People Matter Survey 2024

Have your say

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

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 94% of this year's survey with your previous results.

Rounding of percentages

In this report, we round numbers up or down to their nearest whole percentage. This means some percentages may not add up to 100%.

Survey questions and definitions

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

Overview

Result summary

Report overview

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

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

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.

Victorian
Public Sector
Commission

VICTORIA
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
- Lead the organisation
- Set the culture
- Lead by example
- Actions influence outcomes

Organisation climate
- Organisational integrity
- Collaboration
- Safety climate

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

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

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

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

Responsiveness   Integrity   Impartiality   Accountability   Respect   Leadership   Human Rights

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Department of Energy, Environment and Climate Action

Great Ocean Road Coast and Parks Authority

Royal Botanic Gardens Board

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

67% (981)

Comparator	76%
Public Sector	42%

2024

77% (930)

Comparator	70%
Public Sector	65%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Your employee engagement index

What is this

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

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

The weightings for each engagement response are:

- strongly agree is 100 points

- agree is 75 points

- neither agree nor disagree is 50 points

- disagree is 25 points

- strongly disagree is 0 points

Why this is important

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

2023	
62	
Comparator	70
Public Sector	68

2024	
58	
Comparator	68
Public Sector	68

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 58.

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.
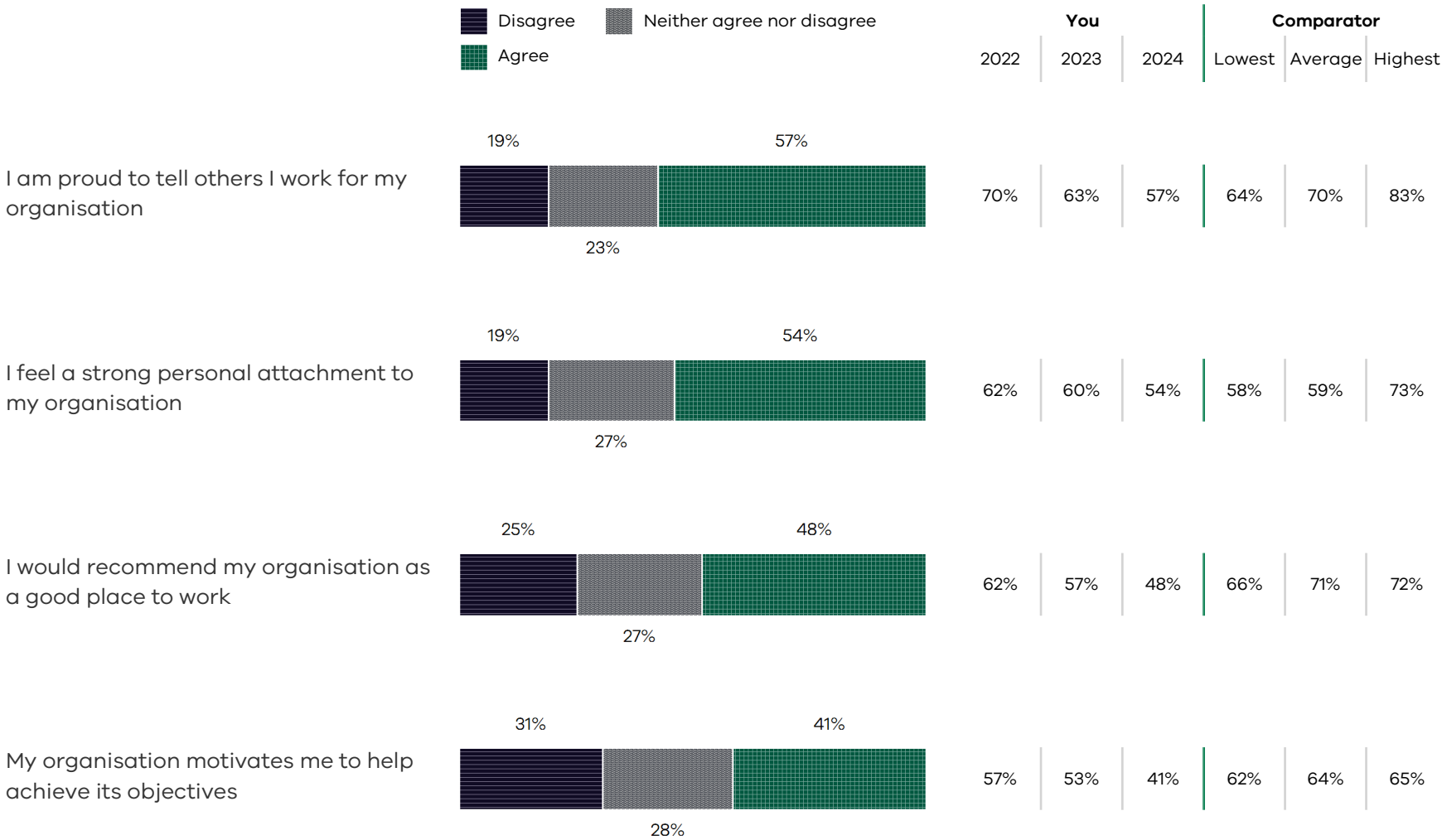
Example
57% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question	Your results	Benchmark agree results

Legend: ■ Disagree ▨ Neither agree nor disagree ▦ Agree

	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I am proud to tell others I work for my organisation (19% / 23% / 57%)	70%	63%	57%	64%	70%	83%
I feel a strong personal attachment to my organisation (19% / 27% / 54%)	62%	60%	54%	58%	59%	73%
I would recommend my organisation as a good place to work (25% / 27% / 48%)	62%	57%	48%	66%	71%	72%
My organisation motivates me to help achieve its objectives (31% / 28% / 41%)	57%	53%	41%	62%	64%	65%

Victorian Public Sector Commission

VICTORIA State Government

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 58.

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.
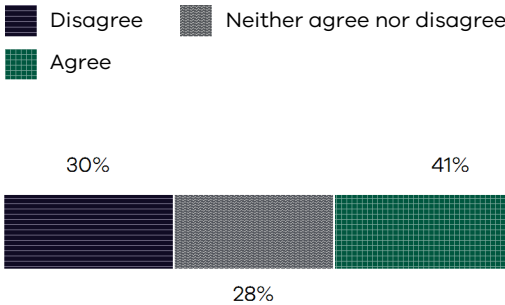
Example

41% of your staff who did the survey agreed or strongly agreed with 'My organisation inspires me to do the best in my job'.

Survey question

Your results

| Disagree | Neither agree nor disagree |
| Agree |

Benchmark agree results

	You			Comparator		
2022	2023	2024	Lowest	Average	Highest

My organisation inspires me to do the best in my job

30%   41%

28%

| 55% | 52% | 41% | 62% | 62% | 66% |

People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What is this

This scorecard provides overall results for satisfaction, high to severe work-related stress, intention to stay and inclusion. There are more people outcomes scorecards throughout this report.
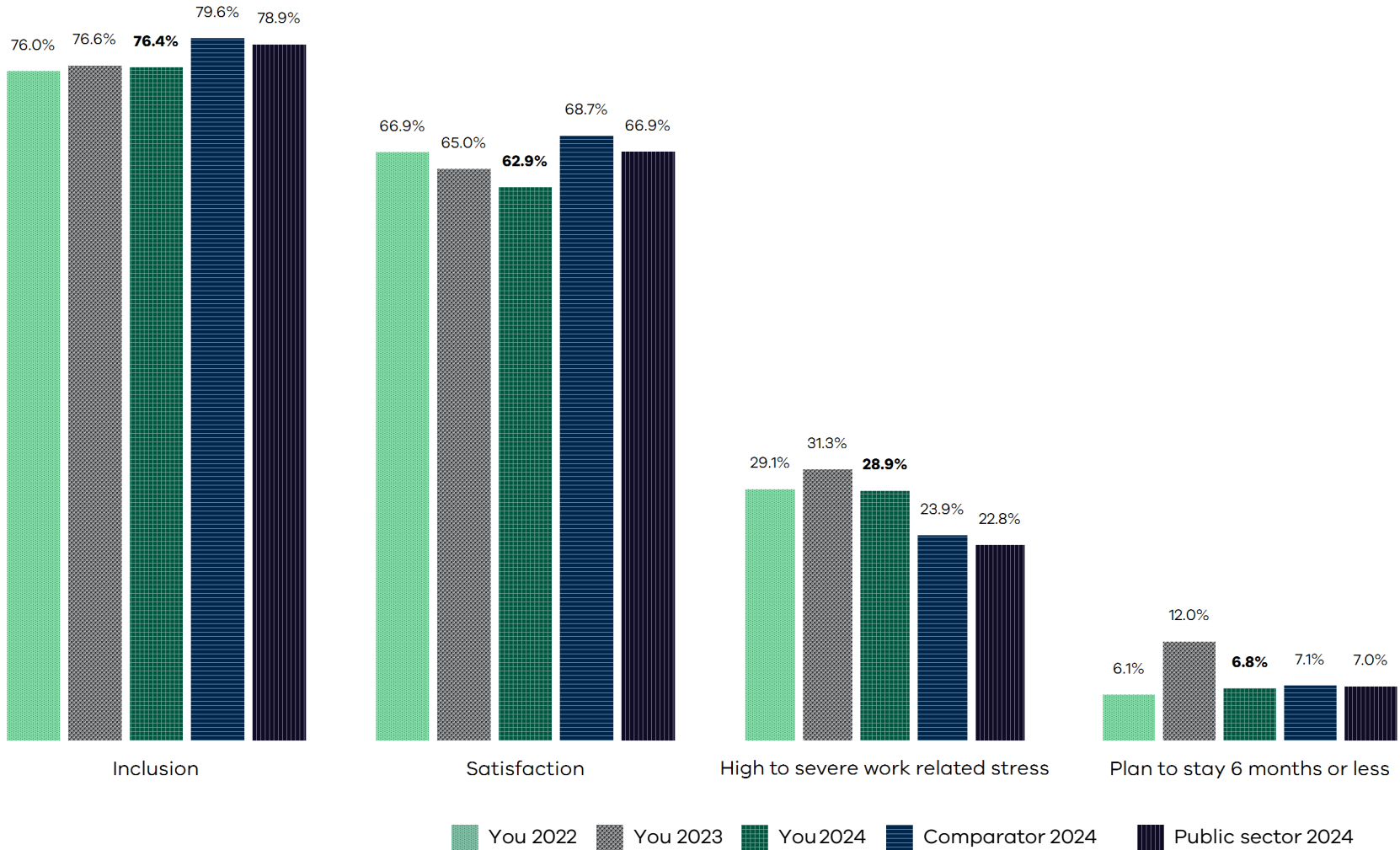
Why this is important

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

How to read this

Each label represents a group of questions in the survey about people outcomes.

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

Example

In 2024:

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

Compared to:

- 79.6% of staff in your comparator group and 78.9% of staff across the public sector.

Chart data:

Inclusion: You 2022: 76.0%, You 2023: 76.6%, You 2024: **76.4%**, Comparator 2024: 79.6%, Public sector 2024: 78.9%

Satisfaction: You 2022: 66.9%, You 2023: 65.0%, You 2024: **62.9%**, Comparator 2024: 68.7%, Public sector 2024: 66.9%

High to severe work related stress: You 2022: 29.1%, You 2023: 31.3%, You 2024: **28.9%**, Comparator 2024: 23.9%, Public sector 2024: 22.8%

Plan to stay 6 months or less: You 2022: 6.1%, You 2023: 12.0%, You 2024: **6.8%**, Comparator 2024: 7.1%, 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

74% of your staff who did the survey were satisfied or very satisfied with 'How satisfied are you with the work/life balance in your current job'.
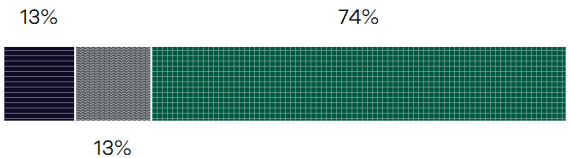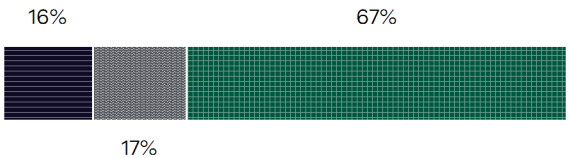
| Survey question | Your results | | | Benchmark satisfied results | | | | | |

Legend: Dissatisfied · Satisfied · Neither satisfied nor dissatisfied

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
How satisfied are you with the work/life balance in your current job (13% / 13% / 74%)		74%	71%	74%	73%	74%	74%
Considering everything, how satisfied are you with your current job (16% / 17% / 67%)		71%	71%	67%	69%	74%	74%
How satisfied are you with your career development within your current organisation (26% / 27% / 48%)		56%	53%	48%	47%	58%	59%
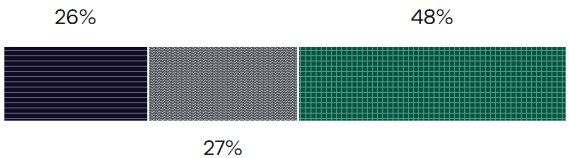
Victorian Public Sector Commission

VICTORIA State Government

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

29% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 24% 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	8%
Low or mild	29%
Moderate	34%
High	15%
Very high	10%
Severe	4%
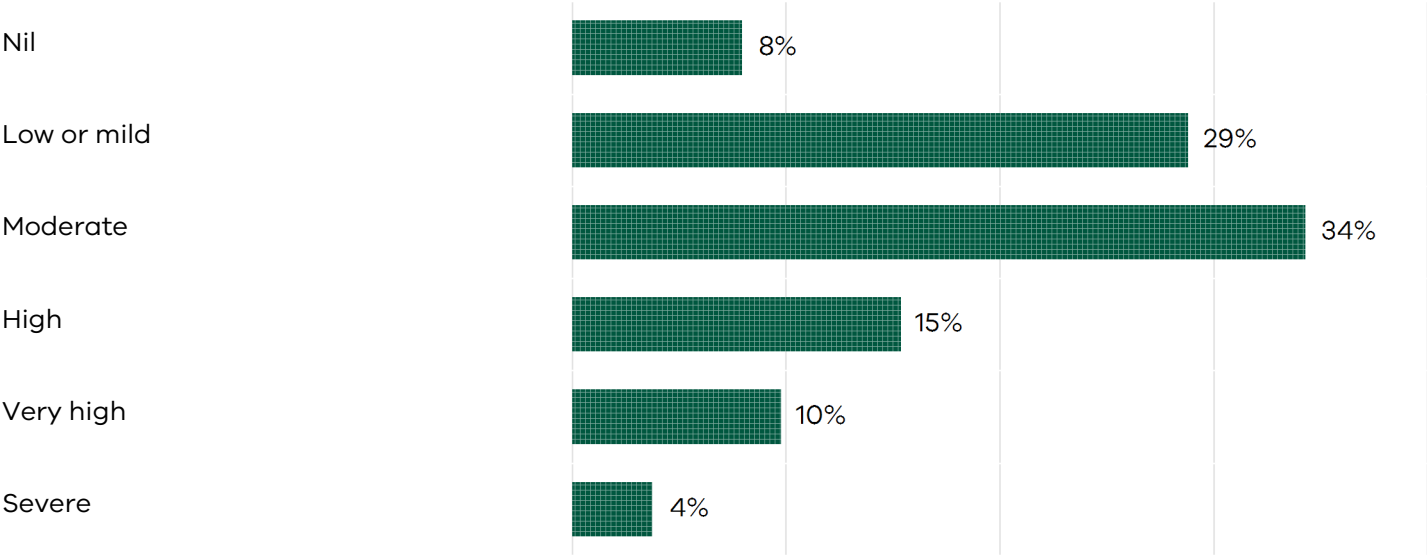
Reported levels of high to severe stress

2023		2024	
31%		**29%**	
Comparator	25%	Comparator	24%
Public Sector	24%	Public Sector	23%

Victorian Public Sector Commission

VICTORIA State Government

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

92% of your staff who did the survey said they experienced mild to severe stress. Of that 92%, 47% said the top reason was 'Workload' .

	856	74
	92%	8%
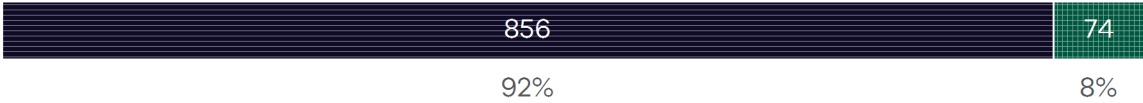
■ Experienced some work-related stress   ▦ Did not experience some work-related stress

Of those that experienced work related stress it was from …	You 2023	You 2024	Comparator 2024	Public sector 2024
Workload	49%	47%	45%	47%
Time pressure	36%	30%	40%	42%
Organisation or workplace change	17%	28%	25%	15%
Other	19%	27%	16%	13%
Job security	14%	20%	16%	10%
Dealing with clients, patients or stakeholders	18%	18%	14%	17%
Unclear job expectations	12%	13%	14%	14%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	11%	12%	10%	11%
Competing home and work responsibilities	14%	12%	14%	13%
Management of work (e.g. supervision, training, information, support)	12%	9%	12%	12%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Work-related stress

What is this

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

Why this is important

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

How to read this

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

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

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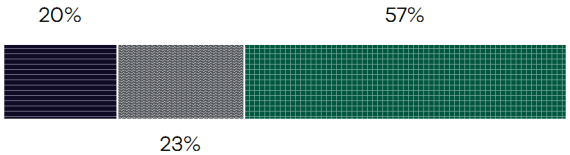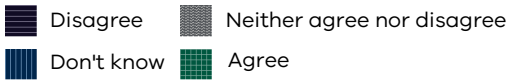
Example

57% of your staff who did the survey said the amount of stress in their job was manageable.

	Disagree		Neither agree nor disagree
	Don't know		Agree

	You			Comparator		
2022	2023	2024	Lowest	Average	Highest

The amount of stress in my job is manageable

20%   57%

23%

Not asked	Not asked	57%	63%	67%	75%

Victorian Public Sector Commission

VICTORIA State Government

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

10% 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%	7%	7%	7%
Over 6 months and up to 1 year	7%	10%	9%	10%
Over 1 year and up to 3 years	20%	24%	23%	25%
Over 3 years and up to 5 years	14%	15%	15%	16%
Over 5 years	47%	44%	47%	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.
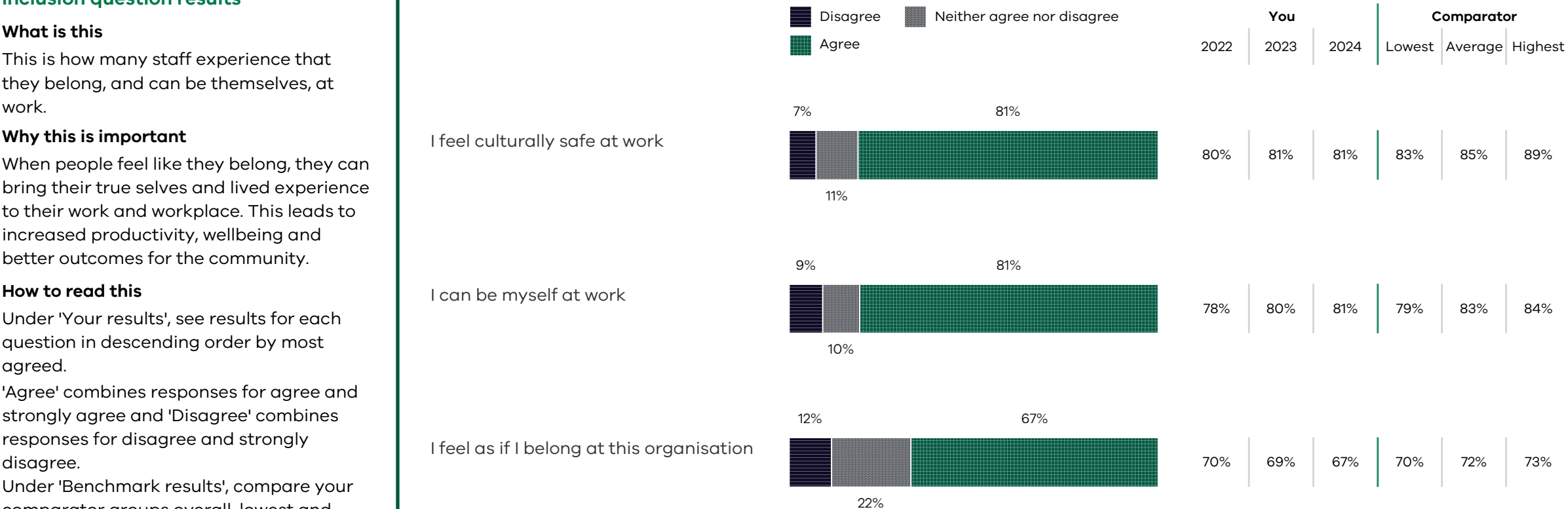
Example
81% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Survey question	Your results	Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Agree

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I feel culturally safe at work	7% / 11% / 81%	80%	81%	81%	83%	85%	89%
I can be myself at work	9% / 10% / 81%	78%	80%	81%	79%	83%	84%
I feel as if I belong at this organisation	12% / 22% / 67%	70%	69%	67%	70%	72%	73%

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.
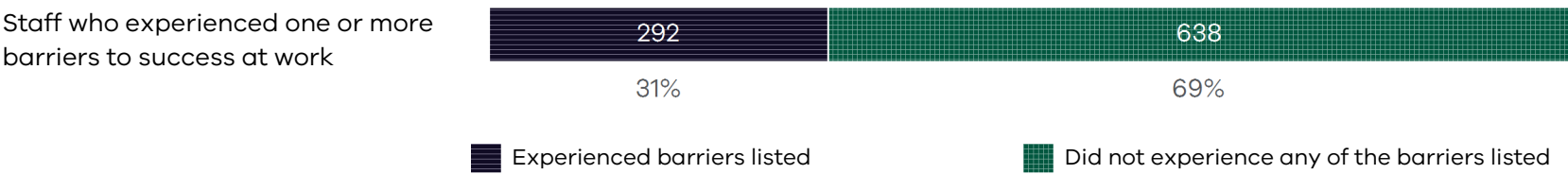
Why this is important

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

10% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My age'.

Staff who experienced one or more barriers to success at work

292	638
31%	69%

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

During the last 12 months, employees experienced barriers to their success due to …	You 2023	You 2024	Comparator 2024	Public sector 2024
My age	11%	10%	8%	7%
My sex	10%	9%	7%	5%
My mental health	8%	9%	8%	8%
My caring responsibilities	9%	9%	7%	7%
My flexible working	8%	7%	6%	6%
My physical health	5%	5%	4%	4%
My cultural background	2%	2%	2%	3%
My industrial activity	-	1%	1%	1%
My political belief	2%	1%	1%	1%
My identity as an Aboriginal and/or Torres Strait Islander	1%	1%	0%	0%

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

11% 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	290	640
	31%	69%

■ Witnessed barriers listed   ■ Did not witness barriers listed
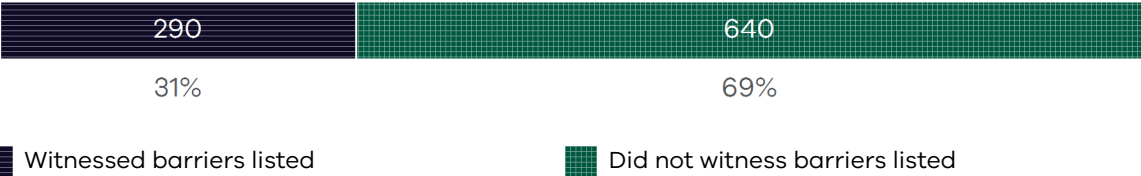
During the last 12 months, employees witnessed barriers to the success of other employees due to their ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Sex	13%	11%	9%	5%
Flexible working	11%	10%	7%	8%
Mental health	9%	10%	7%	7%
Age	10%	9%	8%	6%
Caring responsibilities	8%	9%	7%	7%
Physical health	6%	5%	3%	3%
Aboriginal and/or Torres Strait Islander status	4%	3%	2%	1%
Cultural background	4%	3%	3%	4%
Disability	1%	2%	2%	2%
Industrial activity	1%	2%	1%	1%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Scorecard: emotional effects of work

What is this

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

Why this is important

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

How to read this

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

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

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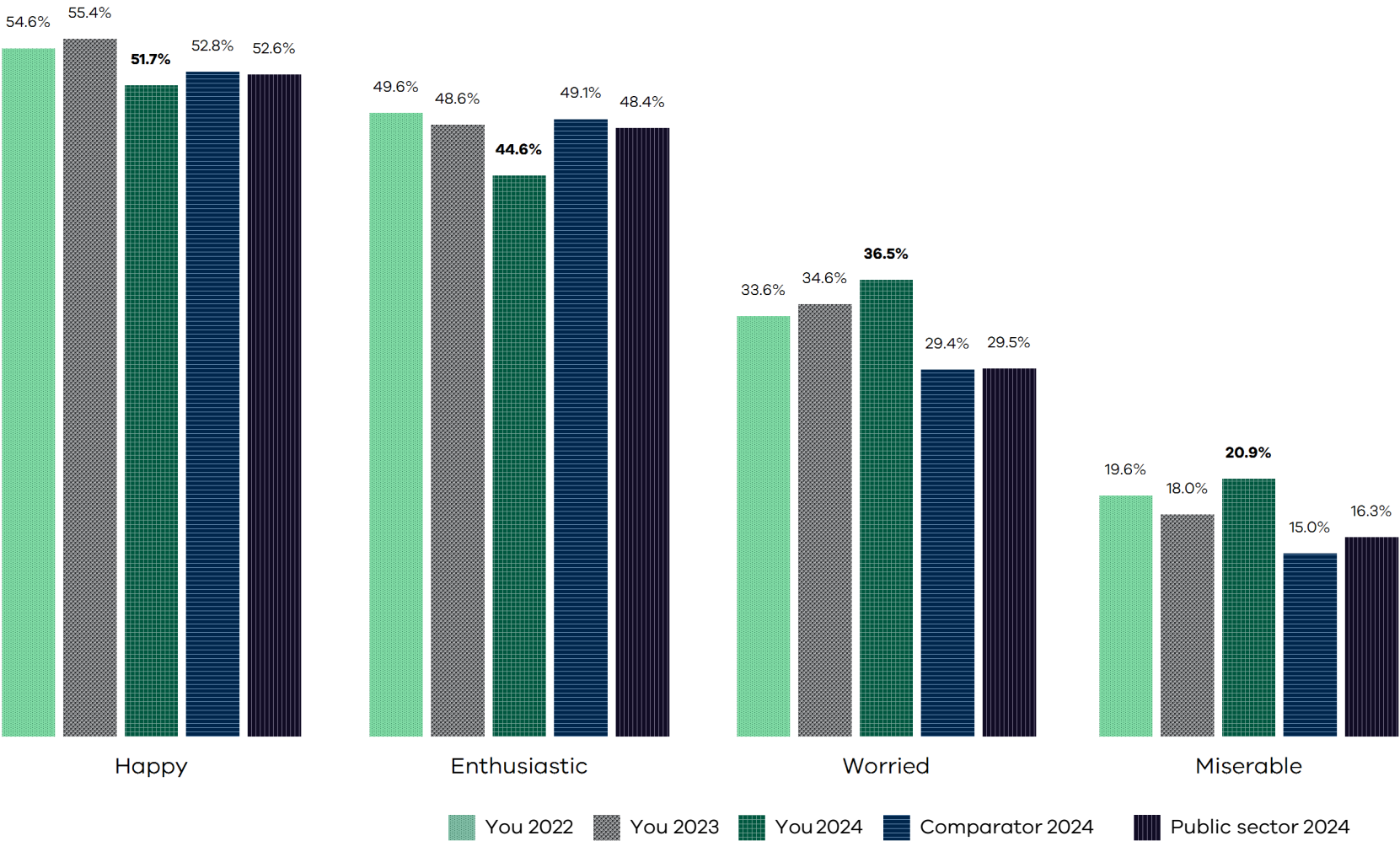
Example

In 2024:

- 51.7% of your staff who did the survey said work made them feel happy.

Compared to:

- 52.8% 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 …

Happy
- You 2022: 54.6%
- You 2023: 55.4%
- You 2024: 51.7%
- Comparator 2024: 52.8%
- Public sector 2024: 52.6%

Enthusiastic
- You 2022: 49.6%
- You 2023: 48.6%
- You 2024: 44.6%
- Comparator 2024: 49.1%
- Public sector 2024: 48.4%

Worried
- You 2022: 33.6%
- You 2023: 34.6%
- You 2024: 36.5%
- Comparator 2024: 29.4%
- Public sector 2024: 29.5%

Miserable
- You 2022: 19.6%
- You 2023: 18.0%
- You 2024: 20.9%
- Comparator 2024: 15.0%
- Public sector 2024: 16.3%

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

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Scorecard: negative behaviours

What is this

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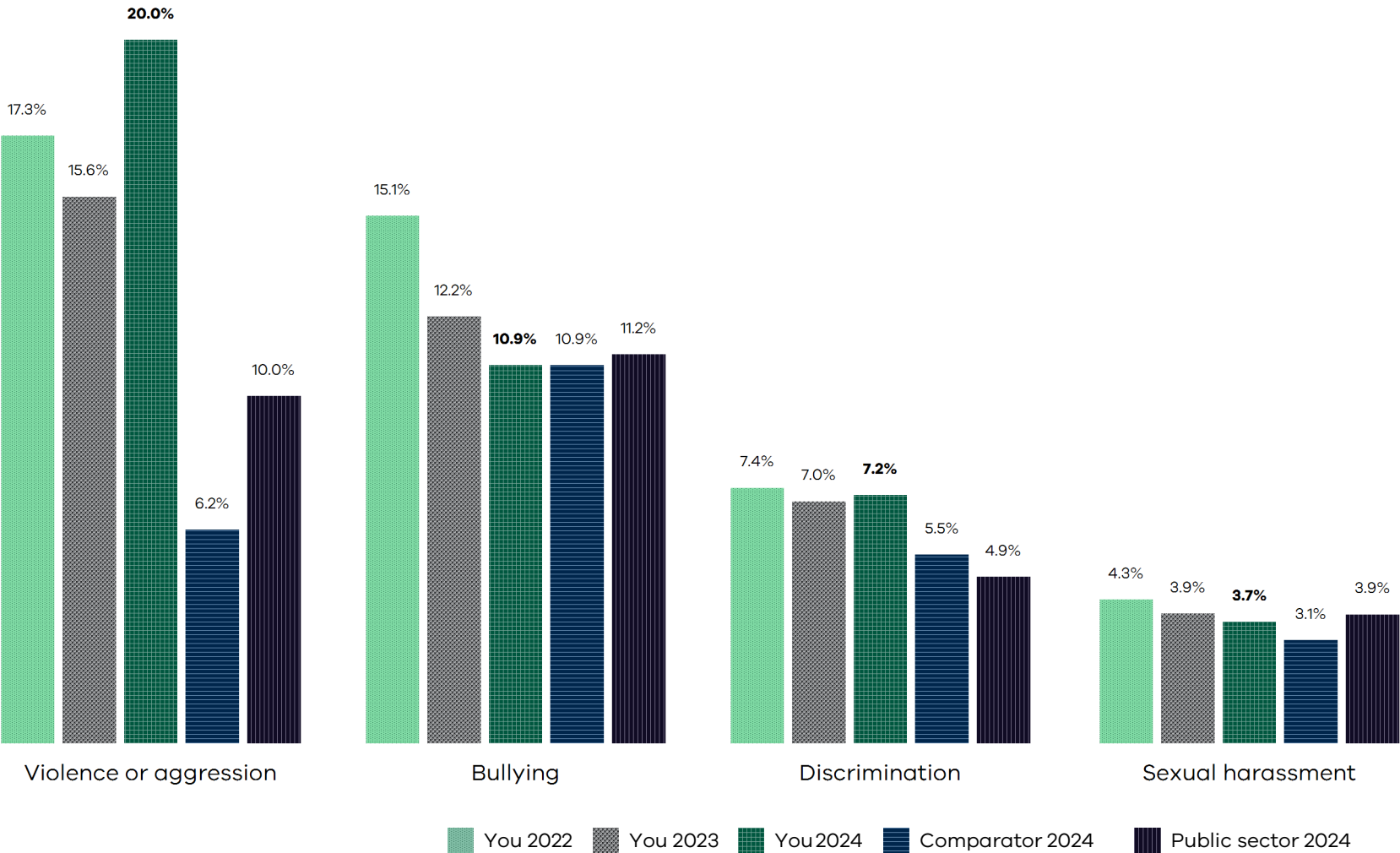
Why this is important

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:

- 20.0% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months.

Compared to:

- 6.2% of staff in your comparator group and 10.0% of staff across the public sector.

Chart legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Violence or aggression: 17.3%, 15.6%, 20.0%, 6.2%, 10.0%
Bullying: 15.1%, 12.2%, 10.9%, 10.9%, 11.2%
Discrimination: 7.4%, 7.0%, 7.2%, 5.5%, 4.9%
Sexual harassment: 4.3%, 3.9%, 3.7%, 3.1%, 3.9%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Bullying

What is this

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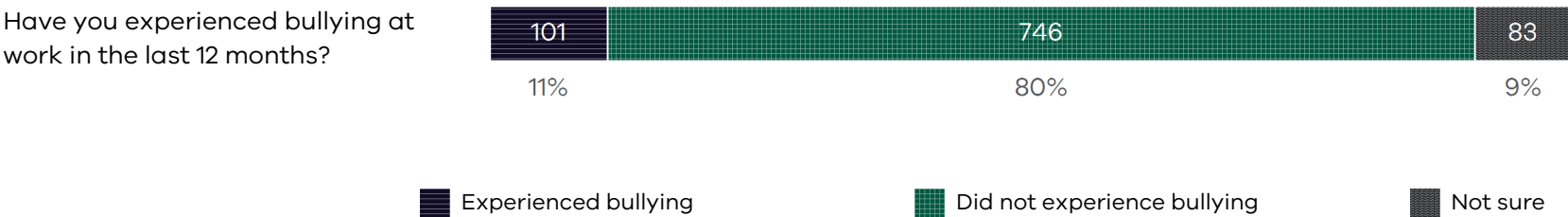
Why this is important

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

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

11% of your staff who did the survey said they experienced bullying.

Of that 11%, 64% 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?

101	746	83
11%	80%	9%

■ 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)	68%	64%	75%	69%
Exclusion or isolation	45%	46%	45%	46%
Withholding essential information for me to do my job	36%	32%	34%	33%
Intimidation and/or threats	33%	29%	23%	28%
Verbal abuse	26%	23%	18%	19%
Other	16%	16%	15%	15%
Being assigned meaningless tasks unrelated to my job	14%	11%	17%	16%
Being given impossible assignment(s)	8%	11%	11%	11%
Interference with my personal property and/or work equipment	7%	5%	4%	4%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Telling someone about the bullying

What is this

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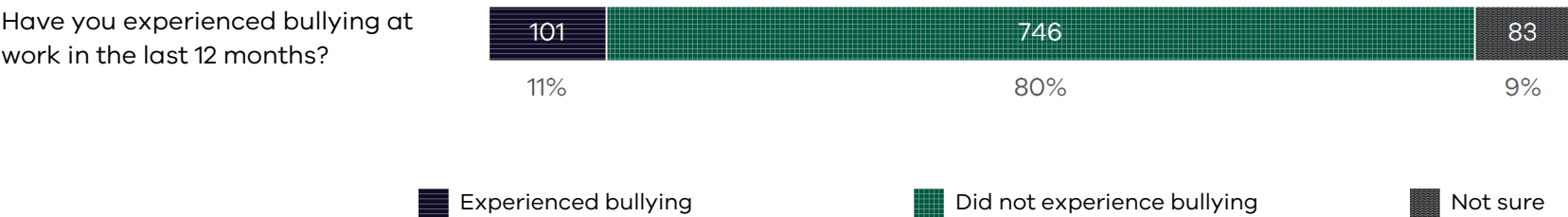
Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

11% of your staff who did the survey said they experienced bullying, of which

- 53% said the top way they reported the bullying was 'Told a colleague'.
- 86% said they didn't submit a formal complaint.

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

101	746	83
11%	80%	9%

■ 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 colleague	43%	53%	46%	41%
Told a manager	53%	51%	55%	52%
Told a friend or family member	38%	31%	34%	34%
Told someone else	13%	17%	13%	12%
Submitted a formal complaint	13%	14%	8%	12%
Told employee assistance program (EAP) or peer support	8%	14%	12%	12%
Told the person the behaviour was not OK	20%	14%	15%	16%
Told human resources	13%	13%	13%	14%
I did not tell anyone about the bullying	8%	13%	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

86% of your staff who experienced bullying did not submit a formal complaint, of which:

- 57% said the top reason was 'I didn't think it would make a difference'.
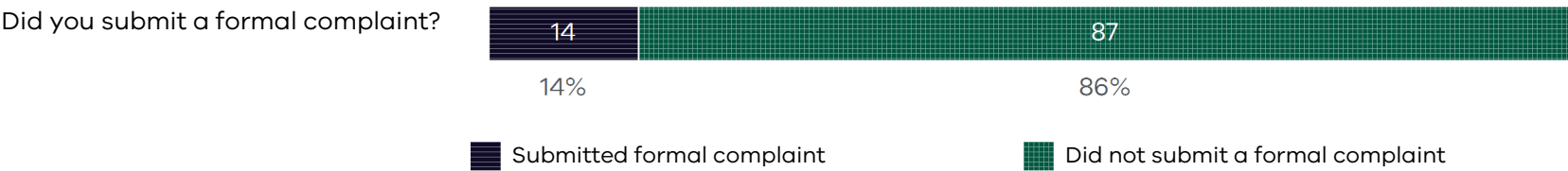
Did you submit a formal complaint?

14	87
14%	86%

■ Submitted formal complaint   ▨ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	48%	57%	51%	51%
I believed there would be negative consequences for my reputation	57%	51%	54%	54%
I believed there would be negative consequences for my career	40%	34%	43%	45%
I didn't feel safe to report the incident	20%	18%	16%	21%
Other	17%	18%	17%	16%
I didn't think it was serious enough	7%	16%	22%	16%
I thought the complaint process would be embarrassing or difficult	13%	10%	15%	13%
I believed there would be negative consequences for the person I was going to complain about	9%	7%	10%	10%
I didn't need to because I made the bullying stop	4%	7%	5%	5%
I didn't need to because I no longer had contact with the person(s) who bullied me	3%	6%	6%	7%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of bullying

What is this

This is who staff have said are responsible for bullying.

Why this is important

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

How to read this

In this year's survey, 11% 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

11% of your staff who did the survey said they experienced bullying.

Of that 11%, 47% said it was by 'A colleague'.

101 people (11% of staff) experienced bullying (You 2024)
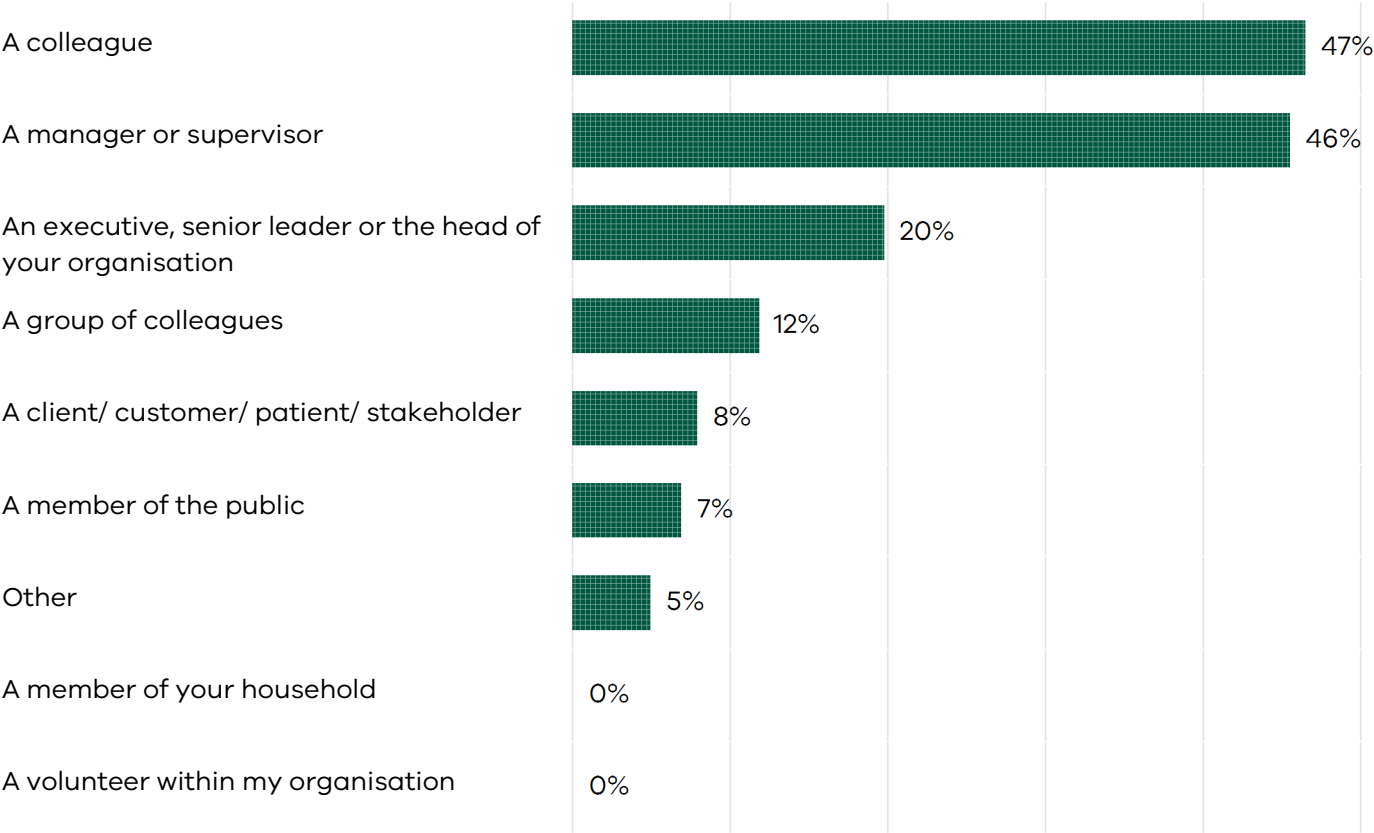
Perpetrator	Percentage
A colleague	47%
A manager or supervisor	46%
An executive, senior leader or the head of your organisation	20%
A group of colleagues	12%
A client/ customer/ patient/ stakeholder	8%
A member of the public	7%
Other	5%
A member of your household	0%
A volunteer within my organisation	0%

People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

In this year's survey, 11% 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

11% of your staff who did the survey said they experienced bullying.

Of that 11%, 93% said it was by someone within the organisation.

Of that 93%, 48% said it was 'They were in my workgroup'.

94 people (93% of staff who experienced bullying) experienced bullying from within your organisation (You 2024)

Relationship	Percentage
They were in my workgroup	48%
They were outside my workgroup	38%
They were my immediate manager or supervisor	34%
They were someone I supervise or manage	3%

Victorian Public Sector Commission

VICTORIA State Government
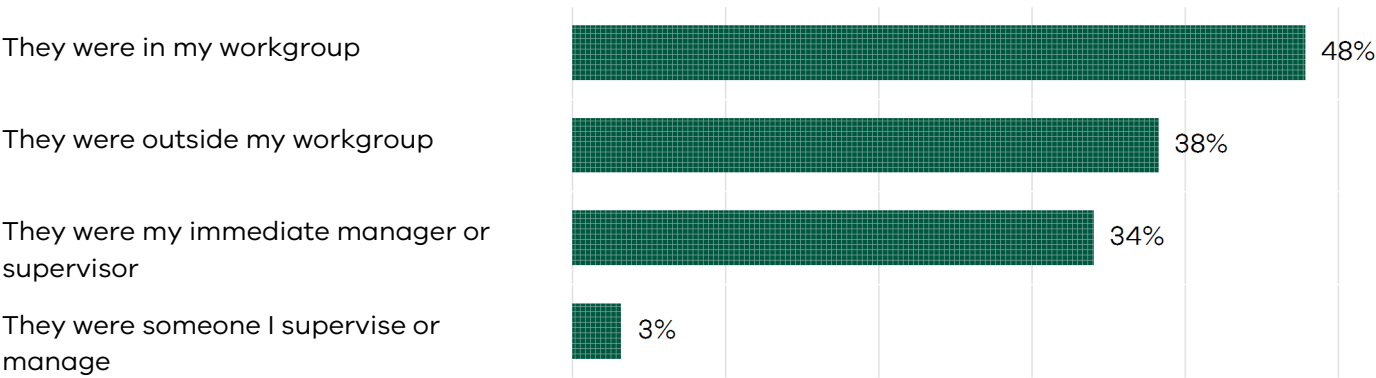
People outcomes

Sexual harassment

What is this

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

Why this is important

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

How to read this

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

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

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

Example

4% of your staff who did the survey said they experienced sexual harassment.

Of those, 44% said the top type was 'Intrusive questions about my private life or comments about my physical appearance'.

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

34	896
4%	96%

■ Experienced sexual harassment   ▨ Did not experience sexual harassment
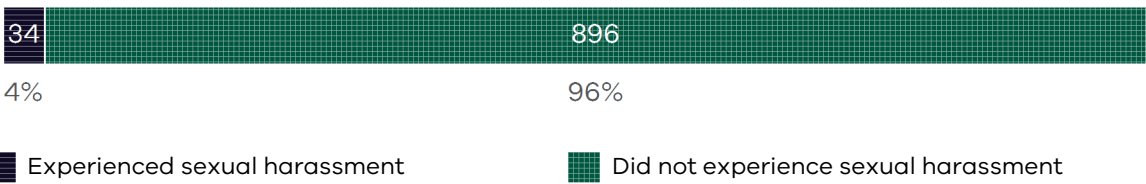
Behaviours reported	You 2023	You 2024	Comparator 2024	Public sector 2024
Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)	37%	44%	54%	48%
Intrusive questions about my private life or comments about my physical appearance	37%	44%	39%	46%
Inappropriate staring or leering that made me feel intimidated	24%	21%	12%	14%
Unwelcome touching, hugging, cornering or kissing	11%	9%	11%	17%
Inappropriate physical contact	13%	9%	15%	16%
Sexual gestures, indecent exposure or inappropriate display of the body	3%	6%	1%	4%
Any other unwelcome conduct of a sexual nature	3%	6%	7%	8%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	-	3%	3%	4%
Sexually explicit email or SMS message	-	3%	2%	2%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Response to sexual harassment

What is this

This is how staff responded when they experienced sexual harassment.

Why this is important

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

How to read this

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

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

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

Example

4% of your staff who did the survey said they experienced sexual harassment.

Of those, 35% said the top response was 'Told a colleague'.

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

34	896
4%	96%

■ Experienced sexual harassment   ▨ Did not experience sexual harassment

When the harassment happened to you, did you respond in any of the following ways?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a colleague	24%	35%	24%	25%
Pretended it didn't bother me	39%	32%	51%	45%
Told the person the behaviour was not OK	13%	32%	19%	19%
Tried to laugh it off or forget about it	32%	29%	47%	39%
Told a manager	18%	29%	15%	21%
Avoided the person(s) by staying away from them	34%	26%	40%	37%
Told a friend or family member	16%	21%	17%	22%
Told someone else	5%	15%	3%	8%
Avoided locations where the behaviour might occur	8%	9%	11%	15%
Told employee assistance program (EAP) or peer support	5%	9%	4%	4%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What is this

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

Why this is important

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

How to read this

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

Example

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

- 41% said the top reason was 'I didn't think it was serious enough'.
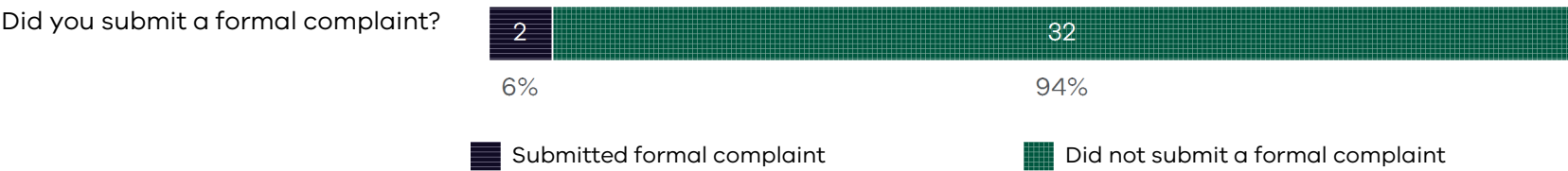
Did you submit a formal complaint?

2	32
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 was serious enough	29%	41%	49%	44%
I didn't think it would make a difference	42%	41%	37%	40%
I believed there would be negative consequences for my reputation	42%	25%	31%	39%
I believed there would be negative consequences for my career	32%	22%	19%	28%
I didn't need to because I made the harassment stop	3%	22%	7%	9%
I believed there would be negative consequences for the person I was going to complain about	16%	16%	9%	14%
I thought the complaint process would be embarrassing or difficult	13%	9%	13%	13%
I didn't know who to talk to	-	6%	3%	5%
I didn't know how to make a complaint	5%	6%	2%	4%
Other	13%	6%	12%	12%

People outcomes

Perpetrators of sexual harassment

What is this

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

Why this is important

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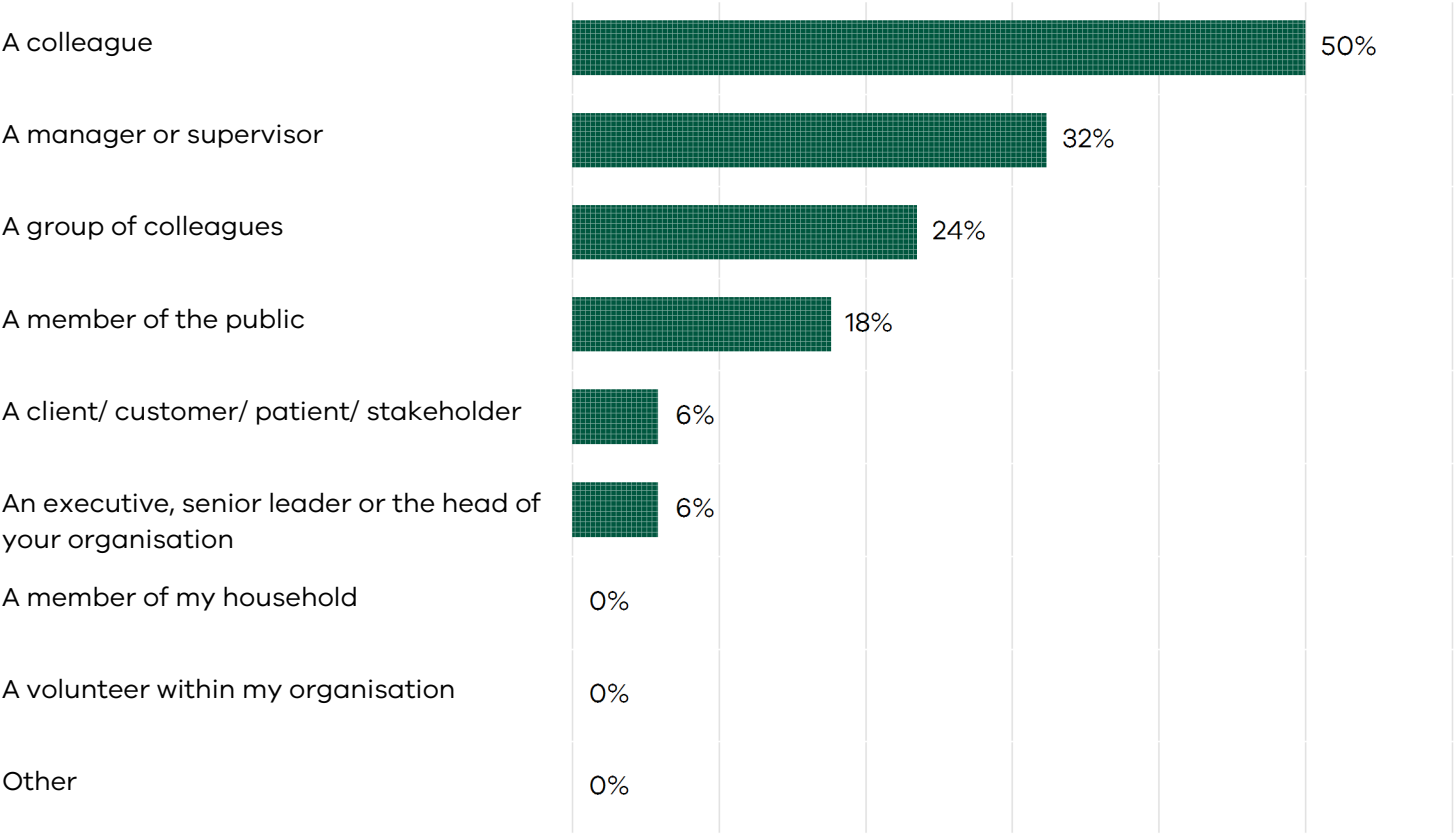
How to read this

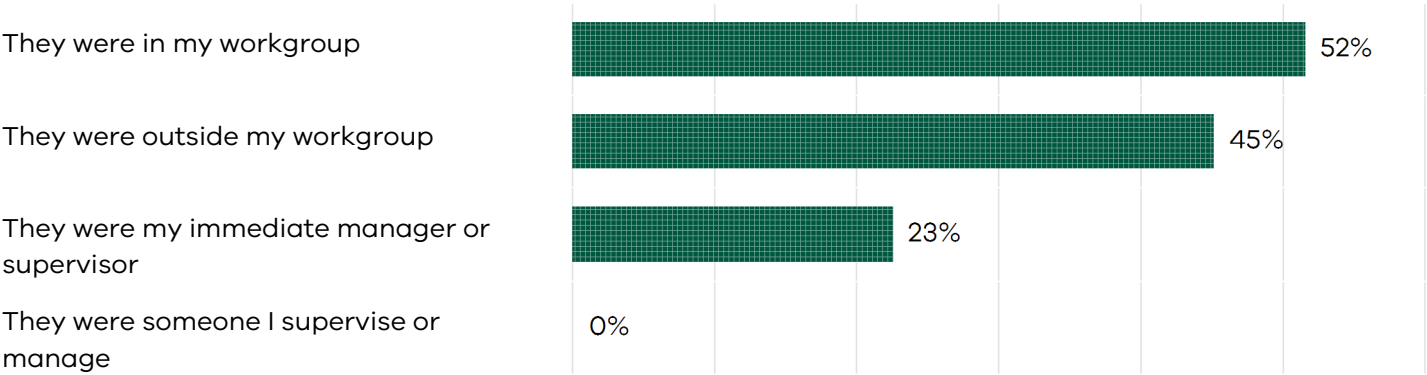In this year's survey, 4% of your staff said they experienced sexual harassment.

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

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

Each row is one perpetrator or group of perpetrators.

Example

4% of your staff who did the survey said they experienced sexual harassment.

Of that 4%, 50% said it was by 'A colleague'.

34 people (4% of staff) experienced sexual harassment (You 2024)

A colleague	50%
A manager or supervisor	32%
A group of colleagues	24%
A member of the public	18%
A client/ customer/ patient/ stakeholder	6%
An executive, senior leader or the head of your organisation	6%
A member of my 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 sexual harassment within your organisation.

Why this is important

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

How to read this

In this year's survey, 4% of your staff said they experienced sexual harassment.

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

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

Example

4% of your staff who did the survey said they experienced sexual harassment.

Of that 4%, 91% said it was by someone within the organisation.

Of that 91%, 52% said it was 'They were in my workgroup'.

31 people (91% of staff who experienced harassment) experienced harassment from within your organisation (You 2024)

Category	Percentage
They were in my workgroup	52%
They were outside my workgroup	45%
They were my immediate manager or supervisor	23%
They were someone I supervise or manage	0%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Frequency of sexual harassment

What is this

This is how often staff experienced sexual harassment.

Why this is important

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

How to read this

In this year's survey, 4% of your staff said they experienced sexual harassment.

If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

Example

4% of your staff who did the survey said they experienced sexual harassment.

Of that 4%, 0% said it was 'At least once a day'.

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

At least once a day	0%
Once every few days	3%
Once a week	9%
Once a month	12%
Less than once a month	76%
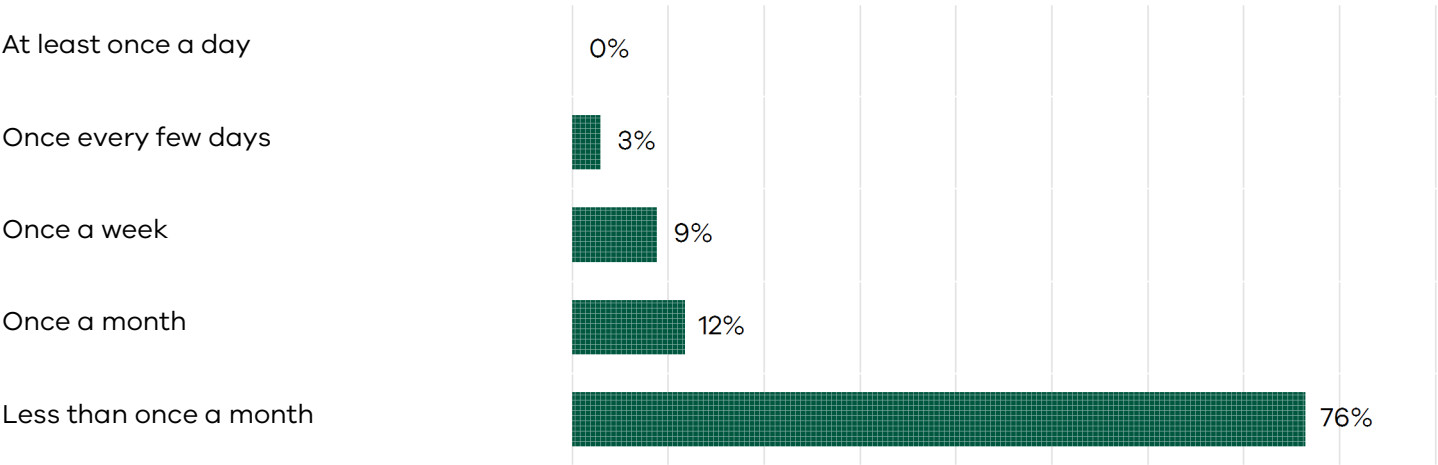
People outcomes

Discrimination

What is this

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

Why this is important

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

How to read this

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

What results are shown

Results for response options with 10 or more responses.

Example

7% of your staff who did the survey said they experienced discrimination.
Of that 7%, 34% said it was 'My sex'.

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

67	755	108
7%	81%	12%

■ Experienced discrimination   ■ Did not experience discrimination   ■ Not sure

Why were you discriminated against?	You 2023	You 2024	Comparator 2024	Public sector 2024
My sex	48%	34%	30%	21%
My age	30%	28%	36%	30%
My employment activity	19%	24%	26%	27%
My race	17%	18%	10%	17%

People outcomes

Type of discrimination

What is this

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

Why this is important

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

How to read this

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

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

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

Example

7% of your staff who did the survey said they experienced discrimination.

Of that 7%, 51% said it was 'Other'.

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

67	755	108
7%	81%	12%

■ Experienced discrimination   ■ Did not experience discrimination   ■ Not sure

If you experienced discrimination, what type of discrimination did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Other	52%	51%	44%	38%
Opportunities for promotion	26%	33%	38%	40%
Opportunities for training or professional development	36%	22%	29%	24%
Opportunities for transfer/secondment	9%	15%	17%	16%
Denied flexible work arrangements or other adjustments	10%	15%	9%	20%
Employment security - threats of dismissal or termination	9%	13%	12%	13%
Pay or conditions offered by employer	10%	9%	13%	12%
Access to leave	3%	4%	4%	8%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Telling someone about the discrimination

What is this

This is who staff told about the discrimination they experienced.

Why this is important

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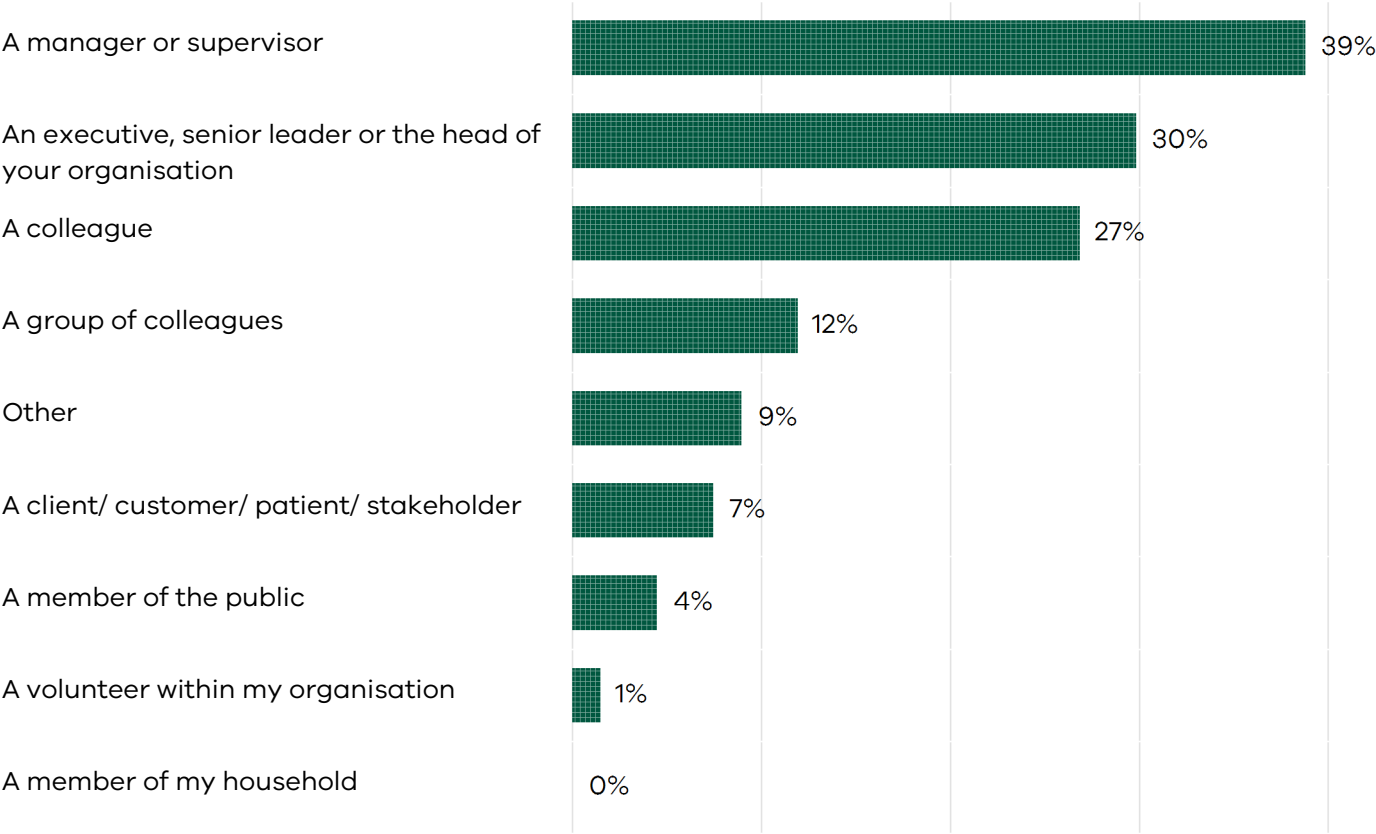
How to read this

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

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

In descending order, the table shows the answers.

Example

7% of your staff who did the survey said they experienced discrimination, of which

- 40% said the top way they reported the discrimination was 'Told a colleague'.
- 91% said they didn't submit a formal complaint.

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

67	755	108
7%	81%	12%
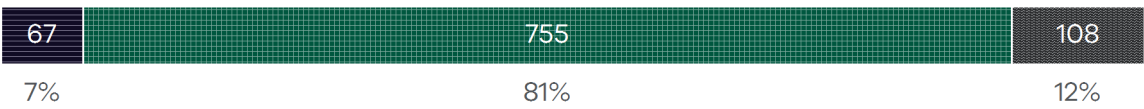
■ Experienced discrimination   ■ Did not experience discrimination   ■ Not sure

Did you tell anyone about the discrimination?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a colleague	38%	40%	43%	38%
Told a manager	33%	34%	28%	32%
Told a friend or family member	28%	28%	32%	31%
I did not tell anyone about the discrimination	23%	28%	25%	25%
Told someone else	9%	18%	12%	15%
Submitted a formal complaint	6%	9%	2%	8%
Told employee assistance program (EAP) or peer support	6%	6%	13%	10%
Told human resources	6%	4%	10%	11%
Told the person the behaviour was not OK	10%	4%	6%	9%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Discrimination - reasons for not submitting a formal complaint

What is this

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

Why this is important

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

How to read this

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

Example

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

- 56% said the top reason was 'I didn't think it would make a difference'.
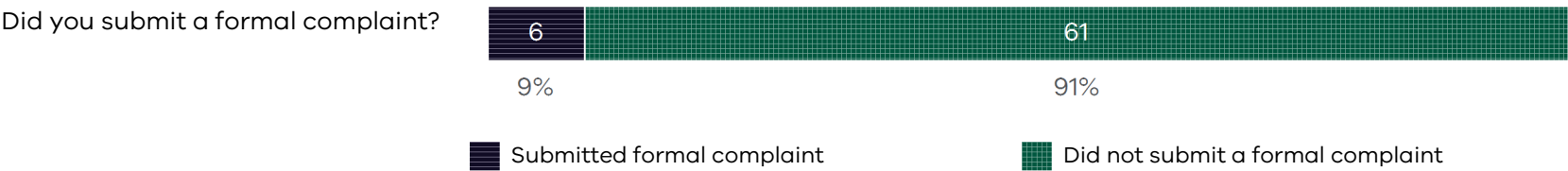
Did you submit a formal complaint?

6	61
9%	91%

■ Submitted formal complaint   ▨ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	51%	56%	57%	59%
I believed there would be negative consequences for my career	49%	44%	56%	55%
I believed there would be negative consequences for my reputation	45%	43%	58%	56%
I didn't feel safe to report the incident	17%	16%	17%	21%
Other	12%	16%	15%	11%
I didn't think it was serious enough	15%	15%	17%	14%
I believed there would be negative consequences for the person I was going to complain about	6%	7%	8%	9%
I thought the complaint process would be embarrassing or difficult	14%	7%	13%	14%
I didn't know who to talk to	5%	7%	9%	7%
I didn't know how to make a complaint	2%	2%	7%	6%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of discrimination

What is this

This is who staff have said are responsible for discrimination.

Why this is important

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

How to read this

In this year's survey, 7% of your staff said they experienced discrimination.

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

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

Each row is one perpetrator or group of perpetrators.

Example

7% of your staff who did the survey said they experienced discrimination.

Of that 7%, 39% said it was by 'A manager or supervisor'.

67 people (7% of staff) experienced discrimination (You 2024)

Perpetrator	%
A manager or supervisor	39%
An executive, senior leader or the head of your organisation	30%
A colleague	27%
A group of colleagues	12%
Other	9%
A client/ customer/ patient/ stakeholder	7%
A member of the public	4%
A volunteer within my organisation	1%
A member of my household	0%

People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

In this year's survey, 7% of your staff said they experienced discrimination.

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

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

Example

7% of your staff who did the survey said they experienced discrimination.

Of that 7%, 87% said it was by someone within the organisation.

Of that 87%, 38% said it was 'They were my immediate manager or supervisor'.

---

58 people (87% of staff who experienced discrimination) experienced discrimination from within your organisation (You 2024)

They were my immediate manager or supervisor	38%
They were in my workgroup	34%
They were outside my workgroup	34%
They were someone I supervise or manage	7%
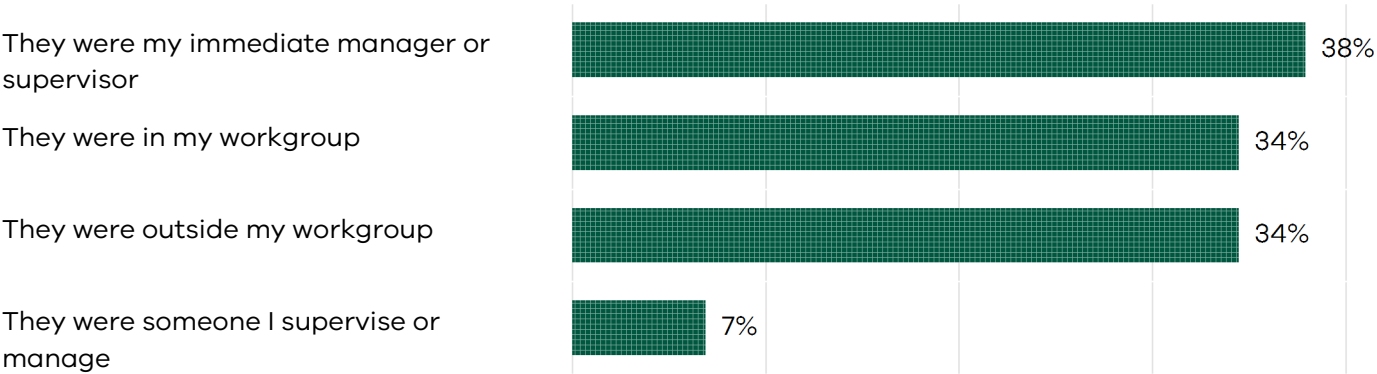
People outcomes

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

20% of your staff who did the survey said they experienced violence or aggression.

Of that 20%, 76% said it was 'Abusive language'.

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

186	704	40
20%	76%	4%

■ Experienced violence or aggression　■ Did not experience violence or aggression　■ Not sure

If you experienced violence or aggression, what type did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	77%	76%	55%	72%
Intimidating behaviour	69%	74%	76%	73%
Threats of violence	18%	16%	8%	30%
Other	5%	4%	8%	6%
Damage to my property or work equipment	4%	3%	3%	4%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	1%	2%	1%	9%
Stalking, including cyber-stalking	3%	1%	1%	2%

Victorian Public Sector Commission

VICTORIA State Government

40

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.

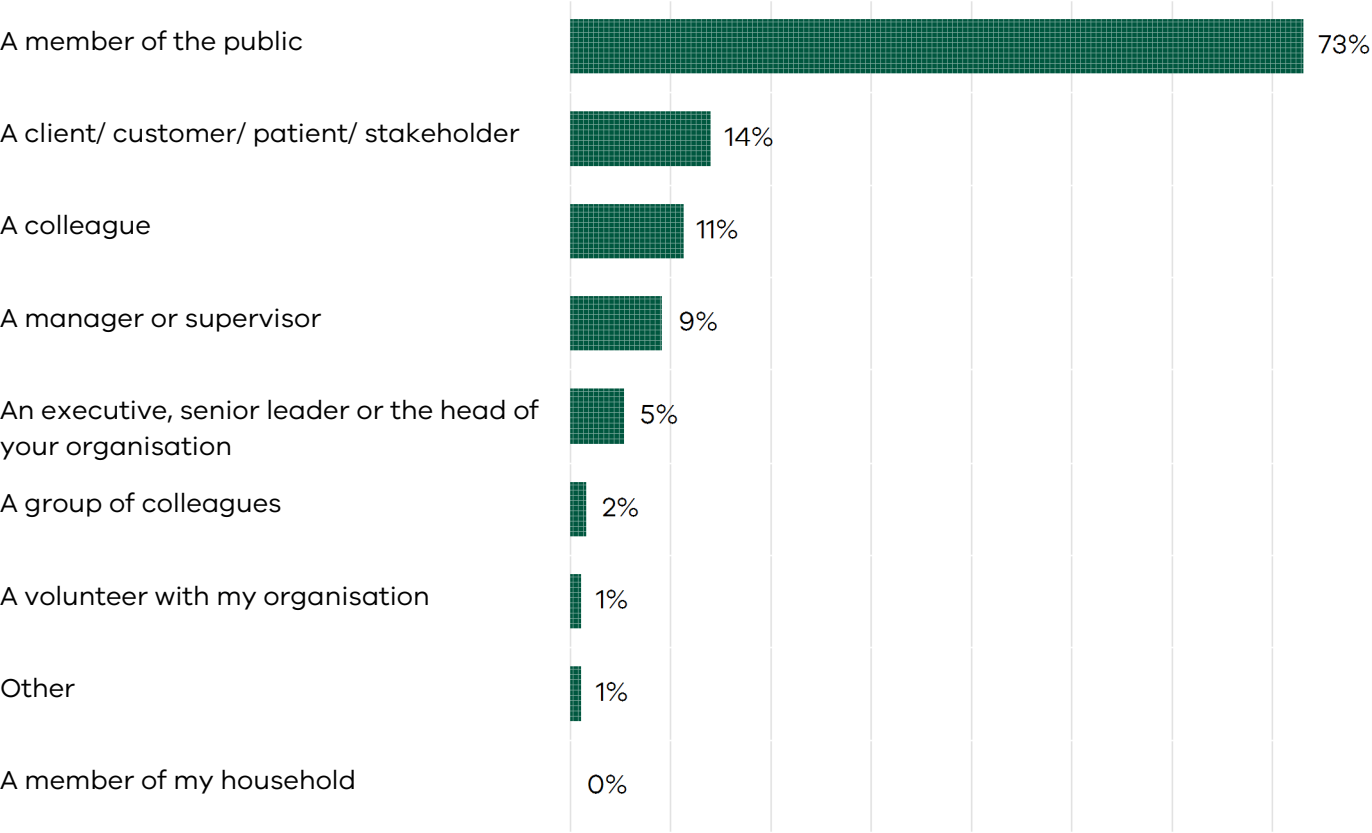In descending order, the table shows the answers.

Example

20% of your staff who did the survey said they experienced violence or aggression, of which

- 66% said the top way they reported the violence or agression was 'Told a manager'.
- 67% said they didn't submit a formal incident report

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

186	704	40
20%	76%	4%

■ Experienced violence or aggression   ■ Did not experience violence or aggression   ■ Not sure

Did you tell anyone about the incident?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	64%	66%	63%	64%
Told a colleague	41%	47%	46%	42%
Submitted a formal incident report	37%	33%	21%	29%
Told a friend or family member	20%	19%	22%	20%
Told the person the behaviour was not OK	19%	12%	13%	21%
Told someone else	5%	9%	8%	6%
I did not tell anyone about the incident(s)	8%	9%	9%	9%
Told human resources	5%	6%	10%	8%
Told employee assistance program (EAP) or peer support	5%	5%	6%	6%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

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

What is this

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

Why this is important

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

How to read this

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

Example

67% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 41% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal incident report?

62	124
33%	67%

■ 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	30%	41%	42%	40%
I didn't think it was serious enough	37%	35%	24%	29%
Other	15%	17%	22%	20%
I believed there would be negative consequences for my reputation	13%	15%	29%	23%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	13%	15%	16%	12%
I didn't need to because I made the violence or aggression stop	15%	13%	12%	12%
I believed there would be negative consequences for my career	11%	8%	24%	19%
I believed there would be negative consequences for the person I was going to complain about	2%	4%	4%	5%
I didn't know how to make a complaint	1%	3%	7%	4%
I didn't feel safe to report the incident	5%	3%	13%	9%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of violence and aggression

What is this

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

Why this is important

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

How to read this

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

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

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

Each row is one perpetrator or group of perpetrators.

Example

20% of your staff who did the survey said they experienced violence or aggression.

Of that 20%, 73% said it was by 'A member of the public'.

186 people (20% of staff) experienced violence or aggression (You 2024)

Perpetrator	Percentage
A member of the public	73%
A client/ customer/ patient/ stakeholder	14%
A colleague	11%
A manager or supervisor	9%
An executive, senior leader or the head of your organisation	5%
A group of colleagues	2%
A volunteer with my organisation	1%
Other	1%
A member of my household	0%

Victorian Public Sector Commission

VICTORIA State Government

43

People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

In this year's survey, 20% of your staff said they experienced violence or aggression.

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

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

Example

20% of your staff who did the survey said they experienced violence or aggression.

Of that 20%, 24% said it was by someone within the organisation.

Of that 24%, 34% said it was 'They were in my workgroup'.

44 people (24% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You 2024)

They were in my workgroup	34%
They were my immediate manager or supervisor	34%
They were outside my workgroup	32%
They were someone I supervise or manage	11%
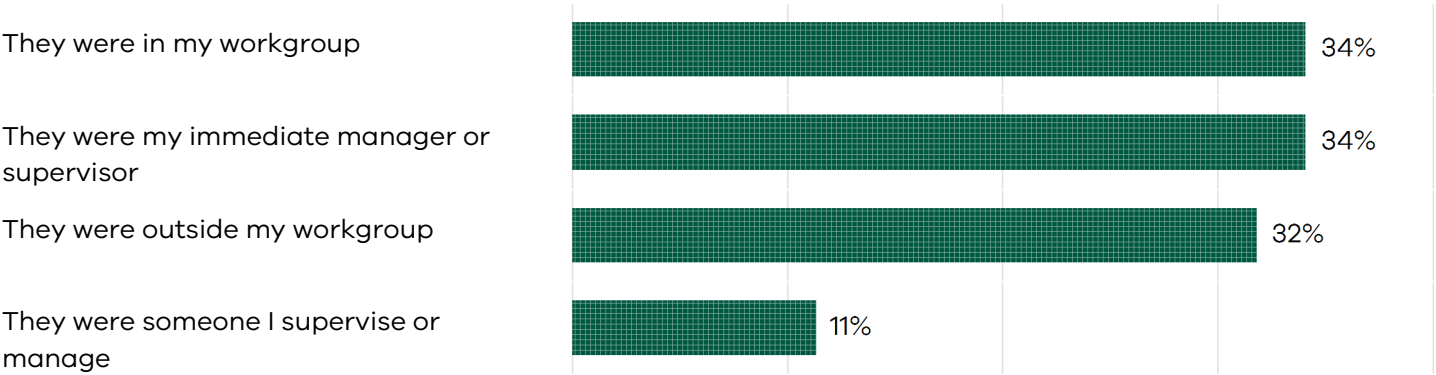
Negative behaviour

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

23% of your staff who did the survey said they witnessed some negative behaviour at work.

77% said 'No, I have not witnessed any of the situations above'.

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

218	712
23%	77%

■ 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	78%	77%	81%	81%
Bullying of a colleague	14%	15%	13%	14%
Discrimination against a colleague	12%	10%	8%	8%
Violence or aggression against a colleague	4%	5%	2%	3%
Sexual harassment of a colleague	1%	1%	1%	1%

Victorian Public Sector Commission

VICTORIA State Government

Negative behaviour

Taking action when witnessing negative behaviours

What is this

This is what your staff did when they witnessed negative behaviour at work.

Why this is important

What staff do when they witness negative behaviour may help organisations understand what support their staff need.

How to read this

In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.
If they did, they could tell us with one or more answers what action they took.
In descending order, the table shows the answers.

Example

23% of your staff who did the survey witnessed negative behaviour, of which:

• 75% 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?

218	712
23%	77%

■ Witnessed some negative behaviour   ▦ Did not witness some negative behaviour
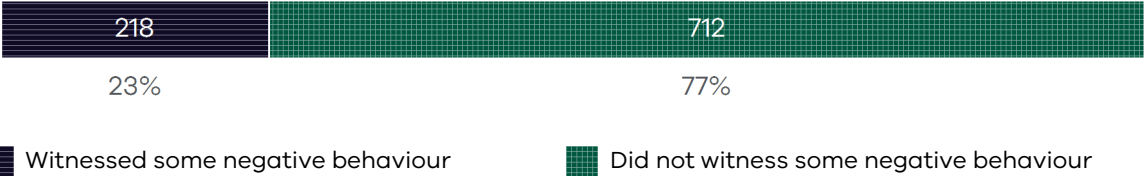
When you witnessed these behaviour(s), did you do any of the following?	You 2023	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	75%	75%	73%	71%
Told a manager	40%	44%	40%	40%
Spoke to the person who behaved in a negative way	10%	22%	16%	16%
Told a colleague	18%	19%	21%	20%
Told the person the behaviour was not OK	22%	18%	18%	19%
Told human resources	5%	11%	6%	8%
Other	10%	9%	5%	6%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Negative behaviour - satisfaction with making a formal complaint

What is this

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

Why this is important

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

How to read this

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

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

Example

56% of staff were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Were you satisfied with the way your formal complaint was handled

No   Don't know   Yes

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
Violence or aggression	58%	52%	56%	44%	47%	44%
Bullying	24%	25%	14%	18%	22%	18%

Violence or aggression: 18% No, 26% Don't know, 56% Yes

Bullying: 86% No, 14% Yes

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
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

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 'Topical', the 'You 2024' column shows 92% of your staff who did the survey agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'. In the 'Change from 2023' column, you have a -2% change, which is a negative trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	92%	-2%	91%
Flexible working	My manager supports working flexibly	90%	+0%	92%
Manager leadership	My manager treats employees with dignity and respect	89%	-1%	90%
Manager leadership	My manager demonstrates honesty and integrity	88%	-0%	90%
Meaningful work	I can make a worthwhile contribution at work	88%	-4%	92%
Job enrichment	I can use my skills and knowledge in my job	88%	-2%	90%
Job enrichment	I understand how my job helps my organisation achieve its goals	87%	-1%	90%
Meaningful work	I achieve something important through my work	86%	-2%	88%
Manager support	My manager listens to what I have to say	86%	+1%	88%
Workgroup support	People in my workgroup treat each other with respect	85%	+0%	87%

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 25% 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 -4% change, which is a negative trend.

Question group	Lowest scoring questions	You 2024	Change from 2023	Comparator 2024
Taking action	My organisation has made improvements based on the survey results from last year	25%	-4%	32%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	30%	-7%	44%
Learning and development	My organisation places a high priority on the learning and development of staff	33%	-8%	58%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	35%	-7%	53%
Safety climate	All levels of my organisation are involved in the prevention of stress	36%	-3%	48%
Learning and development	I am satisfied with the opportunities to progress in my organisation	38%	-6%	53%
Organisational integrity	I believe the promotion processes in my organisation are fair	39%	-4%	46%
Senior leadership	Senior leaders provide clear strategy and direction	40%	-7%	58%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	41%	-10%	60%
Engagement	My organisation inspires me to do the best in my job	41%	-10%	62%

Key differences

Most improved

What is this

This is where staff feel their group has most improved.

How to read this

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

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

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

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

Example

On the first row 'Satisfaction', the 'You 2024' column shows 74% of your staff who did the survey agreed with 'How satisfied are you with the work/life balance in your current job'.

In the 'Increase from 2023' column, you have a 3% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Satisfaction	How satisfied are you with the work/life balance in your current job	74%	+3%	74%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	58%	+2%	61%
Manager support	My manager gives me feedback that helps me improve my performance	78%	+2%	78%
Quality service delivery	My workgroup acts fairly and without bias	79%	+2%	78%
Innovation	My workgroup encourages employee creativity	74%	+1%	72%
Inclusion	I can be myself at work	81%	+1%	83%
Quality service delivery	My workgroup uses its resources well	73%	+1%	71%
Quality service delivery	My workgroup provides high quality advice and services	82%	+1%	87%
Manager support	My manager listens to what I have to say	86%	+1%	88%
Collaboration	Workgroups across my organisation willingly share information with each other	59%	+1%	61%

Key differences

Most declined

What is this

This is where staff feel their group has most declined.

How to read this

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

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

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

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

Example

On the first row 'Engagement', the 'You 2024' column shows 41% of your staff who did the survey agreed with 'My organisation motivates me to help achieve its objectives'.

In the 'Decrease from 2023' column, you have a 11% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Engagement	My organisation motivates me to help achieve its objectives	41%	-11%	64%
Engagement	My organisation inspires me to do the best in my job	41%	-10%	62%
Senior leadership	Senior leaders model my organisation's values	44%	-10%	66%
Topical	I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	61%	-10%	76%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	41%	-10%	60%
Senior leadership	Senior leaders demonstrate honesty and integrity	46%	-10%	68%
Engagement	I would recommend my organisation as a good place to work	48%	-9%	71%
Organisational integrity	My organisation is committed to earning a high level of public trust	54%	-9%	76%
Learning and development	My organisation places a high priority on the learning and development of staff	33%	-8%	58%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	30%	-7%	44%

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 'Human rights', the 'You 2024' column shows 83% of your staff who did the survey agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'. The 'Difference' column, shows that agreement for this question was 3% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	83%	+3%	80%
Quality service delivery	My workgroup uses its resources well	73%	+2%	71%
Innovation	My workgroup encourages employee creativity	74%	+2%	72%
Workgroup support	People in my workgroup appropriately manage conflicts of interest	80%	+2%	78%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	92%	+1%	91%
Quality service delivery	My workgroup acts fairly and without bias	79%	+1%	78%
Innovation	My workgroup learns from failures and mistakes	73%	+1%	72%
Manager support	My manager gives me feedback that helps me improve my performance	78%	+0%	78%

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 'Learning and development', the 'You 2024' column shows 33% of your staff who did the survey agreed with 'My organisation places a high priority on the learning and development of staff'.

The 'Difference' column, shows that agreement for this question was 25% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Learning and development	My organisation places a high priority on the learning and development of staff	33%	–25%	58%
Engagement	I would recommend my organisation as a good place to work	48%	–23%	71%
Engagement	My organisation motivates me to help achieve its objectives	41%	–22%	64%
Senior leadership	Senior leaders model my organisation's values	44%	–22%	66%
Senior leadership	Senior leaders demonstrate honesty and integrity	46%	–22%	68%
Organisational integrity	My organisation is committed to earning a high level of public trust	54%	–21%	76%
Engagement	My organisation inspires me to do the best in my job	41%	–21%	62%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	41%	–19%	60%
Senior leadership	Senior leaders provide clear strategy and direction	40%	–18%	58%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	35%	–18%	53%

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
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

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

30% 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

Disagree Neither agree nor disagree

Don't know Agree

| I believe my organisation will make improvements based on the results of this year's survey | 35% ... 30% / 35% |
| My organisation has made improvements based on the survey results from last year | 14% ... 25% / 32% ... 29% |

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I believe my organisation will make improvements based on the results of this year's survey	43%	37%	30%	43%	44%	50%
My organisation has made improvements based on the survey results from last year	35%	29%	25%	25%	32%	37%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

Victorian Public Sector Commission

VICTORIA State Government

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

46% 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 | Neither agree nor disagree | Don't know | Agree

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
Senior leaders demonstrate honesty and integrity	Disagree 25%, Don't know, Neither 25%, 4%, Agree 46%	58%	56%	46%	52%	68%	68%
Senior leaders model my organisation's values	Disagree 28%, 3%, Neither 25%, Agree 44%	59%	54%	44%	48%	66%	67%
Senior leaders provide clear strategy and direction	Disagree 36%, 1%, Neither 23%, Agree 40%	53%	47%	40%	37%	58%	59%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

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:

- 70.7% of your staff who did the survey responded positively to questions about Collaboration.

Compared to:

- 73.0% of staff in your comparator group and 72.5% of staff across the public sector.

Collaboration
- 71.0% (You 2022)
- 70.8% (You 2023)
- **70.7%** (You 2024)
- 73.0% (Comparator 2024)
- 72.5% (Public sector 2024)

Organisational integrity
- 65.6% (You 2022)
- 64.8% (You 2023)
- **61.2%** (You 2024)
- 67.9% (Comparator 2024)
- 67.0% (Public sector 2024)

Safety climate
- 56.9% (You 2022)
- 52.9% (You 2023)
- **49.6%** (You 2024)
- 60.7% (Comparator 2024)
- 59.2% (Public sector 2024)

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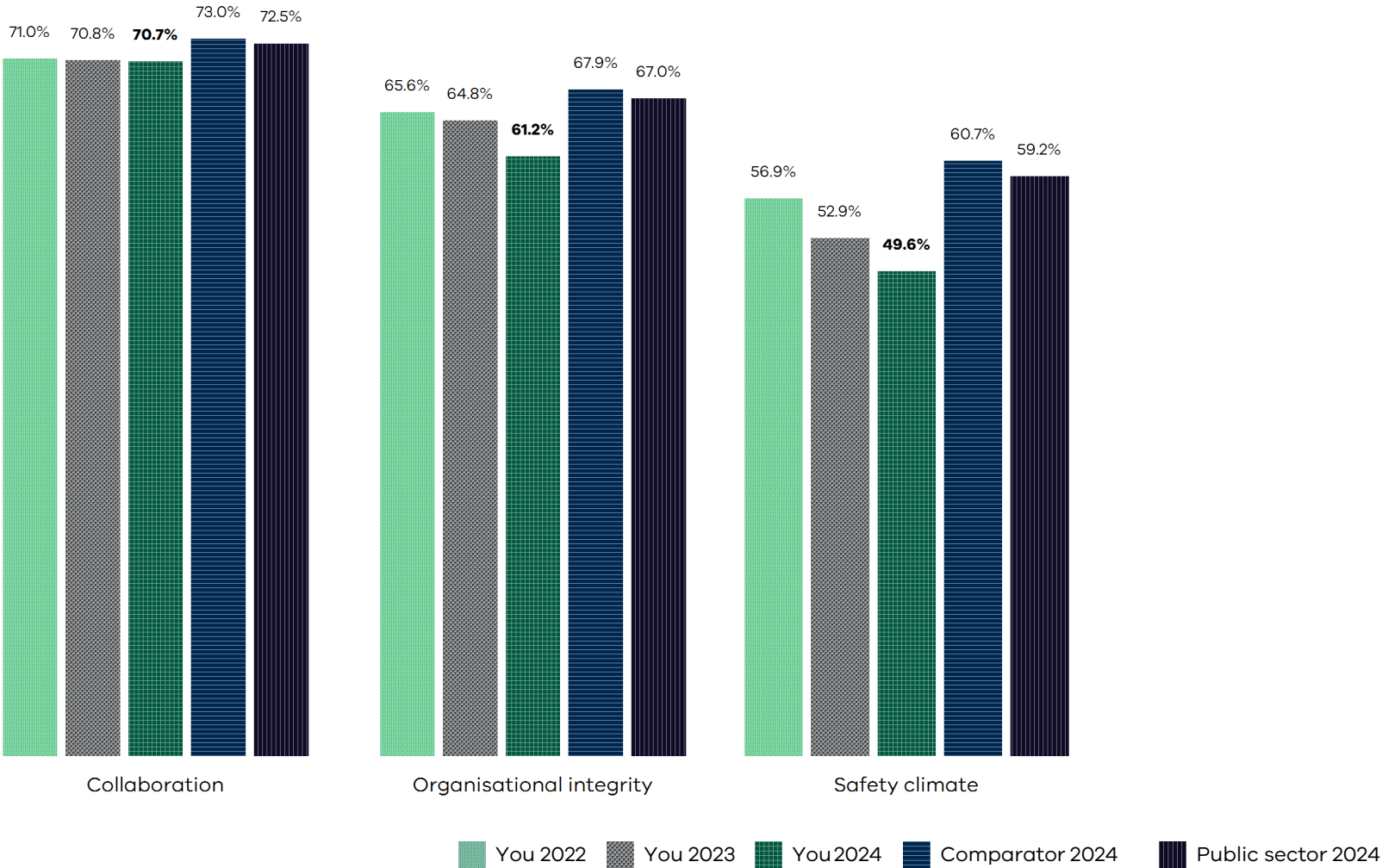
Organisational climate

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

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

Survey question	Your results					
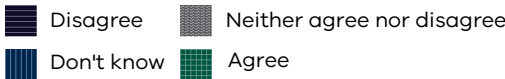
Legend: Disagree | Neither agree nor disagree | Don't know | Agree
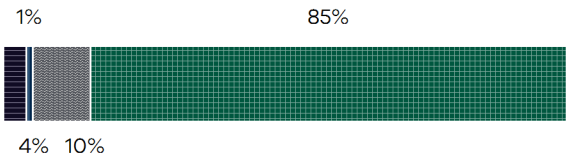
	Your results	**Benchmark agree results**					
Survey question		**You** 2022	**You** 2023	**You** 2024	**Comparator** Lowest	**Comparator** Average	**Comparator** Highest
My organisation encourages employees to act in ways that are consistent with human rights	1% / 4% / 10% / 85%	84%	86%	85%	85%	85%	90%
My organisation encourages respectful workplace behaviours	8% / 11% / 82%	84%	84%	82%	83%	87%	88%
My organisation takes steps to eliminate bullying, harassment and discrimination	12% / 2% / 16% / 69%	70%	70%	69%	70%	71%	80%
My organisation does not tolerate improper conduct	16% / 3% / 15% / 66%	67%	68%	66%	66%	69%	79%
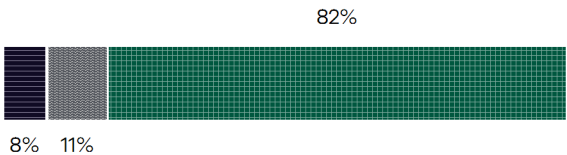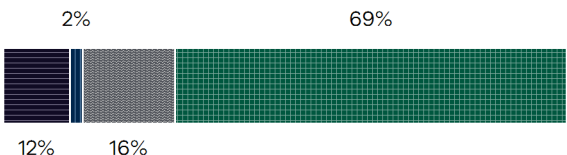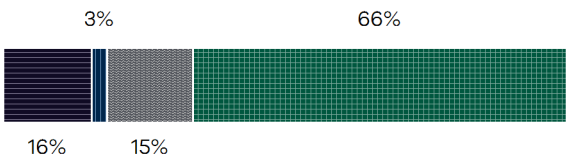
Organisational climate

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

54% of your staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.

Survey question	Your results				Benchmark agree results					

Legend: Disagree, Don't know, Neither agree nor disagree, Agree
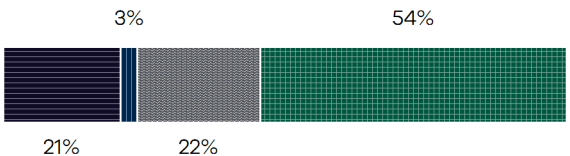
	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
My organisation is committed to earning a high level of public trust	70%	63%	54%	75%	76%	79%
I believe the recruitment processes in my organisation are fair	56%	56%	52%	60%	61%	73%
I have an equal chance at promotion in my organisation	49%	48%	42%	40%	48%	52%
I believe the promotion processes in my organisation are fair	44%	43%	39%	39%	46%	53%
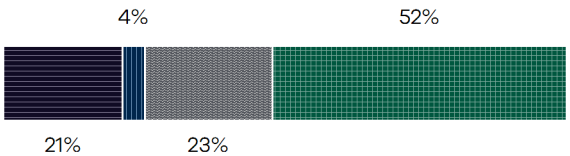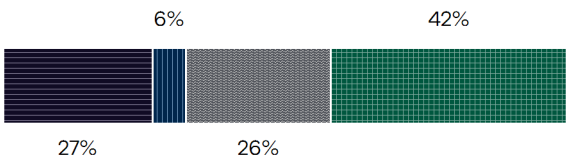
Your results bar values:

My organisation is committed to earning a high level of public trust: Disagree 21%, Don't know 3%, Neither agree nor disagree 22%, Agree 54%

I believe the recruitment processes in my organisation are fair: Disagree 21%, Don't know 4%, Neither agree nor disagree 23%, Agree 52%

I have an equal chance at promotion in my organisation: Disagree 27%, Don't know 6%, Neither agree nor disagree 26%, Agree 42%

I believe the promotion processes in my organisation are fair: Disagree 25%, Don't know 7%, Neither agree nor disagree 28%, Agree 39%

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

83% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
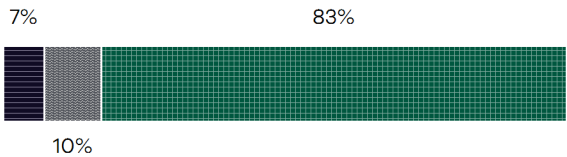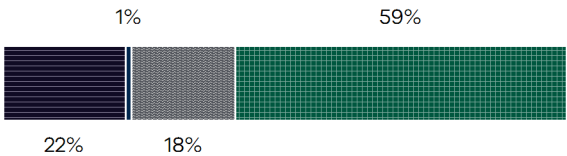
Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I am able to work effectively with others outside my immediate workgroup	7% / 10% / 83%	83%	84%	83%	82%	85%	85%
Workgroups across my organisation willingly share information with each other	22% / 1% / 18% / 59%	59%	58%	59%	57%	61%	61%

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

82% 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	Disagree 8%, Neither 10%, Agree 82%	85%	82%	82%	80%	91%	92%
In my workplace, there is good communication about psychological safety issues that affect me	Disagree 17%, Neither 25%, Agree 58%	59%	56%	58%	50%	61%	67%
My organisation has effective procedures in place to support employees who may experience stress	Disagree 25%, Don't know 5%, Neither 23%, Agree 46%	52%	49%	46%	51%	52%	69%
Senior leaders consider the psychological health of employees to be as important as productivity	Disagree 34%, Neither 25%, Agree 41%	55%	51%	41%	50%	60%	63%

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Safety climate 2 of 2

What is this

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

Why this is important

A safe workplace is a key outcome of Leading the way and the Victorian public sector mental health and wellbeing charter.

How to read this

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

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

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

Example

36% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.

Survey question	Your results		Benchmark agree results					

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

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest

All levels of my organisation are involved in the prevention of stress — Disagree 36%, Neither agree nor disagree 28%, Agree 36%

	44%	38%	36%	47%	48%	58%

Senior leaders show support for stress prevention through involvement and commitment — Disagree 37%, Neither agree nor disagree 28%, Agree 35%

	46%	42%	35%	45%	53%	53%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

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.
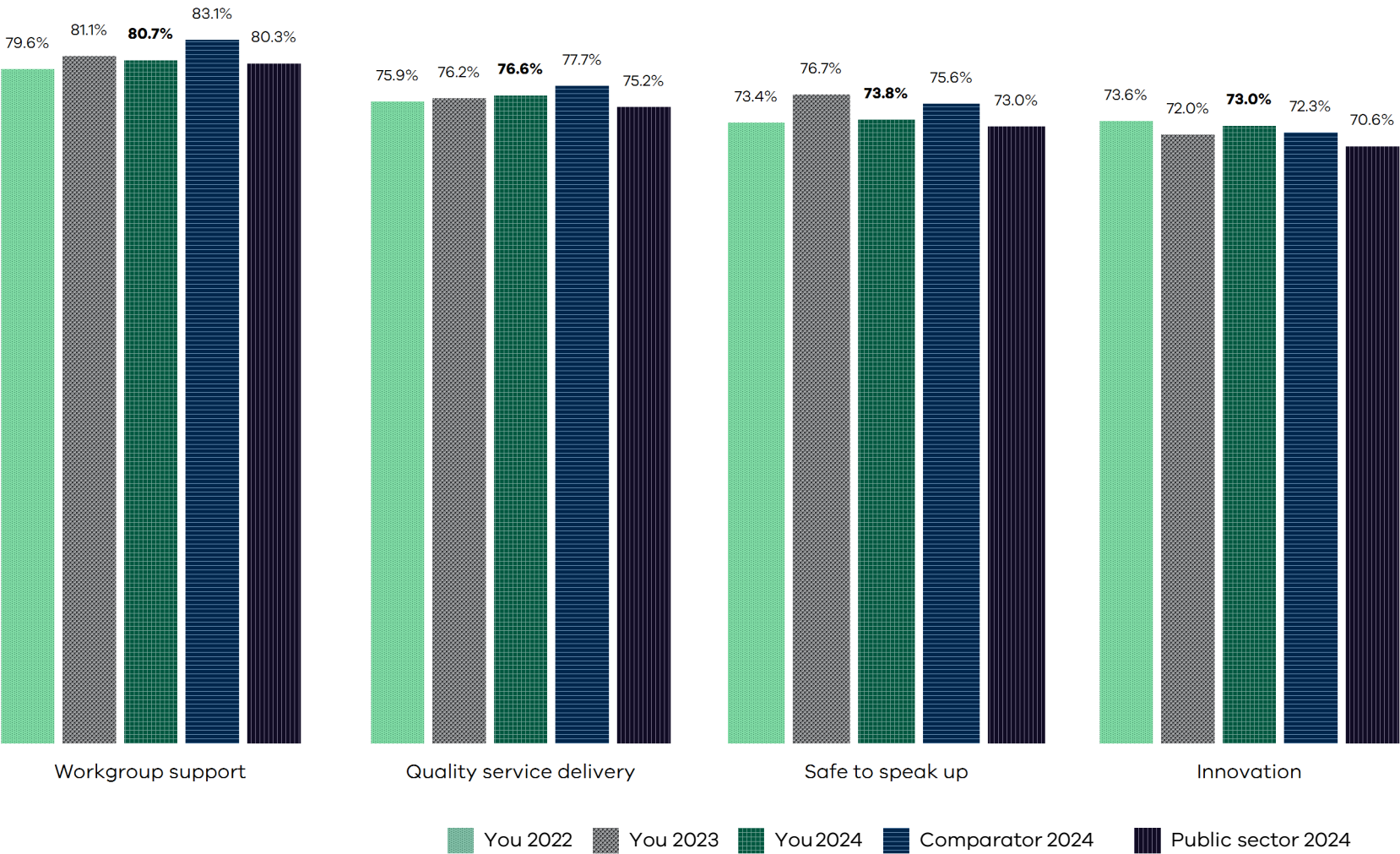
Why this is important

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:

- 80.7% of your staff who did the survey responded positively to questions about Workgroup support.

Compared to:

- 83.1% of staff in your comparator group and 80.3% of staff across the public sector.

Workgroup support: 79.6%, 81.1%, **80.7%**, 83.1%, 80.3%

Quality service delivery: 75.9%, 76.2%, **76.6%**, 77.7%, 75.2%

Safe to speak up: 73.4%, 76.7%, **73.8%**, 75.6%, 73.0%

Innovation: 73.6%, 72.0%, **73.0%**, 72.3%, 70.6%

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

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Quality service delivery

What is this

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

Why this is important

The public sector must provide highquality services in a timely way to meet the needs of Victorians.

Workgroups need to be motivated, make impartial decisions and have clear accountabilities.

How to read this

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

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

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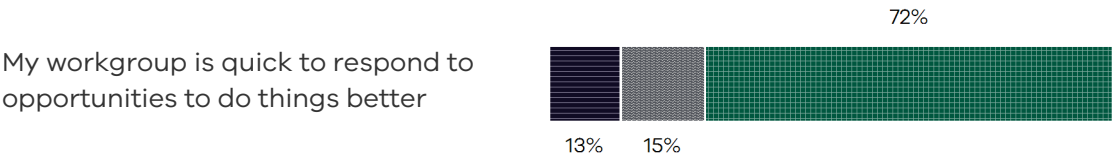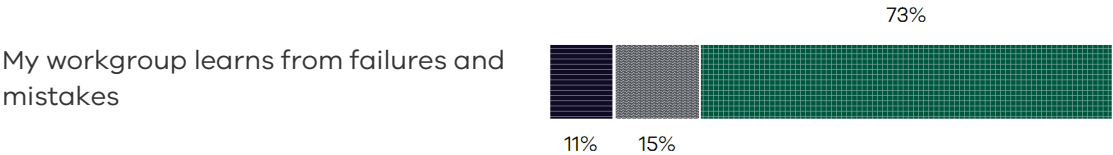
Example

82% 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	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup provides high quality advice and services	7% / 11% / 82%	83%	81%	82%	80%	87%	87%
My workgroup acts fairly and without bias	9% / 1% / 12% / 79%	76%	77%	79%	72%	78%	80%
My workgroup uses its resources well	12% / 15% / 73%	72%	72%	73%	70%	71%	71%
My workgroup has clear lines of responsibility	13% / 14% / 72%	72%	75%	72%	63%	75%	76%

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Innovation

What is this

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

Why this is important

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

How to read this

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

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

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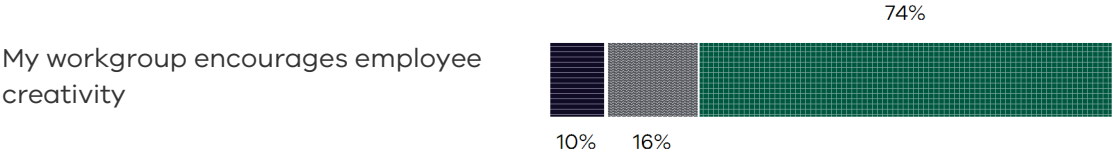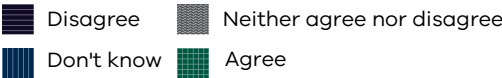
Example

74% of your staff who did the survey agreed or strongly agreed with 'My workgroup encourages employee creativity'.

Survey question	Your results			
	You			**Comparator**		

	Disagree	Neither agree nor disagree
	Don't know	Agree

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
My workgroup encourages employee creativity — 74% (10% / 16%)	73%	72%	74%	69%	72%	72%
My workgroup learns from failures and mistakes — 73% (11% / 15%)	72%	73%	73%	69%	72%	79%
My workgroup is quick to respond to opportunities to do things better — 72% (13% / 15%)	75%	71%	72%	65%	73%	73%

Workgroup climate

Workgroup support 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

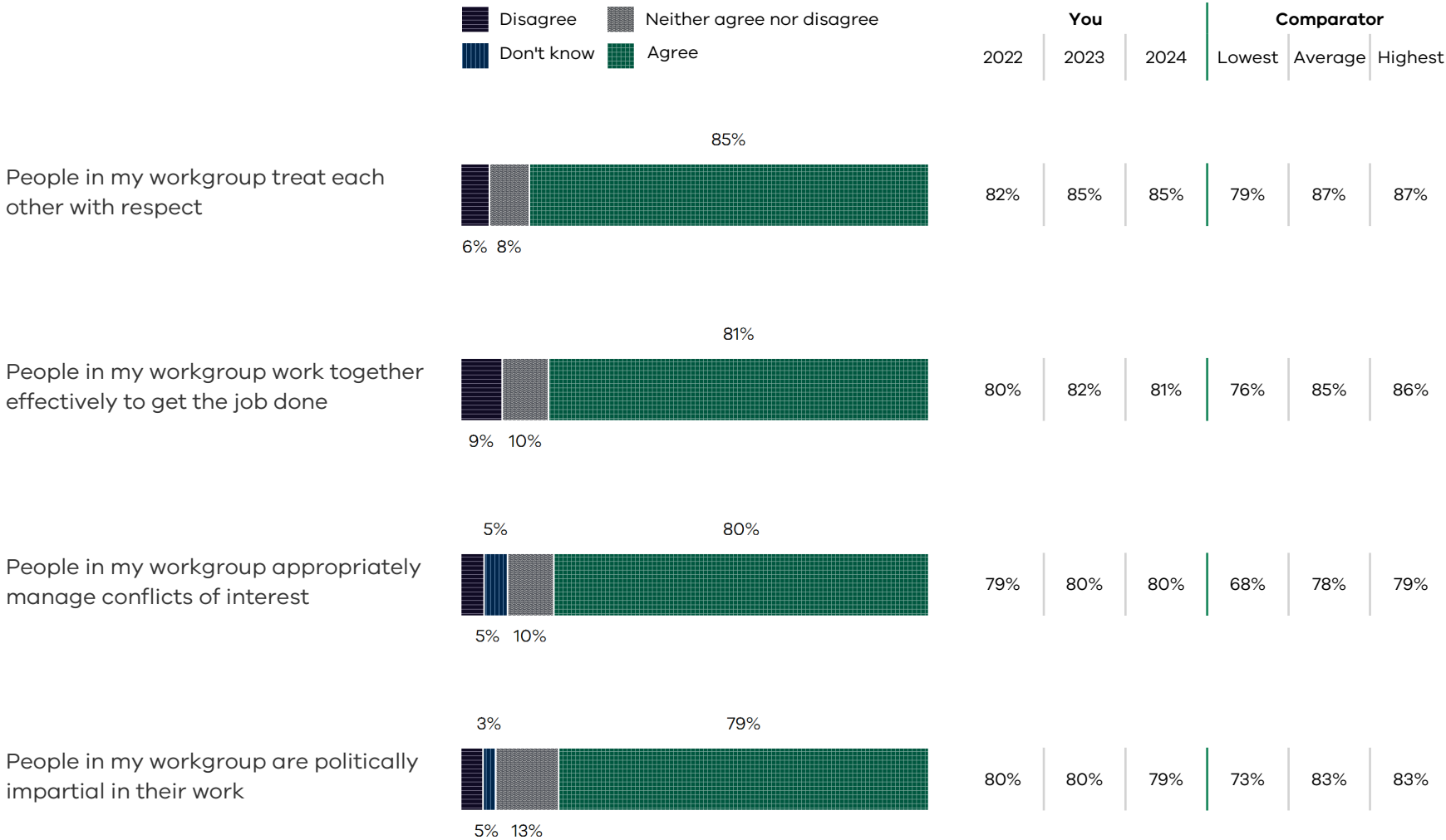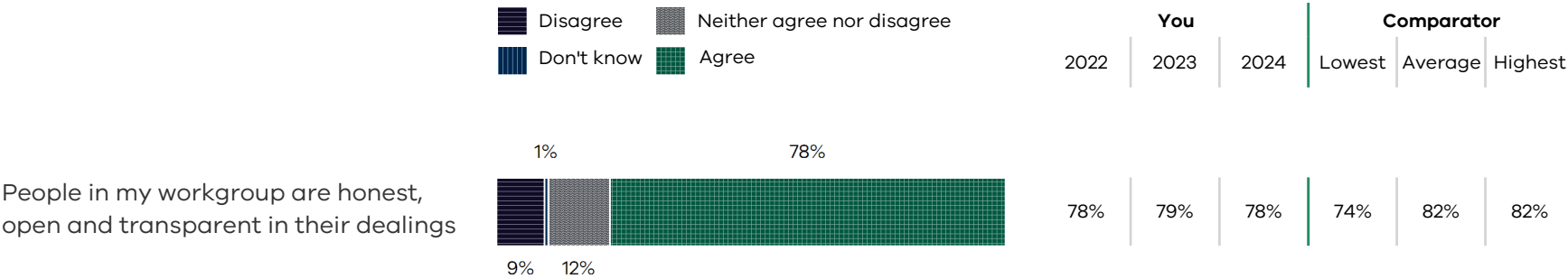Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

85% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

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

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup treat each other with respect	85% Agree; 6% Disagree; 8% Neither	82%	85%	85%	79%	87%	87%
People in my workgroup work together effectively to get the job done	81% Agree; 9% Disagree; 10% Neither	80%	82%	81%	76%	85%	86%
People in my workgroup appropriately manage conflicts of interest	80% Agree; 5% Disagree; 5% Don't know; 10% Neither	79%	80%	80%	68%	78%	79%
People in my workgroup are politically impartial in their work	79% Agree; 3% Disagree; 5% Don't know; 13% Neither	80%	80%	79%	73%	83%	83%

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

78% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are honest, open and transparent in their dealings'.

Survey question

Your results

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

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

9%   12%   1%   78%

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	78%	79%	78%	74%	82%	82%

Victorian Public Sector Commission

VICTORIA State Government

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

76% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
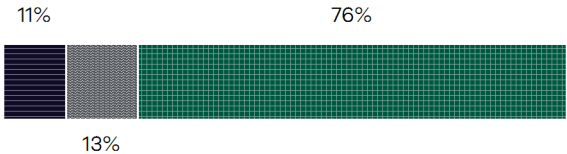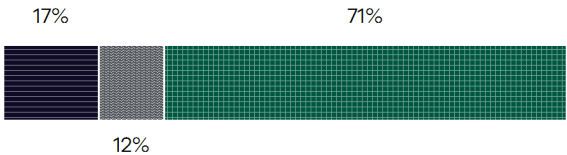
Survey question	Your results		You			Comparator		
			2022	2023	2024	Lowest	Average	Highest
People in my workgroup are able to bring up problems and tough issues	11% Disagree, 13% Neither, 76% Agree		74%	77%	76%	71%	78%	78%
I feel safe to challenge inappropriate behaviour at work	17% Disagree, 12% Neither, 71% Agree		72%	76%	71%	71%	74%	75%

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
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

Job and manager factors

Scorecard 1 of 2

What is this

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

Why this is important

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

How to read this

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

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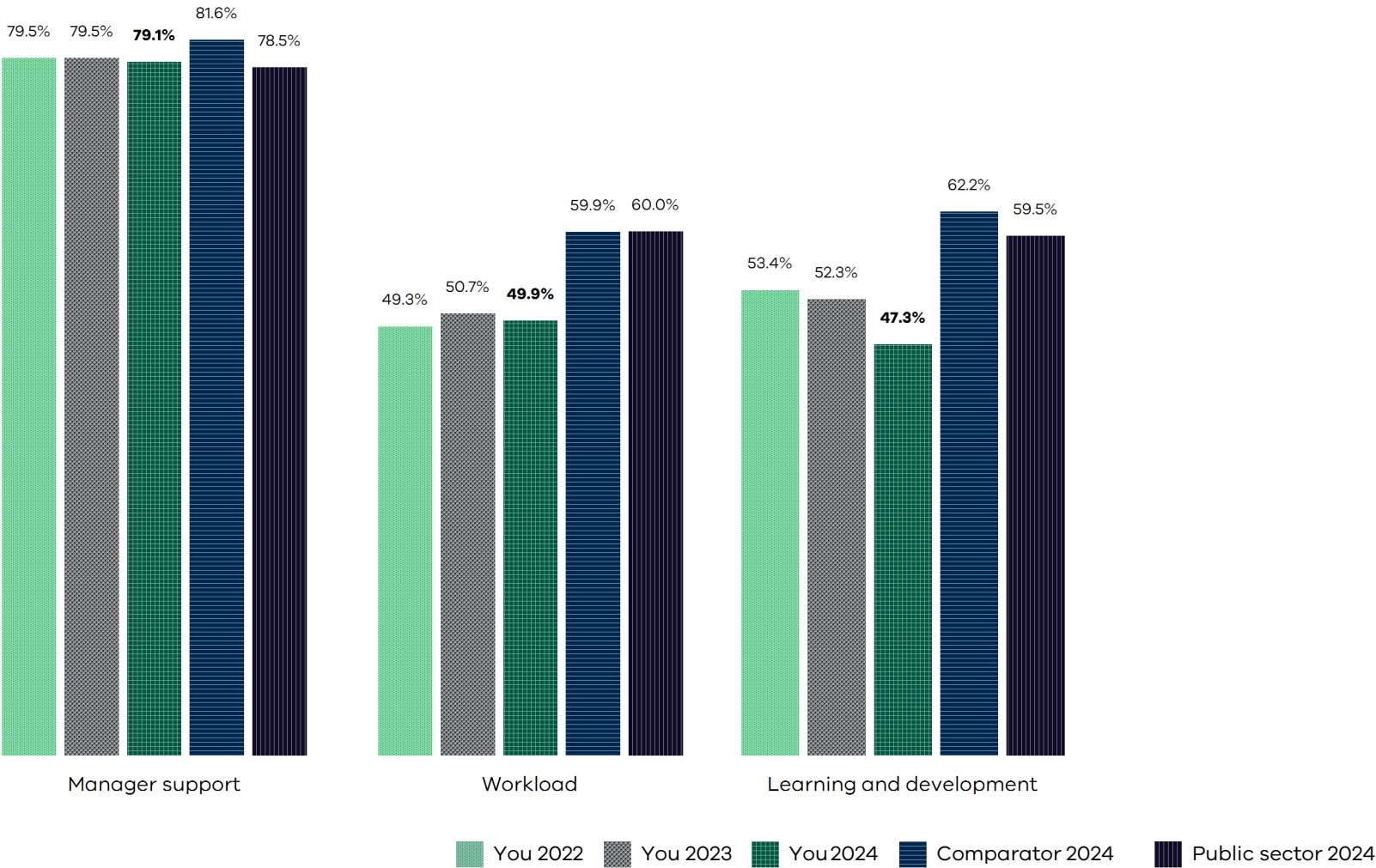
Example

In 2024:

- 87.1% of your staff who did the survey responded positively to questions about Manager leadership.

Compared to:

- 89.3% of staff in your comparator group and 86.7% of staff across the public sector.
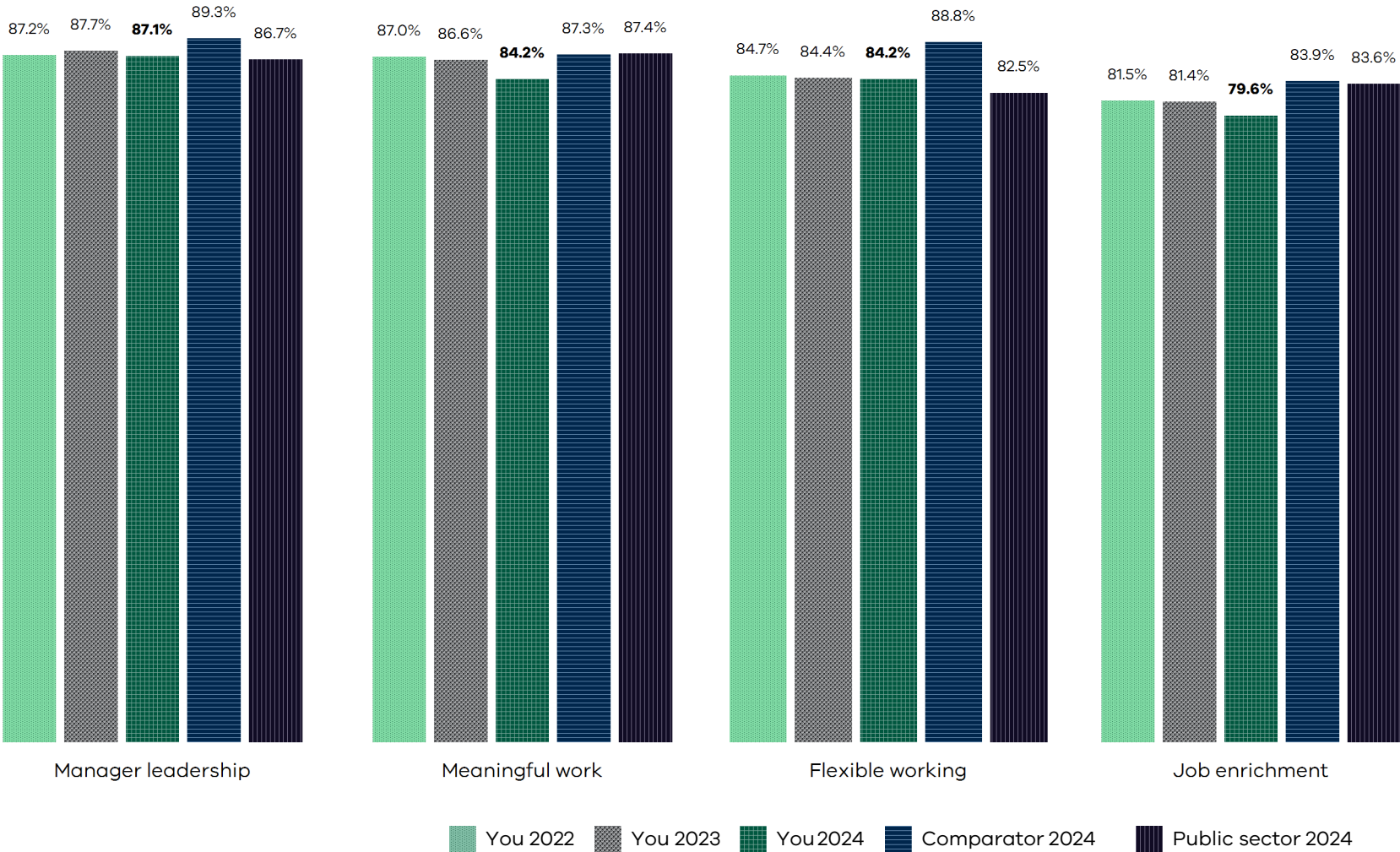
Manager leadership: You 2022 87.2%, You 2023 87.7%, You 2024 87.1%, Comparator 2024 89.3%, Public sector 2024 86.7%

Meaningful work: You 2022 87.0%, You 2023 86.6%, You 2024 84.2%, Comparator 2024 87.3%, Public sector 2024 87.4%

Flexible working: You 2022 84.7%, You 2023 84.4%, You 2024 84.2%, Comparator 2024 88.8%, Public sector 2024 82.5%

Job enrichment: You 2022 81.5%, You 2023 81.4%, You 2024 79.6%, Comparator 2024 83.9%, Public sector 2024 83.6%

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

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

What is this

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

Why this is important

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

How to read this

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

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

Example

In 2024:

- 79.1% of your staff who did the survey responded positively to questions about Manager support.

Compared to:

- 81.6% of staff in your comparator group and 78.5% of staff across the public sector.

Chart

Manager support
- You 2022: 79.5%
- You 2023: 79.5%
- You 2024: **79.1%**
- Comparator 2024: 81.6%
- Public sector 2024: 78.5%

Workload
- You 2022: 49.3%
- You 2023: 50.7%
- You 2024: **49.9%**
- Comparator 2024: 59.9%
- Public sector 2024: 60.0%

Learning and development
- You 2022: 53.4%
- You 2023: 52.3%
- You 2024: **47.3%**
- Comparator 2024: 62.2%
- Public sector 2024: 59.5%

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

Job and manager factors

Manager leadership

What is this

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

They can act as role models for your organisation's strategy and values.

How to read this

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

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

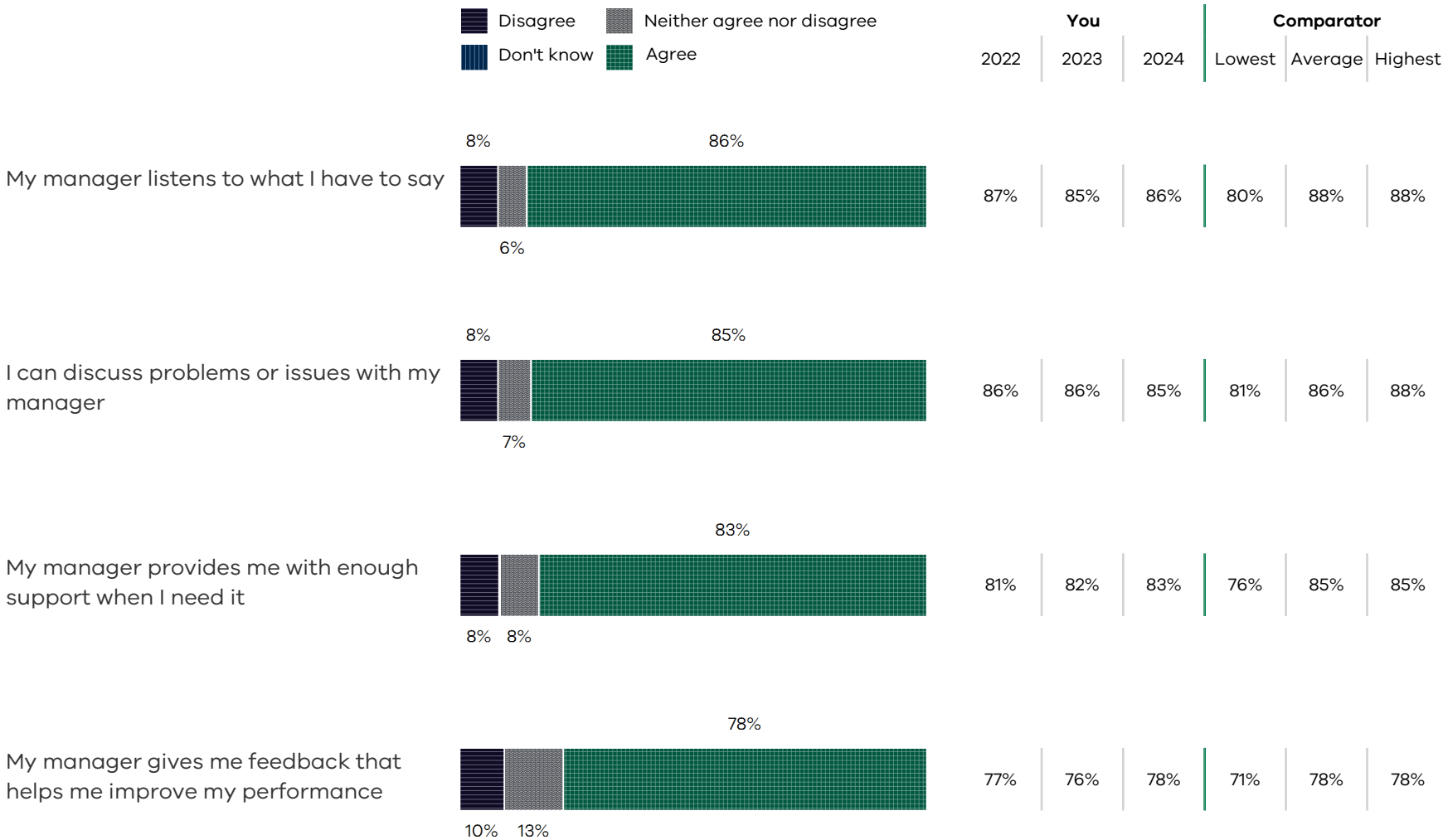Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

89% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.

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

Survey question	Disagree	Neither	Agree	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect	6%	5%	89%	89%	90%	89%	81%	90%	91%
My manager demonstrates honesty and integrity	6%	6%	88%	88%	88%	88%	84%	90%	90%
My manager models my organisation's values	6%	9%	85%	86%	85%	85%	80%	88%	88%
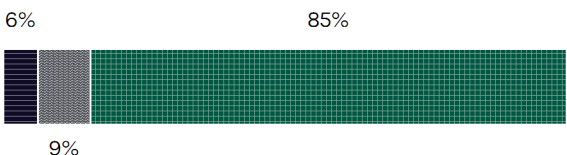
Job and manager factors

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.
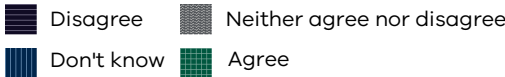
Example

86% 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		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My manager listens to what I have to say	8% / 6% / 86%	87%	85%	86%	80%	88%	88%
I can discuss problems or issues with my manager	8% / 7% / 85%	86%	86%	85%	81%	86%	88%
My manager provides me with enough support when I need it	8% / 8% / 83%	81%	82%	83%	76%	85%	85%
My manager gives me feedback that helps me improve my performance	10% / 13% / 78%	77%	76%	78%	71%	78%	78%

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.
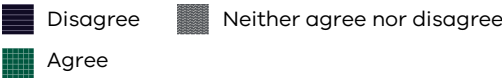
Example

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

Survey question

Your results

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

I receive meaningful recognition when I do good work

17% — 19% — 64%

Benchmark agree results
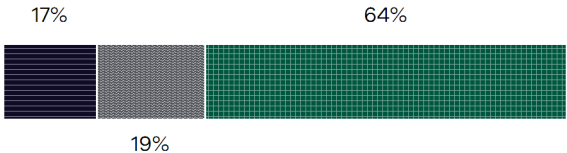
	You			Comparator		
2022	2023	2024	Lowest	Average	Highest
66%	68%	64%	60%	71%	72%

Victorian Public Sector Commission

VICTORIA State Government

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

53% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.
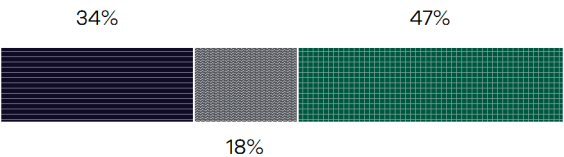
Survey question

Your results

Legend:
- Disagree
- Neither agree nor disagree
- Agree

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

Disagree: 32%
Neither agree nor disagree: 15%
Agree: 53%

I have enough time to do my job effectively

Disagree: 34%
Neither agree nor disagree: 18%
Agree: 47%

Benchmark agree results
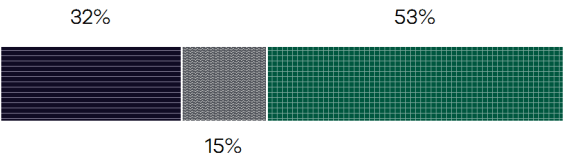
Survey question	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	53%	54%	53%	57%	62%	66%
I have enough time to do my job effectively	46%	48%	47%	46%	58%	59%

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Learning and development

What is this

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

Why this is important

Good learning and career development can build engagement, efficiency and capability in organisations. It may also help staff retention.

How to read this

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

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

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

Example

68% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.
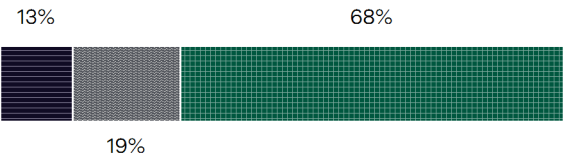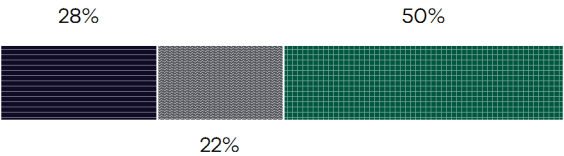
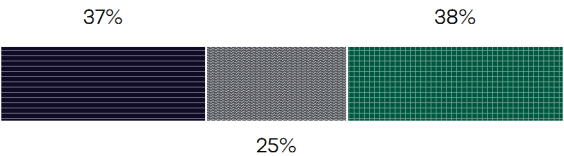| Survey question	Your results	Benchmark agree results

Legend: Disagree ■ / Neither agree nor disagree ▨ / Agree ▣

	You			Comparator		
Survey question	2022	2023	2024	Lowest	Average	Highest
I am developing and learning in my role	71%	72%	68%	65%	77%	78%
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	52%	52%	50%	55%	61%	61%
I am satisfied with the opportunities to progress in my organisation	47%	44%	38%	34%	53%	53%
My organisation places a high priority on the learning and development of staff	43%	41%	33%	52%	58%	59%

Your results (bar chart values):

- I am developing and learning in my role: Disagree 13%, Neither 19%, Agree 68%
- I am satisfied with the way my learning and development needs have been addressed in the last 12 months: Disagree 28%, Neither 22%, Agree 50%
- I am satisfied with the opportunities to progress in my organisation: Disagree 37%, Neither 25%, Agree 38%
- My organisation places a high priority on the learning and development of staff: Disagree 40%, Neither 28%, Agree 33%

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Job enrichment 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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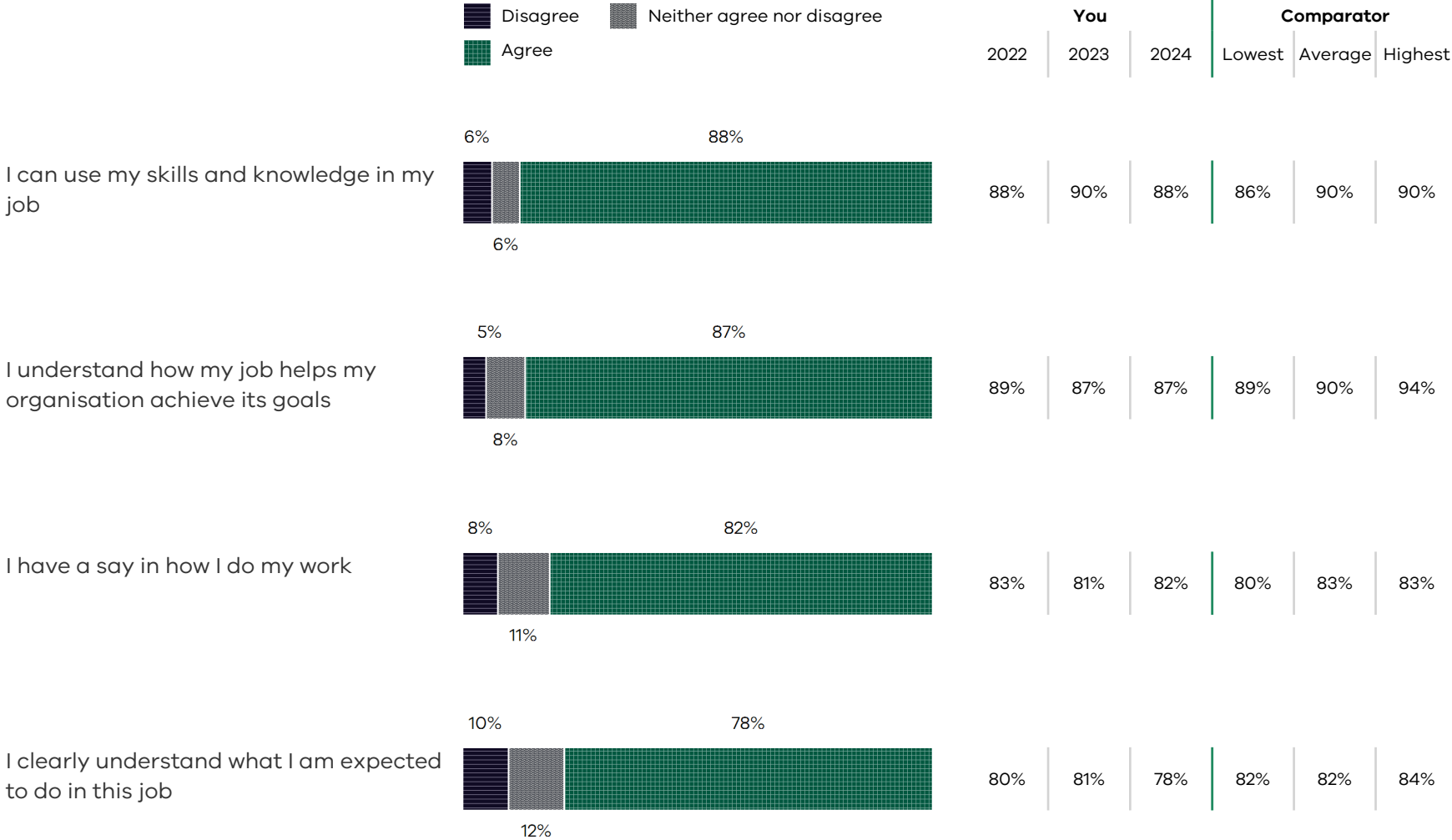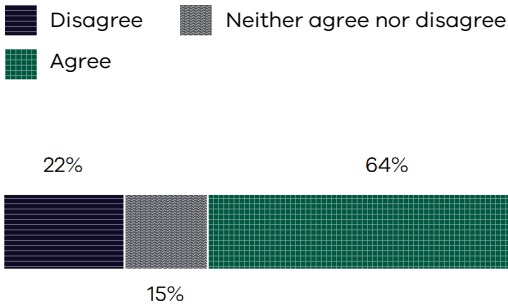
Example

88% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question / Your results / Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Agree

Survey question	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	6%	6%	88%	88%	90%	88%	86%	90%	90%
I understand how my job helps my organisation achieve its goals	5%	8%	87%	89%	87%	87%	89%	90%	94%
I have a say in how I do my work	8%	11%	82%	83%	81%	82%	80%	83%	83%
I clearly understand what I am expected to do in this job	10%	12%	78%	80%	81%	78%	82%	82%	84%

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.
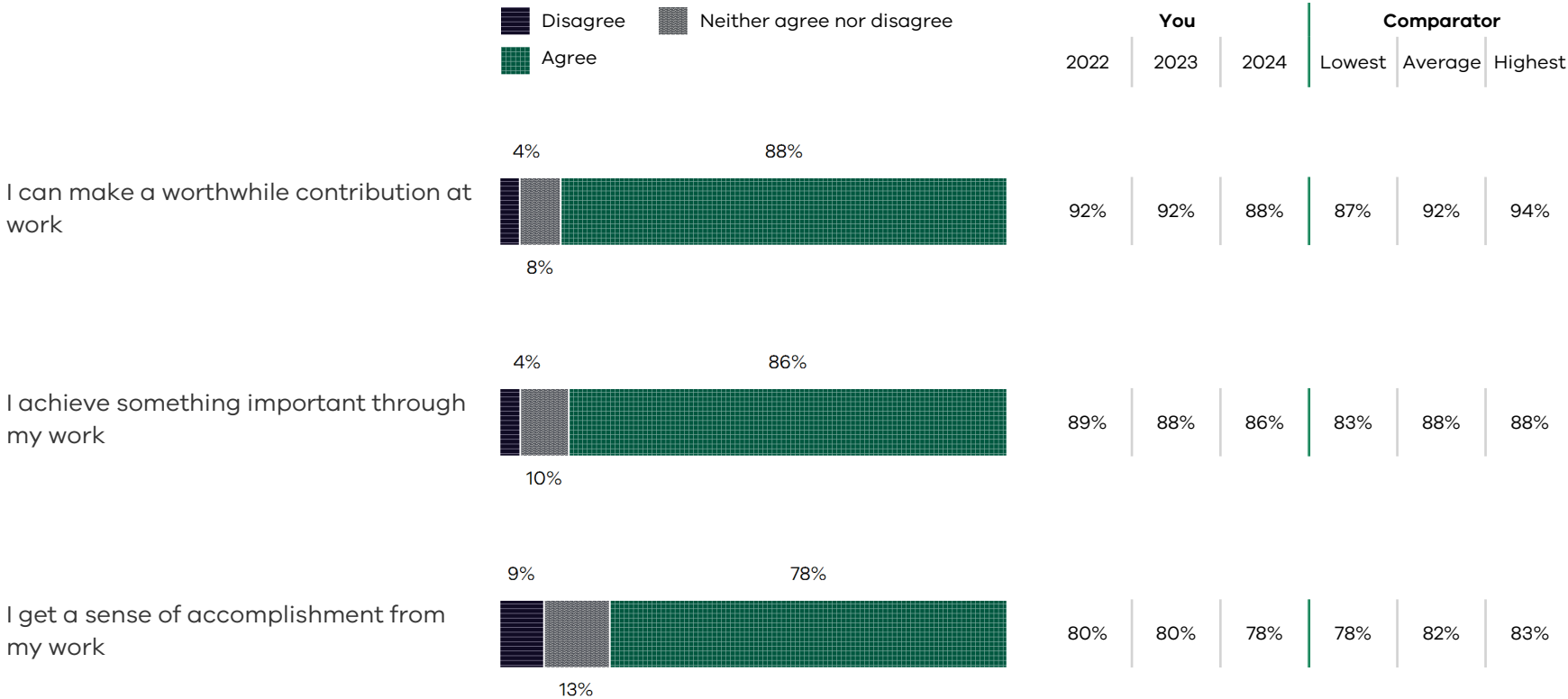
Example

64% of your staff who did the survey agreed or strongly agreed with 'I have the authority to do my job effectively'.

Legend:
- Disagree
- Neither agree nor disagree
- Agree

Survey question	Disagree	Neither	Agree
I have the authority to do my job effectively	22%	15%	64%

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I have the authority to do my job effectively	68%	67%	64%	72%	74%	75%

Victorian Public Sector Commission

VICTORIA 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.
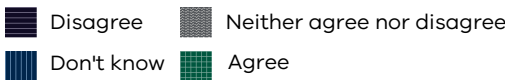
Example

88% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.
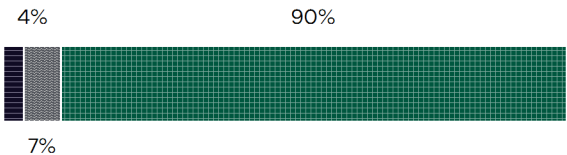
Survey question	Your results						

Legend: ■ Disagree ▨ Neither agree nor disagree ▦ Agree

Benchmark agree results

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I can make a worthwhile contribution at work (4%, 8%, 88%)	92%	92%	88%	87%	92%	94%
I achieve something important through my work (4%, 10%, 86%)	89%	88%	86%	83%	88%	88%
I get a sense of accomplishment from my work (9%, 13%, 78%)	80%	80%	78%	78%	82%	83%

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Flexible working

What is this

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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

Example

90% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

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

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager supports working flexibly	4% / 7% / 90%	91%	90%	90%	80%	92%	93%
I am confident that if I requested a flexible work arrangement, it would be given due consideration	9% / 12% / 79%	79%	79%	79%	74%	86%	86%

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
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

Public sector values

Scorecard 1 of 2

What is this

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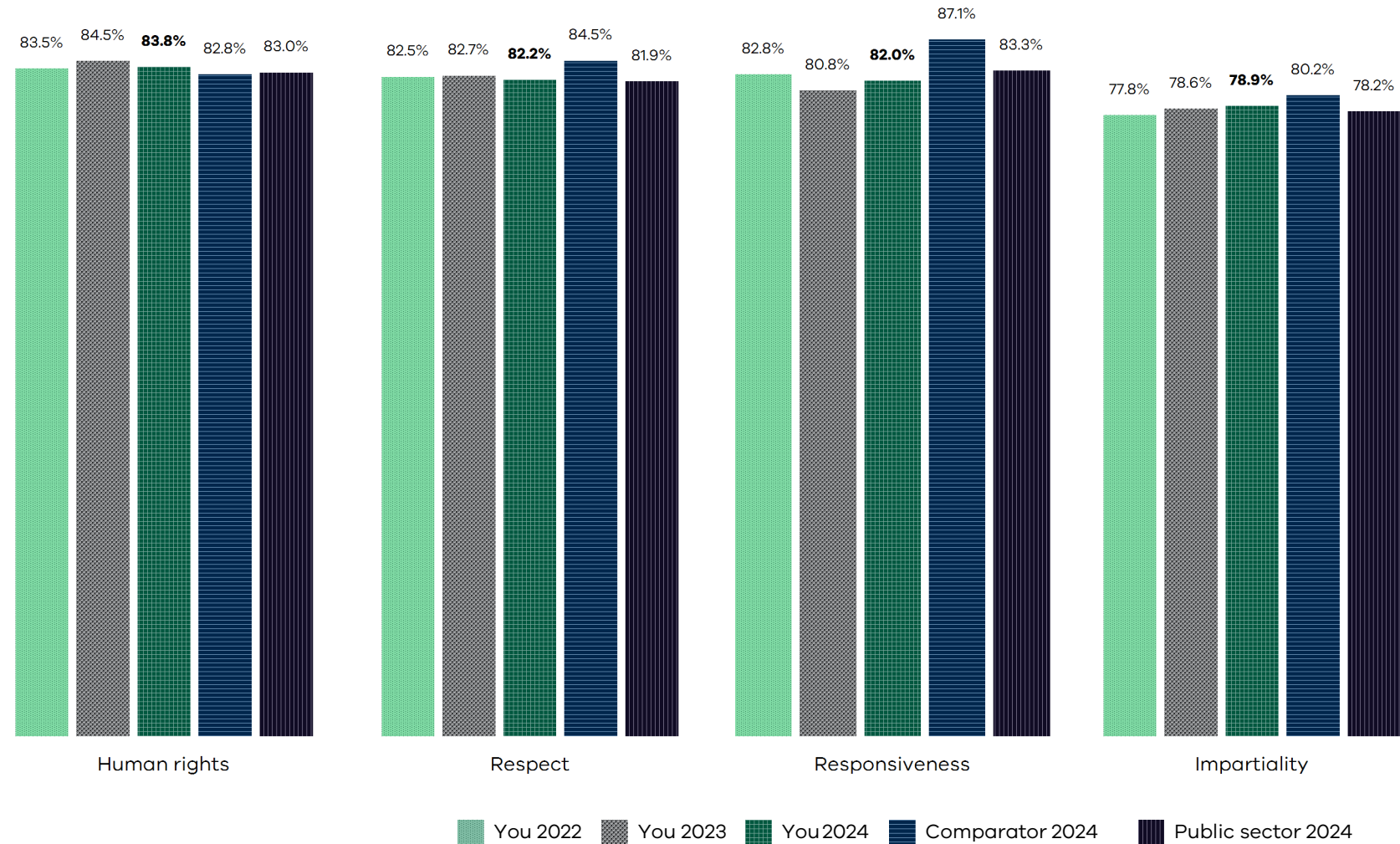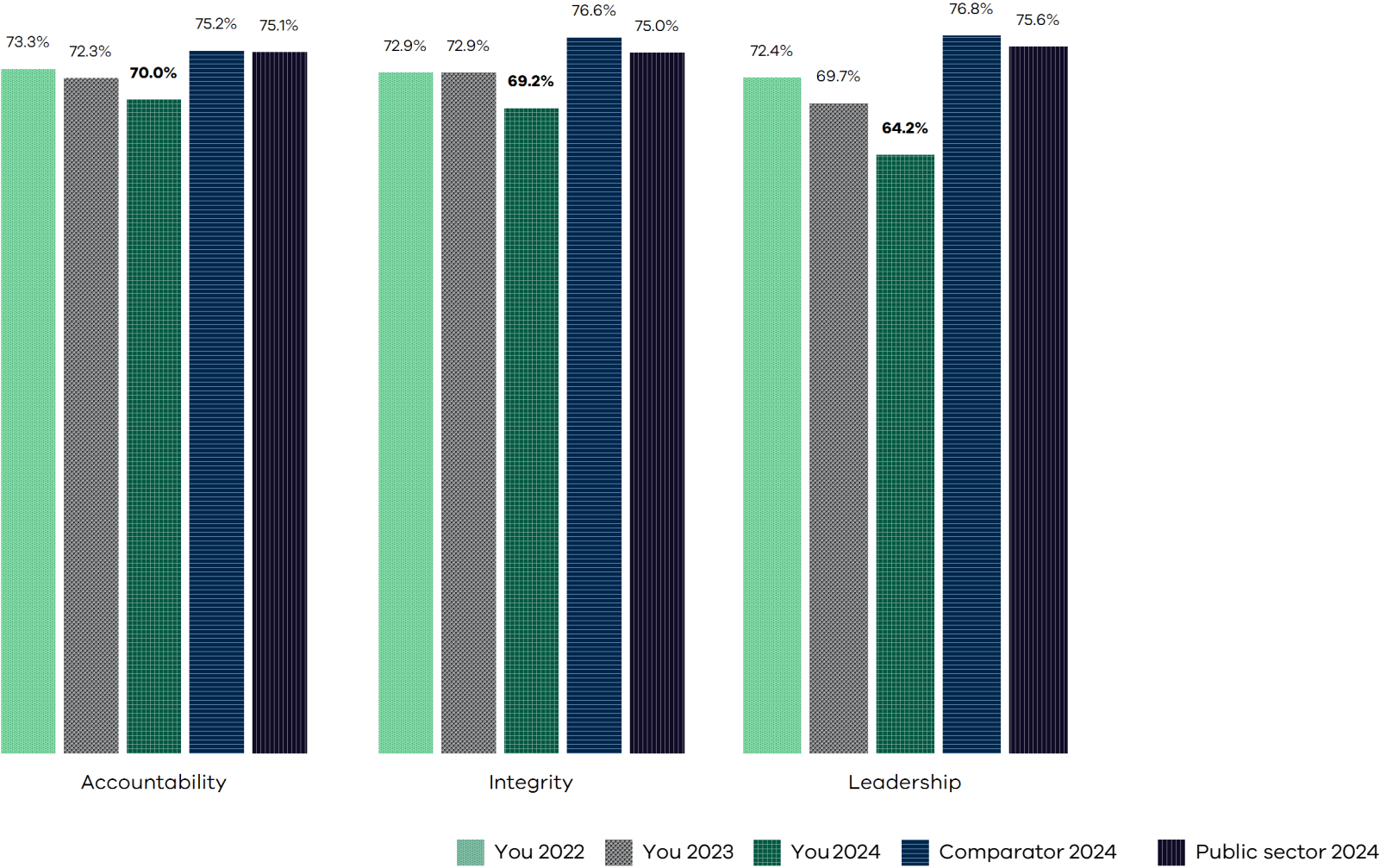
Why this is important

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

How to read this

Each label represents a group of questions in the survey about public sector values.

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

Example

In 2024:

- 83.8% of your staff who did the survey responded positively to questions about Human rights.

Compared to:

- 82.8% of staff in your comparator group and 83.0% of staff across the public sector.

Human rights
- 83.5%
- 84.5%
- **83.8%**
- 82.8%
- 83.0%

Respect
- 82.5%
- 82.7%
- **82.2%**
- 84.5%
- 81.9%

Responsiveness
- 82.8%
- 80.8%
- **82.0%**
- 87.1%
- 83.3%

Impartiality
- 77.8%
- 78.6%
- **78.9%**
- 80.2%
- 78.2%

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

Public sector values

What is this

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

Why this is important

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:

- 70.0% of your staff who did the survey responded positively to questions about Accountability.

Compared to:

- 75.2% of staff in your comparator group and 75.1% of staff across the public sector.

Accountability
- You 2022: 73.3%
- You 2023: 72.3%
- You 2024: 70.0%
- Comparator 2024: 75.2%
- Public sector 2024: 75.1%

Integrity
- You 2022: 72.9%
- You 2023: 72.9%
- You 2024: 69.2%
- Comparator 2024: 76.6%
- Public sector 2024: 75.0%

Leadership
- You 2022: 72.4%
- You 2023: 69.7%
- You 2024: 64.2%
- Comparator 2024: 76.8%
- Public sector 2024: 75.6%

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.
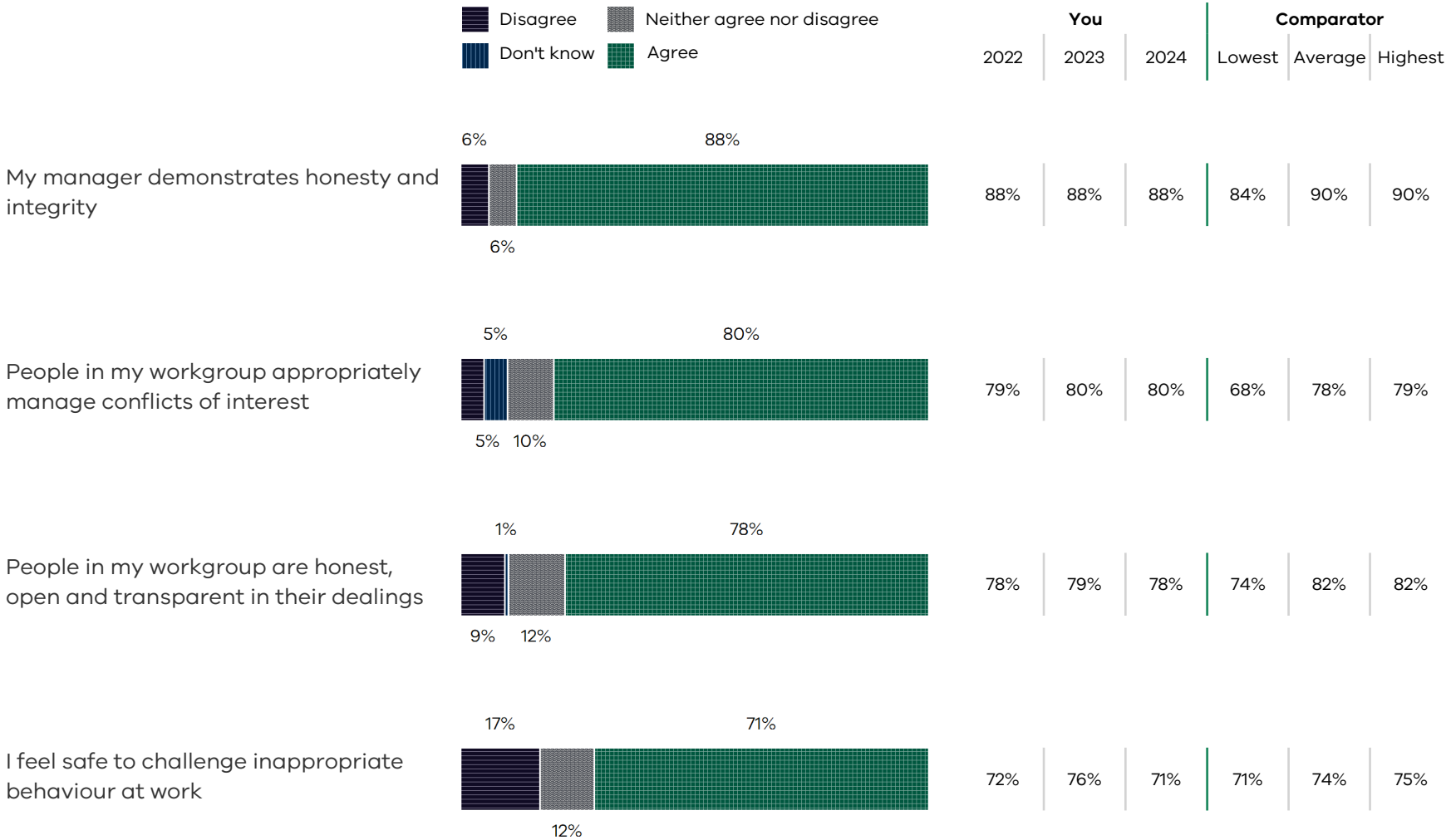
Example

82% 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

My workgroup provides high quality advice and services

82%

7%   11%
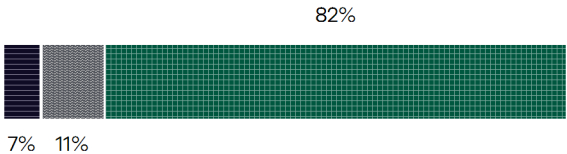
	You			Comparator		
2022	2023	2024	Lowest	Average	Highest
83%	81%	82%	80%	87%	87%

Victorian Public Sector Commission

VICTORIA State Government

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

88% 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			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My manager demonstrates honesty and integrity	6% / 88% / 6%	88%	88%	88%	84%	90%	90%
People in my workgroup appropriately manage conflicts of interest	5% / 80% / 5% / 10%	79%	80%	80%	68%	78%	79%
People in my workgroup are honest, open and transparent in their dealings	1% / 78% / 9% / 12%	78%	79%	78%	74%	82%	82%
I feel safe to challenge inappropriate behaviour at work	17% / 71% / 12%	72%	76%	71%	71%	74%	75%

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.

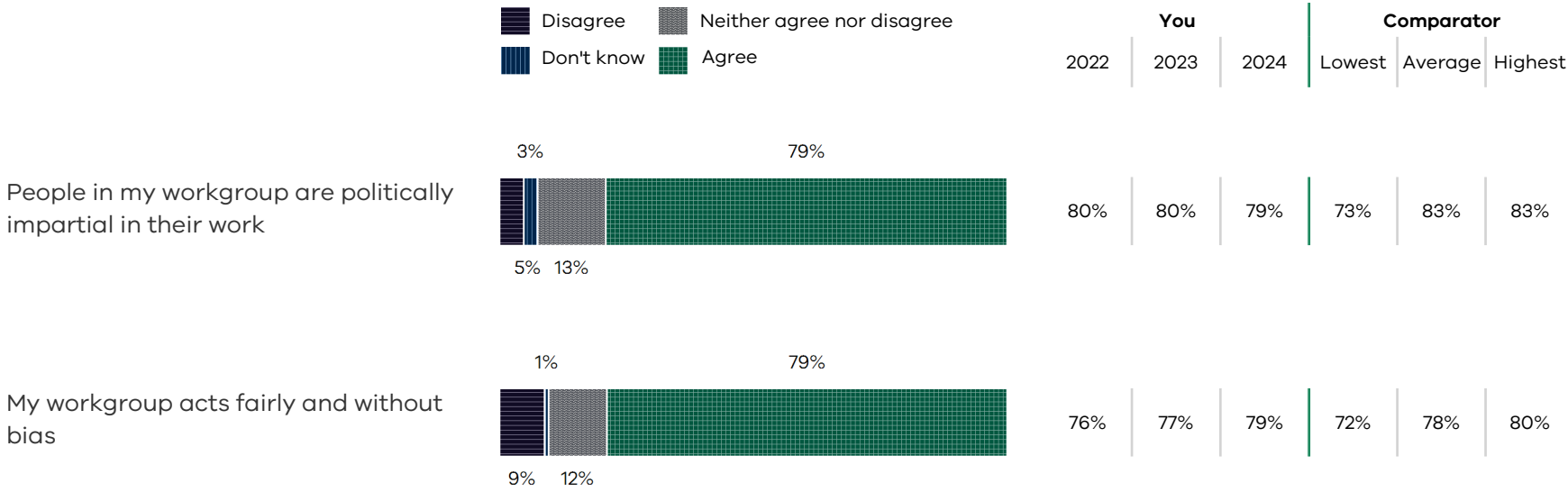Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

66% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

Survey question

Your results

Benchmark agree results

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

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My organisation does not tolerate improper conduct	3% / 66% / 16% / 15%	67%	68%	66%	66%	69%	79%
My organisation is committed to earning a high level of public trust	3% / 54% / 21% / 22%	70%	63%	54%	75%	76%	79%
Senior leaders demonstrate honesty and integrity	4% / 46% / 25% / 25%	58%	56%	46%	52%	68%	68%

Victorian Public Sector Commission

VICTORIA State Government
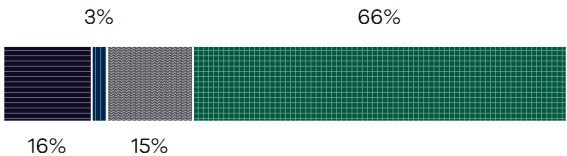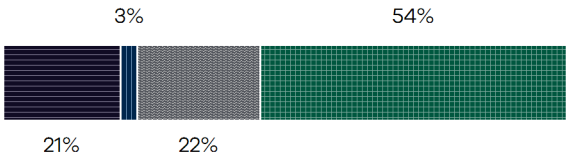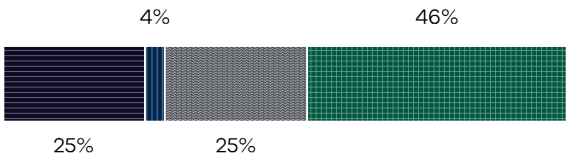
Public sector values

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.
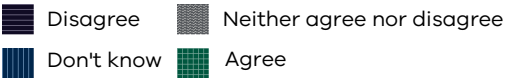
Example

79% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

Survey question	Your results	Benchmark agree results

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

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
People in my workgroup are politically impartial in their work	80%	80%	79%	73%	83%	83%
My workgroup acts fairly and without bias	76%	77%	79%	72%	78%	80%

People in my workgroup are politically impartial in their work — Disagree 3%, Don't know 5%, Neither agree nor disagree 13%, Agree 79%

My workgroup acts fairly and without bias — Disagree 1%, Don't know 9%, Neither agree nor disagree 12%, Agree 79%

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.

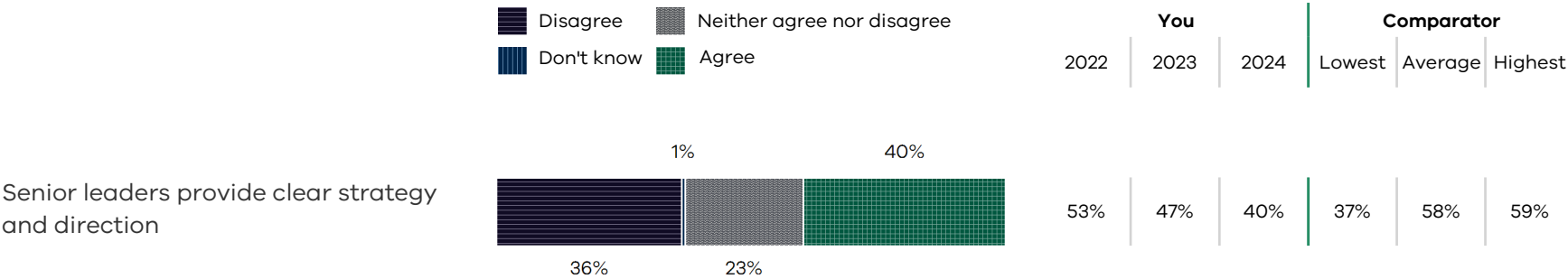Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

87% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.

Survey question / Your results / Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
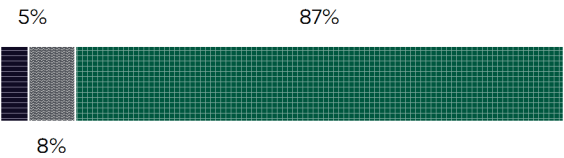
Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I understand how my job helps my organisation achieve its goals (Disagree 5%, Neither 8%, Agree 87%)	89%	87%	87%	89%	90%	94%
I clearly understand what I am expected to do in this job (Disagree 10%, Neither 12%, Agree 78%)	80%	81%	78%	82%	82%	84%
My workgroup uses its resources well (Disagree 12%, Neither 15%, Agree 73%)	72%	72%	73%	70%	71%	71%
My workgroup has clear lines of responsibility (Disagree 13%, Neither 14%, Agree 72%)	72%	75%	72%	63%	75%	76%
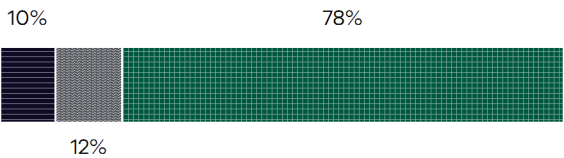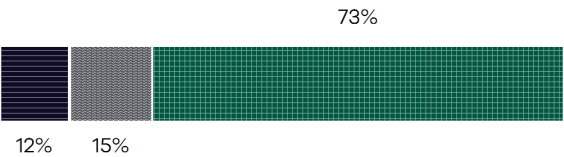
Victorian Public Sector Commission

VICTORIA State Government
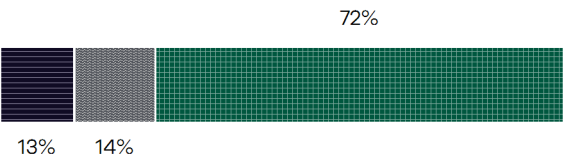
Public sector values

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.

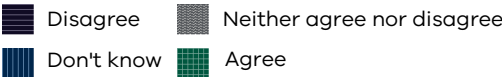Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

40% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

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

Senior leaders provide clear strategy and direction

1%	40%
36%	23%

Benchmark agree results

	You			Comparator		
2022	2023	2024	Lowest	Average	Highest
53%	47%	40%	37%	58%	59%

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

89% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.
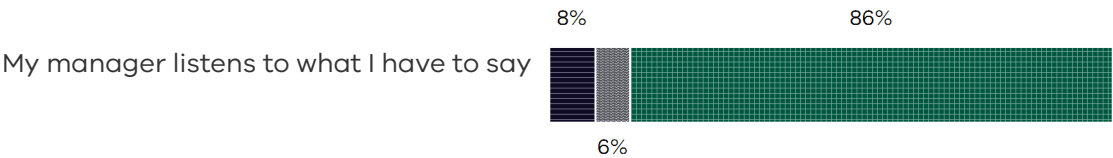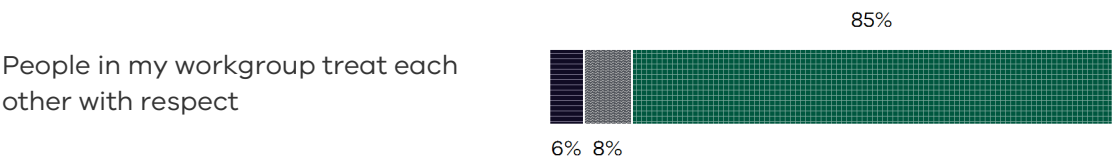
Survey question

Your results

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

My manager treats employees with dignity and respect
6% — 89% — 5%

My manager listens to what I have to say
8% — 86% — 6%

People in my workgroup treat each other with respect
85% — 6% 8%

My organisation encourages respectful workplace behaviours
82% — 8% 11%

Benchmark agree results

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect	89%	90%	89%	81%	90%	91%
My manager listens to what I have to say	87%	85%	86%	80%	88%	88%
People in my workgroup treat each other with respect	82%	85%	85%	79%	87%	87%
My organisation encourages respectful workplace behaviours	84%	84%	82%	83%	87%	88%

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.
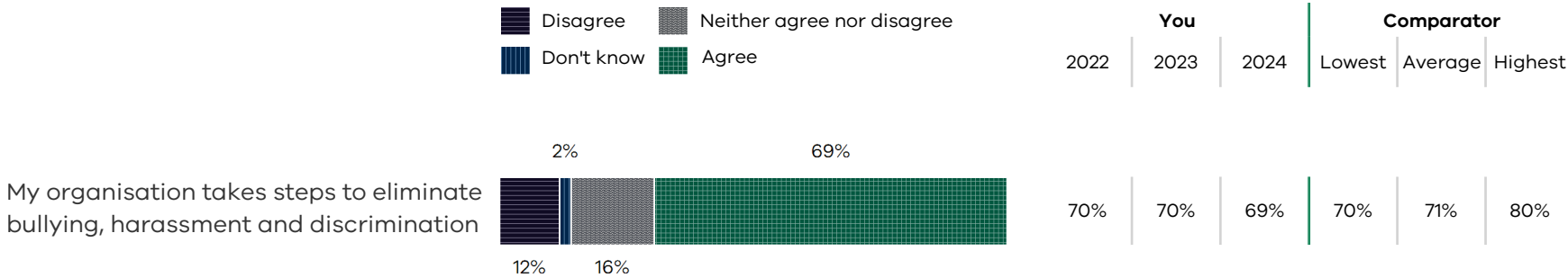
Example

69% 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	Disagree 12%, Don't know 2%, Neither agree nor disagree 16%, Agree 69%	70%	70%	69%	70%	71%	80%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Leadership

What is this

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

Why this is important

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

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

How to read this

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

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

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

Example

85% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.
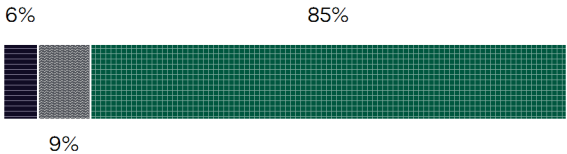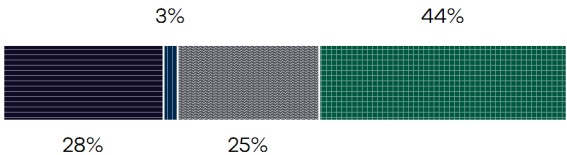
Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
My manager models my organisation's values	6% / 9% / 85%	86%	85%	85%	80%	88%	88%
Senior leaders model my organisation's values	28% / 3% / 25% / 44%	59%	54%	44%	48%	66%	67%

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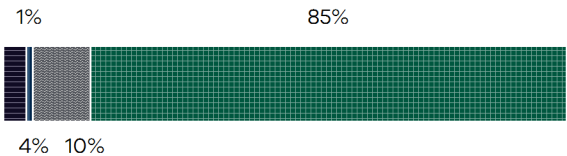
Legend:
- Disagree
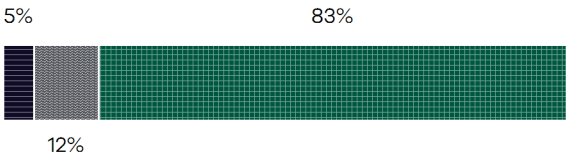- Neither agree nor disagree
- Don't know
- Agree

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	1% / 4% / 10% / 85%	84%	86%	85%	85%	85%	90%
I understand how the Charter of Human Rights and Responsibilities applies to my work	5% / 12% / 83%	83%	83%	83%	80%	80%	91%

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
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

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.
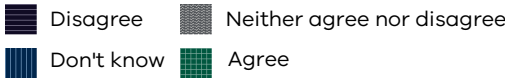
Example

92% 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'.
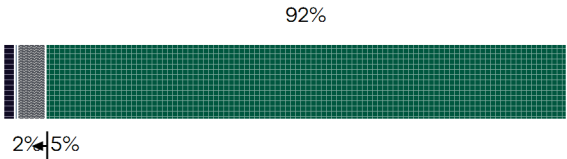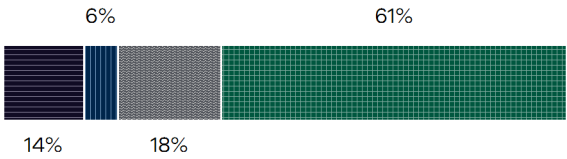

Survey question	Your results						
		You			**Comparator**		
		2022	2023	2024	Lowest	Average	Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	92% (Agree), 2%, 5%	Not asked	94%	92%	90%	91%	96%
I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	6%, 61%, 14%, 18%	Not asked	71%	61%	55%	76%	77%
I am proud to work in the public sector	14%, 61%, 25%	Not asked	Not asked	61%	70%	76%	77%
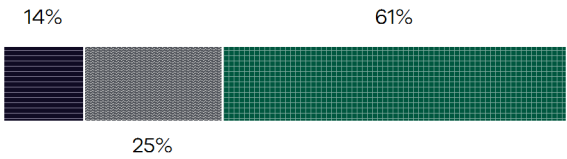
Legend: Disagree, Neither agree nor disagree, Don't know, Agree

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

Have your say

Overview

Report overview

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

Result summary

People outcomes

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

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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

Victorian Public Sector Commission

VICTORIA State Government

Custom questions

What is this

Your organisation asked 5 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

51% of staff who did the survey responded favourably to 'I am confident that I would be protected from reprisal for reporting improper conduct'.

Legend: Disagree | Neither agree nor disagree | Agree

Survey question	Your results (Disagree / Neither / Agree)	Benchmark agree results — You 2022	2023	2024
I am confident that I would be protected from reprisal for reporting improper conduct	19% / 29% / 51%	59%	60%	51%
I am confident that if I raised a grievance in my organisation, it would be investigated in a thorough and objective manner	22% / 29% / 48%	54%	55%	48%

Custom questions

What is this

Your organisation asked 5 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.

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

Example

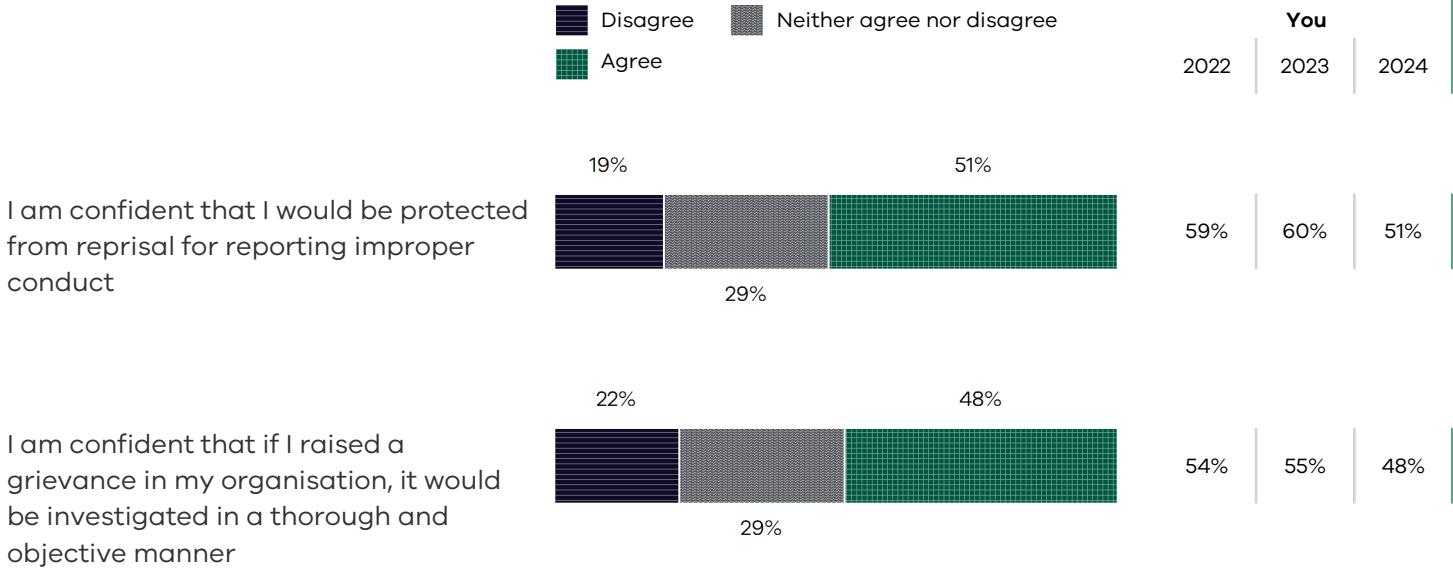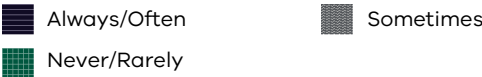72% of staff who did the survey responded favourably to 'I am exposed to traumatic content and/or events in my workplace'.
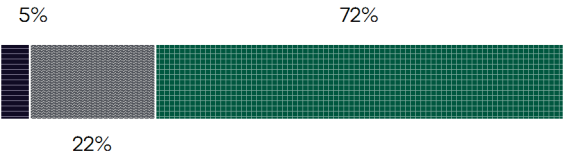
Survey question	Your results	Benchmark favourable results

Legend:
- Always/Often (dark navy)
- Sometimes (grey)
- Never/Rarely (green)

Benchmark favourable results — You

	2022	2023	2024

I am exposed to traumatic content and/or events in my workplace
- Always/Often: 5%
- Sometimes: 22%
- Never/Rarely: 72%
- 2022: Not asked | 2023: Not asked | 2024: 72%

Change is managed ineffectively within my organisation
- Always/Often: 42%
- Sometimes: 37%
- Never/Rarely: 21%
- 2022: Not asked | 2023: Not asked | 2024: 21%
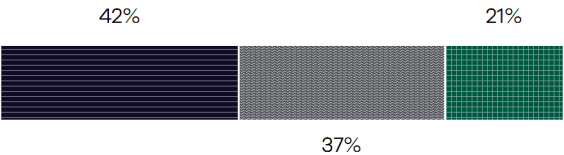
Processes are applied inconsistently in my workplace (*Processes refers to the implementation of organisation policies, procedures and guidelines)
- Always/Often: 38%
- Sometimes: 42%
- Never/Rarely: 21%
- 2022: Not asked | 2023: Not asked | 2024: 21%

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
- Satisfaction with complaint processes

Key differences

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

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

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	192	21%
35-54 years	479	52%
55+ years	142	15%
Prefer not to say	117	13%

Gender	(n)	%
Man	437	47%
Woman	348	37%
Prefer not to say	142	15%
Non-binary and I use a different term	3	0%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	4	0%
No	794	85%
Prefer not to say	132	14%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?	(n)	%
Yes	4	0%
No	763	82%
Don't know	40	4%
Prefer not to say	123	13%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	623	67%
Prefer not to say	199	21%
Bisexual	39	4%
Asexual	27	3%
Gay or lesbian	17	2%
Don't know	10	1%
I use a different term	8	1%
Pansexual	7	1%

Demographics

Aboriginal and/or Torres Strait Islander employees

What is this

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

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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

Aboriginal and/or Torres Strait Islander	(n)	%
Yes	33	4%
Non Aboriginal and/or Torres Strait Islander	793	85%
Prefer not to say	104	11%

Identified as Aboriginal and/or Torres Strait Islander on your organisations HR system?	(n)	%
Yes	26	79%
No	5	15%
Don't know	1	3%
Prefer not to say	1	3%

Demographics

Disability

What is this

This is staff who identify as a person with disability and how they share that information.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

This is staff who identify as a person with disability and how they share that information.

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

How we protect anonymity and privacy

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

Are you a person with disability?	(n)	%
Yes	62	7%
No	751	81%
Prefer not to say	117	13%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	32	52%
No	27	44%
Prefer not to say	3	5%

Which statement most accurately reflects your decision not to share your disability information within your organisation?	(n)	%
I feel that sharing my disability information will reflect negatively on me	9	33%
My disability does not impact on my ability to perform my role	8	30%
I do not require any adjustments to be made to perform my role	7	26%
Other	3	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

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

Country of birth	(n)	%
Born in Australia	**729**	78%
Not born in Australia	**88**	9%
Prefer not to say	**113**	12%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	**43**	51%
Italian	**9**	11%
Hindi	**7**	8%
Spanish	**6**	7%
Telugu	**4**	5%
Australian Indigenous Language	**3**	4%
Arabic	**3**	4%
Tamil	**3**	4%
Cantonese	**3**	4%
Punjabi	**2**	2%
Malayalam	**2**	2%
Sinhalese	**2**	2%

Language other than English spoken with family or community	(n)	%
Yes	**85**	9%
No	**741**	80%
Prefer not to say	**104**	11%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Filipino	**2**	2%
Greek	**1**	1%
Persian	**1**	1%
Urdu	**1**	1%
Mandarin	**1**	1%
Tagalog	**1**	1%
Auslan	**1**	1%
Vietnamese	**0**	0%
Turkish	**0**	0%
Macedonian	**0**	0%
Gujarati	**0**	0%

Demographics

Cultural diversity 2 of 2

What is this

This is the cultural identity and religion of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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

Cultural identity	(n)	%
Australian	673	72%
Prefer not to say	135	15%
English, Irish, Scottish and/or Welsh	77	8%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	56	6%
Aboriginal and/or Torres Strait Islander	36	4%
South Asian	18	2%
East and/or South-East Asian	12	1%
Other	8	1%
New Zealander	8	1%
North American	6	1%
Central and/or South American	5	1%
Middle Eastern	5	1%
African	4	0%
Maori	3	0%
Pacific Islander	1	0%
Central Asian	0	0%

Religion	(n)	%
No religion	581	62%
Christianity	156	17%
Prefer not to say	148	16%
Other	19	2%
Hinduism	11	1%
Buddhism	8	1%
Islam	5	1%
Sikhism	2	0%
Judaism	0	0%

Demographics

Employment characteristics 1 of 2

What is this

These are the employment characteristics of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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

Working arrangement	(n)	%
Full-Time	787	85%
Part-Time	143	15%

Gross base salary (ongoing/fixed term only)	(n)	%
Below $80k	267	29%
$80k to $120k	405	44%
$120k to $160k	90	10%
$160k to $200k	24	3%
$200k or more	18	2%
Prefer not to say	120	13%

Organisational tenure	(n)	%
<1 year	117	13%
1 to less than 2 years	102	11%
2 to less than 5 years	185	20%
5 to less than 10 years	176	19%
10 to less than 20 years	174	19%
More than 20 years	176	19%

Management responsibility	(n)	%
Non-manager	590	63%
Other manager	189	20%
Manager of other manager(s)	151	16%

Employment type	(n)	%
Ongoing and executive	723	78%
Fixed term	182	20%
Other	25	3%

Frontline worker	(n)	%
No	482	52%
Yes	448	48%

Demographics

Employment characteristics 2 of 2

What is this

These are the employment characteristics of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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

Primary workplace location over the last 3 months	(n)	%
Rural	371	40%
Melbourne CBD	228	25%
Melbourne: Suburbs	201	22%
Large regional city	108	12%
Other	22	2%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	701	75%
A frontline or service delivery location	199	21%
Home or private location	273	29%
A shared office space (where two or more organisations share the same workspace)	179	19%
Isolated or remote location/s where access to communications and help from others is difficult	80	9%
Other	14	2%

Flexible work	(n)	%
Flexible start and finish times	447	48%
Working from an alternative location (e.g. home, hub/shared work space)	335	36%
I do not use any flexible work arrangements	236	25%
Part-time	122	13%
Using leave (including annual leave, long-service leave, personal leave, leave without pay and/or personal leave) to work flexible hours	83	9%
Working more hours over fewer days	64	7%
Other	36	4%
Purchased leave	31	3%
Shift swap	20	2%
Job sharing	6	1%
Study leave	5	1%

Demographics

Adjustments

What is this

These are adjustments staff requested to perform in their role.

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

How we protect anonymity and privacy

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

Have you requested any of the following adjustments at work?	(n)	%
No, I have not requested adjustments	602	65%
Flexible working arrangements	270	29%
Physical modifications or improvements to the workplace	79	8%
Career development support strategies	16	2%
Other	15	2%
Job redesign or role sharing	6	1%
Accessible communications technologies	1	0%

Why did you make this request?	(n)	%
Work-life balance	166	51%
Family responsibilities	117	36%
Health	100	30%
Caring responsibilities	99	30%
Other	24	7%
Disability	10	3%
Study commitments	9	3%

What was your experience with making this request?	(n)	%
The adjustments I needed were made and the process was satisfactory	263	80%
The adjustments I needed were not made	39	12%
The adjustments I needed were made but the process was unsatisfactory	26	8%

Demographics

Caring

What is this

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

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

How we protect anonymity and privacy

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

Caring responsibilities	(n)	%
None of the above	329	35%
Secondary school aged child(ren)	185	20%
Primary school aged child(ren)	172	18%
Prefer not to say	130	14%
Frail or aged person(s)	100	11%
Child(ren) - younger than preschool age	81	9%
Preschool aged child(ren)	59	6%
Person(s) with a medical condition	48	5%
Person(s) with a mental illness	38	4%
Person(s) with disability	23	2%
Other	21	2%

vpsc.vic.gov.au/peoplemattersurvey