



People Matter Survey

2024

Have your say

People matter survey

2024

Have your say

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

About your report

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

Report contents

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

Comparing data in this report

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

This means you'll be able to compare about 98% 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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Privacy and anonymity

To protect you, we:

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

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

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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

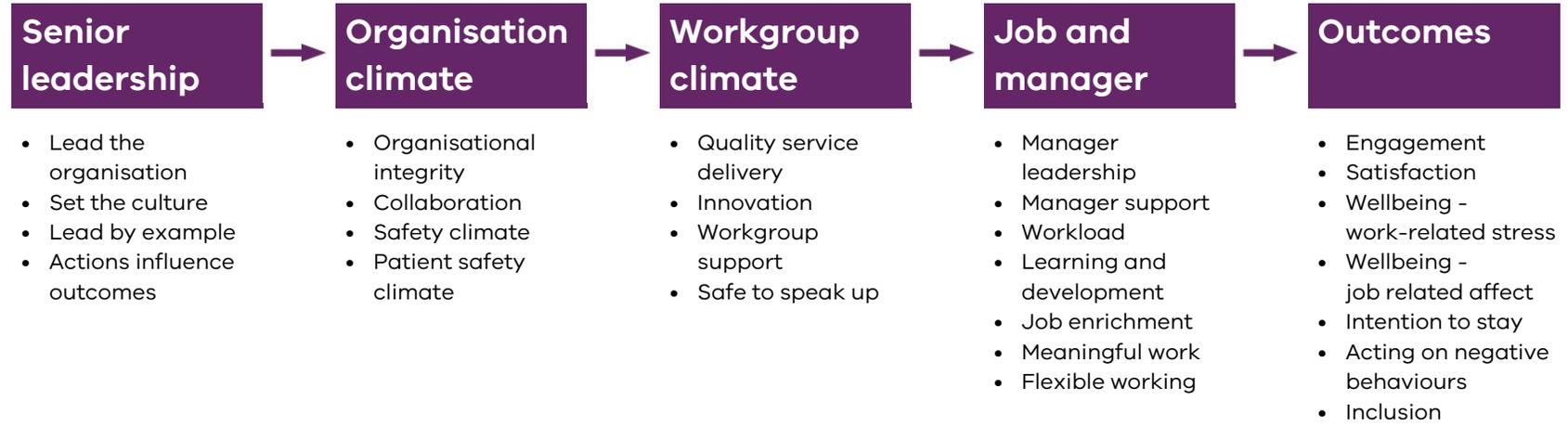
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

Our public sector values

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

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

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



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



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'.

Bass Coast Health

Benalla Health

Colac Area Health

Dhelkaya Health

Gippsland Southern Health Service

Kyabram and District Health Service

Maryborough District Health Service

Portland District Health

West Wimmera Health Service

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

43%
(216)

Comparator 50%
Public Sector 42%

2024

38%
(208)

Comparator 52%
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

75

Comparator 69
Public Sector 68

2024

76

Comparator 70
Public Sector 69

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 76.

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

86% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

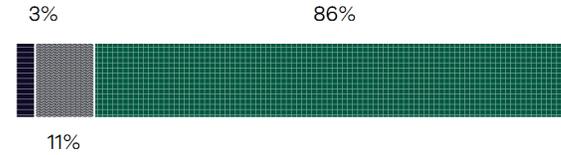
Survey question

Your results

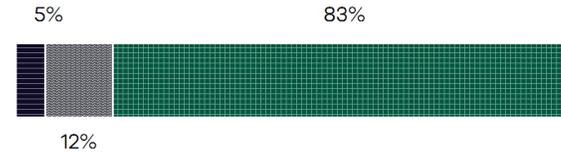
Benchmark agree results



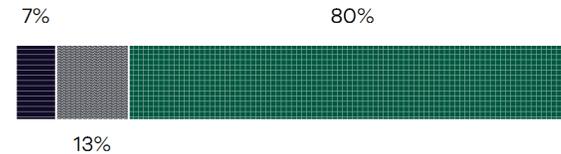
I am proud to tell others I work for my organisation



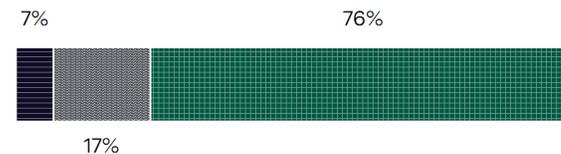
I would recommend my organisation as a good place to work



My organisation inspires me to do the best in my job



My organisation motivates me to help achieve its objectives



Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I am proud to tell others I work for my organisation	84%	79%	86%	58%	74%	81%
I would recommend my organisation as a good place to work	82%	78%	83%	56%	69%	80%
My organisation inspires me to do the best in my job	75%	76%	80%	54%	66%	74%
My organisation motivates me to help achieve its objectives	75%	73%	76%	56%	65%	76%

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 76.

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.

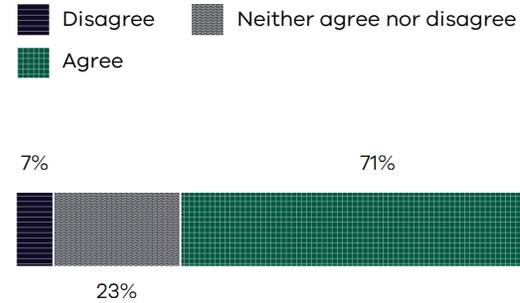
Example

71% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

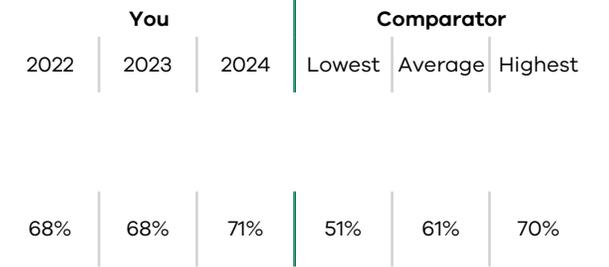
Survey question

I feel a strong personal attachment to my organisation

Your results



Benchmark agree results



People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What 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.

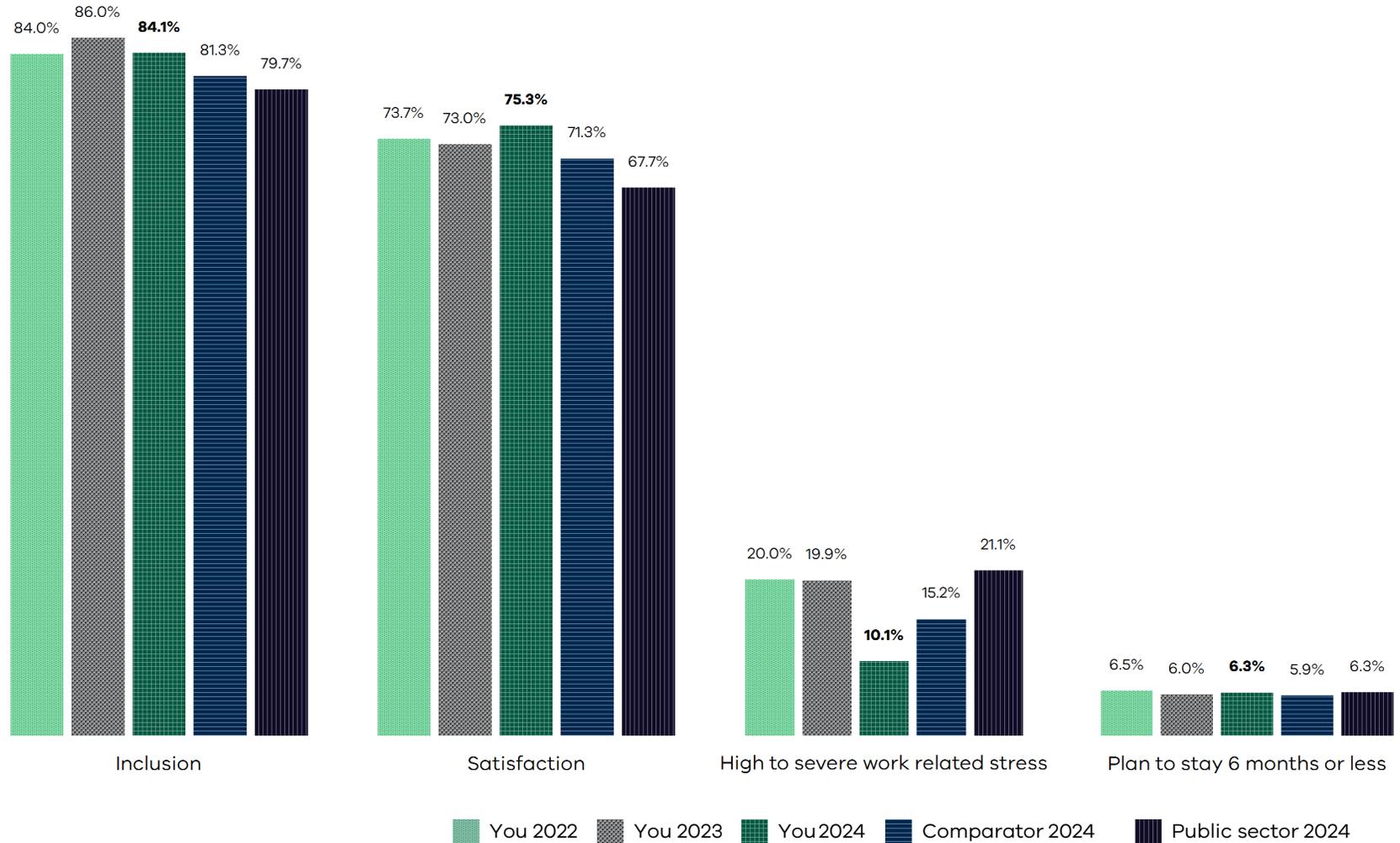
Example

In 2024:

- 84.1% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 81.3% of staff in your comparator group and 79.7% of staff across the public sector.



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.

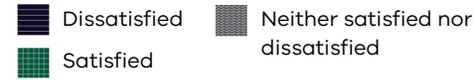
Example

81% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.

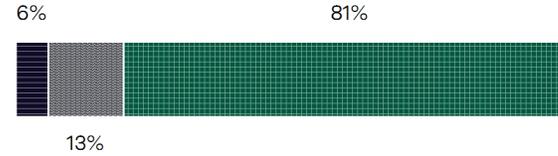
Survey question

Your results

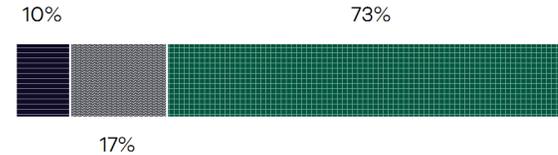
Benchmark satisfied results



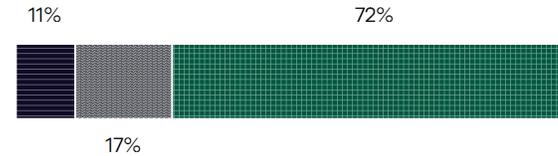
Considering everything, how satisfied are you with your current job



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



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



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
Considering everything, how satisfied are you with your current job	77%	73%	81%	69%	76%	81%
How satisfied are you with the work/life balance in your current job	72%	75%	73%	67%	74%	80%
How satisfied are you with your career development within your current organisation	73%	70%	72%	58%	64%	74%

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.

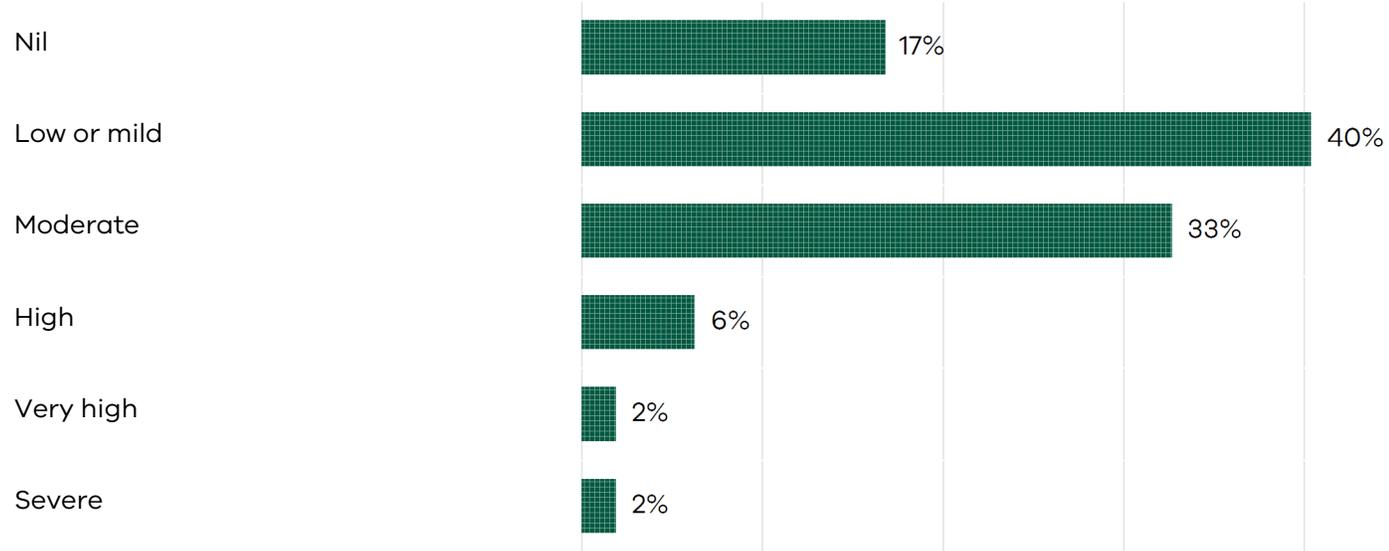
The graph at the top shows how staff in your group rated their current levels of work-related stress.

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.

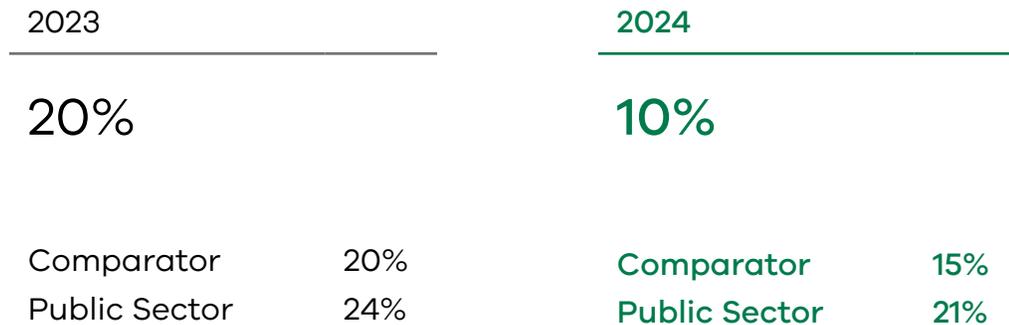
Example

10% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 15% 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)



Reported levels of high to severe stress



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

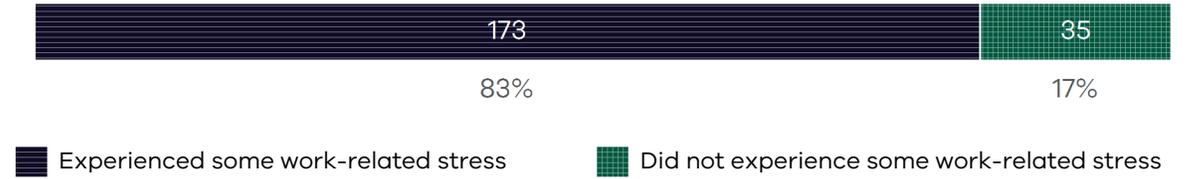
In the survey, we ask staff to tell us if they have experienced mild to severe stress at work, as shown in the visual above the table.

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

83% of your staff who did the survey said they experienced mild to severe stress. Of that 83%, 42% said the top reason was 'Workload' .



Of those that experienced work related stress it was from ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Workload	57%	42%	51%	48%
Time pressure	42%	34%	42%	41%
Dealing with clients, patients or stakeholders	14%	16%	16%	18%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	20%	15%	13%	13%
Competing home and work responsibilities	15%	14%	13%	13%
Incivility, bullying, harassment or discrimination	6%	12%	8%	7%
Unclear job expectations	12%	12%	9%	12%
Management of work (e.g. supervision, training, information, support)	15%	12%	11%	12%
Content, variety, or difficulty of work	8%	10%	9%	11%
Work schedule or hours	11%	10%	7%	7%

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.

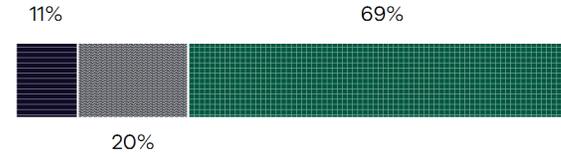
Example

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

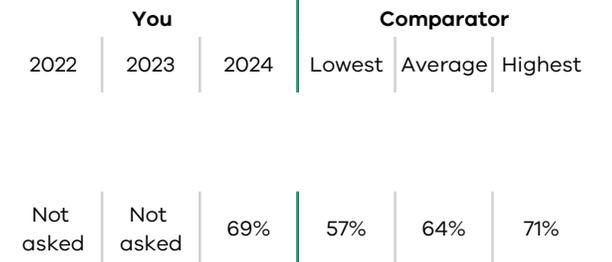
Survey question

The amount of stress in my job is manageable

Your results



Benchmark agree results



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 negatively affect people's health and wellbeing as well as their performance and behaviour.

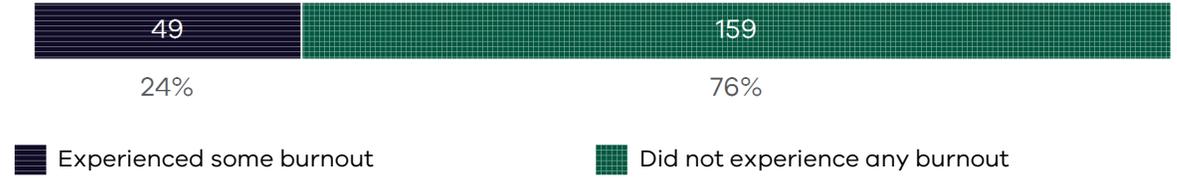
How to read this

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

24% of your staff who did the survey said they felt burnout at work.

Of that 24%, 51% 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'.



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	47%	51%	49%	49%
I enjoy my work. I have no symptoms of burnout	23%	25%	24%	20%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	20%	18%	19%	21%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	6%	3%	6%	6%
I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help	4%	2%	3%	3%

People outcomes

Intention to stay

What 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

6% 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	6%	6%	6%	6%
Over 6 months and up to 1 year	6%	6%	9%	9%
Over 1 year and up to 3 years	18%	18%	23%	24%
Over 3 years and up to 5 years	13%	14%	16%	16%
Over 5 years	58%	56%	46%	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.

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

Example

88% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question

Your results

Benchmark agree results



Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I feel culturally safe at work	89%	93%	88%	81%	86%	89%
I can be myself at work	85%	87%	84%	77%	84%	87%
I feel as if I belong at this organisation	79%	78%	80%	65%	75%	81%

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

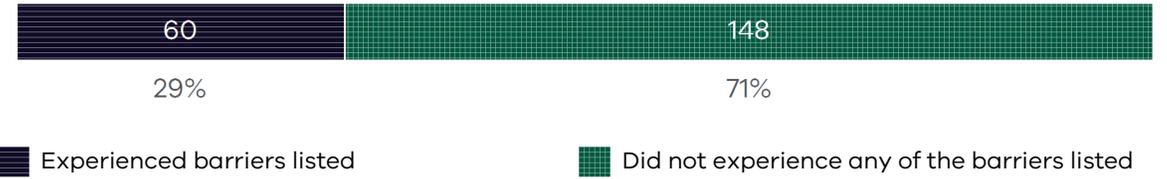
In the survey, we ask staff to select from a list, any barriers they have experienced and believe to have hindered their success at work. They can select more than one option.

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

Example

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

Staff who experienced one or more barriers to success at work



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

	You 2023	You 2024	Comparator 2024	Public sector 2024
My caring responsibilities	5%	11%	7%	7%
My mental health	11%	9%	7%	7%
My flexible working	-	7%	5%	6%
My age	7%	7%	7%	7%
My physical health	6%	5%	5%	4%

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

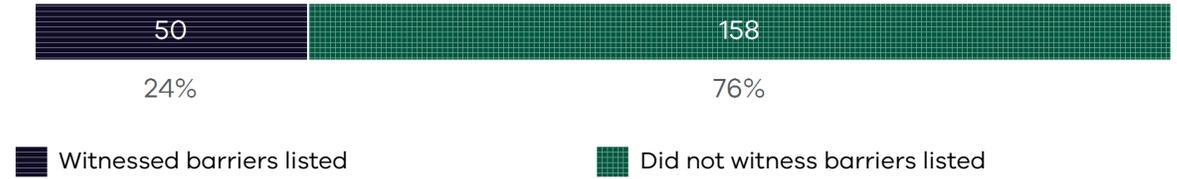
In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one option.

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

Example

10% of your staff who did the survey said they have witnessed barriers to success of other employees in the last 12 months due to 'Caring responsibilities'.

Staff who witnessed one or more barriers to success at work



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

	You 2023	You 2024	Comparator 2024	Public sector 2024
Caring responsibilities	6%	10%	7%	7%
Flexible working	5%	10%	8%	9%
Mental health	8%	8%	6%	7%
Age	-	7%	5%	6%

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

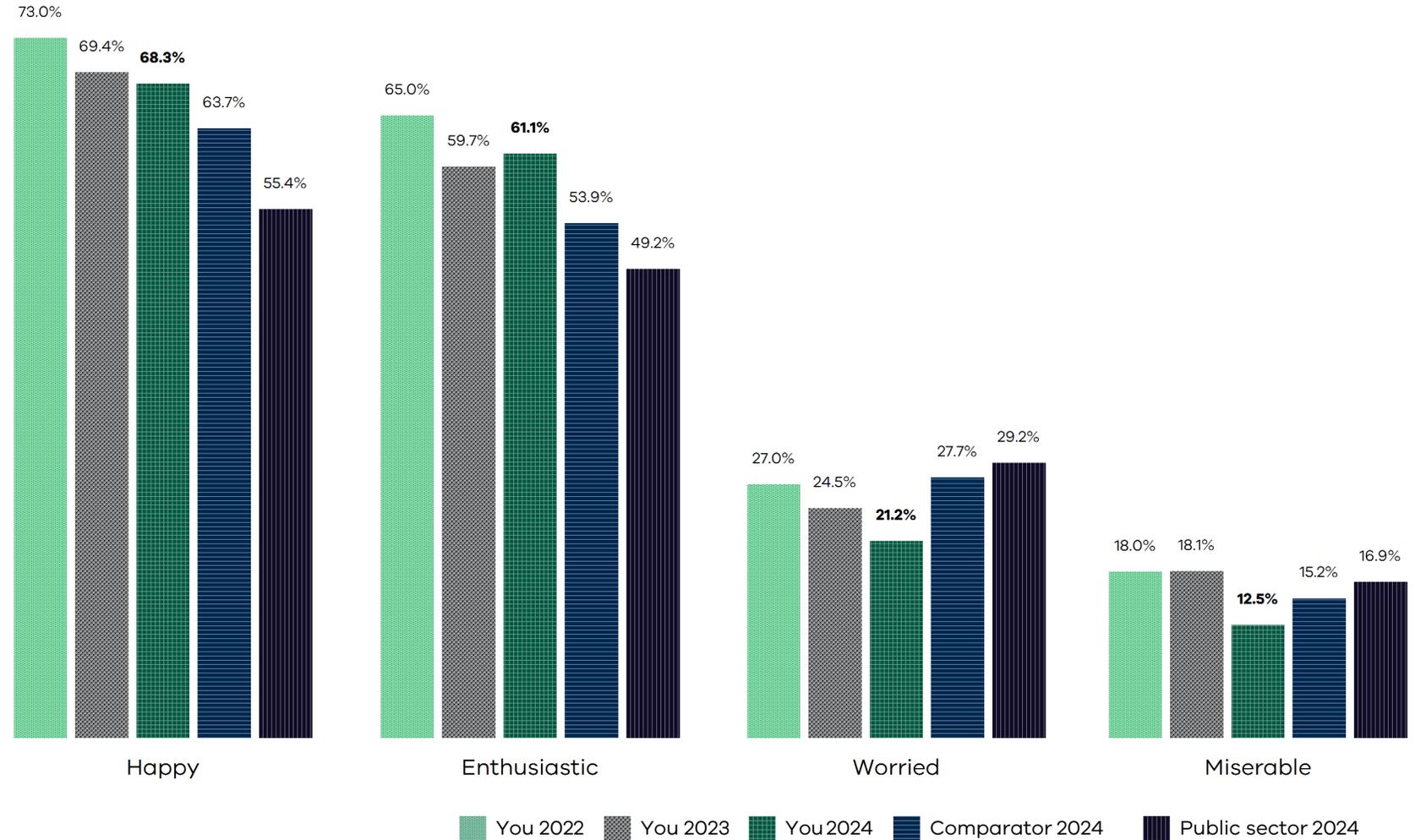
In 2024:

- 68.3% of your staff who did the survey said work made them feel happy.

Compared to:

- 63.7% 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 ...



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.

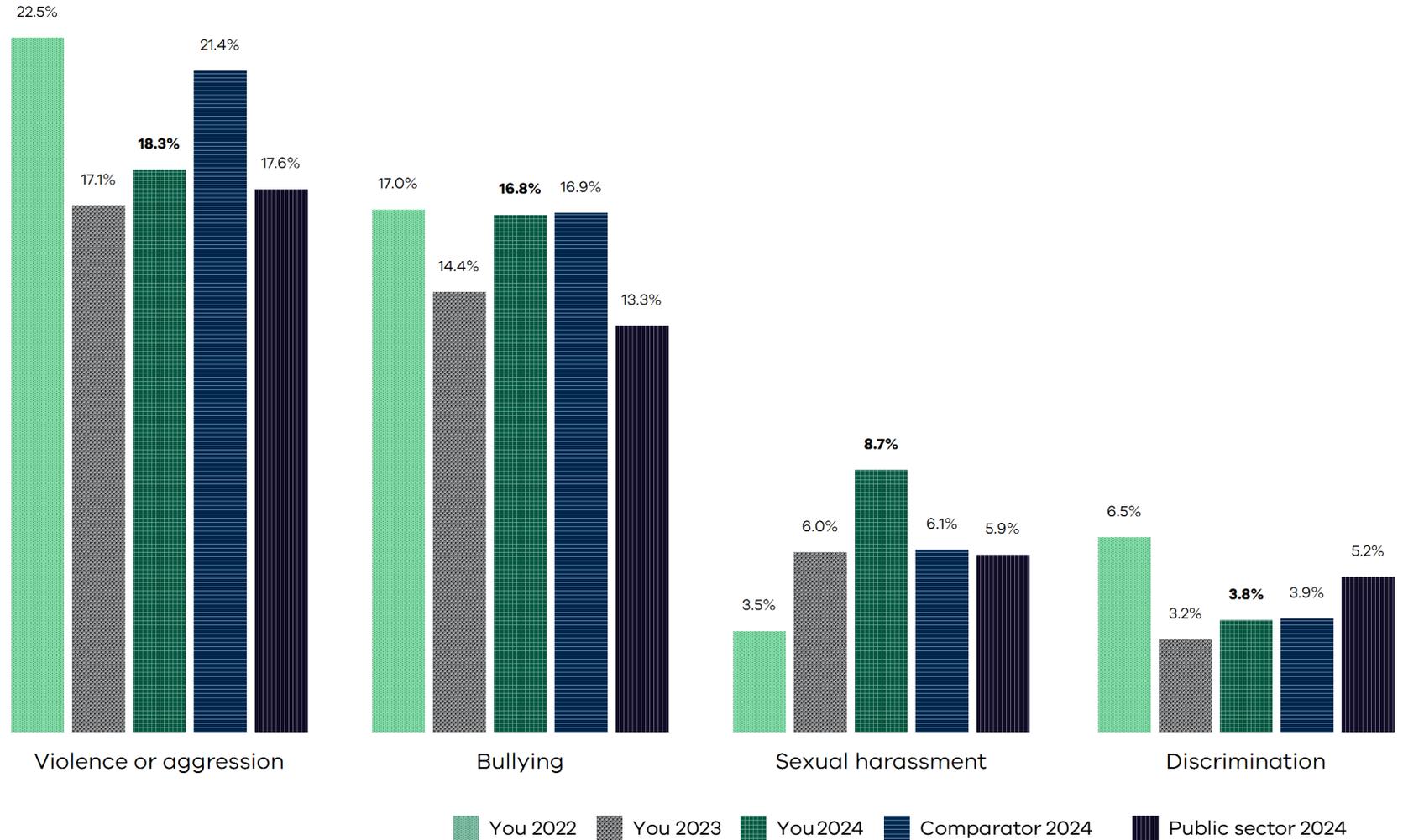
Example

In 2024:

- 18.3% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months.

Compared to:

- 21.4% of staff in your comparator group and 17.6% of staff across the public sector.



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.

How to read this

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

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

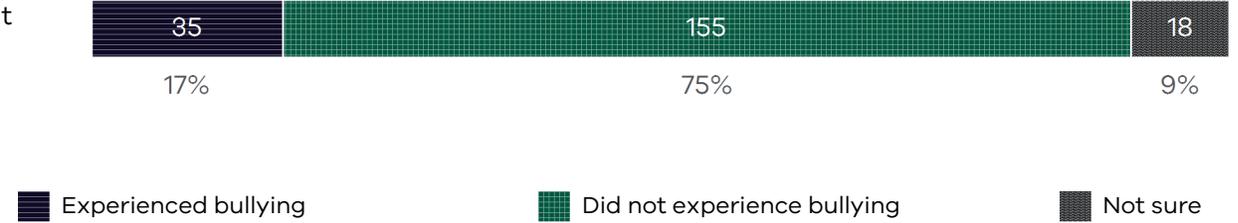
In descending order, the table shows the answers.

Example

17% of your staff who did the survey said they experienced bullying.

Of that 17%, 69% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

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



If you experienced bullying, what type of bullying did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	81%	69%	70%	69%
Exclusion or isolation	52%	49%	30%	42%
Intimidation and/or threats	32%	31%	30%	30%
Withholding essential information for me to do my job	19%	31%	21%	28%
Verbal abuse	35%	20%	20%	21%
Being assigned meaningless tasks unrelated to my job	6%	17%	9%	13%
Other	10%	14%	19%	15%
Interference with my personal property and/or work equipment	6%	6%	3%	4%
Being given impossible assignment(s)	13%	6%	3%	9%

People outcomes

Telling someone about the bullying

What is this

This is if staff told someone when they experienced bullying.

Why this is important

By understanding how staff report bullying, organisations can plan how to support and protect staff.

How to read this

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

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

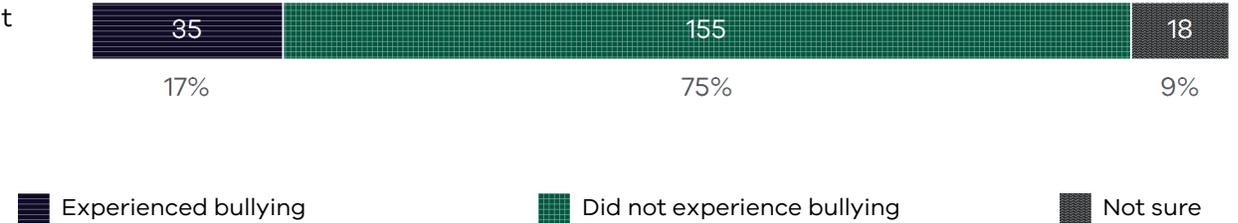
In descending order, the table shows the answers.

Example

17% of your staff who did the survey said they experienced bullying, of which

- 74% said the top way they reported the bullying was 'Told a manager'.
- 97% said they didn't submit a formal complaint.

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



Did you tell anyone about the bullying?

	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	65%	74%	50%	50%
Told a friend or family member	32%	54%	38%	35%
Told a colleague	35%	37%	42%	41%
Told the person the behaviour was not OK	19%	20%	18%	16%
Told human resources	13%	9%	15%	13%
Told someone else	6%	9%	10%	11%
Told employee assistance program (EAP) or peer support	3%	6%	7%	10%
I did not tell anyone about the bullying	3%	6%	8%	12%
Submitted a formal complaint	16%	3%	16%	12%

People outcomes

Bullying - reasons for not submitting a formal complaint

What is this

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

Why this is important

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

How to read this

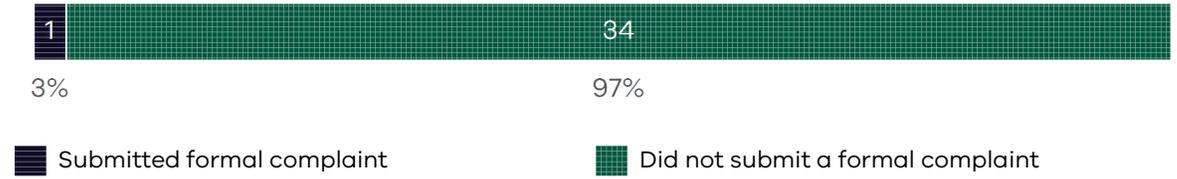
In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

97% of your staff who experienced bullying did not submit a formal complaint, of which:

- 62% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?



What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	50%	62%	48%	52%
I believed there would be negative consequences for my reputation	50%	35%	41%	49%
I believed there would be negative consequences for my career	23%	21%	26%	38%
I didn't think it was serious enough	19%	18%	20%	18%
I didn't feel safe to report the incident	8%	18%	13%	20%
Other	4%	18%	18%	16%
I believed there would be negative consequences for the person I was going to complain about	15%	15%	9%	10%
I thought the complaint process would be embarrassing or difficult	4%	9%	10%	12%
I didn't know who to talk to	4%	9%	3%	5%
I didn't know how to make a complaint	4%	6%	4%	5%

People outcomes

Perpetrators of bullying

What is this

This is who staff have said are responsible for bullying.

Why this is important

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

How to read this

In this year's survey, 17% of your staff said they experienced bullying.

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

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

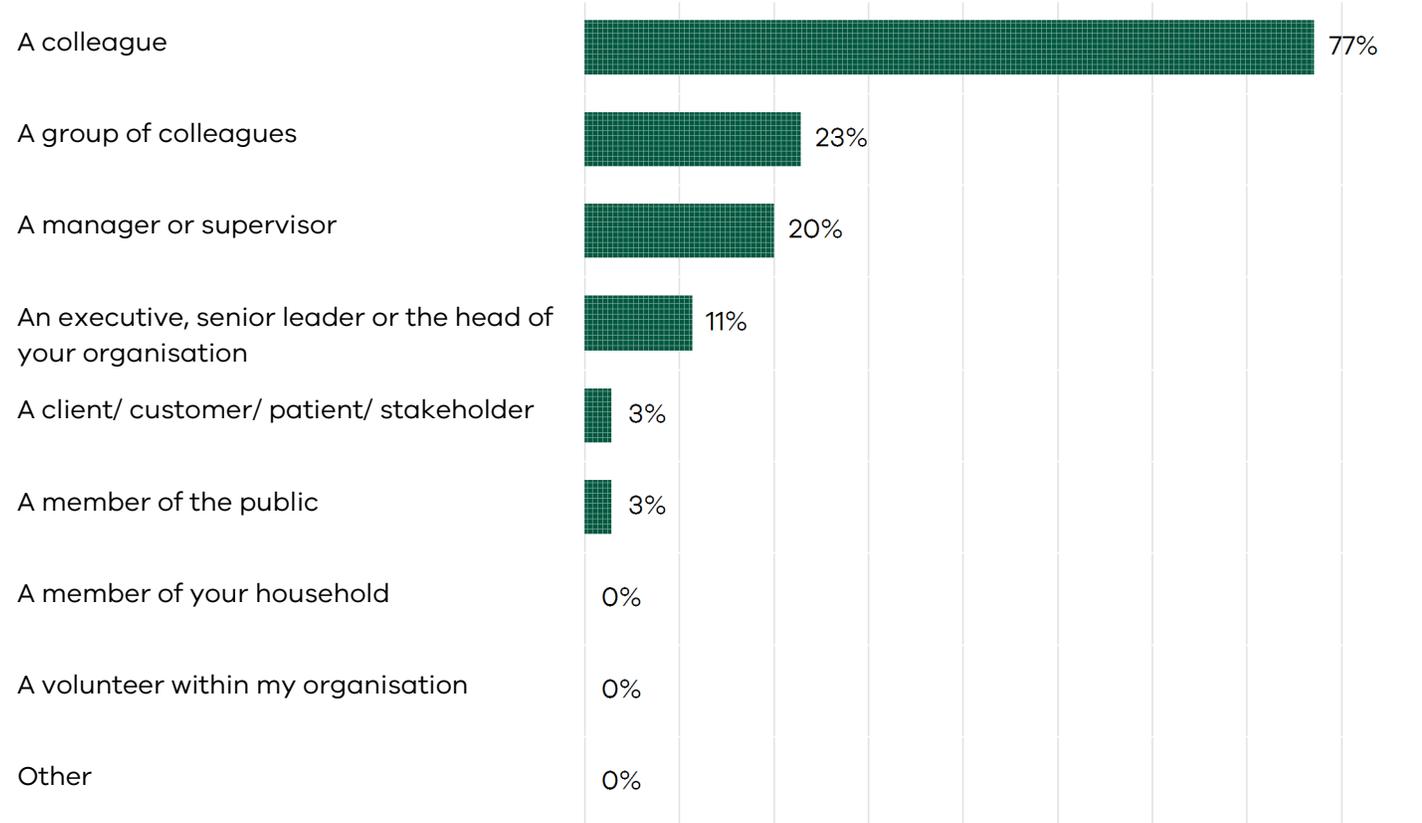
Each row is one perpetrator or group of perpetrators.

Example

17% of your staff who did the survey said they experienced bullying.

Of that 17%, 77% said it was by 'A colleague'.

35 people (17% of staff) experienced bullying (You 2024)



People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

In this year's survey, 17% of your staff said they experienced bullying.

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

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

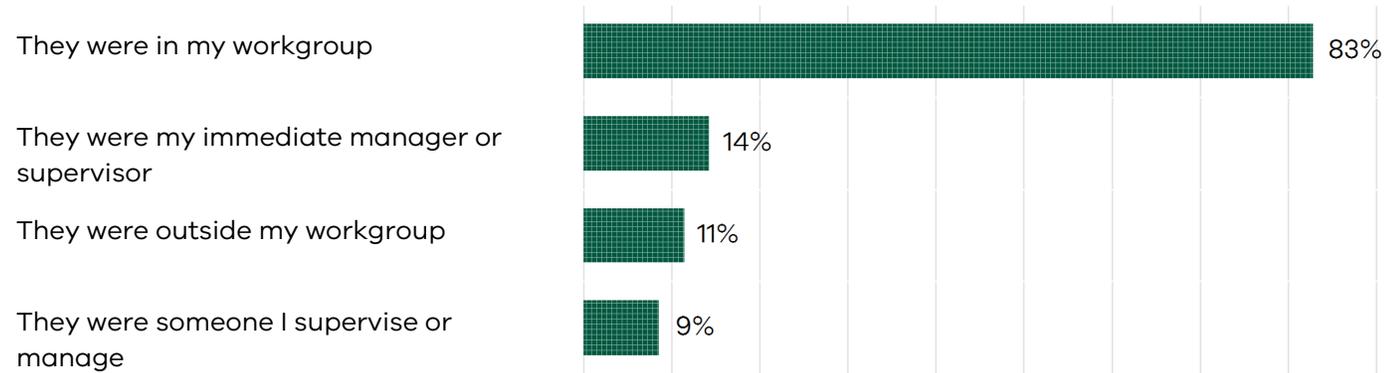
Example

17% of your staff who did the survey said they experienced bullying.

Of that 17%, 100% said it was by someone within the organisation.

Of that 100%, 83% said it was 'They were in my workgroup'.

35 people (100% of staff who experienced bullying) experienced bullying from within your organisation (You 2024)



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.

How to read this

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

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

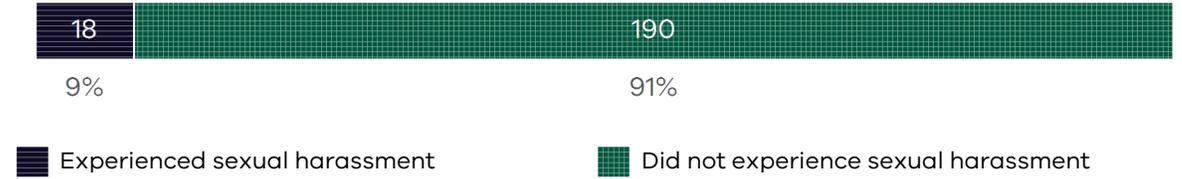
In descending order, the table shows the top 10 answers.

Example

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

Of those, 67% said the top type was 'Unwelcome touching, hugging, cornering or kissing'.

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



Behaviours reported	You 2023	You 2024	Comparator 2024	Public sector 2024
Unwelcome touching, hugging, cornering or kissing	23%	67%	29%	20%
Inappropriate physical contact	8%	50%	20%	23%
Intrusive questions about my private life or comments about my physical appearance	69%	39%	49%	50%
Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)	54%	33%	45%	53%
Inappropriate staring or leering that made me feel intimidated	8%	28%	20%	17%
Any other unwelcome conduct of a sexual nature	8%	11%	9%	9%
Sexual gestures, indecent exposure or inappropriate display of the body	8%	6%	4%	9%
Repeated or inappropriate invitations to go out on dates	8%	0%	3%	5%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	0%	0%	1%	3%
Request or pressure for sex or other sexual act	0%	0%	1%	2%

People outcomes

Response to sexual harassment

What is this

This is how staff responded when they experienced sexual harassment.

Why this is important

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

How to read this

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

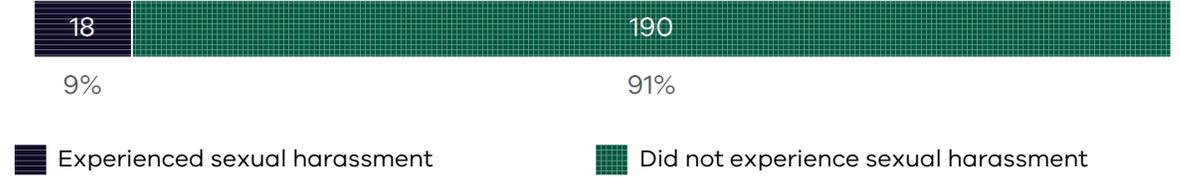
If they did, they could tell us with one or more answers how they responded.

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

Example

9% of your staff who did the survey said they experienced sexual harassment. Of those, 61% said the top response was 'Pretended it didn't bother me'.

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



When the harassment happened to you, did you respond in any of the following ways?

	You 2023	You 2024	Comparator 2024	Public sector 2024
Pretended it didn't bother me	77%	61%	38%	40%
Tried to laugh it off or forget about it	54%	56%	34%	39%
Avoided the person(s) by staying away from them	46%	44%	30%	36%
Told a manager	31%	39%	27%	24%
Told a colleague	38%	33%	32%	30%
Avoided locations where the behaviour might occur	8%	22%	21%	14%
Told human resources	8%	22%	5%	3%
Told a friend or family member	23%	22%	15%	21%
Told someone else	8%	22%	3%	6%
Submitted a formal complaint	0%	22%	9%	7%

People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What is this

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

Why this is important

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

How to read this

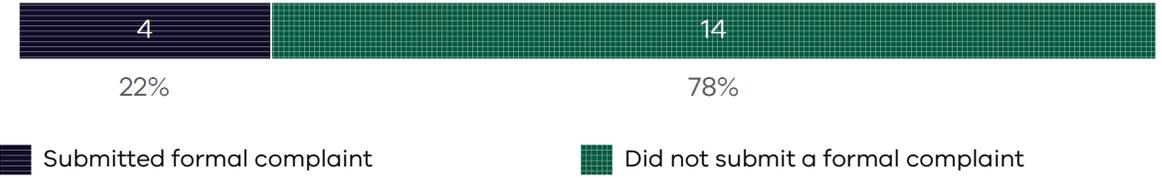
In the survey, we asked staff to tell us if they'd experienced sexual harassment at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

78% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 43% said the top reason was 'I believed there would be negative consequences for my reputation'.

Did you submit a formal complaint?



What was your reason for not submitting a formal complaint?

	You 2023	You 2024	Comparator 2024	Public sector 2024
I believed there would be negative consequences for my reputation	8%	43%	16%	26%
I didn't think it was serious enough	69%	36%	37%	46%
I believed there would be negative consequences for the person I was going to complain about	8%	29%	8%	11%
I didn't think it would make a difference	31%	21%	36%	40%
I believed there would be negative consequences for my career	0%	21%	12%	17%
I didn't need to because I no longer had contact with the person(s) who harassed me	15%	21%	11%	10%
I thought the complaint process would be embarrassing or difficult	0%	14%	9%	10%
I was advised not to	8%	14%	2%	2%
I didn't know how to make a complaint	8%	7%	4%	4%
I didn't feel safe to report the incident	0%	7%	4%	7%

People outcomes

Perpetrators of sexual harassment

What is this

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

Why this is important

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

How to read this

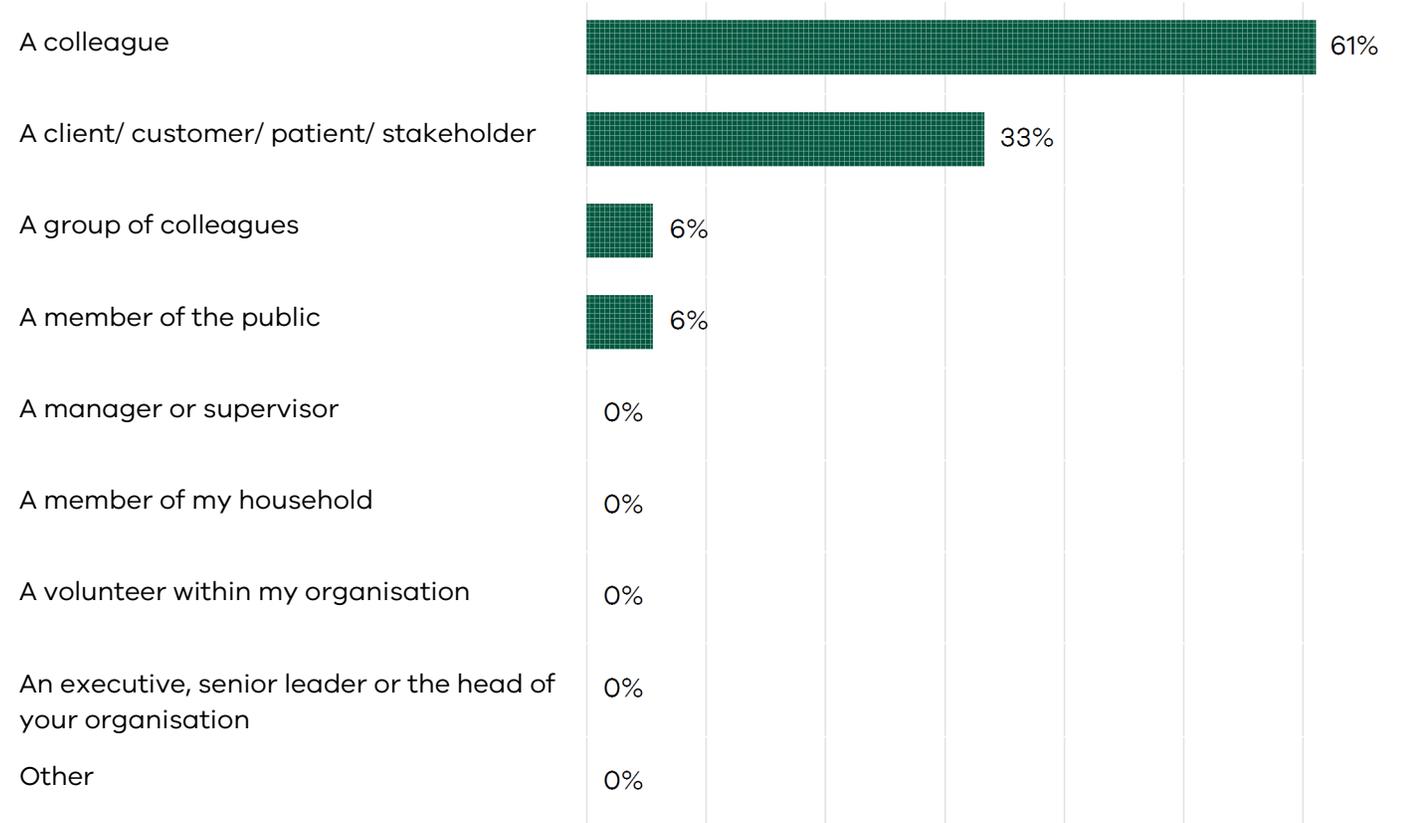
In this year's survey, 9% of your staff said they experienced sexual harassment. If they did, they could tell us with one or more answers who the perpetrator was. In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

9% of your staff who did the survey said they experienced sexual harassment. Of that 9%, 61% said it was by 'A colleague'.

18 people (9% of staff) experienced sexual harassment (You 2024)



People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

In this year's survey, 9% of your staff said they experienced sexual harassment.

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

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

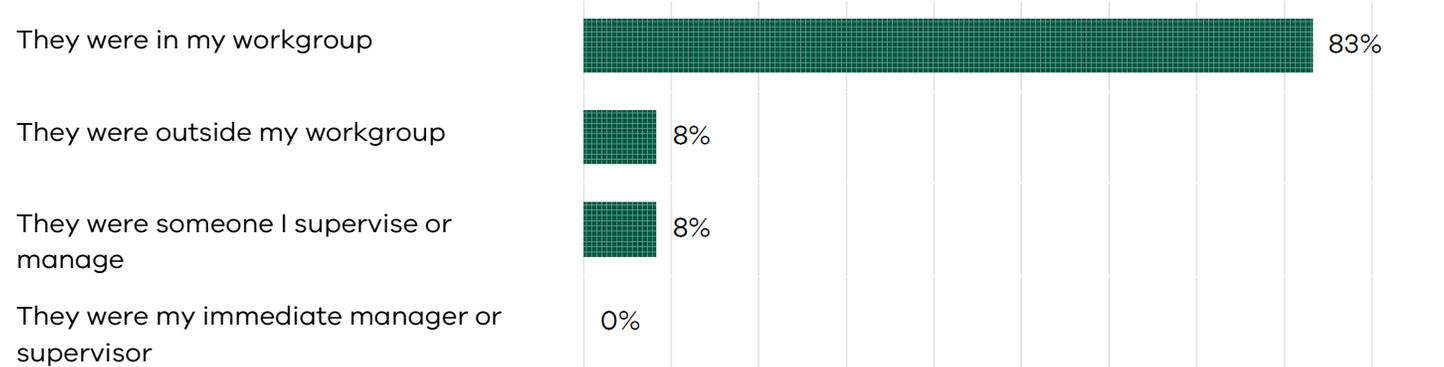
Example

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

Of that 9%, 67% said it was by someone within the organisation.

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

12 people (67% of staff who experienced harassment) experienced harassment from within your organisation (You 2024)



People outcomes

Frequency of sexual harassment

What is this

This is how often staff experienced sexual harassment.

Why this is important

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

How to read this

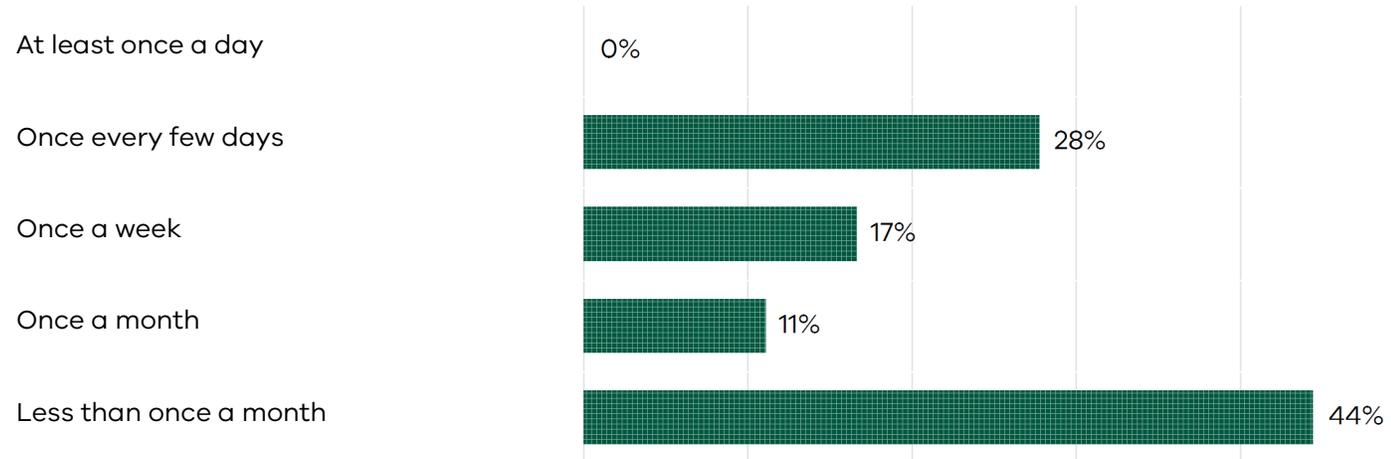
In this year's survey, 9% of your staff said they experienced sexual harassment. If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

Example

9% of your staff who did the survey said they experienced sexual harassment. Of that 9%, 0% said it was 'At least once a day'.

How often have you experienced the behaviour(s)? (You 2024)



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.

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.

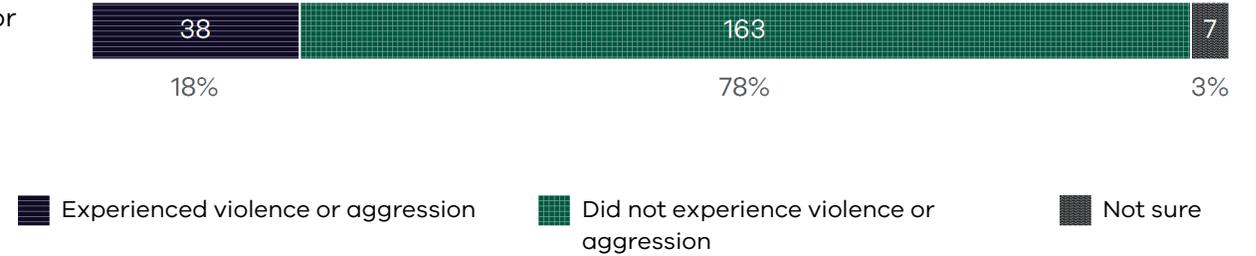
How to read this

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

18% of your staff who did the survey said they experienced violence or aggression. Of that 18%, 68% said it was 'Abusive language'.

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



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

	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	70%	68%	79%	81%
Intimidating behaviour	73%	68%	61%	71%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	22%	32%	32%	26%
Threats of violence	22%	13%	29%	38%
Other	0%	8%	4%	3%
Damage to my property or work equipment	5%	3%	4%	9%
Stalking, including cyber-stalking	0%	0%	2%	1%

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.

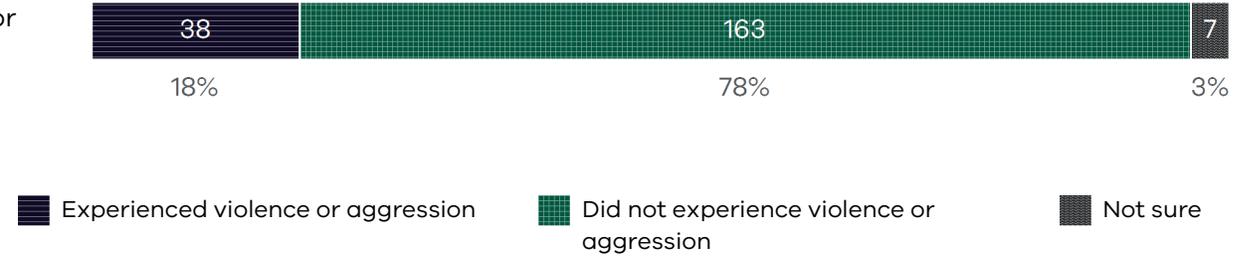
In descending order, the table shows the answers.

Example

18% of your staff who did the survey said they experienced violence or aggression, of which

- 63% said the top way they reported the violence or aggression was 'Told a manager'.
- 76% said they didn't submit a formal incident report

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



Did you tell anyone about the incident?

	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	59%	63%	56%	58%
Told a colleague	35%	42%	42%	45%
Told a friend or family member	14%	29%	15%	19%
Told the person the behaviour was not OK	27%	26%	32%	30%
Submitted a formal incident report	35%	24%	42%	36%
I did not tell anyone about the incident(s)	5%	11%	5%	7%
Told someone else	3%	8%	4%	5%
Told human resources	5%	3%	4%	4%
Told employee assistance program (EAP) or peer support	3%	0%	3%	4%

People outcomes

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

What is this

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

Why this is important

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

How to read this

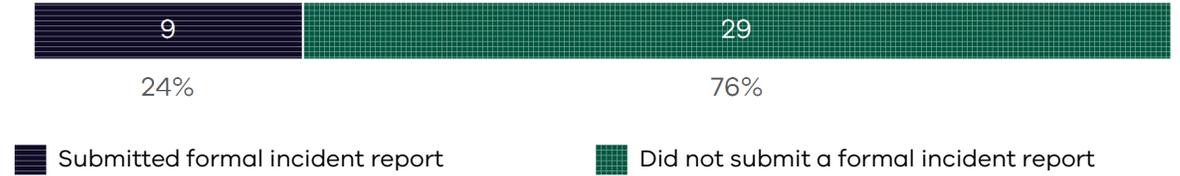
In the survey, we asked staff to tell us if they'd experienced violence or aggression at work. We then asked them if they submitted a formal incident report. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

76% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

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

Did you submit a formal incident report?



What was your reason for not submitting a formal incident report?

	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	50%	52%	35%	39%
I didn't think it was serious enough	25%	34%	29%	32%
Other	4%	28%	26%	23%
I believed there would be negative consequences for my reputation	21%	17%	12%	15%
I believed there would be negative consequences for my career	13%	10%	8%	12%
I believed there would be negative consequences for the person I was going to complain about	8%	7%	4%	4%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	13%	7%	8%	14%
I thought the complaint process would be embarrassing or difficult	4%	7%	4%	4%
I didn't feel safe to report the incident	4%	7%	4%	6%
I was advised not to	8%	7%	4%	2%

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.

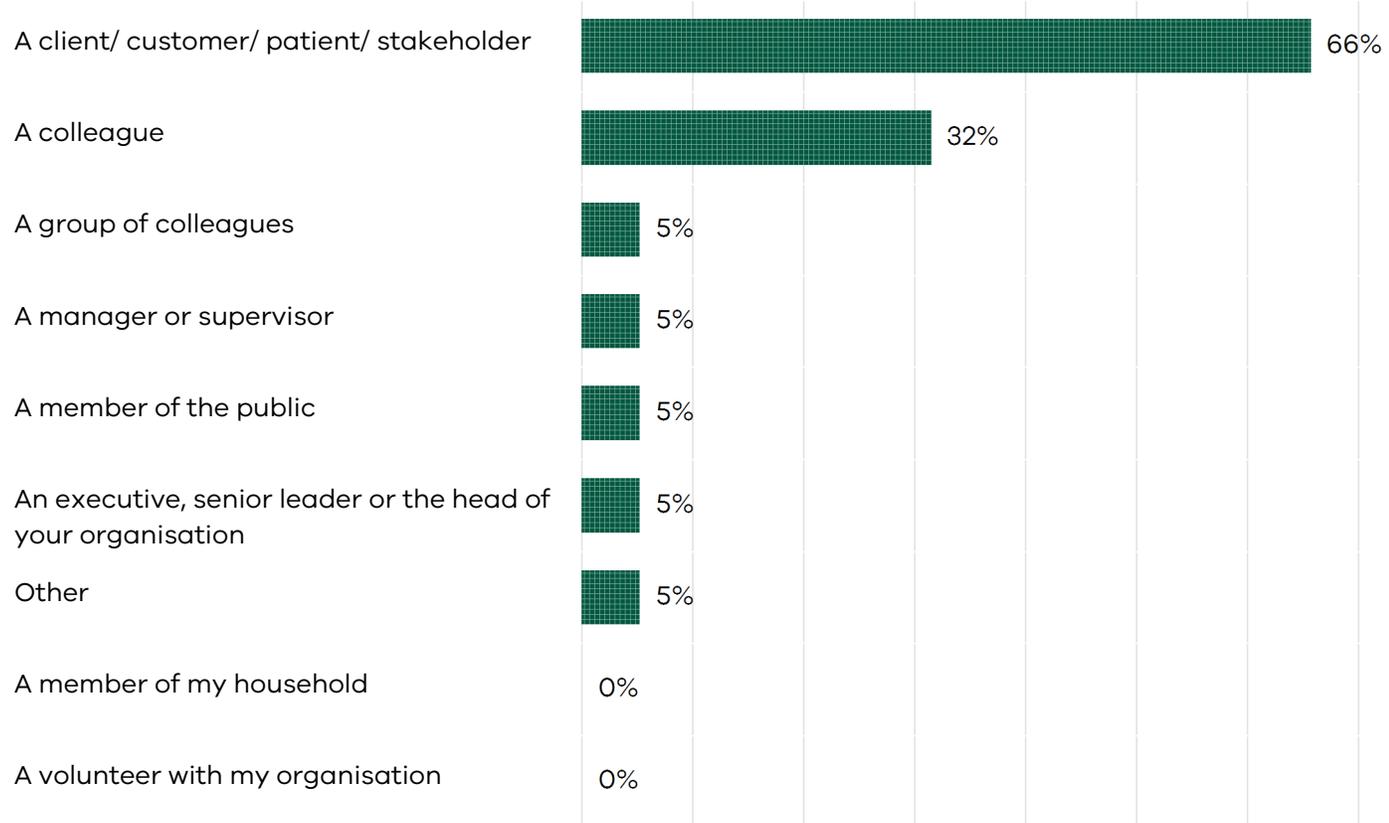
Each row is one perpetrator or group of perpetrators.

Example

18% of your staff who did the survey said they experienced violence or aggression.

Of that 18%, 66% said it was by 'A client/ customer/ patient/ stakeholder'.

38 people (18% of staff) experienced violence or aggression (You 2024)



People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

In this year's survey, 18% of your staff said they experienced violence or aggression. If they experienced violence or aggression from within the organisation, they could tell us their relationship to the perpetrator.

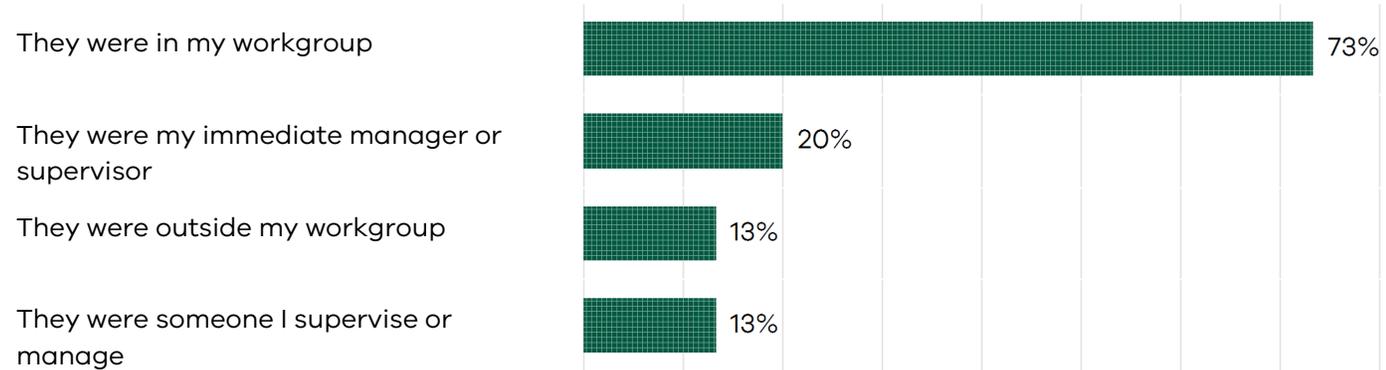
The bar chart shows, in descending order, how many employees linked the violence or aggression to different workplace relationships.

Example

18% of your staff who did the survey said they experienced violence or aggression. Of that 18%, 39% said it was by someone within the organisation.

Of that 39%, 73% said it was 'They were in my workgroup'.

15 people (39% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You 2024)



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.

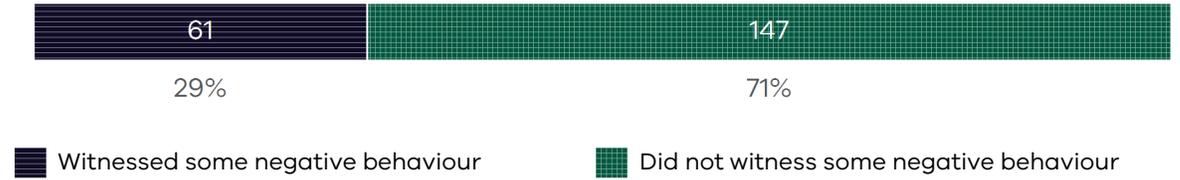
In descending order, the table shows the answers.

Example

29% of your staff who did the survey said they witnessed some negative behaviour at work.

71% said 'No, I have not witnessed any of the situations above'.

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



During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	You 2024	Comparator 2024	Public sector 2024
No, I have not witnessed any of the situations above	73%	71%	77%	77%
Bullying of a colleague	20%	23%	16%	15%
Discrimination against a colleague	9%	10%	8%	9%
Violence or aggression against a colleague	6%	6%	5%	6%
Sexual harassment of a colleague	0%	1%	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.

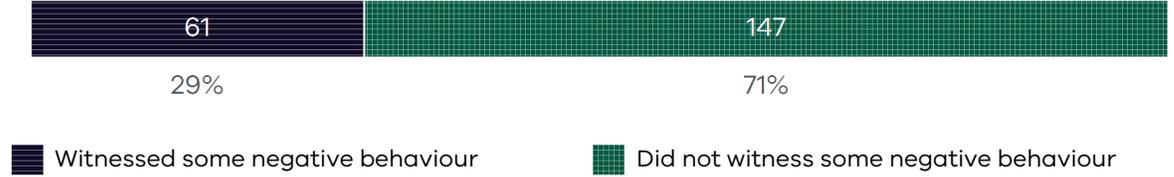
In descending order, the table shows the answers.

Example

29% of your staff who did the survey witnessed negative behaviour, of which:

- 59% said the top action they took was 'Spoke to the person who experienced the behaviour'.

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



When you witnessed these behaviour(s), did you do any of the following?

	You 2023	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	67%	59%	66%	71%
Told a manager	55%	51%	42%	40%
Told the person the behaviour was not OK	26%	34%	23%	24%
Spoke to the person who behaved in a negative way	19%	31%	23%	20%
Told a colleague	21%	26%	20%	21%

People matter survey

2024

Have your say

Overview

Report overview

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

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- Scorecard: satisfaction, stress, intention to stay, inclusion
- 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

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- Highest scoring
- Lowest scoring
- Most improved
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- Taking action questions

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- Senior leadership questions

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- Scorecard
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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

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 95% of your staff who did the survey agreed with 'I can make a worthwhile contribution at work'. In the 'Change from 2023' column, you have a +2% change, which is a positive trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Meaningful work	I can make a worthwhile contribution at work	95%	+2%	94%
Meaningful work	I achieve something important through my work	95%	+1%	93%
Job enrichment	I can use my skills and knowledge in my job	94%	+0%	93%
Job enrichment	I understand how my job helps my organisation achieve its goals	94%	-1%	91%
Meaningful work	I get a sense of accomplishment from my work	90%	+1%	87%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	90%	-1%	88%
Topical	I am proud to work in the public sector	89%	Not asked	85%
Organisational integrity	My organisation is committed to earning a high level of public trust	89%	-3%	76%
Inclusion	I feel culturally safe at work	88%	-5%	86%
Manager leadership	My manager treats employees with dignity and respect	88%	+2%	86%

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 'Taking action', the 'You 2024' column shows 31% of your staff who did the survey agreed with 'My organisation has made improvements based on the survey results from last year'. In the 'Change from 2023' column, you have a -7% change, which is a negative trend.

Question group	Lowest scoring questions	You 2024	Change from 2023	Comparator 2024
Taking action	My organisation has made improvements based on the survey results from last year	31%	-7%	34%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	51%	-8%	49%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	51%	-4%	51%
Safety climate	All levels of my organisation are involved in the prevention of stress	55%	-3%	47%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	58%	-1%	54%
Organisational integrity	I have an equal chance at promotion in my organisation	59%	-2%	50%
Organisational integrity	I believe the promotion processes in my organisation are fair	60%	+0%	49%
Workgroup support	People in my workgroup appropriately manage conflicts of interest	61%	-6%	67%
Workload	I have enough time to do my job effectively	62%	+2%	57%
Collaboration	Workgroups across my organisation willingly share information with each other	63%	-1%	63%

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 'Satisfaction', the 'You 2024' column shows 81% of your staff who did the survey agreed with 'Considering everything, how satisfied are you with your current job'.

In the 'Increase from 2023' column, you have a 8% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Satisfaction	Considering everything, how satisfied are you with your current job	81%	+8%	76%
Engagement	I am proud to tell others I work for my organisation	86%	+7%	74%
Quality service delivery	My workgroup uses its resources well	76%	+5%	74%
Engagement	I would recommend my organisation as a good place to work	83%	+5%	69%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	66%	+5%	64%
Engagement	My organisation inspires me to do the best in my job	80%	+4%	66%
Manager support	I receive meaningful recognition when I do good work	71%	+4%	64%
Flexible working	My manager supports working flexibly	84%	+4%	79%
Workload	The workload I have is appropriate for the job that I do	65%	+3%	62%
Engagement	I feel a strong personal attachment to my organisation	71%	+3%	61%

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 'Workgroup support', the 'You 2024' column shows 69% of your staff who did the survey agreed with 'People in my workgroup are honest, open and transparent in their dealings'.

In the 'Decrease from 2023' column, you have a 10% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	69%	-10%	74%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	51%	-8%	49%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	81%	-7%	84%
Taking action	My organisation has made improvements based on the survey results from last year	31%	-7%	34%
Workgroup support	People in my workgroup appropriately manage conflicts of interest	61%	-6%	67%
Patient safety climate	My suggestions about patient safety would be acted upon if I expressed them to my manager	77%	-6%	77%
Patient safety climate	Patient care errors are handled appropriately in my work area	71%	-5%	69%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	85%	-5%	84%
Inclusion	I feel culturally safe at work	88%	-5%	86%
Senior leadership	Senior leaders demonstrate honesty and integrity	72%	-4%	60%

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 'Senior leadership', the 'You 2024' column shows 74% of your staff who did the survey agreed with 'Senior leaders provide clear strategy and direction'.

The 'Difference' column, shows that agreement for this question was 14% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Senior leadership	Senior leaders provide clear strategy and direction	74%	+14%	60%
Engagement	My organisation inspires me to do the best in my job	80%	+14%	66%
Senior leadership	Senior leaders model my organisation's values	76%	+14%	62%
Engagement	I would recommend my organisation as a good place to work	83%	+14%	69%
Organisational integrity	My organisation is committed to earning a high level of public trust	89%	+13%	76%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	64%	+13%	51%
Learning and development	My organisation places a high priority on the learning and development of staff	75%	+13%	63%
Senior leadership	Senior leaders demonstrate honesty and integrity	72%	+13%	60%
Engagement	I am proud to tell others I work for my organisation	86%	+12%	74%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	67%	+12%	55%

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 'Workgroup support', the 'You 2024' column shows 72% of your staff who did the survey agreed with 'People in my workgroup treat each other with respect'.

The 'Difference' column, shows that agreement for this question was 8% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Workgroup support	People in my workgroup treat each other with respect	72%	-8%	80%
Workgroup support	People in my workgroup appropriately manage conflicts of interest	61%	-6%	67%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	66%	-6%	72%
Workgroup support	People in my workgroup work together effectively to get the job done	78%	-6%	84%
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	69%	-4%	74%
Innovation	My workgroup learns from failures and mistakes	71%	-4%	74%
Taking action	My organisation has made improvements based on the survey results from last year	31%	-3%	34%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	81%	-3%	84%
Job enrichment	I clearly understand what I am expected to do in this job	88%	-2%	90%
Innovation	My workgroup is quick to respond to opportunities to do things better	72%	-2%	74%

People matter survey

2024

Have your say

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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

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

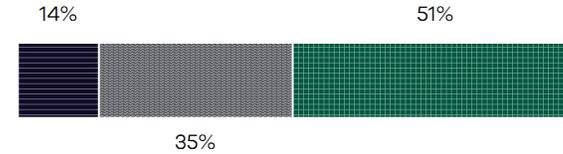
51% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this year's survey'.

Survey question

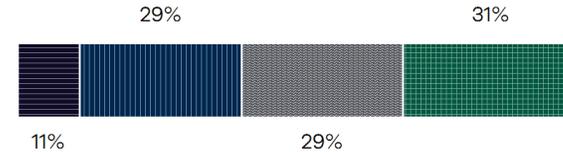
Your results



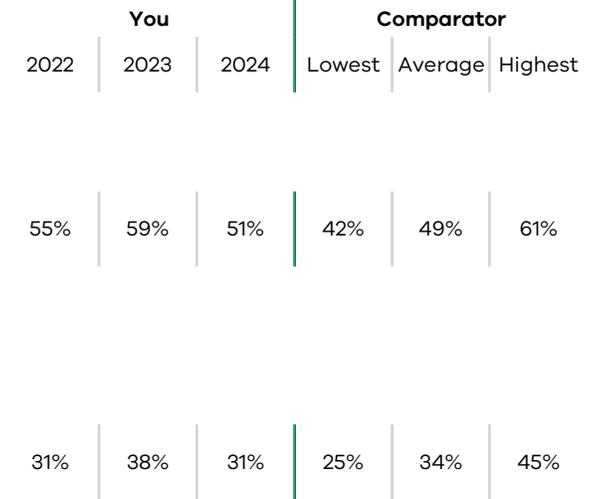
I believe my organisation will make improvements based on the results of this year's survey



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



Benchmark agree results



People matter survey

2024

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- 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
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- 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

76% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

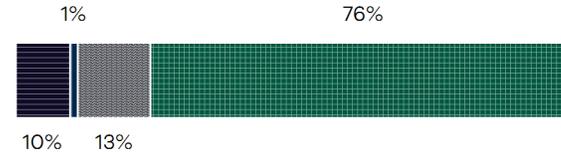
Survey question

Your results

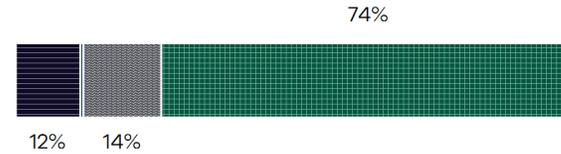
Benchmark agree results



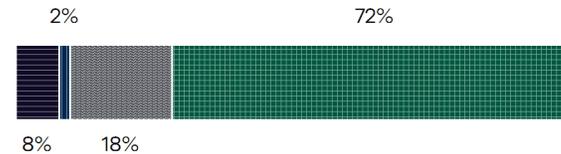
Senior leaders model my organisation's values



Senior leaders provide clear strategy and direction



Senior leaders demonstrate honesty and integrity



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
Senior leaders model my organisation's values	79%	75%	76%	48%	62%	76%
Senior leaders provide clear strategy and direction	73%	74%	74%	47%	60%	74%
Senior leaders demonstrate honesty and integrity	77%	76%	72%	45%	60%	73%

People matter survey

2024

Have your say

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- Safe to speak up

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- Job enrichment
- Meaningful work
- Flexible working

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- 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
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- Disability
- Cultural diversity
- Employment
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- 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.

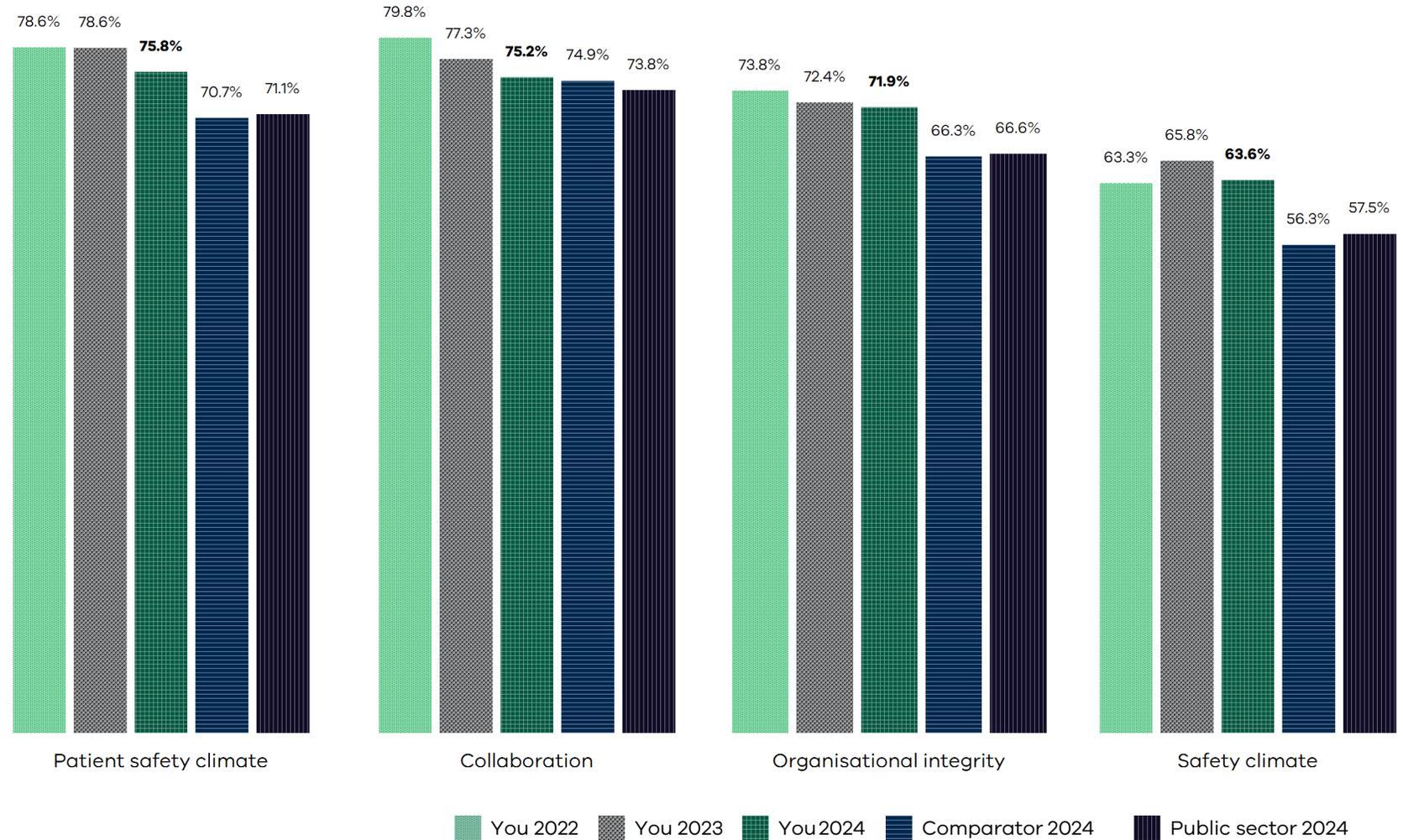
Example

In 2024:

- 75.8% of your staff who did the survey responded positively to questions about Patient safety climate.

Compared to:

- 70.7% of staff in your comparator group and 71.1% of staff across the public sector.



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.

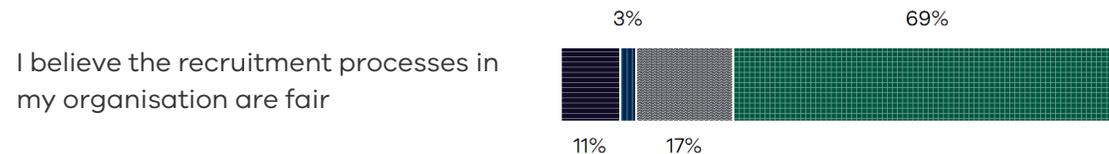
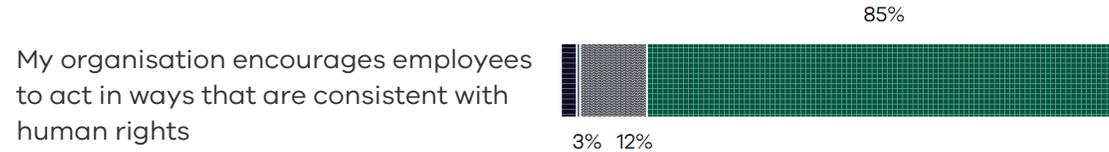
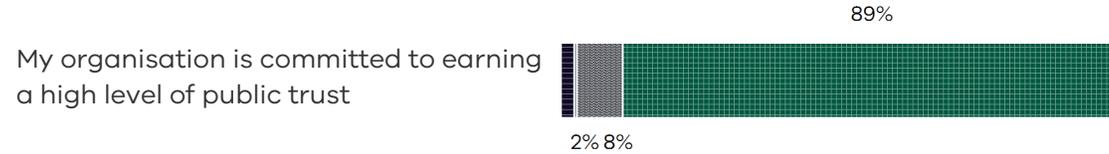
Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

89% of your staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

Survey question

Your results



Benchmark agree results

Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	92%	92%	89%	54%	76%	89%
	87%	89%	85%	73%	84%	91%
	83%	81%	79%	66%	77%	84%
	70%	69%	69%	56%	62%	70%

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

68% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

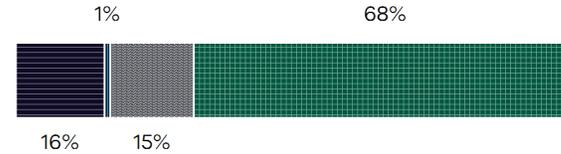
Survey question

Your results

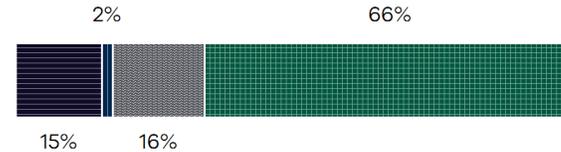
Benchmark agree results



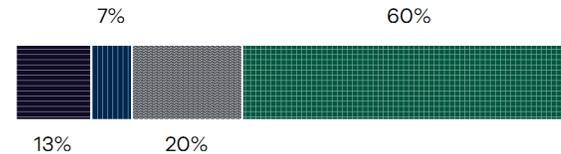
My organisation does not tolerate improper conduct



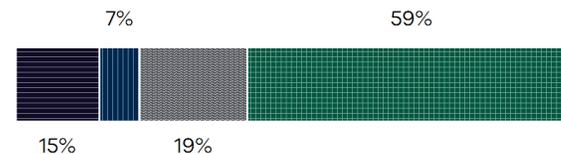
My organisation takes steps to eliminate bullying, harassment and discrimination



I believe the promotion processes in my organisation are fair



I have an equal chance at promotion in my organisation



Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
My organisation does not tolerate improper conduct	74%	67%	68%	53%	68%	77%
My organisation takes steps to eliminate bullying, harassment and discrimination	67%	62%	66%	47%	64%	73%
I believe the promotion processes in my organisation are fair	61%	59%	60%	43%	49%	59%
I have an equal chance at promotion in my organisation	58%	61%	59%	43%	50%	57%

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

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

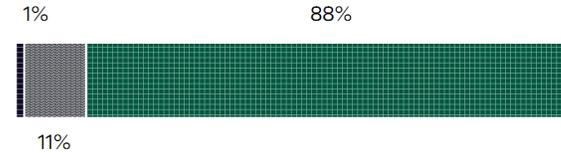
Survey question

Your results

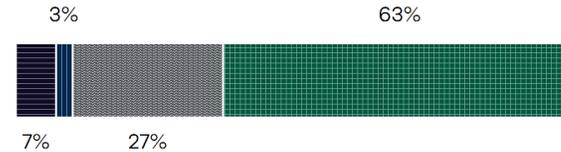
Benchmark agree results



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



Workgroups across my organisation willingly share information with each other



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	91%	91%	88%	80%	87%	91%
Workgroups across my organisation willingly share information with each other	69%	64%	63%	45%	63%	73%

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

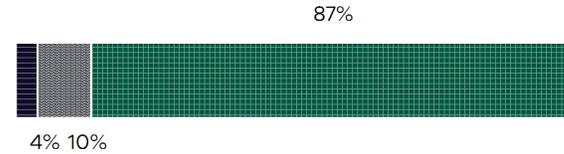
87% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question

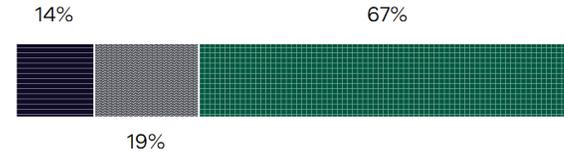
Your results



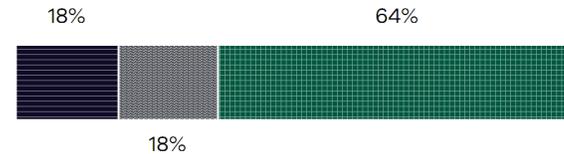
My organisation provides a physically safe work environment



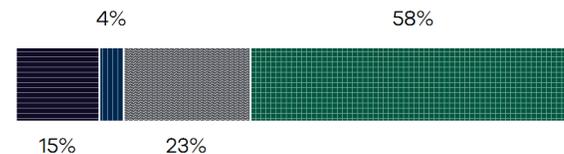
Senior leaders consider the psychological health of employees to be as important as productivity



Senior leaders show support for stress prevention through involvement and commitment



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



Benchmark agree results

Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest

88%	90%	87%	73%	80%	92%
-----	-----	-----	-----	-----	-----

66%	70%	67%	44%	55%	71%
-----	-----	-----	-----	-----	-----

58%	63%	64%	39%	51%	67%
-----	-----	-----	-----	-----	-----

60%	59%	58%	47%	54%	65%
-----	-----	-----	-----	-----	-----

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

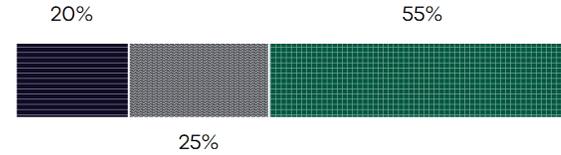
55% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.

Survey question

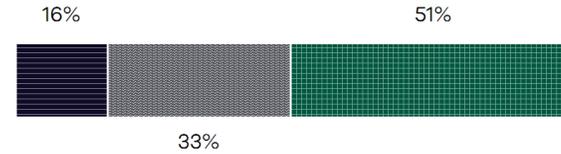
Your results



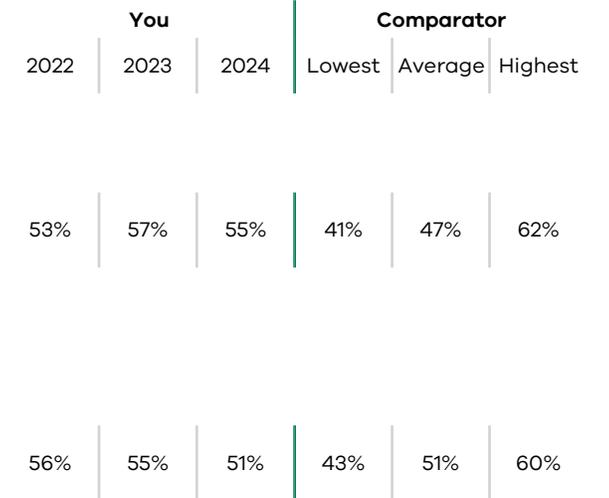
All levels of my organisation are involved in the prevention of stress



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



Benchmark agree results



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

86% of your staff who did the survey agreed or strongly agreed with 'I would recommend a friend or relative to be treated as a patient here'.

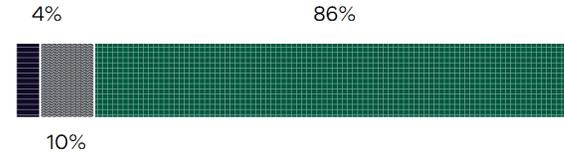
Survey question

Your results

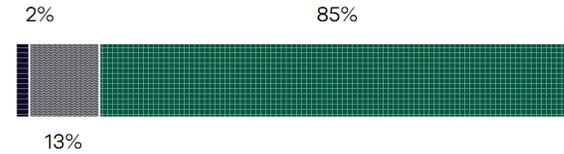
Benchmark agree results



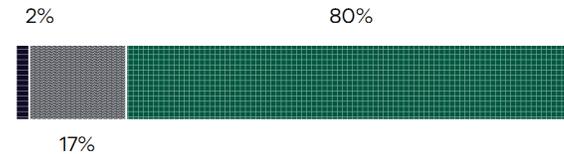
I would recommend a friend or relative to be treated as a patient here



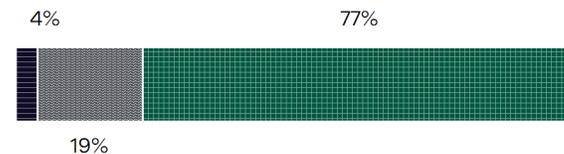
I am encouraged by my colleagues to report any patient safety concerns I may have



Management is driving us to be a safety-centred organisation



My suggestions about patient safety would be acted upon if I expressed them to my manager



Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I would recommend a friend or relative to be treated as a patient here	87%	88%	86%	63%	76%	87%
I am encouraged by my colleagues to report any patient safety concerns I may have	88%	88%	85%	79%	83%	90%
Management is driving us to be a safety-centred organisation	82%	81%	80%	65%	73%	81%
My suggestions about patient safety would be acted upon if I expressed them to my manager	81%	83%	77%	66%	77%	86%

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

72% of your staff who did the survey agreed or strongly agreed with 'The culture in my work area makes it easy to learn from the errors of others'.

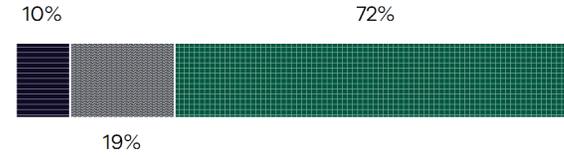
Survey question

Your results

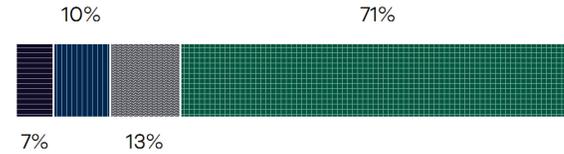
Benchmark agree results



The culture in my work area makes it easy to learn from the errors of others



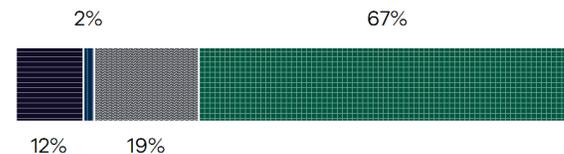
Patient care errors are handled appropriately in my work area



Trainees in my discipline are adequately supervised



This health service does a good job of training new and existing staff



People matter survey

2024

Have your say

Overview

Report overview

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

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- Scorecard: engagement index
- Engagement
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- Satisfaction
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- Burnout levels
- Intention to stay
- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
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- Discrimination
- 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

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- Taking action questions

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- Senior leadership questions

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Workgroup climate

- Scorecard
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- Innovation
- Workgroup support
- Safe to speak up

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- Job enrichment
- Meaningful work
- Flexible working

Public sector values

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

Topical questions

- Questions on topical issues 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

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.

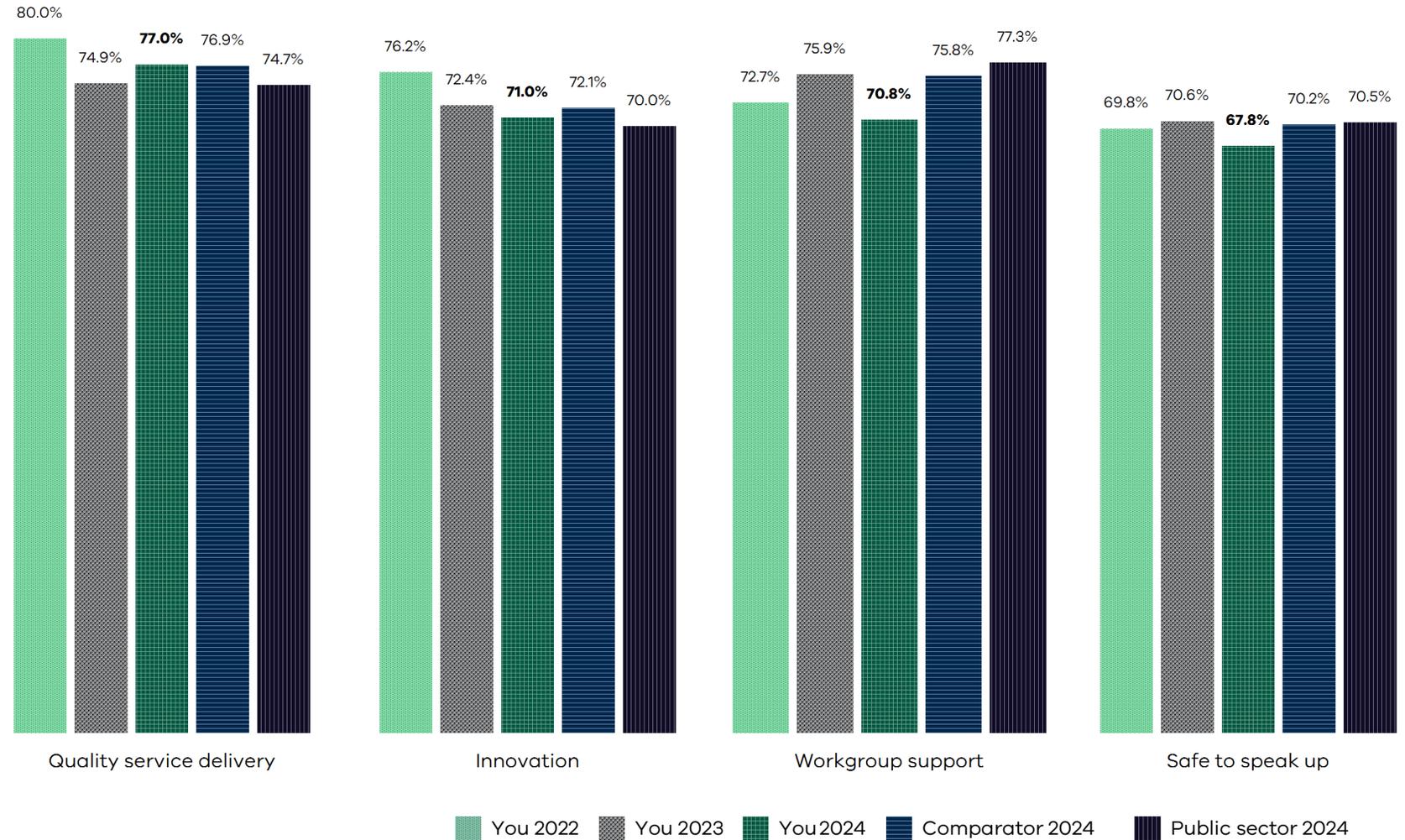
Example

In 2024:

- 77.0% of your staff who did the survey responded positively to questions about Quality service delivery.

Compared to:

- 76.9% of staff in your comparator group and 74.7% of staff across the public sector.



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

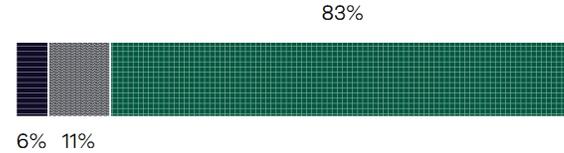
83% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question

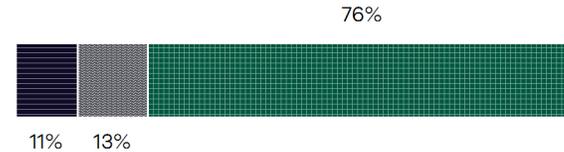
Your results



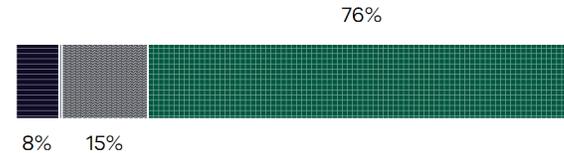
My workgroup provides high quality advice and services



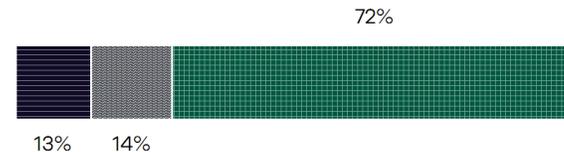
My workgroup has clear lines of responsibility



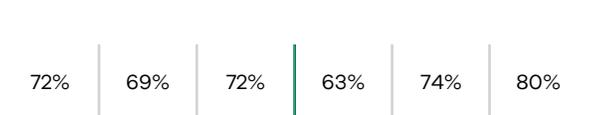
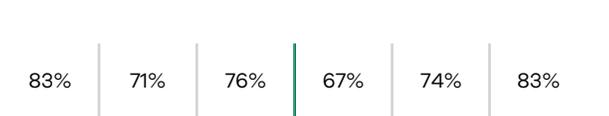
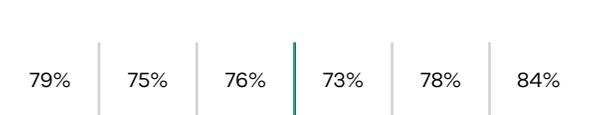
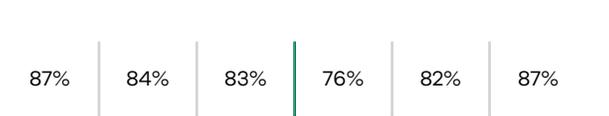
My workgroup uses its resources well



My workgroup acts fairly and without bias



Benchmark agree results



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

72% of your staff who did the survey agreed or strongly agreed with 'My workgroup is quick to respond to opportunities to do things better'.

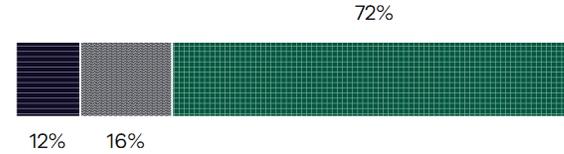
Survey question

Your results

Benchmark agree results



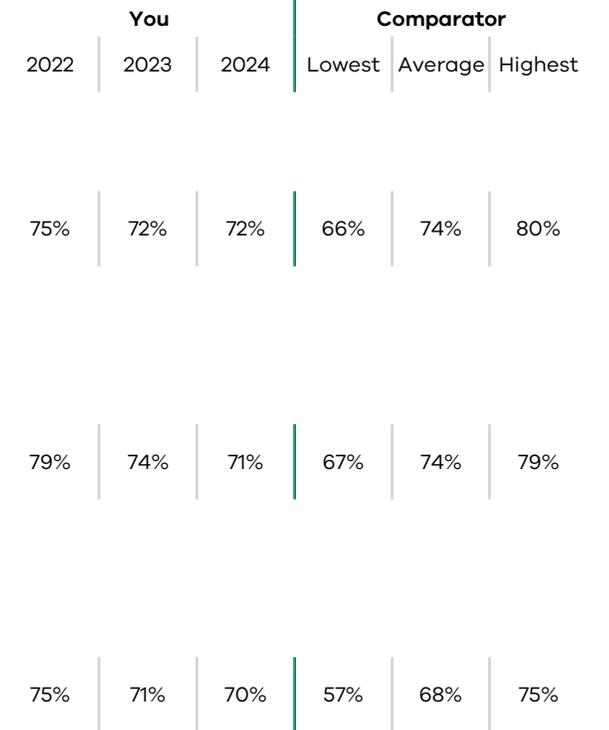
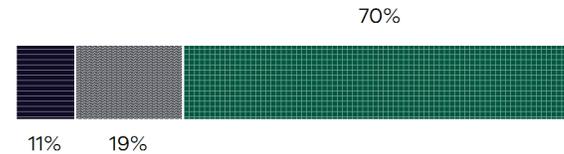
My workgroup is quick to respond to opportunities to do things better



My workgroup learns from failures and mistakes



My workgroup encourages employee creativity



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.

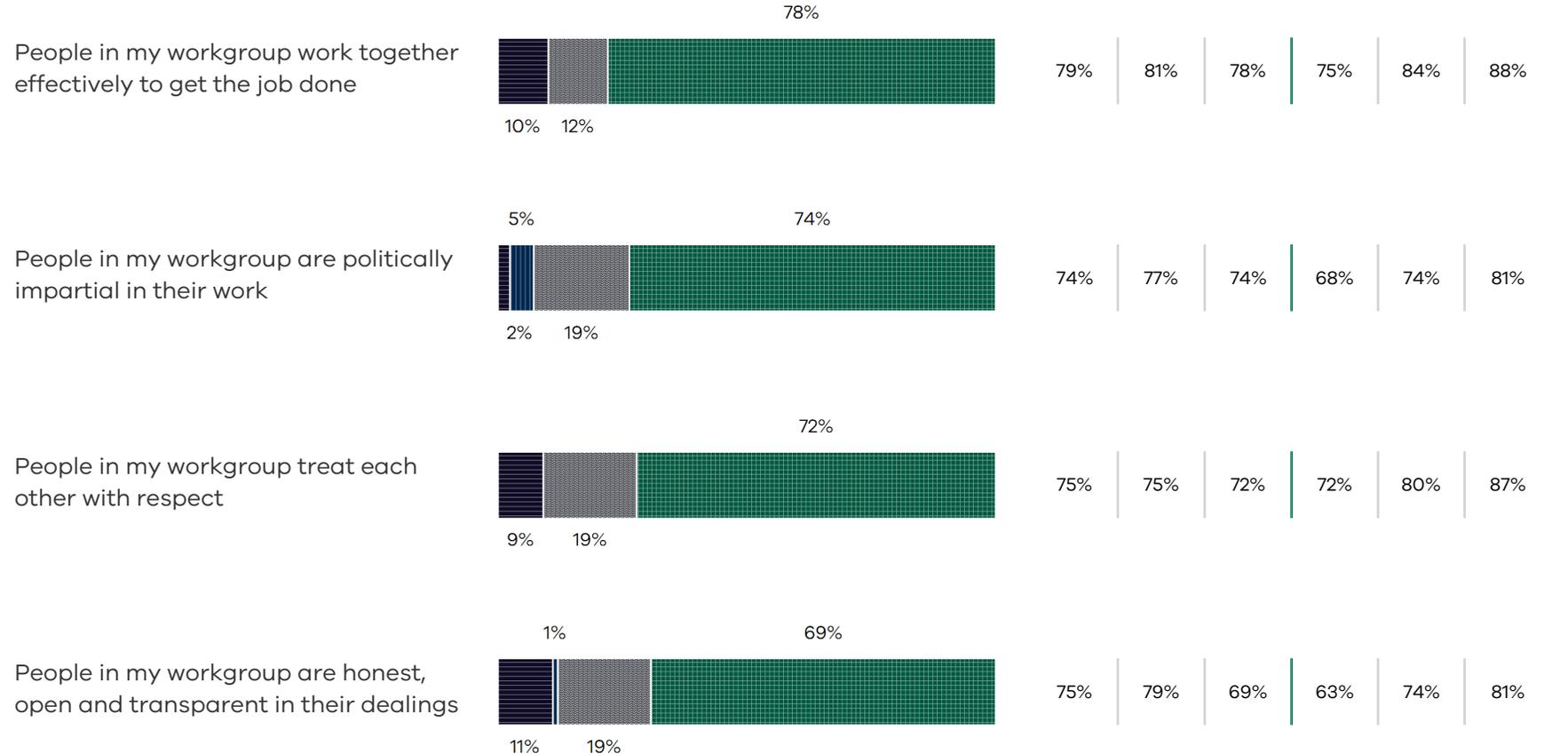
Example

78% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

Survey question

Your results

Benchmark agree results



Workgroup climate

Workgroup support 2 of 2

What 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.

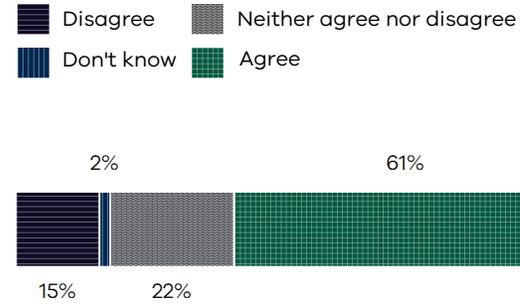
Example

61% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

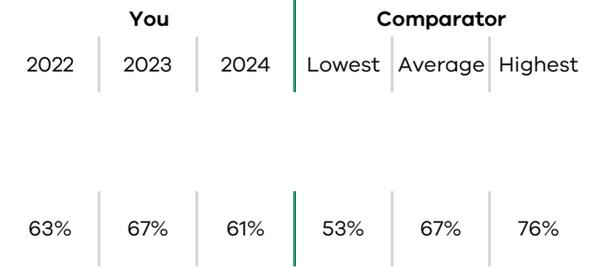
Survey question

People in my workgroup appropriately manage conflicts of interest

Your results



Benchmark agree results



Workgroup climate

Safe to speak up

What 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

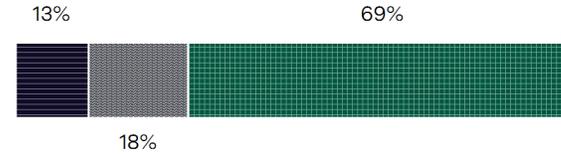
69% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.

Survey question

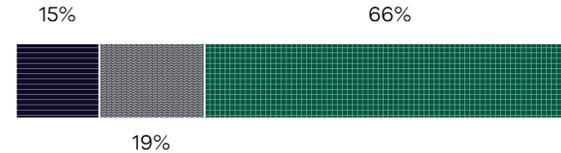
Your results



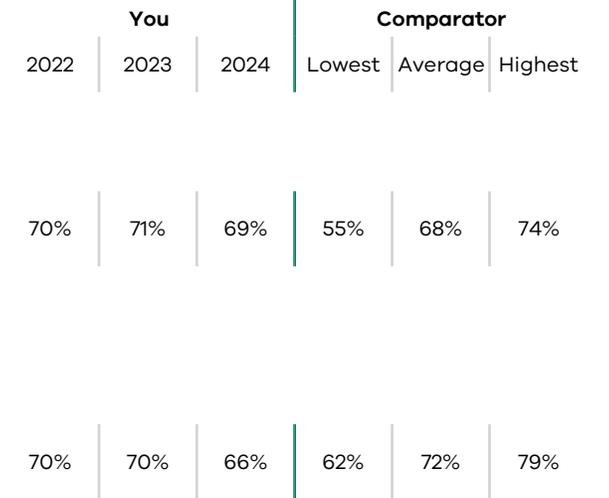
I feel safe to challenge inappropriate behaviour at work



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



Benchmark agree results



People matter survey

2024

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- Meaningful work
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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

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.

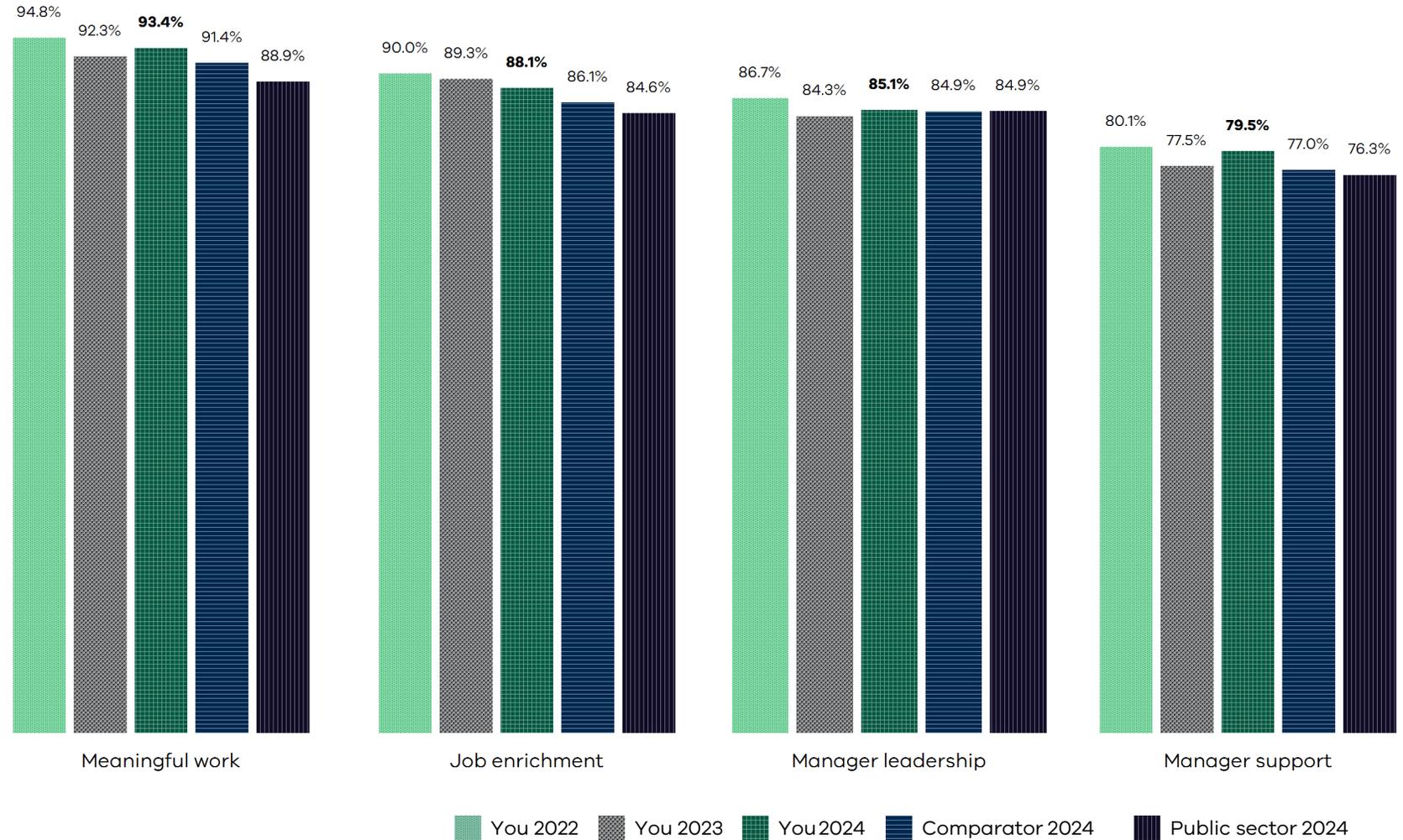
Example

In 2024:

- 93.4% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 91.4% of staff in your comparator group and 88.9% of staff across the public sector.



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.

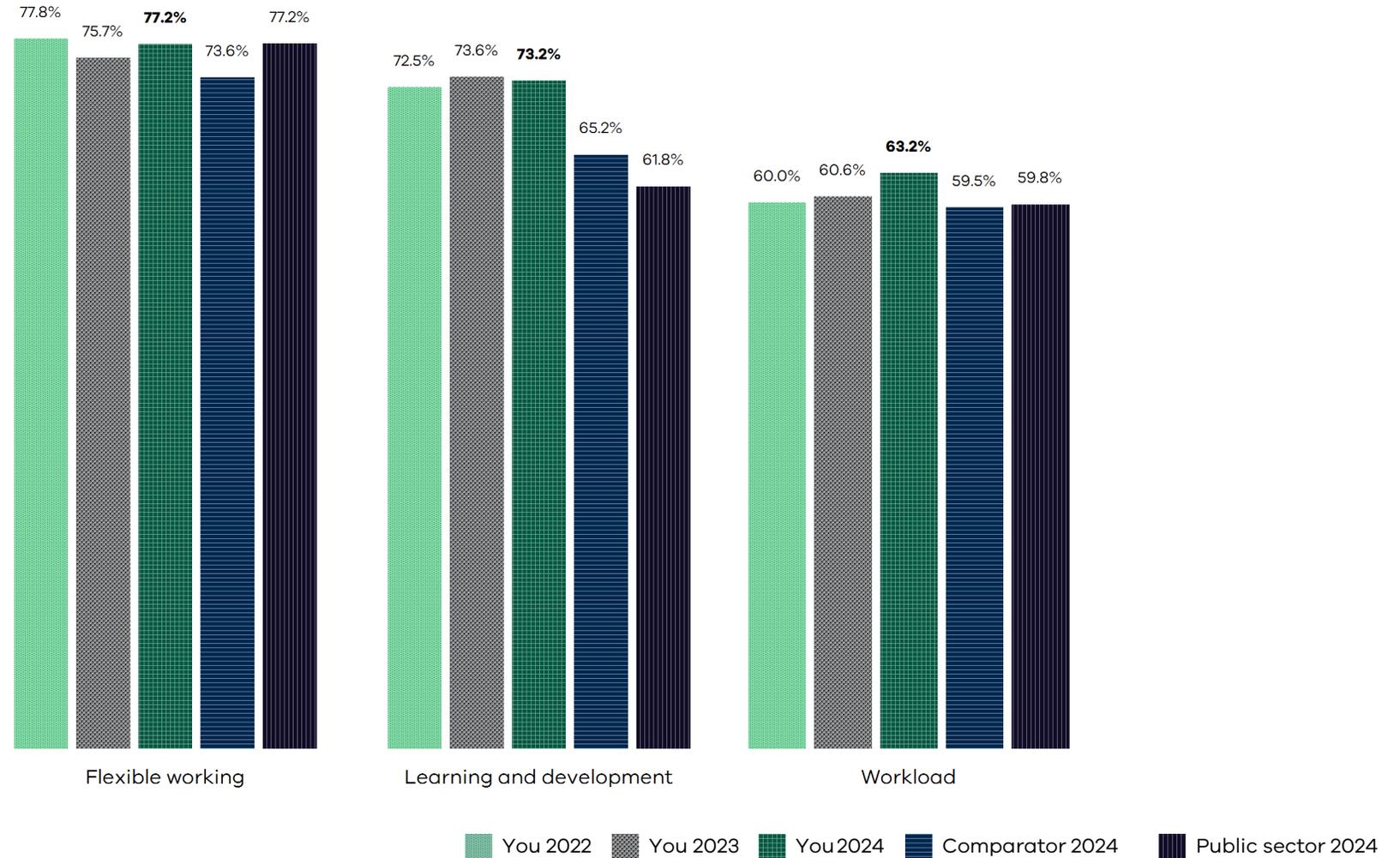
Example

In 2024:

- 77.2% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 73.6% of staff in your comparator group and 77.2% of staff across the public sector.



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

88% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

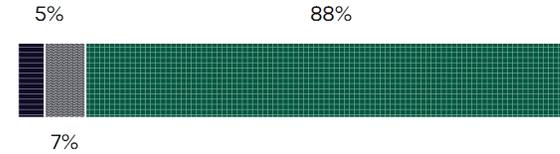
Survey question

Your results

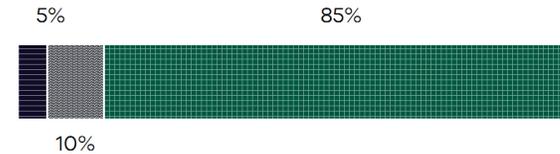
Benchmark agree results



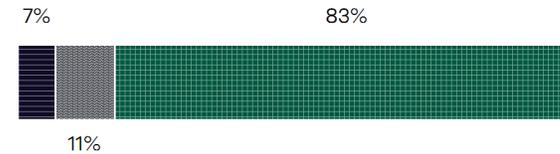
My manager treats employees with dignity and respect



My manager models my organisation's values



My manager demonstrates honesty and integrity



Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
My manager treats employees with dignity and respect	90%	86%	88%	79%	86%	93%
My manager models my organisation's values	85%	83%	85%	76%	84%	91%
My manager demonstrates honesty and integrity	86%	84%	83%	77%	84%	92%

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.

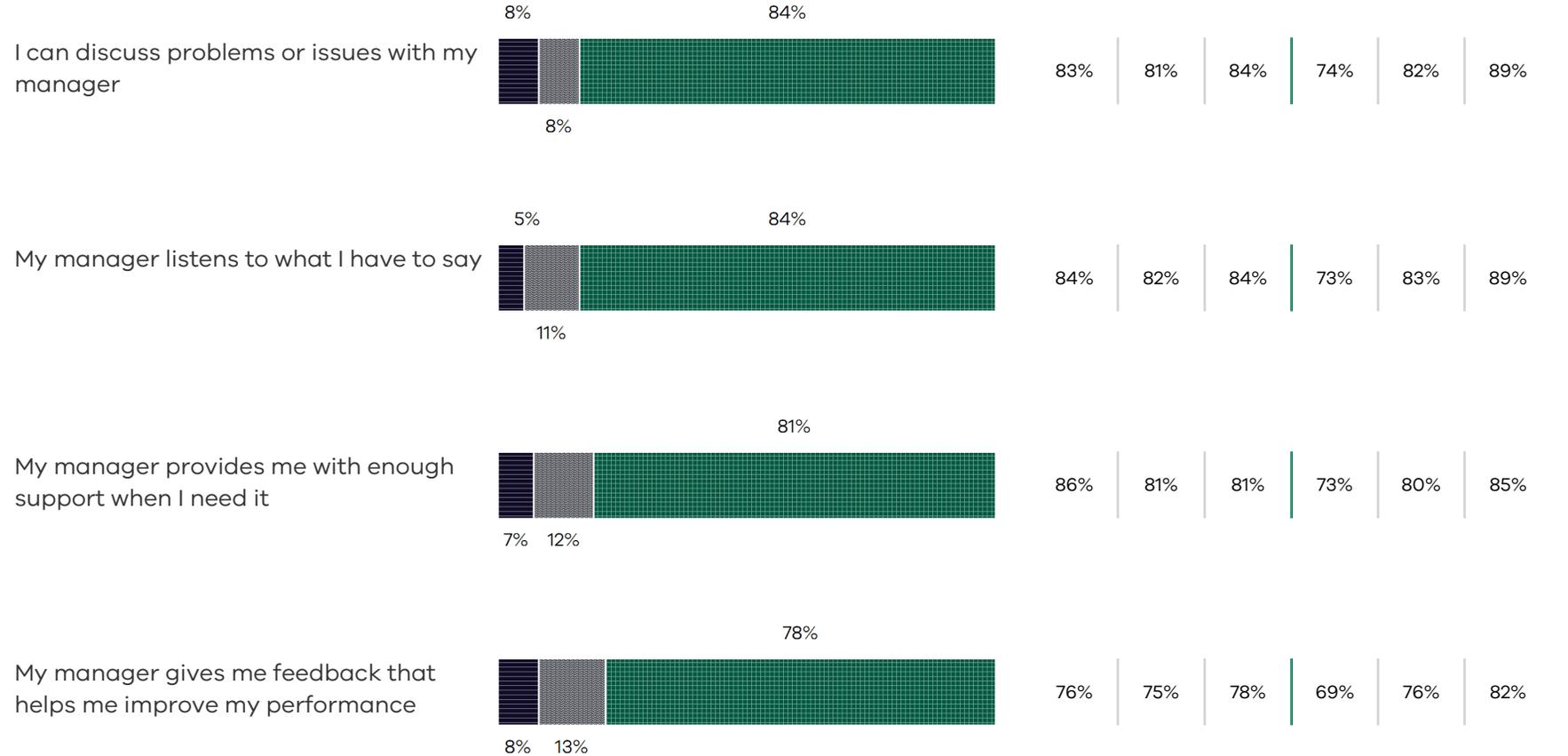
Example

84% of your staff who did the survey agreed or strongly agreed with 'I can discuss problems or issues with my manager'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Manager support 2 of 2

What 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.

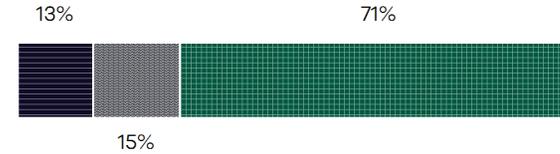
Example

71% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

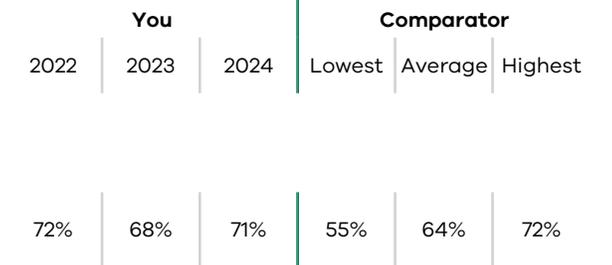
Survey question

I receive meaningful recognition when I do good work

Your results



Benchmark agree results



Job and manager factors

Workload

What 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

65% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

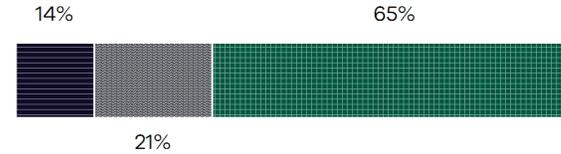
Survey question

Your results

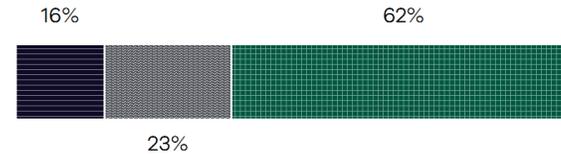
Benchmark agree results



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



I have enough time to do my job effectively



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	62%	62%	65%	54%	62%	69%
I have enough time to do my job effectively	59%	60%	62%	48%	57%	68%

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

83% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

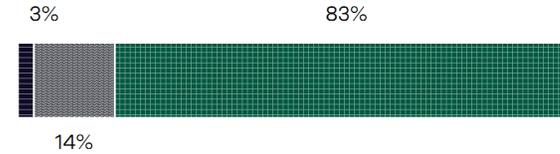
Survey question

Your results

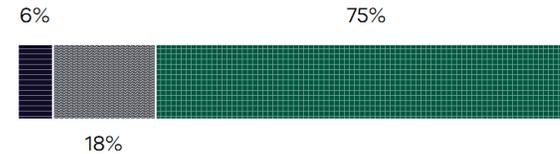
Benchmark agree results



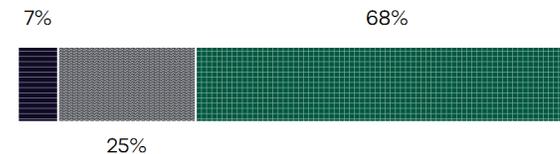
I am developing and learning in my role



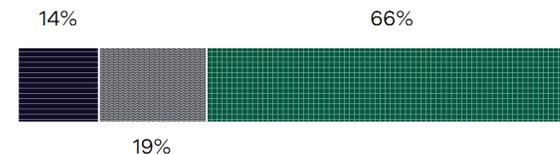
My organisation places a high priority on the learning and development of staff



I am satisfied with the way my learning and development needs have been addressed in the last 12 months



I am satisfied with the opportunities to progress in my organisation



Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I am developing and learning in my role	83%	83%	83%	71%	77%	82%
My organisation places a high priority on the learning and development of staff	75%	77%	75%	52%	63%	82%
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	67%	71%	68%	55%	64%	71%
I am satisfied with the opportunities to progress in my organisation	65%	63%	66%	47%	57%	70%

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.

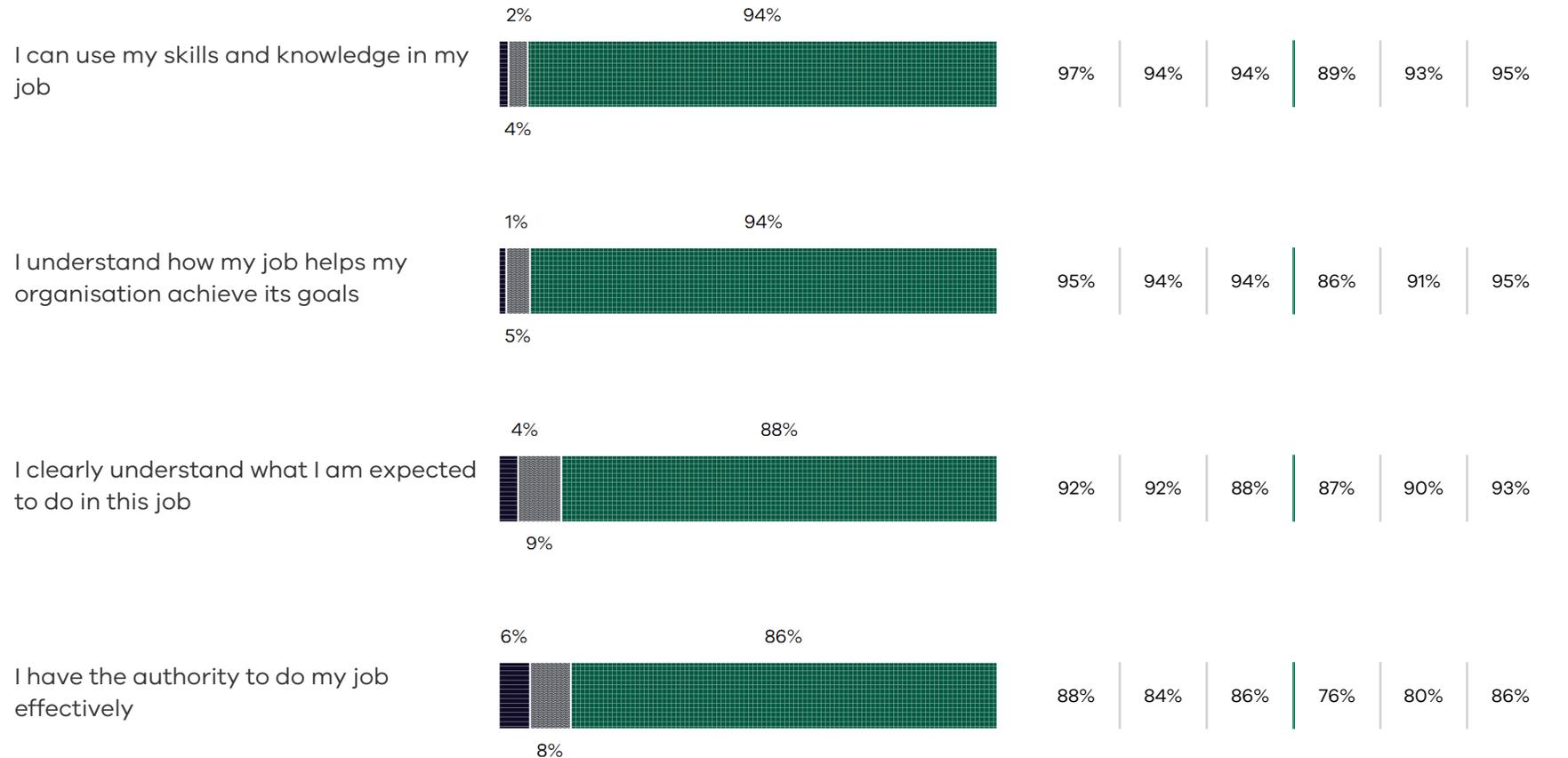
Example

94% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question

Your results

Benchmark agree results



Job and manager factors

Job enrichment 2 of 2

What 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.

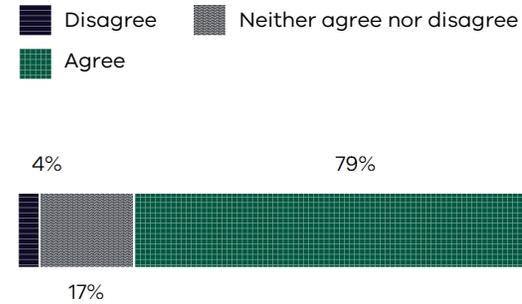
Example

79% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

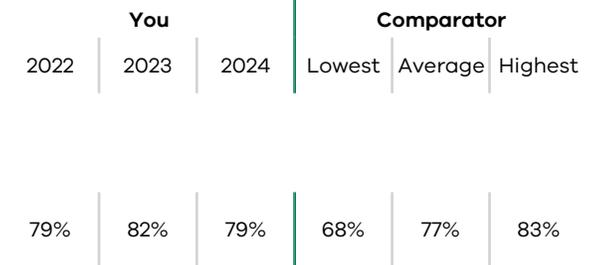
Survey question

I have a say in how I do my work

Your results



Benchmark agree results



Job and manager factors

Meaningful work

What 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.

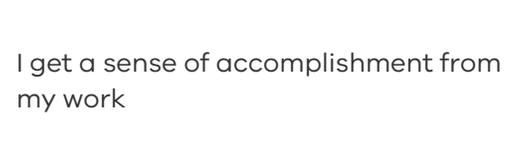
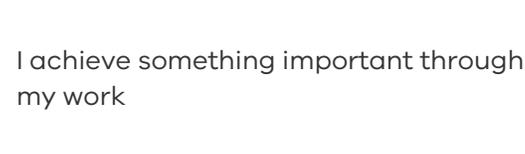
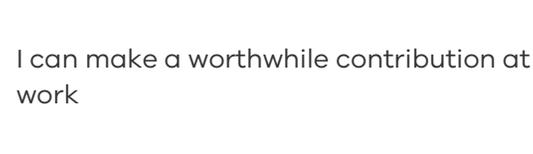
Example

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

Survey question

Your results

Benchmark agree results



Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I can make a worthwhile contribution at work	97%	94%	95%	90%	94%	97%
I achieve something important through my work	96%	94%	95%	89%	93%	97%
I get a sense of accomplishment from my work	92%	90%	90%	80%	87%	91%

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

84% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

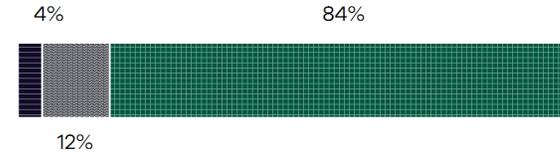
Survey question

Your results

Benchmark agree results



My manager supports working flexibly



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



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

84%	80%	84%	69%	79%	85%
-----	-----	-----	-----	-----	-----

72%	71%	71%	57%	68%	79%
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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
- 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
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Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
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Job and manager factors

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

Public sector values

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

Topical questions

- Questions on topical issues 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

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.

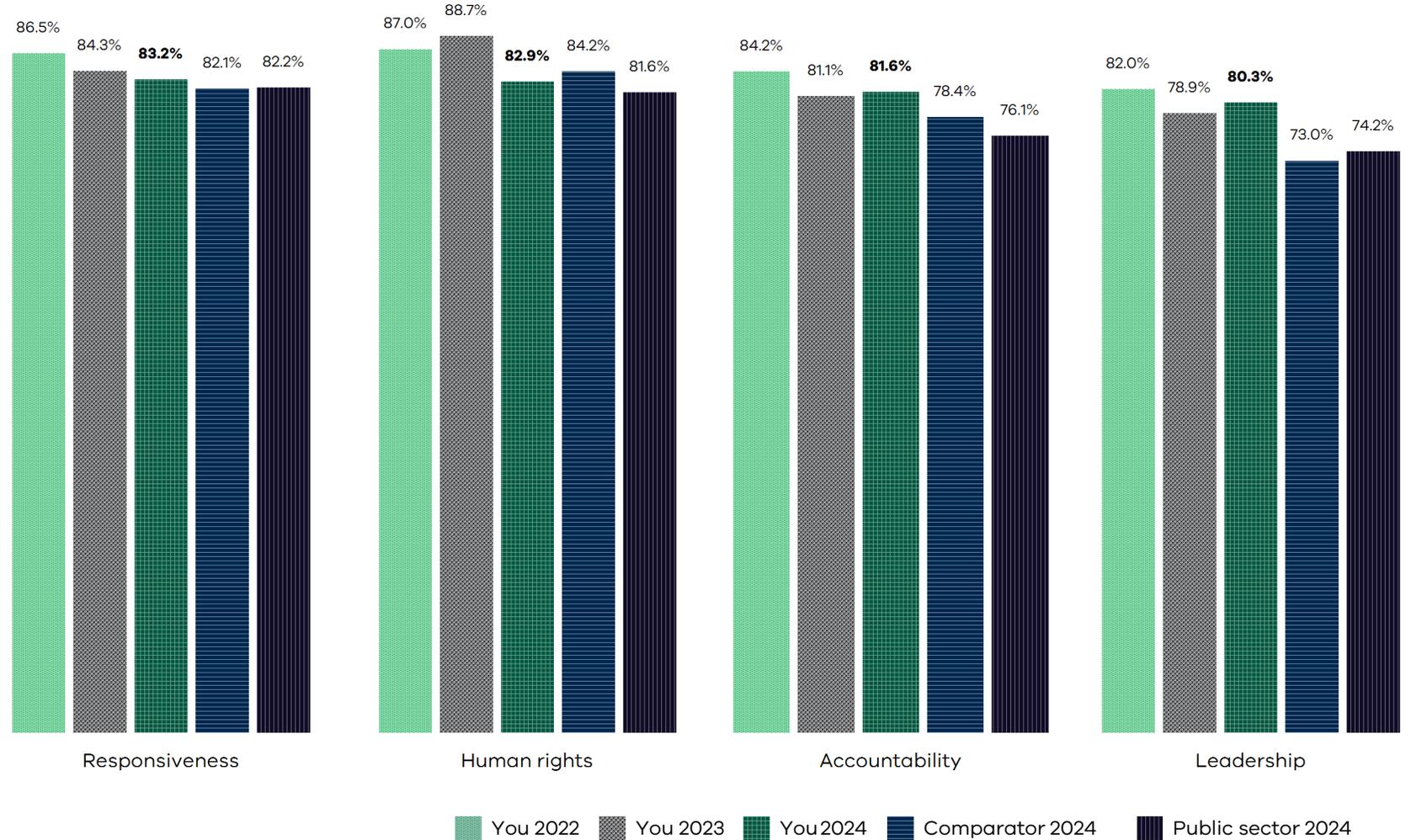
Example

In 2024:

- 83.2% of your staff who did the survey responded positively to questions about Responsiveness.

Compared to:

- 82.1% of staff in your comparator group and 82.2% of staff across the public sector.



Public sector values

Scorecard 2 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.

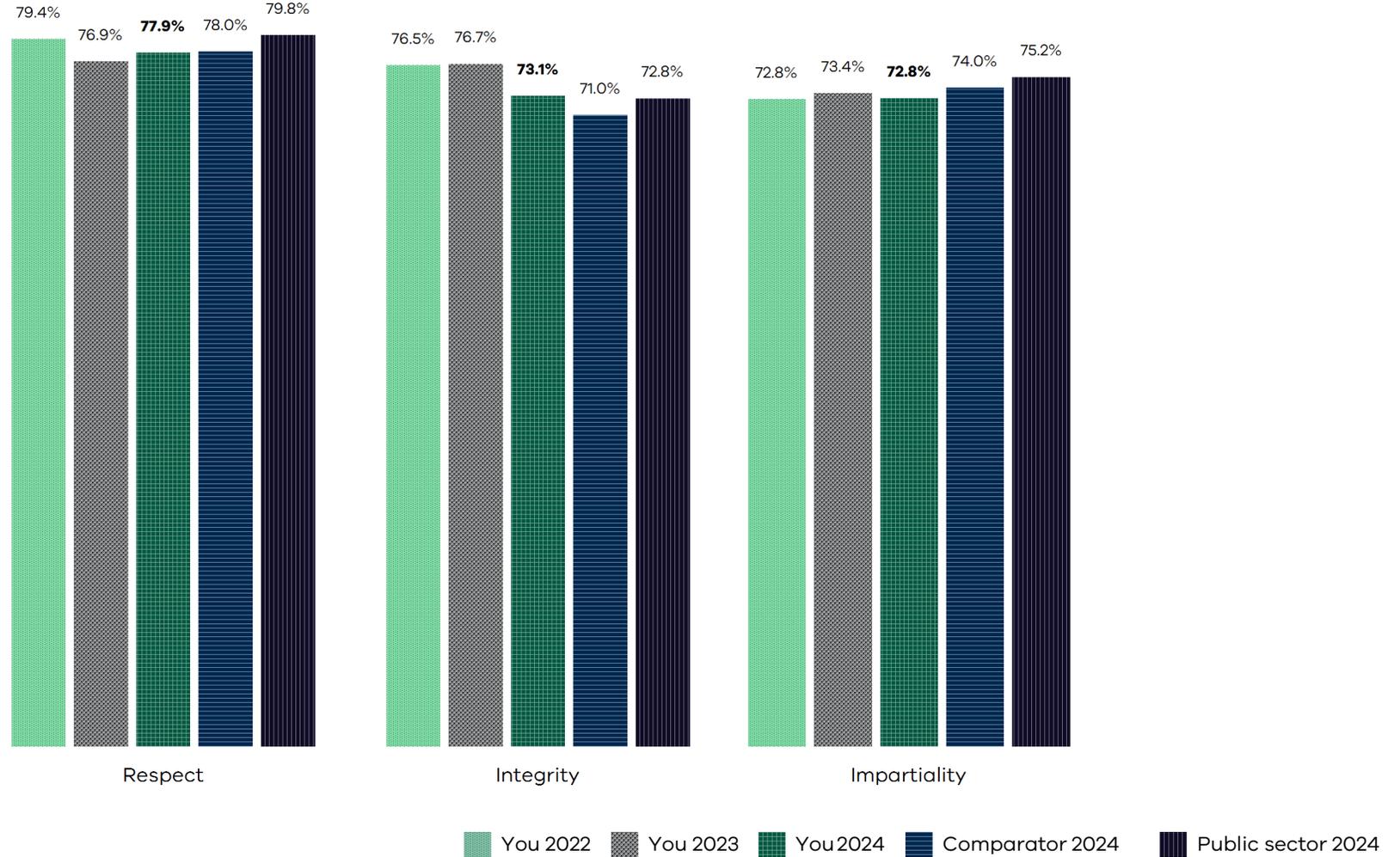
Example

In 2024:

- 77.9% of your staff who did the survey responded positively to questions about Respect.

Compared to:

- 78.0% of staff in your comparator group and 79.8% of staff across the public sector.



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.

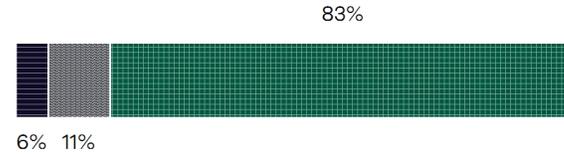
Example

83% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

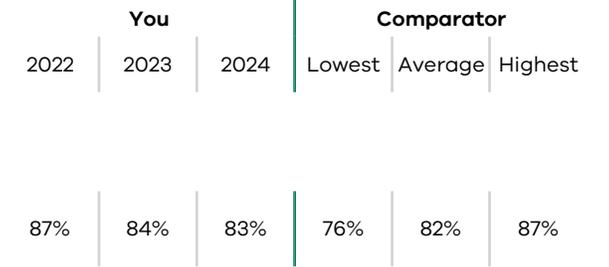
Survey question

My workgroup provides high quality advice and services

Your results



Benchmark agree results



Public sector values

Integrity 1 of 2

What 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

89% of your staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

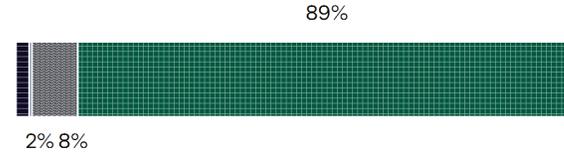
Survey question

Your results



Benchmark agree results

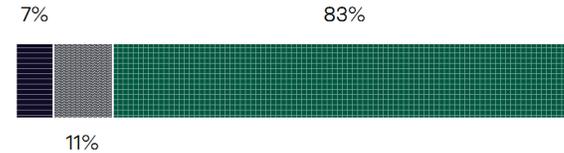
My organisation is committed to earning a high level of public trust



2022	You		Comparator		
	2023	2024	Lowest	Average	Highest

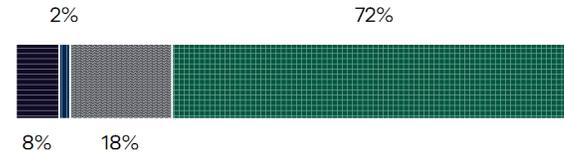
92%	92%	89%	54%	76%	89%
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My manager demonstrates honesty and integrity



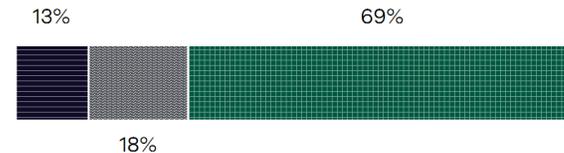
86%	84%	83%	77%	84%	92%
-----	-----	-----	-----	-----	-----

Senior leaders demonstrate honesty and integrity



77%	76%	72%	45%	60%	73%
-----	-----	-----	-----	-----	-----

I feel safe to challenge inappropriate behaviour at work



70%	71%	69%	55%	68%	74%
-----	-----	-----	-----	-----	-----

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

69% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are honest, open and transparent in their dealings'.

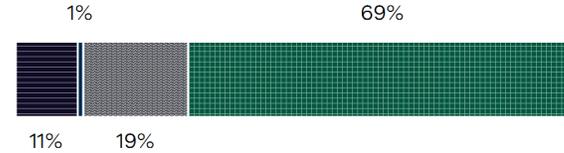
Survey question

Your results

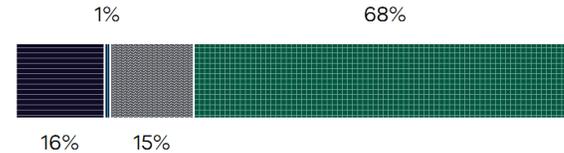
Benchmark agree results



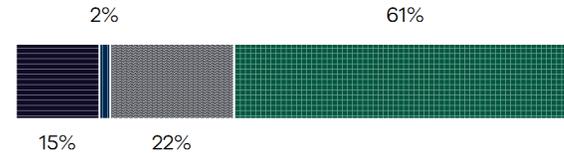
People in my workgroup are honest, open and transparent in their dealings



My organisation does not tolerate improper conduct



People in my workgroup appropriately manage conflicts of interest



Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
People in my workgroup are honest, open and transparent in their dealings	75%	79%	69%	63%	74%	81%
My organisation does not tolerate improper conduct	74%	67%	68%	53%	68%	77%
People in my workgroup appropriately manage conflicts of interest	63%	67%	61%	53%	67%	76%

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

74% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

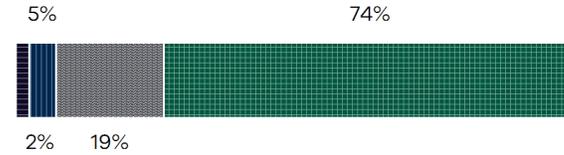
Survey question

Your results

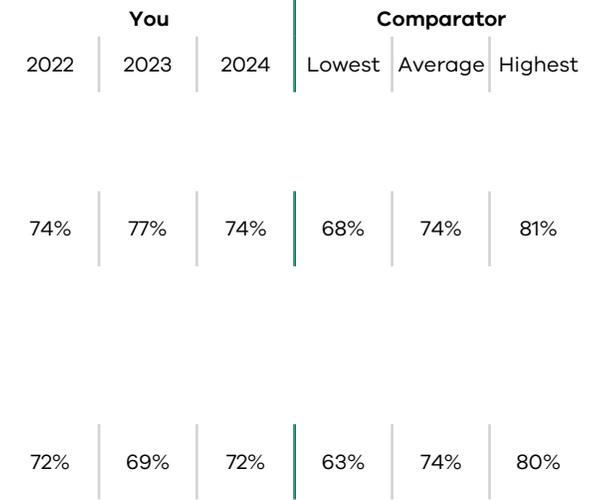
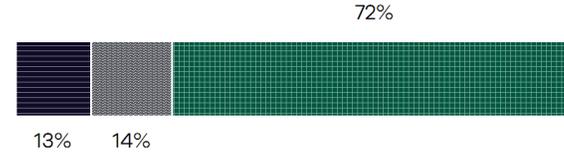
Benchmark agree results



People in my workgroup are politically impartial in their work



My workgroup acts fairly and without bias



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

94% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

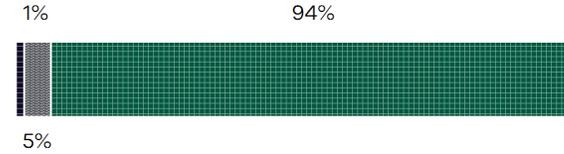
Survey question

Your results

Benchmark agree results



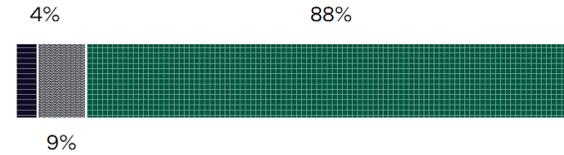
I understand how my job helps my organisation achieve its goals



Year	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest

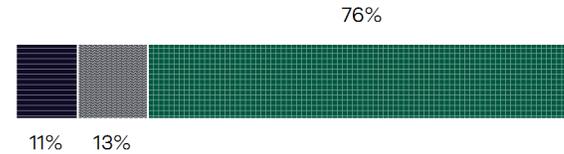
95%	94%	94%	86%	91%	95%
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I clearly understand what I am expected to do in this job



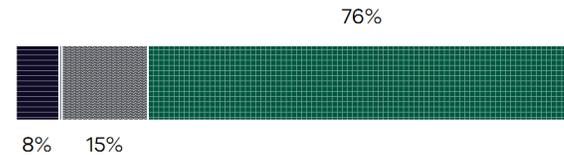
92%	92%	88%	87%	90%	93%
-----	-----	-----	-----	-----	-----

My workgroup has clear lines of responsibility



79%	75%	76%	73%	78%	84%
-----	-----	-----	-----	-----	-----

My workgroup uses its resources well



83%	71%	76%	67%	74%	83%
-----	-----	-----	-----	-----	-----

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.

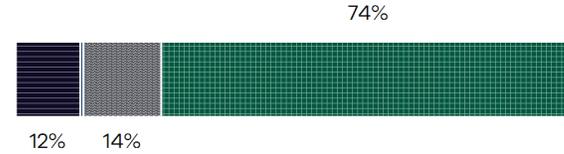
Example

74% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

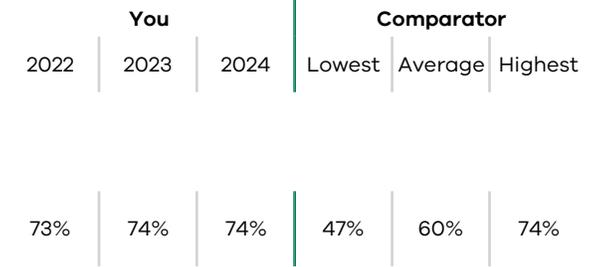
Survey question

Senior leaders provide clear strategy and direction

Your results



Benchmark agree results



Public sector values

Respect 1 of 2

What 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

88% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

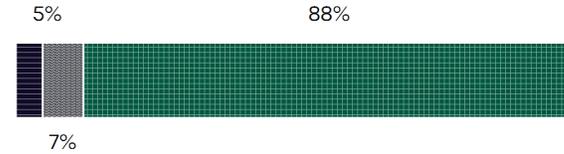
Survey question

Your results

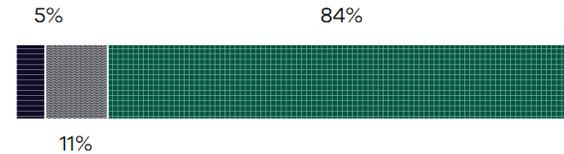
Benchmark agree results



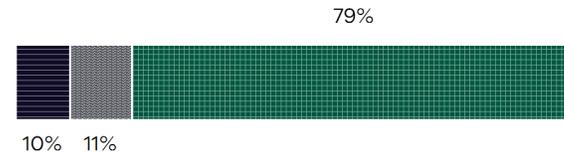
My manager treats employees with dignity and respect



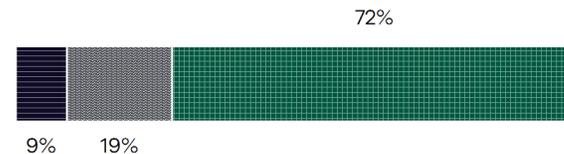
My manager listens to what I have to say



My organisation encourages respectful workplace behaviours



People in my workgroup treat each other with respect



You			Comparator		
2022	2023	2024	Lowest	Average	Highest

90%	86%	88%	79%	86%	93%
-----	-----	-----	-----	-----	-----

84%	82%	84%	73%	83%	89%
-----	-----	-----	-----	-----	-----

83%	81%	79%	66%	77%	84%
-----	-----	-----	-----	-----	-----

75%	75%	72%	72%	80%	87%
-----	-----	-----	-----	-----	-----

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.

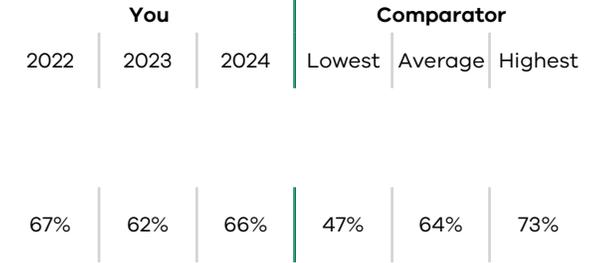
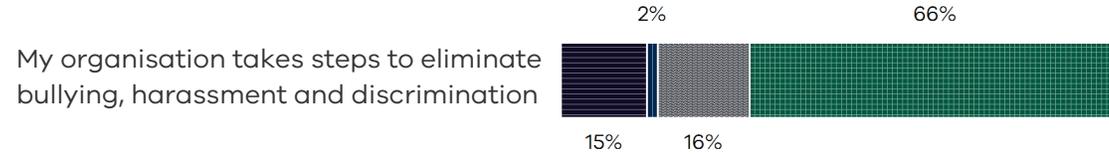
Example

66% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question

Your results

Benchmark agree results



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

85% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

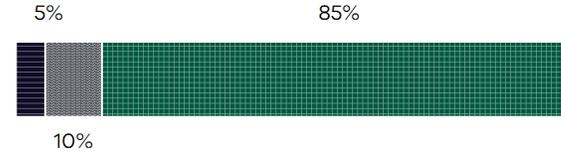
Survey question

Your results

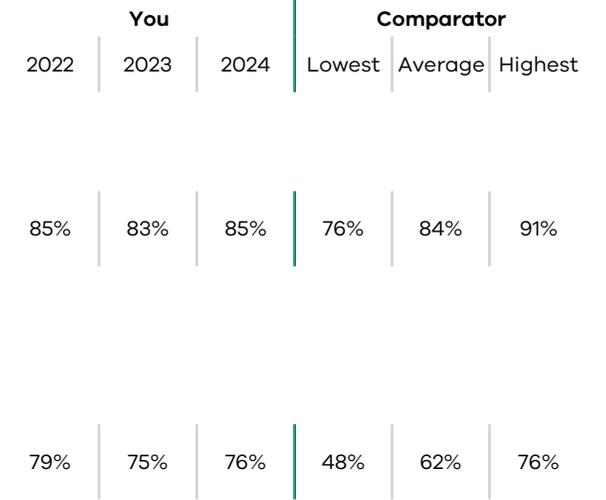
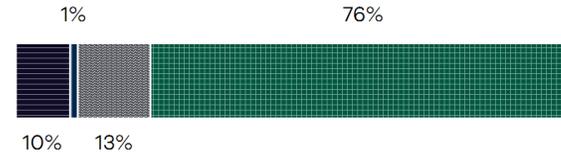
Benchmark agree results



My manager models my organisation's values



Senior leaders model my organisation's values



Public sector values

Human rights

What 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.

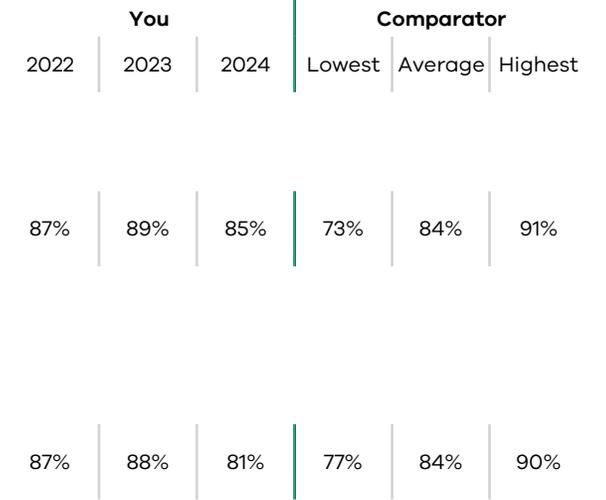
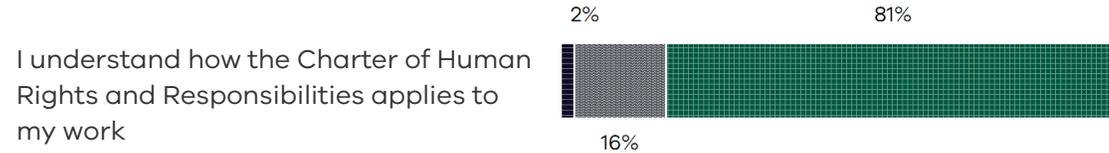
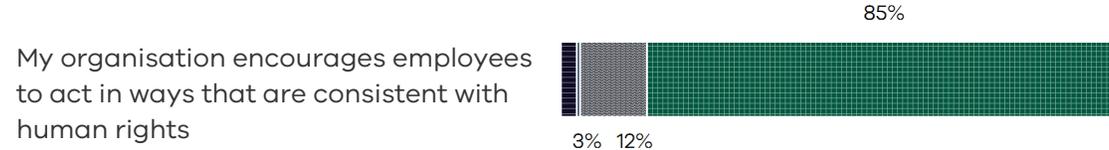
Example

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

Benchmark agree results



People matter survey

2024

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- Highest scoring
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- Biggest negative difference from your comparator

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- Taking action questions

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- Flexible working

Public sector values

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- Accountability
- Respect
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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

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

90% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

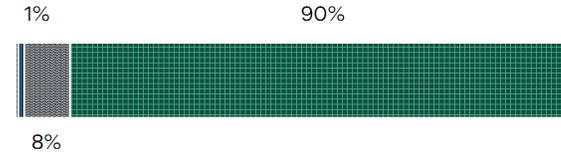
Survey question

Your results

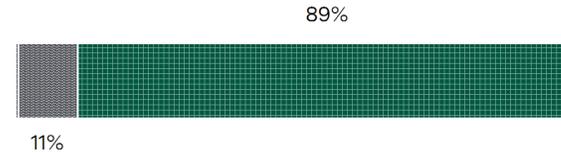
Benchmark agree results



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



I am proud to work in the public sector



	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	Not asked	92%	90%	83%	88%	95%
I am proud to work in the public sector	Not asked	Not asked	89%	77%	85%	90%

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
- 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

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
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Age	(n)	%
15-34 years	54	26%
35-54 years	92	44%
55+ years	51	25%
Prefer not to say	11	5%

Gender	(n)	%
Woman	174	84%
Man	23	11%
Prefer not to say	11	5%
Non-binary and I use a different term	0	0%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	1	0%
No	196	94%
Prefer not to say	11	5%

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

	(n)	%
Yes	1	0%
No	189	91%
Don't know	5	2%
Prefer not to say	13	6%

How do you describe your sexual orientation?

	(n)	%
Straight (heterosexual)	169	81%
Prefer not to say	28	13%
Asexual	5	2%
Pansexual	3	1%
Bisexual	2	1%
Gay or lesbian	1	0%
Don't know	0	0%
I use a different term	0	0%

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

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	5	2%
Non Aboriginal and/or Torres Strait Islander	195	94%
Prefer not to say	8	4%

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.

How we protect anonymity and privacy

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Are you a person with disability?	(n)	%
Yes	11	5%
No	186	89%
Prefer not to say	11	5%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	9	82%
No	2	18%
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

Each table shows the breakdown of responses from your survey.

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How we protect anonymity and privacy

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Country of birth	(n)	%
Born in Australia	184	88%
Not born in Australia	16	8%
Prefer not to say	8	4%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Other	6	60%
Spanish	2	20%
Filipino	1	10%
Greek	1	10%
Hindi	1	10%
Punjabi	1	10%
Vietnamese	1	10%
Arabic	0	0%
Auslan	0	0%
Australian Indigenous Language	0	0%
Cantonese	0	0%
Gujarati	0	0%

Language other than English used with family or community	(n)	%
Yes	10	5%
No	186	89%
Prefer not to say	12	6%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Italian	0	0%
Macedonian	0	0%
Malayalam	0	0%
Mandarin	0	0%
Persian	0	0%
Sinhalese	0	0%
Tagalog	0	0%
Tamil	0	0%
Telugu	0	0%
Turkish	0	0%
Urdu	0	0%

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.

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

How we protect anonymity and privacy

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Cultural identity	(n)	%
Australian	170	82%
English, Irish, Scottish and/or Welsh	14	7%
Prefer not to say	12	6%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	9	4%
Aboriginal and/or Torres Strait Islander	3	1%
East and/or South-East Asian	3	1%
Other	3	1%
African	2	1%
New Zealander	2	1%
Central Asian	1	0%
Pacific Islander	1	0%
South Asian	1	0%
Central and/or South American	0	0%
Maori	0	0%
Middle Eastern	0	0%
North American	0	0%

Religion	(n)	%
No religion	120	58%
Christianity	54	26%
Prefer not to say	23	11%
Other	8	4%
Buddhism	2	1%
Hinduism	1	0%
Islam	0	0%
Judaism	0	0%
Sikhism	0	0%

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	83	40%
Part-Time	125	60%

Gross base salary (ongoing/fixed term only)	(n)	%
Below \$80k	104	51%
\$80k to \$120k	51	25%
\$120k to \$160k	13	6%
\$160k to \$200k	4	2%
\$200k or more	2	1%
Prefer not to say	28	14%

Organisational tenure	(n)	%
<1 year	27	13%
1 to less than 2 years	24	12%
2 to less than 5 years	41	20%
5 to less than 10 years	48	23%
10 to less than 20 years	39	19%
More than 20 years	29	14%

Management responsibility	(n)	%
Non-manager	162	78%
Other manager	35	17%
Manager of other manager(s)	11	5%

Employment type	(n)	%
Ongoing and executive	177	85%
Fixed term	22	11%
Other	9	4%

Frontline worker	(n)	%
Yes	121	58%
No	87	42%

Demographics

Employment characteristics 2 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.

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Primary workplace location over the last 3 months	(n)	%
Rural	195	94%
Large regional city	10	5%
Other	3	1%
Melbourne CBD	0	0%
Melbourne: Suburbs	0	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	87	42%
A frontline or service delivery location	91	44%
Home or private location	14	7%
A shared office space (where two or more organisations share the same workspace)	28	13%
Isolated or remote location/s where access to communications and help from others is difficult	5	2%
Other	13	6%

Flexible work	(n)	%
Part-time	81	39%
I do not use any flexible work arrangements	59	28%
Flexible start and finish times	51	25%
Shift swap	50	24%
Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours	27	13%
Study leave	26	13%
Working from an alternative location (e.g. home, hub/shared work space)	16	8%
Working more hours over fewer days	10	5%
Job sharing	7	3%
Other	6	3%
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.

How we protect anonymity and privacy

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Have you requested any of the following adjustments at work?

	(n)	%
No, I have not requested adjustments	133	64%
Flexible working arrangements	53	25%
Physical modifications or improvements to the workplace	28	13%
Career development support strategies	7	3%
Job redesign or role sharing	6	3%
Accessible communications technologies	3	1%
Other	3	1%

Why did you make this request?

	(n)	%
Work-life balance	31	41%
Family responsibilities	28	37%
Health	25	33%
Caring responsibilities	22	29%
Other	5	7%
Study commitments	4	5%
Disability	2	3%

What was your experience with making this request?

	(n)	%
The adjustments I needed were made and the process was satisfactory	56	75%
The adjustments I needed were not made	12	16%
The adjustments I needed were made but the process was unsatisfactory	7	9%

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.

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

How we protect anonymity and privacy

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Caring responsibilities	(n)	%
None of the above	77	37%
Primary school aged child(ren)	40	19%
Secondary school aged child(ren)	31	15%
Frail or aged person(s)	26	13%
Child(ren) - younger than preschool age	23	11%
Preschool aged child(ren)	23	11%
Prefer not to say	16	8%
Person(s) with a medical condition	12	6%
Person(s) with a mental illness	10	5%
Person(s) with disability	8	4%
Other	4	2%

Demographics

Employment categories

What is this

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

Why this is important

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

How to read this

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

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

How we protect anonymity and privacy

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Which of the following categories best describes your current position?

	(n)	%
Nursing employees	74	36%
Management, Administration and Corporate support	56	27%
Support services	22	11%
Allied health - therapy discipline	21	10%
Other health and social care	15	7%
Allied health - assistant	11	5%
Allied health - science discipline	4	2%
Medical employees	4	2%
Counselling	1	0%
Community development	0	0%
Lived experience specific worker	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	103	50%
Community-based services	54	26%
Residential aged care services	35	17%
Corporate services	16	8%
Mental health care services	0	0%
Prison-based services	0	0%

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

	(n)	%
Administration	59	28%
Aged care	45	22%
Critical care	1	0%
Drug and alcohol	0	0%
Emergency	9	4%
Maternity care	2	1%
Medical	9	4%
Mental health	1	0%
Mixed medical/surgical	7	3%
Neonatal care	0	0%
Palliative care	3	1%
Paediatrics	0	0%
Peri-operative	21	10%
Rehabilitation	3	1%
Surgical	0	0%
Other	48	23%



**Victorian
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