People Matter Survey 2024

Have your say

Lower Murray Urban and Rural Water Corporation
2024 people matter survey results report

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

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- Questions 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
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Report overview

About your report

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

Report contents

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

Comparing data in this report

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

This means you'll be able to compare about 97% of this year's survey with your previous results.

Rounding of percentages

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

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

Survey questions and definitions

Download Survey questions: Survey questions: People matter survey 2024 (DOCX, 83 pages) to see how we asked questions and defined concepts in the 2024 survey.

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Report overview

Privacy and anonymity

To protect you, we:

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

Read more in our privacy policy.

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Commission

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State
Government

Report overview

Survey's theoretical framework

What this is

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

Why this is important

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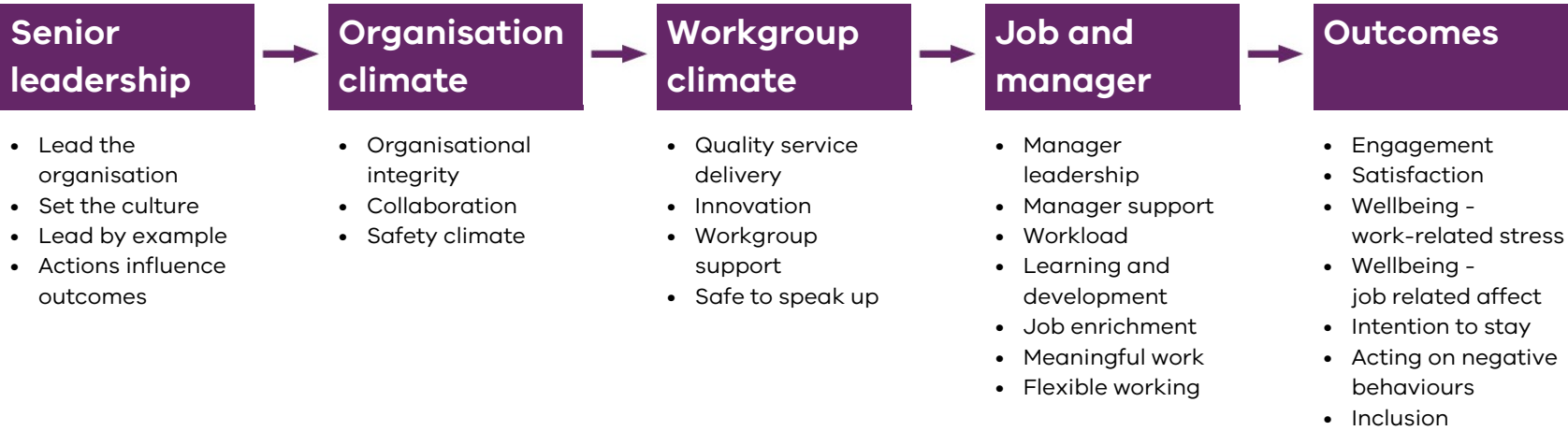
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

Our public sector values

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

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

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

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

Senior leadership	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	• 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'.

Barwon Asset Solutions Pty Ltd

Barwon Region Water Corporation

Central Highlands Region Water Corporation

Coliban Region Water Corporation

East Gippsland Region Water Corporation

Gippsland and Southern Rural Water Corporation

Grampians Wimmera Mallee Water Corporation

Greater Western Water

North East Region Water Corporation

South East Water Corporation

South Gippsland Region Water Corporation

Wannon Region Water Corporation

Westernport Region Water Corporation

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

88%
(198)

Comparator	82%
Public Sector	42%

2024

86%
(198)

Comparator	65%
Public Sector	65%

People matter survey
2024

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People outcomes

Your employee engagement index

What is this

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

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

The weightings for each engagement response are:

- strongly agree is 100 points

- agree is 75 points

- neither agree nor disagree is 50 points

- disagree is 25 points

- strongly disagree is 0 points

Why this is important

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

2023	
61	
Comparator	71
Public Sector	68

2024	
69	
Comparator	71
Public Sector	68

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People outcomes

Engagement question results 1 of 2

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

Your group's engagement index
Your 2024 index is 69.

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

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

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

Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
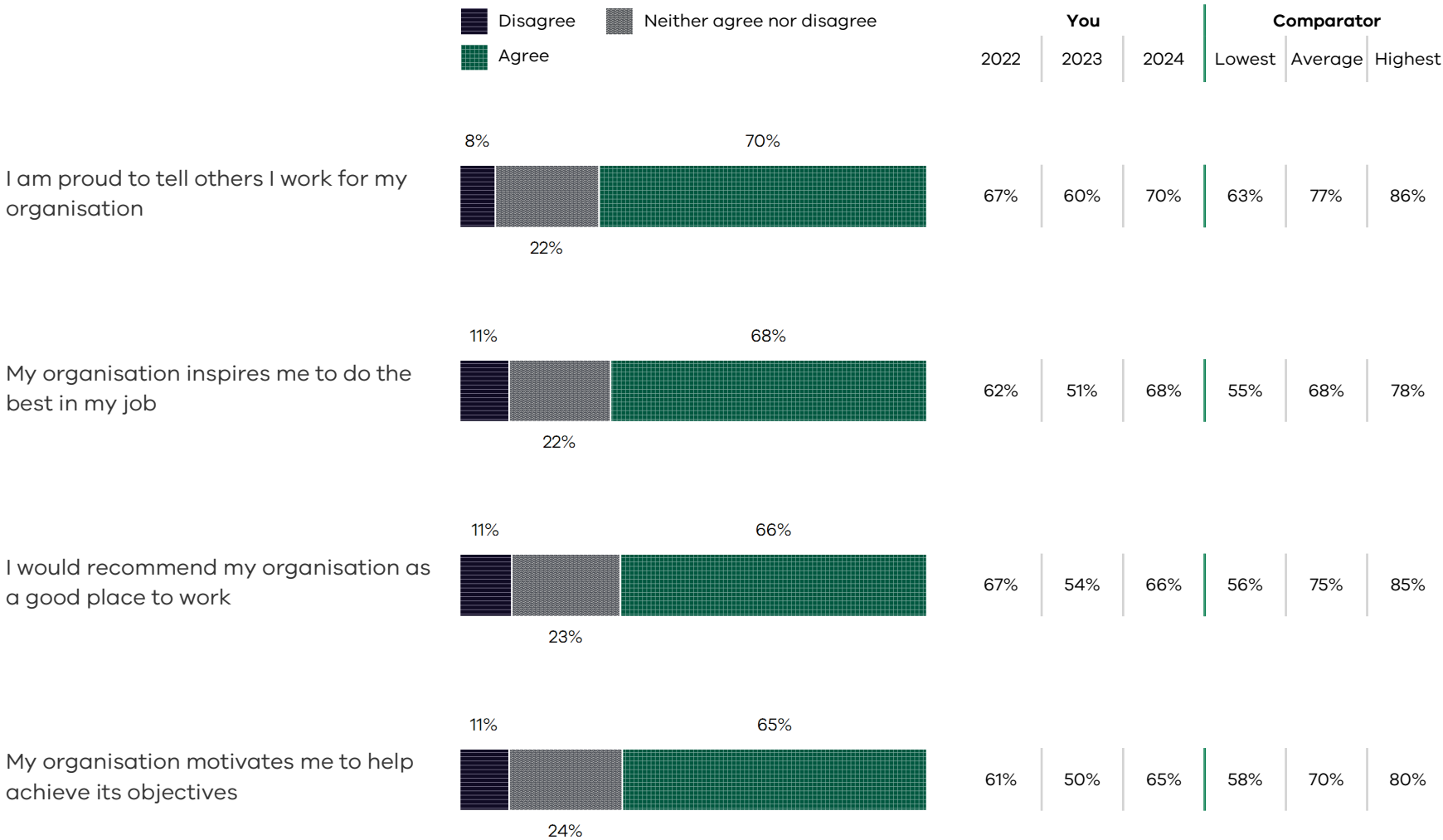
Example
70% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question

Your results

Benchmark agree results

■ Disagree ▨ Neither agree nor disagree
▩ Agree

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I am proud to tell others I work for my organisation	8% / 22% / 70%	67%	60%	70%	63%	77%	86%
My organisation inspires me to do the best in my job	11% / 22% / 68%	62%	51%	68%	55%	68%	78%
I would recommend my organisation as a good place to work	11% / 23% / 66%	67%	54%	66%	56%	75%	85%
My organisation motivates me to help achieve its objectives	11% / 24% / 65%	61%	50%	65%	58%	70%	80%

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People outcomes

Engagement question results 2 of 2

What is this

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

Your group's engagement index

Your 2024 index is 69.

Why this is important

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

How to read this

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

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

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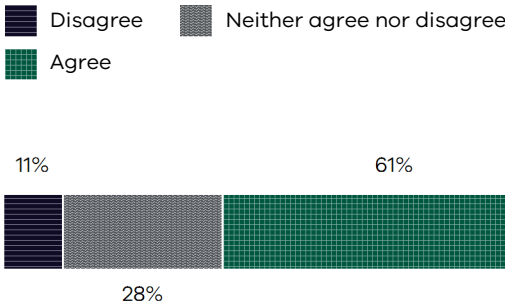
Example

61% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

| | Disagree | | Neither agree nor disagree |
| | Agree | | |

Survey question	Your results	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I feel a strong personal attachment to my organisation	11% 28% 61%	60%	53%	61%	54%	61%	70%

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.
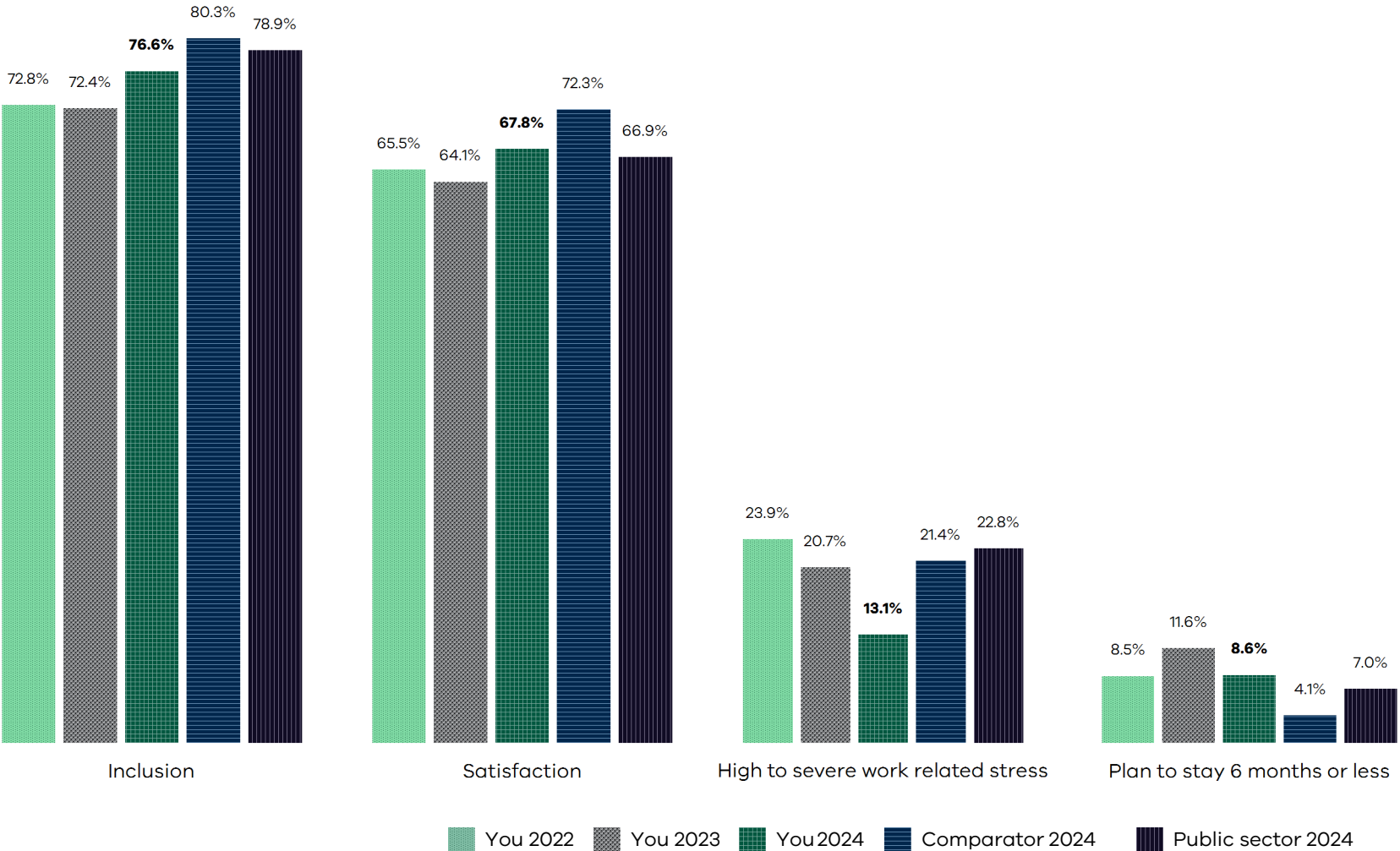
Why this is important

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:
- 76.6% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:
- 80.3% of staff in your comparator group and 78.9% of staff across the public sector.

Inclusion
- You 2022: 72.8%
- You 2023: 72.4%
- You 2024: 76.6%
- Comparator 2024: 80.3%
- Public sector 2024: 78.9%

Satisfaction
- You 2022: 65.5%
- You 2023: 64.1%
- You 2024: 67.8%
- Comparator 2024: 72.3%
- Public sector 2024: 66.9%

High to severe work related stress
- You 2022: 23.9%
- You 2023: 20.7%
- You 2024: 13.1%
- Comparator 2024: 21.4%
- Public sector 2024: 22.8%

Plan to stay 6 months or less
- You 2022: 8.5%
- You 2023: 11.6%
- You 2024: 8.6%
- Comparator 2024: 4.1%
- Public sector 2024: 7.0%

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 groups overall, lowest and highest scores with your own.

Example
71% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.
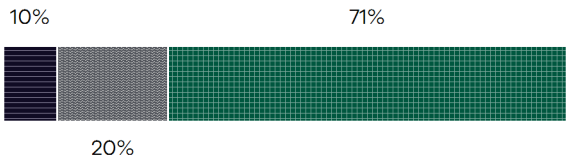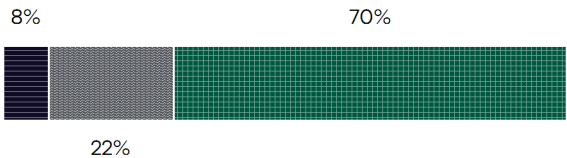
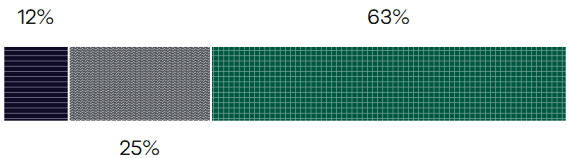## Survey question · Your results · Benchmark satisfied results

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% / 20% / 71%	72%	70%	71%	70%	77%	85%
How satisfied are you with the work/life balance in your current job	8% / 22% / 70%	66%	67%	70%	64%	79%	86%
How satisfied are you with your career development within your current organisation	12% / 25% / 63%	59%	56%	63%	56%	61%	68%

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

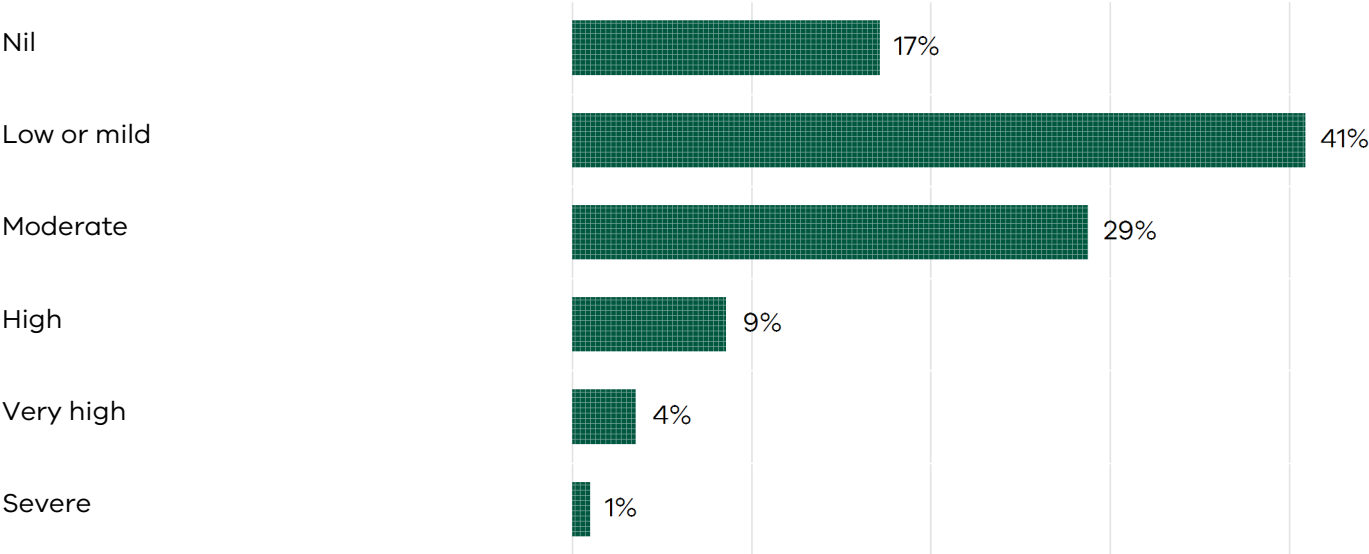In this survey we asked staff to tell us their stress level.

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.
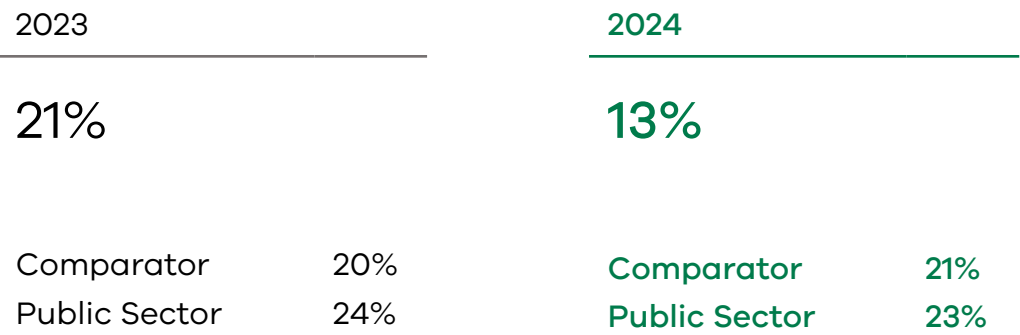
Example

13% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 21% of staff in your comparator group and 23% of staff across the public sector.

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

Nil	17%
Low or mild	41%
Moderate	29%
High	9%
Very high	4%
Severe	1%

Reported levels of high to severe stress

2023		2024	
21%		**13%**	
Comparator	20%	Comparator	21%
Public Sector	24%	Public Sector	23%

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People outcomes

Work-related stress causes

What is this

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

Why this is important

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

How to read this

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

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

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

Example

83% of your staff who did the survey said they experienced mild to severe stress. Of that 83%, 44% said the top reason was 'Workload' .

164	34
83%	17%

■ 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	48%	44%	50%	47%
Time pressure	35%	32%	37%	42%
Organisation or workplace change	20%	21%	15%	15%
Dealing with clients, patients or stakeholders	16%	19%	14%	17%
Management of work (e.g. supervision, training, information, support)	14%	17%	12%	12%
Unclear job expectations	10%	13%	14%	14%
Content, variety, or difficulty of work	8%	12%	12%	12%
Technology or equipment	9%	12%	11%	8%
Competing home and work responsibilities	7%	9%	13%	13%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	11%	9%	11%	11%

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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 groups overall, lowest and highest scores with your own.
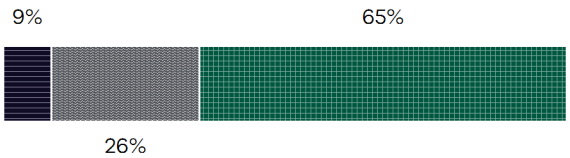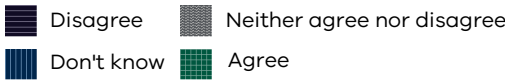
Example

65% of your staff who did the survey said the amount of stress in their job was manageable.

Survey question

Your results

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

Benchmark agree results

The amount of stress in my job is manageable

9%   65%

26%

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	Not asked	Not asked	65%	58%	69%	77%

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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

7% 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	12%	9%	4%	7%
Over 6 months and up to 1 year	5%	7%	8%	10%
Over 1 year and up to 3 years	22%	19%	21%	25%
Over 3 years and up to 5 years	11%	14%	17%	16%
Over 5 years	51%	52%	50%	42%

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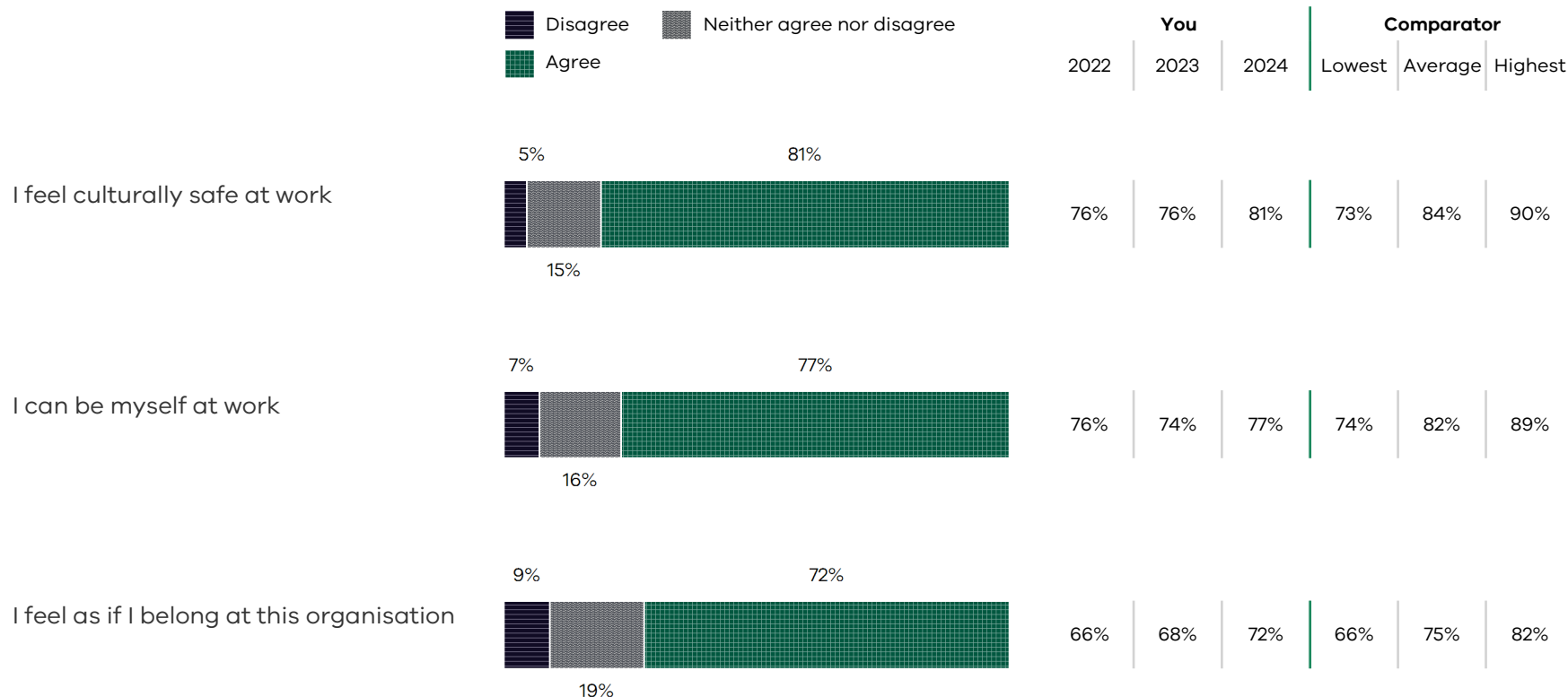
How to read this
Under 'Your results', see results for each question in descending order by most agreed.

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

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

Example
81% 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	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I feel culturally safe at work	5% / 15% / 81%	76%	76%	81%	73%	84%	90%
I can be myself at work	7% / 16% / 77%	76%	74%	77%	74%	82%	89%
I feel as if I belong at this organisation	9% / 19% / 72%	66%	68%	72%	66%	75%	82%

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.
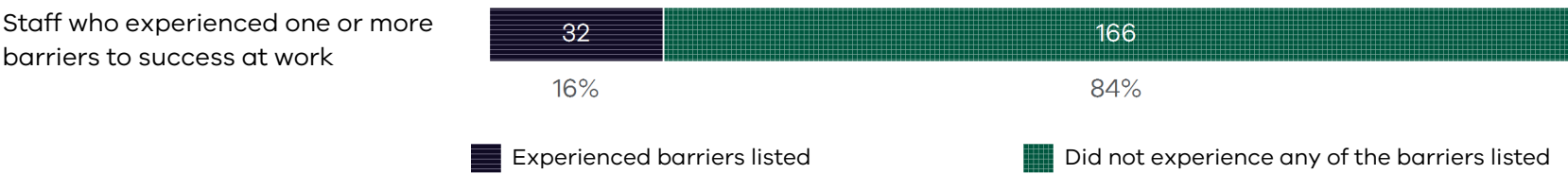
Why this is important

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

5% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My mental health'.

Staff who experienced one or more barriers to success at work

32	166
16%	84%

■ 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 mental health	8%	5%	7%	8%

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

7% of your staff who did the survey said they have witnessed barriers to success of other employees in the last 12 months due to 'Sex'.

Staff who witnessed one or more barriers to success at work

30	168
15%	85%

■ Witnessed barriers listed   ▦ Did not witness barriers listed
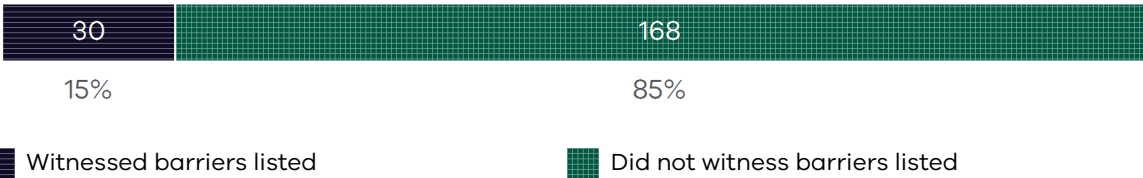
During the last 12 months, employees witnessed barriers to the success of other employees due to their …	You 2023	You 2024	Comparator 2024	Public sector 2024
Sex	-	7%	7%	5%
Mental health	6%	5%	6%	7%

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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

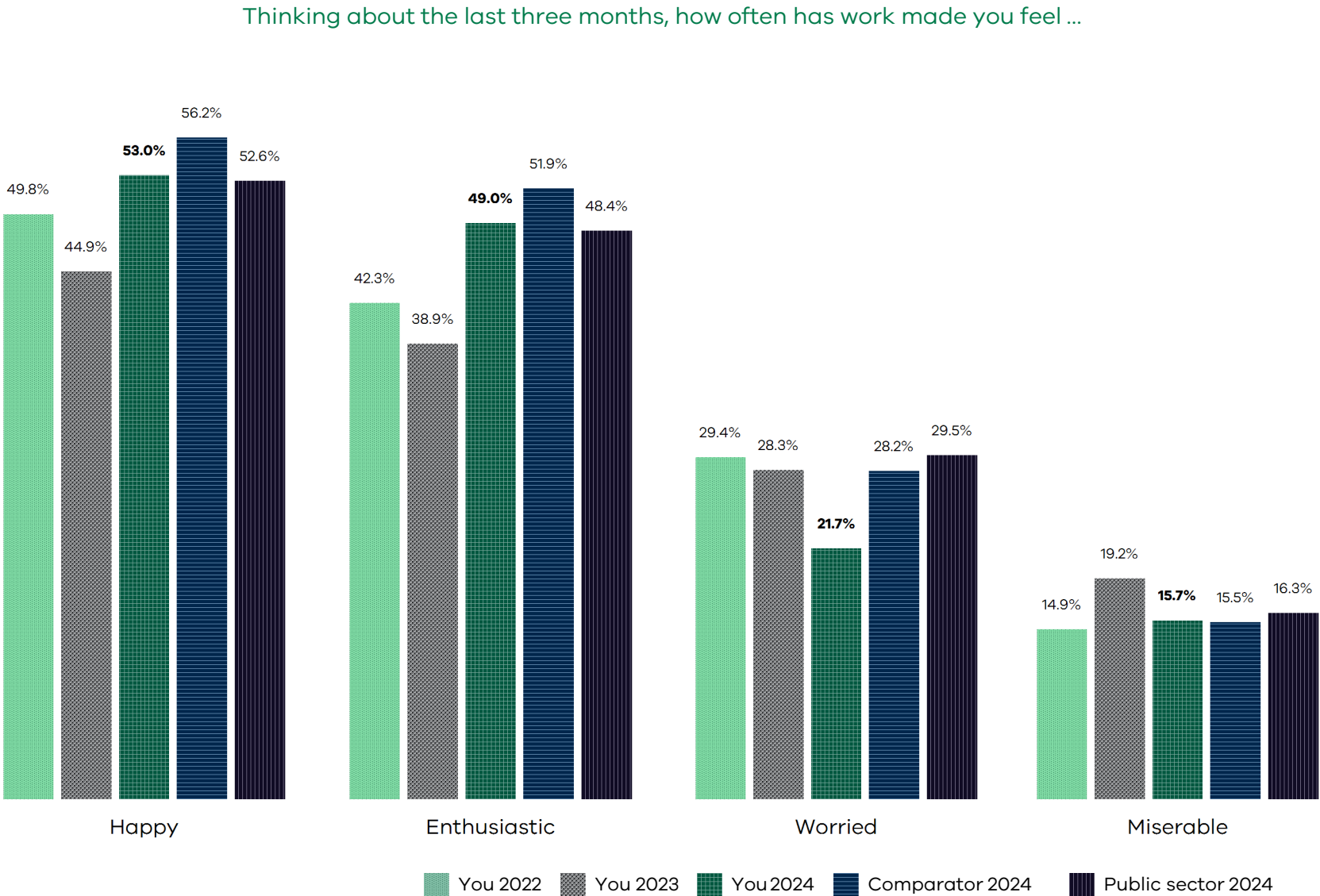Positive feelings can lead to higher wellbeing and job satisfaction and a lower chance of burnout.

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:

- 53.0% of your staff who did the survey said work made them feel happy.

Compared to:

- 56.2% of staff in your comparator group and 52.6% of staff across the public sector.

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

Grouped bar chart with legend: You 2022, You 2023, You 2024, Comparator 2024, Public sector 2024.

Happy: 49.8%, 44.9%, 53.0%, 56.2%, 52.6%

Enthusiastic: 42.3%, 38.9%, 49.0%, 51.9%, 48.4%

Worried: 29.4%, 28.3%, 21.7%, 28.2%, 29.5%

Miserable: 14.9%, 19.2%, 15.7%, 15.5%, 16.3%

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:

- 8.6% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months.

Compared to:

- 5.5% of staff in your comparator group and 10.0% of staff across the public sector.

Violence or aggression
- You 2022: 8.0%
- You 2023: 8.6%
- You 2024: 8.6%
- Comparator 2024: 5.5%
- Public sector 2024: 10.0%

Bullying
- You 2022: 7.5%
- You 2023: 7.1%
- You 2024: 8.1%
- Comparator 2024: 8.5%
- Public sector 2024: 11.2%

Discrimination
- You 2022: 1.5%
- You 2023: 3.5%
- You 2024: 3.0%
- Comparator 2024: 3.8%
- Public sector 2024: 4.9%

Sexual harassment
- You 2022: 3.5%
- You 2023: 2.5%
- You 2024: 1.5%
- Comparator 2024: 2.9%
- Public sector 2024: 3.9%

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

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

Of that 8%, 56% 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?

16	160	22
8%	81%	11%

■ Experienced bullying ■ Did not experience bullying ■ Not sure
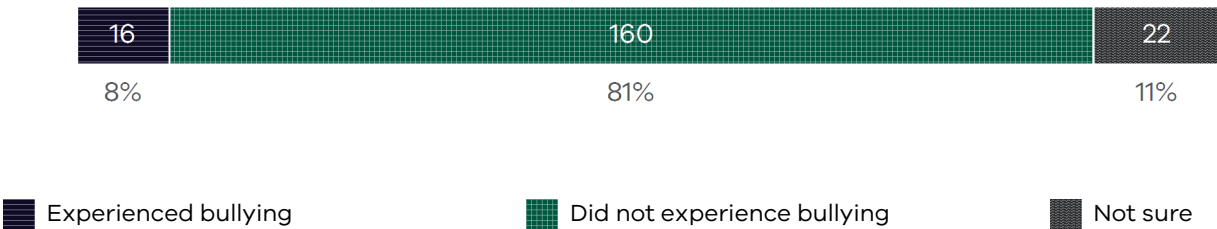
If you experienced bullying, what type of bullying did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	57%	56%	71%	69%
Exclusion or isolation	36%	44%	44%	46%
Intimidation and/or threats	21%	31%	26%	28%
Verbal abuse	50%	25%	18%	19%
Withholding essential information for me to do my job	29%	19%	28%	33%
Being assigned meaningless tasks unrelated to my job	14%	13%	17%	16%

People outcomes

Telling someone about the bullying

What is this

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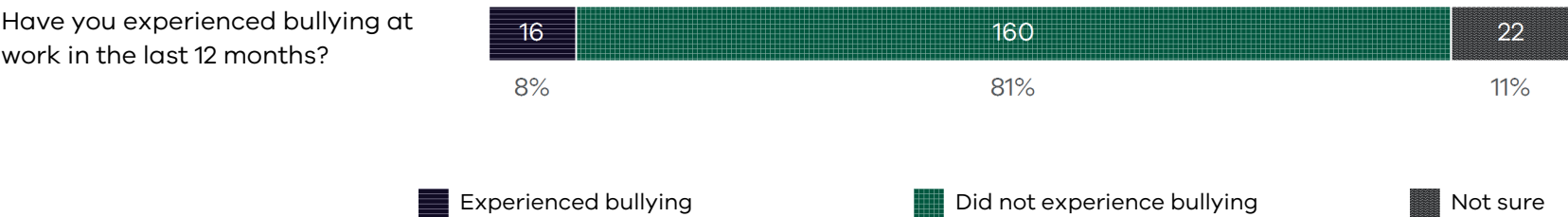
Why this is important

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

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

- 44% said the top way they reported the bullying was 'Told a manager'.
- 94% said they didn't submit a formal complaint.

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

16	160	22
8%	81%	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	43%	44%	45%	52%
Told a colleague	29%	38%	39%	41%
Told a friend or family member	14%	31%	38%	34%
Told human resources	14%	25%	26%	14%
Told the person the behaviour was not OK	14%	19%	17%	16%
Told employee assistance program (EAP) or peer support	14%	13%	9%	12%
Told someone else	14%	13%	13%	12%
Submitted a formal complaint	7%	6%	16%	12%
I did not tell anyone about the bullying	7%	6%	10%	12%

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

94% of your staff who experienced bullying did not submit a formal complaint, of which:

- 67% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?

	1	15
	6%	94%

■ Submitted formal complaint   ▦ Did not submit a formal complaint
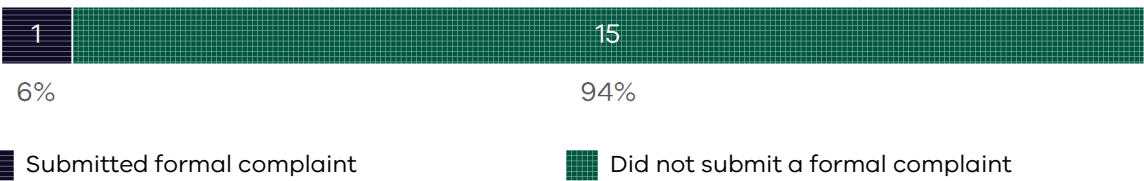
What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	46%	67%	45%	51%
I believed there would be negative consequences for my reputation	38%	47%	47%	54%
I didn't think it was serious enough	15%	27%	16%	16%
I believed there would be negative consequences for my career	23%	20%	37%	45%
I believed there would be negative consequences for the person I was going to complain about	-	13%	13%	10%
I didn't feel safe to report the incident	-	13%	15%	21%
I didn't know who to talk to	8%	7%	6%	5%
I didn't know how to make a complaint	8%	7%	4%	5%
I was advised not to	-	7%	4%	5%

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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, 8% of your staff said they experienced bullying.

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

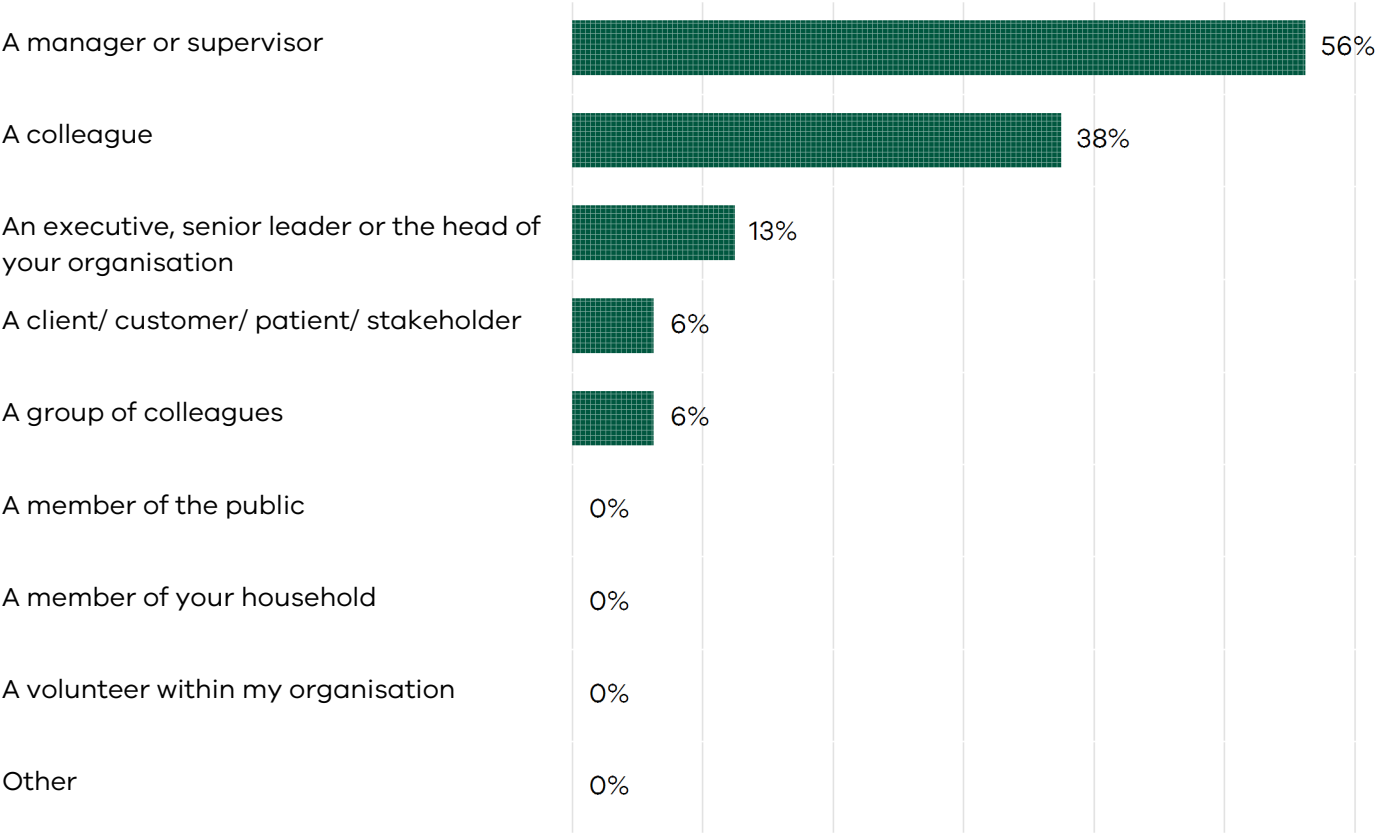In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

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

Of that 8%, 56% said it was by 'A manager or supervisor'.

16 people (8% of staff) experienced bullying (You 2024)

Perpetrator	Percentage
A manager or supervisor	56%
A colleague	38%
An executive, senior leader or the head of your organisation	13%
A client/ customer/ patient/ stakeholder	6%
A group of colleagues	6%
A member of the public	0%
A member of your household	0%
A volunteer within my organisation	0%
Other	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, 8% 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

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

Of that 8%, 100% said it was by someone within the organisation.

Of that 100%, 44% said it was 'They were my immediate manager or supervisor'.

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

Relationship	Percentage
They were my immediate manager or supervisor	44%
They were in my workgroup	38%
They were outside my workgroup	19%
They were someone I supervise or manage	13%

Victorian Public Sector Commission

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People outcomes

Sexual harassment

What is this

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

Why this is important

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

Why there is no data here

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

People outcomes

Discrimination

What is this

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

Why this is important

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

Why there is no data here

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

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.
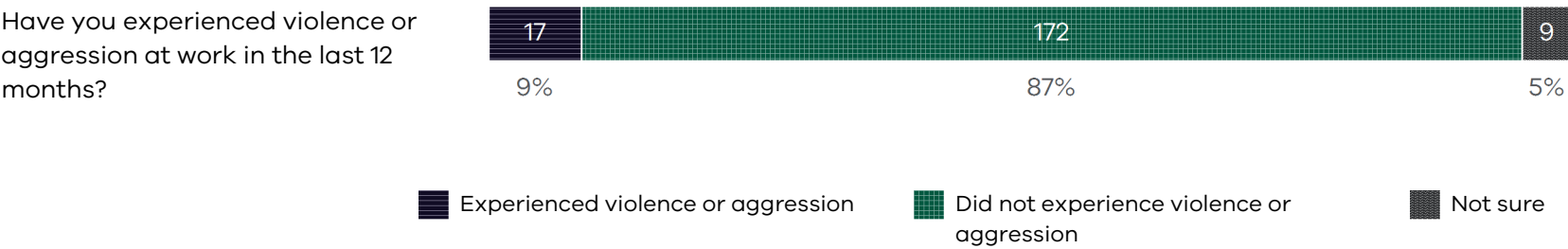
How to read this

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

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

Of that 9%, 76% said it was 'Abusive language'.

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

17	172	9
9%	87%	5%

■ Experienced violence or aggression   ■ Did not experience violence or aggression   ■ Not sure
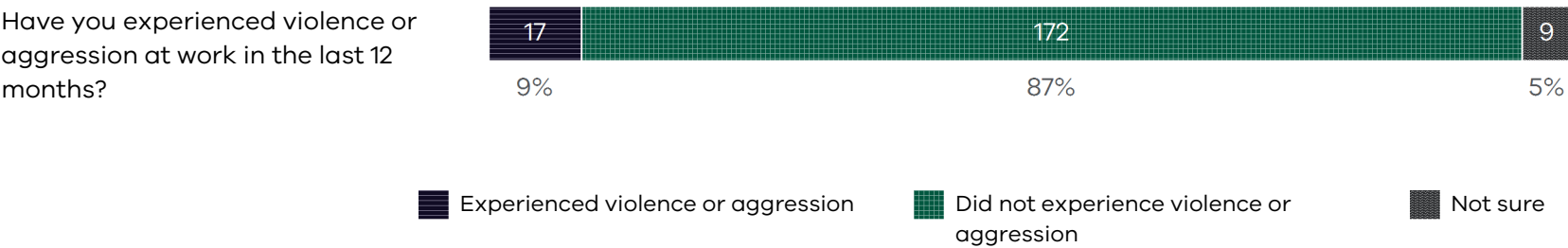
If you experienced violence or aggression, what type did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	65%	76%	64%	72%
Intimidating behaviour	59%	71%	70%	73%
Threats of violence	29%	18%	9%	30%

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

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

- 76% said the top way they reported the violence or agression was 'Told a manager'.
- 100% said they didn't submit a formal incident report

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

17	172	9
9%	87%	5%

■ 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	53%	76%	54%	64%
Told a colleague	24%	59%	34%	42%
Told the person the behaviour was not OK	12%	24%	13%	21%
Told a friend or family member	18%	12%	15%	20%
I did not tell anyone about the incident(s)	18%	6%	11%	9%

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

100% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 47% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal incident report?

17

100%

■ Submitted formal incident report   ▦ Did not submit a formal incident report
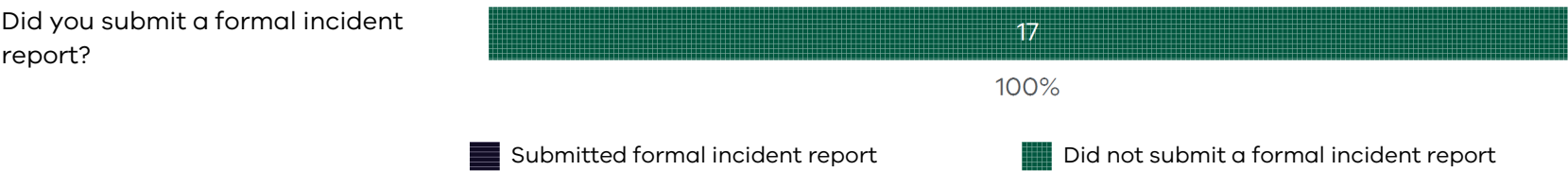
What was your reason for not submitting a formal incident report?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	31%	47%	34%	40%
I didn't think it was serious enough	38%	29%	29%	29%
I believed there would be negative consequences for my reputation	8%	18%	17%	23%
I didn't need to because I made the violence or aggression stop	8%	12%	14%	12%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	-	12%	13%	12%
I didn't know how to make a complaint	-	6%	2%	4%
Other	23%	6%	17%	20%

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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

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

Of that 9%, 47% said it was by 'A client/ customer/ patient/ stakeholder'.

17 people (9% of staff) experienced violence or aggression (You 2024)

Perpetrator	Percentage
A client/ customer/ patient/ stakeholder	47%
A colleague	29%
A manager or supervisor	18%
A group of colleagues	12%
A member of the public	6%
A member of my household	0%
A volunteer with my organisation	0%
An executive, senior leader or the head of your organisation	0%
Other	0%
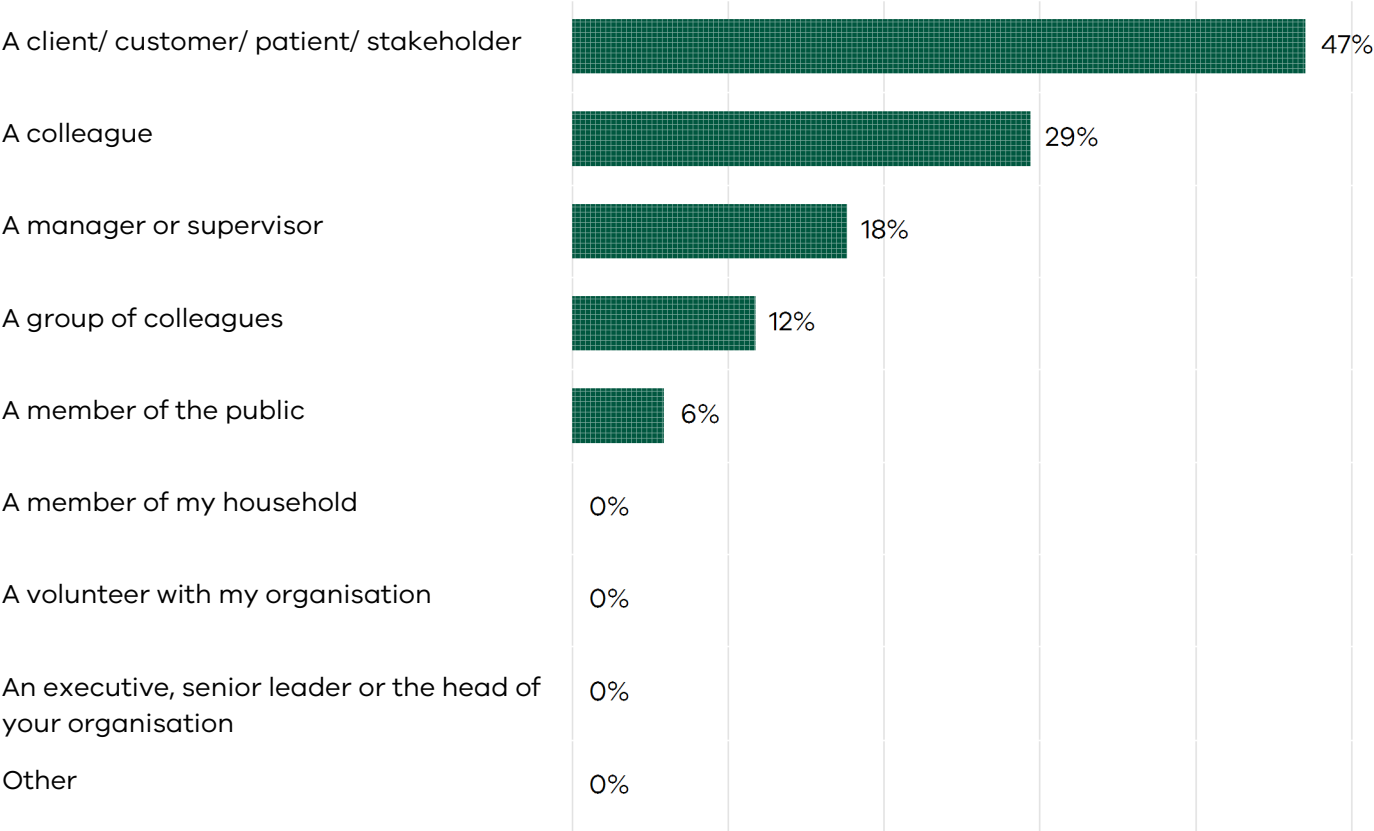
Negative behaviour

Witnessing negative behaviours

What is this

This is where staff witnessed people acting in a negative way against a colleague.

Why this is important

Witnessing negative behaviour can still have a negative impact on the person, as it does on the victim.

How to read this

In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.

They could tell us with one or more answers if they witnessed negative behaviour and what type they witnessed.

In descending order, the table shows the answers.

Example

16% of your staff who did the survey said they witnessed some negative behaviour at work.

84% said 'No, I have not witnessed any of the situations above'.

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

31	167
16%	84%

█ 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	82%	84%	84%	81%
Bullying of a colleague	11%	10%	12%	14%
Discrimination against a colleague	7%	9%	6%	8%
Violence or aggression against a colleague	4%	2%	2%	3%

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

16% of your staff who did the survey witnessed negative behaviour, of which:

* 58% said the top action they took was 'Spoke to the person who experienced the behaviour'.

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

31	167
16%	84%

■ Witnessed some negative behaviour   ▦ Did not witness some negative behaviour
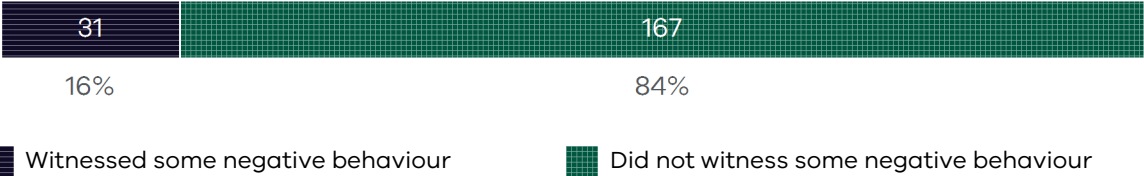
When you witnessed these behaviour(s), did you do any of the following?	You 2023	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	63%	58%	72%	71%
Told a manager	-	32%	33%	40%

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People matter survey

2024

Have your say

Overview

Result summary

Report overview

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- Privacy and anonymity
- Survey's theoretical framework
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- Your response rate

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

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from 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
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- Quality service delivery
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Job and manager factors

- Scorecard
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- Scorecard
- Responsiveness
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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

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 'Safety climate', the 'You 2024' column shows 92% of your staff who did the survey agreed with 'My organisation provides a physically safe work environment'. In the 'Change from 2023' column, you have a +5% change, which is a positive trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Safety climate	My organisation provides a physically safe work environment	92%	+5%	93%
Meaningful work	I can make a worthwhile contribution at work	91%	+1%	93%
Job enrichment	I can use my skills and knowledge in my job	91%	+2%	93%
Job enrichment	I understand how my job helps my organisation achieve its goals	90%	+3%	94%
Meaningful work	I achieve something important through my work	89%	+1%	91%
Collaboration	I am able to work effectively with others outside my immediate workgroup	86%	+2%	86%
Organisational integrity	My organisation encourages respectful workplace behaviours	86%	+8%	89%
Manager leadership	My manager treats employees with dignity and respect	86%	+2%	88%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	85%	+6%	89%
Manager leadership	My manager demonstrates honesty and integrity	84%	+1%	87%

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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 36% 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 +14% change, which is a positive 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	36%	+14%	40%
Organisational integrity	I believe the promotion processes in my organisation are fair	49%	+11%	48%
Organisational integrity	I have an equal chance at promotion in my organisation	50%	+5%	50%
Safety climate	All levels of my organisation are involved in the prevention of stress	51%	+14%	57%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	52%	+18%	56%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	53%	+11%	61%
Workload	I have enough time to do my job effectively	57%	+3%	60%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	59%	+13%	58%
Senior leadership	Senior leaders provide clear strategy and direction	60%	+24%	65%
Engagement	I feel a strong personal attachment to my organisation	61%	+8%	61%

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Key differences

Most improved

What is this

This is where staff feel their group has most improved.

How to read this

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

In this table, your trend is shown in the 'Increase from 2023' column.

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

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

Example

On the first row 'Senior leadership', the 'You 2024' column shows 60% of your staff who did the survey agreed with 'Senior leaders provide clear strategy and direction'.

In the 'Increase from 2023' column, you have a 24% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Senior leadership	Senior leaders provide clear strategy and direction	60%	+24%	65%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	52%	+18%	56%
Engagement	My organisation inspires me to do the best in my job	68%	+17%	68%
Senior leadership	Senior leaders demonstrate honesty and integrity	69%	+16%	71%
Collaboration	Workgroups across my organisation willingly share information with each other	65%	+16%	65%
Organisational integrity	I believe the recruitment processes in my organisation are fair	64%	+16%	63%
Learning and development	My organisation places a high priority on the learning and development of staff	65%	+15%	61%
Engagement	My organisation motivates me to help achieve its objectives	65%	+15%	70%
Senior leadership	Senior leaders model my organisation's values	67%	+15%	71%
Safety climate	All levels of my organisation are involved in the prevention of stress	51%	+14%	57%

Key differences

Most declined

What is this

This is where staff feel their group has most declined.

How to read this

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

In this table, your trend is shown in the 'Decrease from 2023' column.

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

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

Example

On the first row 'Workgroup support', the 'You 2024' column shows 80% of your staff who did the survey agreed with 'People in my workgroup treat each other with respect'.
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
Workgroup support	People in my workgroup treat each other with respect	80%	-4%	87%
Job enrichment	I have a say in how I do my work	75%	-2%	82%
Meaningful work	I get a sense of accomplishment from my work	81%	-1%	84%
Job enrichment	I have the authority to do my job effectively	76%	-1%	77%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	74%	-1%	78%
Manager support	I can discuss problems or issues with my manager	80%	-1%	85%

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Key differences

Biggest positive difference from comparator

What is this

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

How to read this

Use this data to see where your organisation has the biggest positive difference with questions from the 2024 survey compared to your comparator group.

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

Example

On the first row 'Learning and development', the 'You 2024' column shows 62% of your staff who did the survey agreed with 'I am satisfied with the opportunities to progress in my organisation'.

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

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Learning and development	I am satisfied with the opportunities to progress in my organisation	62%	+8%	54%
Learning and development	My organisation places a high priority on the learning and development of staff	65%	+3%	61%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	79%	+3%	76%
Satisfaction	How satisfied are you with your career development within your current organisation	63%	+3%	61%
Organisational integrity	My organisation does not tolerate improper conduct	80%	+2%	78%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	62%	+2%	60%
Organisational integrity	I believe the recruitment processes in my organisation are fair	64%	+1%	63%
Organisational integrity	I believe the promotion processes in my organisation are fair	49%	+1%	48%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	76%	+1%	75%
Workload	The workload I have is appropriate for the job that I do	65%	+0%	65%

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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 'Flexible working', the 'You 2024' column shows 79% of your staff who did the survey agreed with 'My manager supports working flexibly'.

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

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Flexible working	My manager supports working flexibly	79%	-11%	90%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	73%	-11%	84%
Engagement	I would recommend my organisation as a good place to work	66%	-9%	75%
Satisfaction	How satisfied are you with the work/life balance in your current job	70%	-9%	79%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	53%	-9%	61%
Workgroup support	People in my workgroup treat each other with respect	80%	-7%	87%
Quality service delivery	My workgroup provides high quality advice and services	79%	-7%	86%
Satisfaction	Considering everything, how satisfied are you with your current job	71%	-7%	77%
Engagement	I am proud to tell others I work for my organisation	70%	-6%	77%
Job enrichment	I have a say in how I do my work	75%	-6%	82%

People matter survey 2024

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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

Victorian Public Sector Commission

VICTORIA State Government

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 groups overall, lowest and highest scores with your own.

Example

52% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this year's survey'.

Survey question

Your results

Benchmark agree results

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

Survey question		You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I believe my organisation will make improvements based on the results of this year's survey	14% / 34% / 52%	43%	34%	52%	44%	56%	66%
My organisation has made improvements based on the survey results from last year	13% / 14% / 37% / 36%	27%	23%	36%	26%	40%	53%

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- Caring

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 groups overall, lowest and highest scores with your own.

Example

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

Survey question	Your results	Benchmark agree results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
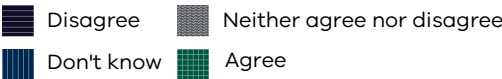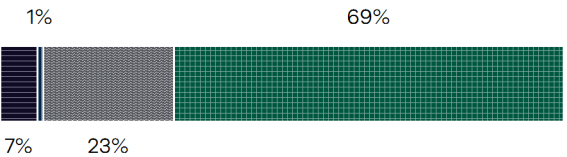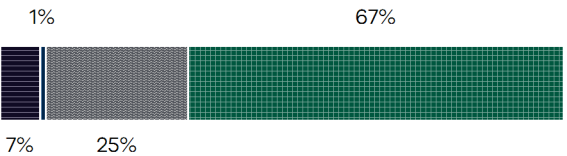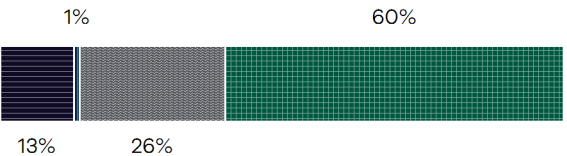
	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
Senior leaders demonstrate honesty and integrity (1% / 69% / 7% / 23%)	66%	54%	69%	56%	71%	83%
Senior leaders model my organisation's values (1% / 67% / 7% / 25%)	63%	52%	67%	59%	71%	82%
Senior leaders provide clear strategy and direction (1% / 60% / 13% / 26%)	55%	36%	60%	52%	65%	76%

People matter survey 2024

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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:

- 75.5% of your staff who did the survey responded positively to questions about Collaboration.

Compared to:

- 75.7% of staff in your comparator group and 72.5% of staff across the public sector.

Collaboration
- You 2022: 71.9%
- You 2023: 66.7%
- You 2024: **75.5%**
- Comparator 2024: 75.7%
- Public sector 2024: 72.5%

Organisational integrity
- You 2022: 68.0%
- You 2023: 61.9%
- You 2024: **71.8%**
- Comparator 2024: 72.7%
- Public sector 2024: 67.0%

Safety climate
- You 2022: 57.4%
- You 2023: 51.9%
- You 2024: **63.6%**
- Comparator 2024: 66.8%
- Public sector 2024: 59.2%

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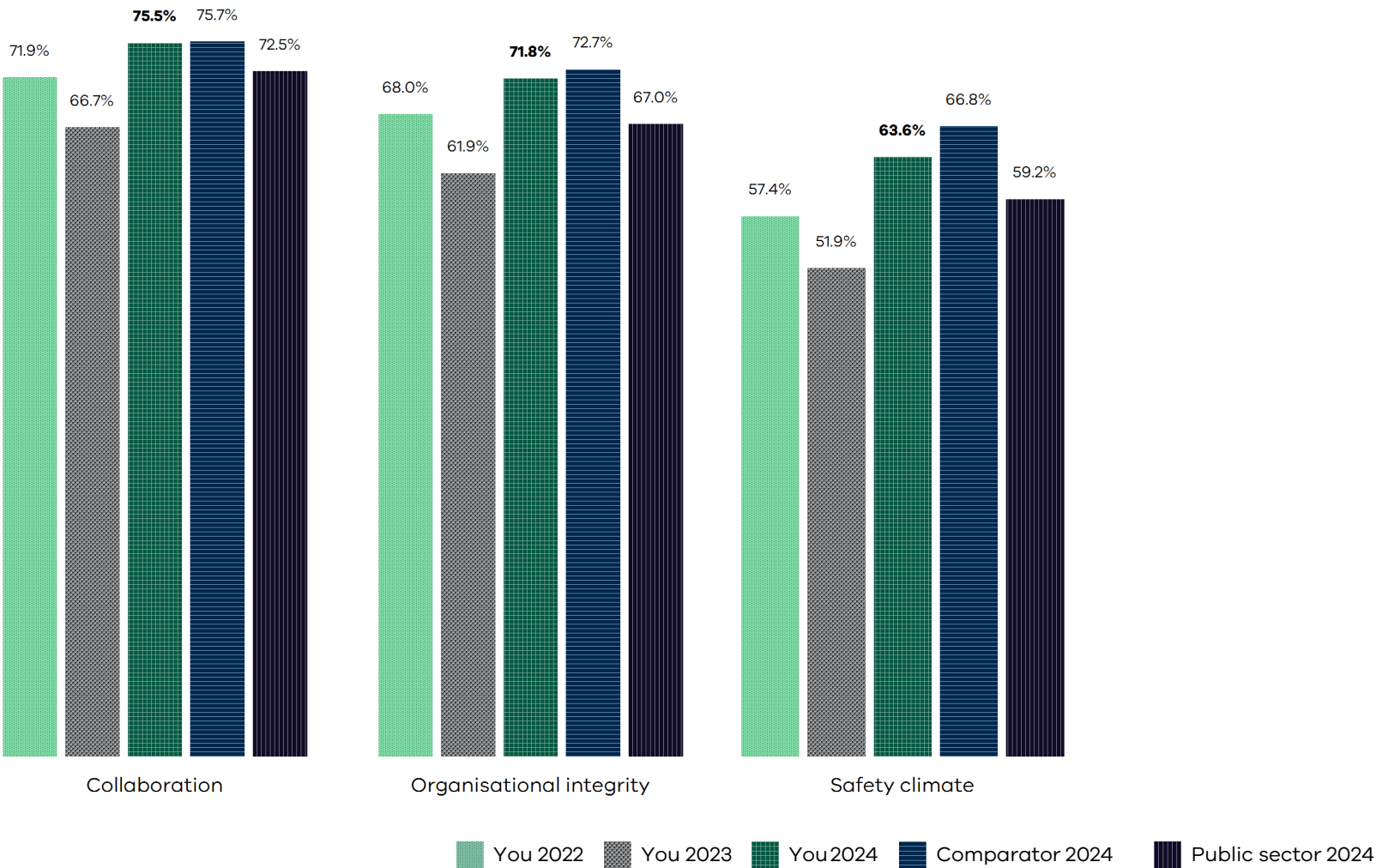
Organisational climate

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 groups overall, lowest and highest scores with your own.
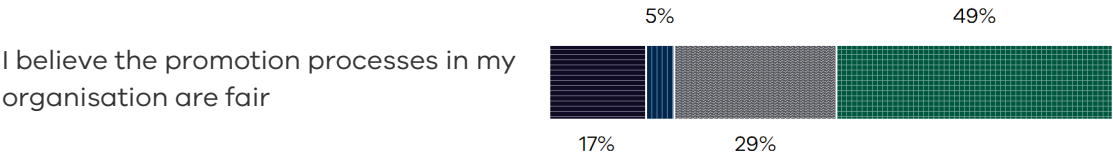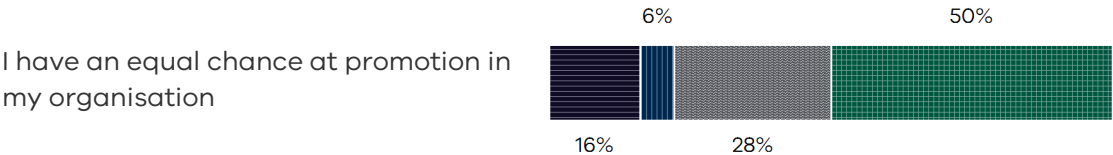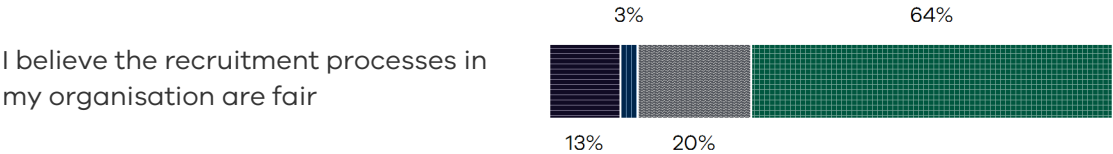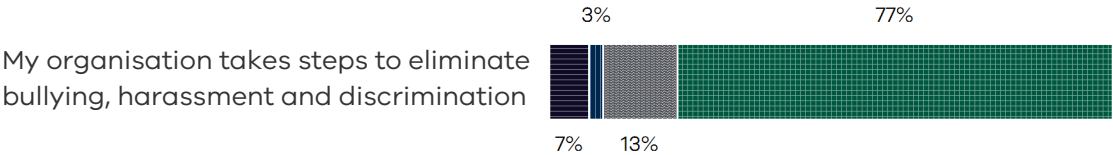
Example

86% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages respectful workplace behaviours'.

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 respectful workplace behaviours	1% / 86% / 3% / 10%	82%	78%	86%	81%	89%	94%
My organisation encourages employees to act in ways that are consistent with human rights	3% / 85% / 1% / 12%	86%	79%	85%	75%	89%	94%
My organisation is committed to earning a high level of public trust	2% / 82% / 4% / 12%	81%	70%	82%	70%	87%	96%
My organisation does not tolerate improper conduct	2% / 80% / 5% / 13%	76%	72%	80%	66%	78%	83%

Victorian Public Sector Commission

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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 groups overall, lowest and highest scores with your own.

Example

77% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

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	7% / 3% / 13% / 77%	73%	65%	77%	71%	78%	86%
I believe the recruitment processes in my organisation are fair	13% / 3% / 20% / 64%	57%	48%	64%	50%	63%	71%
I have an equal chance at promotion in my organisation	16% / 6% / 28% / 50%	46%	45%	50%	42%	50%	60%
I believe the promotion processes in my organisation are fair	17% / 5% / 29% / 49%	45%	38%	49%	40%	48%	58%

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 groups overall, lowest and highest scores with your own.
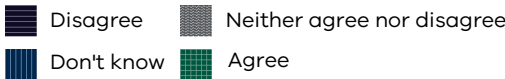
Example
86% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

Survey question | Your results | Benchmark agree results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
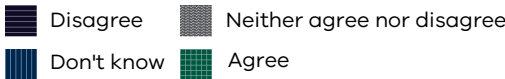
Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	4% / 10% / 86%	83%	84%	86%	79%	86%	94%
Workgroups across my organisation willingly share information with each other	2% / 9% / 24% / 65%	61%	49%	65%	52%	65%	77%
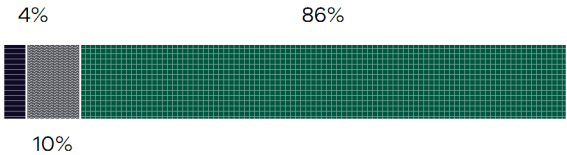
Victorian Public Sector Commission

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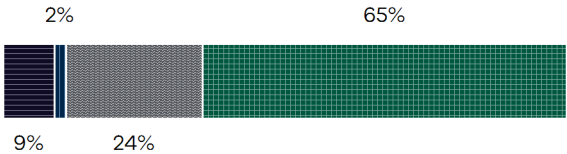
Organisational climate

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 groups overall, lowest and highest scores with your own.

Example

92% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.
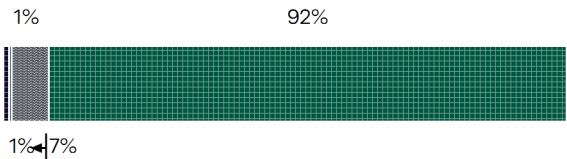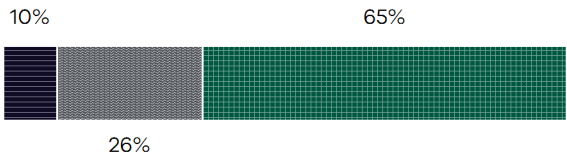
Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation provides a physically safe work environment	1% / 92% (1% / 7%)	95%	87%	92%	82%	93%	98%
Senior leaders consider the psychological health of employees to be as important as productivity	10% / 65% (26%)	63%	51%	65%	54%	67%	78%
In my workplace, there is good communication about psychological safety issues that affect me	7% / 63% (30%)	47%	49%	63%	52%	64%	74%
Senior leaders show support for stress prevention through involvement and commitment	11% / 59% (30%)	54%	45%	59%	47%	58%	70%

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 groups overall, lowest and highest scores with your own.
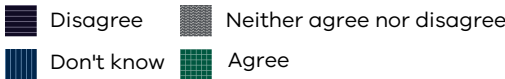
Example

53% of your staff who did the survey agreed or strongly agreed with 'My organisation has effective procedures in place to support employees who may experience stress'.
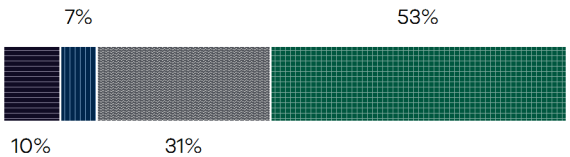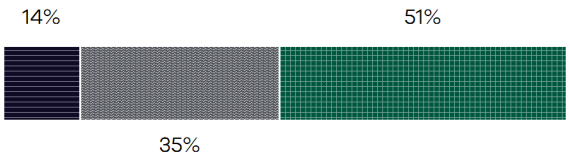
Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2022	2023	2024	Comparator Lowest	Average	Highest
My organisation has effective procedures in place to support employees who may experience stress	10% / 7% / 31% / 53%	44%	42%	53%	50%	61%	69%
All levels of my organisation are involved in the prevention of stress	14% / 35% / 51%	41%	37%	51%	50%	57%	65%

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- Caring

Workgroup climate

Scorecard

What is this

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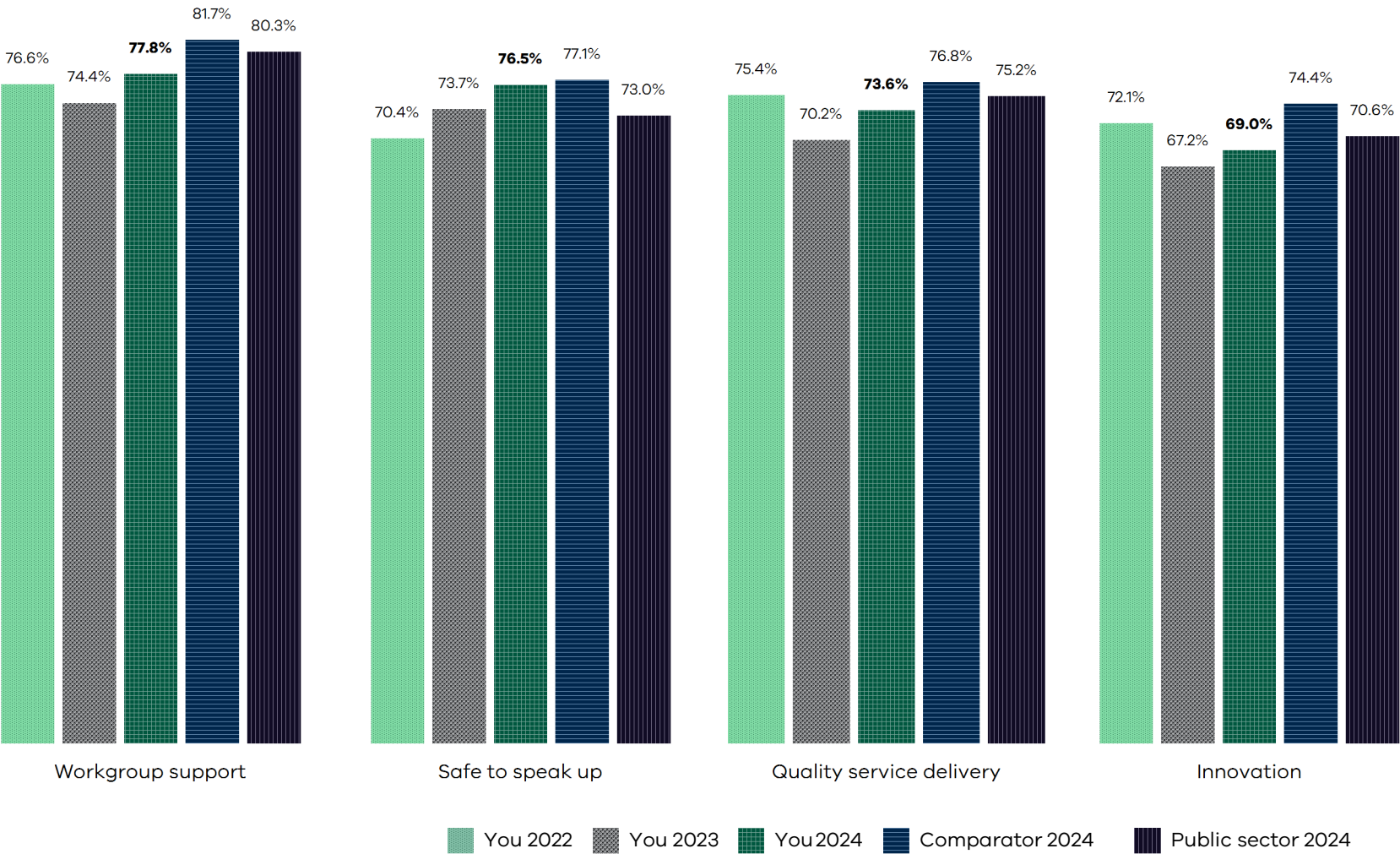
Why this is important

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

How to read this

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

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

Example

In 2024:

- 77.8% of your staff who did the survey responded positively to questions about Workgroup support.

Compared to:

- 81.7% of staff in your comparator group and 80.3% of staff across the public sector.

Workgroup support
- You 2022: 76.6%
- You 2023: 74.4%
- You 2024: 77.8%
- Comparator 2024: 81.7%
- Public sector 2024: 80.3%

Safe to speak up
- You 2022: 70.4%
- You 2023: 73.7%
- You 2024: 76.5%
- Comparator 2024: 77.1%
- Public sector 2024: 73.0%

Quality service delivery
- You 2022: 75.4%
- You 2023: 70.2%
- You 2024: 73.6%
- Comparator 2024: 76.8%
- Public sector 2024: 75.2%

Innovation
- You 2022: 72.1%
- You 2023: 67.2%
- You 2024: 69.0%
- Comparator 2024: 74.4%
- Public sector 2024: 70.6%

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

Victorian Public Sector Commission

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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 groups overall, lowest and highest scores with your own.
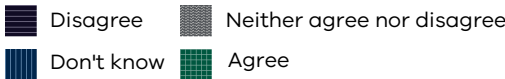
Example

79% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.
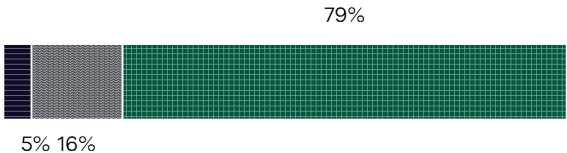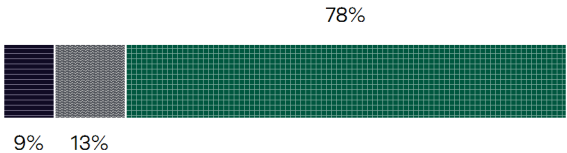
Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2022	2023	2024	Comparator Lowest	Average	Highest
My workgroup provides high quality advice and services	5% / 16% / 79%	84%	76%	79%	71%	86%	91%
My workgroup acts fairly and without bias	9% / 13% / 78%	76%	76%	78%	62%	80%	87%
My workgroup has clear lines of responsibility	13% / 2% / 15% / 70%	73%	65%	70%	59%	72%	80%
My workgroup uses its resources well	13% / 20% / 67%	69%	64%	67%	53%	69%	76%

Victorian Public Sector Commission

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Workgroup climate

Innovation

What is this

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

Why this is important

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

How to read this

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

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

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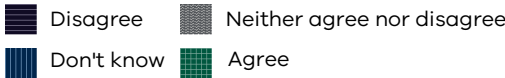
Example

72% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.
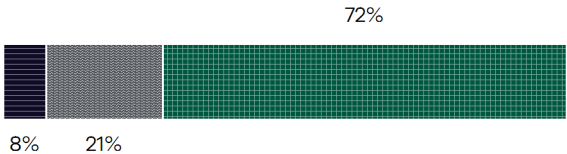
Survey question

Your results

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

My workgroup learns from failures and mistakes
72%
8% 21%

My workgroup is quick to respond to opportunities to do things better
1% 68%
9% 22%

My workgroup encourages employee creativity
67%
10% 23%

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
My workgroup learns from failures and mistakes	71%	70%	72%	64%	77%	83%
My workgroup is quick to respond to opportunities to do things better	72%	68%	68%	58%	74%	83%
My workgroup encourages employee creativity	73%	63%	67%	64%	73%	80%

Victorian Public Sector Commission

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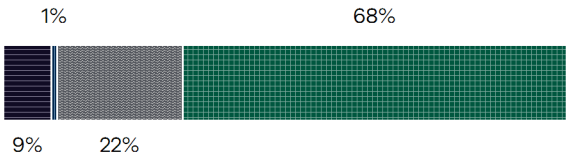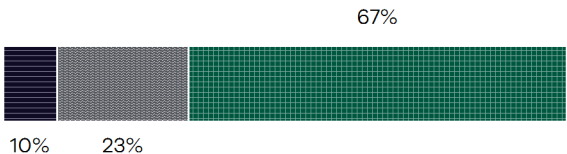
Workgroup climate

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 groups overall, lowest and highest scores with your own.
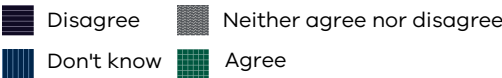
Example

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

Survey question	Your results						

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

Benchmark agree results

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
People in my workgroup treat each other with respect	7% / 14% / 80%	83%	84%	80%	79%	87%	92%
People in my workgroup work together effectively to get the job done	9% / 12% / 80%	79%	80%	80%	79%	84%	90%
People in my workgroup appropriately manage conflicts of interest	2% / 6% / 15% / 77%	73%	66%	77%	62%	78%	83%
People in my workgroup are politically impartial in their work	5% / 2% / 17% / 76%	73%	72%	76%	62%	79%	83%
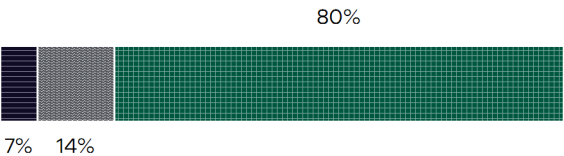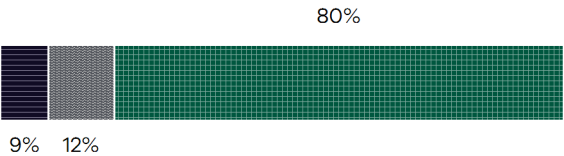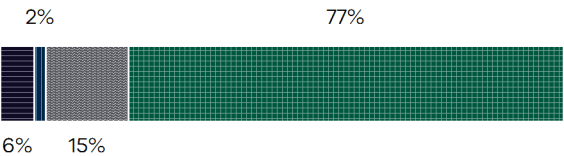
Victorian Public Sector Commission

VICTORIA State Government
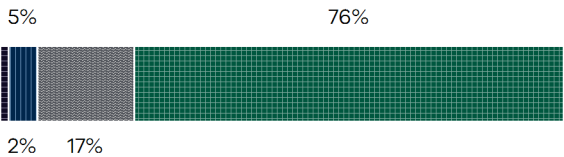
Workgroup climate

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 groups overall, lowest and highest scores with your own.

Example

76% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are honest, open and transparent in their dealings'.

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

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

7% 17% 76%

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	75%	71%	76%	58%	80%	87%

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Workgroup climate

Safe to speak up

What is this

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

Why this is important

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

How to read this

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

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

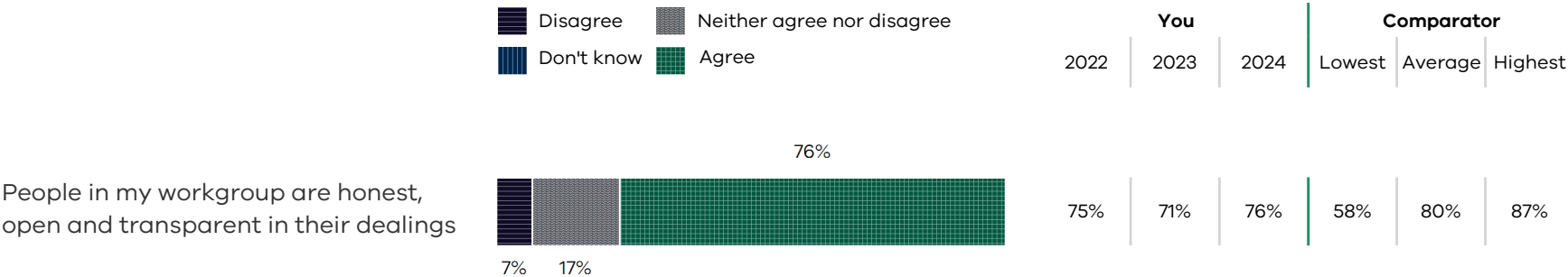Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

79% of your staff who did the survey agreed or strongly agreed with 'I feel safe to challenge inappropriate behaviour at work'.

Survey question
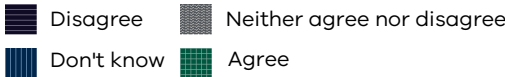
Your results

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

I feel safe to challenge inappropriate behaviour at work

7% Disagree, 14% Neither, 79% Agree

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

9% Disagree, 17% Neither, 74% Agree

Benchmark agree results
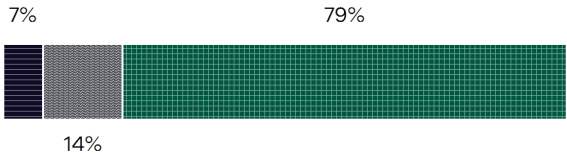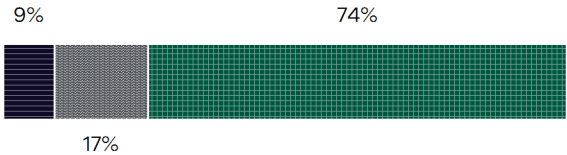
Survey question	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I feel safe to challenge inappropriate behaviour at work	68%	73%	79%	66%	76%	86%
People in my workgroup are able to bring up problems and tough issues	73%	75%	74%	64%	78%	85%

Victorian Public Sector Commission

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People matter survey 2024

Have your say

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- Your response rate

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- Work-related stress causes
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- Age, gender, variations in sex characteristics and sexual orientation
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- Cultural diversity
- Employment
- Adjustments
- Caring

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:

- 87.0% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 89.2% of staff in your comparator group and 87.4% of staff across the public sector.

Meaningful work
- You 2022: 90.4%
- You 2023: 86.9%
- You 2024: 87.0%
- Comparator 2024: 89.2%
- Public sector 2024: 87.4%

Manager leadership
- You 2022: 82.6%
- You 2023: 81.8%
- You 2024: 83.7%
- Comparator 2024: 86.7%
- Public sector 2024: 86.7%

Job enrichment
- You 2022: 84.5%
- You 2023: 82.2%
- You 2024: 82.9%
- Comparator 2024: 86.0%
- Public sector 2024: 83.6%

Manager support
- You 2022: 72.1%
- You 2023: 72.8%
- You 2024: 76.4%
- Comparator 2024: 79.0%
- Public sector 2024: 78.5%

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

Job and manager factors

Scorecard 2 of 2

What is this

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

Why this is important

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

How to read this

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

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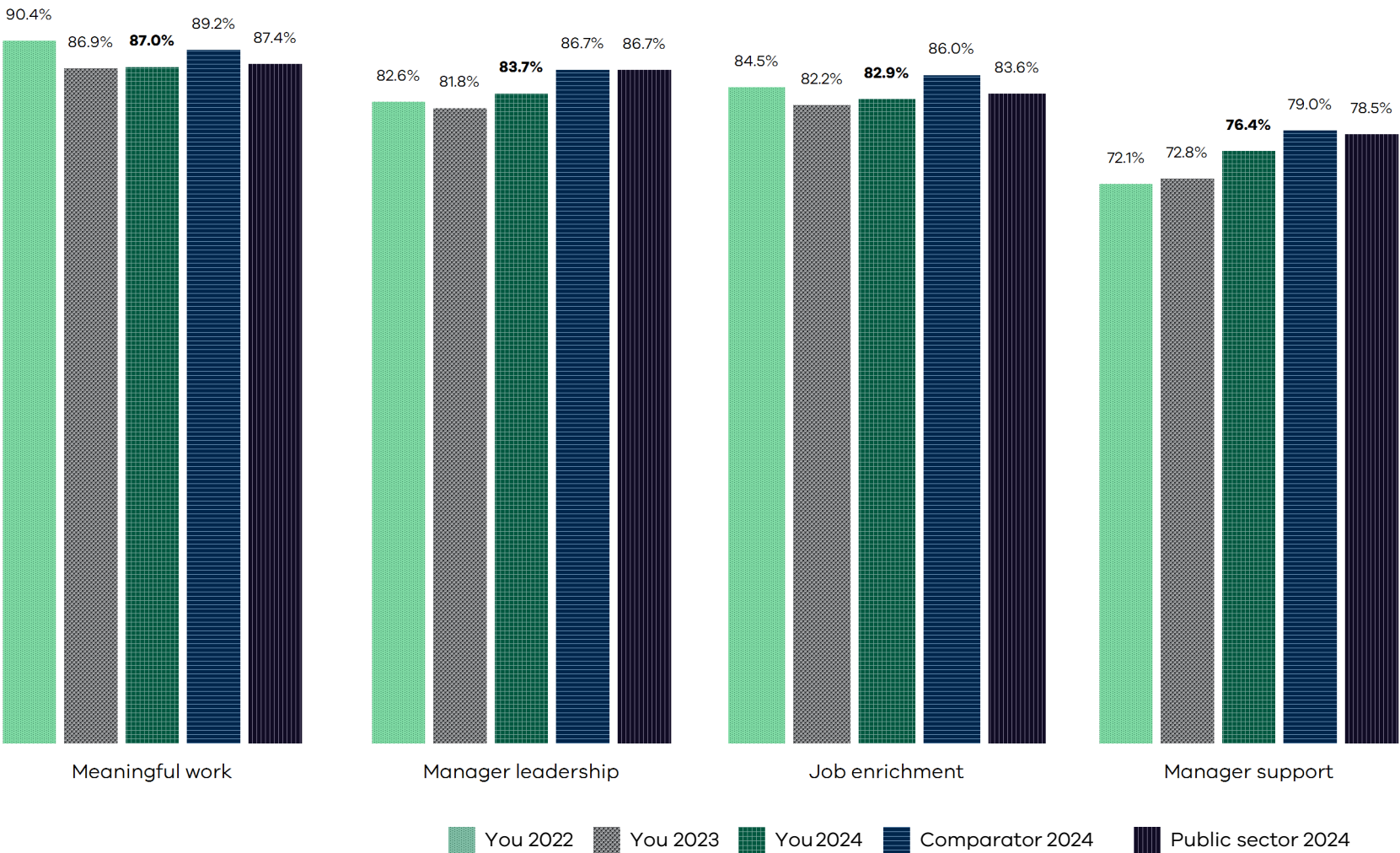
Example

In 2024:

- 76.3% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 87.1% of staff in your comparator group and 82.5% of staff across the public sector.

Flexible working: 74.4% (You 2022), 73.7% (You 2023), **76.3%** (You 2024), 87.1% (Comparator 2024), 82.5% (Public sector 2024)

Learning and development: 57.5% (You 2022), 54.7% (You 2023), **66.2%** (You 2024), 63.2% (Comparator 2024), 59.5% (Public sector 2024)

Workload: 48.5% (You 2022), 54.8% (You 2023), **60.9%** (You 2024), 62.6% (Comparator 2024), 60.0% (Public sector 2024)

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

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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 groups overall, lowest and highest scores with your own.

Example

86% 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	6% / 9% / 86%	83%	84%	86%	74%	88%	95%
My manager demonstrates honesty and integrity	5% / 11% / 84%	85%	83%	84%	69%	87%	93%
My manager models my organisation's values	5% / 14% / 81%	80%	79%	81%	70%	85%	91%

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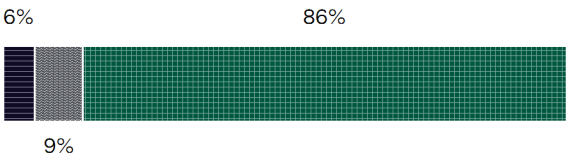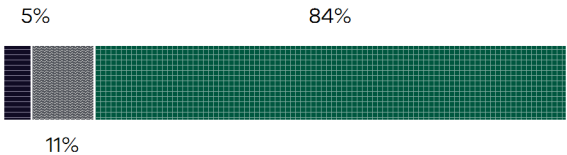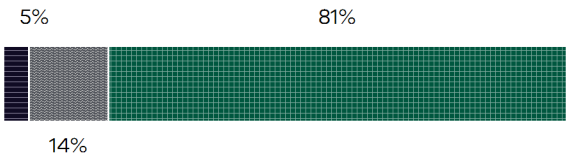
Job and manager factors

Manager support 1 of 2

What is this

This is how supported staff feel by their direct manager.

Why this is important

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

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

How to read this

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

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

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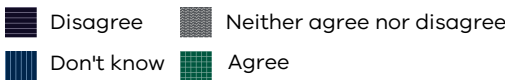
Example

82% 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	8% / 10% / 82%	79%	81%	82%	70%	85%	92%
I can discuss problems or issues with my manager	7% / 13% / 80%	81%	81%	80%	68%	85%	93%
My manager provides me with enough support when I need it	1% / 7% / 12% / 80%	74%	78%	80%	64%	83%	93%
My manager gives me feedback that helps me improve my performance	8% / 16% / 76%	70%	68%	76%	62%	77%	85%

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 groups overall, lowest and highest scores with your own.
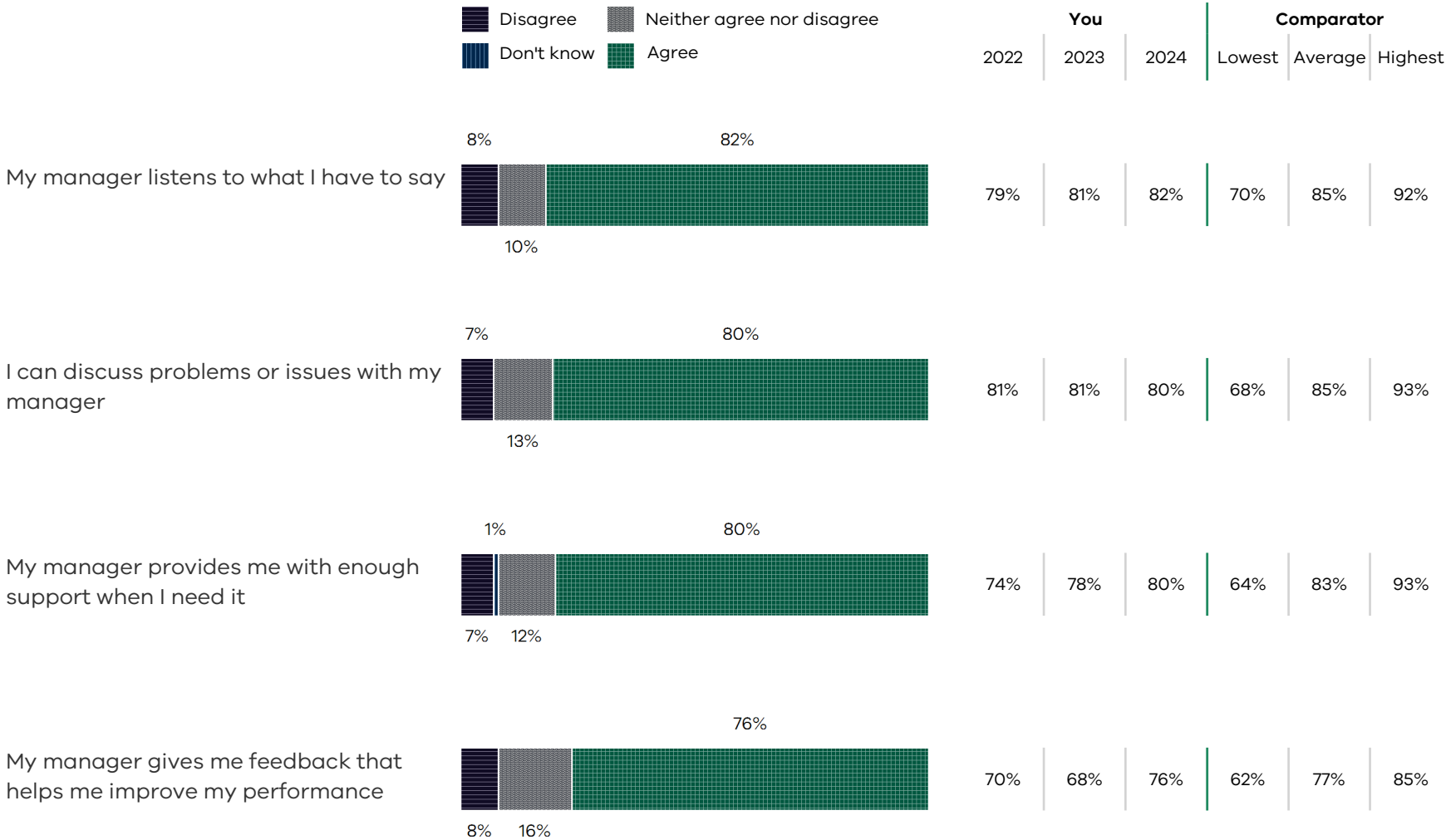
Example

64% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.

Your results

Disagree Neither agree nor disagree

Don't know Agree

Survey question	Your results
I receive meaningful recognition when I do good work	14% 23% 64%

Benchmark agree results
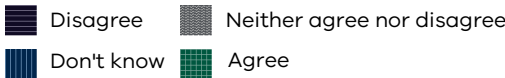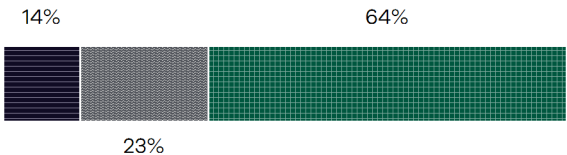
	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	57%	56%	64%	53%	66%	73%

Victorian Public Sector Commission

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Job and manager factors

Workload

What is this

This is how staff feel about workload and time pressure.

Why this is important

Workload and time pressure are the most prominent causes of work-related stress.

How to read this

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

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

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

Example

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

Survey question

Your results

- Disagree
- Neither agree nor disagree
- Agree

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

15%   65%
20%

I have enough time to do my job effectively

17%   57%
26%

Benchmark agree results
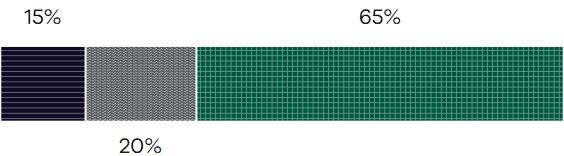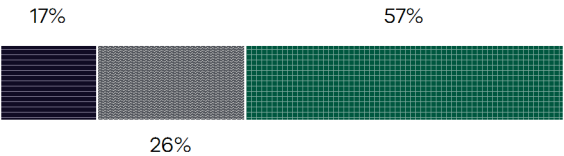
	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	52%	56%	65%	52%	65%	70%
I have enough time to do my job effectively	45%	54%	57%	50%	60%	71%

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 groups overall, lowest and highest scores with your own.
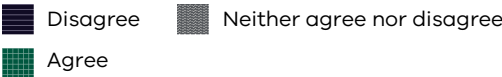
Example

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

Survey question	Your results						

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

Benchmark agree results	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I am developing and learning in my role — 9% / 15% / 77%	75%	69%	77%	68%	78%	87%
My organisation places a high priority on the learning and development of staff — 10% / 26% / 65%	57%	49%	65%	43%	61%	79%
I am satisfied with the opportunities to progress in my organisation — 15% / 24% / 62%	50%	48%	62%	46%	54%	61%
I am satisfied with the way my learning and development needs have been addressed in the last 12 months — 15% / 23% / 62%	48%	52%	62%	46%	60%	73%

Victorian Public Sector Commission

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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 groups overall, lowest and highest scores with your own.
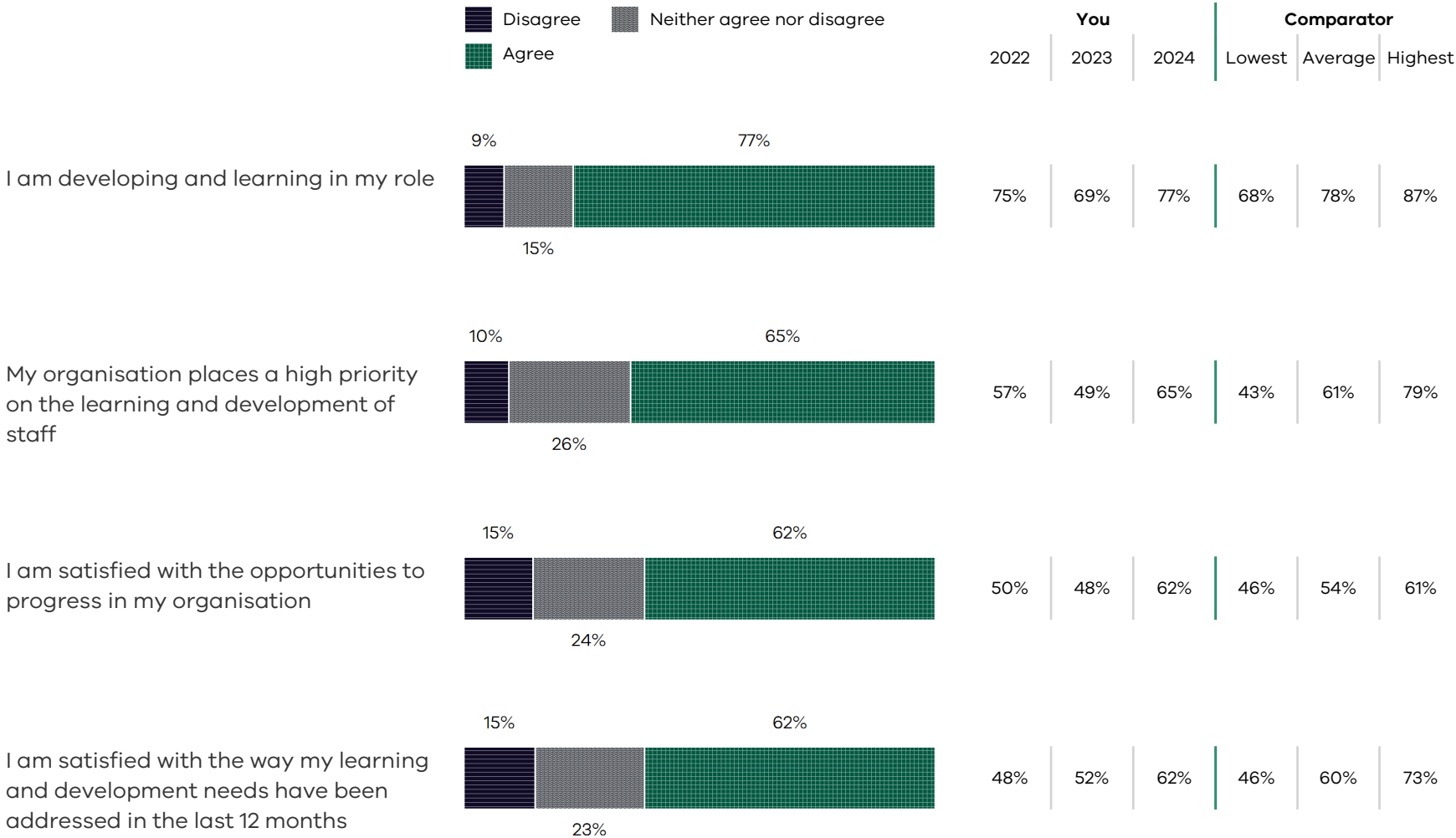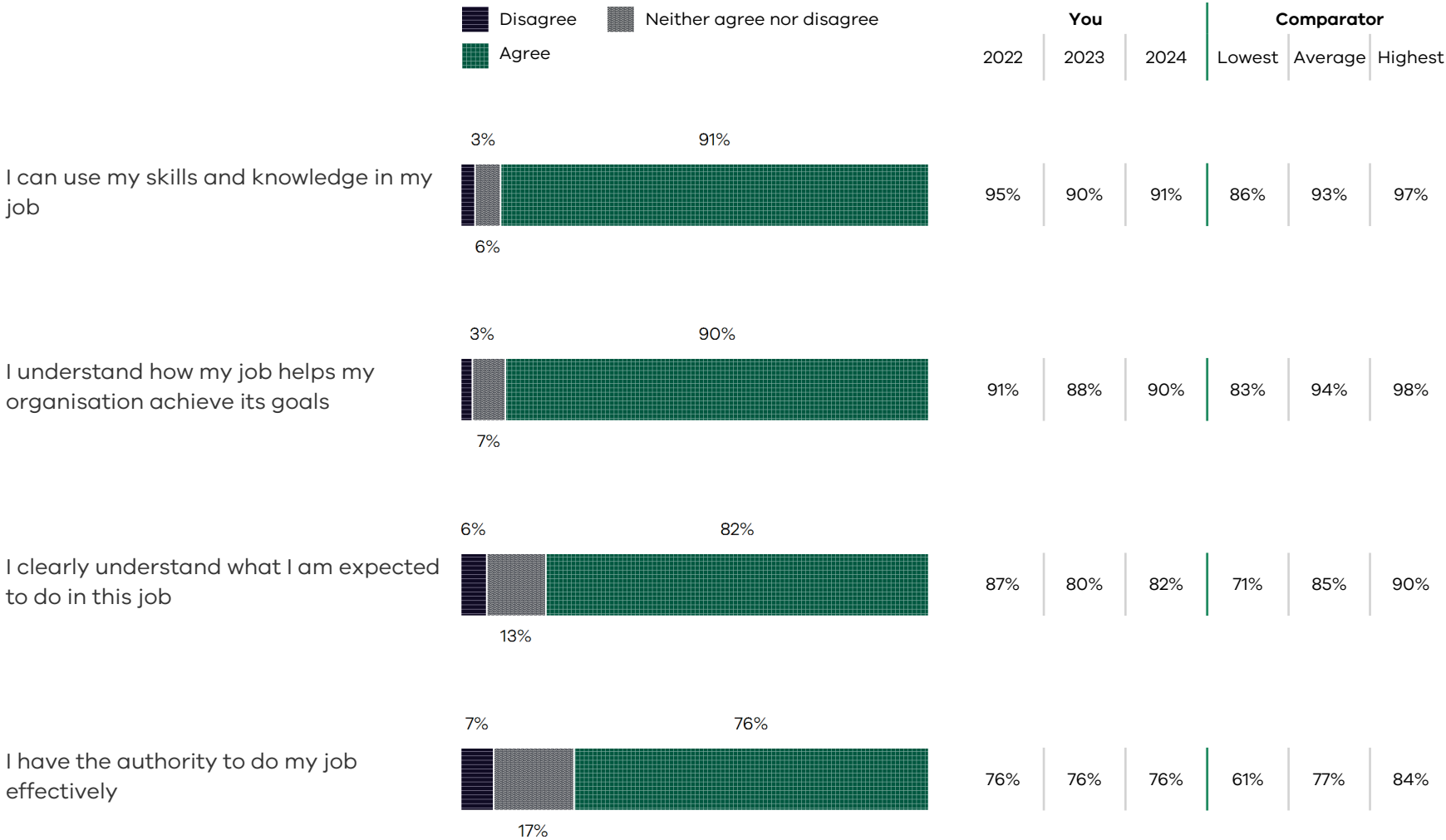
Example
91% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

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 can use my skills and knowledge in my job	3%	6%	91%	95%	90%	91%	86%	93%	97%
I understand how my job helps my organisation achieve its goals	3%	7%	90%	91%	88%	90%	83%	94%	98%
I clearly understand what I am expected to do in this job	6%	13%	82%	87%	80%	82%	71%	85%	90%
I have the authority to do my job effectively	7%	17%	76%	76%	76%	76%	61%	77%	84%

Victorian Public Sector Commission

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Job and manager factors

Job enrichment 2 of 2

What is this

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

Why this is important

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

How to read this

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

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

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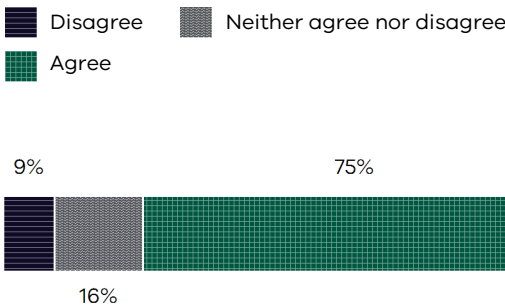
Example

75% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

| Disagree | Neither agree nor disagree |
| Agree | |

I have a say in how I do my work

9%   75%

16%

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	75%	77%	75%	72%	82%	90%

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State
Government

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 groups overall, lowest and highest scores with your own.
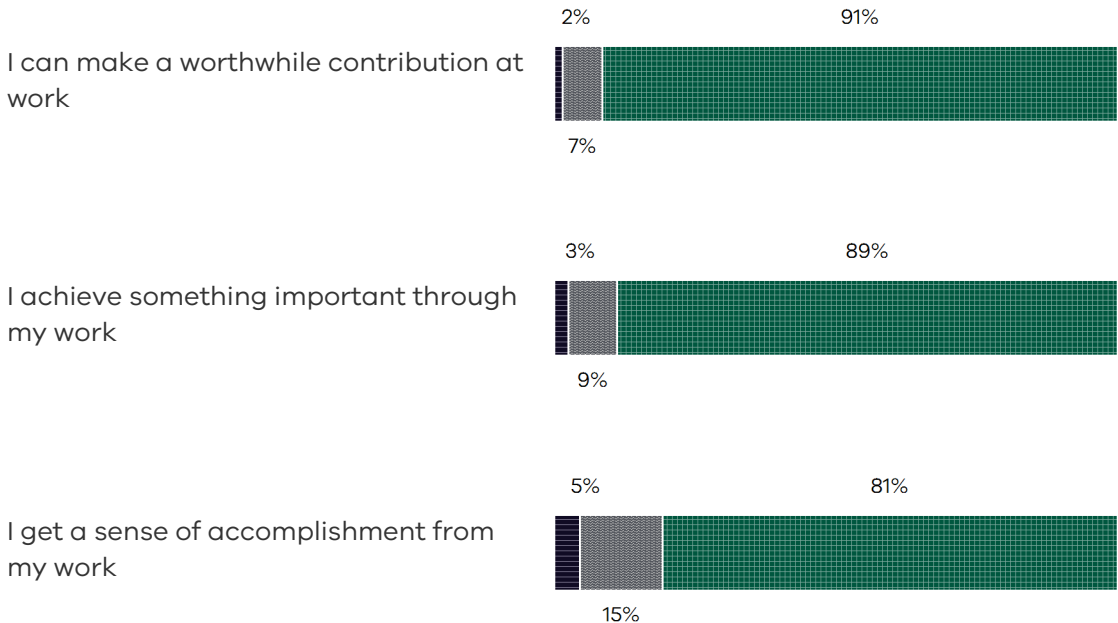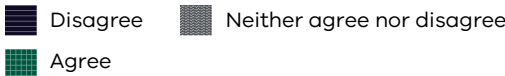
Example

91% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.

Survey question	Your results						

Your results legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

	Benchmark agree results					
	You			**Comparator**		
	2022	2023	2024	Lowest	Average	Highest
I can make a worthwhile contribution at work — 2%, 91%, 7%	96%	91%	91%	89%	93%	95%
I achieve something important through my work — 3%, 89%, 9%	93%	88%	89%	84%	91%	93%
I get a sense of accomplishment from my work — 5%, 81%, 15%	83%	82%	81%	77%	84%	88%

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 groups overall, lowest and highest scores with your own.
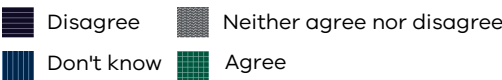
Example

79% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
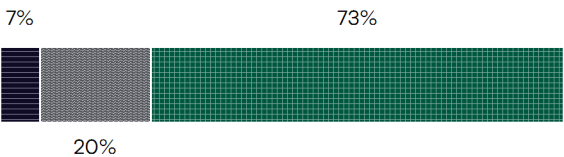
Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My manager supports working flexibly	5% / 16% / 79%	82%	79%	79%	70%	90%	98%
I am confident that if I requested a flexible work arrangement, it would be given due consideration	7% / 20% / 73%	67%	68%	73%	63%	84%	92%

People matter survey

2024

Have your say

Overview

Result summary

Report overview

- About your report
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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
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- Adjustments
- Caring

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:

- 82.2% of your staff who did the survey responded positively to questions about Respect.

Compared to:

- 85.4% of staff in your comparator group and 81.9% of staff across the public sector.

Respect
- 79.9%
- 78.4%
- **82.2%**
- 85.4%
- 81.9%

Human rights
- 79.6%
- 73.7%
- **80.3%**
- 82.1%
- 83.0%

Responsiveness
- 84.1%
- 75.8%
- **78.8%**
- 86.1%
- 83.3%

Integrity
- 74.7%
- 69.7%
- **78.2%**
- 79.6%
- 75.0%

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

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

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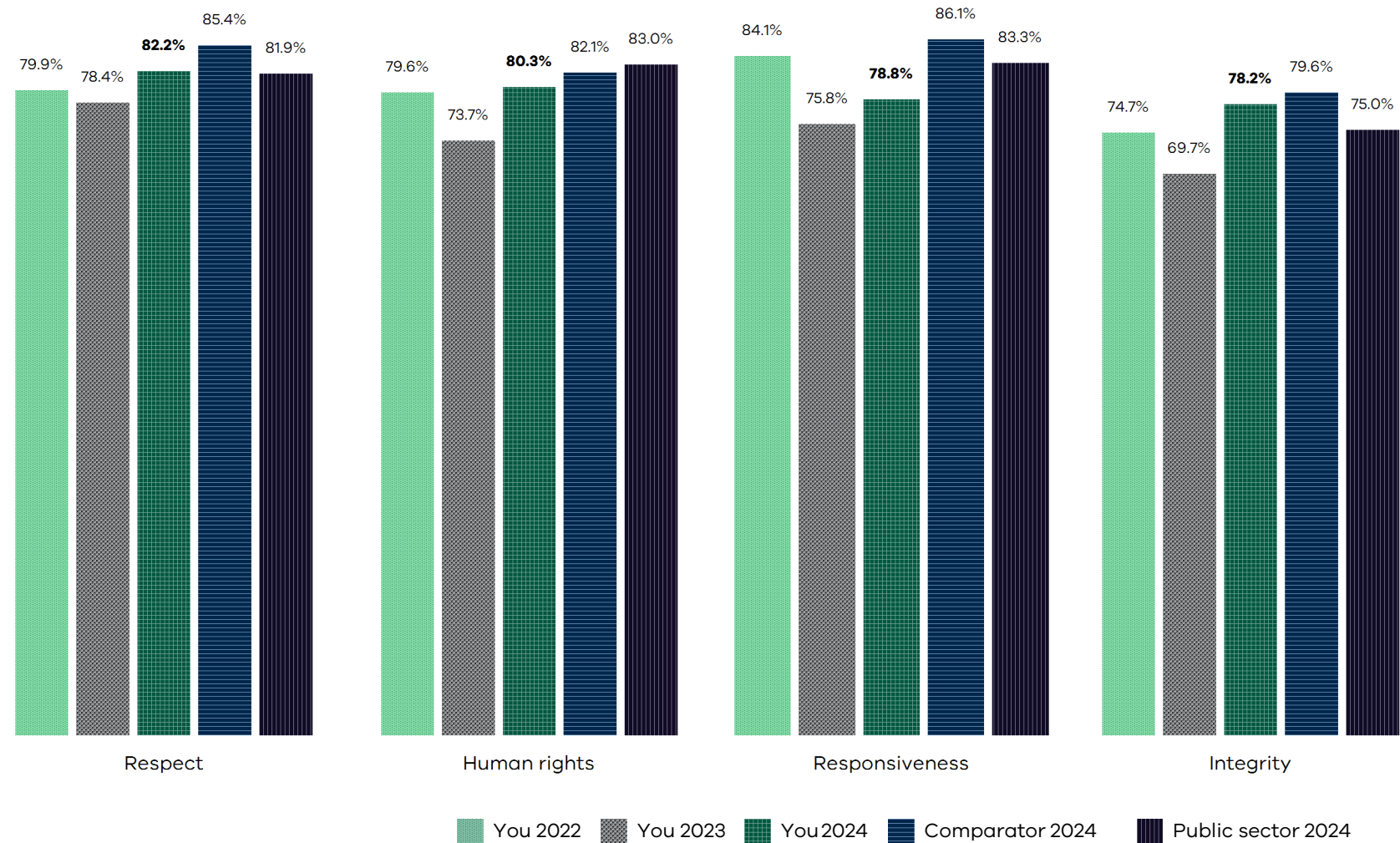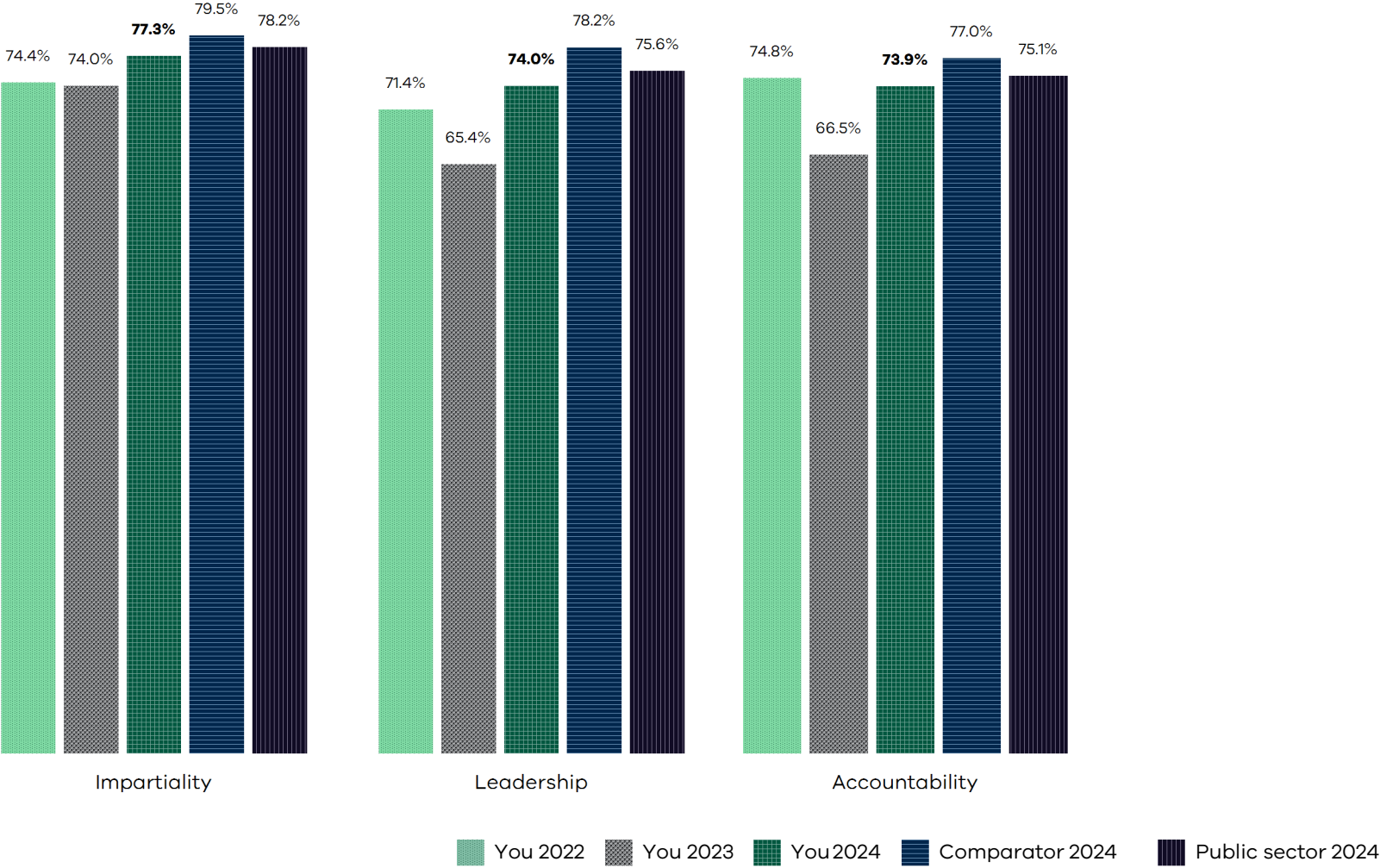
Example

In 2024:

- 77.3% of your staff who did the survey responded positively to questions about Impartiality.

Compared to:

- 79.5% of staff in your comparator group and 78.2% of staff across the public sector.

Impartiality: You 2022 74.4%, You 2023 74.0%, You 2024 77.3%, Comparator 2024 79.5%, Public sector 2024 78.2%

Leadership: You 2022 71.4%, You 2023 65.4%, You 2024 74.0%, Comparator 2024 78.2%, Public sector 2024 75.6%

Accountability: You 2022 74.8%, You 2023 66.5%, You 2024 73.9%, Comparator 2024 77.0%, Public sector 2024 75.1%

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

Victorian Public Sector Commission

VICTORIA State Government

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 groups overall, lowest and highest scores with your own.
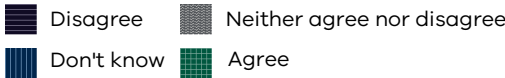
Example

79% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

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

| | You | | | Comparator | | |
Survey question	2022	2023	2024	Lowest	Average	Highest
My workgroup provides high quality advice and services	84%	76%	79%	71%	86%	91%

Your results: 5% 16% 79%

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 groups overall, lowest and highest scores with your own.

Example

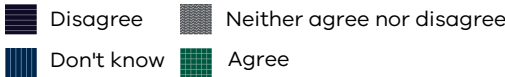84% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.
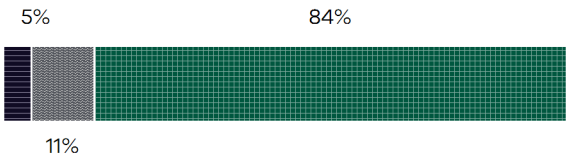
Survey question | Your results | Benchmark agree results

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 demonstrates honesty and integrity	5% / 11% / 84%	85%	83%	84%	69%	87%	93%
My organisation is committed to earning a high level of public trust	2% / 4% / 12% / 82%	81%	70%	82%	70%	87%	96%
My organisation does not tolerate improper conduct	2% / 5% / 13% / 80%	76%	72%	80%	66%	78%	83%
I feel safe to challenge inappropriate behaviour at work	7% / 14% / 79%	68%	73%	79%	66%	76%	86%

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 groups overall, lowest and highest scores with your own.

Example

77% 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

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

Benchmark agree results

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup appropriately manage conflicts of interest	2% / 77% (6% / 15%)	73%	66%	77%	62%	78%	83%
People in my workgroup are honest, open and transparent in their dealings	76% (7% / 17%)	75%	71%	76%	58%	80%	87%
Senior leaders demonstrate honesty and integrity	1% / 69% (7% / 23%)	66%	54%	69%	56%	71%	83%

Victorian Public Sector Commission

VICTORIA State Government
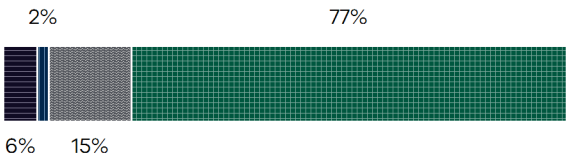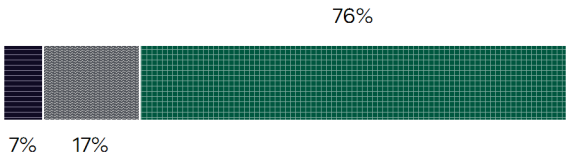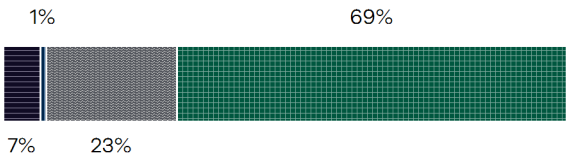
Public sector values

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 groups overall, lowest and highest scores with your own.
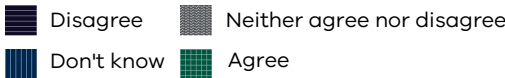
Example

78% of your staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.

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 workgroup acts fairly and without bias	9% / 13% / 78%	76%	76%	78%	62%	80%	87%
People in my workgroup are politically impartial in their work	5% / 2% / 17% / 76%	73%	72%	76%	62%	79%	83%
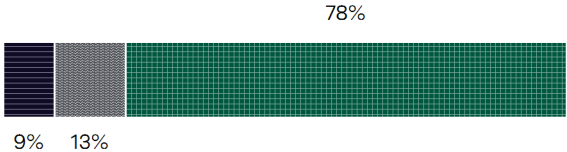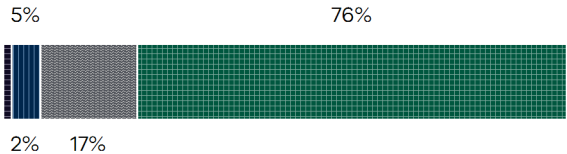
Public sector values

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.

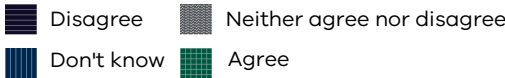Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

90% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

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 my job helps my organisation achieve its goals	91%	88%	90%	83%	94%	98%
I clearly understand what I am expected to do in this job	87%	80%	82%	71%	85%	90%
My workgroup has clear lines of responsibility	73%	65%	70%	59%	72%	80%
My workgroup uses its resources well	69%	64%	67%	53%	69%	76%

I understand how my job helps my organisation achieve its goals — 3%, 90%, 7%

I clearly understand what I am expected to do in this job — 6%, 82%, 13%

My workgroup has clear lines of responsibility — 2%, 70%, 13%, 15%

My workgroup uses its resources well — 67%, 13%, 20%

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 groups overall, lowest and highest scores with your own.

Example

60% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

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

Senior leaders provide clear strategy and direction

	1%	60%
13%	26%	

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	55%	36%	60%	52%	65%	76%

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.

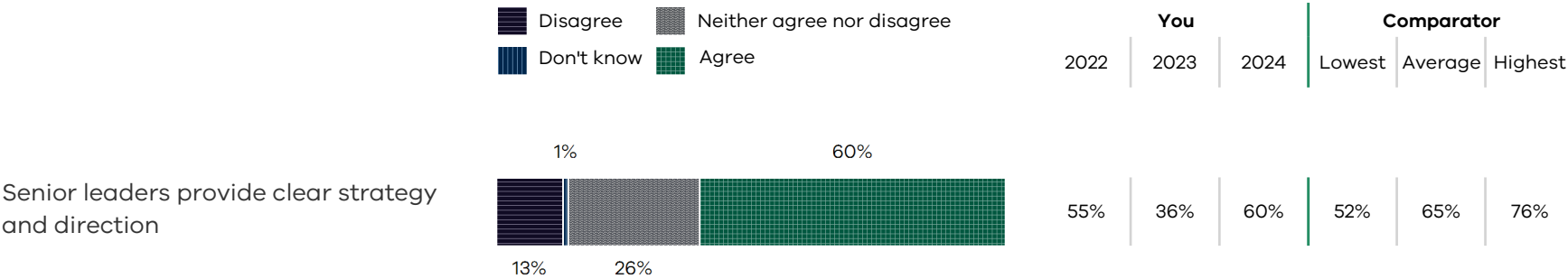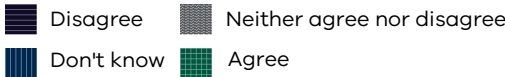Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

86% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages respectful workplace behaviours'.

Survey question

Your results

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

Benchmark agree results
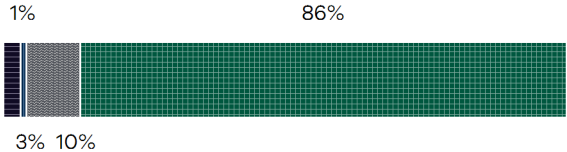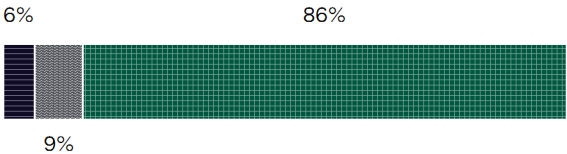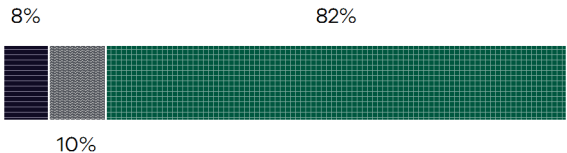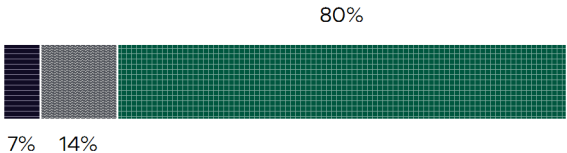
Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My organisation encourages respectful workplace behaviours	1% / 3% / 10% / 86%	82%	78%	86%	81%	89%	94%
My manager treats employees with dignity and respect	6% / 9% / 86%	83%	84%	86%	74%	88%	95%
My manager listens to what I have to say	8% / 10% / 82%	79%	81%	82%	70%	85%	92%
People in my workgroup treat each other with respect	7% / 14% / 80%	83%	84%	80%	79%	87%	92%

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 groups overall, lowest and highest scores with your own.

Example

77% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

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

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My organisation takes steps to eliminate bullying, harassment and discrimination	3% 7% 13% 77%	73%	65%	77%	71%	78%	86%

Victorian Public Sector Commission

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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 groups overall, lowest and highest scores with your own.
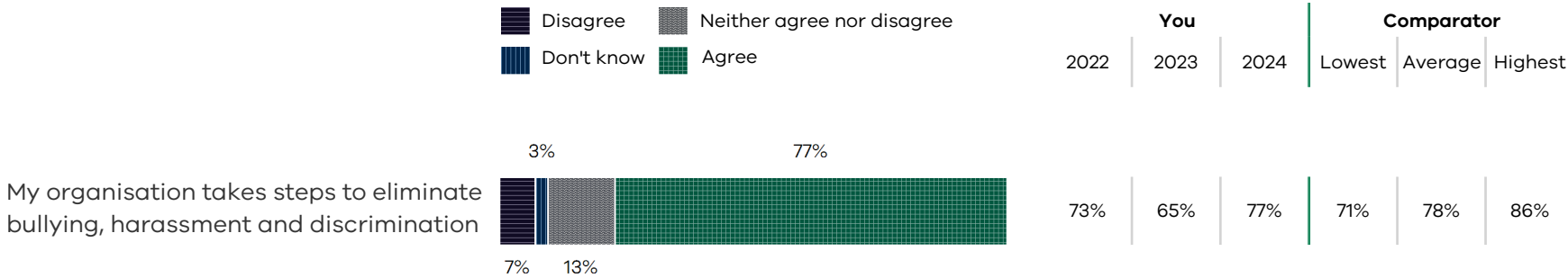
Example

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

| Survey question | Your results | Benchmark agree results |

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

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My manager models my organisation's values	5% / 14% / 81%	80%	79%	81%	70%	85%	91%
Senior leaders model my organisation's values	1% / 7% / 25% / 67%	63%	52%	67%	59%	71%	82%

Victorian Public Sector Commission

VICTORIA State Government
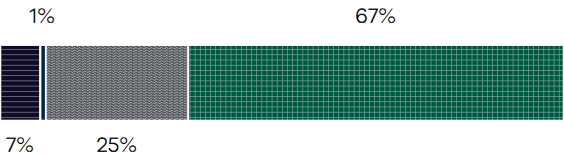
Public sector values

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 groups overall, lowest and highest scores with your own.
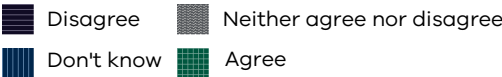
Example

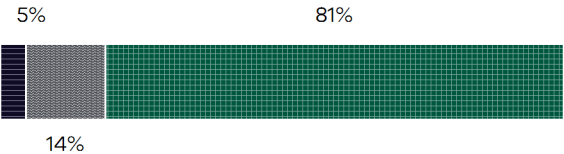85% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
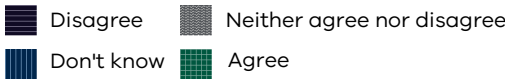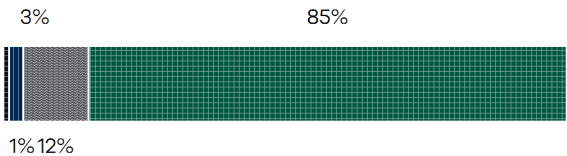
Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages employees to act in ways that are consistent with human rights	Disagree 1%, Don't know 3%, Neither agree nor disagree 12%, Agree 85%	86%	79%	85%	75%	89%	94%
I understand how the Charter of Human Rights and Responsibilities applies to my work	Disagree 3%, Neither agree nor disagree 21%, Agree 76%	74%	69%	76%	67%	75%	87%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

Have your say

Overview

Report overview

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- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
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- Scorecard: satisfaction, stress, intention to stay, inclusion
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- Work-related stress causes
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- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

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Victorian Public Sector Commission

VICTORIA State Government

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 groups overall, lowest and highest scores with your own.

Example
81% 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
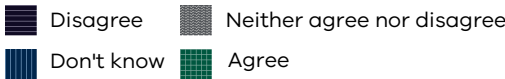
	You			Comparator		
2022	2023	2024	Lowest	Average	Highest

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

Your results: 3%, 2%, 15%, 81%
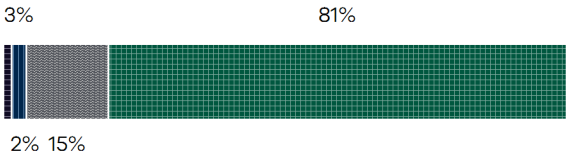
| Not asked | 74% | 81% | 80% | 86% | 93% |

I am proud to work in the public sector

Your results: 4%, 23%, 73%
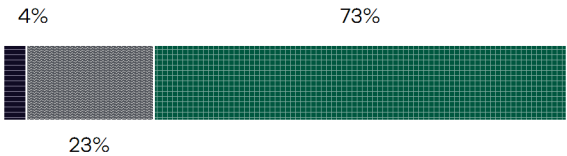
| Not asked | Not asked | 73% | 63% | 76% | 83% |

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

Your results: 6%, 10%, 22%, 62%

| Not asked | 60% | 62% | 50% | 66% | 80% |

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

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Victorian Public Sector Commission

VICTORIA State Government

Custom questions

What is this

Your organisation asked 4 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.

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

Example

84% of staff who did the survey responded favourably to 'I believe people of all cultures and backgrounds are respected and valued at LMW'.

Survey question	Your results	Benchmark agree results

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

Benchmark agree results — You:

	2022	2023	2024
I believe people of all cultures and backgrounds are respected and valued at LMW	83%	77%	84%
I understand how my role contributes to the organisations strategic direction	65%	61%	77%
I feel confident to voice a contrary opinion without fear of negative consequences	58%	55%	64%

I believe people of all cultures and backgrounds are respected and valued at LMW
- Disagree: 3%
- Neither agree nor disagree: 14%
- Agree: 84%

I understand how my role contributes to the organisations strategic direction
- Disagree: 4%
- Neither agree nor disagree: 19%
- Agree: 77%

I feel confident to voice a contrary opinion without fear of negative consequences
- Disagree: 14%
- Neither agree nor disagree: 22%
- Agree: 64%

Victorian Public Sector Commission

VICTORIA State Government

Custom questions

What is this

Your organisation asked 4 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 'During the last 12 months at LMW have you witnessed negative behaviour in relation to any of the following?'.

Example

87% of staff who did the survey responded 'None of the above' to the question.

During the last 12 months at LMW have you witnessed negative behaviour in relation to any of the following?	You 2023	You 2024
None of the above	87%	87%
Age	5%	5%
Sex	6%	5%
Disability	1%	3%
Race	2%	3%
Cultural background	2%	2%
Gender identity	2%	2%
LGBTQIA+	1%	2%
Other	3%	2%
Religion		1%
Aboriginal and/or Torres Strait Islander status		1%

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
- Intention to stay

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

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	37	19%
35-54 years	103	52%
55+ years	40	20%
Prefer not to say	18	9%

Gender	(n)	%
Man	123	62%
Woman	49	25%
Prefer not to say	22	11%
Non-binary and I use a different term	4	2%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	3	2%
No	174	88%
Prefer not to say	21	11%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?	(n)	%
Yes	2	1%
No	168	85%
Don't know	10	5%
Prefer not to say	18	9%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	148	75%
Prefer not to say	39	20%
Asexual	4	2%
Bisexual	3	2%
Pansexual	1	1%
Don't know	1	1%
Gay or lesbian	1	1%
I use a different term	1	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
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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	4	2%
Non Aboriginal and/or Torres Strait Islander	175	88%
Prefer not to say	19	10%

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
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Are you a person with disability?	(n)	%
Yes	**9**	5%
No	**167**	84%
Prefer not to say	**22**	11%

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

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Country of birth	(n)	%
Born in Australia	**169**	85%
Not born in Australia	**15**	8%
Prefer not to say	**14**	7%

Language other than English spoken with family or community	(n)	%
Yes	**15**	8%
No	**166**	84%
Prefer not to say	**17**	9%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Italian	**4**	27%
Punjabi	**3**	20%
Malayalam	**2**	13%
Urdu	**2**	13%
Mandarin	**1**	7%
Tamil	**1**	7%
Filipino	**1**	7%
Arabic	**1**	7%
Other	**1**	7%
Turkish	**1**	7%
Persian	**1**	7%
Macedonian	**0**	0%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Gujarati	**0**	0%
Sinhalese	**0**	0%
Australian Indigenous Language	**0**	0%
Tagalog	**0**	0%
Cantonese	**0**	0%
Telugu	**0**	0%
Hindi	**0**	0%
Spanish	**0**	0%
Vietnamese	**0**	0%
Greek	**0**	0%
Auslan	**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
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Cultural identity	(n)	%
Australian	154	78%
Prefer not to say	19	10%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	11	6%
English, Irish, Scottish and/or Welsh	11	6%
South Asian	6	3%
Other	4	2%
Aboriginal and/or Torres Strait Islander	3	2%
New Zealander	3	2%
East and/or South-East Asian	2	1%
Pacific Islander	1	1%
Maori	0	0%
Middle Eastern	0	0%
Central and/or South American	0	0%
African	0	0%
North American	0	0%
Central Asian	0	0%

Religion	(n)	%
No religion	99	50%
Christianity	57	29%
Prefer not to say	32	16%
Other	6	3%
Islam	2	1%
Sikhism	1	1%
Hinduism	1	1%
Buddhism	0	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
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Working arrangement	(n)	%
Full-Time	178	90%
Part-Time	20	10%

Gross base salary (ongoing/fixed term only)	(n)	%
Below $80k	59	30%
$80k to $120k	85	43%
$120k to $160k	12	6%
$160k to $200k	7	4%
$200k or more	6	3%
Prefer not to say	28	14%

Organisational tenure	(n)	%
<1 year	32	16%
1 to less than 2 years	21	11%
2 to less than 5 years	53	27%
5 to less than 10 years	38	19%
10 to less than 20 years	36	18%
More than 20 years	18	9%

Management responsibility	(n)	%
Non-manager	144	73%
Other manager	29	15%
Manager of other manager(s)	25	13%

Employment type	(n)	%
Ongoing and executive	167	84%
Fixed term	23	12%
Other	8	4%

Frontline worker	(n)	%
No	114	58%
Yes	84	42%

Demographics

Employment characteristics 2 of 2

What is this

These are the employment characteristics of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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Primary workplace location over the last 3 months	(n)	%
Rural	129	65%
Large regional city	58	29%
Other	8	4%
Melbourne: Suburbs	3	2%
Melbourne CBD	0	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	135	68%
A frontline or service delivery location	60	30%
Home or private location	28	14%
A shared office space (where two or more organisations share the same workspace)	11	6%
Isolated or remote location/s where access to communications and help from others is difficult	8	4%
Other	3	2%

Flexible work	(n)	%
I do not use any flexible work arrangements	112	57%
Working from an alternative location (e.g. home, hub/shared work space)	47	24%
Flexible start and finish times	38	19%
Part-time	15	8%
Using leave (including annual leave, long-service leave, personal leave, leave without pay and/or personal leave) to work flexible hours	6	3%
Other	5	3%
Shift swap	5	3%
Working more hours over fewer days	4	2%
Study leave	2	1%
Job sharing	0	0%
Purchased leave	0	0%

Demographics

Adjustments

What is this

These are adjustments staff requested to perform in their role.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

- de-identify all survey response data provided to your organisation
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- 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	144	73%
Flexible working arrangements	45	23%
Physical modifications or improvements to the workplace	18	9%
Career development support strategies	4	2%
Job redesign or role sharing	3	2%
Other	2	1%
Accessible communications technologies	1	1%

Why did you make this request?	(n)	%
Work-life balance	29	54%
Family responsibilities	18	33%
Health	16	30%
Caring responsibilities	16	30%
Other	7	13%
Study commitments	2	4%
Disability	1	2%

What was your experience with making this request?	(n)	%
The adjustments I needed were made and the process was satisfactory	47	87%
The adjustments I needed were not made	4	7%
The adjustments I needed were made but the process was unsatisfactory	3	6%

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
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- 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	**66**	33%
Primary school aged child(ren)	**46**	23%
Secondary school aged child(ren)	**40**	20%
Preschool aged child(ren)	**26**	13%
Prefer not to say	**23**	12%
Child(ren) - younger than preschool age	**23**	12%
Person(s) with disability	**10**	5%
Frail or aged person(s)	**9**	5%
Person(s) with a medical condition	**9**	5%
Other	**6**	3%
Person(s) with a mental illness	**6**	3%

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