# People matter survey 2024

# Benchmarked results report - North East Link State Tolling Corporation

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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.

#### 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

Go to [Survey questions: People matter survey 2024 (DOCX, 244KB)](https://vpsc.vic.gov.au/wp-content/uploads/2024/04/People-matter-survey-2024-Question-Set-FINAL.docx) to see how we asked questions and defined concepts in the 2024 survey.

#### 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](https://vpsc.vic.gov.au/privacy/).

## 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.

### Workplace factors and outcomes

#### Senior leadership factors

* Lead the organisation
* Set the culture
* Lead by example
* Actions influence outcomes

#### Organisation climate factors

* Organisational integrity
* Collaboration
* Safety climate

#### Workgroup climate factors

* Quality service delivery
* Innovation
* Workgroup support
* Safe to speak up

#### Job and manager factors

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

#### Outcomes

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

### Our public sector values

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

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

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

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

The values are:

* responsiveness
* integrity
* impartiality
* accountability
* respect
* leadership
* human rights.

## 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’.

### Your comparator group

|  |  |
| --- | --- |
| Responses for | Comparator organisation |
| Organisation 1 | Legal Practitioners Liability Committee |
| Organisation 2 | Transport Accident Commission |
| Organisation 3 | Treasury Corporation of Victoria |
| Organisation 4 | Victorian Funds Management Corporation |
| Organisation 5 | Victorian WorkCover Authority |
| End of table |  |

## Your response rate

### What this is

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

### Why is this important

The higher the response rate, the more your results 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 are within 4% of each other, there is very little difference in the results.

### How to read this

The number in the brackets () shows how many staff completed the survey this year.

We’ve also expressed this as a percentage of all the staff who work in your organisation.

### Results 2024

|  |  |
| --- | --- |
| Responses for | You in 2024 |
| Response rate | 91% (21) |
| End of table |  |

#### Comparator and public sector results

##### 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in 2024 |
| Response rate | 91% | 65% | 65% |
| End of table |  |  |  |

## Result summary

### Contents

Results included in this section:

* People outcomes
* Key differences
* Taking action

## People outcomes

### Contents

Results included in this section:

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

## 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 is this important

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

### Results 2024

#### Comparator and public sector results

##### 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in 2024 |
| Employee engagement index | 86 | 73 | 68 |
| End of table |  |  |  |

## Engagement question results

### What is this

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

### Why is this important

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

### How to read this

Under ‘Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Disagree | Neither agree nor disagree | Agree |
| I am proud to tell others I work for my organisation | 0% | 5% | 95% |
| I would recommend my organisation as a good place to work | 0% | 5% | 95% |
| My organisation motivates me to help achieve its objectives | 0% | 5% | 95% |
| My organisation inspires me to do the best in my job | 0% | 10% | 90% |
| I feel a strong personal attachment to my organisation | 0% | 14% | 86% |
| End of table |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| I am proud to tell others I work for my organisation | 95% | 65% | 80% | 92% |
| I would recommend my organisation as a good place to work | 95% | 60% | 78% | 88% |
| My organisation motivates me to help achieve its objectives | 95% | 50% | 74% | 80% |
| My organisation inspires me to do the best in my job | 90% | 50% | 72% | 80% |
| I feel a strong personal attachment to my organisation | 86% | 50% | 63% | 65% |
| End of table |  |  |  |  |

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

### What this is

This scorecard provides overall results for satisfaction, high to severe work-related stress, intention to stay, and inclusion.

There are more people outcomes scorecards throughout this report.

### Why is this 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.

### Results 2024

#### Comparator and public sector results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in 2024 |
| Inclusion | 95.2% | 80.6% | 78.9% |
| Satisfaction | 81.0% | 71.3% | 66.9% |
| Plan to stay 6 months or less | 9.5% | 4.6% | 7.0% |
| High to severe work related stress | 4.8% | 19.2% | 22.8% |
| End of table |  |  |  |

## Satisfaction question results

### What is this

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

### Why is this important

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

### How to read this

Under ‘Your 2024 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 satisfied results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied |
| Considering everything, how satisfied are you with your current job | 0% | 5% | 95% |
| How satisfied are you with the work/life balance in your current job | 0% | 24% | 76% |
| How satisfied are you with your career development within your current organisation | 0% | 29% | 71% |
| End of table |  |  |  |

#### Benchmark satisfied results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| Considering everything, how satisfied are you with your current job | 95% | 67% | 75% | 90% |
| How satisfied are you with the work/life balance in your current job | 76% | 74% | 81% | 90% |
| How satisfied are you with your career development within your current organisation | 71% | 50% | 58% | 71% |
| End of table |  |  |  |  |

## Work-related stress levels

### What is this

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

### Why is this important

Stress can negatively affect people’s 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 tables below show the percentage of staff in your group who said they experienced high to severe stress in 2024 compared to your comparator and the public sector.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Responses for | Nil | Low / mid | Moderate | High | Very high | Severe |
| How would you rate your current level of work-related stress? | 29% | 33% | 33% | 5% | 0% | 0% |
| End of table |  |  |  |  |  |  |

#### Comparator and public sector results

##### 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in 2024 |
| Reported levels of high to severe stress | 5% | 19% | 23% |
| End of table |  |  |  |

## Work-related stress causes

### What is this

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

### Why is this important

Stress can affect negatively affect people’s health and wellbeing as well as their performance and behaviour.

### How to read this

In the survey, we ask staff to tell us if they have experienced mild to severe stress at work.

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.

### Results 2024

#### Your 2024 results

|  |  |  |
| --- | --- | --- |
| Responses for | Percentage | Number of staff |
| Experienced some work related stress | 71% | 15 |
| Did not experience any work related stress | 29% | 6 |
| End of table |  |  |

##### Of those that experienced work related stress it was from...

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in  2024 |
| Time pressure | 53% | 36% | 42% |
| Workload | 47% | 44% | 47% |
| Dealing with clients, patients or stakeholders | 27% | 18% | 17% |
| Competing home and work responsibilities | 27% | 17% | 13% |
| Unclear job expectations | 20% | 13% | 14% |
| Other | 13% | 12% | 13% |
| Content, variety, or difficulty of work | 7% | 15% | 12% |
| Ability to choose how my work is done | 7% | 5% | 5% |
| Social environment (e.g. relationships with colleagues, manager or senior leaders) | 7% | 14% | 11% |
| Technology or equipment | 7% | 13% | 8% |
| End of table |  |  |  |

## Work-related stress

### What is this

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

### Why is this important

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

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Disagree | Neither agree nor disagree | Agree |
| The amount of stress in my job is manageable | 0% | 0% | 100% |
| End of table |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| The amount of stress in my job is manageable | 100% | 58% | 72% | 84% |
| End of table |  |  |  |  |

## Intention to stay

### What is this

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

### Why is this 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.

**Results 2024**

##### Employees plan to work at your organisation for…

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in  2024 |
| 6 months or less | 10% | 5% | 7% |
| Over 6 months and up to 1 year | 10% | 8% | 10% |
| Over 1 year and up to 3 years | 33% | 21% | 25% |
| Over 3 years and up to 5 years | 10% | 16% | 16% |
| Over 5 years | 38% | 51% | 42% |
| End of table |  |  |  |

## Inclusion question results

### What is this

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

### Why is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Disagree | Neither agree nor disagree | Agree |
| I can be myself at work | 0% | 5% | 95% |
| I feel as if I belong at this organisation | 0% | 5% | 95% |
| I feel culturally safe at work | 0% | 5% | 95% |
| End of table |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| I can be myself at work | 95% | 65% | 81% | 85% |
| I feel as if I belong at this organisation | 95% | 65% | 76% | 81% |
| I feel culturally safe at work | 95% | 70% | 85% | 96% |
| End of table |  |  |  |  |

## Inclusion - Barriers to success

### What is this

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

### Why is this 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.

### Results 2024

#### Your 2024 results

|  |  |  |
| --- | --- | --- |
| Responses for | Percentage | Number of staff |
| Experienced barriers listed | 10% | 2 |
| Did not experience any of the barriers listed | 90% | 19 |
| End of table |  |  |

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

## Inclusion - Witnessed barriers to success

### What is this

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

### Why is this 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.

### Results 2024

#### Your 2024 results

|  |  |  |
| --- | --- | --- |
| Responses for | Percentage | Number of staff |
| Witnessed barriers listed | 5% | 1 |
| Did not witness barriers listed | 95% | 20 |
| End of table |  |  |

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

## Scorecard: emotional effects of work

### What this is

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

### Why is this 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.

### Results 2024

#### Comparator and public sector average results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in 2024 |
| Happy | 90.5% | 54.1% | 52.6% |
| Enthusiastic | 76.2% | 52.1% | 48.4% |
| Worried | 14.3% | 26.0% | 29.5% |
| Miserable | 4.8% | 14.7% | 16.3% |
| End of table |  |  |  |

## Scorecard: negative behaviours

### What this is

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

### Why is this 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.

### Results 2024

#### Comparator and public sector average results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in 2024 |
| Sexual harassment | 4.8% | 3.6% | 3.9% |
| Discrimination | 0.0% | 4.3% | 4.9% |
| Violence or aggression | 0.0% | 9.3% | 10.0% |
| Bullying | 0.0% | 9.0% | 11.2% |
| End of table |  |  |  |

## Bullying

### What is this

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

### Why is this important

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

### How to read this

In the survey, we asked staff to tell us if they’d experienced bullying at work.  
If they did, they could tell us with one or more answers what they experienced.

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

## 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 is this important

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

### How to read this

In the survey, we asked staff to tell us if they’d experienced sexual harassment at work.  
If they did, they could tell us with one or more answers what they experienced.

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.

## 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 is this important

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

### How to read this

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

If they did, they could tell us with one or more answers what attributes the discrimination was based on.

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.

## Violence and aggression

### What is this

This is when staff are abused, threatened or assaulted in a situation related to their work.

### Why is this 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.

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

## Witnessing negative behaviours

### What is this

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

### Why is this 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.

#### Results 2024

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

|  |  |  |
| --- | --- | --- |
| Responses for | Percentage | Number of staff |
| Witnessed some negative behaviour | 0% | 0 |
| Did not witness some negative behaviour | 100% | 21 |
| End of table |  |  |

##### During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in  2024 |
| No, I have not witnessed any of the situations above | 100% | 82% | 81% |
| Bullying of a colleague | 0% | 12% | 14% |
| Discrimination against a colleague | 0% | 7% | 8% |
| Sexual harassment of a colleague | 0% | 1% | 1% |
| Violence or aggression against a colleague | 0% | 3% | 3% |
| End of table |  |  |  |

## Key differences

### Contents

Results included in this section:

* Highest scoring questions
* Lowest scoring questions
* Biggest positive difference from your comparator
* Biggest negative difference from your comparator

## 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 in 2024' column.

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

### Results 2024

#### Highest scoring questions this year

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Responses for | Question group | |  | | --- | | **You in 2024** | | |  | | --- | | **Comparator average in 2024** | |
| I can use my skills and knowledge in my job | |  | | --- | | Job enrichment | | 100% | 92% |
| I clearly understand what I am expected to do in this job | |  | | --- | | Job enrichment | | 100% | 85% |
| I have a say in how I do my work | |  | | --- | | Job enrichment | | 100% | 80% |
| People in my workgroup work together effectively to get the job done | |  | | --- | | Workgroup support | | 100% | 81% |
| People in my workgroup treat each other with respect | |  | | --- | | Workgroup support | | 100% | 85% |
| People in my workgroup are politically impartial in their work | |  | | --- | | Workgroup support | | 100% | 83% |
| My manager treats employees with dignity and respect | |  | | --- | | Manager leadership | | 100% | 90% |
| My manager demonstrates honesty and integrity | |  | | --- | | Manager leadership | | 100% | 87% |
| My manager listens to what I have to say | |  | | --- | | Manager support | | 100% | 86% |
| Senior leaders provide clear strategy and direction | |  | | --- | | Senior leadership | | 100% | 61% |
| End of table |  |  |  |

## 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 in 2024' column.

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

### Results 2024

#### Lowest scoring questions this year

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Responses for | Question group | |  | | --- | | **You in 2024** | | |  | | --- | | **Comparator average in 2024** | |
| I am satisfied with the opportunities to progress in my organisation | |  | | --- | | Learning and development | | 57% | 51% |
| I am satisfied with the way my learning and development needs have been addressed in the last 12 months | |  | | --- | | Learning and development | | 62% | 62% |
| I believe the promotion processes in my organisation are fair | |  | | --- | | Organisational integrity | | 62% | 45% |
| How satisfied are you with your career development within your current organisation | |  | | --- | | Satisfaction | | 71% | 58% |
| I have an equal chance at promotion in my organisation | |  | | --- | | Organisational integrity | | 71% | 46% |
| My organisation places a high priority on the learning and development of staff | |  | | --- | | Learning and development | | 76% | 61% |
| How satisfied are you with the work/life balance in your current job | |  | | --- | | Satisfaction | | 76% | 81% |
| I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration | |  | | --- | | Topical | | 76% | 68% |
| I receive meaningful recognition when I do good work | |  | | --- | | Manager support | | 81% | 66% |
| My manager gives me feedback that helps me improve my performance | |  | | --- | | Manager support | | 81% | 76% |
| End of table |  |  |  |

## 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.

### Results 2024

#### Biggest positive difference from comparator

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Responses for | Question group | |  | | --- | | **You in 2024** | | |  | | --- | | **Difference** | | |  | | --- | | **Comparator average in 2024** | |
| I believe my organisation will make improvements based on the results of this year's survey | |  | | --- | | Taking action | | 95% | +44% | 51% |
| All levels of my organisation are involved in the prevention of stress | |  | | --- | | Safety climate | | 95% | +40% | 55% |
| Senior leaders provide clear strategy and direction | |  | | --- | | Senior leadership | | 100% | +39% | 61% |
| I believe the recruitment processes in my organisation are fair | |  | | --- | | Organisational integrity | | 95% | +37% | 58% |
| Senior leaders show support for stress prevention through involvement and commitment | |  | | --- | | Safety climate | | 90% | +36% | 55% |
| Senior leaders demonstrate honesty and integrity | |  | | --- | | Senior leadership | | 100% | +35% | 65% |
| Workgroups across my organisation willingly share information with each other | |  | | --- | | Collaboration | | 90% | +29% | 61% |
| Senior leaders model my organisation's values | |  | | --- | | Senior leadership | | 95% | +28% | 67% |
| The workload I have is appropriate for the job that I do | |  | | --- | | Workload | | 95% | +28% | 67% |
| My organisation does not tolerate improper conduct | |  | | --- | | Organisational integrity | | 95% | +25% | 70% |
| End of table |  |  |  |  |

## 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.

### Results 2024

#### Biggest negative difference from comparator

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Responses for | Question group | |  | | --- | | **You in 2024** | | |  | | --- | | **Difference** | | |  | | --- | | **Comparator average in 2024** | |
| How satisfied are you with the work/life balance in your current job | |  | | --- | | Satisfaction | | 76% | -4% | 81% |
| My manager supports working flexibly | |  | | --- | | Flexible working | | 90% | -0% | 91% |
| End of table |  |  |  |  |

## Taking action

### What is this

This is how well staff feel their organisation takes action and makes improvements from your survey results.

### Why is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Disagree | Neither agree nor disagree | Agree |
| I believe my organisation will make improvements based on the results of this year's survey | 0% | 5% | 95% |
| End of table |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| I believe my organisation will make improvements based on the results of this year's survey | 95% | 45% | 51% | 62% |
| End of table |  |  |  |  |

## 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 is this important

Supportive senior leaders who communicate well mean staff may feel more connected to their work and organisation.

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| Senior leaders demonstrate honesty and integrity | 0% | 0% | 0% | 100% |
| Senior leaders provide clear strategy and direction | 0% | 0% | 0% | 100% |
| Senior leaders model my organisation's values | 0% | 0% | 5% | 95% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| Senior leaders demonstrate honesty and integrity | 100% | 60% | 65% | 85% |
| Senior leaders provide clear strategy and direction | 100% | 50% | 61% | 80% |
| Senior leaders model my organisation's values | 95% | 55% | 67% | 83% |
| End of table |  |  |  |  |

## Organisation climate

### Contents

Results included in this section:

* Scorecard: organisational climate
* Organisational integrity
* Collaboration
* Safety climate

## Scorecard: Organisational climate

### What this is

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

### Why is this 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.

### Results 2024

#### Comparator and public sector results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in 2024 |
| Collaboration | 95.2% | 73.0% | 72.5% |
| Safety climate | 89.7% | 64.6% | 59.2% |
| Organisational integrity | 88.1% | 68.3% | 67.0% |
| End of table |  |  |  |

## Organisational integrity

### 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 is this important

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

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| I believe the recruitment processes in my organisation are fair | 0% | 0% | 5% | 95% |
| My organisation does not tolerate improper conduct | 0% | 0% | 5% | 95% |
| My organisation encourages employees to act in ways that are consistent with human rights | 0% | 0% | 5% | 95% |
| My organisation encourages respectful workplace behaviours | 0% | 0% | 5% | 95% |
| My organisation is committed to earning a high level of public trust | 0% | 0% | 5% | 95% |
| My organisation takes steps to eliminate bullying, harassment and discrimination | 0% | 0% | 5% | 95% |
| I have an equal chance at promotion in my organisation | 0% | 10% | 19% | 71% |
| I believe the promotion processes in my organisation are fair | 0% | 19% | 19% | 62% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| I believe the recruitment processes in my organisation are fair | 95% | 50% | 58% | 85% |
| My organisation does not tolerate improper conduct | 95% | 45% | 70% | 94% |
| My organisation encourages employees to act in ways that are consistent with human rights | 95% | 60% | 88% | 94% |
| My organisation encourages respectful workplace behaviours | 95% | 55% | 85% | 94% |
| My organisation is committed to earning a high level of public trust | 95% | 83% | 84% | 94% |
| My organisation takes steps to eliminate bullying, harassment and discrimination | 95% | 60% | 70% | 96% |
| I have an equal chance at promotion in my organisation | 71% | 43% | 46% | 65% |
| I believe the promotion processes in my organisation are fair | 62% | 40% | 45% | 67% |
| End of table |  |  |  |  |

## Collaboration

### What is this

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

### Why is this important

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

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| I am able to work effectively with others outside my immediate workgroup | 0% | 0% | 0% | 100% |
| Workgroups across my organisation willingly share information with each other | 5% | 0% | 5% | 90% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| I am able to work effectively with others outside my immediate workgroup | 100% | 75% | 85% | 92% |
| Workgroups across my organisation willingly share information with each other | 90% | 40% | 61% | 85% |
| End of table |  |  |  |  |

## Safety climate

### What is this

This is how well staff feel your organisation supports safety at work.

### Why is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| My organisation provides a physically safe work environment | 0% | 0% | 0% | 100% |
| All levels of my organisation are involved in the prevention of stress | 0% | 0% | 5% | 95% |
| Senior leaders show support for stress prevention through involvement and commitment | 0% | 0% | 10% | 90% |
| In my workplace, there is good communication about psychological safety issues that affect me | 5% | 0% | 10% | 86% |
| Senior leaders consider the psychological health of employees to be as important as productivity | 0% | 0% | 14% | 86% |
| My organisation has effective procedures in place to support employees who may experience stress | 0% | 10% | 10% | 81% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| My organisation provides a physically safe work environment | 100% | 90% | 93% | 100% |
| All levels of my organisation are involved in the prevention of stress | 95% | 41% | 55% | 69% |
| Senior leaders show support for stress prevention through involvement and commitment | 90% | 40% | 55% | 73% |
| In my workplace, there is good communication about psychological safety issues that affect me | 86% | 35% | 63% | 72% |
| Senior leaders consider the psychological health of employees to be as important as productivity | 86% | 40% | 63% | 79% |
| My organisation has effective procedures in place to support employees who may experience stress | 81% | 40% | 60% | 69% |
| End of table |  |  |  |  |

## Workgroup climate

### Contents

Results included in this section:

* Scorecard: workgroup climate
* Quality service delivery
* Innovation
* Workgroup support
* Safe to speak up

## Scorecard: Workgroup climate

### What this is

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

### Why is this 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.

### Results 2024

#### Comparator and public sector results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in 2024 |
| Workgroup support | 98.1% | 81.2% | 80.3% |
| Quality service delivery | 92.9% | 77.2% | 75.2% |
| Safe to speak up | 92.9% | 72.5% | 73.0% |
| Innovation | 92.1% | 72.1% | 70.6% |
| End of table |  |  |  |

## Quality service delivery

### What is this

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

### Why is this important

The public sector must provide high quality services in a timely way to meet the needs of Victorians.  
Workgroups need to be motivated, make impartial decisions and have clear accountabilities.

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| My workgroup acts fairly and without bias | 0% | 0% | 5% | 95% |
| My workgroup provides high quality advice and services | 0% | 0% | 5% | 95% |
| My workgroup uses its resources well | 0% | 0% | 5% | 95% |
| My workgroup has clear lines of responsibility | 10% | 0% | 5% | 86% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| My workgroup acts fairly and without bias | 95% | 55% | 77% | 83% |
| My workgroup provides high quality advice and services | 95% | 75% | 86% | 92% |
| My workgroup uses its resources well | 95% | 55% | 70% | 85% |
| My workgroup has clear lines of responsibility | 86% | 60% | 75% | 83% |
| End of table |  |  |  |  |

## Innovation

### What is this

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

### Why is this important

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

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| My workgroup encourages employee creativity | 0% | 0% | 5% | 95% |
| My workgroup learns from failures and mistakes | 0% | 0% | 5% | 95% |
| My workgroup is quick to respond to opportunities to do things better | 0% | 0% | 14% | 86% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| My workgroup encourages employee creativity | 95% | 45% | 70% | 83% |
| My workgroup learns from failures and mistakes | 95% | 40% | 74% | 92% |
| My workgroup is quick to respond to opportunities to do things better | 86% | 40% | 73% | 88% |
| End of table |  |  |  |  |

## Workgroup support

### What is this

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

### Why is this important

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

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| People in my workgroup are politically impartial in their work | 0% | 0% | 0% | 100% |
| People in my workgroup treat each other with respect | 0% | 0% | 0% | 100% |
| People in my workgroup work together effectively to get the job done | 0% | 0% | 0% | 100% |
| People in my workgroup appropriately manage conflicts of interest | 0% | 0% | 5% | 95% |
| People in my workgroup are honest, open and transparent in their dealings | 0% | 0% | 5% | 95% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| People in my workgroup are politically impartial in their work | 100% | 70% | 83% | 92% |
| People in my workgroup treat each other with respect | 100% | 60% | 85% | 98% |
| People in my workgroup work together effectively to get the job done | 100% | 60% | 81% | 98% |
| People in my workgroup appropriately manage conflicts of interest | 95% | 70% | 78% | 94% |
| People in my workgroup are honest, open and transparent in their dealings | 95% | 60% | 79% | 96% |
| End of table |  |  |  |  |

## 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 is this important

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

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Disagree | Neither agree nor disagree | Agree |
| People in my workgroup are able to bring up problems and tough issues | 0% | 5% | 95% |
| I feel safe to challenge inappropriate behaviour at work | 0% | 10% | 90% |
| End of table |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| People in my workgroup are able to bring up problems and tough issues | 95% | 50% | 76% | 96% |
| I feel safe to challenge inappropriate behaviour at work | 90% | 50% | 69% | 90% |
| End of table |  |  |  |  |

## Job and manager factors

### Contents

Results included in this section:

* Scorecard: job and manager factors
* Manager leadership
* Manager support
* Workload
* Learning and development
* Job enrichment
* Meaningful work
* Flexible working

## Scorecard: Job and manager factors

### What this is

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

### Why is this 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.

### Results 2024

#### Comparator and public sector results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in 2024 |
| Manager leadership | 98.4% | 87.9% | 86.7% |
| Job enrichment | 97.1% | 85.1% | 83.6% |
| Meaningful work | 95.2% | 88.6% | 87.4% |
| Workload | 90.5% | 67.1% | 60.0% |
| Manager support | 88.6% | 79.8% | 78.5% |
| Flexible working | 88.1% | 86.3% | 82.5% |
| Learning and development | 71.4% | 62.4% | 59.5% |
| End of table |  |  |  |

## Manager leadership

### What is this

This is how well staff perceive their direct managers lead.

### Why is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Disagree | Neither agree nor disagree | Agree |
| My manager demonstrates honesty and integrity | 0% | 0% | 100% |
| My manager treats employees with dignity and respect | 0% | 0% | 100% |
| My manager models my organisation's values | 0% | 5% | 95% |
| End of table |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| My manager demonstrates honesty and integrity | 100% | 75% | 87% | 94% |
| My manager treats employees with dignity and respect | 100% | 80% | 90% | 95% |
| My manager models my organisation's values | 95% | 75% | 86% | 92% |
| End of table |  |  |  |  |

## Manager support

### What is this

This is how supported staff feel by their direct manager.

### Why is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| My manager listens to what I have to say | 0% | 0% | 0% | 100% |
| I can discuss problems or issues with my manager | 0% | 0% | 5% | 95% |
| My manager provides me with enough support when I need it | 0% | 0% | 14% | 86% |
| I receive meaningful recognition when I do good work | 0% | 0% | 19% | 81% |
| My manager gives me feedback that helps me improve my performance | 5% | 0% | 14% | 81% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| My manager listens to what I have to say | 100% | 80% | 86% | 93% |
| I can discuss problems or issues with my manager | 95% | 75% | 86% | 96% |
| My manager provides me with enough support when I need it | 86% | 75% | 85% | 92% |
| I receive meaningful recognition when I do good work | 81% | 56% | 66% | 76% |
| My manager gives me feedback that helps me improve my performance | 81% | 71% | 76% | 81% |
| End of table |  |  |  |  |

## Workload

### What is this

This is how staff feel about workload and time pressure.

### Why is this important

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

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Disagree | Neither agree nor disagree | Agree |
| The workload I have is appropriate for the job that I do | 5% | 0% | 95% |
| I have enough time to do my job effectively | 5% | 10% | 86% |
| End of table |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| The workload I have is appropriate for the job that I do | 95% | 54% | 67% | 79% |
| I have enough time to do my job effectively | 86% | 51% | 67% | 77% |
| End of table |  |  |  |  |

## Learning and development

### What is this

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

### Why is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Disagree | Neither agree nor disagree | Agree |
| I am developing and learning in my role | 5% | 5% | 90% |
| My organisation places a high priority on the learning and development of staff | 0% | 24% | 76% |
| I am satisfied with the way my learning and development needs have been addressed in the last 12 months | 5% | 33% | 62% |
| I am satisfied with the opportunities to progress in my organisation | 10% | 33% | 57% |
| End of table |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| I am developing and learning in my role | 90% | 55% | 75% | 89% |
| My organisation places a high priority on the learning and development of staff | 76% | 45% | 61% | 80% |
| I am satisfied with the way my learning and development needs have been addressed in the last 12 months | 62% | 56% | 62% | 77% |
| I am satisfied with the opportunities to progress in my organisation | 57% | 40% | 51% | 60% |
| End of table |  |  |  |  |

## Job enrichment

### What is this

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

### Why is this important

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

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Disagree | Neither agree nor disagree | Agree |
| I can use my skills and knowledge in my job | 0% | 0% | 100% |
| I clearly understand what I am expected to do in this job | 0% | 0% | 100% |
| I have a say in how I do my work | 0% | 0% | 100% |
| I understand how my job helps my organisation achieve its goals | 0% | 5% | 95% |
| I have the authority to do my job effectively | 0% | 10% | 90% |
| End of table |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| I can use my skills and knowledge in my job | 100% | 89% | 92% | 97% |
| I clearly understand what I am expected to do in this job | 100% | 83% | 85% | 98% |
| I have a say in how I do my work | 100% | 74% | 80% | 92% |
| I understand how my job helps my organisation achieve its goals | 95% | 91% | 92% | 100% |
| I have the authority to do my job effectively | 90% | 71% | 78% | 92% |
| End of table |  |  |  |  |

## Meaningful work

### What is this

This is how staff feel about their contribution and how worthwhile their work is.

### Why is this important

Staff who feel their work is meaningful can help achieve individual, team and organisational outcomes.

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Disagree | Neither agree nor disagree | Agree |
| I achieve something important through my work | 0% | 5% | 95% |
| I can make a worthwhile contribution at work | 0% | 5% | 95% |
| I get a sense of accomplishment from my work | 0% | 5% | 95% |
| End of table |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| I achieve something important through my work | 95% | 90% | 90% | 95% |
| I can make a worthwhile contribution at work | 95% | 91% | 93% | 97% |
| I get a sense of accomplishment from my work | 95% | 78% | 83% | 93% |
| End of table |  |  |  |  |

## Flexible working

### What is this

This is how well your organisation supports staff to work flexibly.

### Why is this important

Supporting flexible working can improve employee wellbeing.

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | Disagree | Neither agree nor disagree | Agree |
| My manager supports working flexibly | 5% | 5% | 90% |
| I am confident that if I requested a flexible work arrangement, it would be given due consideration | 5% | 10% | 86% |
| End of table |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| My manager supports working flexibly | 90% | 75% | 91% | 94% |
| I am confident that if I requested a flexible work arrangement, it would be given due consideration | 86% | 75% | 82% | 89% |
| End of table |  |  |  |  |

## Public sector values

### Contents

Results included in this section:

* Scorecard: Public sector values
* Responsiveness
* Integrity
* Impartiality
* Accountability
* Respect
* Leadership
* Human rights

## Scorecard: Public sector values

### What this is

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

### Why is this 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.

### Results 2024

#### Comparator and public sector results

|  |  |  |  |
| --- | --- | --- | --- |
| Responses for | You in 2024 | Comparator average in 2024 | Public sector average in 2024 |
| Respect | 98.1% | 83.3% | 81.9% |
| Impartiality | 97.6% | 80.0% | 78.2% |
| Integrity | 95.9% | 76.1% | 75.0% |
| Responsiveness | 95.2% | 86.3% | 83.3% |
| Accountability | 95.2% | 76.6% | 75.1% |
| Leadership | 95.2% | 76.7% | 75.6% |
| Human rights | 95.2% | 85.7% | 83.0% |
| End of table |  |  |  |

## Responsiveness

### What is this

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

### Why is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| My workgroup provides high quality advice and services | 0% | 0% | 5% | 95% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| My workgroup provides high quality advice and services | 95% | 75% | 86% | 92% |
| End of table |  |  |  |  |

## Integrity

### What is this

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

### Why is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| My manager demonstrates honesty and integrity | 0% | 0% | 0% | 100% |
| Senior leaders demonstrate honesty and integrity | 0% | 0% | 0% | 100% |
| My organisation does not tolerate improper conduct | 0% | 0% | 5% | 95% |
| My organisation is committed to earning a high level of public trust | 0% | 0% | 5% | 95% |
| People in my workgroup appropriately manage conflicts of interest | 0% | 0% | 5% | 95% |
| People in my workgroup are honest, open and transparent in their dealings | 0% | 0% | 5% | 95% |
| I feel safe to challenge inappropriate behaviour at work | 0% | 0% | 10% | 90% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| My manager demonstrates honesty and integrity | 100% | 75% | 87% | 94% |
| Senior leaders demonstrate honesty and integrity | 100% | 60% | 65% | 85% |
| My organisation does not tolerate improper conduct | 95% | 45% | 70% | 94% |
| My organisation is committed to earning a high level of public trust | 95% | 83% | 84% | 94% |
| People in my workgroup appropriately manage conflicts of interest | 95% | 70% | 78% | 94% |
| People in my workgroup are honest, open and transparent in their dealings | 95% | 60% | 79% | 96% |
| I feel safe to challenge inappropriate behaviour at work | 90% | 50% | 69% | 90% |
| End of table |  |  |  |  |

## 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 is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| People in my workgroup are politically impartial in their work | 0% | 0% | 0% | 100% |
| My workgroup acts fairly and without bias | 0% | 0% | 5% | 95% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| People in my workgroup are politically impartial in their work | 100% | 70% | 83% | 92% |
| My workgroup acts fairly and without bias | 95% | 55% | 77% | 83% |
| End of table |  |  |  |  |

## Accountability

### 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 is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| I clearly understand what I am expected to do in this job | 0% | 0% | 0% | 100% |
| Senior leaders provide clear strategy and direction | 0% | 0% | 0% | 100% |
| I understand how my job helps my organisation achieve its goals | 0% | 0% | 5% | 95% |
| My workgroup uses its resources well | 0% | 0% | 5% | 95% |
| My workgroup has clear lines of responsibility | 10% | 0% | 5% | 86% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| I clearly understand what I am expected to do in this job | 100% | 83% | 85% | 98% |
| Senior leaders provide clear strategy and direction | 100% | 50% | 61% | 80% |
| I understand how my job helps my organisation achieve its goals | 95% | 91% | 92% | 100% |
| My workgroup uses its resources well | 95% | 55% | 70% | 85% |
| My workgroup has clear lines of responsibility | 86% | 60% | 75% | 83% |
| End of table |  |  |  |  |

## Respect

### What is this

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

### Why is this important

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

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| My manager listens to what I have to say | 0% | 0% | 0% | 100% |
| My manager treats employees with dignity and respect | 0% | 0% | 0% | 100% |
| People in my workgroup treat each other with respect | 0% | 0% | 0% | 100% |
| My organisation encourages respectful workplace behaviours | 0% | 0% | 5% | 95% |
| My organisation takes steps to eliminate bullying, harassment and discrimination | 0% | 0% | 5% | 95% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| My manager listens to what I have to say | 100% | 80% | 86% | 93% |
| My manager treats employees with dignity and respect | 100% | 80% | 90% | 95% |
| People in my workgroup treat each other with respect | 100% | 60% | 85% | 98% |
| My organisation encourages respectful workplace behaviours | 95% | 55% | 85% | 94% |
| My organisation takes steps to eliminate bullying, harassment and discrimination | 95% | 60% | 70% | 96% |
| End of table |  |  |  |  |

## Leadership

### What is this

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

### Why is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| My manager models my organisation's values | 0% | 0% | 5% | 95% |
| Senior leaders model my organisation's values | 0% | 0% | 5% | 95% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| My manager models my organisation's values | 95% | 75% | 86% | 92% |
| Senior leaders model my organisation's values | 95% | 55% | 67% | 83% |
| End of table |  |  |  |  |

## Human rights

### What is this

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

### Why is this 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 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| I understand how the Charter of Human Rights and Responsibilities applies to my work | 0% | 0% | 5% | 95% |
| My organisation encourages employees to act in ways that are consistent with human rights | 0% | 0% | 5% | 95% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| I understand how the Charter of Human Rights and Responsibilities applies to my work | 95% | 65% | 83% | 89% |
| My organisation encourages employees to act in ways that are consistent with human rights | 95% | 60% | 88% | 94% |
| End of table |  |  |  |  |

## Topical questions

### What is this

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

### Why is this important

Answers to these questions provide useful information to help you understand your employees.

### How to read this

Under 'Your 2024 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 agree results', compare your comparator group's overall, lowest and highest scores with your own.

### Results 2024

#### Your 2024 results

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | Disagree | Don't know | Neither agree nor disagree | Agree |
| I understand how the Code of Conduct for Victorian public sector employees applies to my work | 0% | 0% | 5% | 95% |
| I am proud to work in the public sector | 0% | 0% | 14% | 86% |
| I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration | 0% | 14% | 10% | 76% |
| End of table |  |  |  |  |

#### Benchmark agree results

##### Comparator results 2024

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Responses for | You in 2024 | Lowest comparator | Comparator average | Highest comparator |
| I understand how the Code of Conduct for Victorian public sector employees applies to my work | 95% | 50% | 89% | 94% |
| I am proud to work in the public sector | 86% | 55% | 79% | 81% |
| I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration | 76% | 20% | 68% | 73% |
| End of table |  |  |  |  |

## End of report

##### For more information about the survey, read: [People matter survey](https://vpsc.vic.gov.au/peoplemattersurvey)