	Not asked	Not asked	69%	56%	70%	84%

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People outcomes

Burnout levels

What is this

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

Why this is important

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

How to read this

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

Example

30% of your staff who did the survey said they felt burnout at work.

Of that 30%, 48% rated their level as 'Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out' .

	16	38
	30%	70%

■ Experienced some burnout   ▦ Did not experience any burnout
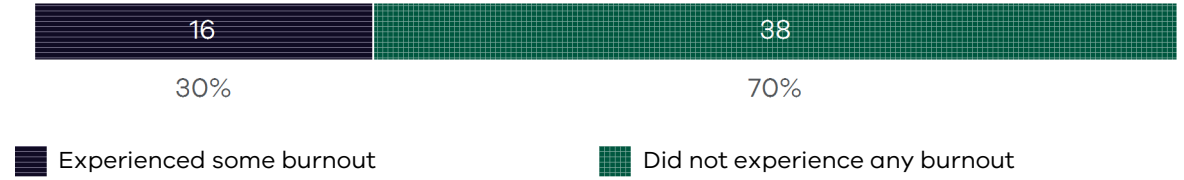
Overall, based on your definition of burnout, how would you rate your level of burnout?	You 2023	You 2024	Comparator 2024	Public sector 2024
Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out	57%	48%	48%	49%
I enjoy my work. I have no symptoms of burnout	12%	22%	30%	20%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	21%	22%	16%	21%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	7%	6%	4%	6%
I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help	2%	2%	2%	3%

People outcomes

Intention to stay

What is this

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

11% of your group who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

Employees plan to work at your organisation for...	You 2023	You 2024	Comparator 2024	Public sector 2024
6 months or less	7%	4%	5%	6%
Over 6 months and up to 1 year	5%	11%	8%	9%
Over 1 year and up to 3 years	26%	19%	22%	24%
Over 3 years and up to 5 years	17%	11%	17%	16%
Over 5 years	45%	56%	47%	45%

People outcomes

Inclusion question results

What is this

This is how many staff experience that they belong, and can be themselves, at work.

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.
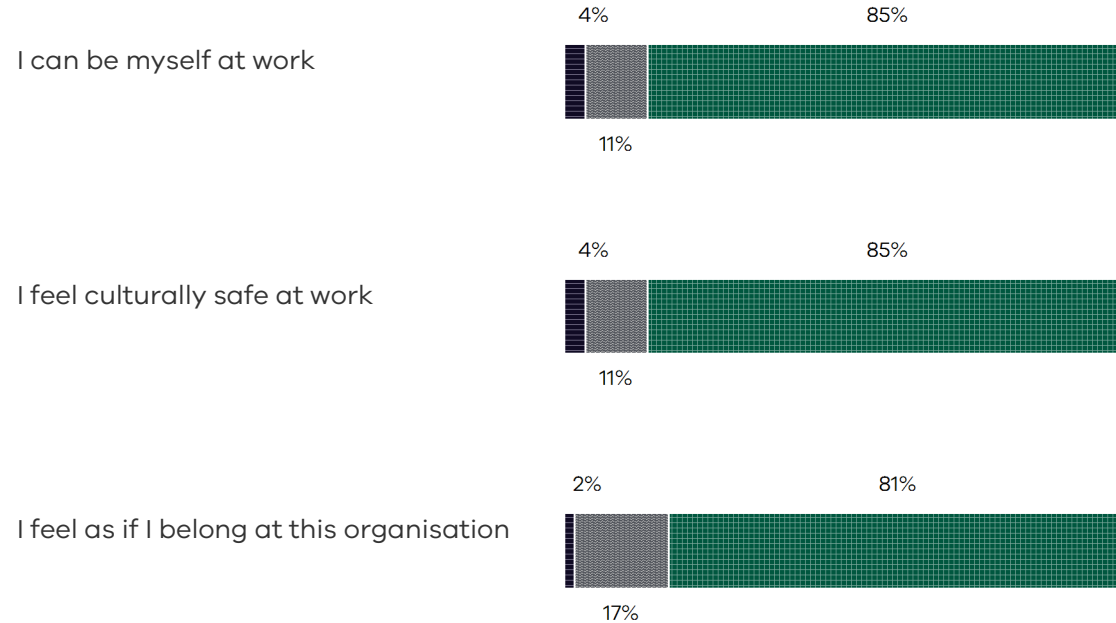
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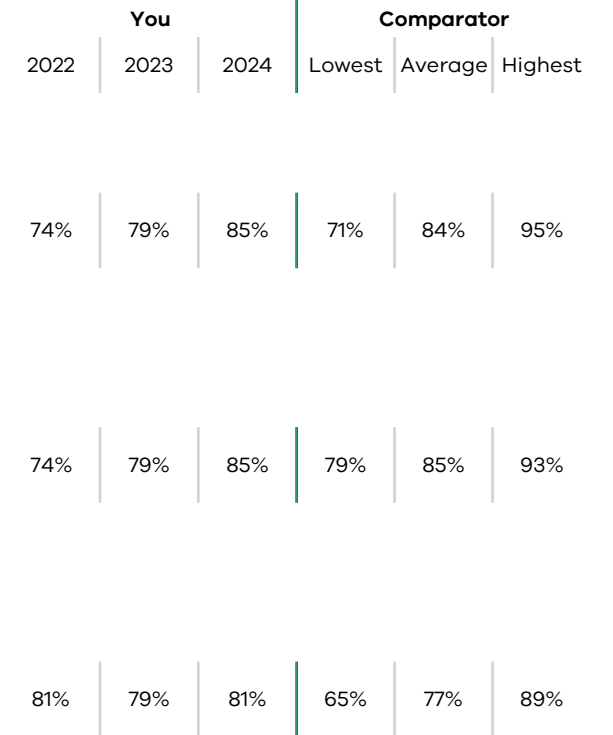
Example

85% of your staff who did the survey agreed or strongly agreed with 'I can be myself at work'.

Legend: Disagree | Neither agree nor disagree | Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I can be myself at work	4% / 11% / 85%	74%	79%	85%	71%	84%	95%
I feel culturally safe at work	4% / 11% / 85%	74%	79%	85%	79%	85%	93%
I feel as if I belong at this organisation	2% / 17% / 81%	81%	79%	81%	65%	77%	89%

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People outcomes

Inclusion - Barriers to success

What is this

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

Why this is important

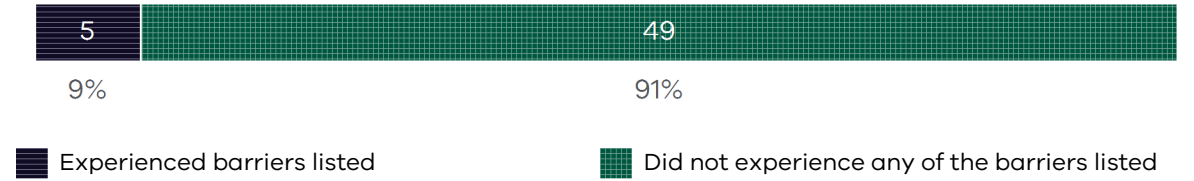These results can show areas of focus for improvement to enable employee success in the workplace.

How to read this

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

Why there are no further details

We've not published the results for individual response options.
We do this to protect participant anonymity.

Staff who experienced one or more barriers to success at work

5	49
9%	91%

■ Experienced barriers listed   ■ Did not experience any of the barriers listed

People outcomes

Inclusion - Witnessed barriers to success

What is this

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

Why this is important

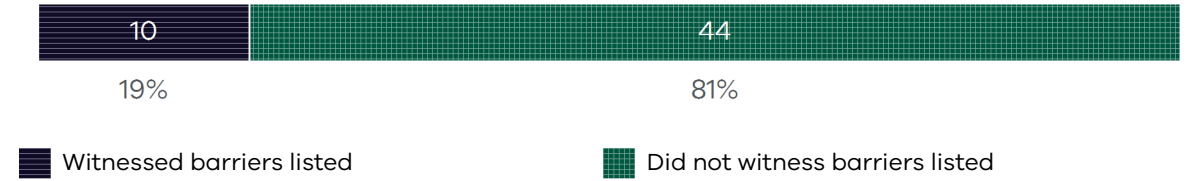These results can show areas of focus for improvement to enable employee success in the workplace.

How to read this

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

Why there are no further details

We've not published the results for individual response options.
We do this to protect participant anonymity.

Staff who witnessed one or more barriers to success at work

10	44
19%	81%

■ Witnessed barriers listed   ▦ Did not witness barriers listed

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Scorecard: emotional effects of work

What is this

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 group and the public sector.
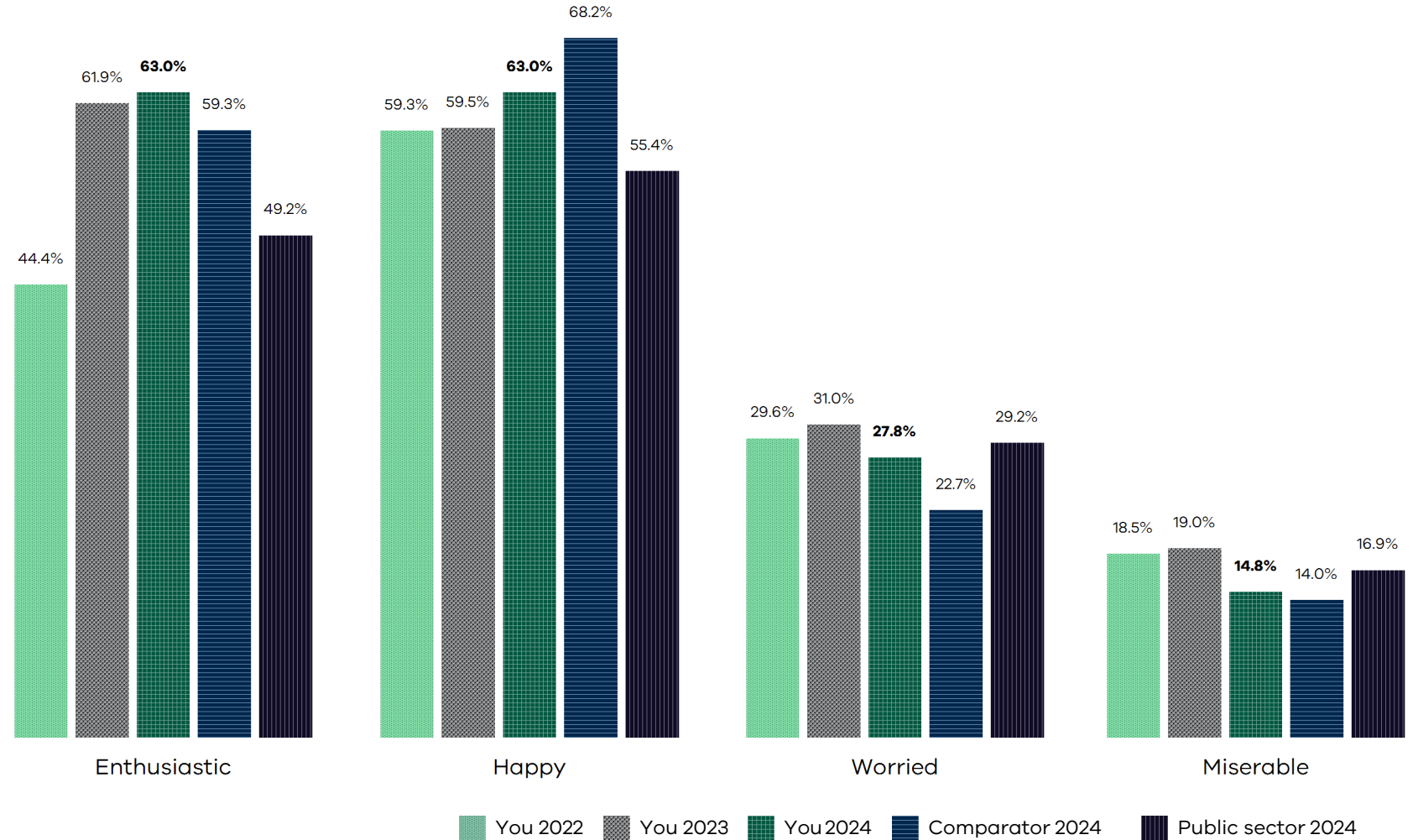
Example

In 2024:

- 63.0% of your staff who did the survey said work made them feel happy.

Compared to:

- 68.2% of staff in your comparator group and 55.4% of staff across the public sector.

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

Bar chart grouped by Enthusiastic, Happy, Worried, Miserable.

Enthusiastic: You 2022 44.4%, You 2023 61.9%, You 2024 63.0%, Comparator 2024 59.3%, Public sector 2024 49.2%

Happy: You 2022 59.3%, You 2023 59.5%, You 2024 63.0%, Comparator 2024 68.2%, Public sector 2024 55.4%

Worried: You 2022 29.6%, You 2023 31.0%, You 2024 27.8%, Comparator 2024 22.7%, Public sector 2024 29.2%

Miserable: You 2022 18.5%, You 2023 19.0%, You 2024 14.8%, Comparator 2024 14.0%, Public sector 2024 16.9%

Legend: You 2022, You 2023, You 2024, Comparator 2024, Public sector 2024

People outcomes

Scorecard: negative behaviours

What is this

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 group and the public sector.
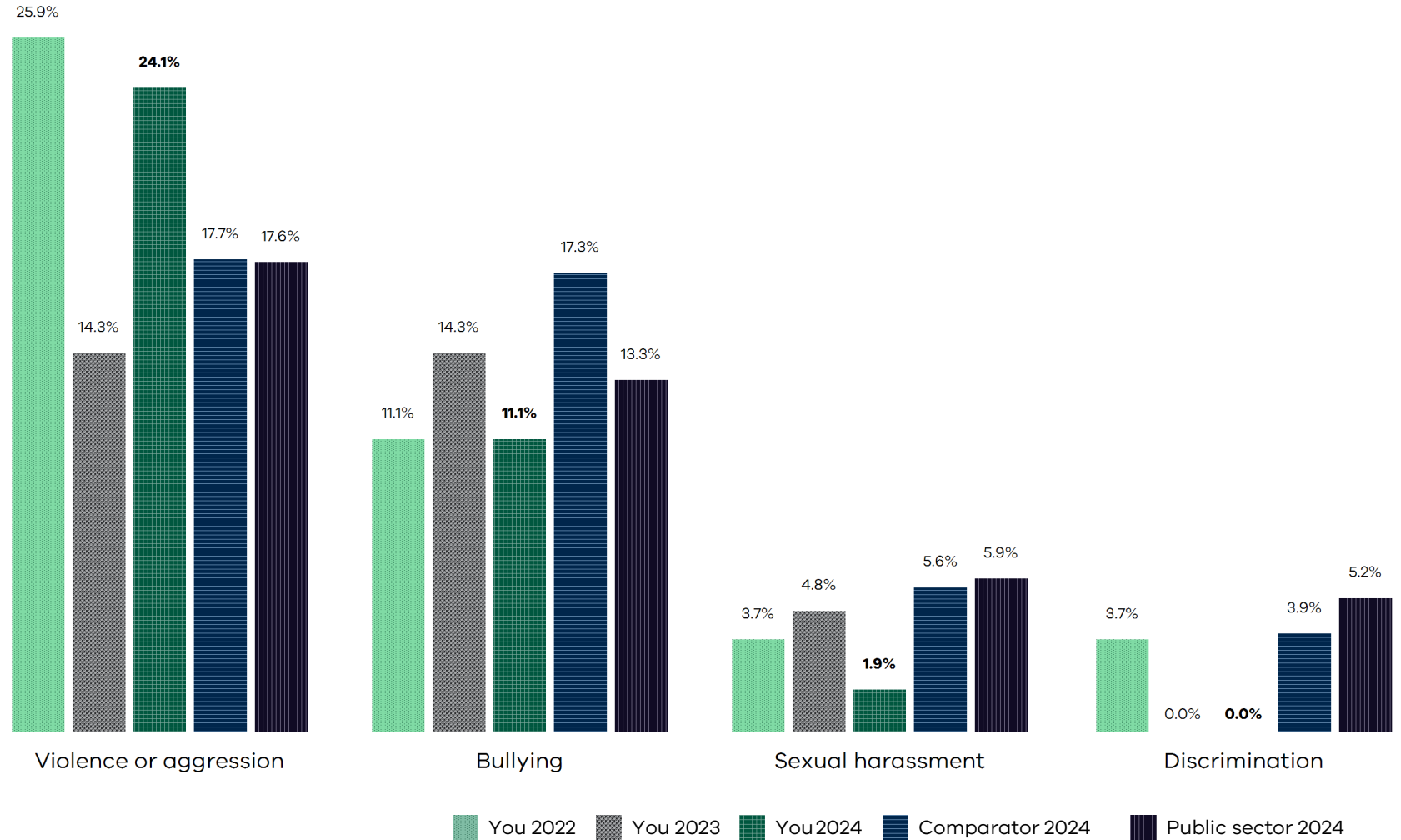
Example

In 2024:

- 24.1% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months.

Compared to:

- 17.7% of staff in your comparator group and 17.6% of staff across the public sector.

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Violence or aggression: 25.9%, 14.3%, 24.1%, 17.7%, 17.6%
Bullying: 11.1%, 14.3%, 11.1%, 17.3%, 13.3%
Sexual harassment: 3.7%, 4.8%, 1.9%, 5.6%, 5.9%
Discrimination: 3.7%, 0.0%, 0.0%, 3.9%, 5.2%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Bullying

What is this

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 longterm negative impact on those involved, including those who witness bullying.

Why there is no data here

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

We do this to protect the respondents.

People outcomes

Sexual harassment

What is this

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

Why this is important

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

Why there is no data here

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

People outcomes

Discrimination

What is this

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

Why this is important

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

Why there is no data here

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

We do this to protect the respondents.

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Violence and aggression

What is this

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 on 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

24% of your staff who did the survey said they experienced violence or aggression.

Of that 24%, 77% said it was 'Abusive language'.

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

13	38	3
24%	70%	6%

■ Experienced violence or aggression ■ Did not experience violence or aggression ■ Not sure
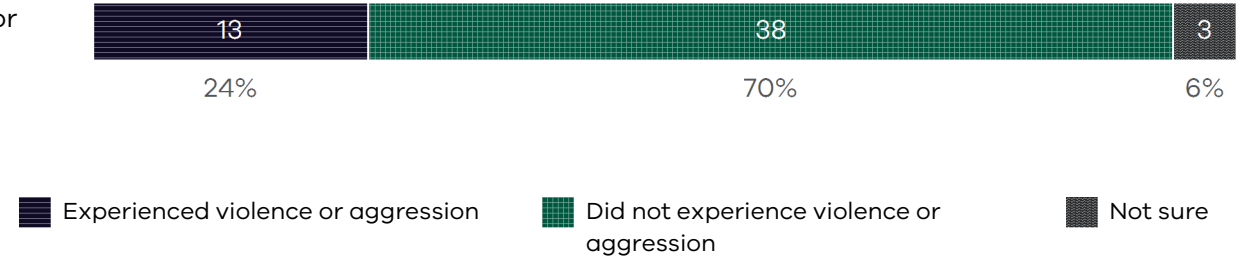
If you experienced violence or aggression, what type did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	-	77%	78%	81%
Intimidating behaviour	-	46%	58%	71%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	-	23%	30%	26%
Threats of violence	-	8%	23%	38%
Stalking, including cyber-stalking	-	8%	1%	1%
Damage to my property or work equipment	-	0%	2%	9%
Other	-	0%	4%	3%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Telling someone about violence and aggression

What is this

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

24% of your staff who did the survey said they experienced violence or aggression, of which

- 54% said the top way they reported the violence or agression was 'Told the person the behaviour was not OK'.
- 62% said they didn't submit a formal incident report

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

13	38	3
24%	70%	6%

■ Experienced violence or aggression　　■ Did not experience violence or aggression　　■ Not sure
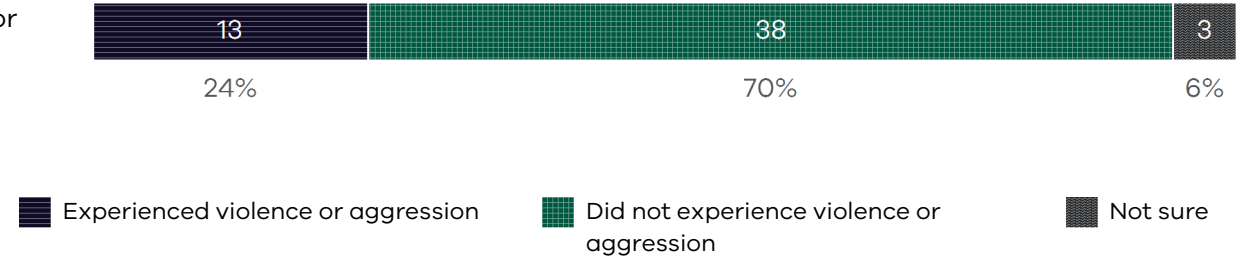
Did you tell anyone about the incident?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told the person the behaviour was not OK	-	54%	29%	30%
Submitted a formal incident report	-	38%	41%	36%
Told a colleague	-	38%	38%	45%
Told a manager	-	38%	54%	58%
Told human resources	-	15%	8%	4%
Told a friend or family member	-	8%	14%	19%
Told someone else	-	8%	6%	5%
Told employee assistance program (EAP) or peer support	-	8%	2%	4%
I did not tell anyone about the incident(s)	-	0%	5%	7%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of violence and aggression

What is this

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 group of perpetrators.

Example

24% of your staff who did the survey said they experienced violence or aggression.

Of that 24%, 62% said it was by 'A client/ customer/ patient/ stakeholder'.

13 people (24% of staff) experienced violence or aggression (You 2024)

Perpetrator	Percentage
A client/ customer/ patient/ stakeholder	62%
A colleague	23%
A member of the public	23%
An executive, senior leader or the head of your organisation	8%
A group of colleagues	0%
A manager or supervisor	0%
A member of my household	0%
A volunteer with my organisation	0%
Other	0%
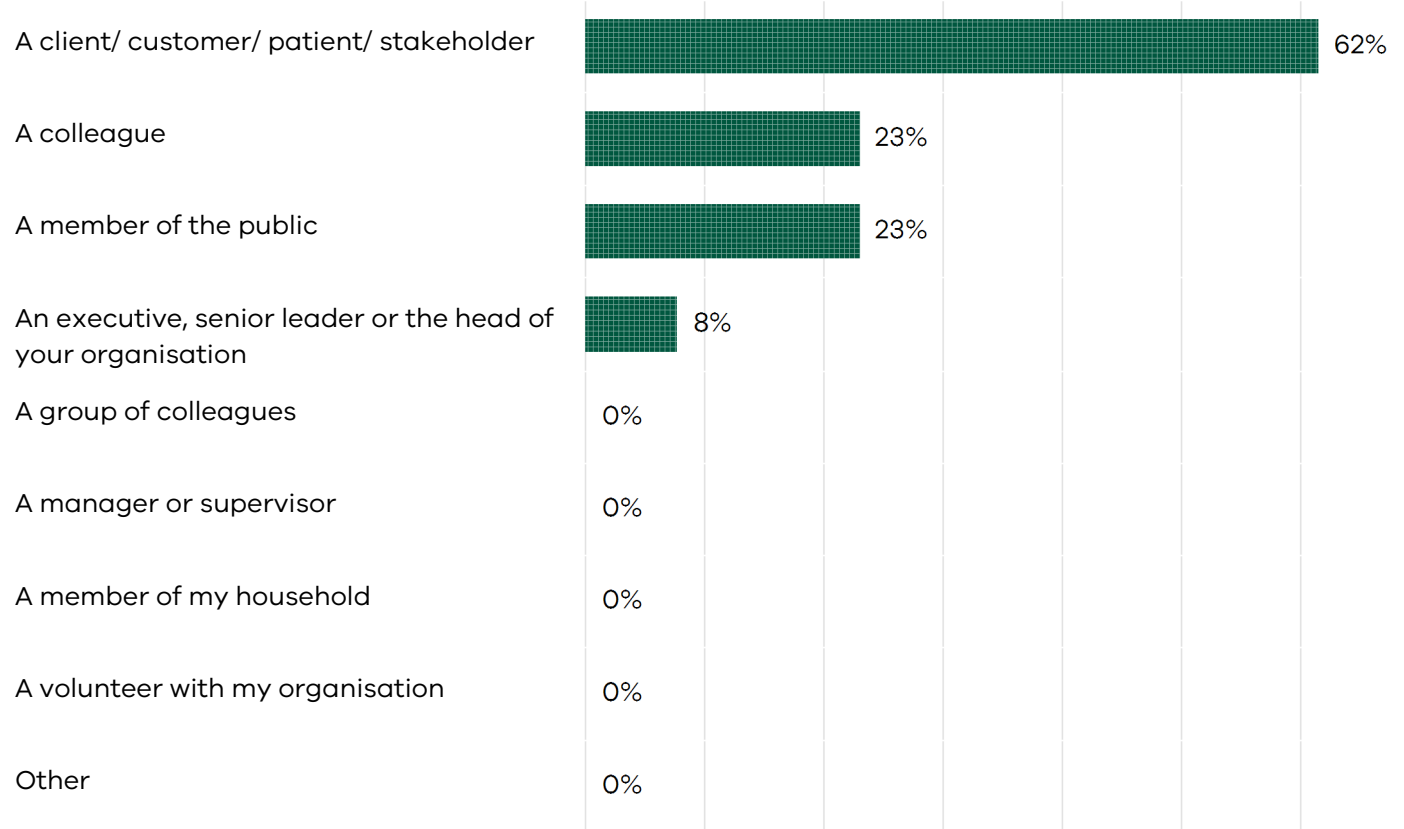
Negative behaviour

Witnessing negative behaviours

What is this

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

26% of your staff who did the survey said they witnessed some negative behaviour at work.

74% said 'No, I have not witnessed any of the situations above'.

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

14	40
26%	74%

■ Witnessed some negative behaviour   ▦ Did not witness some negative behaviour
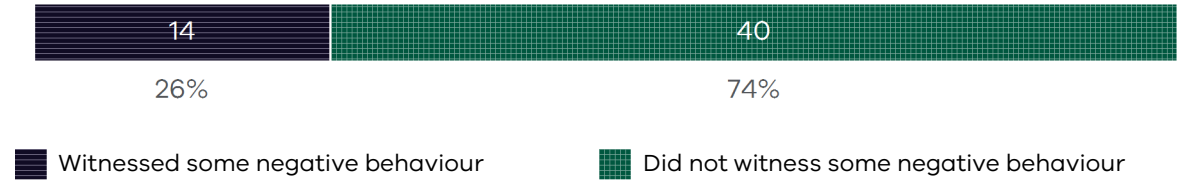
During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	You 2024	Comparator 2024	Public sector 2024
No, I have not witnessed any of the situations above	67%	74%	77%	77%
Bullying of a colleague	26%	19%	17%	15%
Discrimination against a colleague	17%	9%	8%	9%
Violence or aggression against a colleague	7%	9%	4%	6%
Sexual harassment of a colleague	2%	0%	1%	2%

Negative behaviour

Taking action when witnessing negative behaviours

What is this

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.
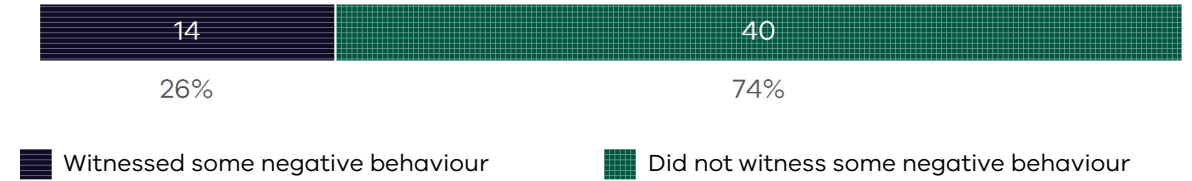
How to read this

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.

Why there are no further details

We've not published the results for individual response options.
We do this to protect participant anonymity.

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

14	40
26%	74%

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

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

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- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

Key differences

Highest scoring questions

What is this

These are the questions your group had the highest agreement or satisfaction with in 2024.

How to read this

Use this data to see where your group has the highest agreement or satisfaction with questions from the 2024 survey.

In this table, your score for this year is shown in the 'You 2024' column.

You can also compare your 2024 scores against your 2023 scores and your 2024 comparator group.

Example

On the first row 'Meaningful work', the 'You 2024' column shows 96% of your staff who did the survey agreed with 'I achieve something important through my work'. In the 'Change from 2023' column, you have a +1% change, which is a positive trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Meaningful work	I achieve something important through my work	96%	+1%	94%
Meaningful work	I can make a worthwhile contribution at work	94%	-1%	94%
Job enrichment	I clearly understand what I am expected to do in this job	93%	-0%	91%
Meaningful work	I get a sense of accomplishment from my work	93%	+2%	90%
Collaboration	I am able to work effectively with others outside my immediate workgroup	91%	+0%	87%
Job enrichment	I can use my skills and knowledge in my job	91%	+3%	93%
Topical	I am proud to work in the public sector	89%	Not asked	87%
Inclusion	I can be myself at work	85%	+7%	84%
Inclusion	I feel culturally safe at work	85%	+7%	85%
Job enrichment	I understand how my job helps my organisation achieve its goals	85%	-5%	93%

Key differences

Lowest scoring questions

What is this

These are the questions your group had the lowest agreement or satisfaction with in 2024.

How to read this

Use this data to see where your group has the lowest agreement or satisfaction with questions from the 2024 survey.

In this table, your score for this year is shown in the 'You 2024' column.

You can also compare your 2024 scores against your 2023 scores and your 2024 comparator group.

Example

On the first row 'Workgroup support', the 'You 2024' column shows 52% of your staff who did the survey agreed with 'People in my workgroup appropriately manage conflicts of interest'. In the 'Change from 2023' column, you have a -1% change, which is a negative trend.

Question group	Lowest scoring questions	You 2024	Change from 2023	Comparator 2024
Workgroup support	People in my workgroup appropriately manage conflicts of interest	52%	-1%	65%
Safety climate	All levels of my organisation are involved in the prevention of stress	54%	+8%	57%
Workload	I have enough time to do my job effectively	54%	-3%	64%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	54%	+1%	58%
Taking action	My organisation has made improvements based on the survey results from last year	54%	-1%	45%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	54%	-6%	70%
Collaboration	Workgroups across my organisation willingly share information with each other	54%	-1%	64%
Organisational integrity	I believe the promotion processes in my organisation are fair	56%	+22%	55%
Organisational integrity	I have an equal chance at promotion in my organisation	56%	+15%	54%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	57%	+17%	59%

Victorian Public Sector Commission

VICTORIA State Government

Key differences

Most improved

What is this

This is where staff feel their group 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 2023' column.

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

This is because the increase from 2023 shows you where the most positive changes are happening in your organisation.

Example

On the first row 'Senior leadership', the 'You 2024' column shows 69% of your staff who did the survey agreed with 'Senior leaders demonstrate honesty and integrity'.

In the 'Increase from 2023' column, you have a 23% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Senior leadership	Senior leaders demonstrate honesty and integrity	69%	+23%	68%
Organisational integrity	I believe the promotion processes in my organisation are fair	56%	+22%	55%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	61%	+18%	64%
Satisfaction	How satisfied are you with your career development within your current organisation	78%	+18%	69%
Learning and development	I am satisfied with the opportunities to progress in my organisation	70%	+18%	59%
Organisational integrity	I believe the recruitment processes in my organisation are fair	63%	+18%	66%
Quality service delivery	My workgroup uses its resources well	81%	+17%	74%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	57%	+17%	59%
Organisational integrity	I have an equal chance at promotion in my organisation	56%	+15%	54%
Senior leadership	Senior leaders provide clear strategy and direction	67%	+12%	65%

Key differences

Most declined

What is this

This is where staff feel their group 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 2023' column.

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

This is because the decrease from 2023 shows you where the most negative changes are happening in your organisation.

Example

On the first row 'Organisational integrity', the 'You 2024' column shows 65% of your staff who did the survey agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'. In the 'Decrease from 2023' column, you have a 9% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	65%	-9%	67%
Patient safety climate	Trainees in my discipline are adequately supervised	63%	-8%	67%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	78%	-8%	90%
Workgroup support	People in my workgroup are politically impartial in their work	69%	-8%	73%
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	59%	-7%	71%
Innovation	My workgroup is quick to respond to opportunities to do things better	65%	-7%	74%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	54%	-6%	70%
Job enrichment	I understand how my job helps my organisation achieve its goals	85%	-5%	93%
Satisfaction	How satisfied are you with the work/life balance in your current job	67%	-5%	76%
Quality service delivery	My workgroup acts fairly and without bias	67%	-5%	72%

Victorian Public Sector Commission

VICTORIA State Government

Key differences

Biggest positive difference from comparator

What is this

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 2024 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 'Learning and development', the 'You 2024' column shows 70% of your staff who did the survey agreed with 'I am satisfied with the opportunities to progress in my organisation'.
The 'Difference' column, shows that agreement for this question was 11% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Learning and development	I am satisfied with the opportunities to progress in my organisation	70%	+11%	59%
Satisfaction	How satisfied are you with your career development within your current organisation	78%	+9%	69%
Taking action	My organisation has made improvements based on the survey results from last year	54%	+9%	45%
Quality service delivery	My workgroup uses its resources well	81%	+7%	74%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	65%	+5%	60%
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	83%	+5%	78%
Inclusion	I feel as if I belong at this organisation	81%	+4%	77%
Collaboration	I am able to work effectively with others outside my immediate workgroup	91%	+4%	87%
Learning and development	I am developing and learning in my role	81%	+3%	78%
Organisational integrity	My organisation encourages respectful workplace behaviours	83%	+3%	80%

Key differences

Biggest negative difference from comparator

What is this

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 2024 survey compared to your comparator group.

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

Example

On the first row 'Safe to speak up', the 'You 2024' column shows 54% of your staff who did the survey agreed with 'People in my workgroup are able to bring up problems and tough issues'.

The 'Difference' column, shows that agreement for this question was 17% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	54%	-17%	70%
Manager leadership	My manager demonstrates honesty and integrity	67%	-16%	83%
Workgroup support	People in my workgroup appropriately manage conflicts of interest	52%	-13%	65%
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	59%	-12%	71%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	78%	-12%	90%
Manager leadership	My manager treats employees with dignity and respect	72%	-12%	84%
Workload	I have enough time to do my job effectively	54%	-11%	64%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	80%	-10%	90%
Collaboration	Workgroups across my organisation willingly share information with each other	54%	-10%	64%
Manager leadership	My manager models my organisation's values	72%	-10%	82%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

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

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

Taking action

What is this

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 group's overall, lowest and highest scores with your own.

Example

65% 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 year's survey'.

| Survey question | Your results | Benchmark agree results |

		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this year's survey	9% / 26% / 65%	56%	62%	65%	32%	60%	78%
My organisation has made improvements based on the survey results from last year	4% / 19% / 24% / 54%	44%	55%	54%	16%	45%	71%

People matter survey 2024

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- Scorecard: negative behaviour
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- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

Senior leadership

Senior leadership

What is this
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 group's overall, lowest and highest scores with your own.

Example
69% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

Survey question	Your results	Benchmark agree results					

Legend: Disagree | Don't know | Neither agree nor disagree | Agree
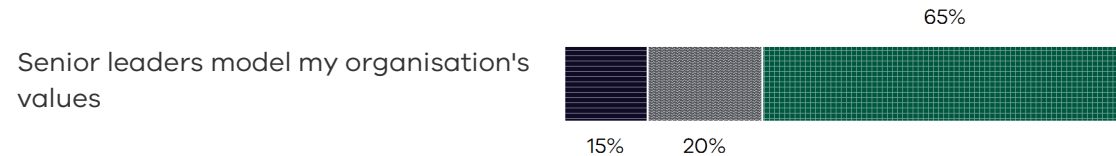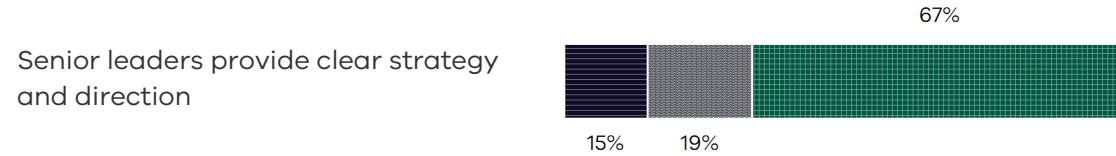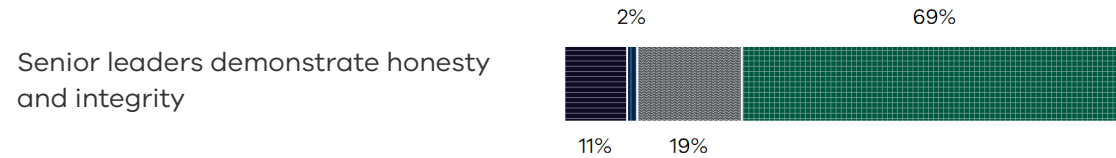
	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
Senior leaders demonstrate honesty and integrity — Disagree 11%, Don't know 2%, Neither 19%, Agree 69%	56%	45%	69%	48%	68%	88%
Senior leaders provide clear strategy and direction — Disagree 15%, Neither 19%, Agree 67%	56%	55%	67%	45%	65%	89%
Senior leaders model my organisation's values — Disagree 15%, Neither 20%, Agree 65%	52%	60%	65%	51%	70%	88%

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People matter survey

2024

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- Violence and aggression

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- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

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

Organisational climate

Scorecard

What is this

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 2024:

- 72.2% of your staff who did the survey responded positively to questions about Collaboration.

Compared to:

- 75.2% of staff in your comparator group and 73.8% of staff across the public sector.

Chart data:

Collaboration
- You 2022: 81.5%
- You 2023: 72.6%
- You 2024: 72.2%
- Comparator 2024: 75.2%
- Public sector 2024: 73.8%

Patient safety climate
- You 2022: 71.3%
- You 2023: 69.3%
- You 2024: 71.5%
- Comparator 2024: 73.6%
- Public sector 2024: 71.1%

Organisational integrity
- You 2022: 72.2%
- You 2023: 61.9%
- You 2024: 69.2%
- Comparator 2024: 70.0%
- Public sector 2024: 66.6%

Safety climate
- You 2022: 56.2%
- You 2023: 52.0%
- You 2024: 62.0%
- Comparator 2024: 64.1%
- Public sector 2024: 57.5%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Organisational integrity 1 of 2

What is this

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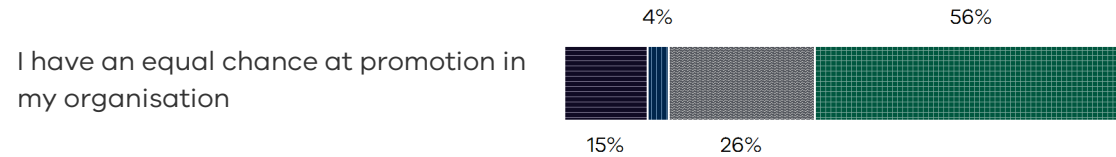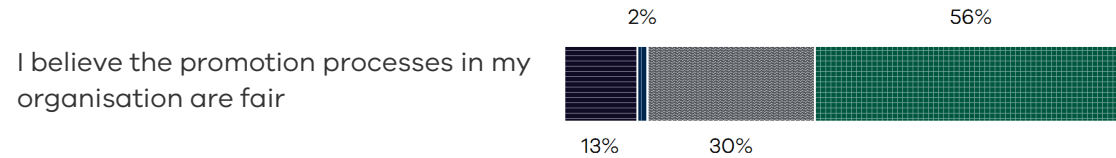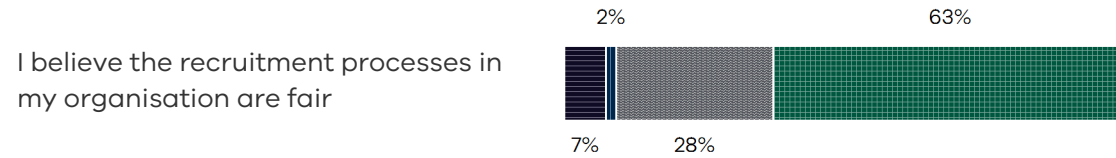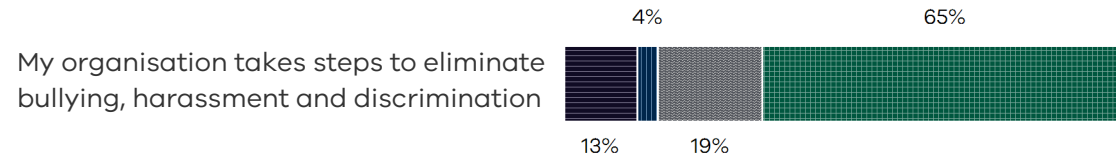
Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

85% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question

Your results

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

Benchmark agree results

Survey question	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	81%	86%	85%	74%	85%	100%
My organisation encourages respectful workplace behaviours	70%	83%	83%	67%	80%	95%
My organisation is committed to earning a high level of public trust	81%	69%	76%	55%	81%	95%
My organisation does not tolerate improper conduct	63%	64%	70%	52%	73%	91%

Your results bars:

My organisation encourages employees to act in ways that are consistent with human rights: 6% Disagree, 9% Neither agree nor disagree, 85% Agree

My organisation encourages respectful workplace behaviours: 9% Disagree, 7% Neither agree nor disagree, 83% Agree

My organisation is committed to earning a high level of public trust: 4% Disagree, 4% Don't know, 17% Neither agree nor disagree, 76% Agree

My organisation does not tolerate improper conduct: 17% Disagree, 13% Neither agree nor disagree, 70% Agree

Organisational climate

Organisational integrity 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.

Example

65% 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						

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

Survey question		You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	Disagree 13%, Don't know 4%, Neither 19%, Agree 65%	67%	74%	65%	50%	67%	83%
I believe the recruitment processes in my organisation are fair	Disagree 7%, Don't know 2%, Neither 28%, Agree 63%	74%	45%	63%	48%	66%	76%
I believe the promotion processes in my organisation are fair	Disagree 13%, Don't know 2%, Neither 30%, Agree 56%	70%	33%	56%	35%	55%	68%
I have an equal chance at promotion in my organisation	Disagree 15%, Don't know 4%, Neither 26%, Agree 56%	70%	40%	56%	39%	54%	67%

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Collaboration

What is this

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 group's overall, lowest and highest scores with your own.
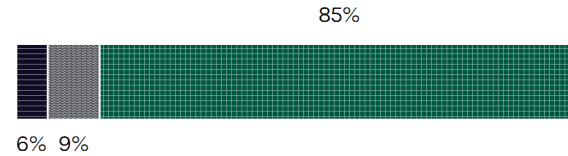
Example

91% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
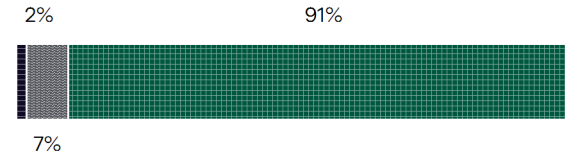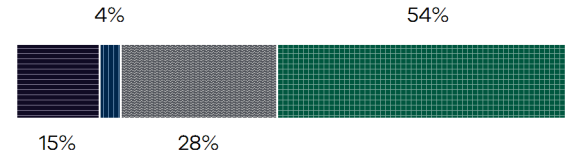
Survey question	Your results		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	Disagree 2%, Don't know 7%, Agree 91%	89%	90%	91%	77%	87%	96%
Workgroups across my organisation willingly share information with each other	Disagree 15%, Don't know 4%, Neither 28%, Agree 54%	74%	55%	54%	35%	64%	78%

Organisational climate

Safety climate 1 of 2

What is this

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 group's overall, lowest and highest scores with your own.
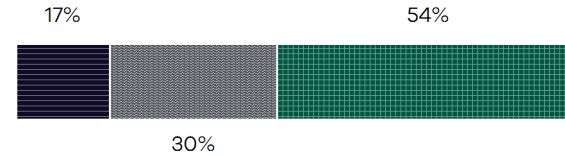
Example

85% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question	Your results						

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

Benchmark agree results

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My organisation provides a physically safe work environment	6% / 9% / 85%	85%	79%	85%	69%	85%	96%
My organisation has effective procedures in place to support employees who may experience stress	9% / 6% / 24% / 61%	52%	52%	61%	39%	62%	83%
Senior leaders consider the psychological health of employees to be as important as productivity	11% / 28% / 61%	48%	43%	61%	45%	64%	85%
Senior leaders show support for stress prevention through involvement and commitment	15% / 28% / 57%	48%	40%	57%	35%	59%	83%

Victorian Public Sector Commission

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Organisational climate

Safety climate 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.

Example

54% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.
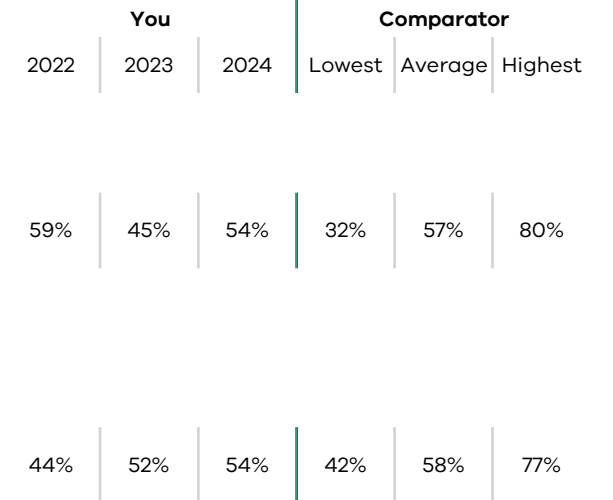
Survey question | Your results | Benchmark agree results

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

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
All levels of my organisation are involved in the prevention of stress	17% / 30% / 54%	59%	45%	54%	32%	57%	80%
In my workplace, there is good communication about psychological safety issues that affect me	13% / 33% / 54%	44%	52%	54%	42%	58%	77%

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Patient safety climate 1 of 2

What is this

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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

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

Example

83% of your staff who did the survey agreed or strongly agreed with 'I would recommend a friend or relative to be treated as a patient here'.
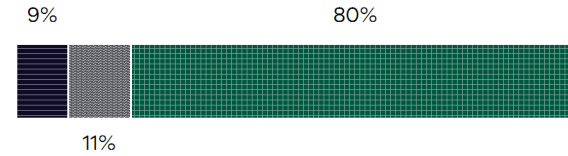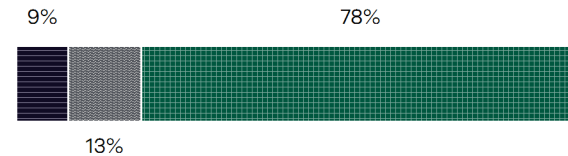
Survey question

Your results

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

Benchmark agree results

	You			Comparator		
Survey question	2022	2023	2024	Lowest	Average	Highest
I would recommend a friend or relative to be treated as a patient here	93%	81%	83%	58%	78%	94%
I am encouraged by my colleagues to report any patient safety concerns I may have	85%	76%	80%	74%	85%	96%
My suggestions about patient safety would be acted upon if I expressed them to my manager	70%	67%	78%	66%	78%	96%
Management is driving us to be a safety-centred organisation	70%	74%	72%	61%	78%	96%

Your results bar chart values:
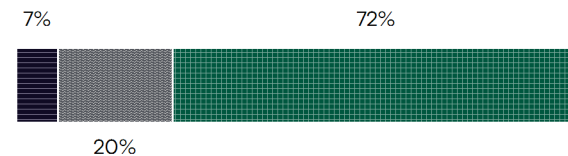- I would recommend a friend or relative to be treated as a patient here: 6%, 11%, 83%
- I am encouraged by my colleagues to report any patient safety concerns I may have: 9%, 11%, 80%
- My suggestions about patient safety would be acted upon if I expressed them to my manager: 9%, 13%, 78%
- Management is driving us to be a safety-centred organisation: 7%, 20%, 72%

Organisational climate

Patient safety climate 2 of 2

What is this

This is the safety culture in a healthcare workplace.

Why this is important

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

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

How to read this

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

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

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

Example

69% of your staff who did the survey agreed or strongly agreed with 'Patient care errors are handled appropriately in my work area'.
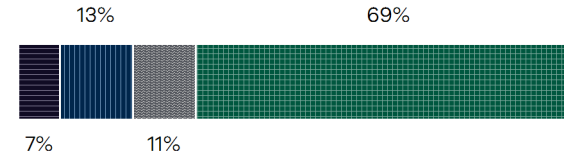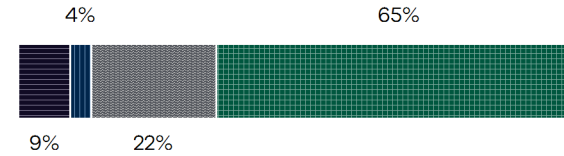
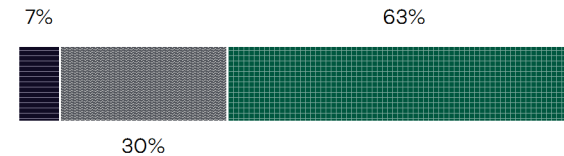| Survey question	Your results	Benchmark agree results

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

Survey question		You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
Patient care errors are handled appropriately in my work area	7% Disagree, 11% Don't know, 13% Neither, 69% Agree	63%	62%	69%	57%	71%	87%
This health service does a good job of training new and existing staff	9% Disagree, 4% Don't know, 22% Neither, 65% Agree	63%	60%	65%	41%	64%	88%
The culture in my work area makes it easy to learn from the errors of others	7% Disagree, 30% Neither, 63% Agree	56%	64%	63%	52%	68%	83%
Trainees in my discipline are adequately supervised	15% Disagree, 11% Don't know, 11% Neither, 63% Agree	70%	71%	63%	44%	67%	84%

People matter survey

2024

Have your say

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- Taking action questions

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

Workgroup climate

Scorecard

What is this

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.
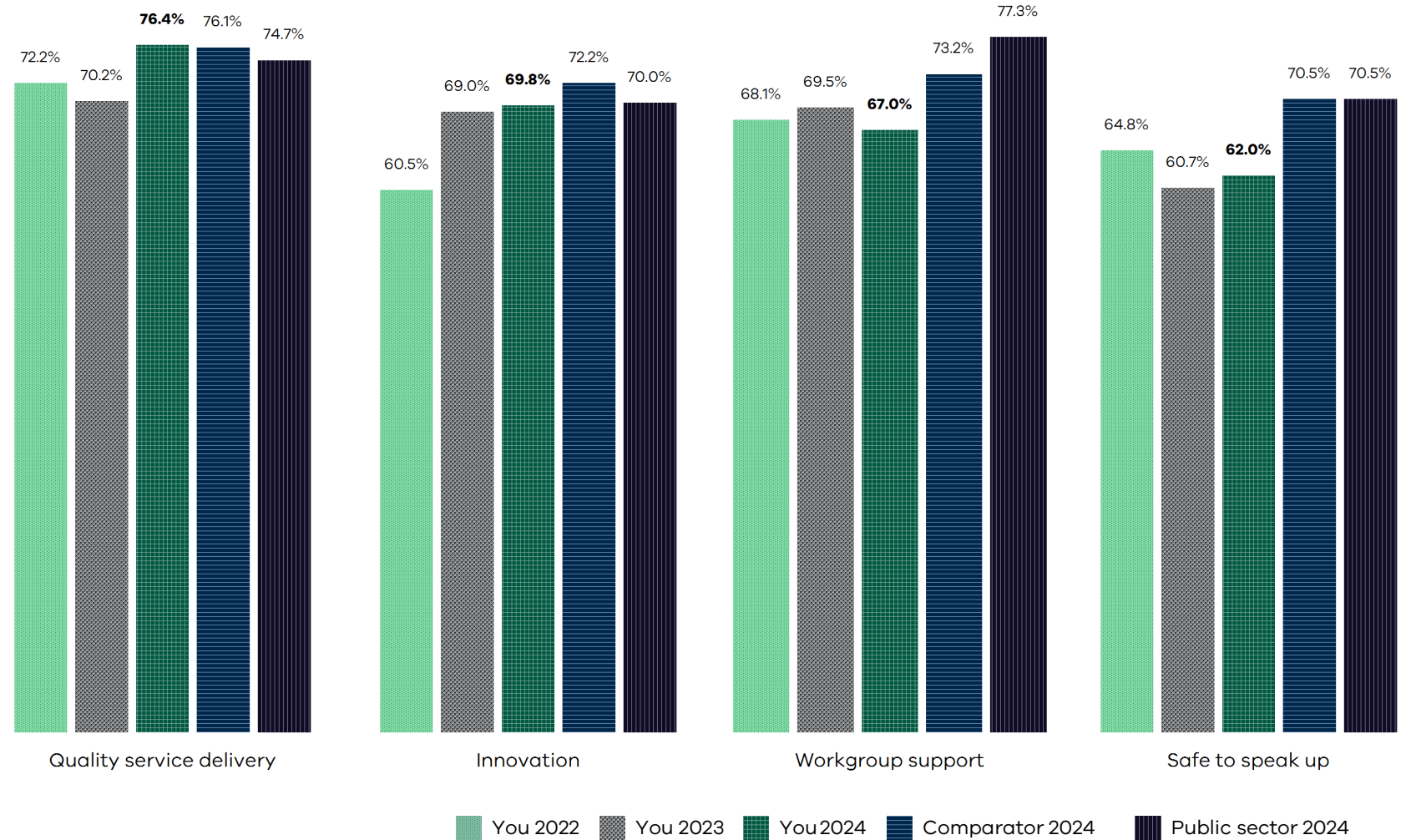
Example

In 2024:

- 76.4% of your staff who did the survey responded positively to questions about Quality service delivery.

Compared to:

- 76.1% of staff in your comparator group and 74.7% of staff across the public sector.

Quality service delivery: You 2022 72.2%, You 2023 70.2%, You 2024 76.4%, Comparator 2024 76.1%, Public sector 2024 74.7%

Innovation: You 2022 60.5%, You 2023 69.0%, You 2024 69.8%, Comparator 2024 72.2%, Public sector 2024 70.0%

Workgroup support: You 2022 68.1%, You 2023 69.5%, You 2024 67.0%, Comparator 2024 73.2%, Public sector 2024 77.3%

Safe to speak up: You 2022 64.8%, You 2023 60.7%, You 2024 62.0%, Comparator 2024 70.5%, Public sector 2024 70.5%

Legend: You 2022, You 2023, You 2024, Comparator 2024, Public sector 2024

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Quality service delivery

What is this

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

Why this is important

The public sector must provide highquality 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 group's overall, lowest and highest scores with your own.
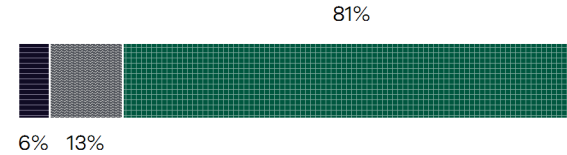
Example

81% of your staff who did the survey agreed or strongly agreed with 'My workgroup uses its resources well'.
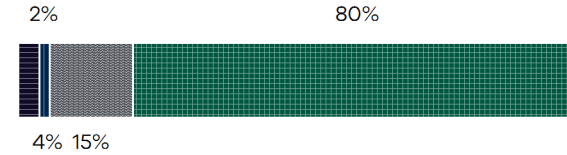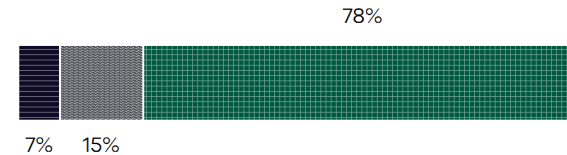
Survey question	Your results			

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

Survey question	Your results	Benchmark agree results					
		You			**Comparator**		
		2022	2023	2024	Lowest	Average	Highest
My workgroup uses its resources well	6% / 13% / 81%	74%	64%	81%	60%	74%	93%
My workgroup provides high quality advice and services	2% / 4% / 15% / 80%	81%	79%	80%	62%	82%	95%
My workgroup has clear lines of responsibility	7% / 15% / 78%	67%	67%	78%	52%	77%	89%
My workgroup acts fairly and without bias	13% / 20% / 67%	67%	71%	67%	55%	72%	87%

Victorian Public Sector Commission

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Workgroup climate

Innovation

What is this

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 quality services.

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 group's overall, lowest and highest scores with your own.

Example

76% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.
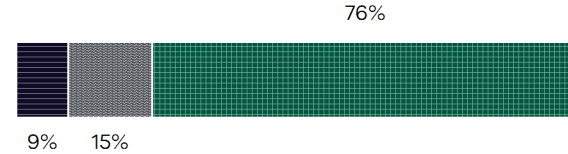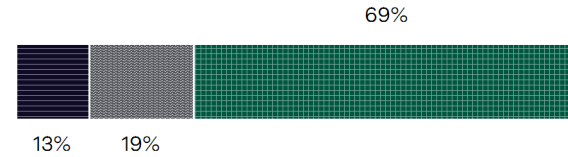
| Survey question	Your results						

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

Benchmark agree results

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup learns from failures and mistakes	9% / 15% / 76%	67%	74%	76%	53%	73%	88%
My workgroup encourages employee creativity	13% / 19% / 69%	56%	62%	69%	54%	69%	83%
My workgroup is quick to respond to opportunities to do things better	13% / 22% / 65%	59%	71%	65%	53%	74%	85%
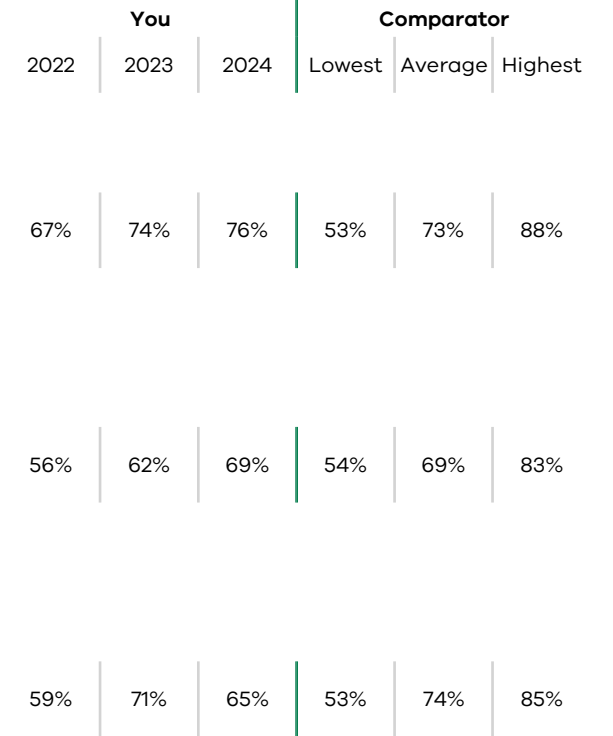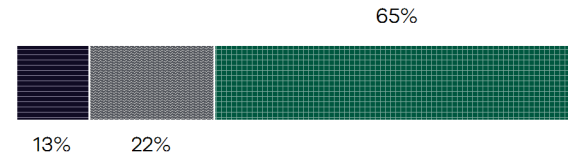
Workgroup climate

Workgroup support 1 of 2

What is this

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 group's overall, lowest and highest scores with your own.
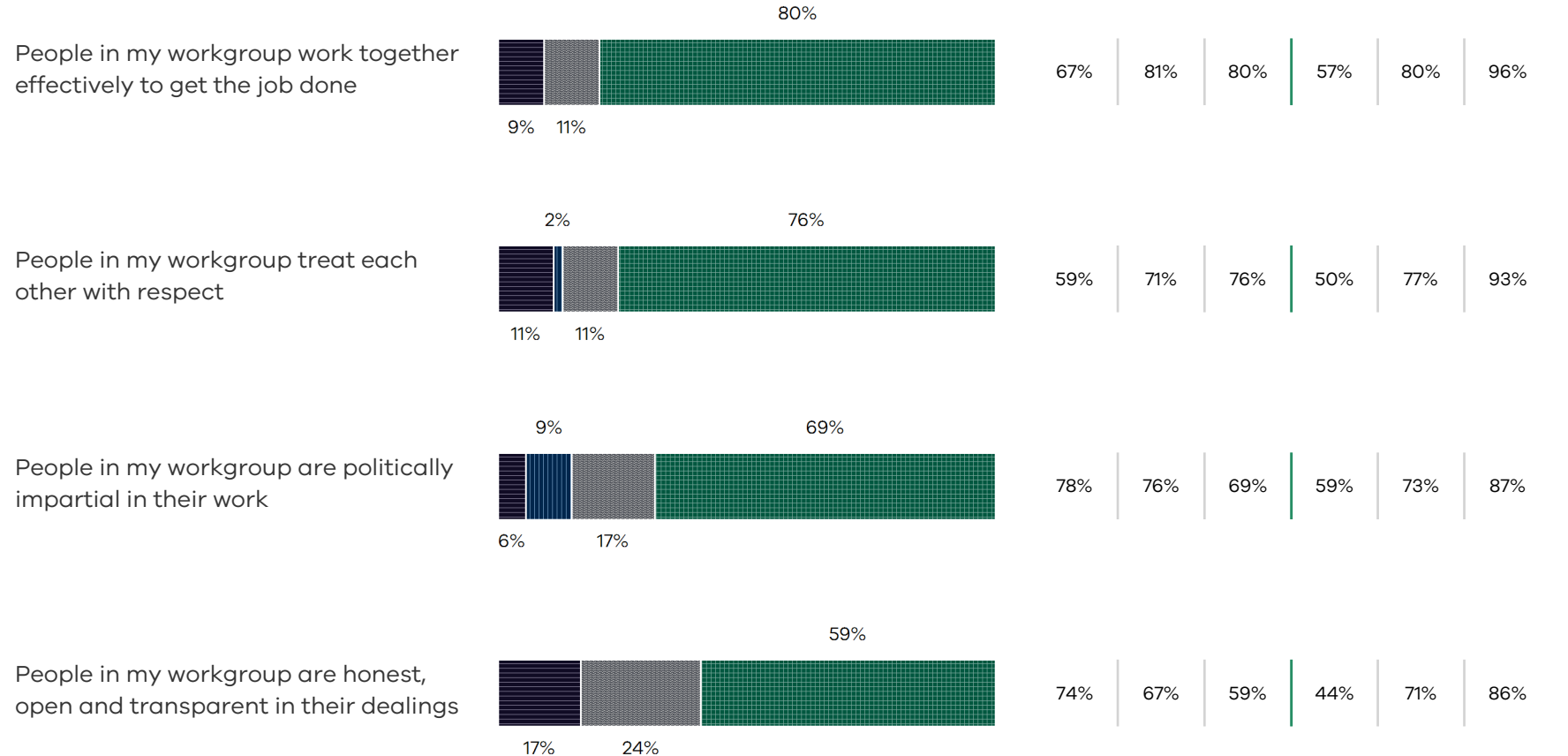
Example

80% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

Survey question	Your results						

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

		You			Comparator		
Survey question		2022	2023	2024	Lowest	Average	Highest
People in my workgroup work together effectively to get the job done (9% / 11% / 80%)		67%	81%	80%	57%	80%	96%
People in my workgroup treat each other with respect (11% / 2% / 11% / 76%)		59%	71%	76%	50%	77%	93%
People in my workgroup are politically impartial in their work (6% / 9% / 17% / 69%)		78%	76%	69%	59%	73%	87%
People in my workgroup are honest, open and transparent in their dealings (17% / 24% / 59%)		74%	67%	59%	44%	71%	86%

Victorian Public Sector Commission

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Workgroup climate

Workgroup support 2 of 2

What is this

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.

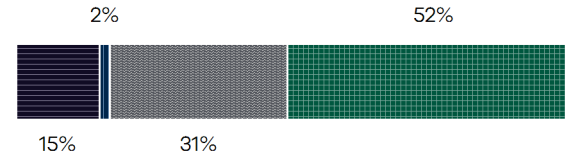Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

52% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.
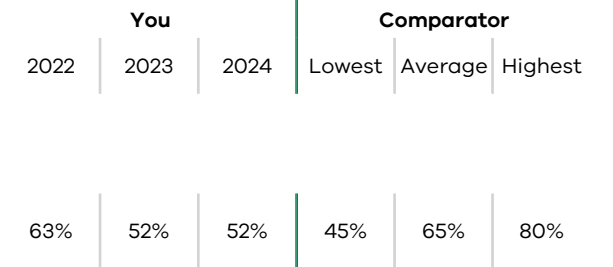
Survey question

Your results

Disagree — Neither agree nor disagree

Don't know — Agree

People in my workgroup appropriately manage conflicts of interest

2% · 52%

15% · 31%

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	63%	52%	52%	45%	65%	80%

Victorian Public Sector Commission

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Workgroup climate

Safe to speak up

What is this

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 group's overall, lowest and highest scores with your own.

Example

70% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.
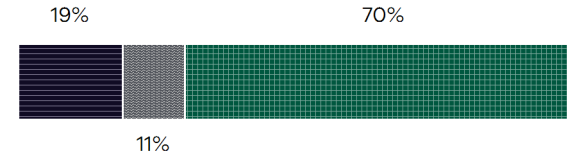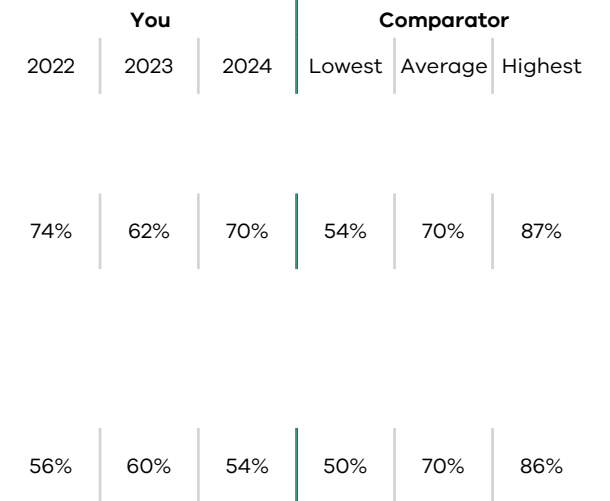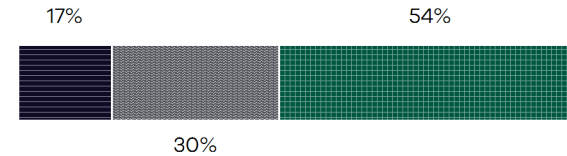
Survey question

Your results

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

Benchmark agree results

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I feel safe to challenge inappropriate behaviour at work	19% / 11% / 70%	74%	62%	70%	54%	70%	87%
People in my workgroup are able to bring up problems and tough issues	17% / 30% / 54%	56%	60%	54%	50%	70%	86%

Victorian Public Sector Commission

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People matter survey

2024

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- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

Victorian Public Sector Commission

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Job and manager factors

Scorecard 1 of 2

What is this

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.
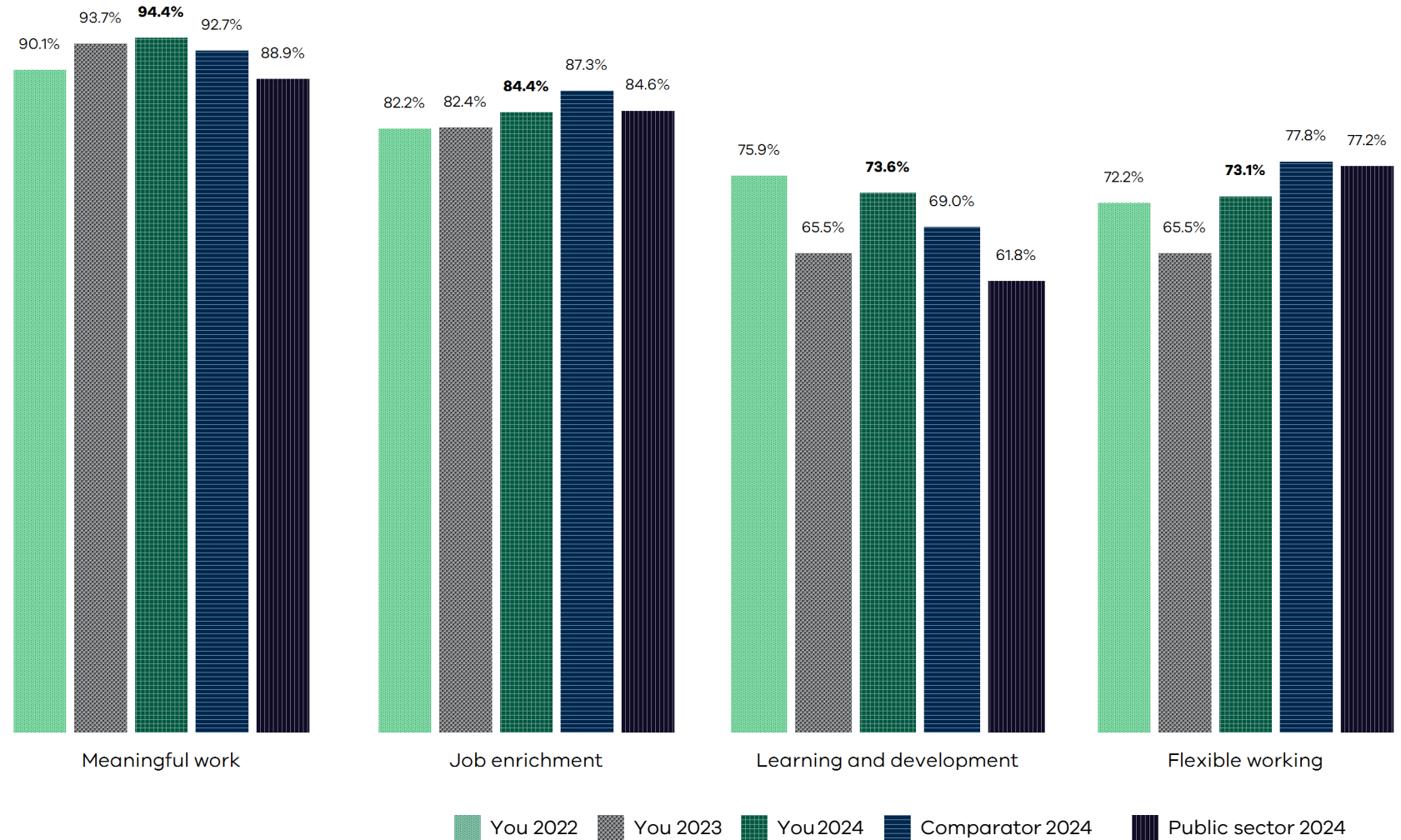
Example

In 2024:

- 94.4% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 92.7% of staff in your comparator group and 88.9% of staff across the public sector.

Chart data:

Meaningful work: 90.1%, 93.7%, **94.4%**, 92.7%, 88.9%

Job enrichment: 82.2%, 82.4%, **84.4%**, 87.3%, 84.6%

Learning and development: 75.9%, 65.5%, **73.6%**, 69.0%, 61.8%

Flexible working: 72.2%, 65.5%, **73.1%**, 77.8%, 77.2%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Job and manager factors

Scorecard 2 of 2

What is this

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.
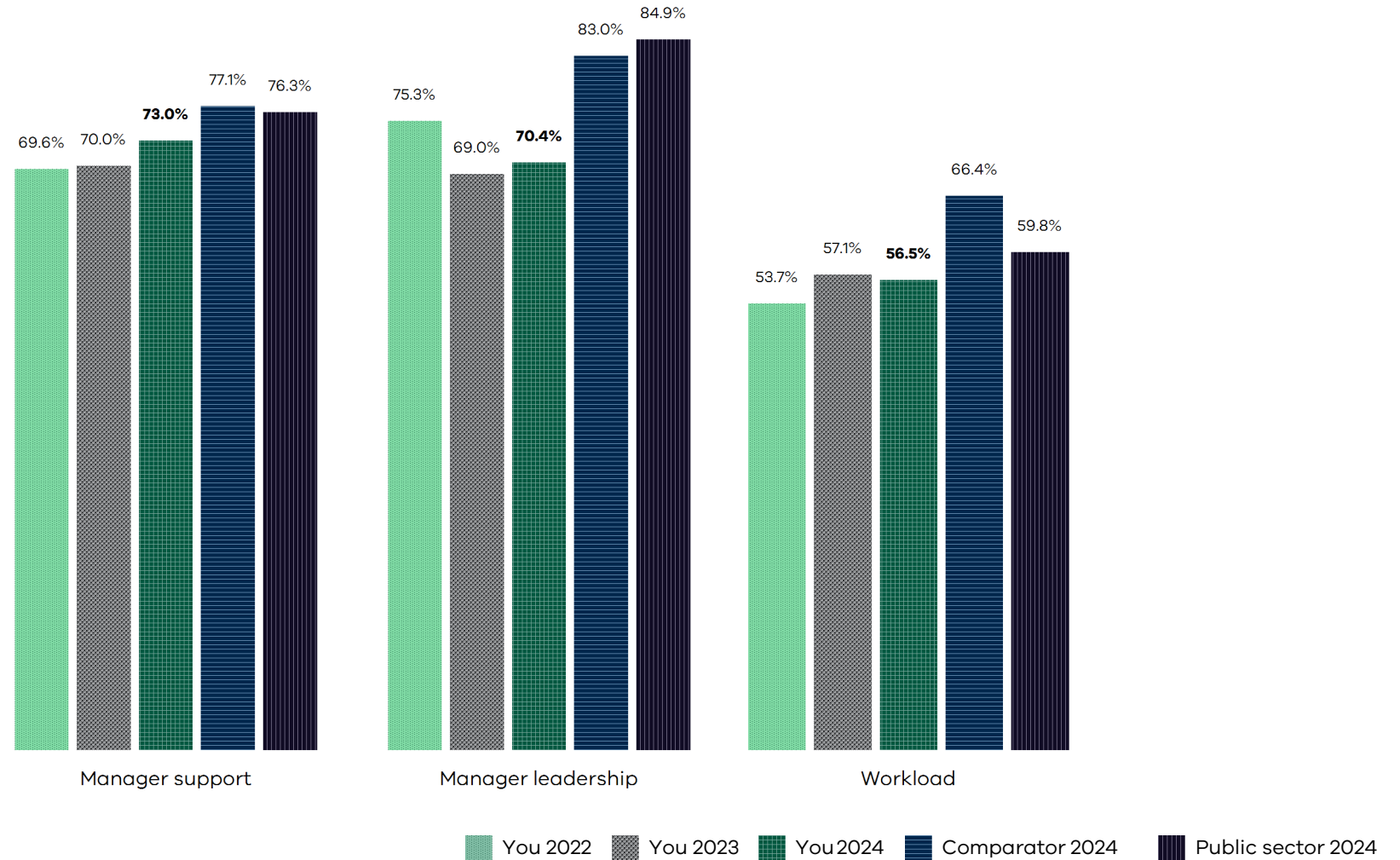
Example

In 2024:

- 73.0% of your staff who did the survey responded positively to questions about Manager support.

Compared to:

- 77.1% of staff in your comparator group and 76.3% of staff across the public sector.

Bar chart showing job and manager factors.

Manager support: 69.6%, 70.0%, **73.0%**, 77.1%, 76.3%

Manager leadership: 75.3%, 69.0%, **70.4%**, 83.0%, 84.9%

Workload: 53.7%, 57.1%, **56.5%**, 66.4%, 59.8%

Legend: You 2022, You 2023, You 2024, Comparator 2024, Public sector 2024

Job and manager factors

Manager leadership

What is this

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 group's overall, lowest and highest scores with your own.

Example

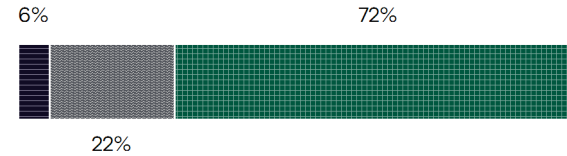72% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.
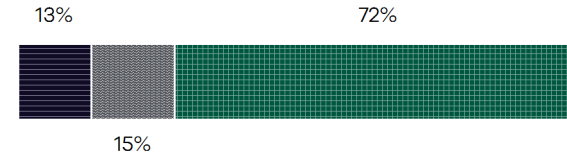
Legend: Disagree · Neither agree nor disagree · Don't know · Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager models my organisation's values	6% / 22% / 72%	78%	64%	72%	68%	82%	93%
My manager treats employees with dignity and respect	13% / 15% / 72%	81%	74%	72%	69%	84%	95%
My manager demonstrates honesty and integrity	11% / 22% / 67%	67%	69%	67%	70%	83%	93%

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Job and manager factors

Manager support 1 of 2

What is this

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 group's overall, lowest and highest scores with your own.

Example

80% of your staff who did the survey agreed or strongly agreed with 'My manager provides me with enough support when I need it'.
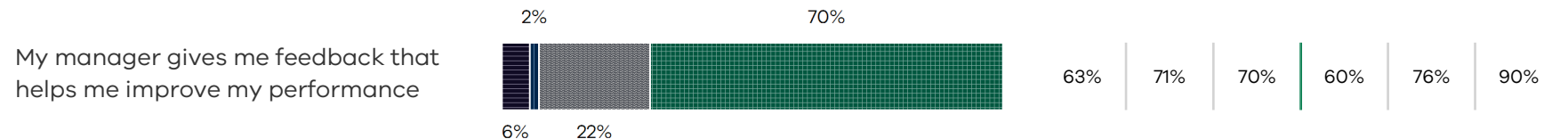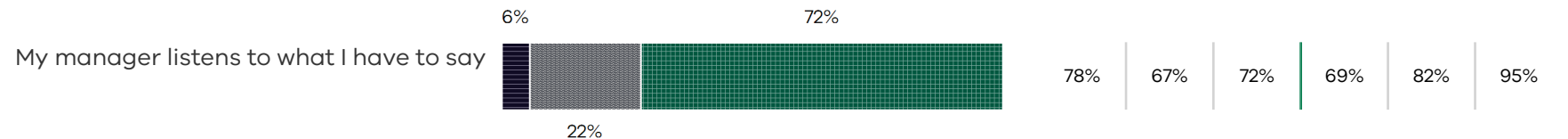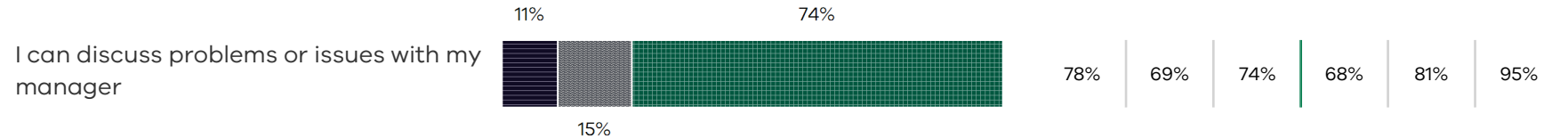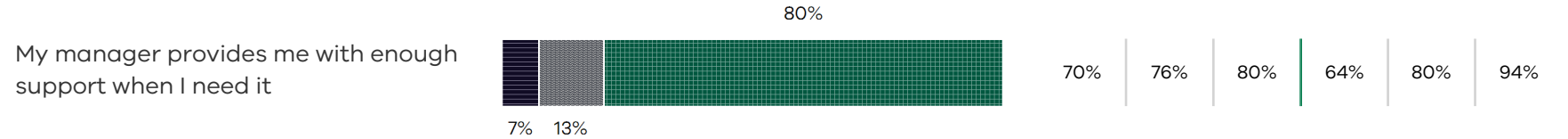
Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager provides me with enough support when I need it	7% / 13% / 80%	70%	76%	80%	64%	80%	94%
I can discuss problems or issues with my manager	11% / 15% / 74%	78%	69%	74%	68%	81%	95%
My manager listens to what I have to say	6% / 22% / 72%	78%	67%	72%	69%	82%	95%
My manager gives me feedback that helps me improve my performance	2% / 6% / 22% / 70%	63%	71%	70%	60%	76%	90%

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Job and manager factors

Manager support 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.
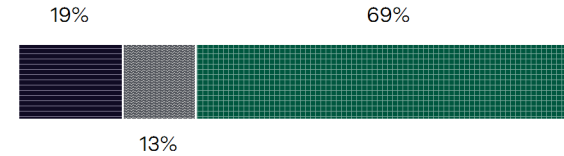
Example

69% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

Your results

Disagree	Neither agree nor disagree
Don't know	Agree

Benchmark agree results

	You			Comparator		
2022	2023	2024	Lowest	Average	Highest

I receive meaningful recognition when I do good work

19%   13%   69%

| 59% | 67% | 69% | 49% | 66% | 81% |

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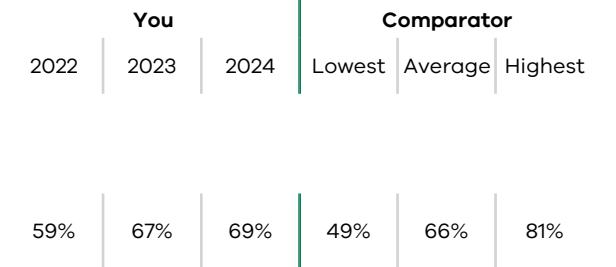
Job and manager factors

Workload

What is this

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 group's overall, lowest and highest scores with your own.

Example

59% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.
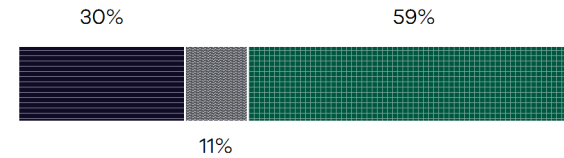
Survey question

Your results

■ Disagree   ▦ Neither agree nor disagree
▦ Agree

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

30%   59%
11%

I have enough time to do my job effectively

31%   54%
15%

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	59%	57%	59%	58%	68%	87%
	48%	57%	54%	48%	64%	85%
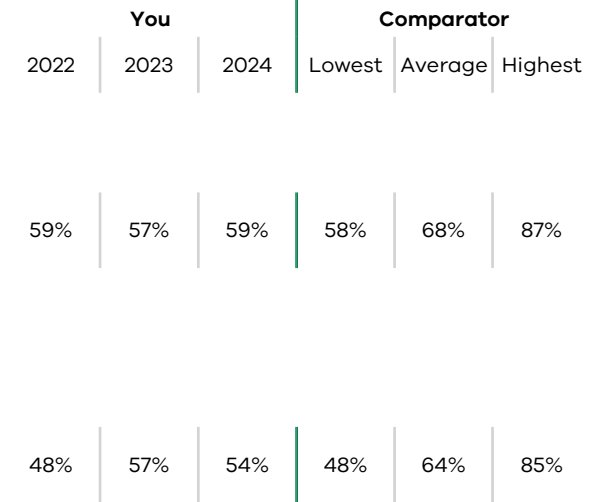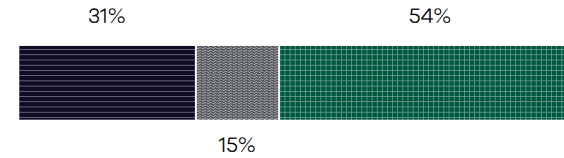
Job and manager factors

Learning and development

What is this

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 group's overall, lowest and highest scores with your own.

Example

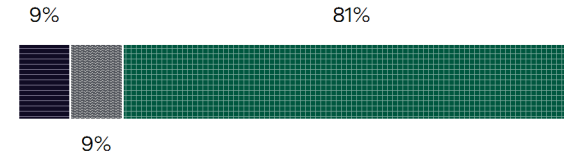81% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I am developing and learning in my role	9% / 9% / 81%	85%	71%	81%	64%	78%	91%
My organisation places a high priority on the learning and development of staff	11% / 17% / 72%	70%	69%	72%	46%	69%	90%
I am satisfied with the opportunities to progress in my organisation	9% / 20% / 70%	78%	52%	70%	44%	59%	78%
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	7% / 22% / 70%	70%	69%	70%	47%	69%	88%
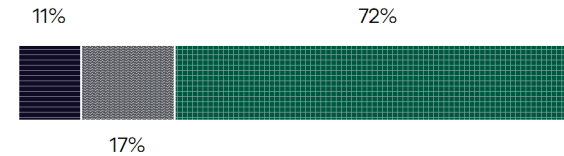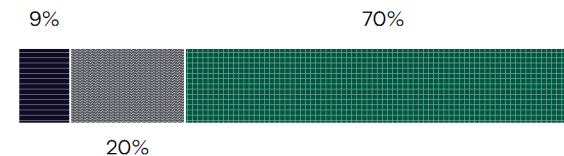
Legend: Disagree | Neither agree nor disagree | Agree

Job and manager factors

Job enrichment 1 of 2

What is this
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 group's overall, lowest and highest scores with your own.

Example
93% of your staff who did the survey agreed or strongly agreed with 'I clearly understand what I am expected to do in this job'.

Survey question	Your results					

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

Benchmark agree results

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I clearly understand what I am expected to do in this job	2% / 6% / 93%	85%	93%	93%	61%	91%	99%
I can use my skills and knowledge in my job	7% / 2% / 91%	89%	88%	91%	86%	93%	100%
I understand how my job helps my organisation achieve its goals	2% / 13% / 85%	93%	90%	85%	87%	93%	100%
I have the authority to do my job effectively	7% / 11% / 81%	74%	74%	81%	55%	82%	94%

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Job and manager factors

Job enrichment 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.
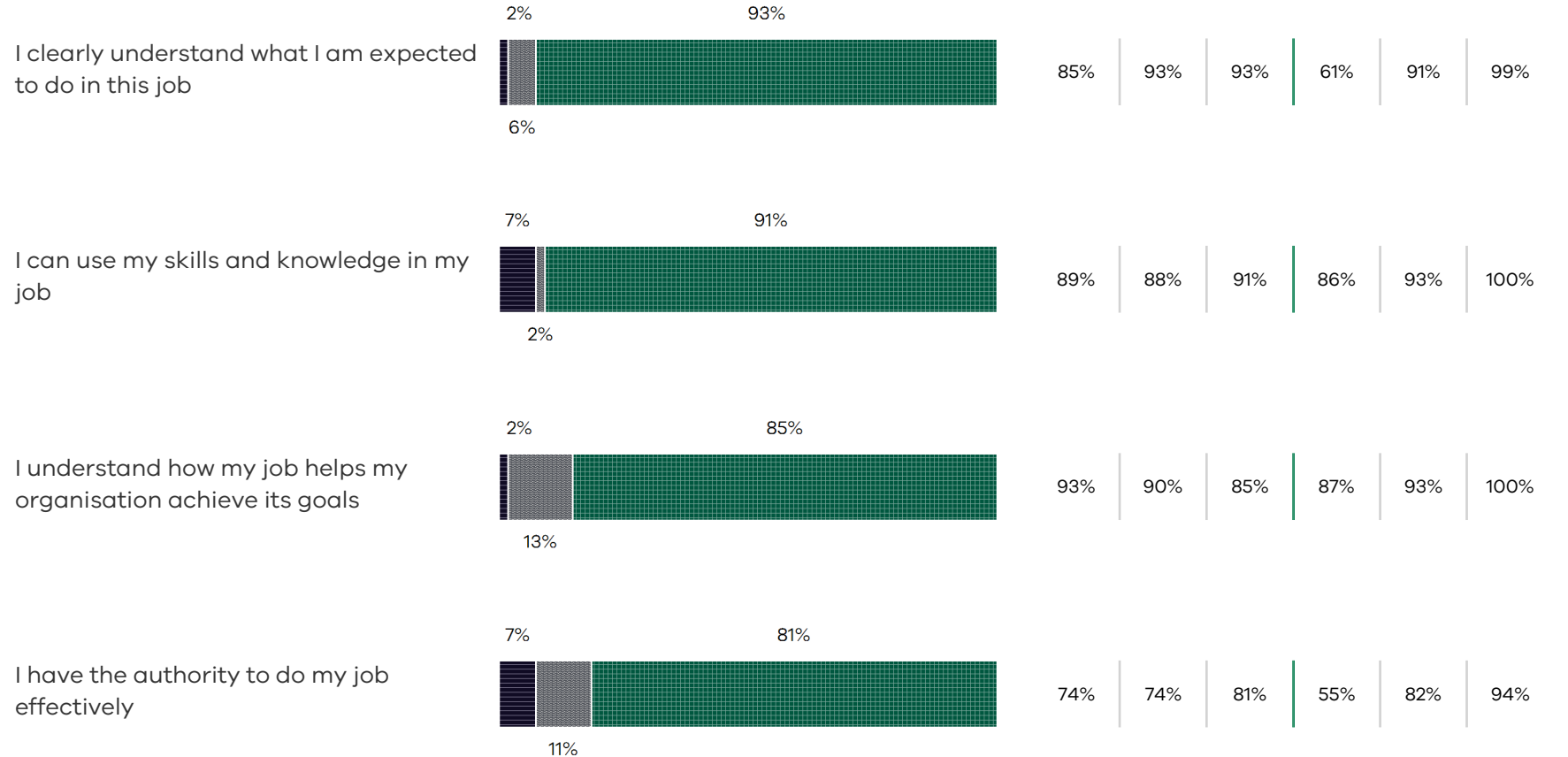
Example

72% 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

Disagree ▮ Neither agree nor disagree ▨

Agree ▨

7%   72%

20%

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	70%	67%	72%	63%	78%	90%

Victorian Public Sector Commission

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Job and manager factors

Meaningful work

What is this

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 group's overall, lowest and highest scores with your own.
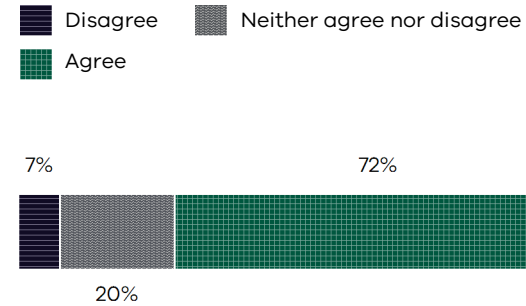
Example

96% of your staff who did the survey agreed or strongly agreed with 'I achieve something important through my work'.
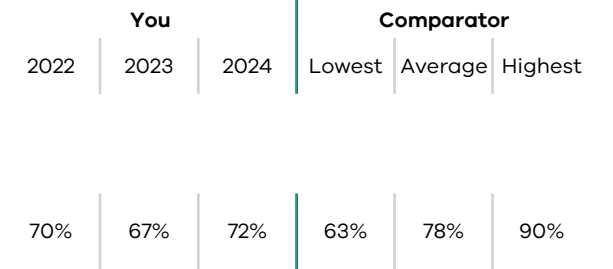
Survey question	Your results						

Legend:
- Disagree
- Neither agree nor disagree
- Agree
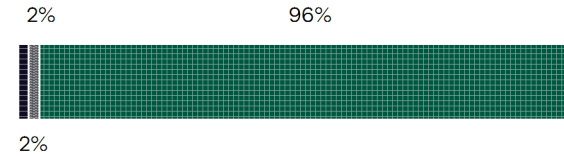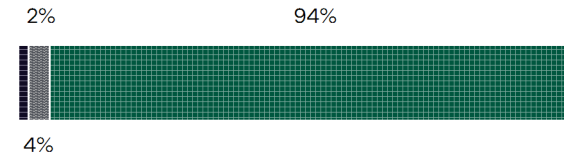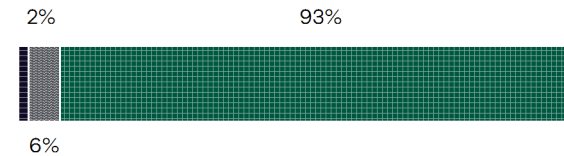
	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I achieve something important through my work	85%	95%	96%	88%	94%	100%
I can make a worthwhile contribution at work	96%	95%	94%	84%	94%	100%
I get a sense of accomplishment from my work	89%	90%	93%	84%	90%	97%

I achieve something important through my work — 2% Disagree, 2% Neither, 96% Agree

I can make a worthwhile contribution at work — 4% Disagree, 2% Neither, 94% Agree

I get a sense of accomplishment from my work — 6% Disagree, 2% Neither, 93% Agree

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Job and manager factors

Flexible working

What is this

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 group's overall, lowest and highest scores with your own.

Example

74% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

Legend:
- Disagree
- Neither agree nor disagree
- Don't know
- Agree
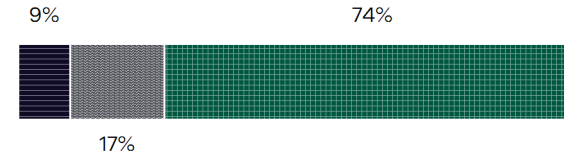
Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager supports working flexibly	9% / 17% / 74%	74%	67%	74%	61%	82%	94%
I am confident that if I requested a flexible work arrangement, it would be given due consideration	9% / 19% / 72%	70%	64%	72%	54%	74%	87%

People matter survey

2024

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

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

Workgroup climate

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

Job and manager factors

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

Public sector values

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

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Scorecard 1 of 2

What is this

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 2024:

- 81.5% of your staff who did the survey responded positively to questions about Human rights.

Compared to:

- 87.1% of staff in your comparator group and 81.6% of staff across the public sector.

Human rights: You 2022 85.2%, You 2023 85.7%, You 2024 81.5%, Comparator 2024 87.1%, Public sector 2024 81.6%

Accountability: You 2022 74.8%, You 2023 73.8%, You 2024 80.7%, Comparator 2024 80.0%, Public sector 2024 76.1%

Responsiveness: You 2022 81.5%, You 2023 78.6%, You 2024 79.6%, Comparator 2024 81.8%, Public sector 2024 82.2%

Respect: You 2022 71.1%, You 2023 73.8%, You 2024 73.7%, Comparator 2024 77.9%, Public sector 2024 79.8%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Public sector values

What is this

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

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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.
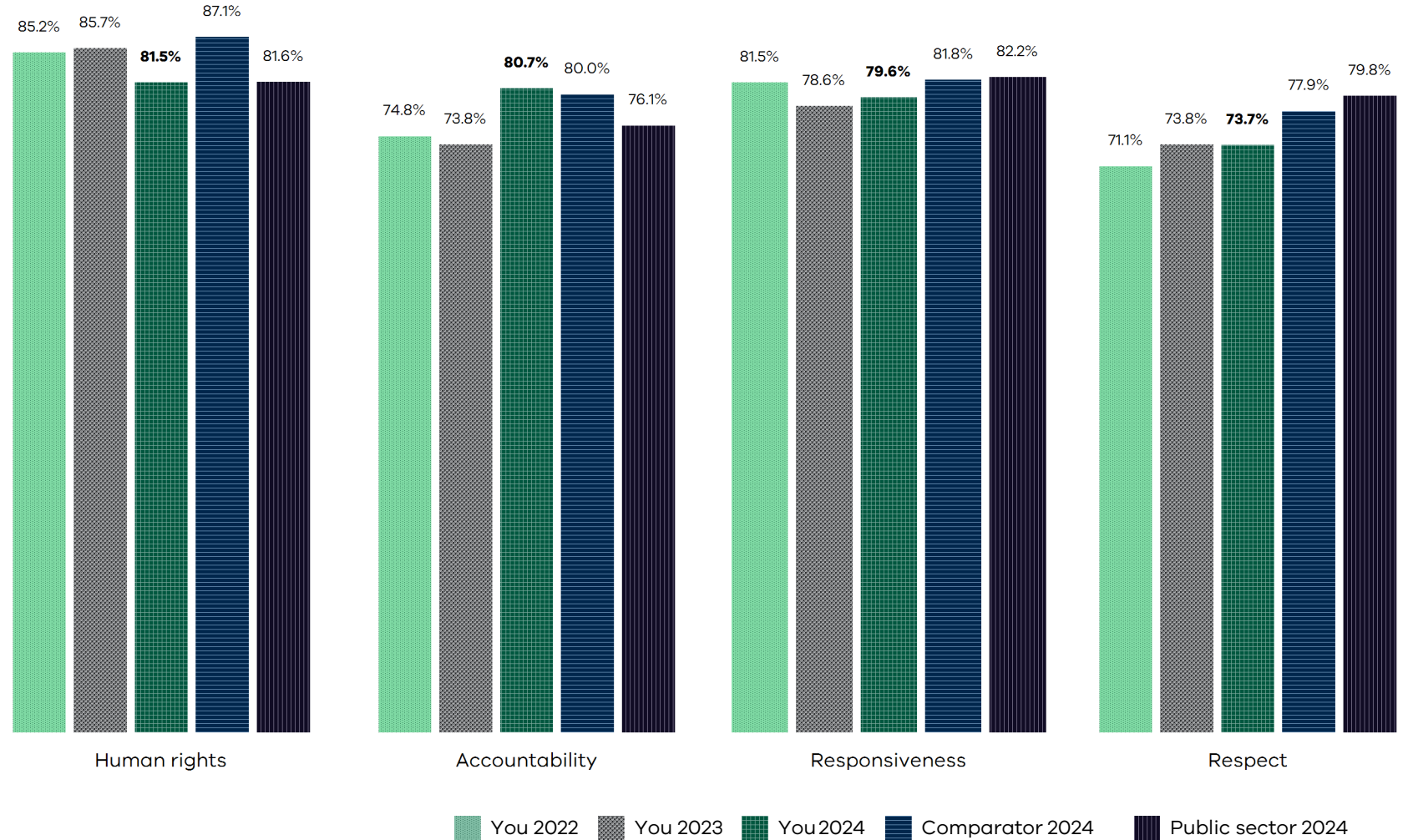
Example

In 2024:

- 68.5% of your staff who did the survey responded positively to questions about Leadership.

Compared to:

- 76.0% of staff in your comparator group and 74.2% of staff across the public sector.

Leadership
- You 2022: 64.8%
- You 2023: 61.9%
- You 2024: 68.5%
- Comparator 2024: 76.0%
- Public sector 2024: 74.2%

Impartiality
- You 2022: 72.2%
- You 2023: 73.8%
- You 2024: 67.6%
- Comparator 2024: 72.4%
- Public sector 2024: 75.2%

Integrity
- You 2022: 68.3%
- You 2023: 61.2%
- You 2024: 66.1%
- Comparator 2024: 73.0%
- Public sector 2024: 72.8%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024
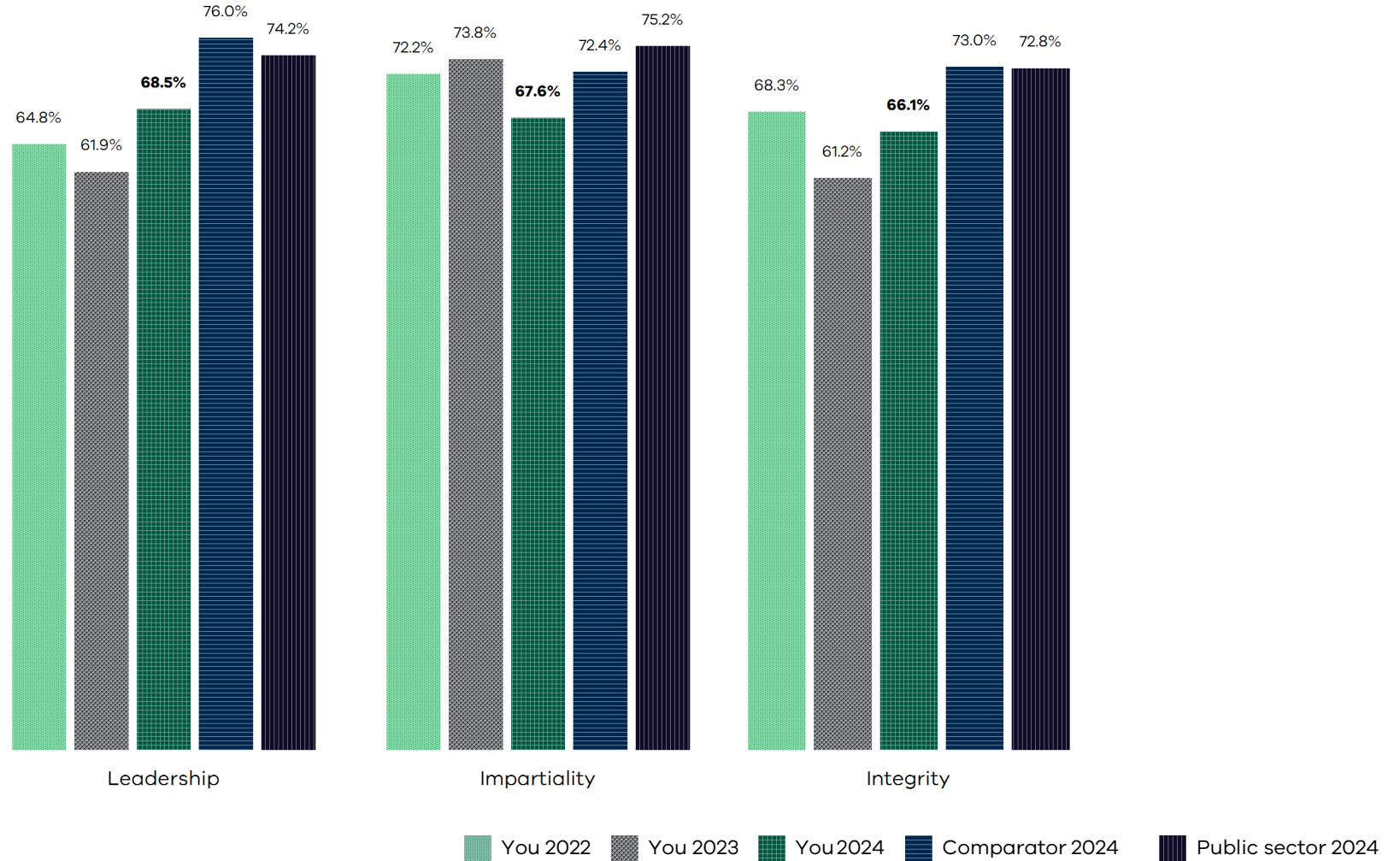
Public sector values

Responsiveness

What is this

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 group's overall, lowest and highest scores with your own.

Example

80% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question

Your results

Disagree ▨ Neither agree nor disagree

▨ Don't know ▨ Agree

My workgroup provides high quality advice and services

2%   80%

4% 15%

Benchmark agree results

	You			Comparator		
2022	2023	2024	Lowest	Average	Highest
81%	79%	80%	62%	82%	95%

Victorian Public Sector Commission

VICTORIA State Government

74
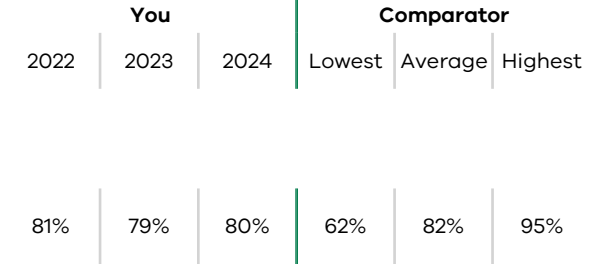
Public sector values

Integrity 1 of 2

What is this

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

Why this is important

The Victorian community needs 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.

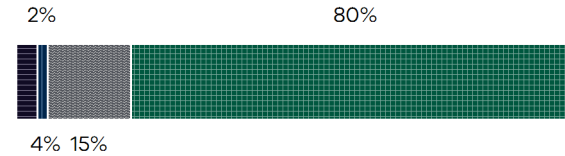Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

76% 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

Legend:
- Disagree (dark navy)
- Neither agree nor disagree (grey)
- Don't know (dark navy hatched)
- Agree (green)

Benchmark agree results
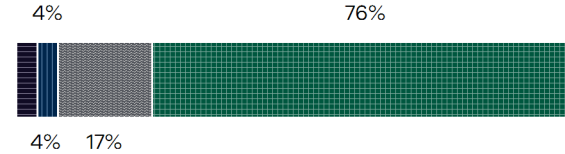
Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My organisation is committed to earning a high level of public trust	4% / 4% / 17% / 76%	81%	69%	76%	55%	81%	95%
I feel safe to challenge inappropriate behaviour at work	19% / 11% / 70%	74%	62%	70%	54%	70%	87%
My organisation does not tolerate improper conduct	17% / 13% / 70%	63%	64%	70%	52%	73%	91%
Senior leaders demonstrate honesty and integrity	11% / 2% / 19% / 69%	56%	45%	69%	48%	68%	88%
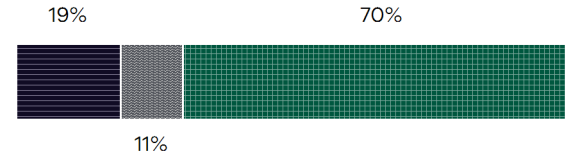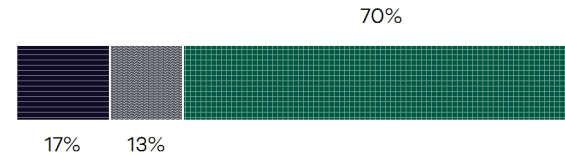
Victorian Public Sector Commission

VICTORIA State Government
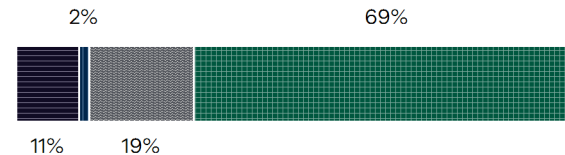
Public sector values

Integrity 2 of 2

What is this

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

Why this is important

The Victorian community needs 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 group's overall, lowest and highest scores with your own.

Example

67% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

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

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager demonstrates honesty and integrity	11% / 22% / 67%	67%	69%	67%	70%	83%	93%
People in my workgroup are honest, open and transparent in their dealings	17% / 24% / 59%	74%	67%	59%	44%	71%	86%
People in my workgroup appropriately manage conflicts of interest	15% / 2% / 31% / 52%	63%	52%	52%	45%	65%	80%

Public sector values

Impartiality

What is this

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 group's overall, lowest and highest scores with your own.

Example

69% 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

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

Benchmark agree results

People in my workgroup are politically impartial in their work

9%   69%

6%   17%

My workgroup acts fairly and without bias

67%

13%   20%

Survey question	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
People in my workgroup are politically impartial in their work	78%	76%	69%	59%	73%	87%
My workgroup acts fairly and without bias	67%	71%	67%	55%	72%	87%

Victorian Public Sector Commission

VICTORIA State Government
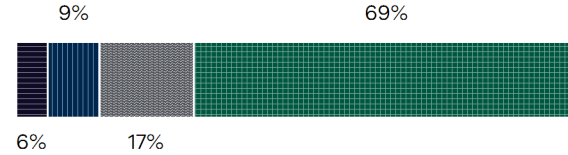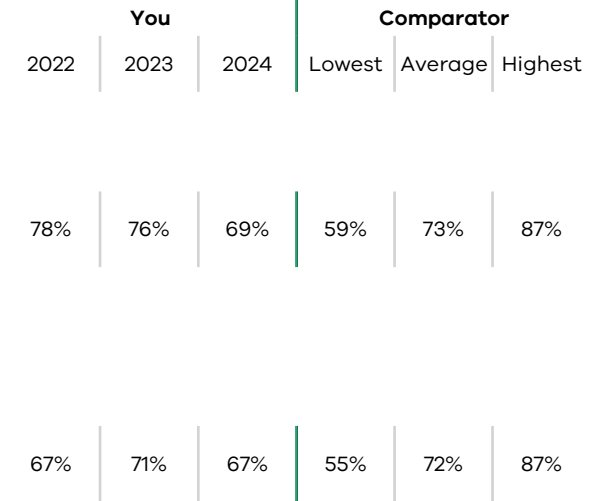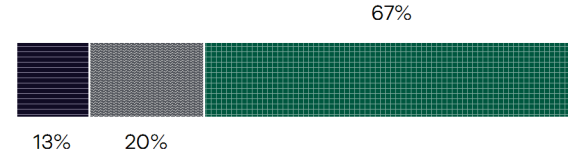
Public sector values

Accountability 1 of 2

What is this

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 group's overall, lowest and highest scores with your own.

Example

93% of your staff who did the survey agreed or strongly agreed with 'I clearly understand what I am expected to do in this job'.

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

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I clearly understand what I am expected to do in this job	2% / 6% / 93%	85%	93%	93%	61%	91%	99%
I understand how my job helps my organisation achieve its goals	2% / 13% / 85%	93%	90%	85%	87%	93%	100%
My workgroup uses its resources well	6% / 13% / 81%	74%	64%	81%	60%	74%	93%
My workgroup has clear lines of responsibility	7% / 15% / 78%	67%	67%	78%	52%	77%	89%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Accountability 2 of 2

What is this

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 group's overall, lowest and highest scores with your own.

Example

67% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

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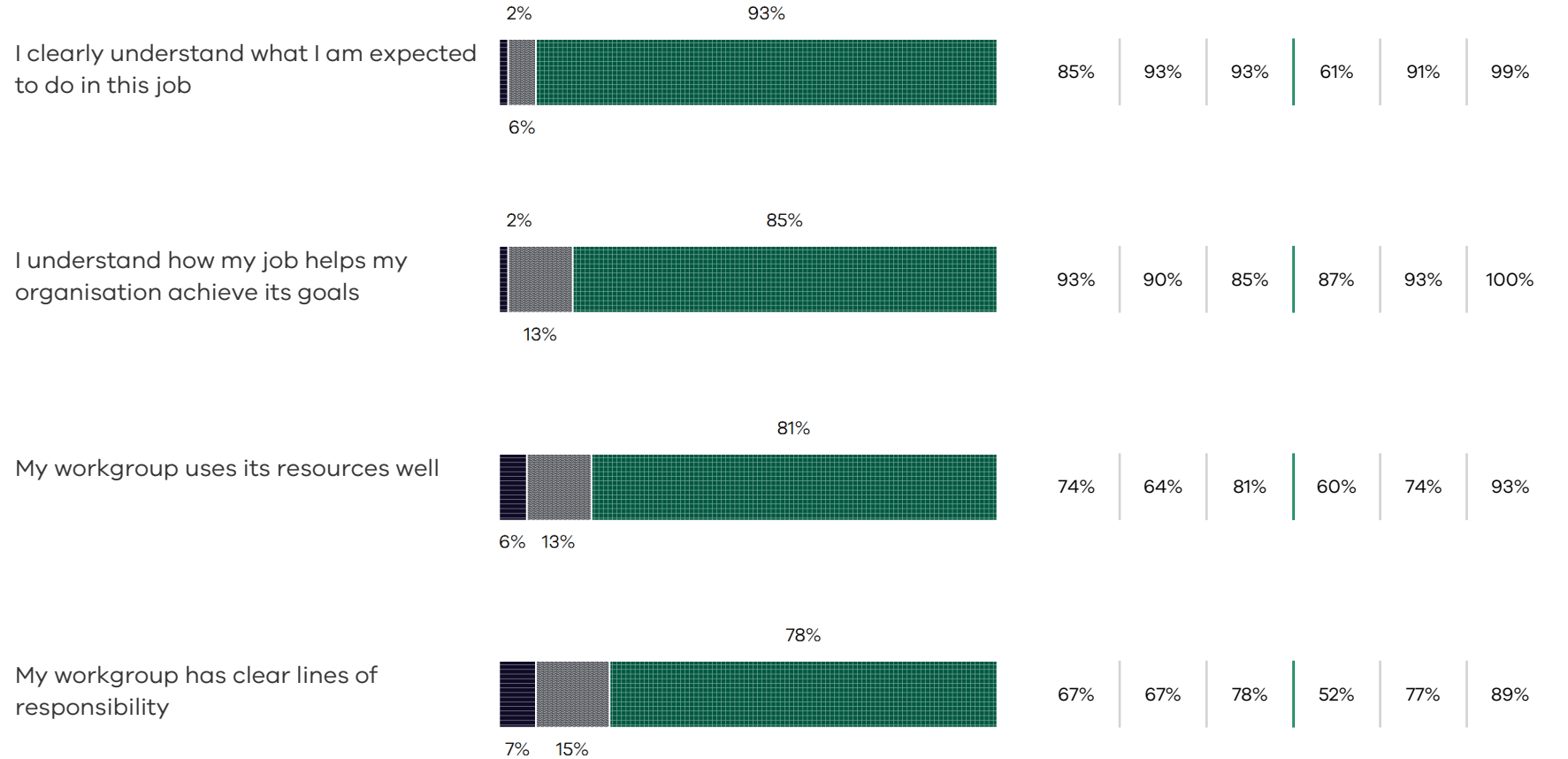- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Senior leaders provide clear strategy and direction

15% | 19% | 67%

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	56%	55%	67%	45%	65%	89%

Victorian Public Sector Commission

VICTORIA State Government
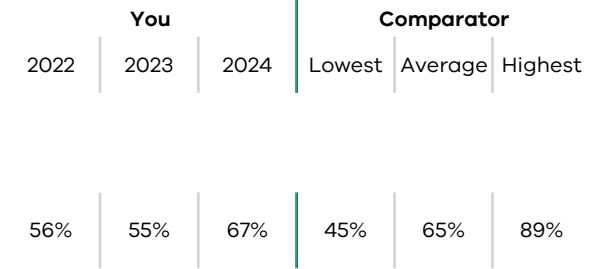
Public sector values

Respect 1 of 2

What is this

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.

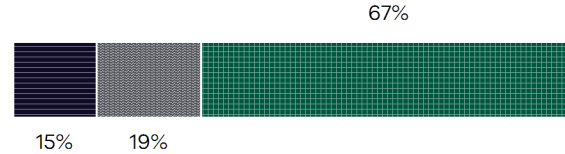Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

83% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages respectful workplace behaviours'.

Survey question	Your results		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
Legend: Disagree / Don't know / Neither agree nor disagree / Agree								
My organisation encourages respectful workplace behaviours	9% / 7% / 83%		70%	83%	83%	67%	80%	95%
People in my workgroup treat each other with respect	11% / 2% / 11% / 76%		59%	71%	76%	50%	77%	93%
My manager listens to what I have to say	6% / 22% / 72%		78%	67%	72%	69%	82%	95%
My manager treats employees with dignity and respect	13% / 15% / 72%		81%	74%	72%	69%	84%	95%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Respect 2 of 2

What is this

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.

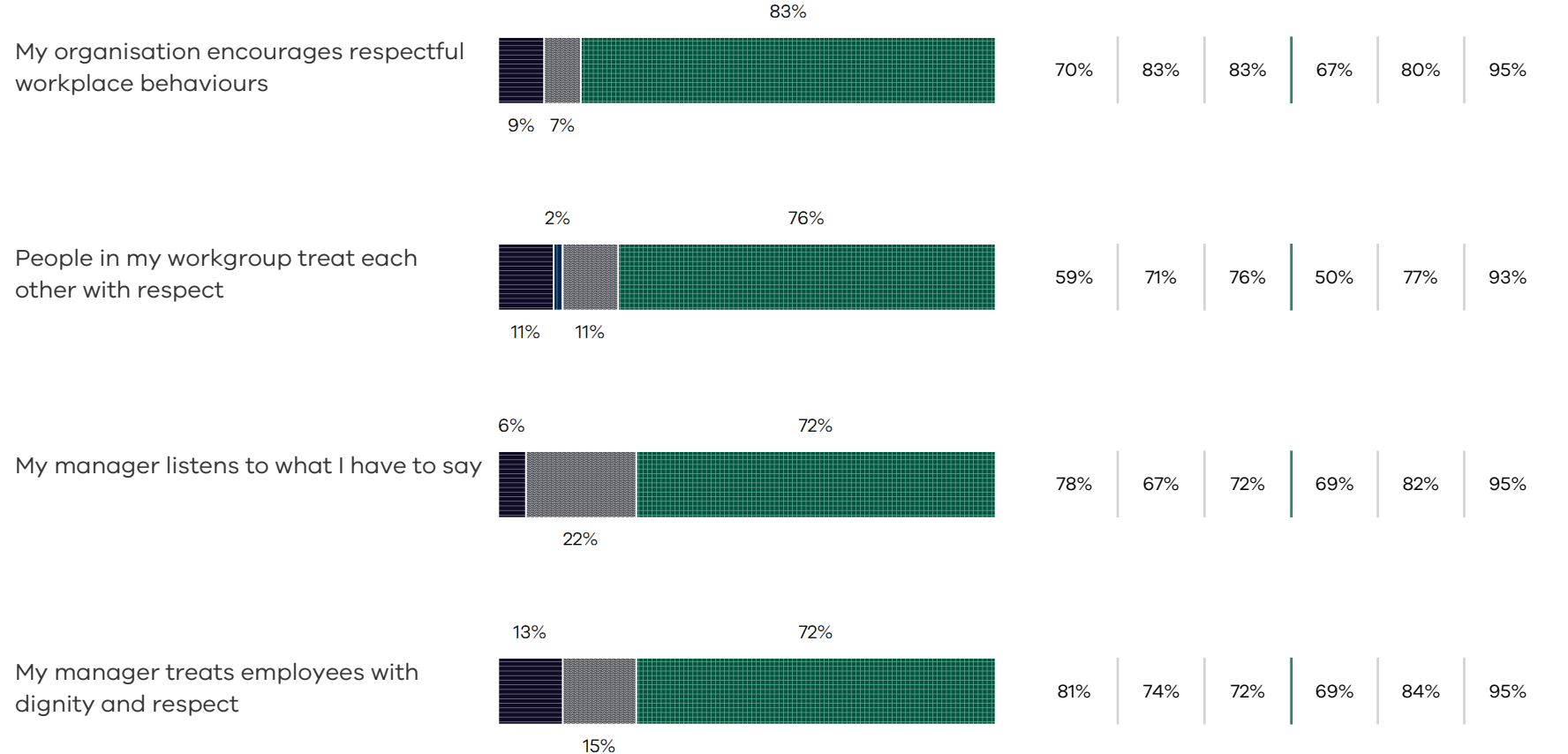Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

65% 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

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

My organisation takes steps to eliminate bullying, harassment and discrimination

13% 4% 19% 65%

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	67%	74%	65%	50%	67%	83%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Leadership

What is this
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.
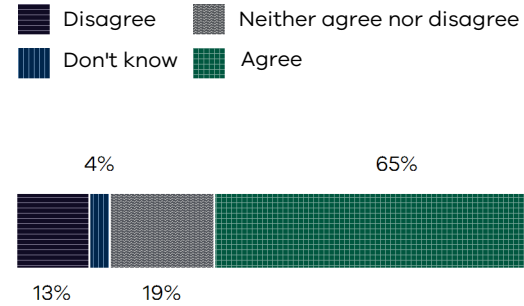
Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example
72% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Survey question	Your results						

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

Survey question		2022	2023	2024	Lowest	Average	Highest
		You			**Comparator**		
My manager models my organisation's values	6% / 22% / 72%	78%	64%	72%	68%	82%	93%
Senior leaders model my organisation's values	15% / 20% / 65%	52%	60%	65%	51%	70%	88%
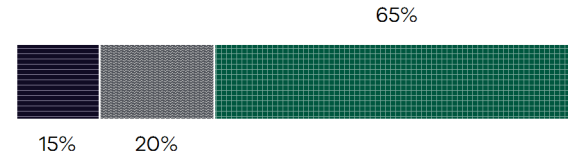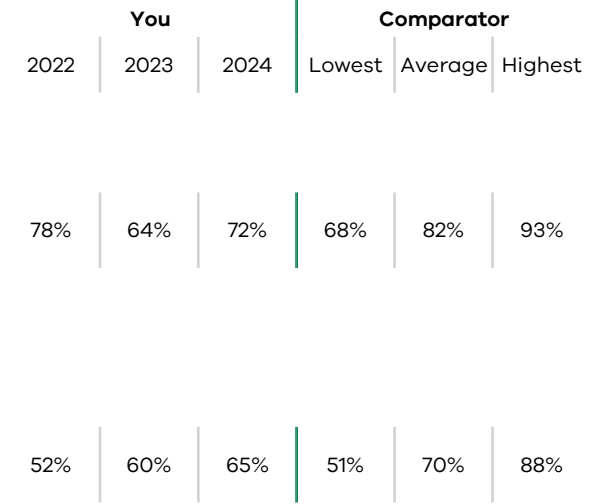
Public sector values

Human rights

What is this

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 group's overall, lowest and highest scores with your own.
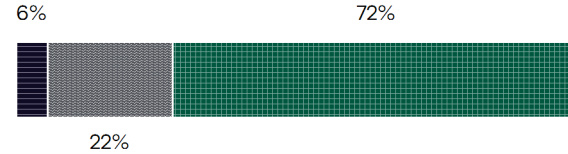
Example

85% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question

Your results

	Disagree		Neither agree nor disagree
	Don't know		Agree

Benchmark agree results

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	85% / 6% / 9%	81%	86%	85%	74%	85%	100%
I understand how the Charter of Human Rights and Responsibilities applies to my work	4% / 78% / 19%	89%	86%	78%	84%	90%	97%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

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- Flexible working

Public sector values

- Scorecard
- Responsiveness
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- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

Topical questions

Topical questions

What is this
This is a group of survey questions that don't fit into our existing factor groups.

Why this is important
Answers to these questions provide useful information to help you understand your employees.

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 group's overall, lowest and highest scores with your own.

Example
89% of your staff who did the survey agreed or strongly agreed with 'I am proud to work in the public sector'.

Survey question

Your results

Benchmark agree results

Legend: ▉ Disagree ▓ Neither agree nor disagree ▉ Don't know ▓ Agree
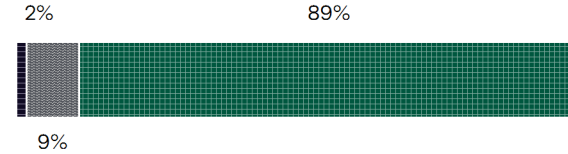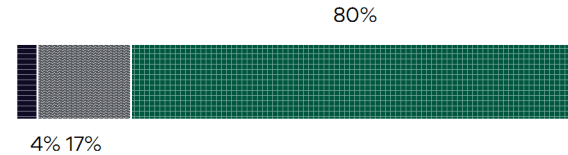
Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I am proud to work in the public sector (2% / 89% / 9%)		Not asked	Not asked	89%	71%	87%	98%
I understand how the Code of Conduct for Victorian public sector employees applies to my work (80% / 4% 17%)		Not asked	83%	80%	82%	90%	97%

People matter survey 2024

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- Taking action questions

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Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

Demographics

Age, gender, variations in sex characteristics and sexual orientation

What is this

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

- 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	7	13%
35-54 years	25	46%
55+ years	21	39%
Prefer not to say	1	2%

Gender	(n)	%
Woman	43	80%
Man	7	13%
Prefer not to say	4	7%
Non-binary and I use a different term	0	0%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	0	0%
No	49	91%
Prefer not to say	5	9%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?	(n)	%
Yes	0	0%
No	46	85%
Don't know	2	4%
Prefer not to say	6	11%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	43	80%
Prefer not to say	9	17%
Asexual	1	2%
Gay or lesbian	1	2%
Bisexual	0	0%
Don't know	0	0%
I use a different term	0	0%
Pansexual	0	0%

Victorian Public Sector Commission

VICTORIA State Government

Demographics

Aboriginal and/or Torres Strait Islander employees

What is this

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

- de-identify all survey response data provided to your organisation
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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	1	2%
Non Aboriginal and/or Torres Strait Islander	51	94%
Prefer not to say	2	4%

Victorian Public Sector Commission

VICTORIA State Government

Demographics

Disability

What is this

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.

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Are you a person with disability?	(n)	%
Yes	1	2%
No	53	98%
Prefer not to say	0	0%

Demographics

Cultural diversity 1 of 2

What is this

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

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Country of birth	(n)	%
Born in Australia	**43**	80%
Not born in Australia	**8**	15%
Prefer not to say	**3**	6%

Language other than English used with family or community	(n)	%
Yes	**6**	11%
No	**46**	85%
Prefer not to say	**2**	4%

Demographics

Cultural diversity 2 of 2

What is this

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.
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Cultural identity	(n)	%
Australian	42	78%
Prefer not to say	4	7%
Other	3	6%
English, Irish, Scottish and/or Welsh	2	4%
New Zealander	2	4%
Aboriginal and/or Torres Strait Islander	1	2%
African	1	2%
East and/or South-East Asian	1	2%
Maori	1	2%
North American	1	2%
Central and/or South American	0	0%
Central Asian	0	0%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	0	0%
Middle Eastern	0	0%
Pacific Islander	0	0%
South Asian	0	0%

Religion	(n)	%
No religion	29	54%
Christianity	17	31%
Prefer not to say	6	11%
Other	2	4%
Buddhism	0	0%
Hinduism	0	0%
Islam	0	0%
Judaism	0	0%
Sikhism	0	0%

Victorian Public Sector Commission

VICTORIA State Government

Demographics

Employment characteristics 1 of 2

What is this

These are the employment characteristics of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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Working arrangement	(n)	%
Full-Time	20	37%
Part-Time	34	63%

Gross base salary (ongoing/fixed term only)	(n)	%
Below $80k	28	55%
$80k to $120k	16	31%
$120k to $160k	3	6%
$160k to $200k	0	0%
$200k or more	1	2%
Prefer not to say	3	6%

Organisational tenure	(n)	%
<1 year	9	17%
1 to less than 2 years	10	19%
2 to less than 5 years	5	9%
5 to less than 10 years	11	20%
10 to less than 20 years	12	22%
More than 20 years	7	13%

Management responsibility	(n)	%
Non-manager	39	72%
Other manager	8	15%
Manager of other manager(s)	7	13%

Employment type	(n)	%
Ongoing and executive	44	81%
Fixed term	7	13%
Other	3	6%

Frontline worker	(n)	%
Yes	33	61%
No	21	39%

Demographics

Employment characteristics 2 of 2

What is this
These are the employment characteristics of staff.

Why this is important
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How to read this
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Primary workplace location over the last 3 months	(n)	%
Rural	50	93%
Other	2	4%
Large regional city	1	2%
Melbourne: Suburbs	1	2%
Melbourne CBD	0	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	18	33%
A frontline or service delivery location	26	48%
Home or private location	1	2%
A shared office space (where two or more organisations share the same workspace)	3	6%
Isolated or remote location/s where access to communications and help from others is difficult	1	2%
Other	6	11%

Flexible work	(n)	%
Part-time	25	46%
I do not use any flexible work arrangements	14	26%
Shift swap	13	24%
Flexible start and finish times	8	15%
Study leave	5	9%
Job sharing	4	7%
Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours	4	7%
Other	3	6%
Working more hours over fewer days	2	4%
Working from an alternative location (e.g. home, hub/shared work space)	1	2%
Purchased leave	0	0%

Demographics

Adjustments

What is this

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 table shows the breakdown of responses from your survey.

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

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Have you requested any of the following adjustments at work?	(n)	%
No, I have not requested adjustments	40	74%
Career development support strategies	6	11%
Flexible working arrangements	6	11%
Job redesign or role sharing	2	4%
Other	2	4%
Physical modifications or improvements to the workplace	2	4%
Accessible communications technologies	0	0%

Why did you make this request?	(n)	%
Work-life balance	7	50%
Caring responsibilities	4	29%
Family responsibilities	4	29%
Health	3	21%
Other	2	14%
Study commitments	2	14%
Disability	0	0%

What was your experience with making this request?	(n)	%
The adjustments I needed were made and the process was satisfactory	9	64%
The adjustments I needed were not made	3	21%
The adjustments I needed were made but the process was unsatisfactory	2	14%

Demographics

Caring

What is this

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

Each table shows the breakdown of responses from your survey.
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Caring responsibilities	(n)	%
None of the above	22	41%
Secondary school aged child(ren)	15	28%
Primary school aged child(ren)	10	19%
Child(ren) - younger than preschool age	5	9%
Person(s) with a medical condition	5	9%
Frail or aged person(s)	4	7%
Prefer not to say	4	7%
Preschool aged child(ren)	4	7%
Person(s) with a mental illness	2	4%
Other	1	2%
Person(s) with disability	0	0%

Demographics

Employment categories

What is this

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

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Which of the following categories best describes your current position?	(n)	%
Nursing employees	19	35%
Support services	13	24%
Management, Administration and Corporate support	12	22%
Allied health - assistant	3	6%
Community development	3	6%
Allied health - science discipline	1	2%
Allied health - therapy discipline	1	2%
Lived experience specific worker	1	2%
Other health and social care	1	2%
Counselling	0	0%
Medical employees	0	0%
Pastoral / spiritual care	0	0%

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Which of the following best describes the primary operational area in which you work?	(n)	%
Hospital-based services	28	52%
Residential aged care services	18	33%
Community-based services	4	7%
Corporate services	4	7%
Mental health care services	0	0%
Prison-based services	0	0%

Is your primary work role in one of the following areas?	(n)	%
Administration	13	24%
Aged care	26	48%
Critical care	0	0%
Drug and alcohol	0	0%
Emergency	2	4%
Maternity care	0	0%
Medical	1	2%
Mental health	0	0%
Mixed medical/surgical	1	2%
Neonatal care	0	0%
Palliative care	0	0%
Paediatrics	0	0%
Peri-operative	0	0%
Rehabilitation	0	0%
Surgical	0	0%
Other	11	20%

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