People Matter Survey 2024

Have your say

Latrobe Regional Hospital
2024 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Custom questions

- Questions requested by your organisation

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

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.

Overview

Result summary

Report overview

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

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
- Satisfaction with complaint processes

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

Custom questions

- Questions requested by your organisation

Demographics

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

Report overview

Privacy and anonymity

To protect you, we:

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

Read more in our privacy policy.

Report overview

Survey's theoretical framework

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

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

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

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

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

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

Senior leadership	Organisation climate	Workgroup climate	Job and manager	Outcomes
• Lead the organisation • Set the culture • Lead by example • Actions influence outcomes	• Organisational integrity • Collaboration • Safety climate • Patient safety climate	• Quality service delivery • Innovation • Workgroup support • Safe to speak up	• Manager leadership • Manager support • Workload • Learning and development • Job enrichment • Meaningful work • Flexible working	• Engagement • Satisfaction • Wellbeing - work-related stress • Wellbeing - job related affect • Intention to stay • Acting on negative behaviours • Inclusion

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

Responsiveness   Integrity   Impartiality   Accountability   Respect   Leadership   Human Rights

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Albury Wodonga Health

Bairnsdale Regional Health Service

Barwon Health

Bendigo Health Care Group

Central Gippsland Health Service

Echuca Regional Health

Goulburn Valley Health Services

Grampians Health

Mildura Base Public Hospital

Northeast Health Wangaratta

South West Healthcare

Swan Hill District Health

West Gippsland Healthcare Group

Western District 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		2024	
35% (734)		**35% (731)**	
Comparator	30%	Comparator	32%
Public Sector	42%	Public Sector	44%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Custom questions

- Questions requested by your organisation

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

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	
66	
Comparator	65
Public Sector	68

2024	
67	
Comparator	65
Public Sector	69

Victorian Public Sector Commission

VICTORIA State Government

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 67.

Why this is important
High engagement drives greater productivity, employee wellbeing and lower absences, turnover and workplace stress.

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

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

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
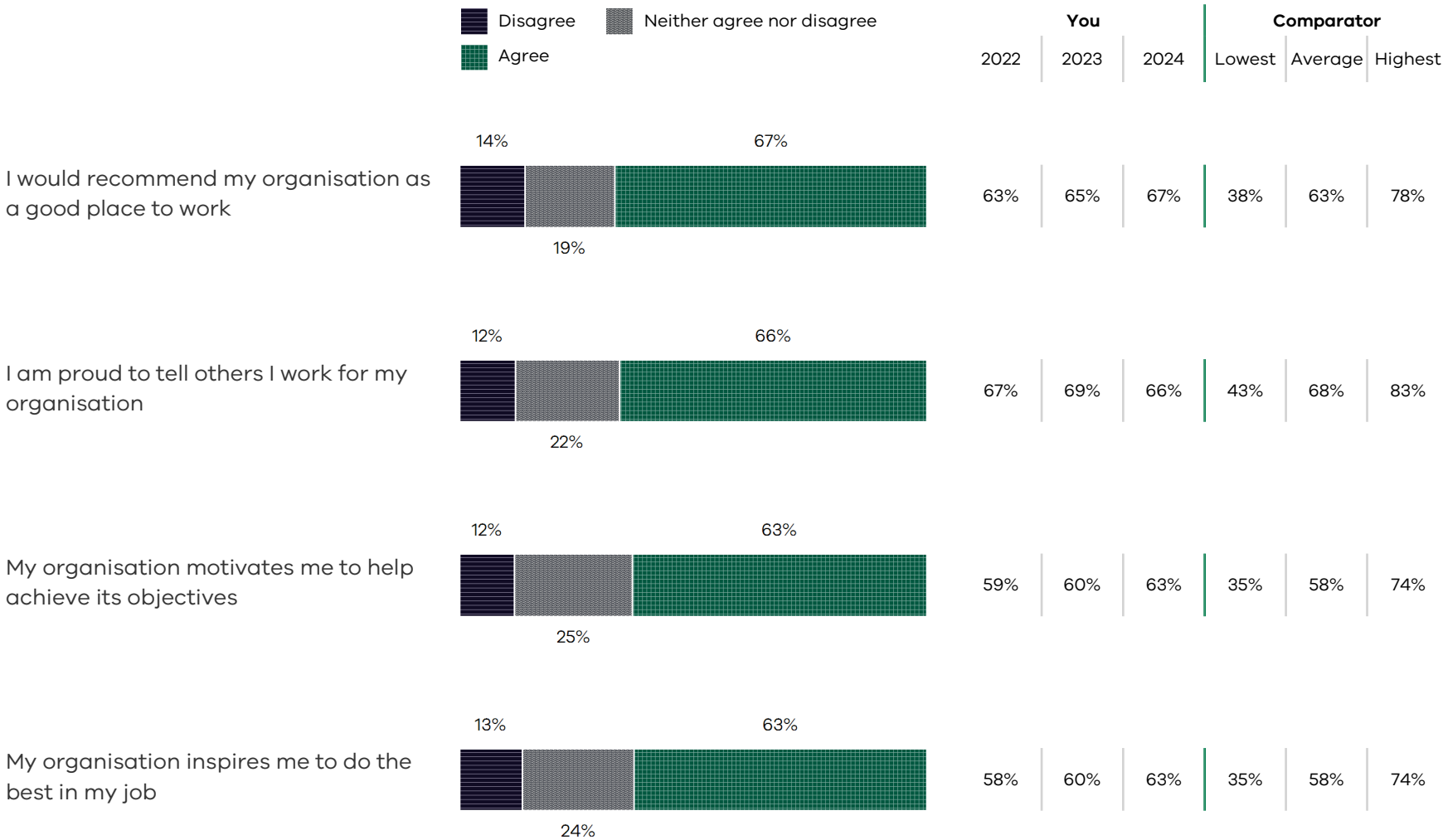
Example
67% of your staff who did the survey agreed or strongly agreed with 'I would recommend my organisation as a good place to work'.

Legend: Disagree ■ | Neither agree nor disagree ▦ | Agree ▦

Survey question	Disagree	Neither agree nor disagree	Agree	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I would recommend my organisation as a good place to work	14%	19%	67%	63%	65%	67%	38%	63%	78%
I am proud to tell others I work for my organisation	12%	22%	66%	67%	69%	66%	43%	68%	83%
My organisation motivates me to help achieve its objectives	12%	25%	63%	59%	60%	63%	35%	58%	74%
My organisation inspires me to do the best in my job	13%	24%	63%	58%	60%	63%	35%	58%	74%

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 67.

Why this is important

High engagement drives greater productivity, employee wellbeing and lower absences, turnover and workplace stress.

How to read this

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

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

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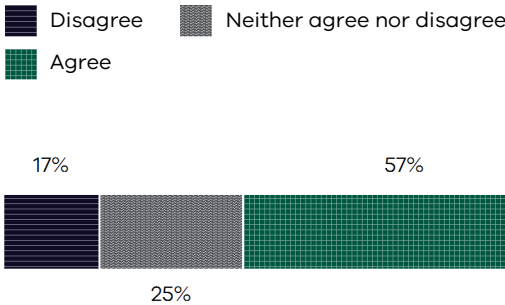
Example

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

Legend: Disagree | Neither agree nor disagree | Agree

Survey question	Your results			You			Comparator		
	Disagree	Neither	Agree	2022	2023	2024	Lowest	Average	Highest
I feel a strong personal attachment to my organisation	17%	25%	57%	57%	59%	57%	36%	54%	66%

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.
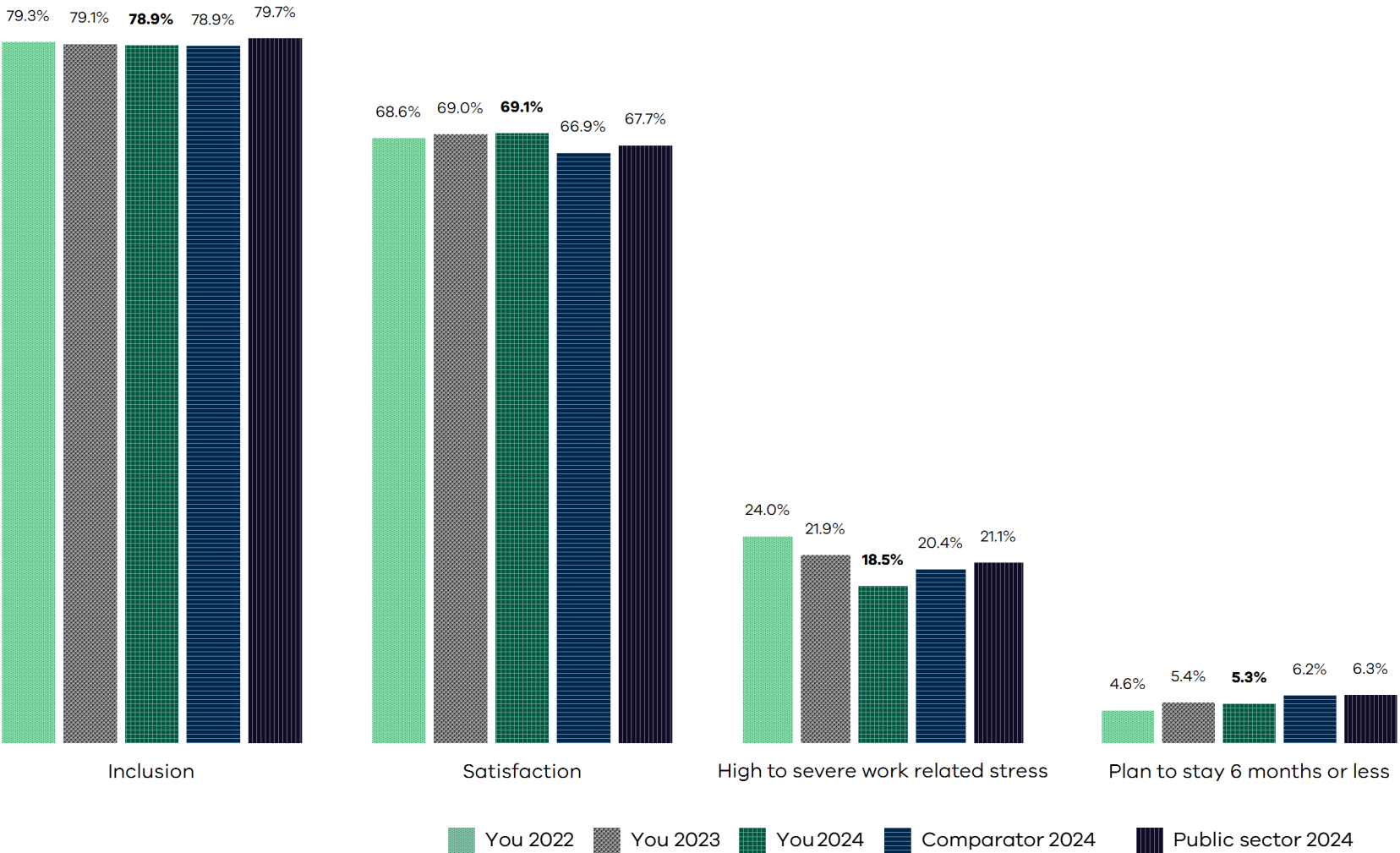
Why this is important

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:

- 78.9% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 78.9% of staff in your comparator group and 79.7% of staff across the public sector.

Inclusion
79.3% | 79.1% | **78.9%** | 78.9% | 79.7%

Satisfaction
68.6% | 69.0% | **69.1%** | 66.9% | 67.7%

High to severe work related stress
24.0% | 21.9% | **18.5%** | 20.4% | 21.1%

Plan to stay 6 months or less
4.6% | 5.4% | **5.3%** | 6.2% | 6.3%

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

People outcomes

Satisfaction question results

What is this

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

Why this is important

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

How to read this

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

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

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

Example

75% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.
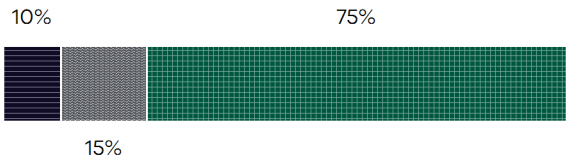
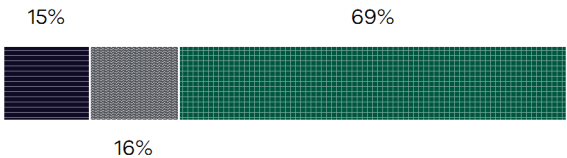| Survey question	Your results	Benchmark satisfied results

Legend: ■ Dissatisfied   ▨ Neither satisfied nor dissatisfied   ▦ Satisfied

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
Considering everything, how satisfied are you with your current job	10% / 15% / 75%	75%	74%	75%	59%	72%	80%
How satisfied are you with the work/life balance in your current job	15% / 16% / 69%	67%	70%	69%	61%	69%	77%
How satisfied are you with your career development within your current organisation	14% / 22% / 64%	63%	63%	64%	47%	60%	70%
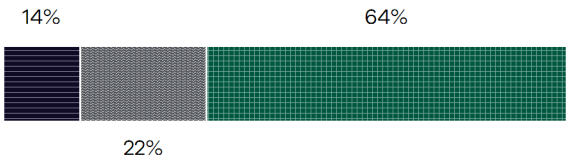
People outcomes

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

18% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 20% of staff in your comparator group and 21% of staff across the public sector.

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

Category	Percentage
Nil	12%
Low or mild	36%
Moderate	34%
High	11%
Very high	5%
Severe	2%
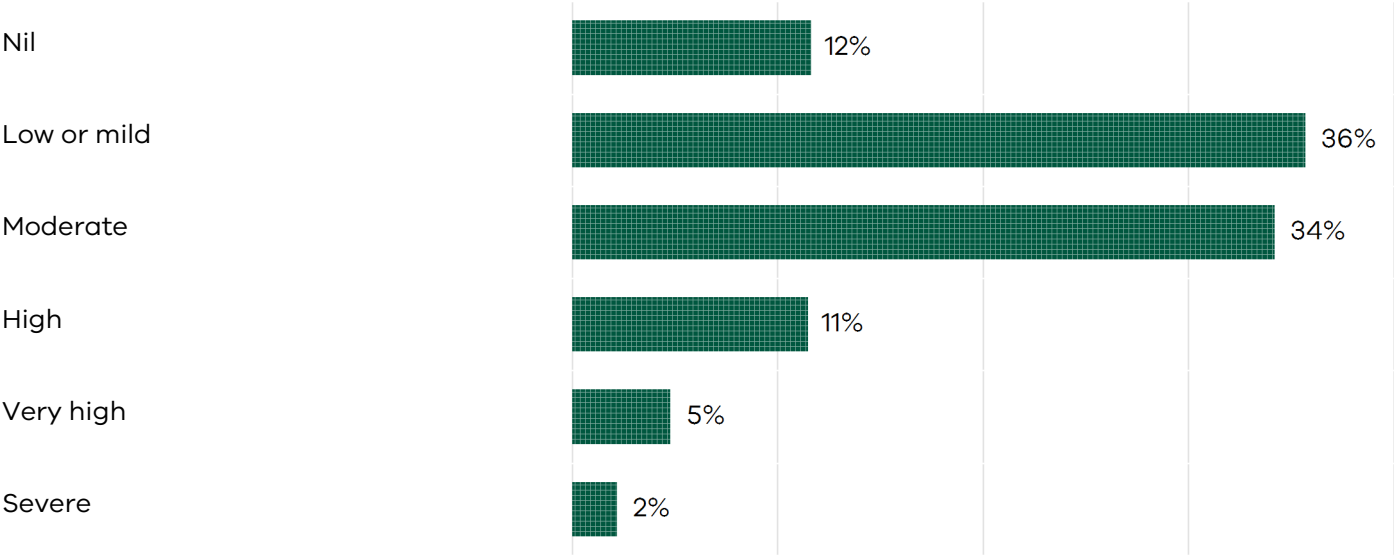
Reported levels of high to severe stress

2023		2024	
22%		**18%**	
Comparator	23%	Comparator	20%
Public Sector	24%	Public Sector	21%

People outcomes

Work-related stress causes

What is this

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

Why this is important

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

How to read this

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

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

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

Example

88% of your staff who did the survey said they experienced mild to severe stress. Of that 88%, 50% said the top reason was 'Workload' .

646	85
88%	12%

■ Experienced some work-related stress   ■ Did not experience some work-related stress
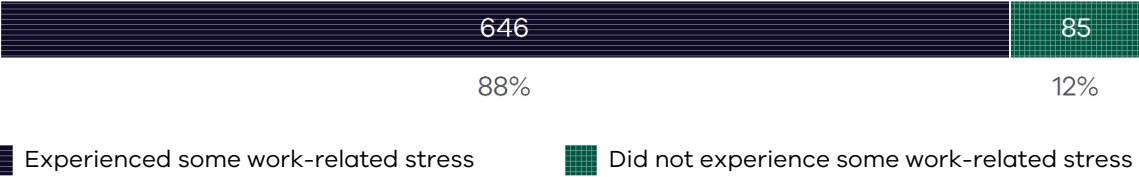
Of those that experienced work related stress it was from ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Workload	51%	50%	52%	48%
Time pressure	43%	42%	40%	41%
Dealing with clients, patients or stakeholders	15%	20%	18%	18%
Management of work (e.g. supervision, training, information, support)	16%	15%	12%	12%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	13%	14%	15%	13%
Competing home and work responsibilities	16%	14%	13%	13%
Other	13%	14%	15%	13%
Unclear job expectations	11%	12%	9%	12%
Content, variety, or difficulty of work	9%	10%	10%	11%
Incivility, bullying, harassment or discrimination	9%	9%	8%	7%

Victorian Public Sector Commission

VICTORIA State Government

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.
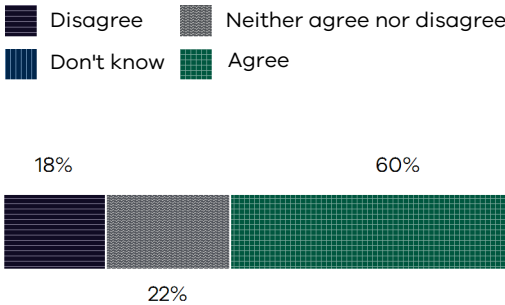
Example

60% of your staff who did the survey said the amount of stress in their job was manageable.

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

The amount of stress in my job is manageable

18%   60%

22%

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	Not asked	Not asked	60%	48%	59%	69%

People outcomes

Burnout levels

What is this

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

Why this is important

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

How to read this

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

Example

34% of your staff who did the survey said they felt burnout at work.

Of that 34%, 47% 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' .

247	483
34%	66%

■ Experienced some burnout   ▨ Did not experience any burnout
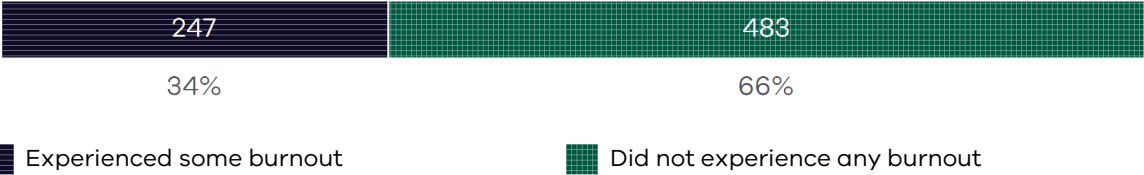
Overall, based on your definition of burnout, how would you rate your level of burnout?	You 2023	You 2024	Comparator 2024	Public sector 2024
Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out	47%	47%	47%	49%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	24%	24%	23%	21%
I enjoy my work. I have no symptoms of burnout	19%	20%	19%	20%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	6%	7%	7%	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%	3%	4%	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

9% 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	5%	5%	6%	6%
Over 6 months and up to 1 year	7%	9%	8%	9%
Over 1 year and up to 3 years	21%	20%	21%	24%
Over 3 years and up to 5 years	14%	13%	17%	16%
Over 5 years	52%	52%	48%	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.
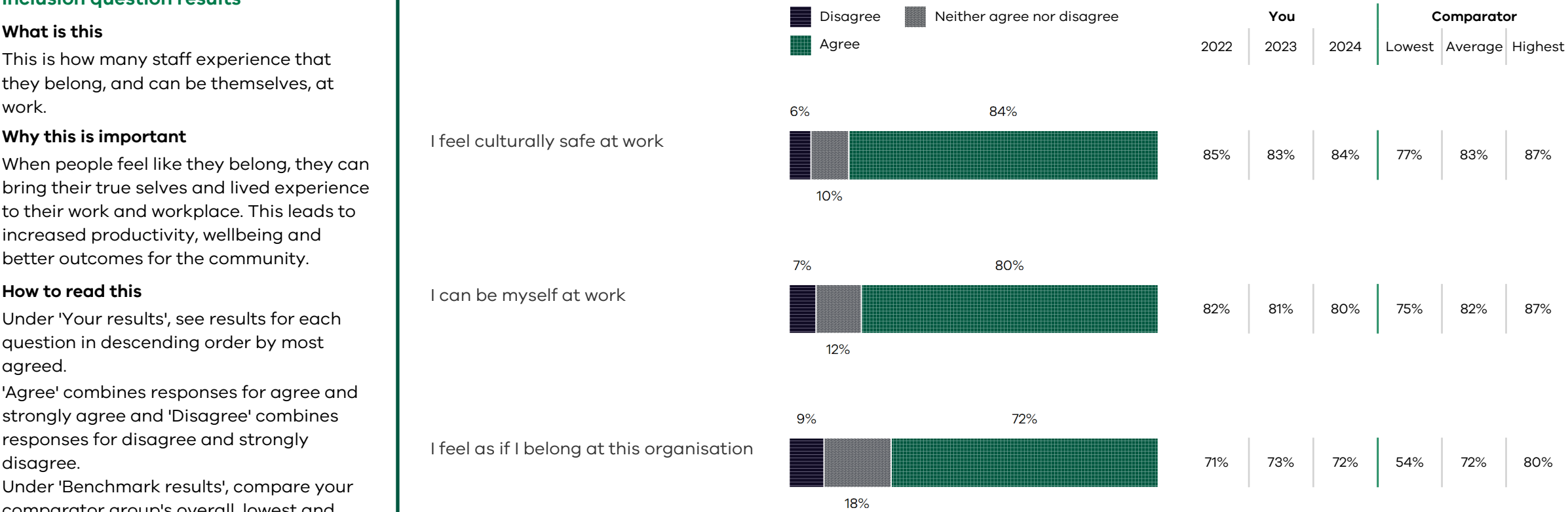
Example
84% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question	Your results	Benchmark agree results

Legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

Survey question	Disagree	Neither	Agree	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I feel culturally safe at work	6%	10%	84%	85%	83%	84%	77%	83%	87%
I can be myself at work	7%	12%	80%	82%	81%	80%	75%	82%	87%
I feel as if I belong at this organisation	9%	18%	72%	71%	73%	72%	54%	72%	80%

Victorian Public Sector Commission

VICTORIA State Government

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

8% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My age'.

Staff who experienced one or more barriers to success at work		
182	549	
25%	75%	

■ Experienced barriers listed   ▦ Did not experience any of the barriers listed
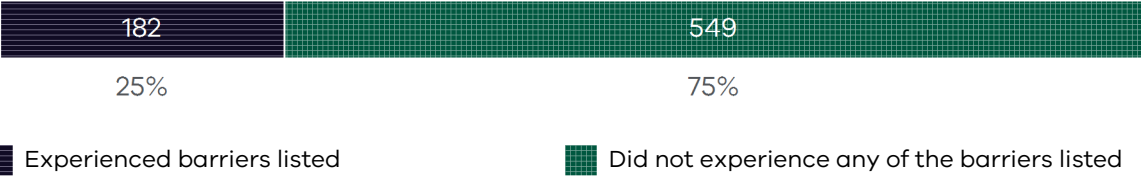
During the last 12 months, employees experienced barriers to their success due to …	You 2023	You 2024	Comparator 2024	Public sector 2024
My age	7%	8%	7%	7%
My caring responsibilities	7%	7%	8%	7%
My mental health	6%	6%	7%	7%
My flexible working	6%	4%	6%	6%
My physical health	4%	4%	5%	4%
My cultural background	2%	4%	2%	3%
My race	2%	3%	1%	2%
My sex	3%	2%	3%	4%

Victorian Public Sector Commission

VICTORIA State Government

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

9% of your staff who did the survey said they have witnessed barriers to success of other employees in the last 12 months due to 'Flexible working'.

Staff who witnessed one or more barriers to success at work

193	538
26%	74%

■ Witnessed barriers listed   ■ Did not witness barriers listed
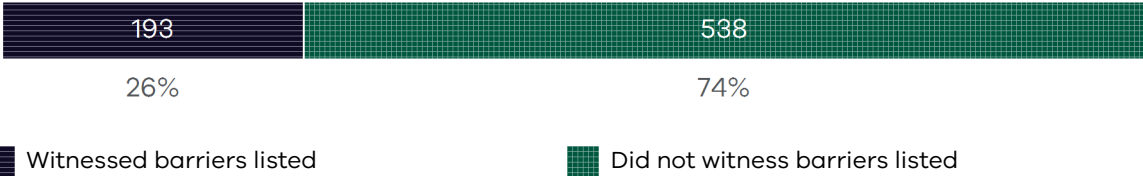
During the last 12 months, employees witnessed barriers to the success of other employees due to their ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Flexible working	11%	9%	10%	9%
Caring responsibilities	7%	8%	9%	7%
Cultural background	5%	7%	6%	5%
Age	5%	7%	5%	6%
Mental health	8%	6%	8%	7%
Race	3%	5%	3%	3%
Physical health	4%	4%	4%	4%
Sex	4%	3%	4%	5%
Gender identity	2%	2%	1%	2%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Scorecard: emotional effects of work

What is this

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

Why this is important

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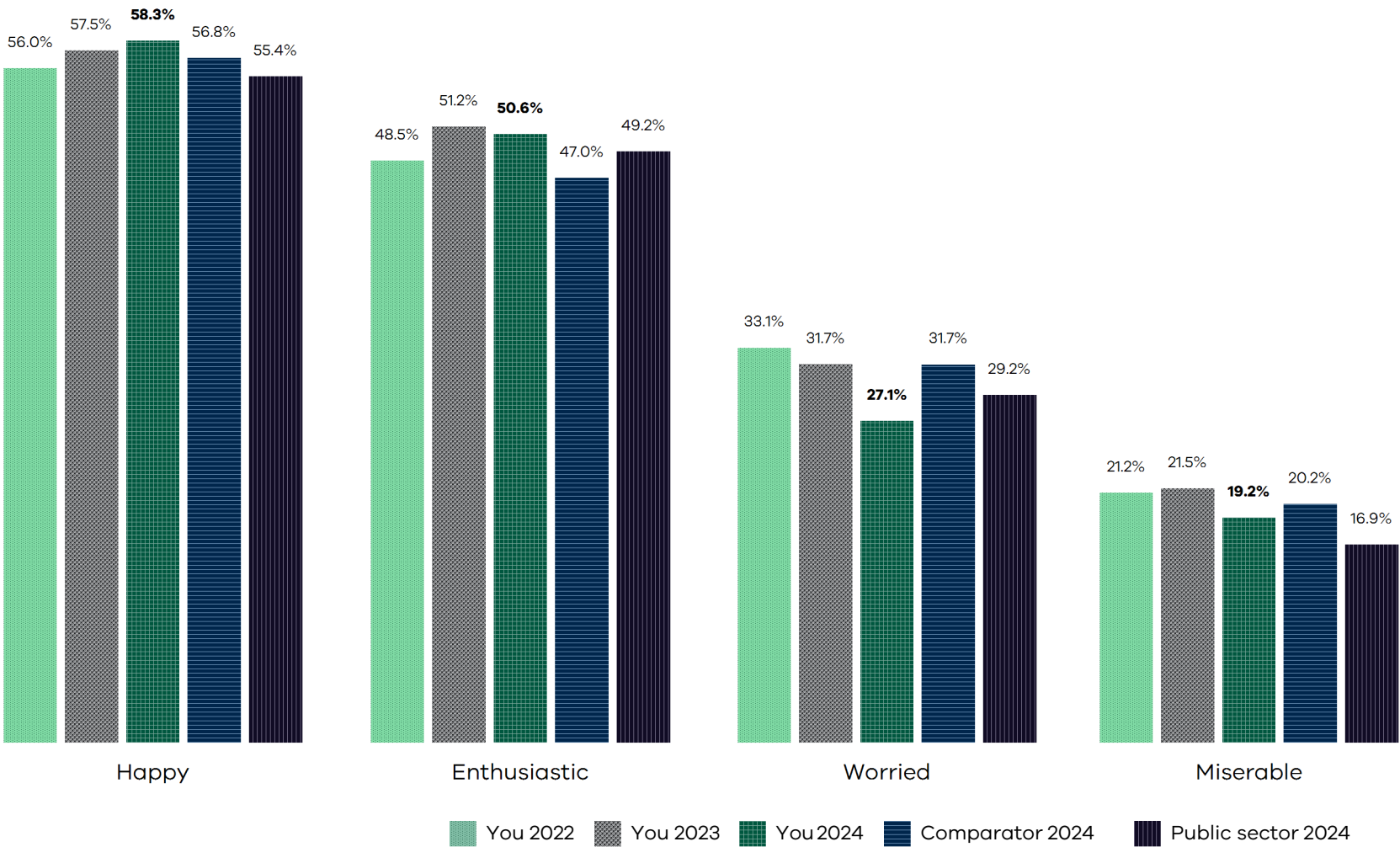
How to read this

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

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

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

Example

In 2024:

- 58.3% of your staff who did the survey said work made them feel happy.

Compared to:

- 56.8% 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 ...

Happy: You 2022 56.0%, You 2023 57.5%, You 2024 58.3%, Comparator 2024 56.8%, Public sector 2024 55.4%

Enthusiastic: You 2022 48.5%, You 2023 51.2%, You 2024 50.6%, Comparator 2024 47.0%, Public sector 2024 49.2%

Worried: You 2022 33.1%, You 2023 31.7%, You 2024 27.1%, Comparator 2024 31.7%, Public sector 2024 29.2%

Miserable: You 2022 21.2%, You 2023 21.5%, You 2024 19.2%, Comparator 2024 20.2%, Public sector 2024 16.9%

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

People outcomes

Scorecard: negative behaviours

What is this

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

Why this is important

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

How to read this

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

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

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

Example

In 2024:

- 30.5% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months.

Compared to:

- 29.3% of staff in your comparator group and 17.6% of staff across the public sector.

Violence or aggression

35.4%	You 2022
29.3%	You 2023
30.5%	You 2024
29.3%	Comparator 2024
17.6%	Public sector 2024

Bullying

18.7%	You 2022
19.6%	You 2023
17.5%	You 2024
17.7%	Comparator 2024
13.3%	Public sector 2024

Sexual harassment

8.9%	You 2022
7.1%	You 2023
7.8%	You 2024
8.6%	Comparator 2024
5.9%	Public sector 2024

Discrimination

5.0%	You 2022
5.3%	You 2023
6.3%	You 2024
5.3%	Comparator 2024
5.2%	Public sector 2024

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

People outcomes

Bullying

What is this

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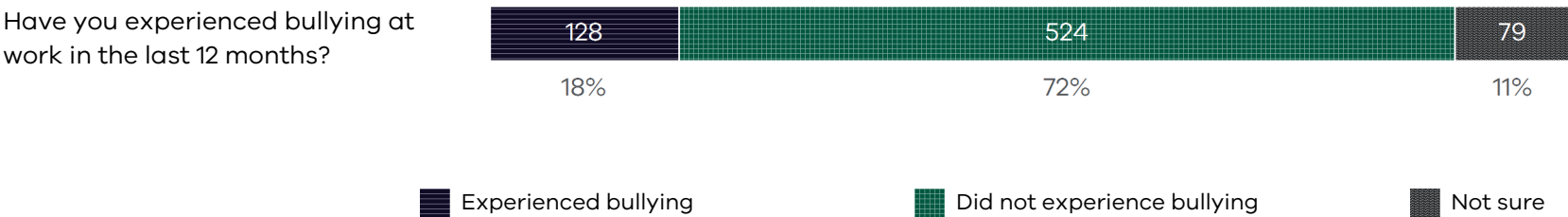
Why this is important

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

18% of your staff who did the survey said they experienced bullying.

Of that 18%, 67% 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?

128	524	79
18%	72%	11%

■ Experienced bullying   ■ Did not experience bullying   ■ Not sure

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)	73%	67%	71%	69%
Exclusion or isolation	43%	38%	41%	42%
Intimidation and/or threats	28%	36%	32%	30%
Withholding essential information for me to do my job	34%	32%	26%	28%
Verbal abuse	22%	23%	22%	21%
Other	13%	16%	14%	15%
Being assigned meaningless tasks unrelated to my job	17%	11%	11%	13%
Interference with my personal property and/or work equipment	4%	7%	4%	4%
Being given impossible assignment(s)	7%	5%	7%	9%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Telling someone about the bullying

What is this

This is if staff told someone when they experienced bullying.
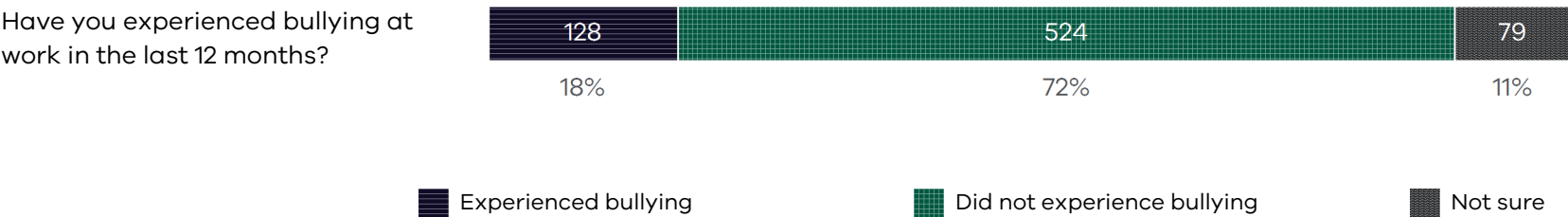
Why this is important

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

18% of your staff who did the survey said they experienced bullying, of which

- 45% said the top way they reported the bullying was 'Told a manager'.
- 88% said they didn't submit a formal complaint.

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

128	524	79
18%	72%	11%

■ Experienced bullying　　■ Did not experience bullying　　■ Not sure

Did you tell anyone about the bullying?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	53%	45%	52%	50%
Told a colleague	44%	41%	41%	41%
Told a friend or family member	40%	38%	34%	35%
Told the person the behaviour was not OK	17%	16%	16%	16%
Told human resources	13%	13%	12%	13%
Submitted a formal complaint	9%	12%	11%	12%
I did not tell anyone about the bullying	13%	9%	10%	12%
Told employee assistance program (EAP) or peer support	9%	8%	8%	10%
Told someone else	11%	8%	10%	11%

Victorian Public Sector Commission

VICTORIA State Government

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

88% of your staff who experienced bullying did not submit a formal complaint, of which:

- 52% said the top reason was 'I believed there would be negative consequences for my reputation'.
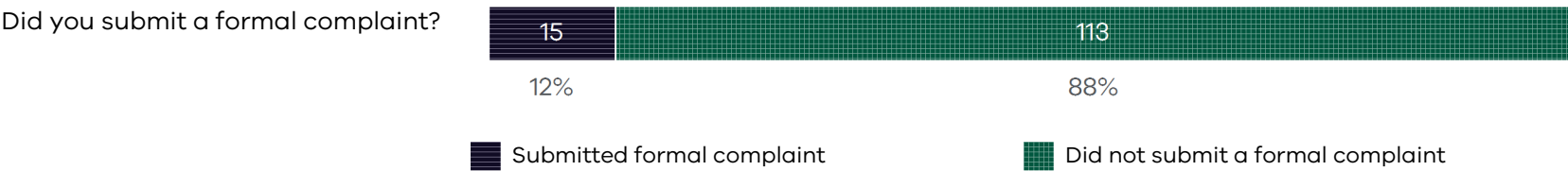
Did you submit a formal complaint?

15	113
12%	88%

■ Submitted formal complaint   ▨ Did not 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	46%	52%	45%	49%
I didn't think it would make a difference	44%	48%	53%	52%
I believed there would be negative consequences for my career	32%	34%	31%	38%
I didn't feel safe to report the incident	9%	19%	17%	20%
I didn't think it was serious enough	13%	14%	16%	18%
Other	15%	12%	18%	16%
I believed there would be negative consequences for the person I was going to complain about	10%	9%	8%	10%
I didn't need to because I made the bullying stop	5%	8%	5%	6%
I thought the complaint process would be embarrassing or difficult	6%	7%	9%	12%
I didn't need to because I no longer had contact with the person(s) who bullied me	6%	4%	4%	5%

Victorian Public Sector Commission

VICTORIA State Government

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, 18% 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

18% of your staff who did the survey said they experienced bullying.

Of that 18%, 55% said it was by 'A colleague'.

128 people (18% of staff) experienced bullying (You 2024)
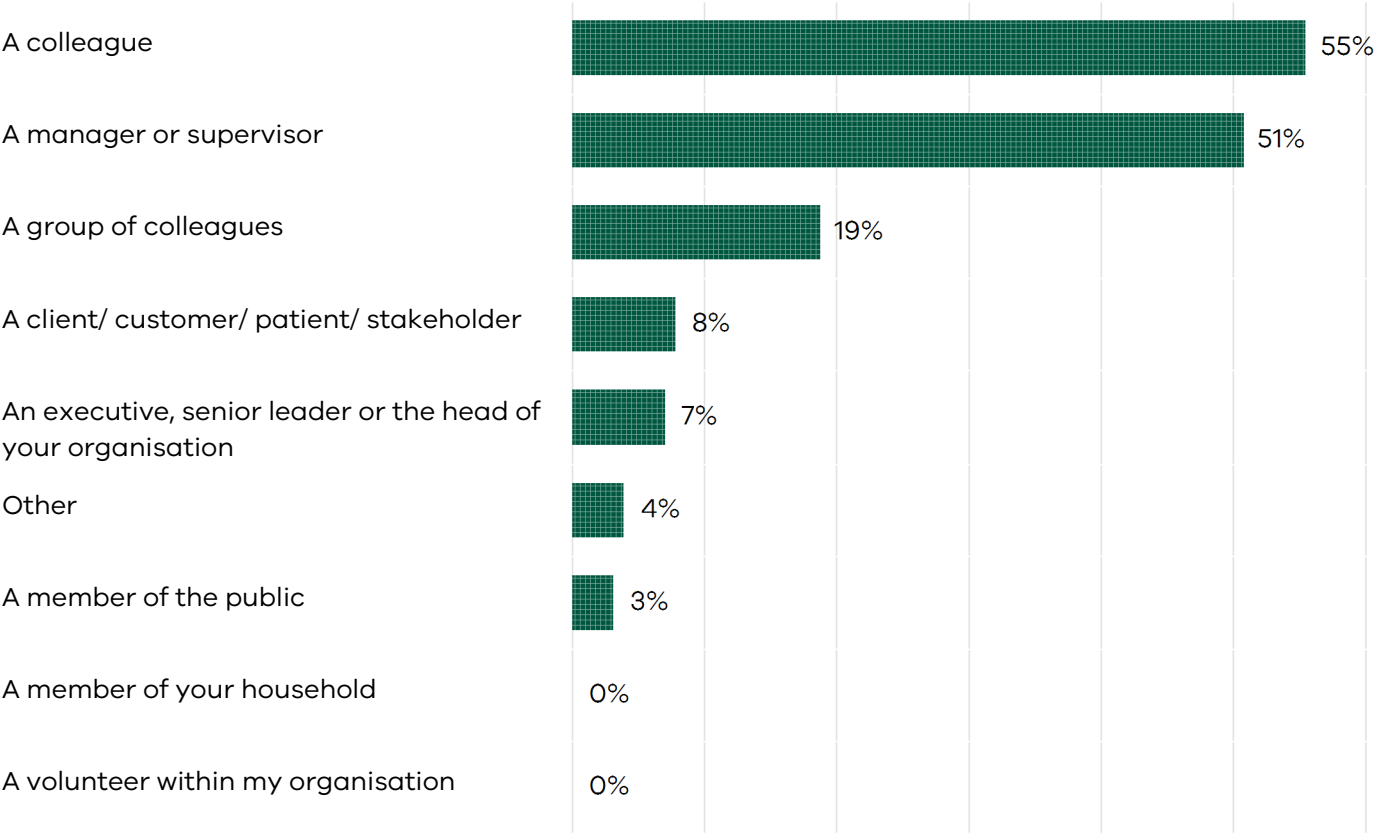
Perpetrator	%
A colleague	55%
A manager or supervisor	51%
A group of colleagues	19%
A client/ customer/ patient/ stakeholder	8%
An executive, senior leader or the head of your organisation	7%
Other	4%
A member of the public	3%
A member of your household	0%
A volunteer within my organisation	0%

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, 18% 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

18% of your staff who did the survey said they experienced bullying.

Of that 18%, 95% said it was by someone within the organisation.

Of that 95%, 58% said it was 'They were in my workgroup'.

121 people (95% of staff who experienced bullying) experienced bullying from within your organisation (You 2024)

Relationship	Percentage
They were in my workgroup	58%
They were my immediate manager or supervisor	41%
They were outside my workgroup	15%
They were someone I supervise or manage	9%
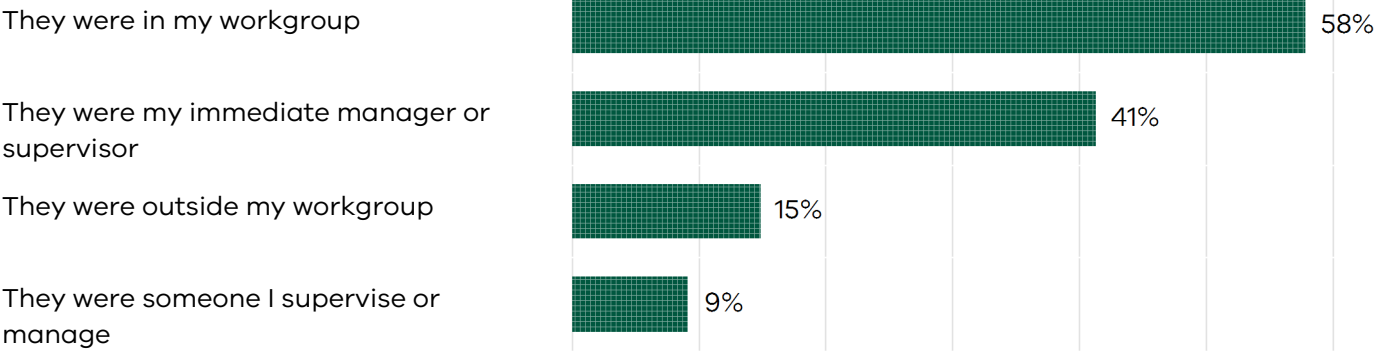
People outcomes

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

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

Of those, 58% said the top type was 'Intrusive questions about my private life or comments about my physical appearance'.

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

57	674
8%	92%

■ Experienced sexual harassment   ▦ Did not experience sexual harasswment
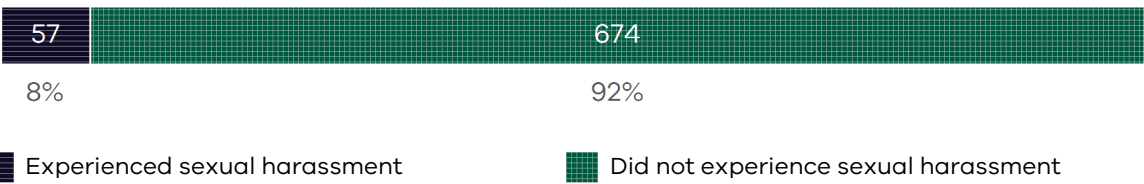
Behaviours reported	You 2023	You 2024	Comparator 2024	Public sector 2024
Intrusive questions about my private life or comments about my physical appearance	52%	58%	48%	50%
Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)	54%	56%	57%	53%
Unwelcome touching, hugging, cornering or kissing	17%	26%	21%	20%
Inappropriate physical contact	27%	26%	27%	23%
Sexual gestures, indecent exposure or inappropriate display of the body	13%	21%	10%	9%
Inappropriate staring or leering that made me feel intimidated	12%	19%	18%	17%
Any other unwelcome conduct of a sexual nature	13%	9%	9%	9%
Repeated or inappropriate invitations to go out on dates	4%	5%	4%	5%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	2%	4%	1%	3%
Sexually explicit posts or messages on social media	2%	2%	0%	1%

Victorian Public Sector Commission

VICTORIA State Government

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

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

Of those, 42% said the top response was 'Avoided the person(s) by staying away from them'.

Have you experienced sexual harassment at work in the last 12 months?	57	674
	8%	92%

■ Experienced sexual harassment   ■ Did not experience sexual harassment
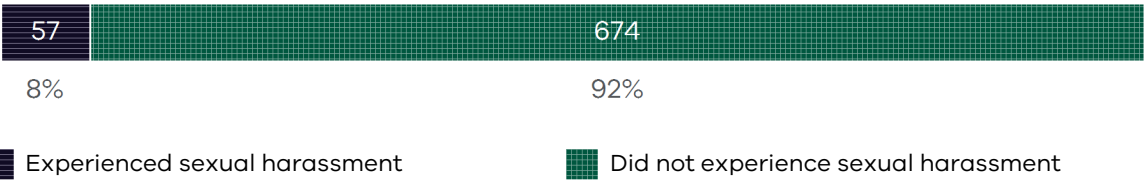
When the harassment happened to you, did you respond in any of the following ways?	You 2023	You 2024	Comparator 2024	Public sector 2024
Avoided the person(s) by staying away from them	35%	42%	32%	36%
Pretended it didn't bother me	46%	40%	38%	40%
Told the person the behaviour was not OK	38%	39%	42%	34%
Tried to laugh it off or forget about it	52%	35%	36%	39%
Told a colleague	25%	35%	30%	30%
Told a friend or family member	23%	26%	17%	21%
Told a manager	21%	18%	23%	24%
Avoided locations where the behaviour might occur	13%	12%	13%	14%
Told someone else	10%	7%	6%	6%
Sought a transfer to another role/location/roster	0%	5%	1%	2%

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

96% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 45% said the top reason was 'I didn't think it would make a difference'.
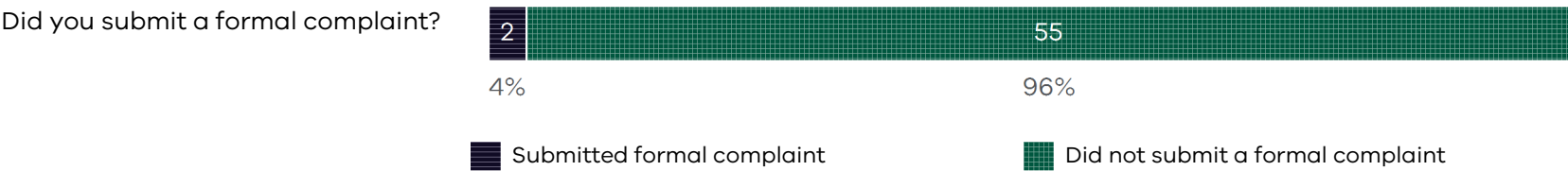
Did you submit a formal complaint?

2	55
4%	96%

■ Submitted formal complaint   ▨ Did not 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	48%	45%	43%	40%
I didn't think it was serious enough	54%	40%	44%	46%
I believed there would be negative consequences for my reputation	21%	24%	19%	26%
I didn't need to because I made the harassment stop	4%	18%	11%	10%
I didn't need to because I no longer had contact with the person(s) who harassed me	15%	15%	10%	10%
Other	15%	11%	15%	14%
I believed there would be negative consequences for my career	13%	9%	11%	17%
I believed there would be negative consequences for the person I was going to complain about	6%	7%	8%	11%
I thought the complaint process would be embarrassing or difficult	0%	7%	6%	10%
I didn't feel safe to report the incident	2%	7%	5%	7%

Victorian Public Sector Commission

VICTORIA State Government

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

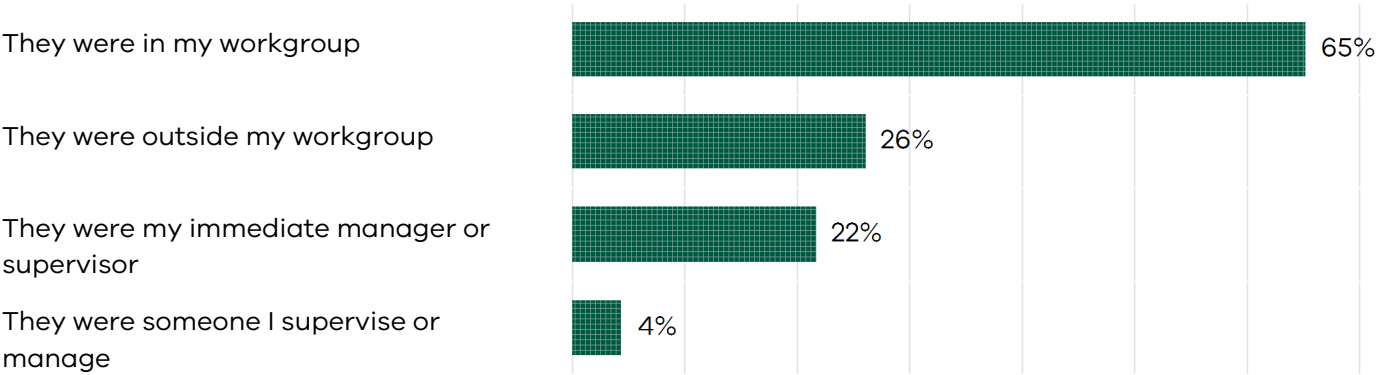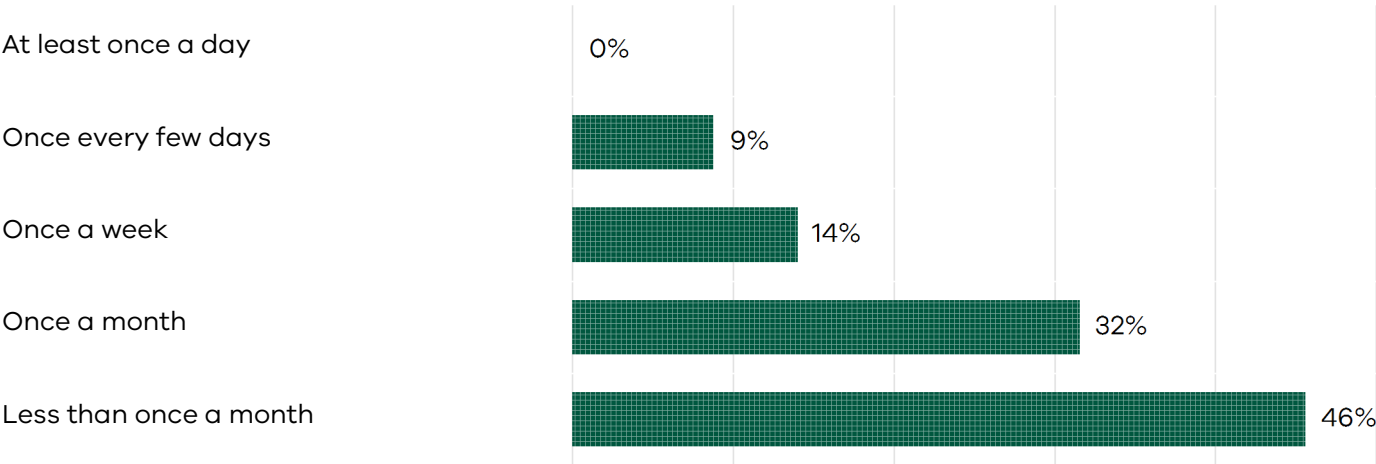In this year's survey, 8% of your staff said they experienced sexual harassment.

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

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

Of that 8%, 68% said it was by 'A client/ customer/ patient/ stakeholder'.

57 people (8% of staff) experienced sexual harassment (You 2024)
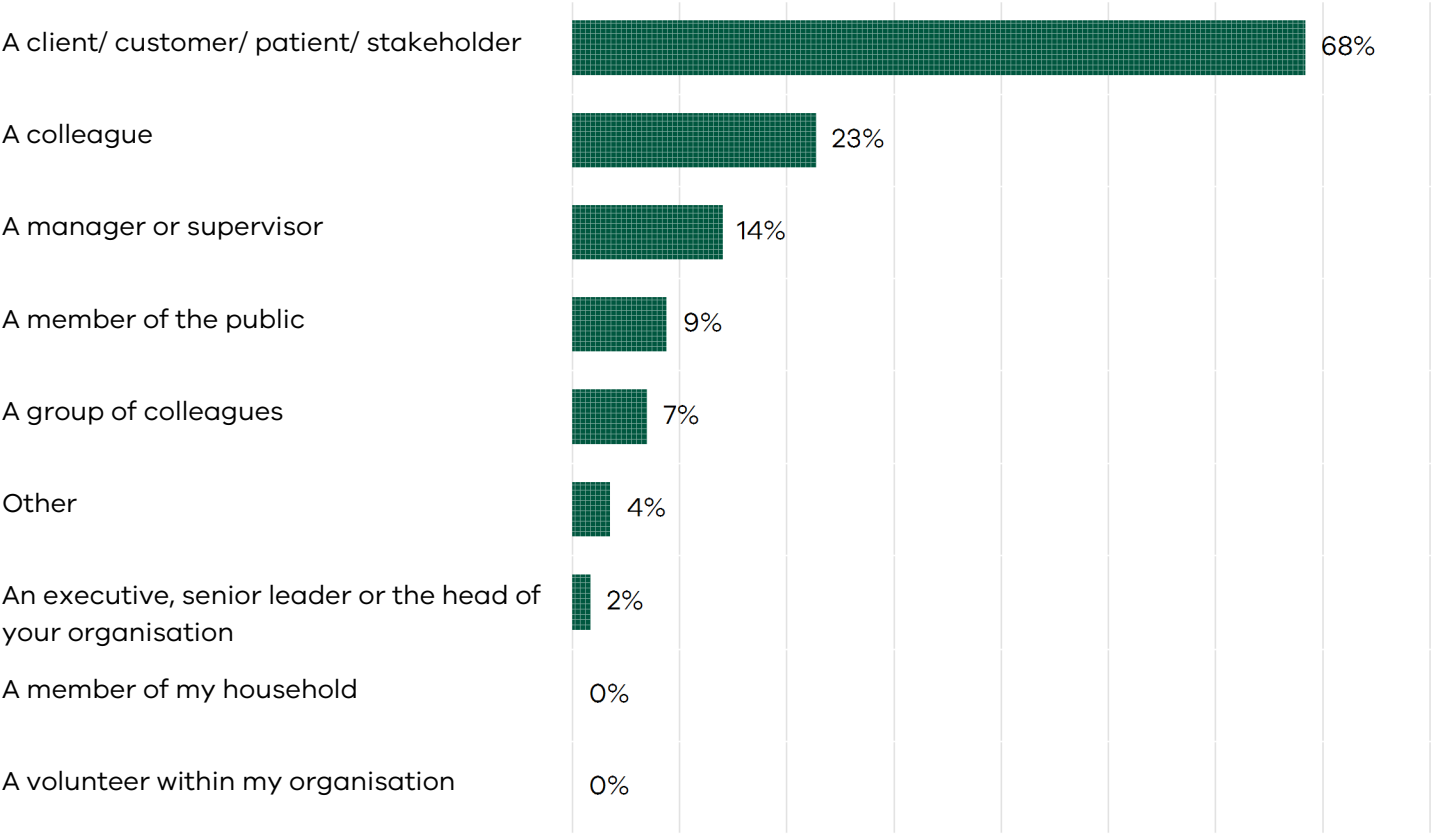
Perpetrator	%
A client/ customer/ patient/ stakeholder	68%
A colleague	23%
A manager or supervisor	14%
A member of the public	9%
A group of colleagues	7%
Other	4%
An executive, senior leader or the head of your organisation	2%
A member of my household	0%
A volunteer within my organisation	0%

Victorian Public Sector Commission

VICTORIA State Government

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, 8% 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

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

Of that 8%, 40% said it was by someone within the organisation.

Of that 40%, 65% said it was 'They were in my workgroup'.

23 people (40% of staff who experienced harassment) experienced harassment from within your organisation (You 2024)

They were in my workgroup	65%
They were outside my workgroup	26%
They were my immediate manager or supervisor	22%
They were someone I supervise or manage	4%

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, 8% 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

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

Of that 8%, 0% said it was 'At least once a day'.

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

Frequency	Percentage
At least once a day	0%
Once every few days	9%
Once a week	14%
Once a month	32%
Less than once a month	46%

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.

How to read this

In the survey, we asked staff to tell us if they'd experienced discrimination.
If they did, they could tell us with one or more answers what what attributes the discrimination was based on.
In descending order, the table shows the top 10 types.

What results are shown

Results for response options with 10 or more responses.

Example

6% of your staff who did the survey said they experienced discrimination.
Of that 6%, 35% said it was 'My race'.

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

46	608	77
6%	83%	11%
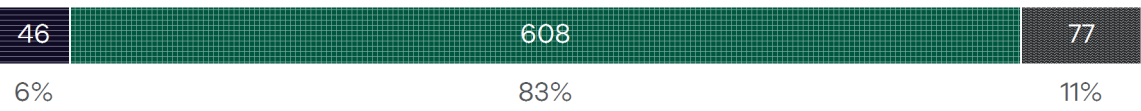
■ Experienced discrimination   ▦ Did not experience discrimination   ▦ Not sure

Why were you discriminated against?	You 2023	You 2024	Comparator 2024	Public sector 2024
My race	–	35%	18%	21%
My age	26%	33%	25%	27%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Type of discrimination

What is this

This is what types of discrimination staff report experiencing in their organisation.

Why this is important

Understanding what types of discrimination happen means an organisation can work out what action to take.

How to read this

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

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

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

Example

6% of your staff who did the survey said they experienced discrimination.

Of that 6%, 57% said it was 'Other'.

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

46	608	77
6%	83%	11%
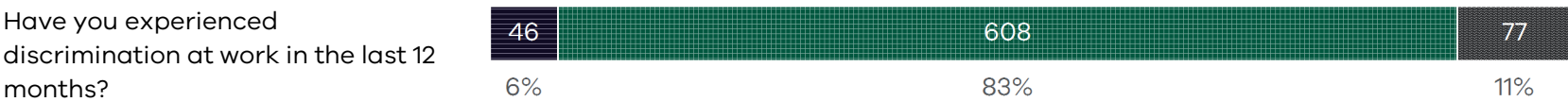
■ Experienced discrimination ▓ Did not experience discrimination ▓ Not sure

If you experienced discrimination, what type of discrimination did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Other	31%	57%	49%	41%
Denied flexible work arrangements or other adjustments	33%	28%	22%	22%
Opportunities for promotion	36%	24%	26%	35%
Opportunities for training or professional development	31%	17%	19%	24%
Pay or conditions offered by employer	10%	11%	10%	10%
Opportunities for transfer/secondment	21%	9%	7%	12%
Employment security - threats of dismissal or termination	5%	9%	8%	12%
Access to leave	10%	4%	6%	8%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Telling someone about the discrimination

What is this

This is who staff told about the discrimination they experienced.

Why this is important

Understanding who staff tell about their discrimination can inform how organisations can support staff.
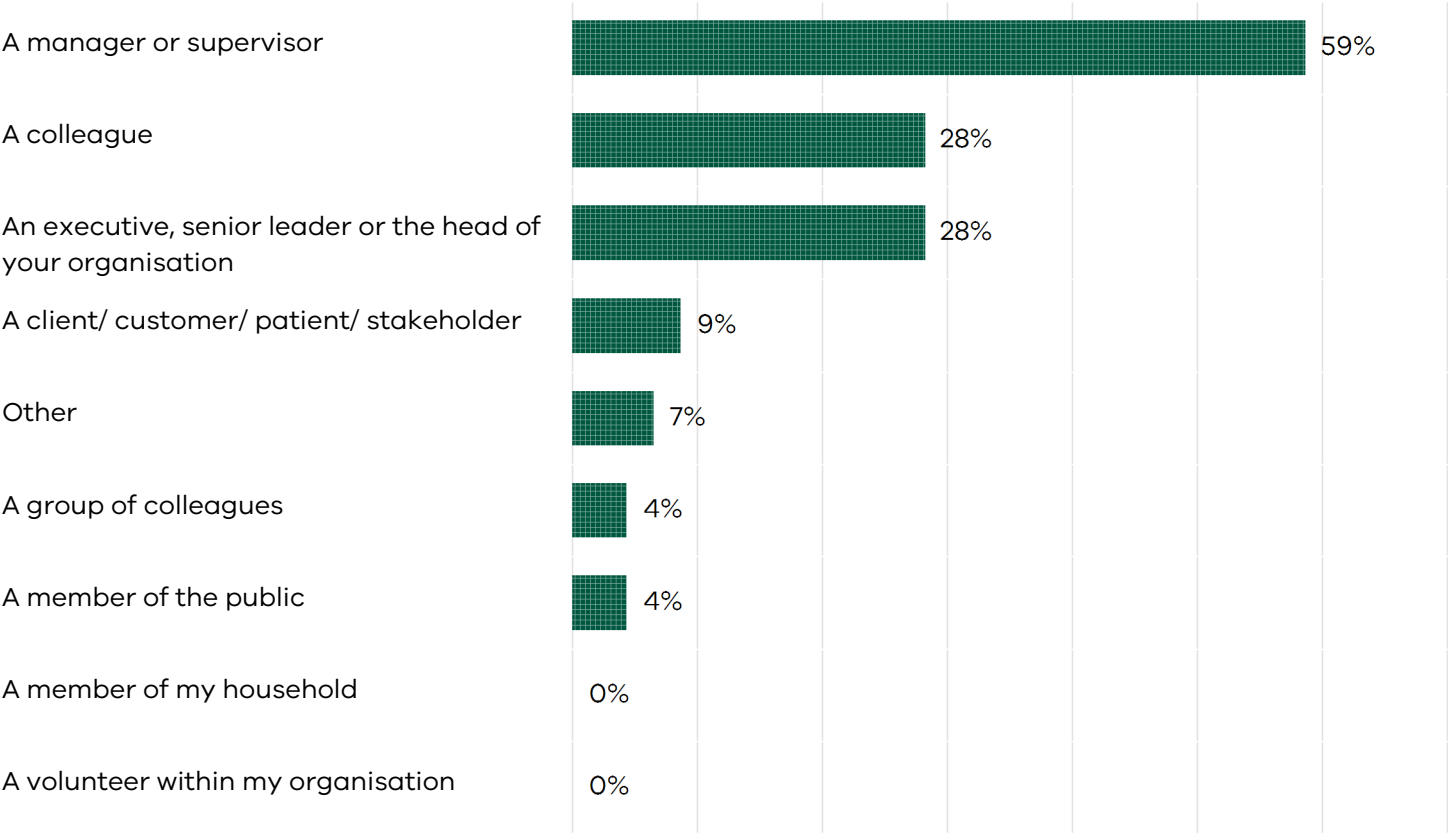
How to read this

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

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

In descending order, the table shows the answers.

Example

6% of your staff who did the survey said they experienced discrimination, of which

- 43% said the top way they reported the discrimination was 'Told a colleague'.
- 91% said they didn't submit a formal complaint.

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

46	608	77
6%	83%	11%
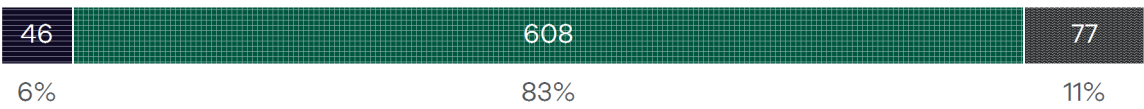
■ Experienced discrimination   ■ Did not experience discrimination   ■ Not sure

Did you tell anyone about the discrimination?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a colleague	41%	43%	37%	38%
Told a friend or family member	26%	28%	36%	32%
I did not tell anyone about the discrimination	33%	22%	21%	24%
Told a manager	23%	20%	27%	29%
Told someone else	10%	13%	14%	14%
Submitted a formal complaint	5%	9%	8%	8%
Told human resources	10%	9%	10%	11%
Told employee assistance program (EAP) or peer support	8%	2%	8%	9%
Told the person the behaviour was not OK	5%	2%	9%	9%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Discrimination - reasons for not submitting a formal complaint

What is this

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

Why this is important

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

How to read this

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

Example

91% of your staff who experienced discrimination did not submit a formal complaint, of which:

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

Did you submit a formal complaint?

4	42
9%	91%

■ Submitted formal complaint ▦ Did not submit a formal complaint
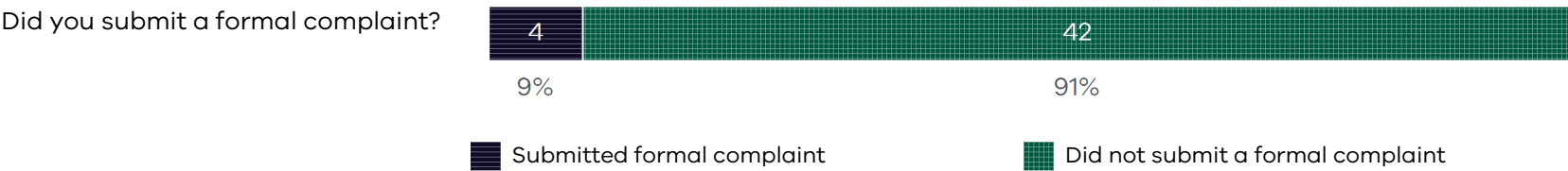
What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	54%	52%	59%	59%
I believed there would be negative consequences for my reputation	57%	48%	50%	51%
I believed there would be negative consequences for my career	54%	40%	41%	49%
I didn't feel safe to report the incident	22%	17%	17%	20%
I didn't think it was serious enough	8%	12%	13%	14%
I didn't need to because I made the discrimination stop	0%	10%	3%	3%
I was advised not to	5%	10%	4%	5%
Other	8%	10%	11%	11%
I believed there would be negative consequences for the person I was going to complain about	5%	5%	8%	8%
I thought the complaint process would be embarrassing or difficult	8%	5%	11%	13%

People outcomes

Perpetrators of discrimination

What is this

This is who staff have said are responsible for discrimination.

Why this is important

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

How to read this

In this year's survey, 6% of your staff said they experienced discrimination.

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

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

Each row is one perpetrator or group of perpetrators.

Example

6% of your staff who did the survey said they experienced discrimination.

Of that 6%, 59% said it was by 'A manager or supervisor'.

46 people (6% of staff) experienced discrimination (You 2024)

Perpetrator	Percentage
A manager or supervisor	59%
A colleague	28%
An executive, senior leader or the head of your organisation	28%
A client/ customer/ patient/ stakeholder	9%
Other	7%
A group of colleagues	4%
A member of the public	4%
A member of my household	0%
A volunteer within my organisation	0%

People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

In this year's survey, 6% of your staff said they experienced discrimination.

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

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

Example

6% of your staff who did the survey said they experienced discrimination.

Of that 6%, 89% said it was by someone within the organisation.

Of that 89%, 54% said it was 'They were in my workgroup'.

---

41 people (89% of staff who experienced discrimination) experienced discrimination from within your organisation (You 2024)

Relationship	Percentage
They were in my workgroup	54%
They were my immediate manager or supervisor	49%
They were outside my workgroup	12%
They were someone I supervise or manage	5%
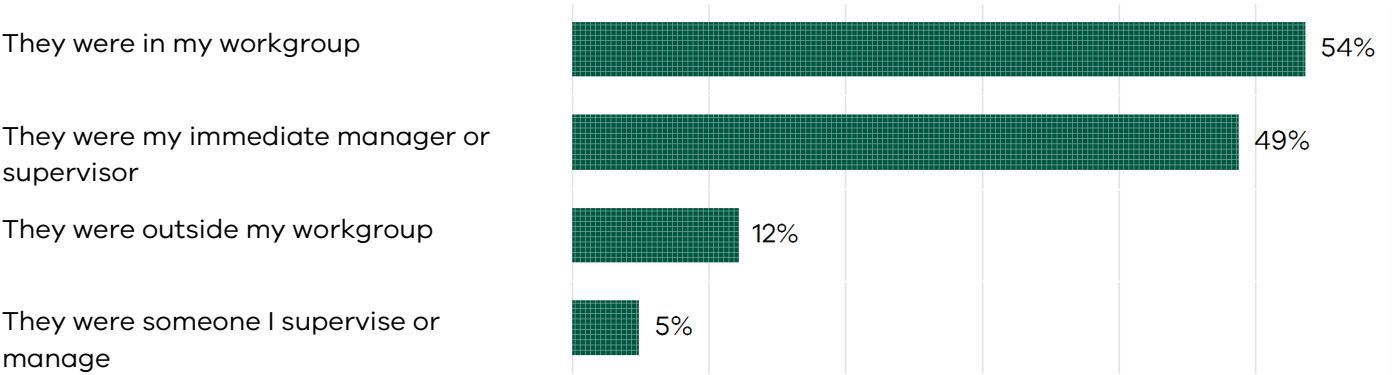
People outcomes

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

31% of your staff who did the survey said they experienced violence or aggression.

Of that 31%, 89% said it was 'Abusive language'.

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

223	479	29
31%	66%	4%

- ■ Experienced violence or aggression
- ▦ Did not experience violence or aggression
- ▦ Not sure
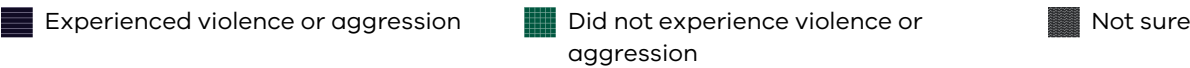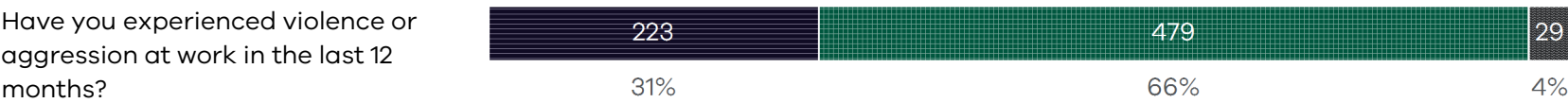
If you experienced violence or aggression, what type did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	92%	89%	88%	81%
Intimidating behaviour	69%	70%	70%	71%
Threats of violence	53%	52%	45%	38%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	40%	40%	36%	26%
Damage to my property or work equipment	13%	19%	11%	9%
Other	2%	4%	3%	3%
Stalking, including cyber-stalking	1%	1%	1%	1%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Telling someone about violence and aggression

What is this

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

Why this is important

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

How to read this

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

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

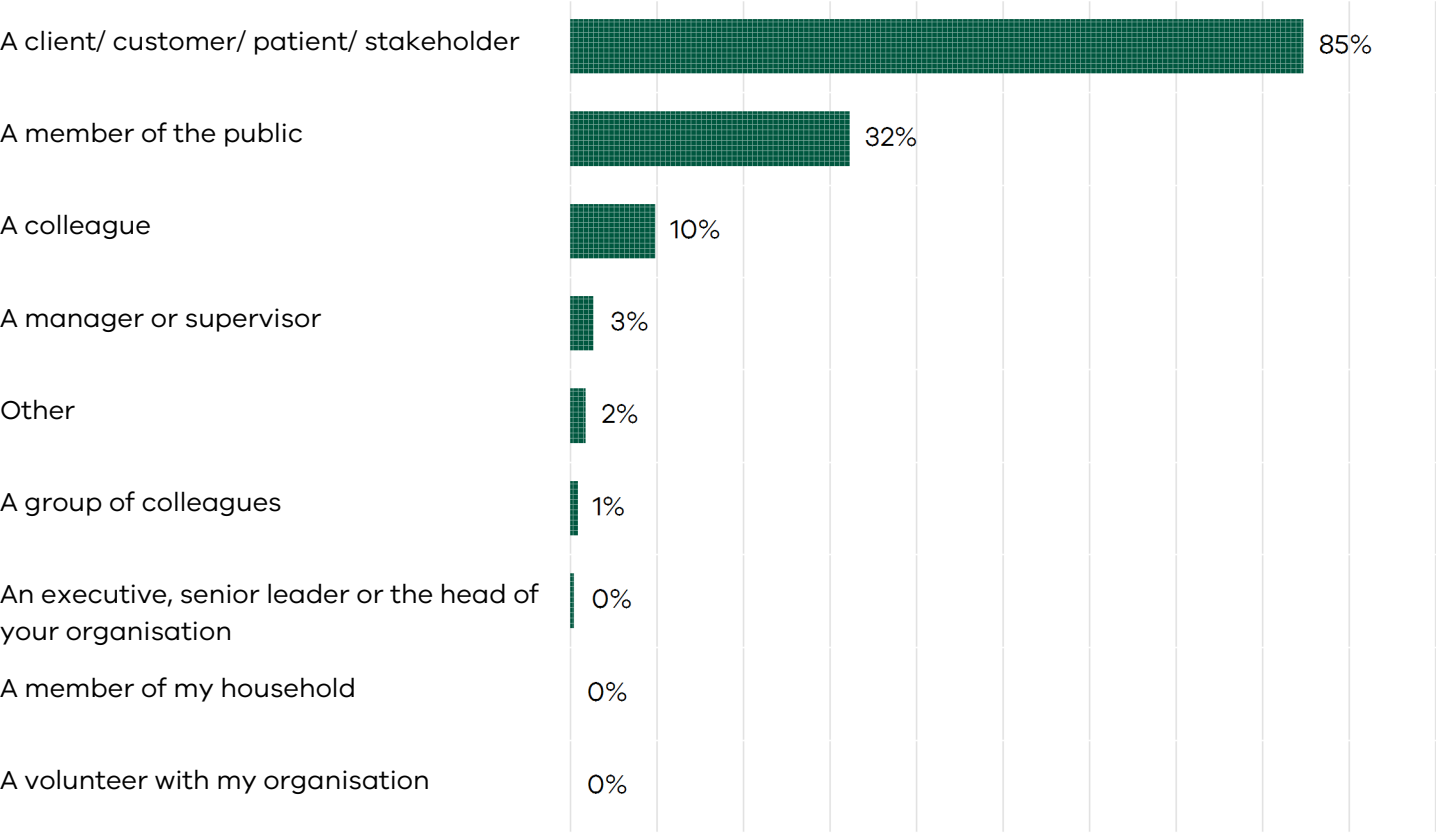In descending order, the table shows the answers.

Example

31% of your staff who did the survey said they experienced violence or aggression, of which

- 57% said the top way they reported the violence or agression was 'Told a manager'.
- 58% said they didn't submit a formal incident report

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

223	479	29
31%	66%	4%

■ Experienced violence or aggression   ▨ Did not experience violence or aggression   ▨ Not sure
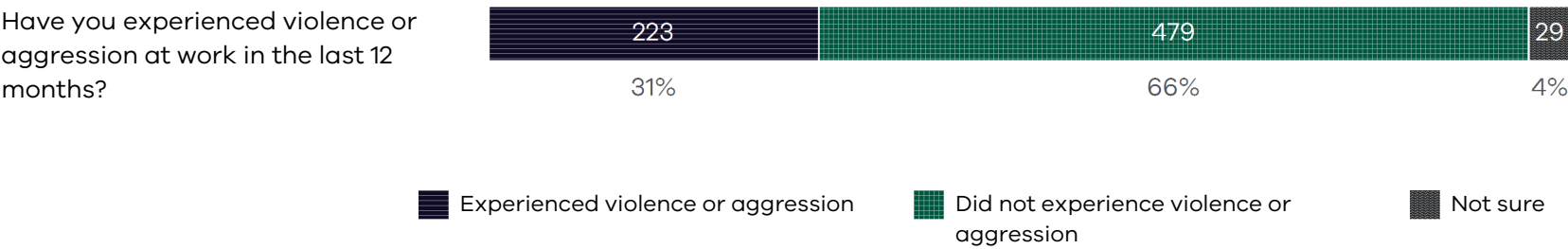
Did you tell anyone about the incident?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	59%	57%	55%	58%
Told a colleague	45%	44%	47%	45%
Submitted a formal incident report	40%	42%	37%	36%
Told the person the behaviour was not OK	34%	39%	33%	30%
Told a friend or family member	19%	21%	17%	19%
Told someone else	3%	4%	5%	5%
Told human resources	2%	4%	3%	4%
I did not tell anyone about the incident(s)	5%	3%	5%	7%
Told employee assistance program (EAP) or peer support	2%	2%	3%	4%

Victorian Public Sector Commission

VICTORIA State Government

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

58% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 38% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal incident report?

93	130
42%	58%

- Submitted formal incident report
- Did not submit a formal incident report
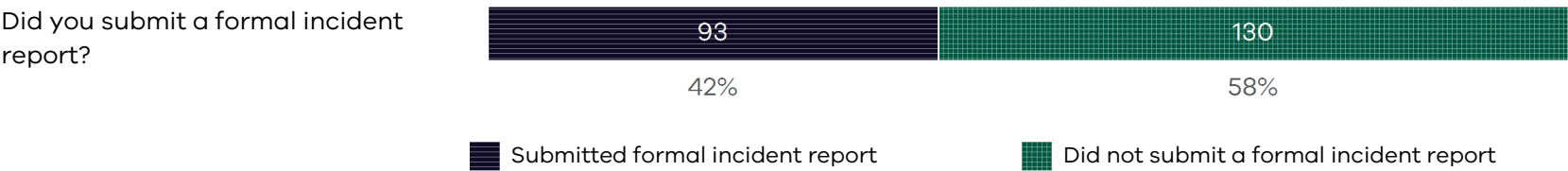
What was your reason for not submitting a formal incident report?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	38%	38%	41%	39%
I didn't think it was serious enough	24%	31%	31%	32%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	19%	21%	13%	14%
Other	22%	20%	25%	23%
I didn't need to because I made the violence or aggression stop	16%	12%	14%	14%
I believed there would be negative consequences for my reputation	8%	9%	11%	15%
I believed there would be negative consequences for my career	6%	8%	6%	12%
I was advised not to	2%	5%	2%	2%
I didn't feel safe to report the incident	4%	5%	3%	6%
I thought the complaint process would be embarrassing or difficult	1%	4%	3%	4%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of violence and aggression

What is this

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

Why this is important

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

How to read this

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

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

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

Each row is one perpetrator or group of perpetrators.

Example

31% of your staff who did the survey said they experienced violence or aggression.

Of that 31%, 85% said it was by 'A client/ customer/ patient/ stakeholder'.

223 people (31% of staff) experienced violence or aggression (You 2024)

Perpetrator	Percentage
A client/ customer/ patient/ stakeholder	85%
A member of the public	32%
A colleague	10%
A manager or supervisor	3%
Other	2%
A group of colleagues	1%
An executive, senior leader or the head of your organisation	0%
A member of my household	0%
A volunteer with my organisation	0%

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, 31% 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

31% of your staff who did the survey said they experienced violence or aggression.

Of that 31%, 12% said it was by someone within the organisation.

Of that 12%, 73% said it was 'They were in my workgroup'.

26 people (12% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You 2024)

They were in my workgroup — 73%

They were my immediate manager or supervisor — 19%

They were someone I supervise or manage — 12%

They were outside my workgroup — 8%
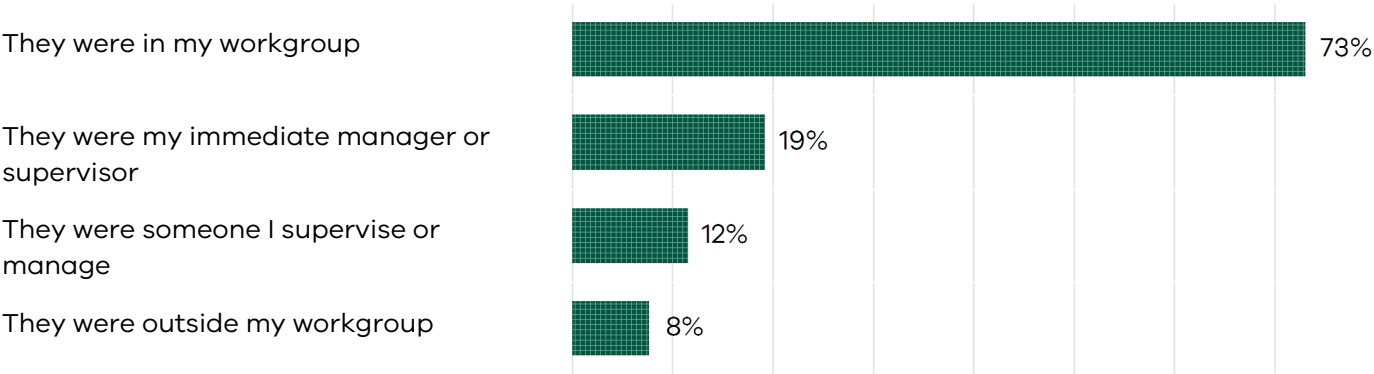
Negative behaviour

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

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

68% said 'No, I have not witnessed any of the situations above'.

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

233	498
32%	68%

■ Witnessed some negative behaviour   ▦ Did not witness some negative behaviour
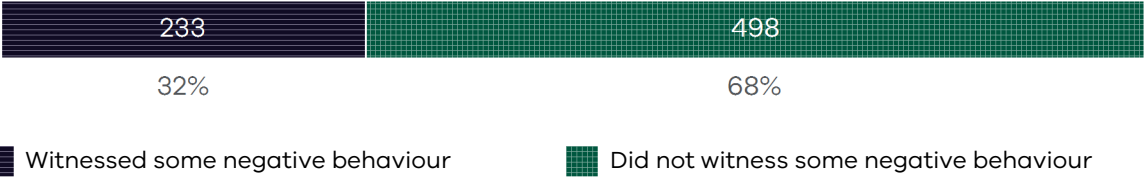
During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	You 2024	Comparator 2024	Public sector 2024
No, I have not witnessed any of the situations above	67%	68%	70%	77%
Bullying of a colleague	20%	22%	19%	15%
Discrimination against a colleague	10%	12%	10%	9%
Violence or aggression against a colleague	10%	10%	9%	6%
Sexual harassment of a colleague	1%	2%	2%	2%

Victorian Public Sector Commission

VICTORIA State Government

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

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

- 72% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 5% took no action.

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

233	498
32%	68%

■ Witnessed some negative behaviour   ■ Did not witness some negative behaviour
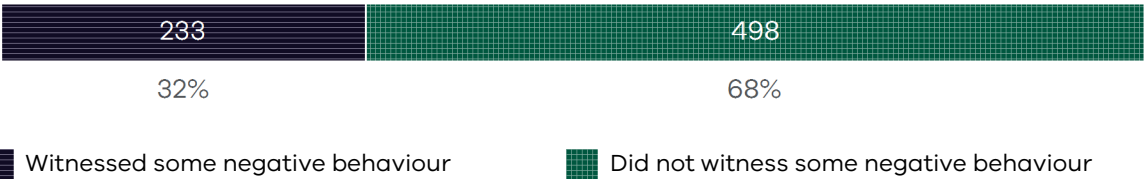
When you witnessed these behaviour(s), did you do any of the following?	You 2023	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	70%	72%	71%	71%
Told a manager	43%	43%	42%	40%
Told the person the behaviour was not OK	30%	33%	26%	24%
Spoke to the person who behaved in a negative way	31%	27%	23%	20%
Told a colleague	22%	22%	19%	21%
Told human resources	5%	8%	6%	7%
Submitted a formal complaint	8%	6%	8%	6%
Took no action	-	5%	7%	7%
Other	5%	5%	6%	6%

People outcomes

Negative behaviour - satisfaction with making a formal complaint

What is this

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

Why this is important

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

How to read this

Under 'Your results', see results for each type of negative behaviour in descending order by most satisfied.

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

Example

51% of staff were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Survey question	Your results	Benchmark satisfied results					

Were you satisfied with the way your formal complaint was handled

- No
- Don't know
- Yes

		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
Violence or aggression	28% / 22% / 51%	45%	44%	51%	38%	51%	71%
Bullying	73% / 7% / 20%	20%	23%	20%	19%	23%	29%

Victorian
Public Sector
Commission

VICTORIA
State Government

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Custom questions

- Questions requested by your organisation

Demographics

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

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 'Job enrichment', the 'You 2024' column shows 93% of your staff who did the survey agreed with 'I can use my skills and knowledge in my job'. In the 'Change from 2023' column, you have a -3% change, which is a negative trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Job enrichment	I can use my skills and knowledge in my job	93%	-3%	93%
Meaningful work	I can make a worthwhile contribution at work	93%	-2%	93%
Meaningful work	I achieve something important through my work	92%	-3%	92%
Job enrichment	I understand how my job helps my organisation achieve its goals	91%	-1%	89%
Job enrichment	I clearly understand what I am expected to do in this job	89%	+1%	88%
Meaningful work	I get a sense of accomplishment from my work	87%	-0%	85%
Collaboration	I am able to work effectively with others outside my immediate workgroup	86%	-1%	84%
Manager leadership	My manager treats employees with dignity and respect	84%	-3%	83%
Inclusion	I feel culturally safe at work	84%	+1%	83%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	83%	+1%	82%

Victorian Public Sector Commission

VICTORIA State Government

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 38% 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 -3% 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	38%	-3%	30%
Safety climate	All levels of my organisation are involved in the prevention of stress	49%	+4%	38%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	50%	-4%	42%
Organisational integrity	I believe the promotion processes in my organisation are fair	51%	+4%	44%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	51%	-0%	47%
Patient safety climate	This health service does a good job of training new and existing staff	52%	-0%	54%
Organisational integrity	I have an equal chance at promotion in my organisation	53%	+2%	45%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	54%	+3%	44%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	55%	-2%	47%
Workload	I have enough time to do my job effectively	56%	-2%	53%

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 'Safe to speak up', the 'You 2024' column shows 70% of your staff who did the survey agreed with 'People in my workgroup are able to bring up problems and tough issues'.

In the 'Increase from 2023' column, you have a 4% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	70%	+4%	66%
Learning and development	My organisation places a high priority on the learning and development of staff	63%	+4%	57%
Organisational integrity	I believe the promotion processes in my organisation are fair	51%	+4%	44%
Innovation	My workgroup learns from failures and mistakes	75%	+4%	70%
Safety climate	All levels of my organisation are involved in the prevention of stress	49%	+4%	38%
Patient safety climate	Patient care errors are handled appropriately in my work area	68%	+4%	65%
Quality service delivery	My workgroup has clear lines of responsibility	76%	+3%	73%
Learning and development	I am satisfied with the opportunities to progress in my organisation	58%	+3%	51%
Engagement	My organisation motivates me to help achieve its objectives	63%	+3%	58%
Engagement	My organisation inspires me to do the best in my job	63%	+3%	58%

Victorian Public Sector Commission

VICTORIA State Government

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 'Taking action', the 'You 2024' column shows 50% of your staff who did the survey agreed with 'I believe my organisation will make improvements based on the results of this year's survey'. In the 'Decrease from 2023' column, you have a 4% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Taking action	I believe my organisation will make improvements based on the results of this year's survey	50%	-4%	42%
Manager support	I can discuss problems or issues with my manager	78%	-3%	79%
Manager leadership	My manager treats employees with dignity and respect	84%	-3%	83%
Taking action	My organisation has made improvements based on the survey results from last year	38%	-3%	30%
Engagement	I am proud to tell others I work for my organisation	66%	-3%	68%
Manager leadership	My manager demonstrates honesty and integrity	81%	-3%	80%
Meaningful work	I achieve something important through my work	92%	-3%	92%
Job enrichment	I can use my skills and knowledge in my job	93%	-3%	93%
Manager support	My manager listens to what I have to say	79%	-2%	79%
Collaboration	Workgroups across my organisation willingly share information with each other	65%	-2%	61%

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 'Safety climate', the 'You 2024' column shows 49% of your staff who did the survey agreed with 'All levels of my organisation are involved in the prevention of stress'.

The 'Difference' column, shows that agreement for this question was 11% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Safety climate	All levels of my organisation are involved in the prevention of stress	49%	+11%	38%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	54%	+10%	44%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	58%	+9%	49%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	55%	+8%	47%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	50%	+8%	42%
Senior leadership	Senior leaders provide clear strategy and direction	62%	+8%	54%
Taking action	My organisation has made improvements based on the survey results from last year	38%	+8%	30%
Organisational integrity	My organisation does not tolerate improper conduct	70%	+8%	62%
Senior leadership	Senior leaders model my organisation's values	65%	+8%	57%
Organisational integrity	I have an equal chance at promotion in my organisation	53%	+8%	45%

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 'Patient safety climate', the 'You 2024' column shows 58% of your staff who did the survey agreed with 'Trainees in my discipline are adequately supervised'.

The 'Difference' column, shows that agreement for this question was 4% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Patient safety climate	Trainees in my discipline are adequately supervised	58%	-4%	61%
Engagement	I am proud to tell others I work for my organisation	66%	-2%	68%
Patient safety climate	This health service does a good job of training new and existing staff	52%	-2%	54%
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	64%	-2%	66%
Inclusion	I can be myself at work	80%	-2%	82%
Manager support	I can discuss problems or issues with my manager	78%	-1%	79%
Quality service delivery	My workgroup provides high quality advice and services	78%	-1%	79%
Patient safety climate	My suggestions about patient safety would be acted upon if I expressed them to my manager	70%	-1%	71%
Manager support	My manager gives me feedback that helps me improve my performance	69%	-0%	69%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	78%	-0%	78%

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
- Satisfaction with complaint processes

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

Custom questions

- Questions requested by your organisation

Demographics

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

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

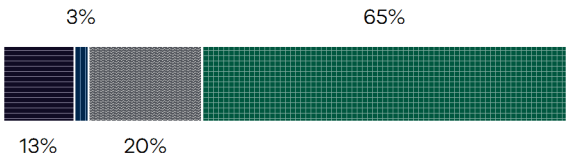50% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this year's survey'.

Survey question	Your results						

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

		You			Comparator		
Survey question	Your results	2022	2023	2024	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this year's survey	16% / 34% / 50%	49%	54%	50%	24%	42%	62%
My organisation has made improvements based on the survey results from last year	11% / 27% / 25% / 38%	31%	41%	38%	12%	30%	49%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Custom questions

- Questions requested by your organisation

Demographics

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

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

65% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

Survey question	Your results						

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

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
Senior leaders model my organisation's values	3% / 65% / 13% / 20%	61%	64%	65%	39%	57%	71%
Senior leaders demonstrate honesty and integrity	3% / 63% / 13% / 21%	58%	63%	63%	39%	56%	69%
Senior leaders provide clear strategy and direction	2% / 62% / 16% / 20%	58%	60%	62%	36%	54%	70%

Victorian Public Sector Commission · VICTORIA State Government

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay

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

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

Custom questions

- Questions requested by your organisation

Demographics

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

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:

- 75.7% of your staff who did the survey responded positively to questions about Collaboration.

Compared to:

- 72.6% of staff in your comparator group and 73.8% of staff across the public sector.

Collaboration
- You 2022: 75.8%
- You 2023: 77.5%
- You 2024: **75.7%**
- Comparator 2024: 72.6%
- Public sector 2024: 73.8%

Organisational integrity
- You 2022: 65.7%
- You 2023: 66.1%
- You 2024: **67.0%**
- Comparator 2024: 61.2%
- Public sector 2024: 66.6%

Patient safety climate
- You 2022: 63.0%
- You 2023: 66.0%
- You 2024: **66.3%**
- Comparator 2024: 66.1%
- Public sector 2024: 71.1%

Safety climate
- You 2022: 52.9%
- You 2023: 56.5%
- You 2024: **57.3%**
- Comparator 2024: 50.1%
- Public sector 2024: 57.5%

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

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.
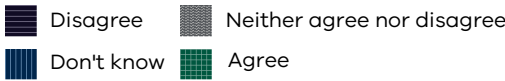
Example

83% 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'.

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

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages employees to act in ways that are consistent with human rights	2% / 4% / 12% / 83%	82%	84%	83%	65%	80%	88%
My organisation encourages respectful workplace behaviours	1% / 9% / 11% / 78%	78%	79%	78%	57%	74%	81%
My organisation is committed to earning a high level of public trust	3% / 8% / 17% / 72%	71%	72%	72%	39%	69%	86%
My organisation does not tolerate improper conduct	1% / 15% / 14% / 70%	67%	69%	70%	44%	62%	74%
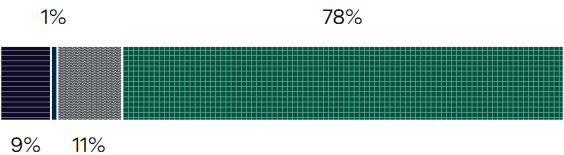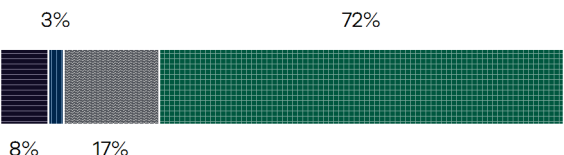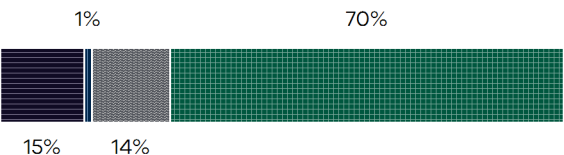
Organisational climate

Organisational integrity 2 of 2

What is this

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

Why this is important

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

How to read this

Under 'Your results', see results for each question in descending order by most agreed.
'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

Example

65% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question / Your results / Benchmark agree results

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

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	15% / 3% / 17% / 65%	66%	65%	65%	43%	58%	69%
I believe the recruitment processes in my organisation are fair	13% / 5% / 17% / 64%	62%	62%	64%	43%	58%	68%
I have an equal chance at promotion in my organisation	17% / 6% / 24% / 53%	51%	51%	53%	33%	45%	58%
I believe the promotion processes in my organisation are fair	19% / 7% / 23% / 51%	49%	47%	51%	31%	44%	57%

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Collaboration

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

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

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

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

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

Example
86% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

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

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup (3% Disagree, 10% Neither, 86% Agree)		86%	88%	86%	75%	84%	89%
Workgroups across my organisation willingly share information with each other (12% Disagree, 2% Don't know, 21% Neither, 65% Agree)		65%	67%	65%	48%	61%	72%

Victorian Public Sector Commission

VICTORIA State Government

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

76% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question / Your results / Benchmark agree results

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

Survey question		You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation provides a physically safe work environment	1% / 76% / 11% / 12%	72%	78%	76%	63%	76%	88%
Senior leaders consider the psychological health of employees to be as important as productivity	19% / 58% / 23%	53%	56%	58%	34%	49%	63%
My organisation has effective procedures in place to support employees who may experience stress	6% / 55% / 20% / 20%	51%	57%	55%	35%	47%	54%
Senior leaders show support for stress prevention through involvement and commitment	22% / 54% / 24%	50%	52%	54%	29%	44%	58%

Victorian Public Sector Commission

VICTORIA State Government

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.
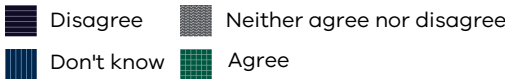
Example

51% of your staff who did the survey agreed or strongly agreed with 'In my workplace, there is good communication about psychological safety issues that affect me'.

Survey question

Your results

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

Benchmark agree results
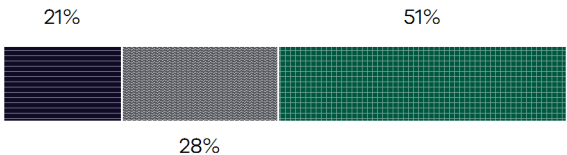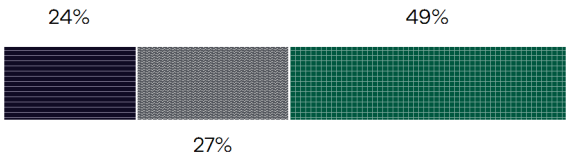
Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
In my workplace, there is good communication about psychological safety issues that affect me (21% / 28% / 51%)		49%	51%	51%	35%	47%	55%
All levels of my organisation are involved in the prevention of stress (24% / 27% / 49%)		42%	45%	49%	22%	38%	54%

Victorian Public Sector Commission

VICTORIA State Government

66

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

81% of your staff who did the survey agreed or strongly agreed with 'I am encouraged by my colleagues to report any patient safety concerns I may have'.

Survey question / Your results / Benchmark agree results

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

Survey question	Disagree	Neither agree nor disagree	Don't know	Agree	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I am encouraged by my colleagues to report any patient safety concerns I may have	4%	15%		81%	76%	80%	81%	72%	80%	89%
My suggestions about patient safety would be acted upon if I expressed them to my manager	9%	20%		70%	71%	70%	70%	63%	71%	81%
Management is driving us to be a safety-centred organisation	7%	23%		70%	64%	72%	70%	51%	67%	82%
Patient care errors are handled appropriately in my work area	11%	14%	6%	68%	63%	65%	68%	57%	65%	76%
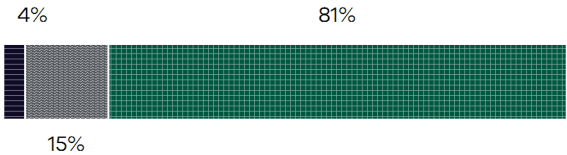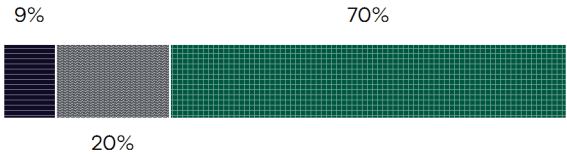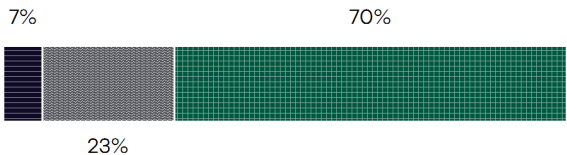
Victorian Public Sector Commission

VICTORIA State Government

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

66% 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'.

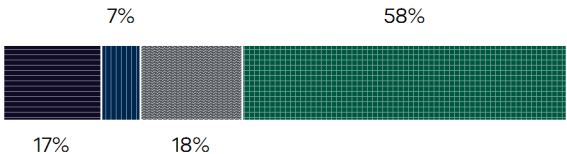## Survey question / Your results / Benchmark agree results

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

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
The culture in my work area makes it easy to learn from the errors of others	13% / 20% / 66%	64%	66%	66%	52%	64%	73%
I would recommend a friend or relative to be treated as a patient here	16% / 20% / 64%	61%	64%	64%	43%	66%	85%
Trainees in my discipline are adequately supervised	17% / 7% / 18% / 58%	54%	59%	58%	48%	61%	67%
This health service does a good job of training new and existing staff	23% / 3% / 22% / 52%	51%	53%	52%	36%	54%	62%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay

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

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

Custom questions

- Questions requested by your organisation

Demographics

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

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.
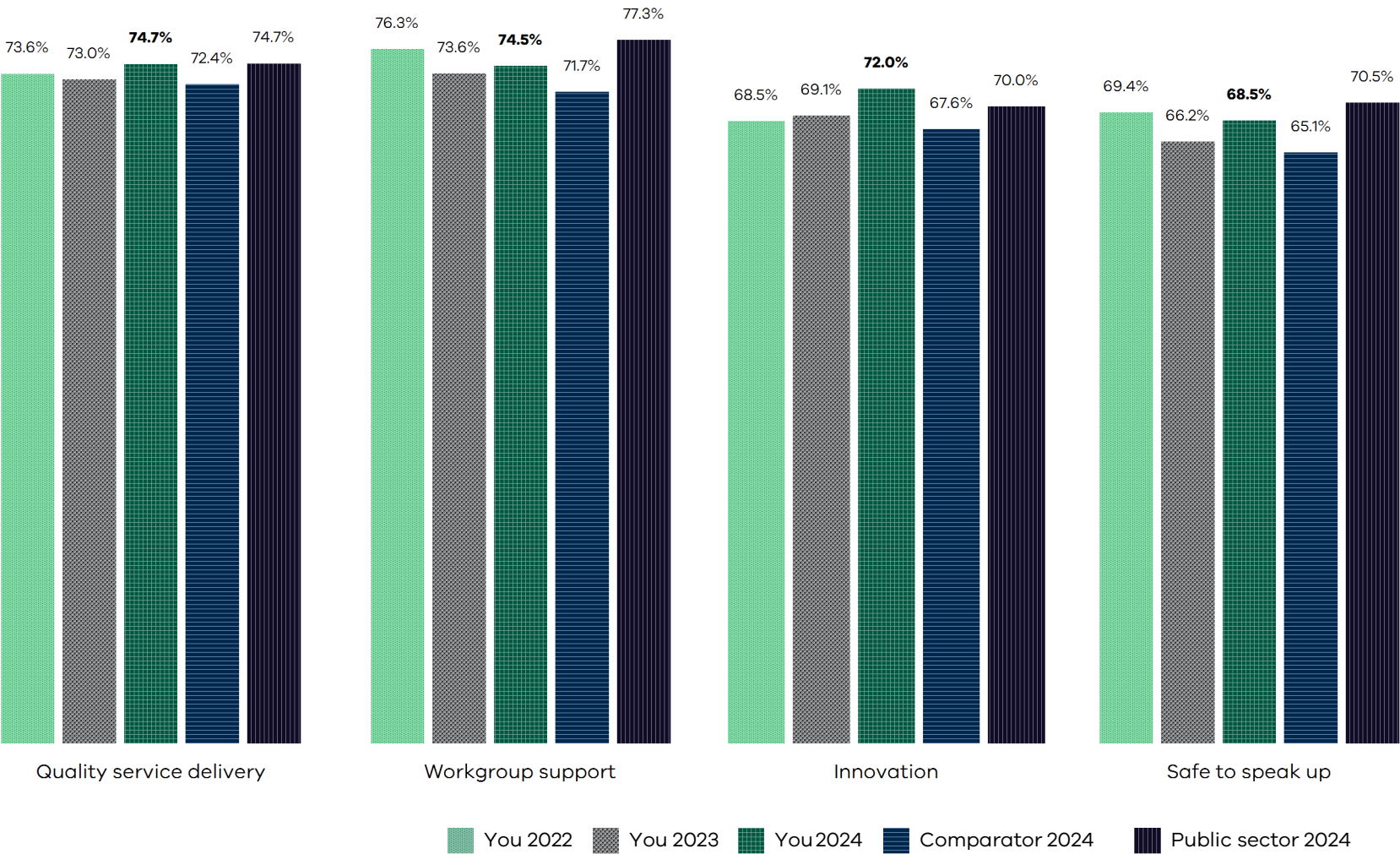
Why this is important

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:

- 74.7% of your staff who did the survey responded positively to questions about Quality service delivery.

Compared to:

- 72.4% of staff in your comparator group and 74.7% of staff across the public sector.

Quality service delivery
- You 2022: 73.6%
- You 2023: 73.0%
- You 2024: **74.7%**
- Comparator 2024: 72.4%
- Public sector 2024: 74.7%

Workgroup support
- You 2022: 76.3%
- You 2023: 73.6%
- You 2024: **74.5%**
- Comparator 2024: 71.7%
- Public sector 2024: 77.3%

Innovation
- You 2022: 68.5%
- You 2023: 69.1%
- You 2024: **72.0%**
- Comparator 2024: 67.6%
- Public sector 2024: 70.0%

Safe to speak up
- You 2022: 69.4%
- You 2023: 66.2%
- You 2024: **68.5%**
- Comparator 2024: 65.1%
- Public sector 2024: 70.5%

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

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

78% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

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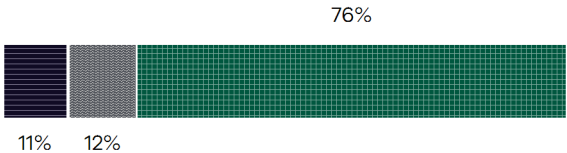- Neither agree nor disagree
- Agree

Survey question	Your results		You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup provides high quality advice and services	6%	16%	79%	78%	78%	70%	79%	86%
	78% agree							
My workgroup has clear lines of responsibility	11%	12%	76%	73%	76%	64%	73%	80%
	76% agree							
My workgroup uses its resources well	8%	18%	69%	71%	74%	61%	70%	80%
	74% agree							
My workgroup acts fairly and without bias	13%	16%	71%	70%	71%	63%	69%	77%
	71% agree							

Victorian Public Sector Commission

VICTORIA State Government

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

75% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.
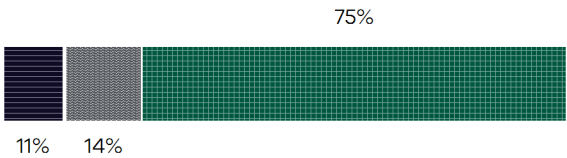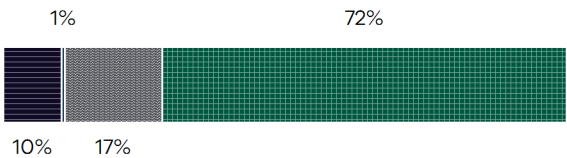
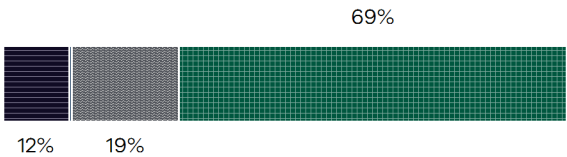| Survey question	Your results	Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
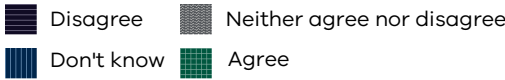
| | You | | | Comparator | | |
Survey question	2022	2023	2024	Lowest	Average	Highest
My workgroup learns from failures and mistakes (Disagree 11%, Neither 14%, Agree 75%)	71%	71%	75%	62%	70%	79%
My workgroup is quick to respond to opportunities to do things better (Disagree 10%, Neither 17%, Don't know 1%, Agree 72%)	70%	69%	72%	62%	69%	77%
My workgroup encourages employee creativity (Disagree 12%, Neither 19%, Agree 69%)	65%	66%	69%	56%	64%	73%

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.

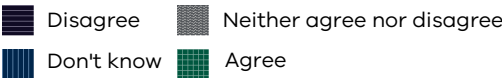Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

82% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.
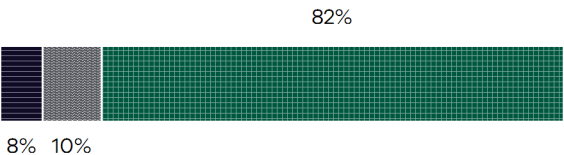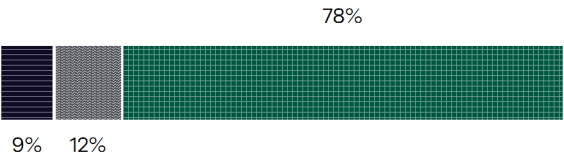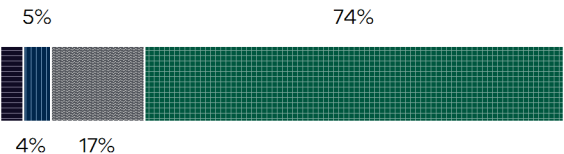
Survey question

Your results

Benchmark agree results

Legend:
- Disagree
- Neither agree nor disagree
- Don't know
- Agree
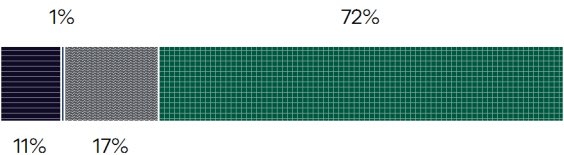
Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup work together effectively to get the job done (Disagree 8%, Neither 10%, Agree 82%)	83%	81%	82%	72%	78%	82%
People in my workgroup treat each other with respect (Disagree 9%, Neither 12%, Agree 78%)	81%	78%	78%	68%	76%	81%
People in my workgroup are politically impartial in their work (Disagree 5%, Don't know 4%, Neither 17%, Agree 74%)	77%	74%	74%	68%	73%	78%
People in my workgroup are honest, open and transparent in their dealings (Disagree 1%, Neither 11%, ... 17%, Agree 72%)	74%	71%	72%	62%	69%	73%

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.

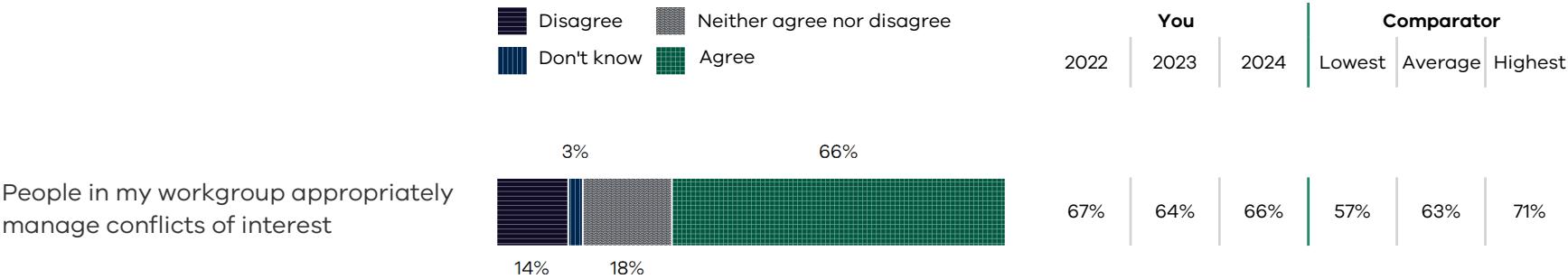Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

66% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

Survey question

Your results

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

People in my workgroup appropriately manage conflicts of interest

3% | 66%
14% | 18%

Benchmark agree results

	You			Comparator		
2022	2023	2024	Lowest	Average	Highest
67%	64%	66%	57%	63%	71%

Workgroup climate

Safe to speak up

What is this

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

Why this is important

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

How to read this

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

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

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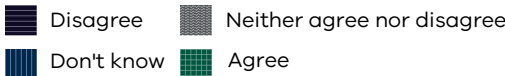
Example

70% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.
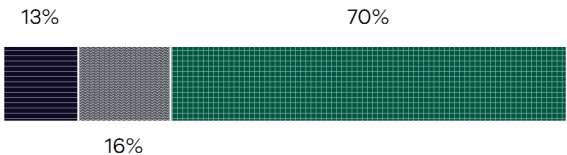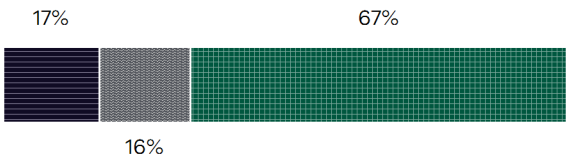
Survey question

Your results

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

People in my workgroup are able to bring up problems and tough issues
13% | 16% | 70%

I feel safe to challenge inappropriate behaviour at work
17% | 16% | 67%

Benchmark agree results

Survey question	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
People in my workgroup are able to bring up problems and tough issues	72%	66%	70%	60%	66%	73%
I feel safe to challenge inappropriate behaviour at work	67%	66%	67%	54%	64%	71%

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
- Satisfaction with complaint processes

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

Custom questions

- Questions requested by your organisation

Demographics

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

Job and manager factors

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.
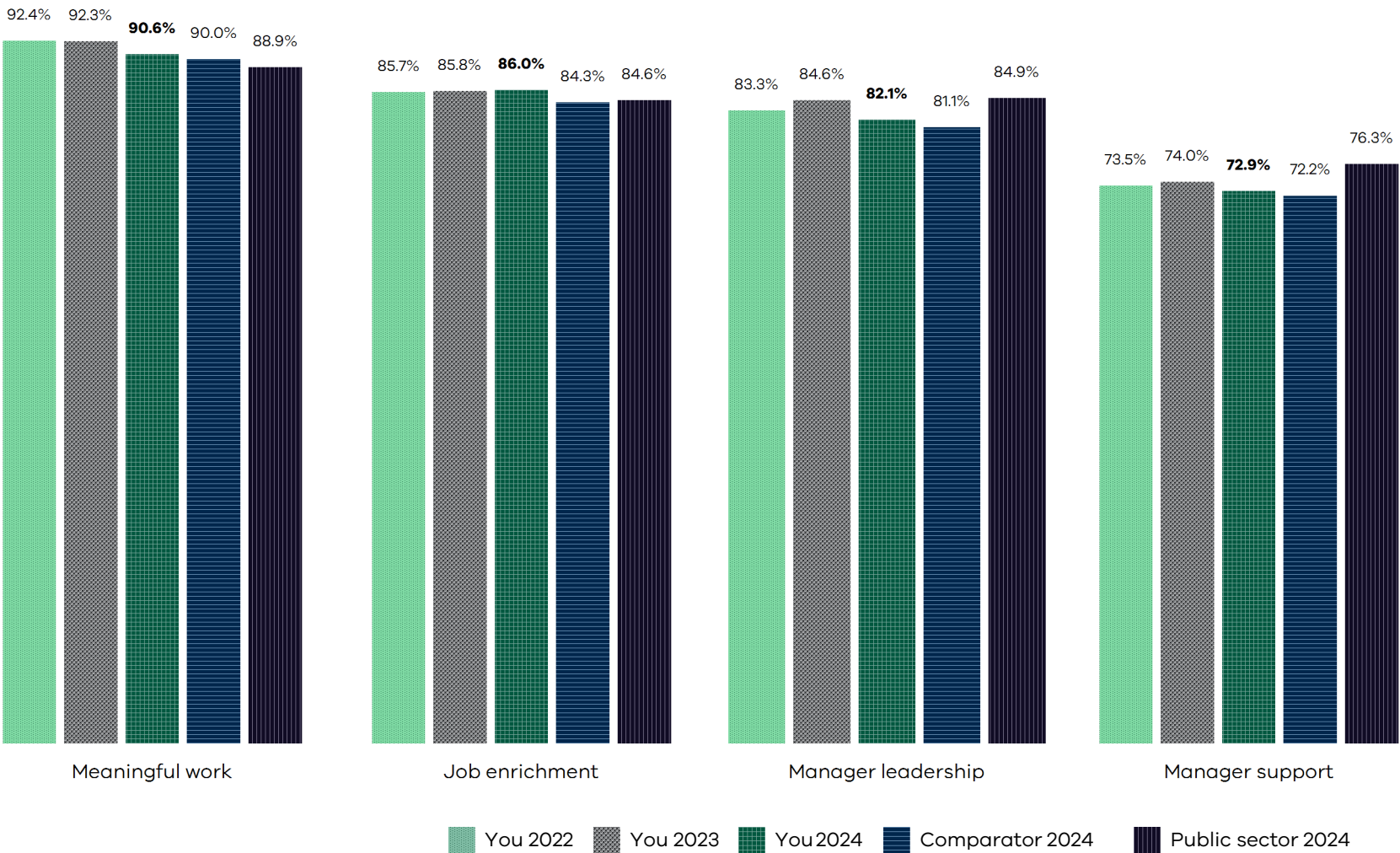
Example

In 2024:

- 90.6% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 90.0% of staff in your comparator group and 88.9% of staff across the public sector.

Meaningful work
- You 2022: 92.4%
- You 2023: 92.3%
- You 2024: **90.6%**
- Comparator 2024: 90.0%
- Public sector 2024: 88.9%

Job enrichment
- You 2022: 85.7%
- You 2023: 85.8%
- You 2024: **86.0%**
- Comparator 2024: 84.3%
- Public sector 2024: 84.6%

Manager leadership
- You 2022: 83.3%
- You 2023: 84.6%
- You 2024: **82.1%**
- Comparator 2024: 81.1%
- Public sector 2024: 84.9%

Manager support
- You 2022: 73.5%
- You 2023: 74.0%
- You 2024: **72.9%**
- Comparator 2024: 72.2%
- Public sector 2024: 76.3%

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

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

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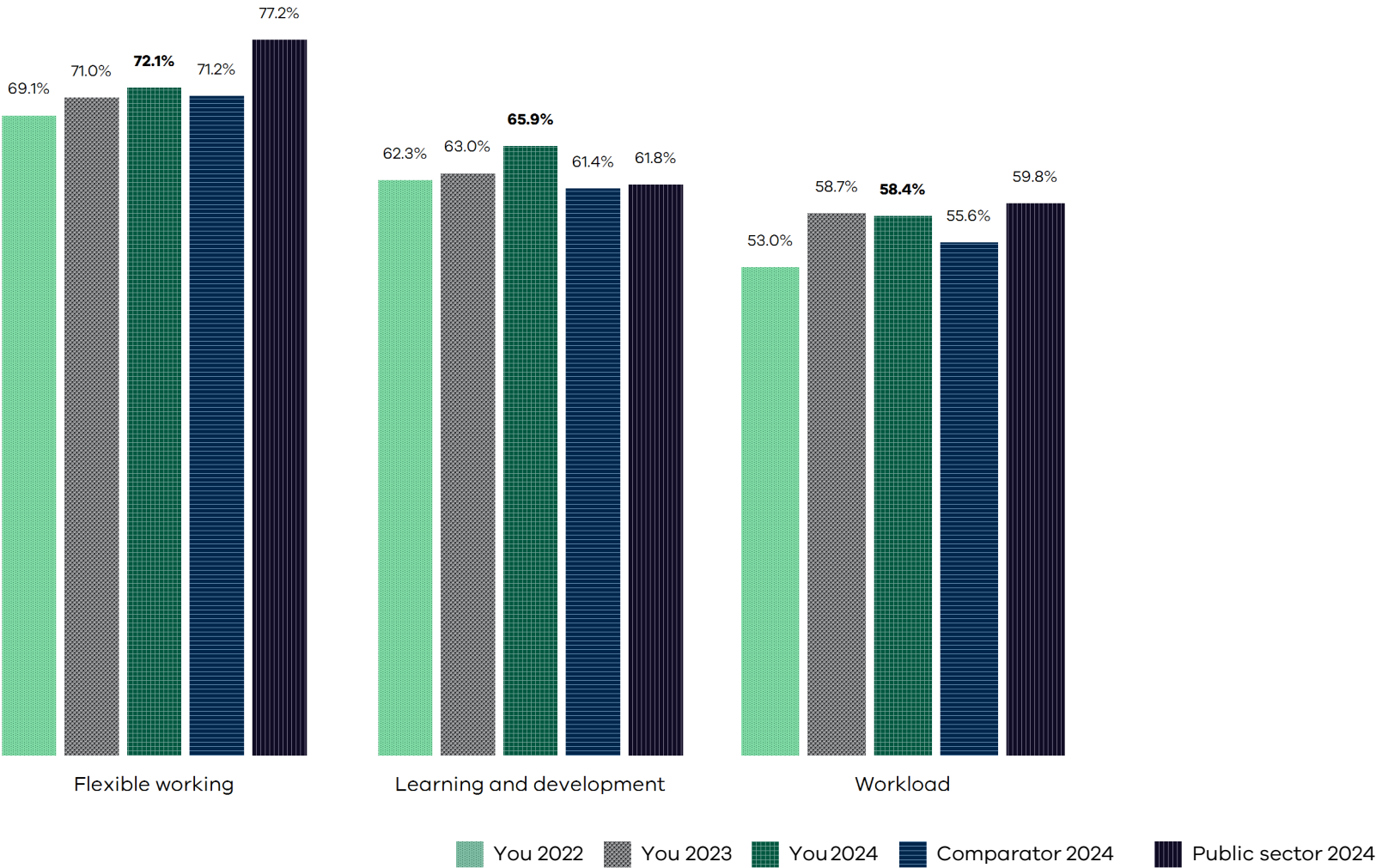Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2024:

- 72.1% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 71.2% of staff in your comparator group and 77.2% of staff across the public sector.

Chart: Job and manager factors by category

Flexible working
- You 2022: 69.1%
- You 2023: 71.0%
- You 2024: 72.1%
- Comparator 2024: 71.2%
- Public sector 2024: 77.2%

Learning and development
- You 2022: 62.3%
- You 2023: 63.0%
- You 2024: 65.9%
- Comparator 2024: 61.4%
- Public sector 2024: 61.8%

Workload
- You 2022: 53.0%
- You 2023: 58.7%
- You 2024: 58.4%
- Comparator 2024: 55.6%
- Public sector 2024: 59.8%

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

Victorian Public Sector Commission

VICTORIA State Government

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.

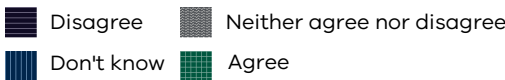Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

84% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.
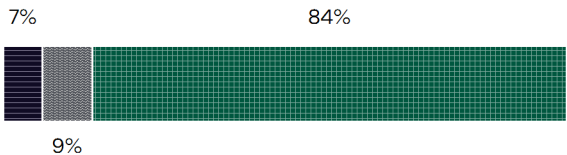
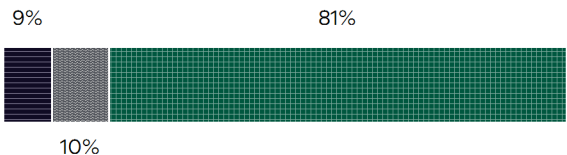## Survey question | Your results | Benchmark agree results

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

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect (7% / 9% / 84%)	85%	87%	84%	76%	83%	88%
My manager models my organisation's values (9% / 10% / 81%)	82%	83%	81%	72%	80%	86%
My manager demonstrates honesty and integrity (8% / 11% / 81%)	83%	84%	81%	75%	80%	86%

Victorian Public Sector Commission

VICTORIA State Government
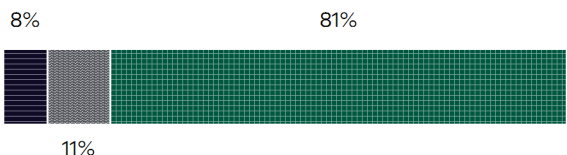
Job and manager factors

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.
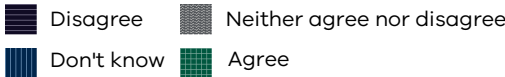
Example

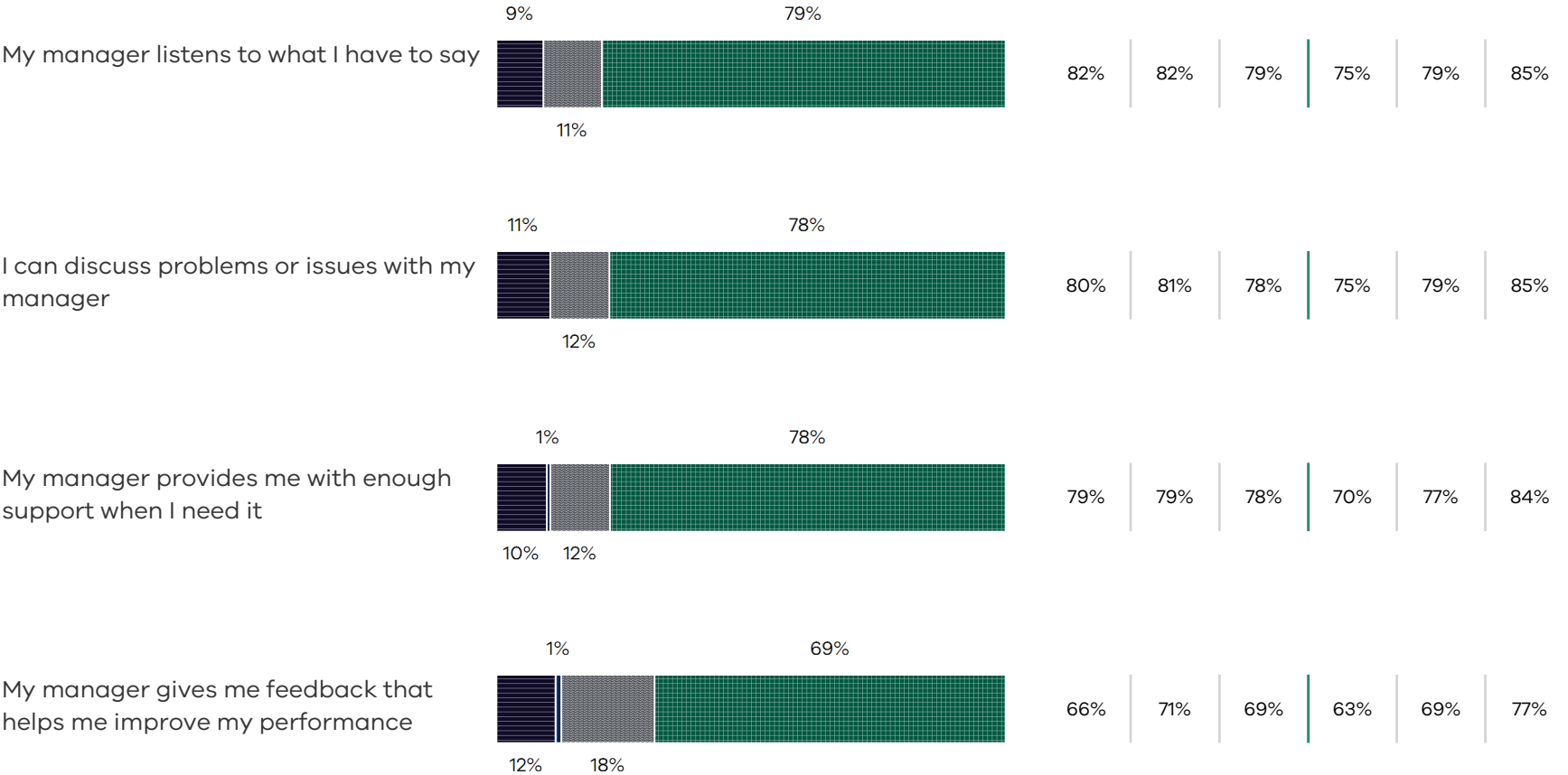79% of your staff who did the survey agreed or strongly agreed with 'My manager listens to what I have to say'.

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

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager listens to what I have to say	9% / 11% / 79%	82%	82%	79%	75%	79%	85%
I can discuss problems or issues with my manager	11% / 12% / 78%	80%	81%	78%	75%	79%	85%
My manager provides me with enough support when I need it	1% / 10% / 12% / 78%	79%	79%	78%	70%	77%	84%
My manager gives me feedback that helps me improve my performance	12% / 1% / 18% / 69%	66%	71%	69%	63%	69%	77%

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.
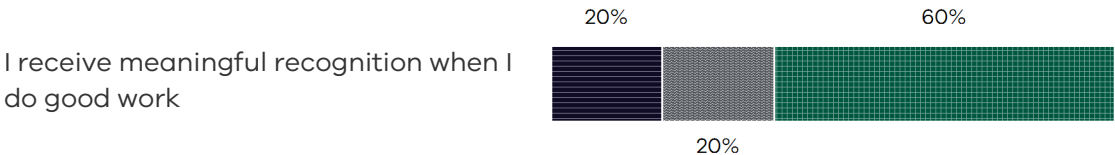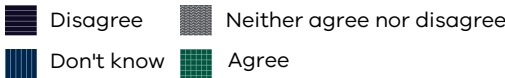
Example

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

	Disagree	Neither agree nor disagree
	Don't know	Agree

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest

Survey question	Your results	2022	2023	2024	Lowest	Average	Highest
I receive meaningful recognition when I do good work	20% / 20% / 60%	60%	58%	60%	42%	56%	68%

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.
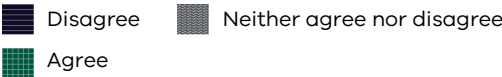
Example

61% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.
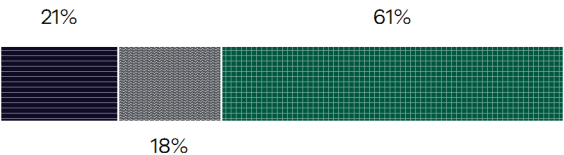
Legend: Disagree | Neither agree nor disagree | Agree
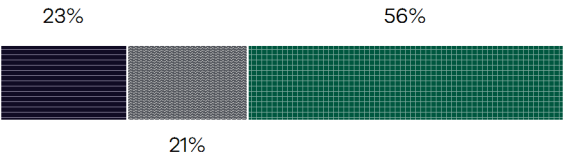
Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
The workload I have is appropriate for the job that I do	21% / 18% / 61%	54%	60%	61%	46%	58%	69%
I have enough time to do my job effectively	23% / 21% / 56%	52%	58%	56%	41%	53%	65%

Victorian Public Sector Commission

VICTORIA State Government

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.
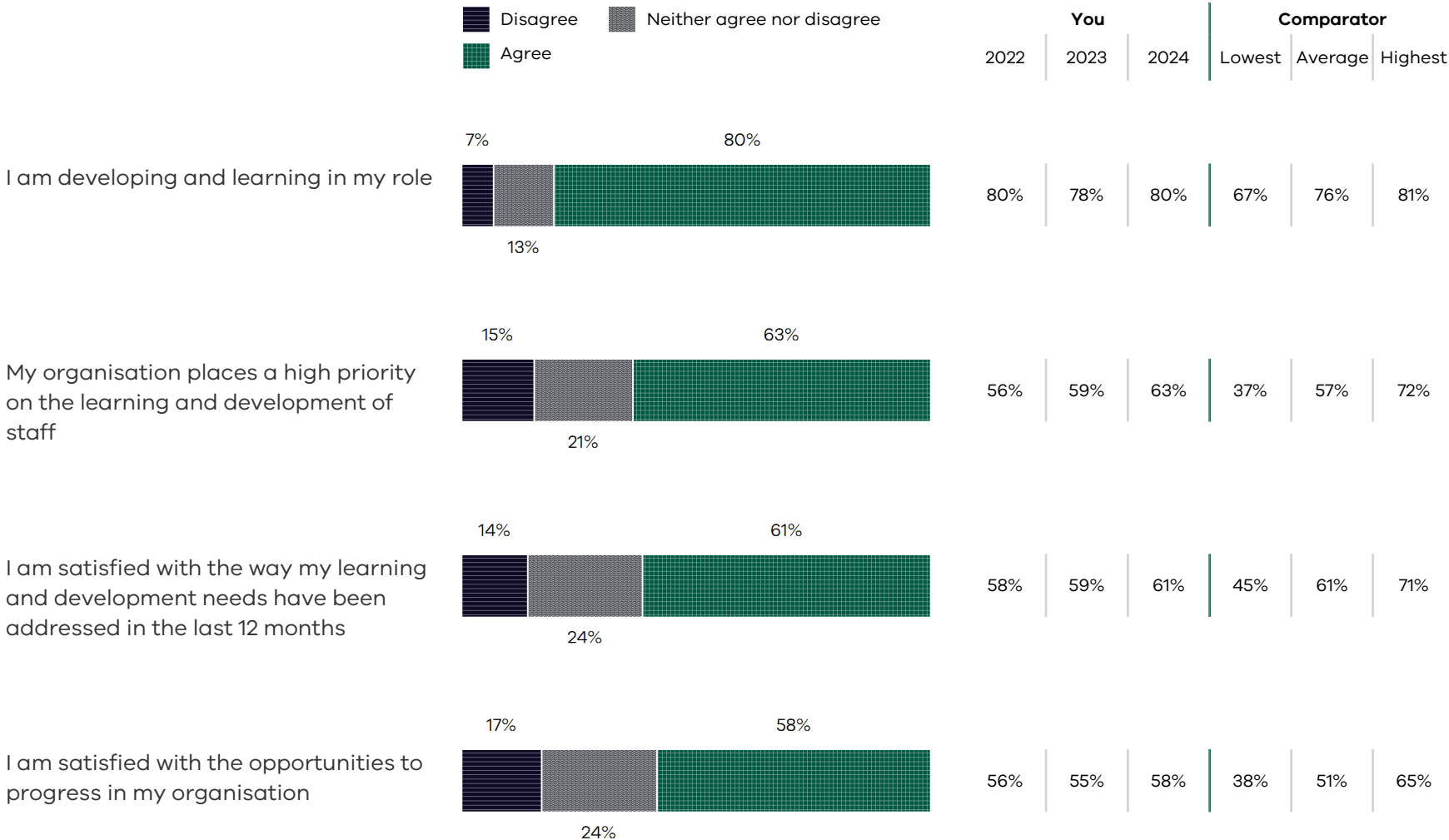
Example

80% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question	Your results						

Legend: ■ Disagree | ▨ Neither agree nor disagree | ▨ Agree

Benchmark agree results

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I am developing and learning in my role	7% / 13% / 80%	80%	78%	80%	67%	76%	81%
My organisation places a high priority on the learning and development of staff	15% / 21% / 63%	56%	59%	63%	37%	57%	72%
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	14% / 24% / 61%	58%	59%	61%	45%	61%	71%
I am satisfied with the opportunities to progress in my organisation	17% / 24% / 58%	56%	55%	58%	38%	51%	65%

Victorian Public Sector Commission · VICTORIA State Government

Job and manager factors

Job enrichment 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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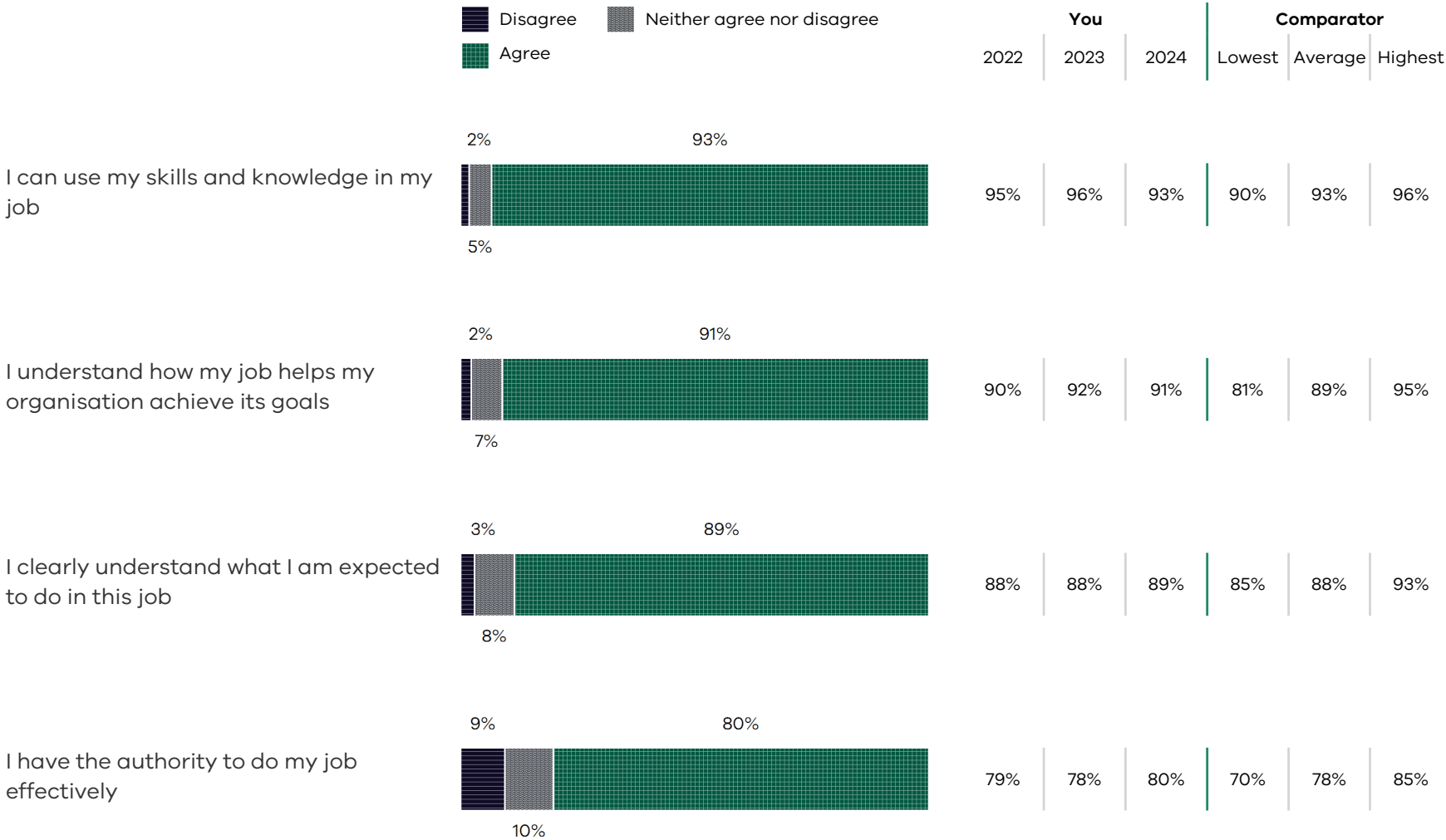
Example

93% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question	Your results	Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Agree

Survey question	2% / 93% / 5% (Your results)	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I can use my skills and knowledge in my job	2% disagree, 5% neither, 93% agree	95%	96%	93%	90%	93%	96%
I understand how my job helps my organisation achieve its goals	2% disagree, 7% neither, 91% agree	90%	92%	91%	81%	89%	95%
I clearly understand what I am expected to do in this job	3% disagree, 8% neither, 89% agree	88%	88%	89%	85%	88%	93%
I have the authority to do my job effectively	9% disagree, 10% neither, 80% agree	79%	78%	80%	70%	78%	85%

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.
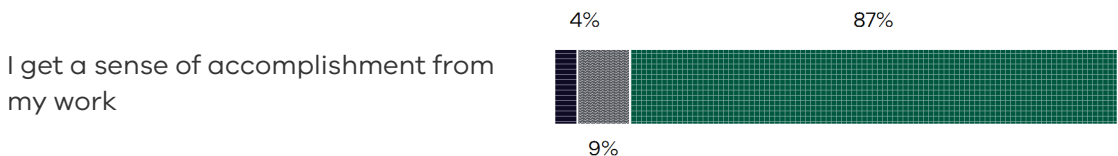
Example

77% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

Survey question

Your results

Benchmark agree results

Disagree | Neither agree nor disagree

Agree

I have a say in how I do my work

10%   77%

14%
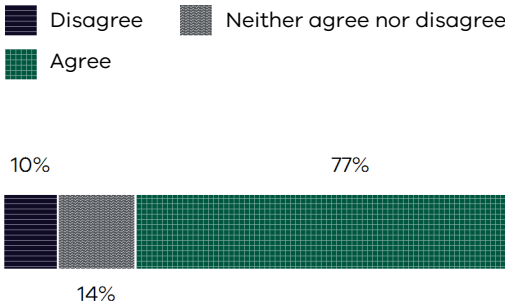
	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	76%	75%	77%	63%	73%	79%

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.
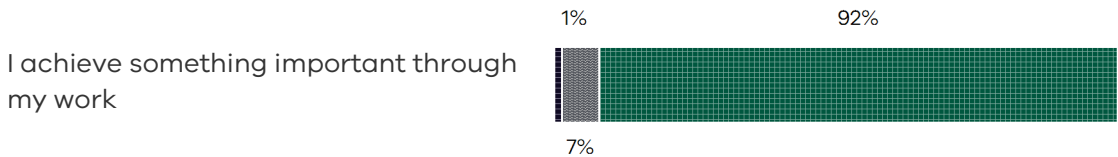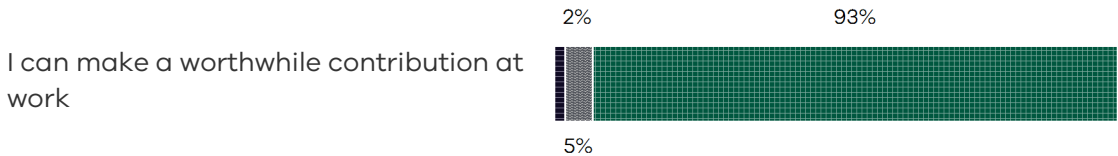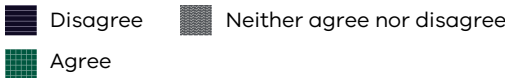
Example

93% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.

Survey question	Your results		

Legend: ■ Disagree ▨ Neither agree nor disagree ■ Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I can make a worthwhile contribution at work	2% / 5% / 93%	94%	95%	93%	89%	93%	97%
I achieve something important through my work	1% / 7% / 92%	95%	95%	92%	88%	92%	96%
I get a sense of accomplishment from my work	4% / 9% / 87%	88%	87%	87%	80%	85%	91%

Victorian Public Sector Commission

VICTORIA State Government

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.
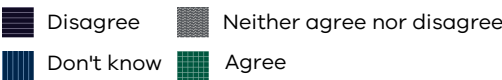
Example

79% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.
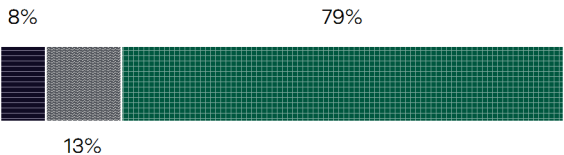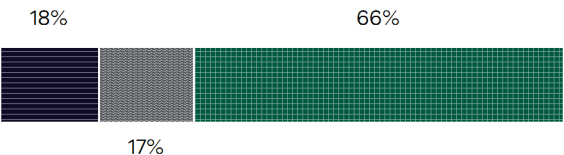
Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	Your results		You			Comparator		
			2022	2023	2024	Lowest	Average	Highest
My manager supports working flexibly	8% / 13% / 79%		76%	78%	79%	71%	77%	85%
I am confident that if I requested a flexible work arrangement, it would be given due consideration	18% / 17% / 66%		62%	64%	66%	55%	65%	74%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Custom questions

- Questions requested by your organisation

Demographics

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

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.
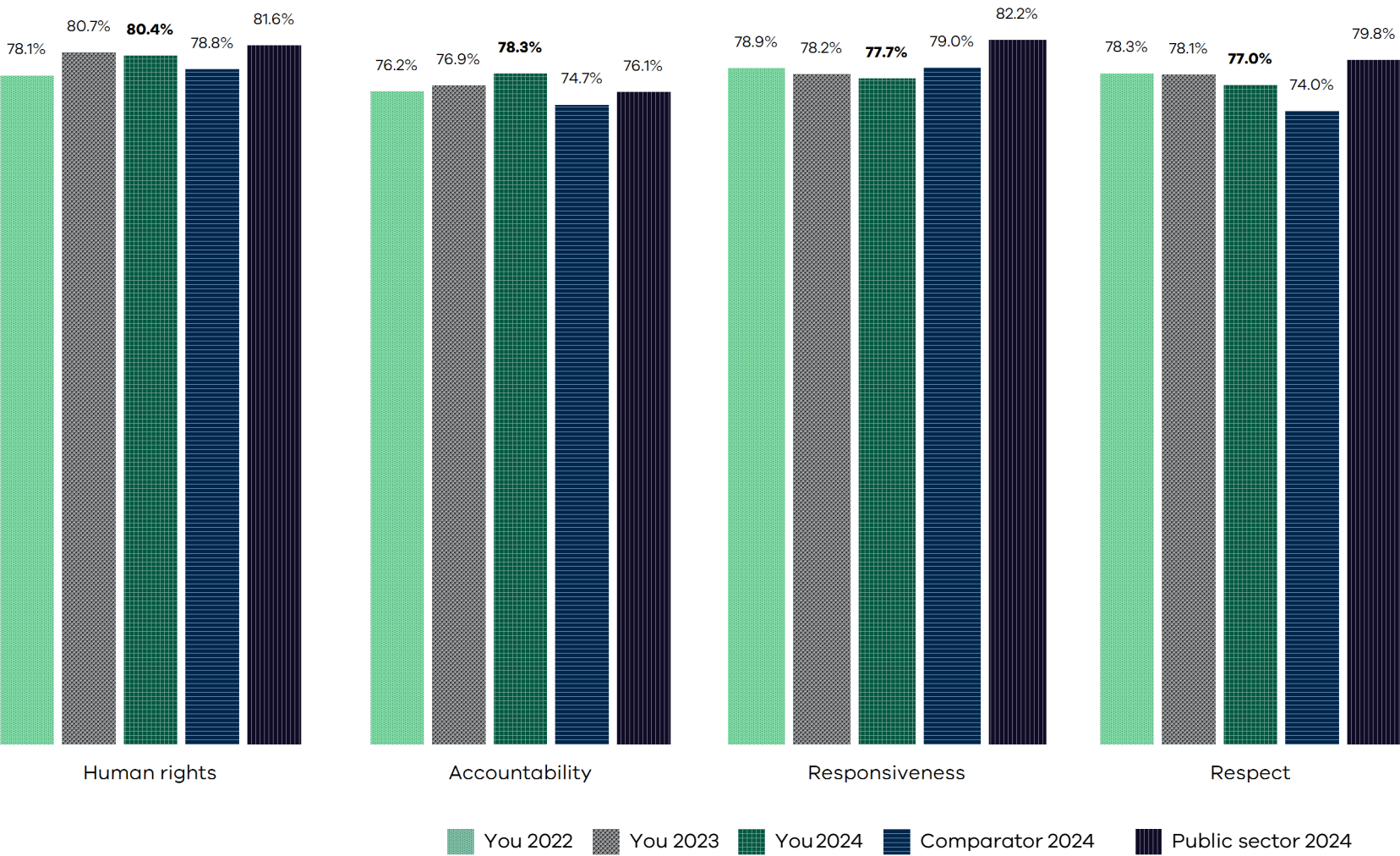
Example

In 2024:

- 80.4% of your staff who did the survey responded positively to questions about Human rights.

Compared to:

- 78.8% of staff in your comparator group and 81.6% of staff across the public sector.

Human rights: You 2022 78.1%, You 2023 80.7%, You 2024 80.4%, Comparator 2024 78.8%, Public sector 2024 81.6%

Accountability: You 2022 76.2%, You 2023 76.9%, You 2024 78.3%, Comparator 2024 74.7%, Public sector 2024 76.1%

Responsiveness: You 2022 78.9%, You 2023 78.2%, You 2024 77.7%, Comparator 2024 79.0%, Public sector 2024 82.2%

Respect: You 2022 78.3%, You 2023 78.1%, You 2024 77.0%, Comparator 2024 74.0%, Public sector 2024 79.8%

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

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

What is this

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

Why this is important

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.
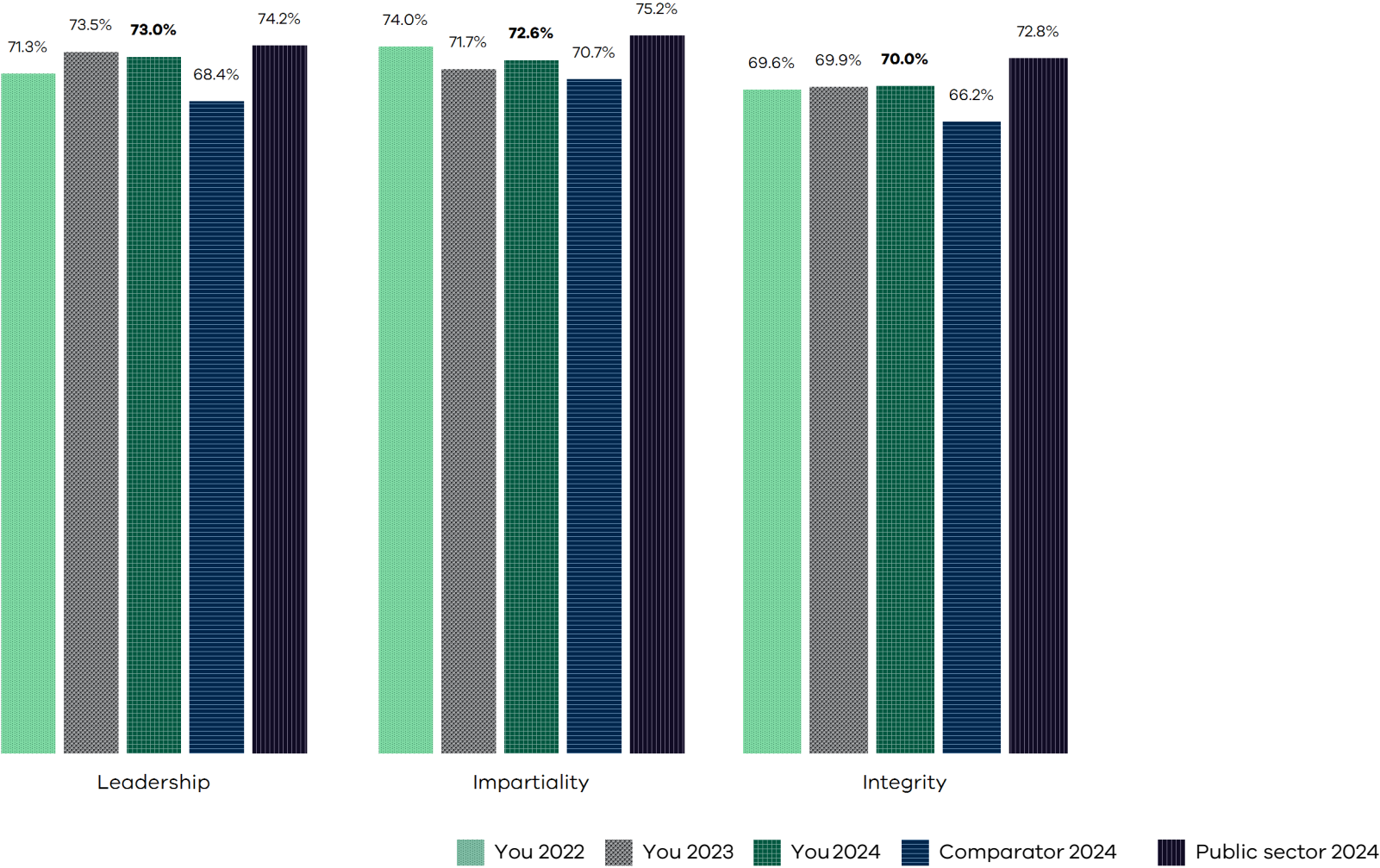
Example

In 2024:

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

Compared to:

- 68.4% of staff in your comparator group and 74.2% of staff across the public sector.

Bar chart showing percentages for Leadership, Impartiality, and Integrity.

Leadership: You 2022: 71.3%, You 2023: 73.5%, You 2024: **73.0%**, Comparator 2024: 68.4%, Public sector 2024: 74.2%

Impartiality: You 2022: 74.0%, You 2023: 71.7%, You 2024: **72.6%**, Comparator 2024: 70.7%, Public sector 2024: 75.2%

Integrity: You 2022: 69.6%, You 2023: 69.9%, You 2024: **70.0%**, Comparator 2024: 66.2%, Public sector 2024: 72.8%

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

Public sector values

Responsiveness

What is this

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

Why this is important

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

How to read this

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

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

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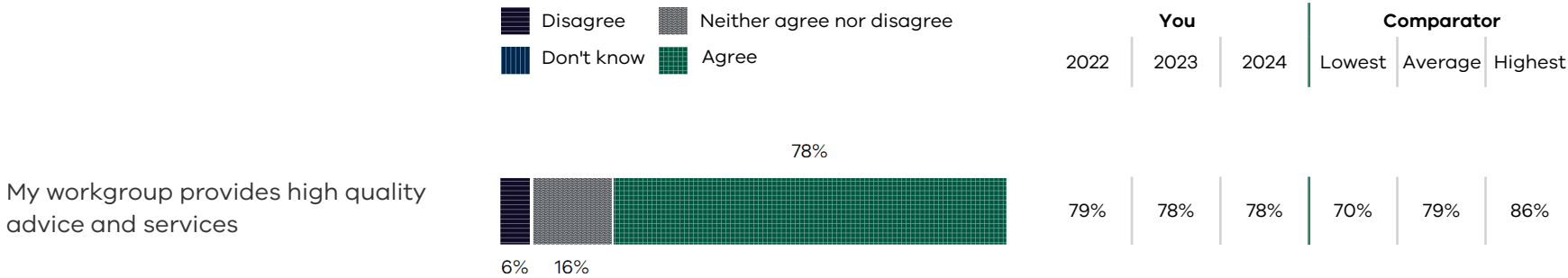
Example

78% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question

Your results

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

My workgroup provides high quality advice and services

78%

6%   16%

Benchmark agree results

	You			Comparator		
2022	2023	2024		Lowest	Average	Highest
79%	78%	78%		70%	79%	86%

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

81% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.
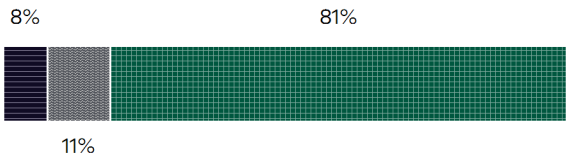
Legend:
- Disagree
- Neither agree nor disagree
- Don't know
- Agree

Survey question	Disagree	Neither	Don't know	Agree	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager demonstrates honesty and integrity	8%	11%		81%	83%	84%	81%	75%	80%	86%
People in my workgroup are honest, open and transparent in their dealings	11%	17%	1%	72%	74%	71%	72%	62%	69%	73%
My organisation is committed to earning a high level of public trust	8%	17%	3%	72%	71%	72%	72%	39%	69%	86%
My organisation does not tolerate improper conduct	15%	14%	1%	70%	67%	69%	70%	44%	62%	74%
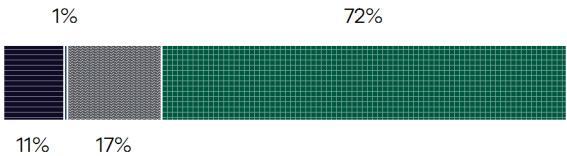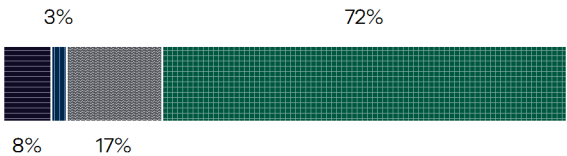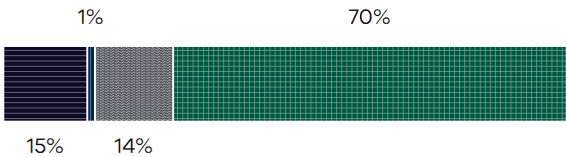
Public sector values

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

67% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.
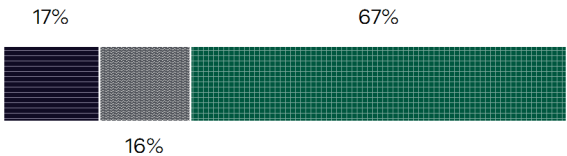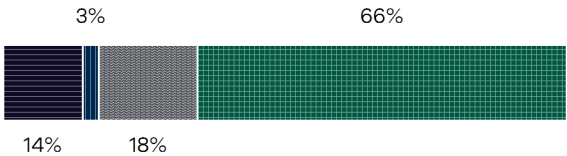
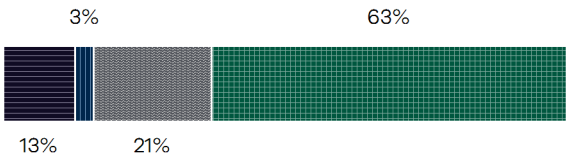## Survey question · Your results · Benchmark agree results

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

Survey question		You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I feel safe to challenge inappropriate behaviour at work	17% / 16% / 67%	67%	66%	67%	54%	64%	71%
People in my workgroup appropriately manage conflicts of interest	14% / 3% / 18% / 66%	67%	64%	66%	57%	63%	71%
Senior leaders demonstrate honesty and integrity	13% / 3% / 21% / 63%	58%	63%	63%	39%	56%	69%

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.
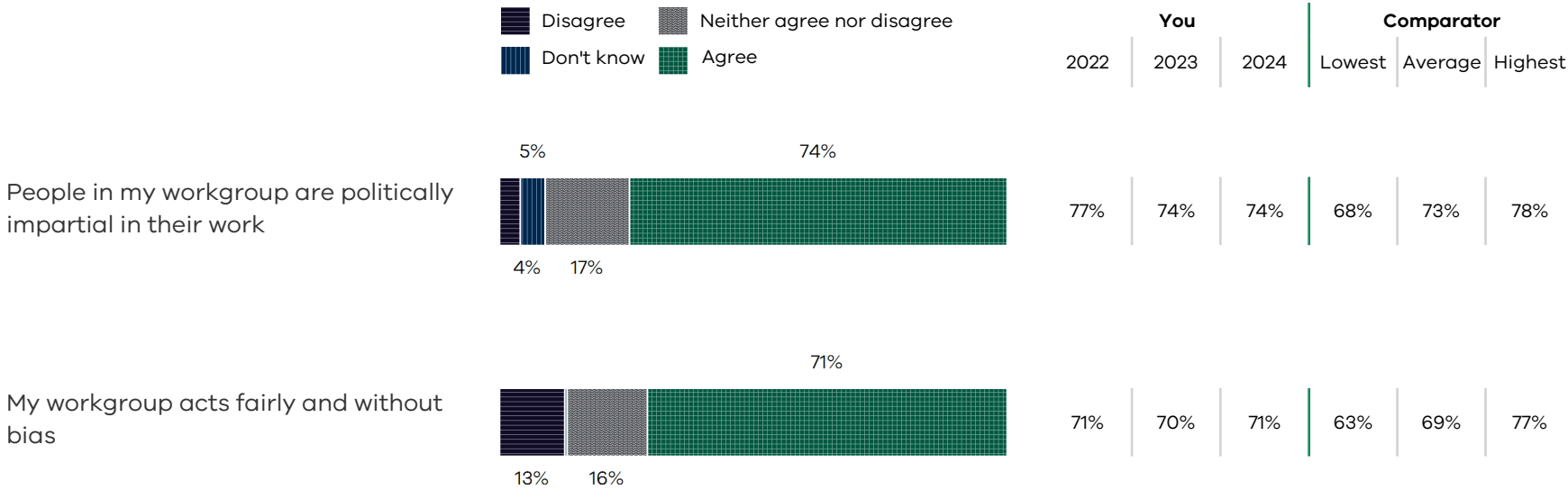
Example

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

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

Survey question	Your results		You			Comparator		
		2022	2023	2024		Lowest	Average	Highest
People in my workgroup are politically impartial in their work	5% / 4% / 17% / 74%	77%	74%	74%		68%	73%	78%
My workgroup acts fairly and without bias	13% / 16% / 71%	71%	70%	71%		63%	69%	77%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Accountability 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

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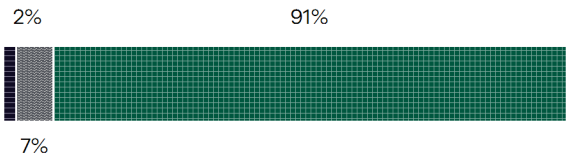
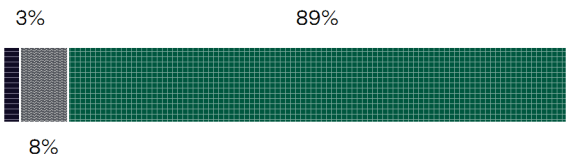## Survey question

Your results

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

I understand how my job helps my organisation achieve its goals
2% / 91% / 7%

I clearly understand what I am expected to do in this job
3% / 89% / 8%

My workgroup has clear lines of responsibility
76% / 11% / 12%

My workgroup uses its resources well
74% / 8% / 18%

Benchmark agree results

Survey question	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	90%	92%	91%	81%	89%	95%
I clearly understand what I am expected to do in this job	88%	88%	89%	85%	88%	93%
My workgroup has clear lines of responsibility	76%	73%	76%	64%	73%	80%
My workgroup uses its resources well	69%	71%	74%	61%	70%	80%
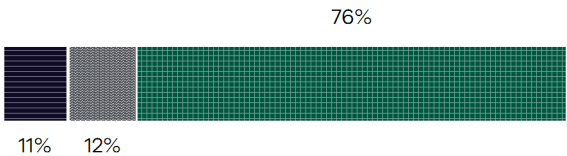
Victorian Public Sector Commission

VICTORIA State Government
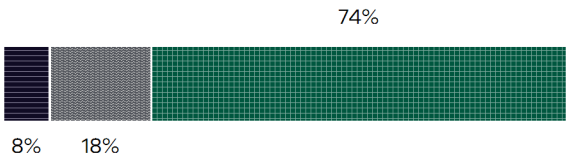
Public sector values

Accountability 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

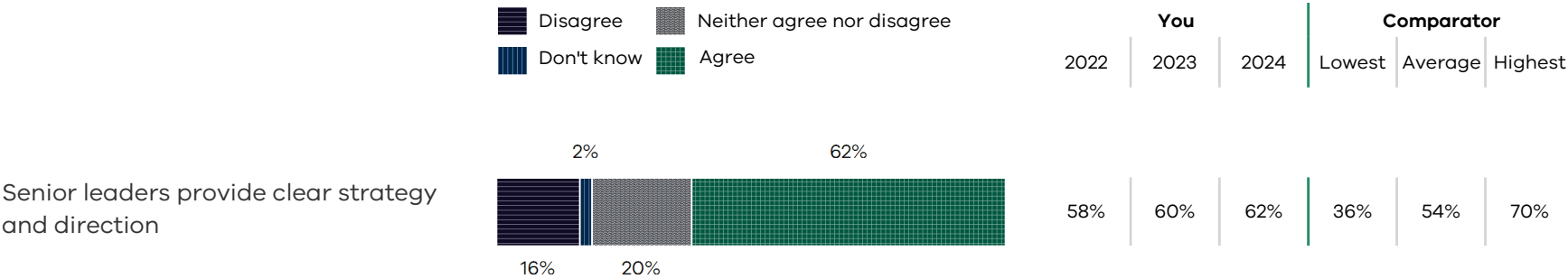Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

62% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

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

Senior leaders provide clear strategy and direction

2% | 62%
16% | 20%

Benchmark agree results

	You			Comparator		
2022	2023	2024		Lowest	Average	Highest
58%	60%	62%		36%	54%	70%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Respect 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

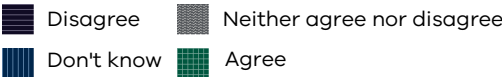Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

84% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.
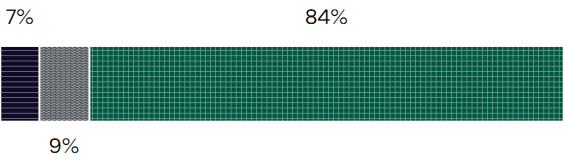
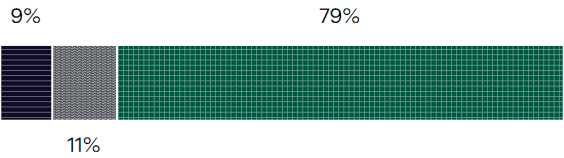## Survey question | Your results | Benchmark agree results

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

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect	7% / 9% / 84%	85%	87%	84%	76%	83%	88%
My manager listens to what I have to say	9% / 11% / 79%	82%	82%	79%	75%	79%	85%
My organisation encourages respectful workplace behaviours	9% / 1% / 11% / 78%	78%	79%	78%	57%	74%	81%
People in my workgroup treat each other with respect	9% / 12% / 78%	81%	78%	78%	68%	76%	81%
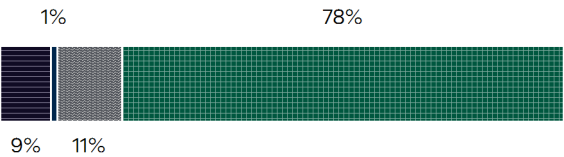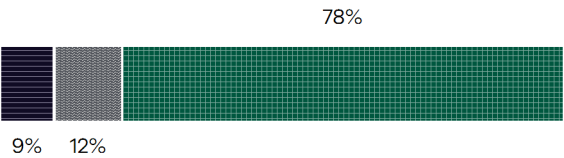
Public sector values

Respect 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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

Example

65% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

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

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	15% / 3% / 17% / 65%	66%	65%	65%	43%	58%	69%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Leadership

What is this

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

Why this is important

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

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

How to read this

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

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

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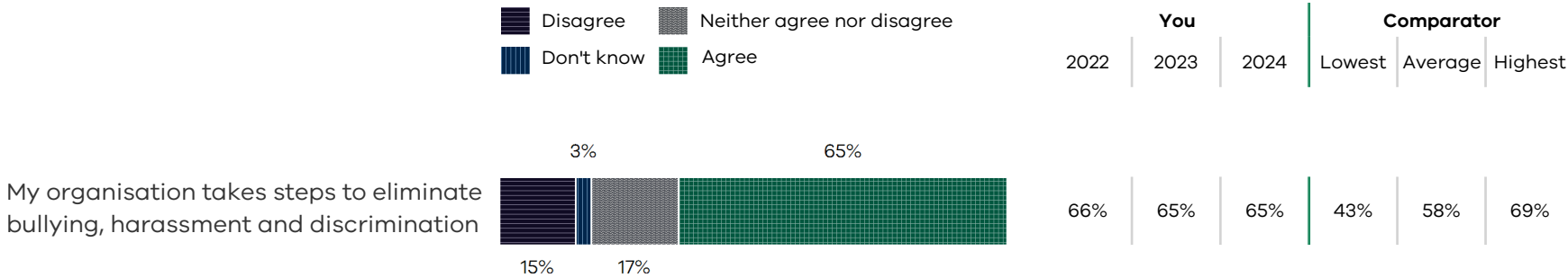
Example

81% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

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

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager models my organisation's values	9% / 10% / 81%	82%	83%	81%	72%	80%	86%
Senior leaders model my organisation's values	13% / 3% / 20% / 65%	61%	64%	65%	39%	57%	71%

Victorian Public Sector Commission

VICTORIA State Government
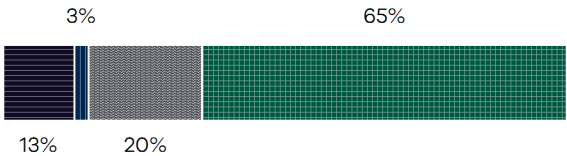
Public sector values

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

83% 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'.

Legend	
Disagree	Neither agree nor disagree
Don't know	Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages employees to act in ways that are consistent with human rights	2% ... 83% / 4% 12%	82%	84%	83%	65%	80%	88%
I understand how the Charter of Human Rights and Responsibilities applies to my work	7% ... 78% / 15%	74%	78%	78%	69%	78%	87%
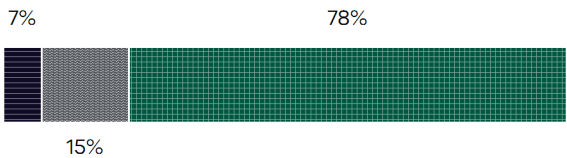
People matter survey 2024

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
- Satisfaction with complaint processes

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

Custom questions

- Questions requested by your organisation

Demographics

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

Topical questions

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

83% 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
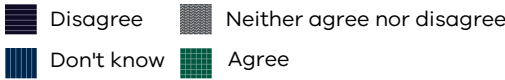
Your results

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

Benchmark agree results

	You			Comparator		
2022	2023	2024	Lowest	Average	Highest

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

Your results: 3%, 83% (3% 11%)

| Not asked | 82% | 83% | 75% | 82% | 88% |
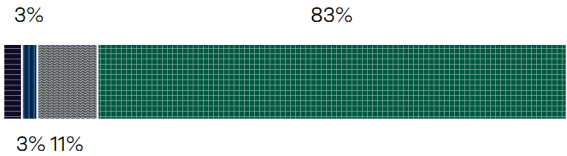
I am proud to work in the public sector

Your results: 3%, 83% (14%)

| Not asked | Not asked | 83% | 64% | 81% | 91% |

Victorian Public Sector Commission

VICTORIA State Government

People matter survey
2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Custom questions

- Questions requested by your organisation

Demographics

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

Custom questions

What is this

Your organisation asked 2 custom questions as part of the 2024 survey.

Why this is important

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

How to read this

Under 'Your results' in descending order, you can see the percentage of staff who responded favourably to each question.

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

Example

44% of staff who did the survey agreed with the question 'I regularly experience conflicting priorities in my work'.

Your results

- Disagree
- Neither agree nor disagree
- Agree
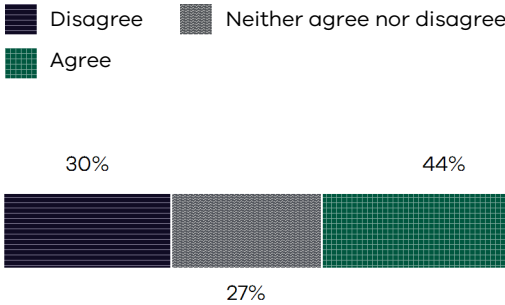
Benchmark agree results

	You		
	2022	2023	2024

I regularly experience conflicting priorities in my work

Your results:
- 30% Disagree
- 27% Neither agree nor disagree
- 44% Agree

Benchmark: Not asked (2022) | 45% (2023) | 44% (2024)

Victorian Public Sector Commission

VICTORIA State Government

Custom questions

What is this

Your organisation asked 2 custom questions as part of the 2024 survey.

Why this is important

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

How to read this

The table shows you responses to the question 'In the past six months, has your mental wellbeing been impacted by direct or indirect exposure to Occupational Violence and Aggression?'.

Example

74% of staff who did the survey responded 'No' to the question.

In the past six months, has your mental wellbeing been impacted by direct or indirect exposure to Occupational Violence and Aggression?	You 2023	You 2024
No	76%	74%
Yes	14%	18%
Not sure	10%	8%

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
- Satisfaction with complaint processes

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

Custom questions

- Questions requested by your organisation

Demographics

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

Demographics

Age, gender, variations in sex characteristics and sexual orientation

What is this

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

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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

Age	(n)	%
15-34 years	236	32%
35-54 years	346	47%
55+ years	116	16%
Prefer not to say	33	5%

Gender	(n)	%
Woman	558	76%
Man	124	17%
Prefer not to say	36	5%
Non-binary and I use a different term	13	2%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	15	2%
No	669	92%
Prefer not to say	47	6%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?	(n)	%
Yes	5	1%
No	666	91%
Don't know	20	3%
Prefer not to say	40	5%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	551	75%
Prefer not to say	96	13%
Bisexual	33	5%
Asexual	19	3%
Gay or lesbian	15	2%
I use a different term	7	1%
Don't know	5	1%
Pansexual	5	1%

Demographics

Aboriginal and/or Torres Strait Islander employees

What is this

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

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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

Aboriginal and/or Torres Strait Islander	(n)	%
Yes	**9**	1%
Non Aboriginal and/or Torres Strait Islander	**691**	95%
Prefer not to say	**31**	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

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

Are you a person with disability?	(n)	%
Yes	**36**	5%
No	**668**	91%
Prefer not to say	**27**	4%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	**21**	58%
No	**13**	36%
Prefer not to say	**2**	6%

Which statement most accurately reflects your decision not to share your disability information within your organisation?	(n)	%
My disability does not impact on my ability to perform my role	**6**	46%
I do not require any adjustments to be made to perform my role	**4**	31%
I feel that sharing my disability information will reflect negatively on me	**2**	15%
Other	**1**	8%

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

How we protect anonymity and privacy

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

Country of birth	(n)	%
Born in Australia	**574**	79%
Not born in Australia	**104**	14%
Prefer not to say	**53**	7%

Language other than English used with family or community	(n)	%
Yes	**82**	11%
No	**609**	83%
Prefer not to say	**40**	5%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Other	**22**	27%
Malayalam	**19**	23%
Filipino	**9**	11%
Hindi	**9**	11%
Urdu	**7**	9%
Mandarin	**6**	7%
Arabic	**5**	6%
Cantonese	**5**	6%
Tagalog	**5**	6%
Sinhalese	**4**	5%
Tamil	**4**	5%
Italian	**3**	4%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Punjabi	**3**	4%
Auslan	**2**	2%
Spanish	**2**	2%
Greek	**1**	1%
Persian	**1**	1%
Telugu	**1**	1%
Turkish	**1**	1%
Australian Indigenous Language	**0**	0%
Gujarati	**0**	0%
Macedonian	**0**	0%
Vietnamese	**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

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

Cultural identity	(n)	%
Australian	553	76%
English, Irish, Scottish and/or Welsh	58	8%
Prefer not to say	58	8%
South Asian	32	4%
East and/or South-East Asian	19	3%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	18	2%
Other	12	2%
New Zealander	11	2%
Aboriginal and/or Torres Strait Islander	8	1%
Central Asian	7	1%
Maori	5	1%
Middle Eastern	2	0%
African	1	0%
Pacific Islander	1	0%
Central and/or South American	0	0%
North American	0	0%

Religion	(n)	%
No religion	423	58%
Christianity	180	25%
Prefer not to say	67	9%
Other	24	3%
Islam	15	2%
Hinduism	11	2%
Buddhism	10	1%
Sikhism	1	0%
Judaism	0	0%

Victorian Public Sector Commission

VICTORIA State Government

Demographics

Employment characteristics 1 of 2

What is this

These are the employment characteristics of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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

Working arrangement	(n)	%
Full-Time	314	43%
Part-Time	417	57%

Gross base salary (ongoing/fixed term only)	(n)	%
Below $80k	272	39%
$80k to $120k	252	37%
$120k to $160k	70	10%
$160k to $200k	16	2%
$200k or more	8	1%
Prefer not to say	71	10%

Organisational tenure	(n)	%
<1 year	110	15%
1 to less than 2 years	86	12%
2 to less than 5 years	179	24%
5 to less than 10 years	151	21%
10 to less than 20 years	133	18%
More than 20 years	72	10%

Management responsibility	(n)	%
Non-manager	606	83%
Other manager	84	11%
Manager of other manager(s)	41	6%

Employment type	(n)	%
Ongoing and executive	579	79%
Fixed term	97	13%
Other	55	8%

Frontline worker	(n)	%
Yes	444	61%
No	287	39%

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

How we protect anonymity and privacy

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

Primary workplace location over the last 3 months	(n)	%
Large regional city	397	54%
Rural	309	42%
Other	19	3%
Melbourne: Suburbs	6	1%
Melbourne CBD	0	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	331	45%
A frontline or service delivery location	333	46%
Home or private location	40	5%
A shared office space (where two or more organisations share the same workspace)	92	13%
Isolated or remote location/s where access to communications and help from others is difficult	2	0%
Other	33	5%

Flexible work	(n)	%
Part-time	245	34%
I do not use any flexible work arrangements	225	31%
Shift swap	198	27%
Flexible start and finish times	142	19%
Study leave	107	15%
Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours	87	12%
Working from an alternative location (e.g. home, hub/shared work space)	78	11%
Working more hours over fewer days	72	10%
Other	30	4%
Job sharing	15	2%
Purchased leave	15	2%

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

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

Have you requested any of the following adjustments at work?	(n)	%
No, I have not requested adjustments	513	70%
Flexible working arrangements	172	24%
Physical modifications or improvements to the workplace	48	7%
Career development support strategies	23	3%
Job redesign or role sharing	15	2%
Other	9	1%
Accessible communications technologies	2	0%

Why did you make this request?	(n)	%
Work-life balance	89	41%
Family responsibilities	85	39%
Caring responsibilities	74	34%
Health	73	33%
Study commitments	26	12%
Other	23	11%
Disability	9	4%

What was your experience with making this request?	(n)	%
The adjustments I needed were made and the process was satisfactory	148	68%
The adjustments I needed were not made	52	24%
The adjustments I needed were made but the process was unsatisfactory	18	8%

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

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

Caring responsibilities	(n)	%
None of the above	255	35%
Primary school aged child(ren)	184	25%
Secondary school aged child(ren)	128	18%
Child(ren) - younger than preschool age	88	12%
Prefer not to say	62	8%
Preschool aged child(ren)	62	8%
Frail or aged person(s)	55	8%
Person(s) with a medical condition	46	6%
Person(s) with disability	36	5%
Person(s) with a mental illness	28	4%
Other	16	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

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

Which of the following categories best describes your current position?	(n)	%
Nursing employees	308	42%
Management, Administration and Corporate support	190	26%
Allied health - therapy discipline	74	10%
Support services	50	7%
Medical employees	43	6%
Other health and social care	26	4%
Allied health - assistant	13	2%
Allied health - science discipline	12	2%
Lived experience specific worker	7	1%
Community development	6	1%
Pastoral / spiritual care	1	0%
Counselling	0	0%

Victorian
Public Sector
Commission

VICTORIA
State
Government

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

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

Which of the following best describes the primary operational area in which you work?	(n)	%
Hospital-based services	552	76%
Community-based services	66	9%
Mental health care services	59	8%
Corporate services	50	7%
Residential aged care services	3	0%
Prison-based services	0	0%

Is your primary work role in one of the following areas?	(n)	%
Administration	158	22%
Aged care	8	1%
Critical care	23	3%
Drug and alcohol	0	0%
Emergency	67	9%
Maternity care	13	2%
Medical	64	9%
Mental health	94	13%
Mixed medical/surgical	29	4%
Neonatal care	2	0%
Palliative care	7	1%
Paediatrics	7	1%
Peri-operative	18	2%
Rehabilitation	33	5%
Surgical	43	6%
Other	164	22%

vpsc.vic.gov.au/peoplemattersurvey