People Matter Survey

2024

Have your say

People matter survey

2024

Have your say

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- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

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.

Rounding of percentages

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

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

Survey questions and definitions

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

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Report overview

Privacy and anonymity

To protect you, we:

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

Read more in our privacy policy.

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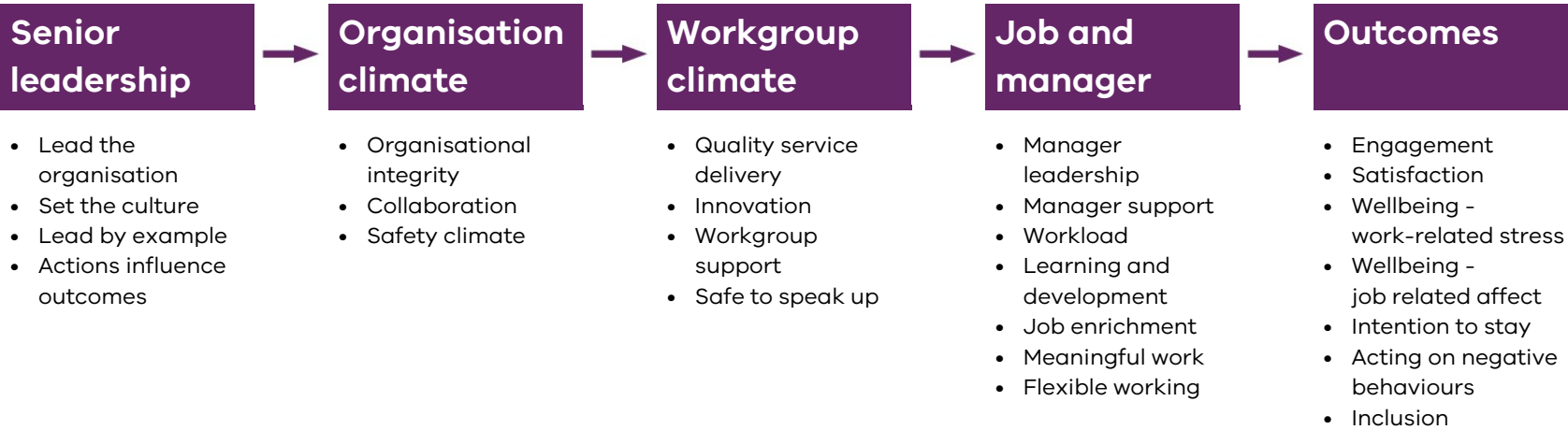
We developed the framework in consultation with stakeholders from the public sector and Deakin University.

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

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Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

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

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

How we use this in your report

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

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

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

Barwon Asset Solutions Pty Ltd

Barwon Region Water Corporation

Central Highlands Region Water Corporation

Coliban Region Water Corporation

East Gippsland Region Water Corporation

Gippsland and Southern Rural Water Corporation

Grampians Wimmera Mallee Water Corporation

Greater Western Water

Lower Murray Urban and Rural Water Corporation

North East Region Water Corporation

South Gippsland Region Water Corporation

Wannon Region Water Corporation

Westernport Region Water Corporation

Report overview

Your response rate

What this is

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

Why this is important

The higher the response rate, the more your results will reflect how staff feel.

If less than 100 completed the survey, consider how much one person could change your results.

For example, if only 25 people did the survey, 1 person would account for 4% of any result.
In this example, if your survey result and comparator group result or previous survey result are within 4% of each other, there is very little difference in the results.

How to read this

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

2024

20%
(175)

Comparator	78%
Public Sector	65%

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People matter survey

2024

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People outcomes

Your employee engagement index

What is this

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

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

The weightings for each engagement response are:

- strongly agree is 100 points

- agree is 75 points

- neither agree nor disagree is 50 points

- disagree is 25 points

- strongly disagree is 0 points

Why this is important

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

2024

71

Comparator	71
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 71.

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.
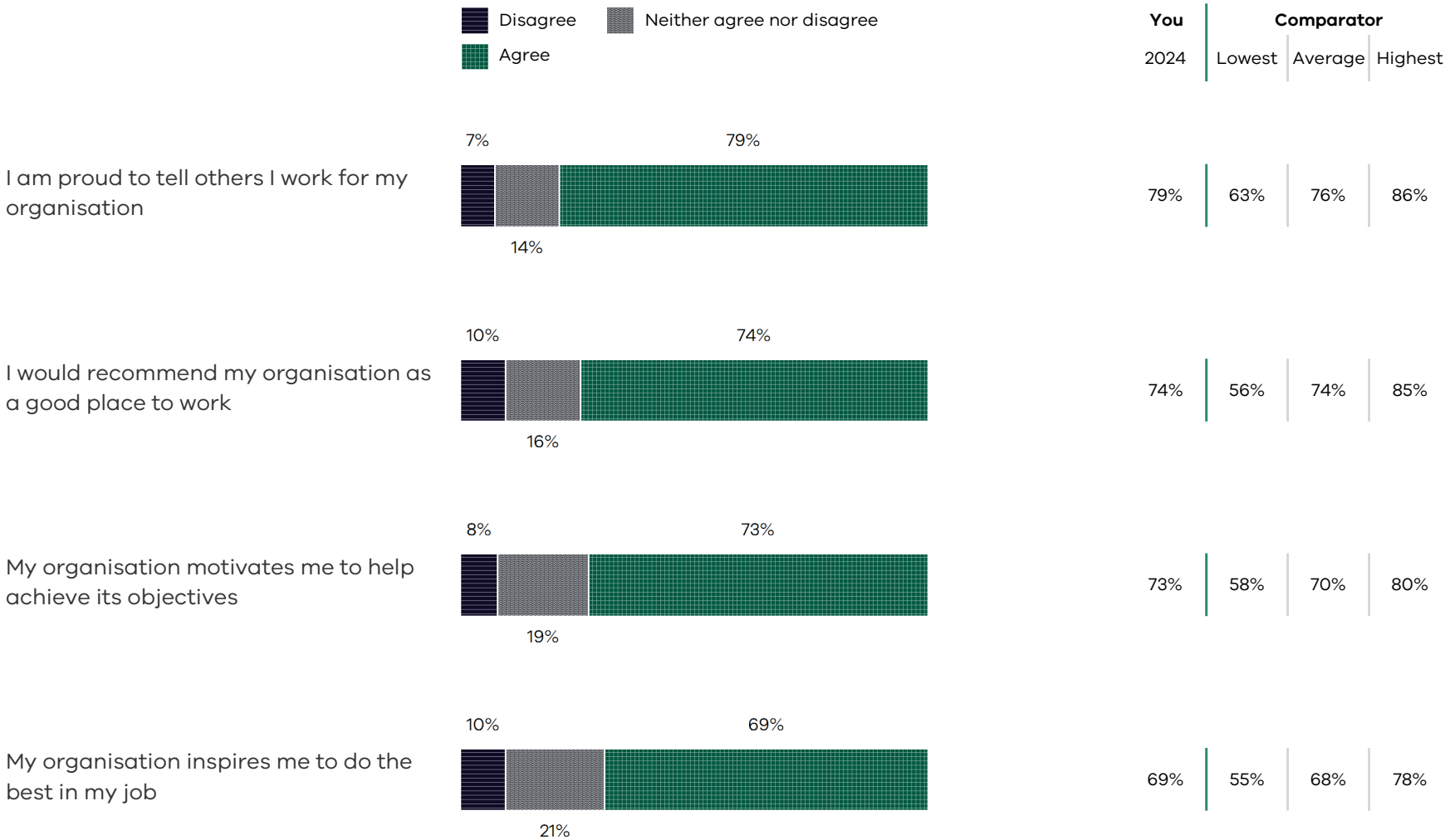
Example

79% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Legend: Disagree | Neither agree nor disagree | Agree

Survey question	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I am proud to tell others I work for my organisation (7% / 14% / 79%)	79%	63%	76%	86%
I would recommend my organisation as a good place to work (10% / 16% / 74%)	74%	56%	74%	85%
My organisation motivates me to help achieve its objectives (8% / 19% / 73%)	73%	58%	70%	80%
My organisation inspires me to do the best in my job (10% / 21% / 69%)	69%	55%	68%	78%

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 71.

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.
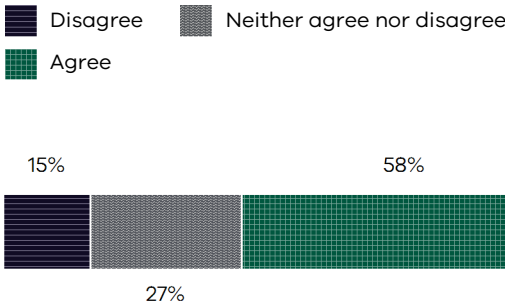
Example

58% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

Disagree | Neither agree nor disagree | Agree

I feel a strong personal attachment to my organisation

15%   58%

27%

	You	Comparator		
	2024	Lowest	Average	Highest
	58%	54%	62%	70%

People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What is this

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

Why this is important

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

How to read this

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

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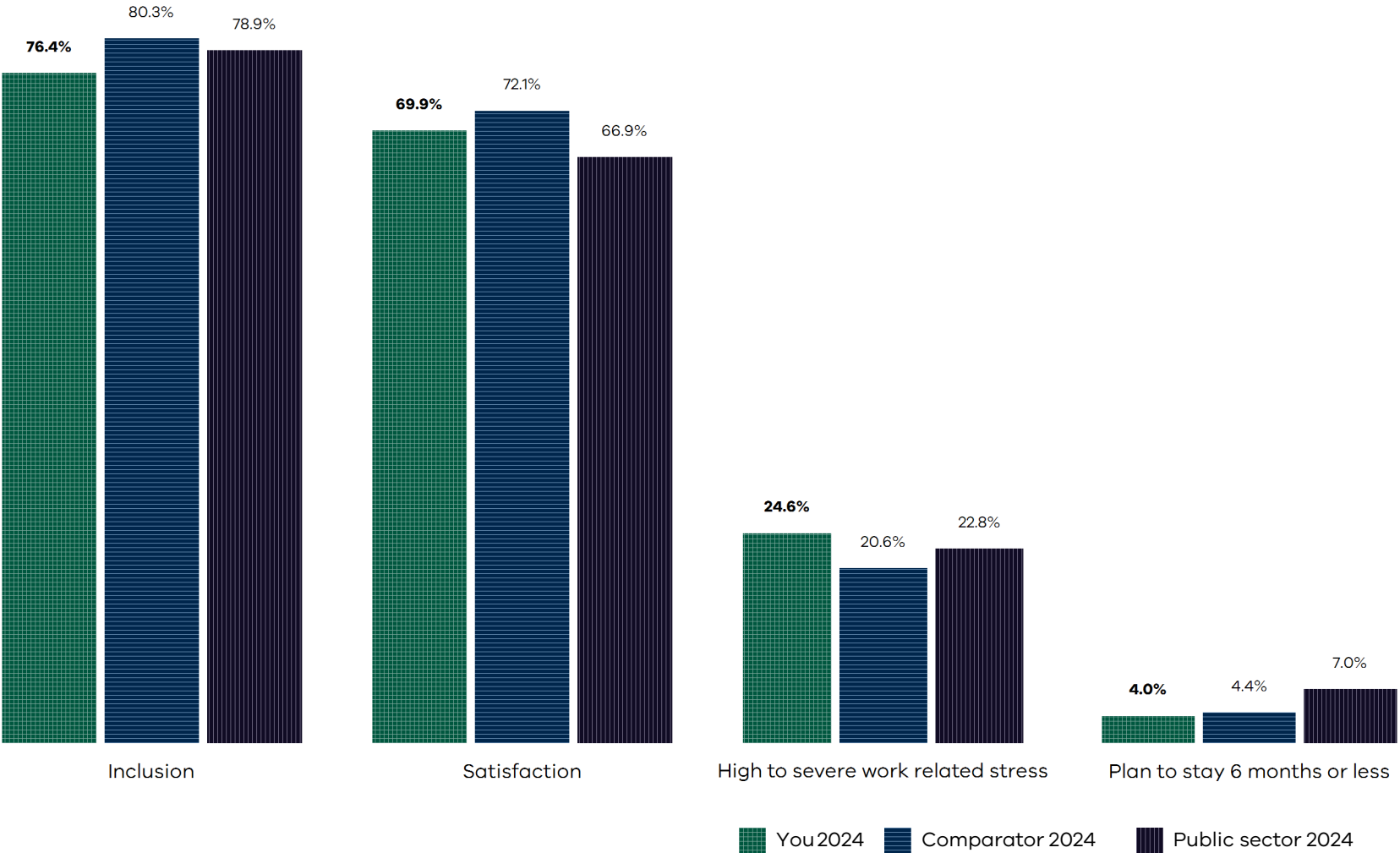
Example

In 2024:

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

Compared to:

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

Chart data:

Inclusion: 76.4% (You 2024), 80.3% (Comparator 2024), 78.9% (Public sector 2024)

Satisfaction: 69.9% (You 2024), 72.1% (Comparator 2024), 66.9% (Public sector 2024)

High to severe work related stress: 24.6% (You 2024), 20.6% (Comparator 2024), 22.8% (Public sector 2024)

Plan to stay 6 months or less: 4.0% (You 2024), 4.4% (Comparator 2024), 7.0% (Public sector 2024)

Legend: 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.
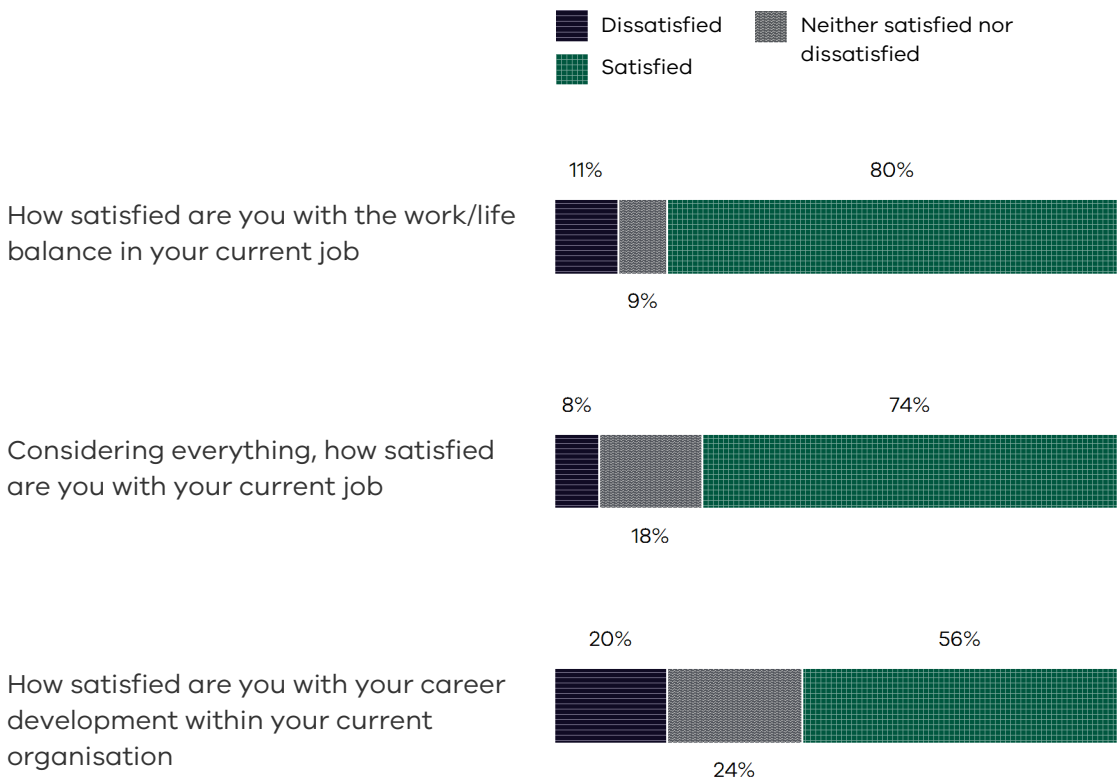
Example

80% 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   ▨ Neither satisfied nor dissatisfied   ▨ Satisfied

	You	Comparator		
	2024	Lowest	Average	Highest

How satisfied are you with the work/life balance in your current job
- 11% / 9% / 80%
- You 2024: 80% | Lowest: 64% | Average: 78% | Highest: 86%

Considering everything, how satisfied are you with your current job
- 8% / 18% / 74%
- You 2024: 74% | Lowest: 70% | Average: 77% | Highest: 85%

How satisfied are you with your career development within your current organisation
- 20% / 24% / 56%
- You 2024: 56% | Lowest: 57% | Average: 61% | Highest: 68%

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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 your comparator and the public sector.

Example

25% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 21% of staff in your comparator group and 23% of staff across the public sector.

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

Nil	12%
Low or mild	27%
Moderate	36%
High	14%
Very high	8%
Severe	2%
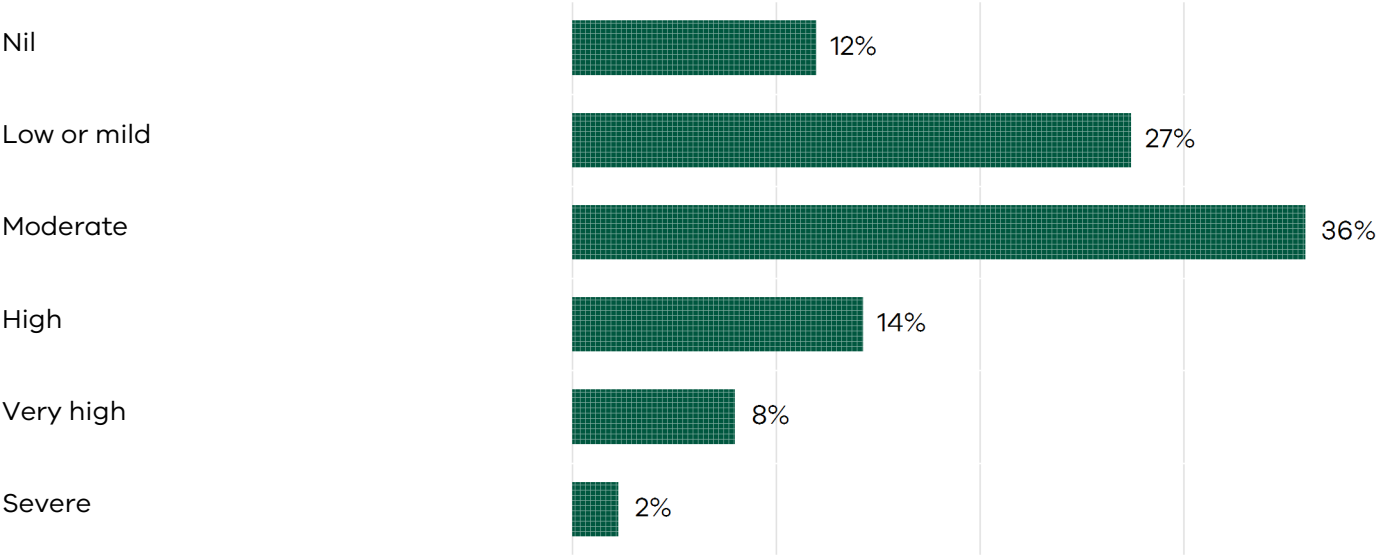
Reported levels of high to severe stress

2024

25%

Comparator	21%
Public Sector	23%

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People outcomes

Work-related stress causes

What is this

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

Why this is important

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

How to read this

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

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

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

Example

88% of your staff who did the survey said they experienced mild to severe stress. Of that 88%, 57% said the top reason was 'Workload' .

	154	21
	88%	12%
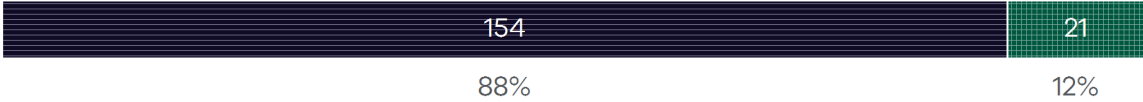
■ Experienced some work-related stress ■ Did not experience some work-related stress

Of those that experienced work related stress it was from ...	You 2024	Comparator 2024	Public sector 2024
Workload	57%	49%	47%
Time pressure	43%	36%	42%
Organisation or workplace change	23%	15%	15%
Dealing with clients, patients or stakeholders	18%	14%	17%
Management of work (e.g. supervision, training, information, support)	17%	12%	12%
Job security	14%	6%	10%
Technology or equipment	13%	11%	8%
Content, variety, or difficulty of work	11%	12%	12%
Competing home and work responsibilities	10%	13%	13%
Unclear job expectations	8%	14%	14%

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

64% of your staff who did the survey said the amount of stress in their job was manageable.
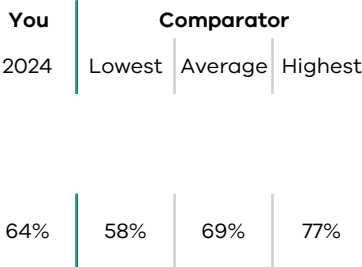
Survey question

The amount of stress in my job is manageable

Your results

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

18%   64%

18%

Benchmark agree results

You	Comparator		
2024	Lowest	Average	Highest
64%	58%	69%	77%

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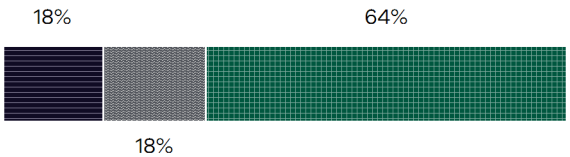
People outcomes

Intention to stay

What is this

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

Why this is important

In the public sector, we want to attract, keep, motivate and engage staff.

How to read this

In the survey, we ask staff to tell us how long they intend to work at their organisation.

Example

9% of your group who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

Employees plan to work at your organisation for...	You 2024	Comparator 2024	Public sector 2024
6 months or less	4%	4%	7%
Over 6 months and up to 1 year	9%	8%	10%
Over 1 year and up to 3 years	21%	21%	25%
Over 3 years and up to 5 years	18%	16%	16%
Over 5 years	47%	50%	42%

People outcomes

Inclusion question results

What is this

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

Why this is important

When people feel like they belong, they can bring their true selves and lived experience to their work and workplace. This leads to increased productivity, wellbeing and better outcomes for the community.

How to read this

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

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

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

Example

83% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Legend: Disagree | Neither agree nor disagree | Agree
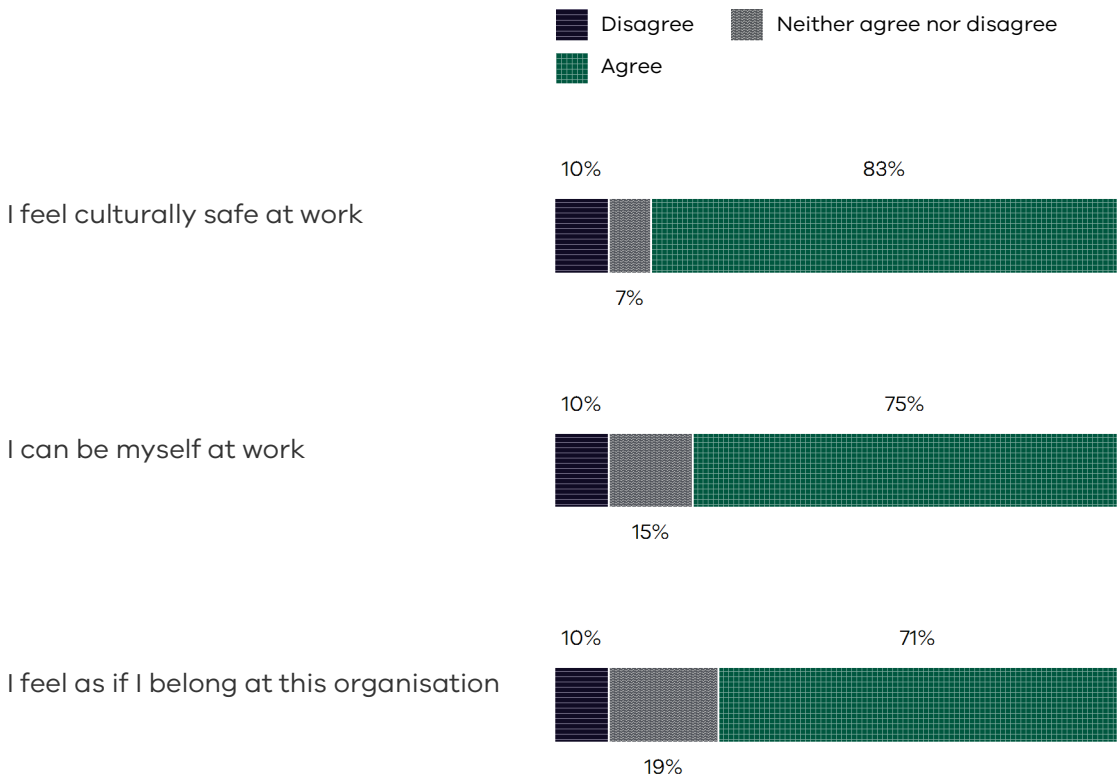
Survey question	Your results (Disagree / Neither / Agree)	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I feel culturally safe at work	10% / 7% / 83%	83%	73%	84%	90%
I can be myself at work	10% / 15% / 75%	75%	74%	82%	89%
I feel as if I belong at this organisation	10% / 19% / 71%	71%	66%	75%	82%

People outcomes

Inclusion - Barriers to success

What is this

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

Why this is important

These results can show areas of focus for improvement to enable employee success in the workplace.

How to read this

In the survey, we ask staff to select from a list, any barriers they have experienced and believe to have hindered their success at work. They can select more than one option.
In descending order, the table shows the top 10 answers.

Example

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

Staff who experienced one or more barriers to success at work

49	126
28%	72%

■ Experienced barriers listed   ▦ Did not experience any of the barriers listed
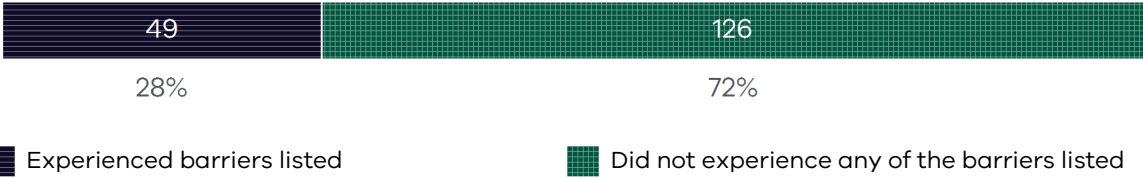
During the last 12 months, employees experienced barriers to their success due to ...	You 2024	Comparator 2024	Public sector 2024
My mental health	10%	6%	8%
My age	10%	6%	7%
My sex	7%	5%	5%

People outcomes

Inclusion - Witnessed barriers to success

What is this

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

Why this is important

These results can show areas of focus for improvement to enable employee success in the workplace.

How to read this

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

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

Example

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

Staff who witnessed one or more barriers to success at work	42	133
	24%	76%
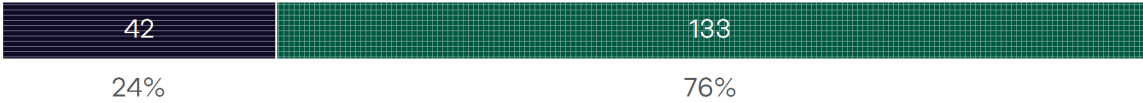
■ Witnessed barriers listed   ▦ Did not witness barriers listed

During the last 12 months, employees witnessed barriers to the success of other employees due to their ...	You 2024	Comparator 2024	Public sector 2024
Sex	10%	6%	5%
Age	9%	5%	6%
Mental health	9%	6%	7%
Flexible working	7%	6%	8%

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

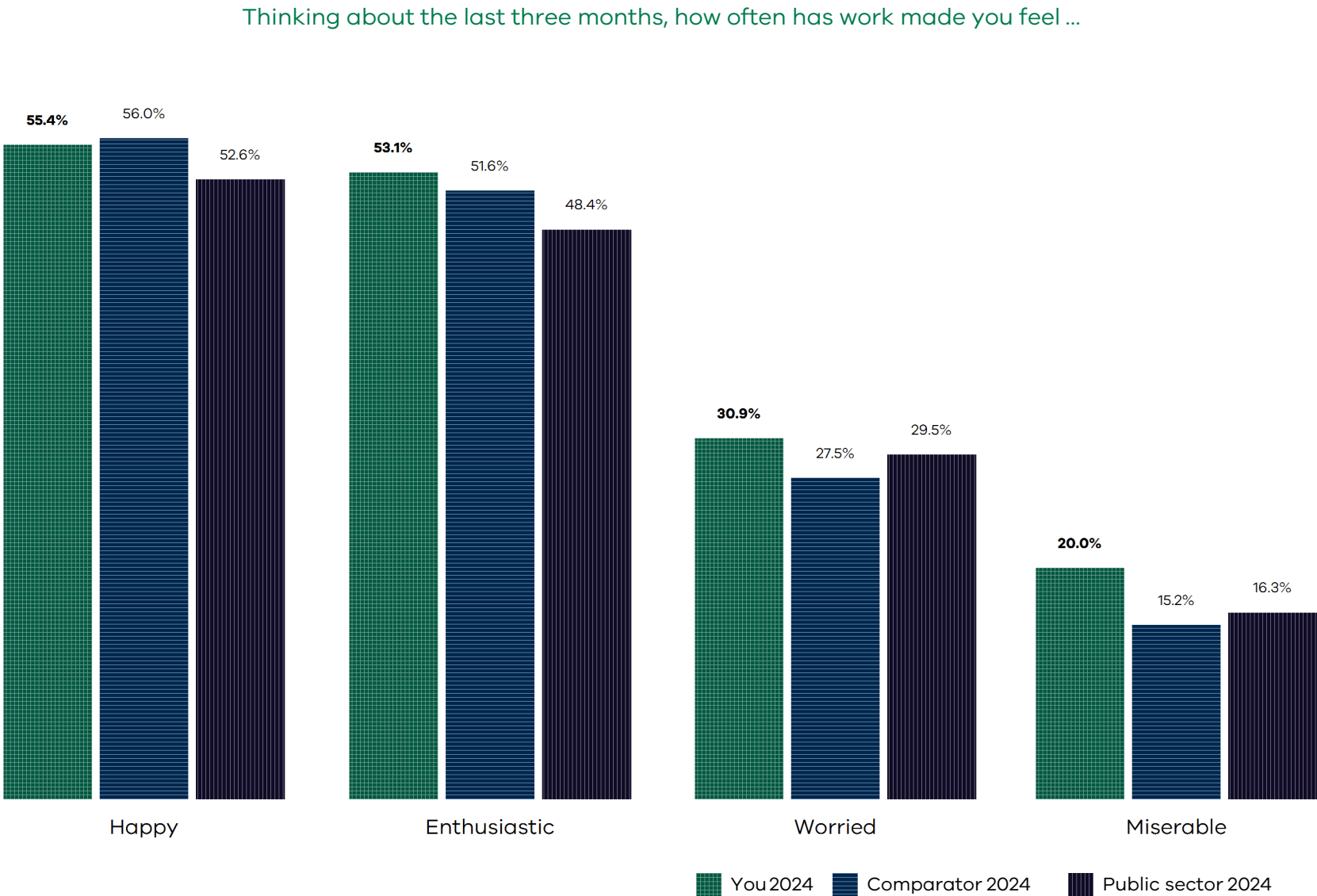Positive feelings can lead to higher wellbeing and job satisfaction and a lower chance of burnout.

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:

- 55.4% of your staff who did the survey said work made them feel happy.

Compared to:

- 56.0% 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 …

Chart data:

Feeling	You 2024	Comparator 2024	Public sector 2024
Happy	55.4%	56.0%	52.6%
Enthusiastic	53.1%	51.6%	48.4%
Worried	30.9%	27.5%	29.5%
Miserable	20.0%	15.2%	16.3%

People outcomes

Scorecard: negative behaviours

What is this

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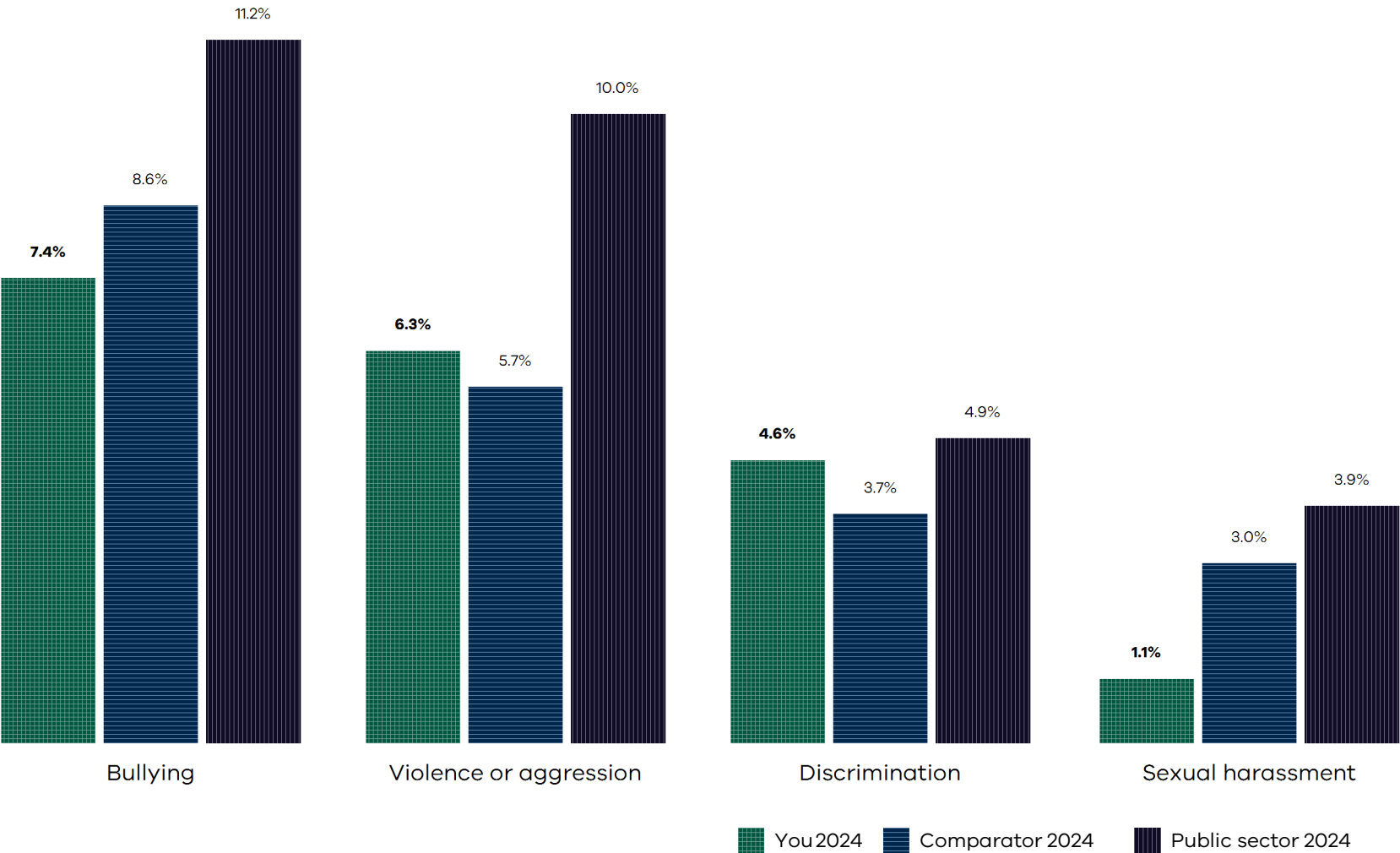
Why this is important

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

How to read this

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

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

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

Example

In 2024:

- 7.4% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months.

Compared to:

- 8.6% of staff in your comparator group and 11.2% of staff across the public sector.

Bar chart showing percentages for Bullying (You 2024: 7.4%, Comparator 2024: 8.6%, Public sector 2024: 11.2%), Violence or aggression (You 2024: 6.3%, Comparator 2024: 5.7%, Public sector 2024: 10.0%), Discrimination (You 2024: 4.6%, Comparator 2024: 3.7%, Public sector 2024: 4.9%), Sexual harassment (You 2024: 1.1%, Comparator 2024: 3.0%, Public sector 2024: 3.9%).

Legend: You 2024, Comparator 2024, Public sector 2024

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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

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

Of that 7%, 77% 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?

13	153	9
7%	87%	5%

■ Experienced bullying   ■ Did not experience bullying   ■ Not sure
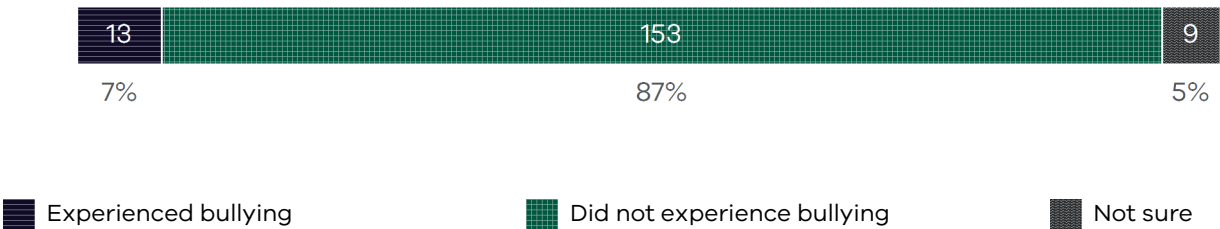
If you experienced bullying, what type of bullying did you experience?	You 2024	Comparator 2024	Public sector 2024
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	77%	69%	69%
Exclusion or isolation	46%	44%	46%
Withholding essential information for me to do my job	46%	26%	33%
Intimidation and/or threats	15%	27%	28%
Being assigned meaningless tasks unrelated to my job	15%	17%	16%
Verbal abuse	8%	19%	19%
Interference with my personal property and/or work equipment	8%	4%	4%
Other	8%	15%	15%

People outcomes

Telling someone about the bullying

What is this

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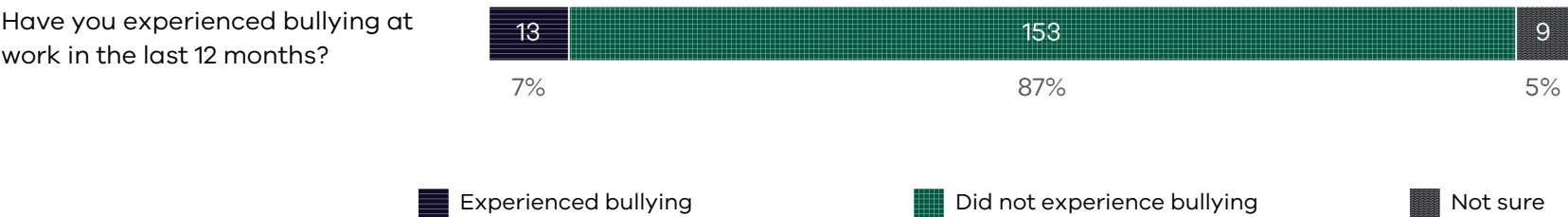
Why this is important

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

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

- 54% said the top way they reported the bullying was 'Told a manager'.
- 77% said they didn't submit a formal complaint.

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

13	153	9
7%	87%	5%

■ Experienced bullying   ■ Did not experience bullying   ■ Not sure

Did you tell anyone about the bullying?	You 2024	Comparator 2024	Public sector 2024
Told a manager	54%	44%	52%
Submitted a formal complaint	23%	15%	12%
Told a colleague	23%	40%	41%
Told human resources	23%	26%	14%
Told a friend or family member	23%	39%	34%
Told someone else	23%	13%	12%
I did not tell anyone about the bullying	15%	9%	12%
Told employee assistance program (EAP) or peer support	8%	9%	12%
Told the person the behaviour was not OK	8%	18%	16%

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

77% of your staff who experienced bullying did not submit a formal complaint, of which:

- 60% said the top reason was 'I believed there would be negative consequences for my reputation'.

Did you submit a formal complaint?

3	10
23%	77%

■ Submitted formal complaint   ▦ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2024	Comparator 2024	Public sector 2024
I believed there would be negative consequences for my reputation	60%	46%	54%
I believed there would be negative consequences for my career	50%	35%	45%
I didn't think it would make a difference	30%	47%	51%
I didn't think it was serious enough	20%	17%	16%
I didn't know how to make a complaint	20%	4%	5%
I didn't feel safe to report the incident	20%	14%	21%
I didn't need to because I made the bullying stop	10%	7%	5%
I didn't need to because I no longer had contact with the person(s) who bullied me	10%	5%	7%
I didn't know who to talk to	10%	6%	5%

People outcomes

Perpetrators of bullying

What is this

This is who staff have said are responsible for bullying.

Why this is important

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

How to read this

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

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

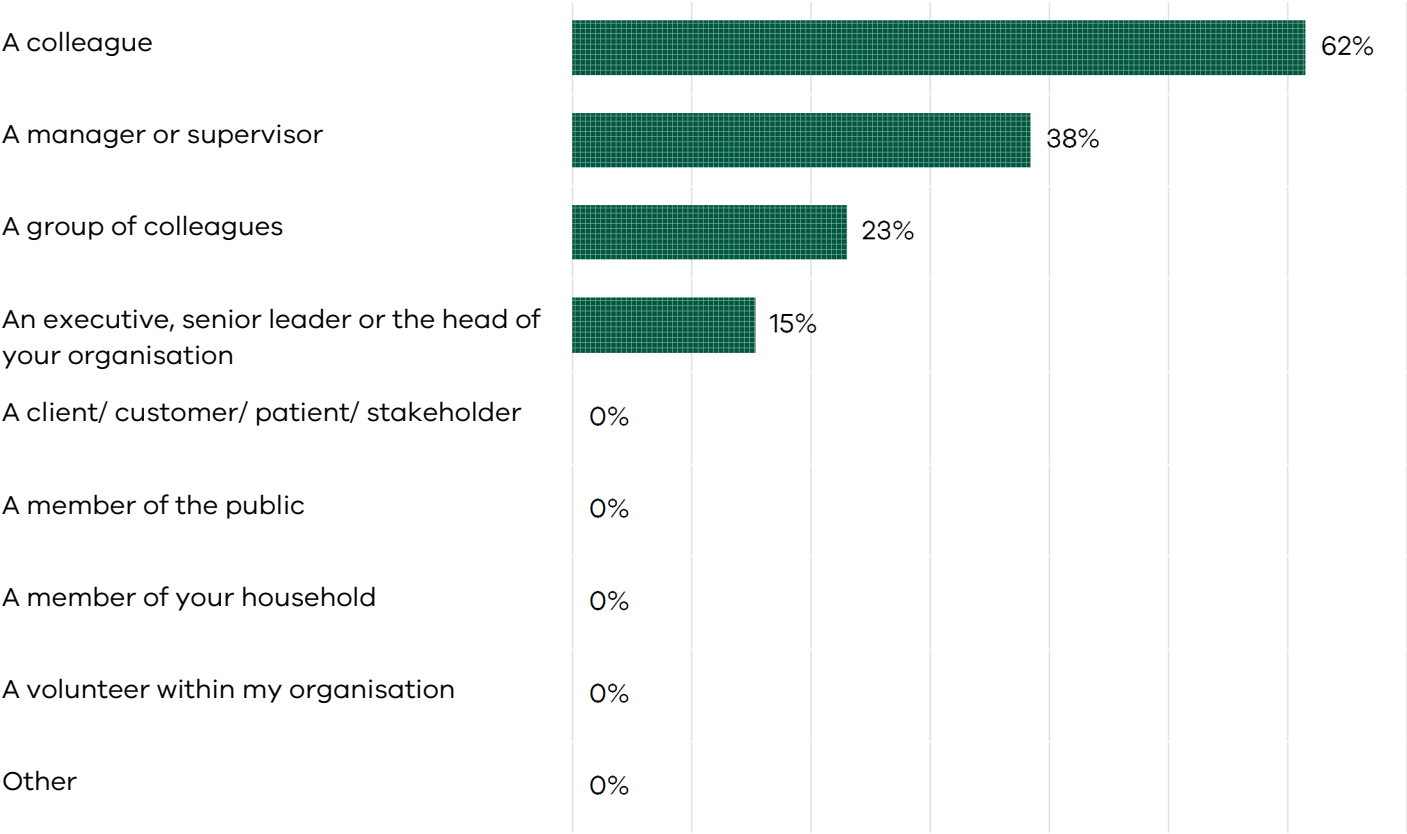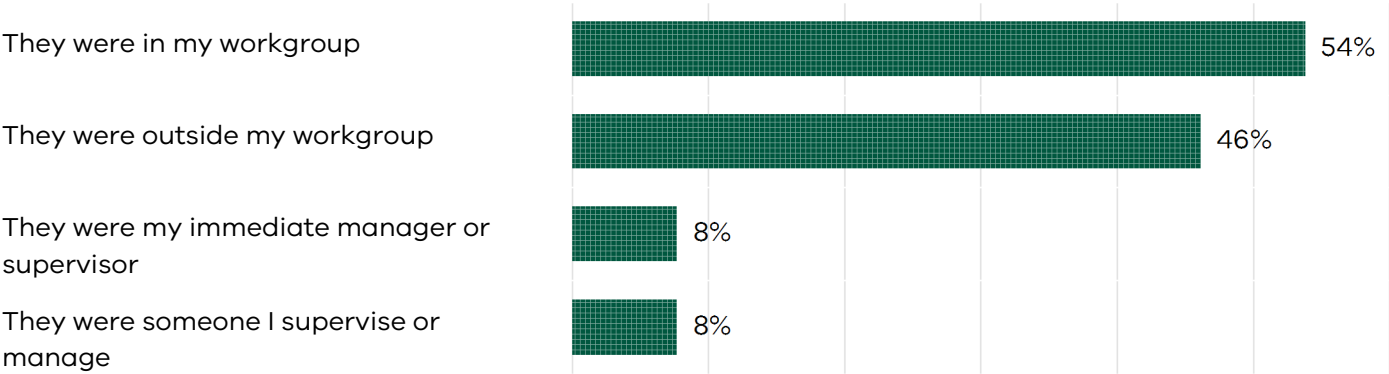In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

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

Of that 7%, 62% said it was by 'A colleague'.

13 people (7% of staff) experienced bullying (You 2024)

Perpetrator	Percentage
A colleague	62%
A manager or supervisor	38%
A group of colleagues	23%
An executive, senior leader or the head of your organisation	15%
A client/ customer/ patient/ stakeholder	0%
A member of the public	0%
A member of your household	0%
A volunteer within my organisation	0%
Other	0%

People outcomes

Relationship to perpetrator

What is this

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

Why this is important

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

How to read this

In this year's survey, 7% 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

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

Of that 7%, 100% said it was by someone within the organisation.

Of that 100%, 54% said it was 'They were in my workgroup'.

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

They were in my workgroup	54%
They were outside my workgroup	46%
They were my immediate manager or supervisor	8%
They were someone I supervise or manage	8%

People outcomes

Sexual harassment

What is this

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

Why this is important

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

Why there is no data here

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

Victorian
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Commission

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State
Government

People outcomes

Discrimination

What is this

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

Why this is important

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

Why there is no data here

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

People outcomes

Violence and aggression

What is this

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

Why this is important

Violence and aggression can have an immediate and long-term negative impact on those involved, including those who witness violence and aggression.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression. If they did, they could tell us with one or more answers what they experienced.

In descending order, the table shows the answers.

Example

6% of your staff who did the survey said they experienced violence or aggression.

Of that 6%, 73% said it was 'Abusive language'.

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

| 11 | 158 | 6 |
| 6% | 90% | 3% |

■ Experienced violence or aggression ■ Did not experience violence or aggression ■ Not sure
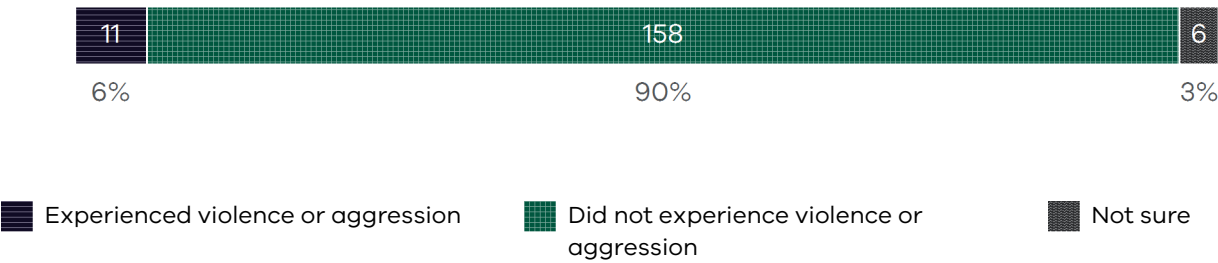
If you experienced violence or aggression, what type did you experience?	You 2024	Comparator 2024	Public sector 2024
Abusive language	73%	65%	72%
Intimidating behaviour	55%	72%	73%
Threats of violence	9%	10%	30%
Other	9%	3%	6%

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

6% of your staff who did the survey said they experienced violence or aggression, of which

- 45% said the top way they reported the violence or agression was 'Told a colleague'.
- 91% said they didn't submit a formal incident report

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

11	158	6
6%	90%	3%

- ■ Experienced violence or aggression
- ▨ Did not experience violence or aggression
- ▦ Not sure
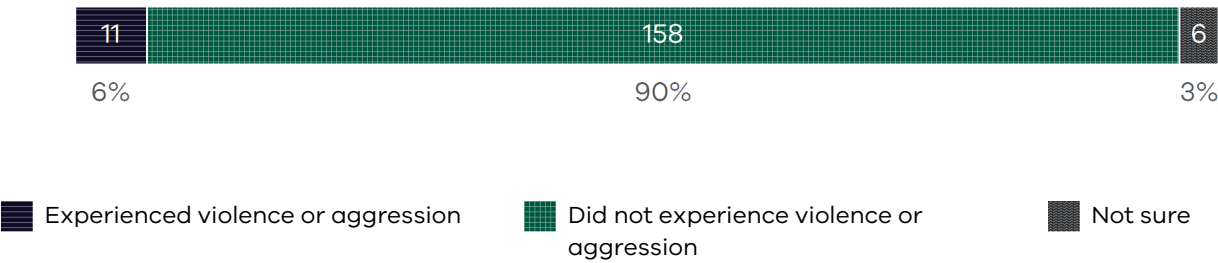
Did you tell anyone about the incident?	You 2024	Comparator 2024	Public sector 2024
Told a colleague	45%	36%	42%
Told a manager	36%	58%	64%
Told human resources	27%	16%	8%
I did not tell anyone about the incident(s)	18%	10%	9%
Submitted a formal incident report	9%	17%	29%
Told a friend or family member	9%	15%	20%
Told someone else	9%	7%	6%
Told the person the behaviour was not OK	9%	14%	21%

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

91% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 50% said the top reason was 'I didn't think it was serious enough'.

Did you submit a formal incident report?

1	10
9%	91%

■ Submitted formal incident report   ▨ Did not submit a formal incident report

What was your reason for not submitting a formal incident report?	You 2024	Comparator 2024	Public sector 2024
I didn't think it was serious enough	50%	27%	29%
I didn't think it would make a difference	40%	35%	40%
I believed there would be negative consequences for my reputation	20%	17%	23%
I believed there would be negative consequences for my career	20%	13%	19%
I didn't feel safe to report the incident	20%	5%	9%
Other	20%	16%	20%
I thought the complaint process would be embarrassing or difficult	10%	5%	6%

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.

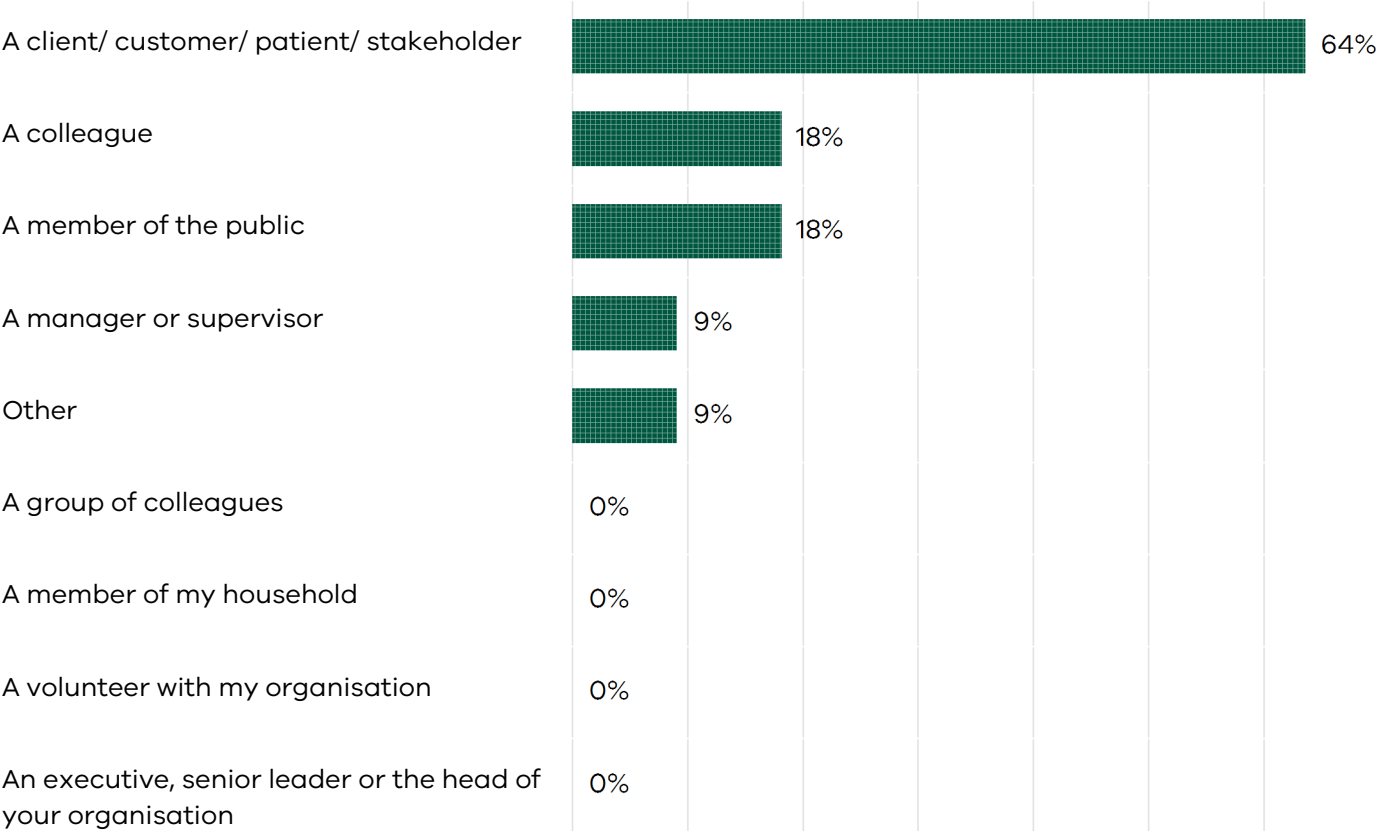If they did, they could tell us with one or more answers who the perpetrator was.

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

6% of your staff who did the survey said they experienced violence or aggression.

Of that 6%, 64% said it was by 'A client/ customer/ patient/ stakeholder'.

11 people (6% of staff) experienced violence or aggression (You 2024)

Perpetrator	Percentage
A client/ customer/ patient/ stakeholder	64%
A colleague	18%
A member of the public	18%
A manager or supervisor	9%
Other	9%
A group of colleagues	0%
A member of my household	0%
A volunteer with my organisation	0%
An executive, senior leader or the head of your organisation	0%

Negative behaviour

Witnessing negative behaviours

What is this

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

Why this is important

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

How to read this

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

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

In descending order, the table shows the answers.

Example

17% of your staff who did the survey said they witnessed some negative behaviour at work.

83% said 'No, I have not witnessed any of the situations above'.

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

29	146
17%	83%

■ 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 2024	Comparator 2024	Public sector 2024
No, I have not witnessed any of the situations above	83%	84%	81%
Bullying of a colleague	12%	12%	14%
Discrimination against a colleague	6%	6%	8%
Violence or aggression against a colleague	2%	2%	3%
Sexual harassment of a colleague	1%	1%	1%

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

17% of your staff who did the survey witnessed negative behaviour, of which:

- 66% 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?

29	146
17%	83%

■ Witnessed some negative behaviour   ▦ Did not witness some negative behaviour
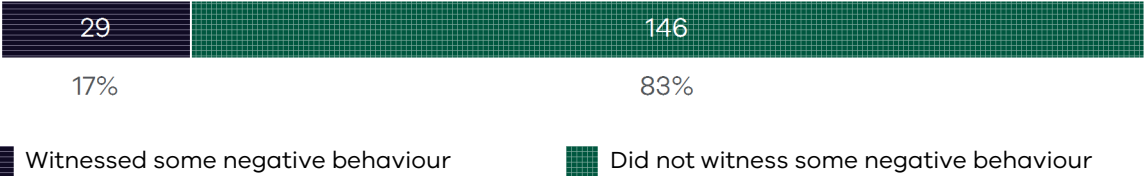
When you witnessed these behaviour(s), did you do any of the following?	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	66%	72%	71%
Told a manager	66%	30%	40%

People matter survey

2024

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- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

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 2024 comparator group.

Example

On the first row 'Job enrichment', the 'You 2024' column shows 97% of your staff who did the survey agreed with 'I can use my skills and knowledge in my job'.

Question group	Highest scoring questions	You 2024	Comparator 2024
Job enrichment	I can use my skills and knowledge in my job	97%	93%
Job enrichment	I understand how my job helps my organisation achieve its goals	94%	94%
Safety climate	My organisation provides a physically safe work environment	93%	93%
Flexible working	My manager supports working flexibly	93%	89%
Meaningful work	I can make a worthwhile contribution at work	91%	93%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	91%	88%
Job enrichment	I clearly understand what I am expected to do in this job	90%	84%
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	90%	83%
Workgroup support	People in my workgroup treat each other with respect	90%	86%
Manager leadership	My manager treats employees with dignity and respect	89%	88%

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 2024 comparator group.

Example

On the first row 'Organisational integrity', the 'You 2024' column shows 49% of your staff who did the survey agreed with 'I believe the promotion processes in my organisation are fair'.

Question group	Lowest scoring questions	You 2024	Comparator 2024
Organisational integrity	I believe the promotion processes in my organisation are fair	49%	48%
Learning and development	I am satisfied with the opportunities to progress in my organisation	51%	55%
Organisational integrity	I have an equal chance at promotion in my organisation	53%	49%
Safety climate	All levels of my organisation are involved in the prevention of stress	53%	57%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	55%	55%
Learning and development	My organisation places a high priority on the learning and development of staff	56%	62%
Satisfaction	How satisfied are you with your career development within your current organisation	56%	61%
Workload	I have enough time to do my job effectively	56%	61%
Collaboration	Workgroups across my organisation willingly share information with each other	57%	66%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	58%	60%

Key differences

Biggest positive difference from comparator

What is this

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

How to read this

Use this data to see where your organisation has the biggest positive difference with questions from the 2024 survey compared to your comparator group.
In this table, the difference to your comparator is shown in the 'Difference' column.

Example

On the first row 'Flexible working', the 'You 2024' column shows 90% of your staff who did the survey agreed with 'I am confident that if I requested a flexible work arrangement, it would be given due consideration'.
The 'Difference' column, shows that agreement for this question was 8% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Flexible working	I am confident that if I requested a flexible work arrangement, it would be given due consideration	90%	+8%	83%
Topical	I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	72%	+6%	66%
Organisational integrity	I believe the recruitment processes in my organisation are fair	69%	+6%	63%
Job enrichment	I clearly understand what I am expected to do in this job	90%	+6%	84%
Quality service delivery	My workgroup has clear lines of responsibility	77%	+5%	72%
Job enrichment	I can use my skills and knowledge in my job	97%	+4%	93%
Organisational integrity	My organisation does not tolerate improper conduct	82%	+4%	78%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	82%	+4%	78%
Manager support	I can discuss problems or issues with my manager	88%	+4%	84%
Workgroup support	People in my workgroup treat each other with respect	90%	+4%	86%

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 'Collaboration', the 'You 2024' column shows 57% of your staff who did the survey agreed with 'Workgroups across my organisation willingly share information with each other'.

The 'Difference' column, shows that agreement for this question was 9% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Collaboration	Workgroups across my organisation willingly share information with each other	57%	-9%	66%
Senior leadership	Senior leaders demonstrate honesty and integrity	63%	-8%	71%
Job enrichment	I have a say in how I do my work	74%	-8%	82%
Workload	The workload I have is appropriate for the job that I do	58%	-7%	65%
Inclusion	I can be myself at work	75%	-6%	82%
Learning and development	My organisation places a high priority on the learning and development of staff	56%	-6%	62%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	70%	-6%	76%
Collaboration	I am able to work effectively with others outside my immediate workgroup	81%	-6%	86%
Meaningful work	I achieve something important through my work	86%	-6%	91%
Satisfaction	How satisfied are you with your career development within your current organisation	56%	-5%	61%

People matter survey

2024

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Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

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

55% of your staff who did the survey agreed or strongly agreed with 'My organisation has made improvements based on the survey results from last year'.

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

25%   55%

19%
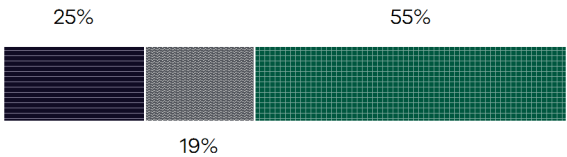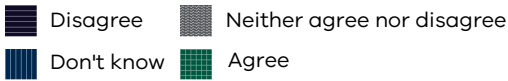
Benchmark agree results

You	Comparator		
2024	Lowest	Average	Highest
55%	44%	55%	66%

People matter survey

2024

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Public sector values

- Scorecard
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Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
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Senior leadership

Senior leadership

What is this

This is how supported staff feel by senior leaders in their organisation and how well they believe senior leaders communicate.

Why this is important

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

How to read this

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

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

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

Example

69% of your staff who did the survey agreed or strongly agreed with 'Senior leaders model my organisation's values'.

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

Survey question	Your results	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
Senior leaders model my organisation's values	Disagree 14%, Don't know 2%, Neither 15%, Agree 69%	69%	59%	71%	82%
Senior leaders provide clear strategy and direction	Disagree 19%, Don't know 1%, Neither 15%, Agree 65%	65%	52%	65%	76%
Senior leaders demonstrate honesty and integrity	Disagree 13%, Don't know 2%, Neither 23%, Agree 63%	63%	56%	71%	83%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

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- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Scorecard

What is this

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

Why this is important

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

How to read this

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

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

Example

In 2024:

- 75.1% of your staff who did the survey responded positively to questions about Organisational integrity.

Compared to:

- 72.5% of staff in your comparator group and 67.0% of staff across the public sector.

Chart data:

Factor	You 2024	Comparator 2024	Public sector 2024
Organisational integrity	75.1%	72.5%	67.0%
Collaboration	68.9%	76.1%	72.5%
Safety climate	65.3%	66.7%	59.2%
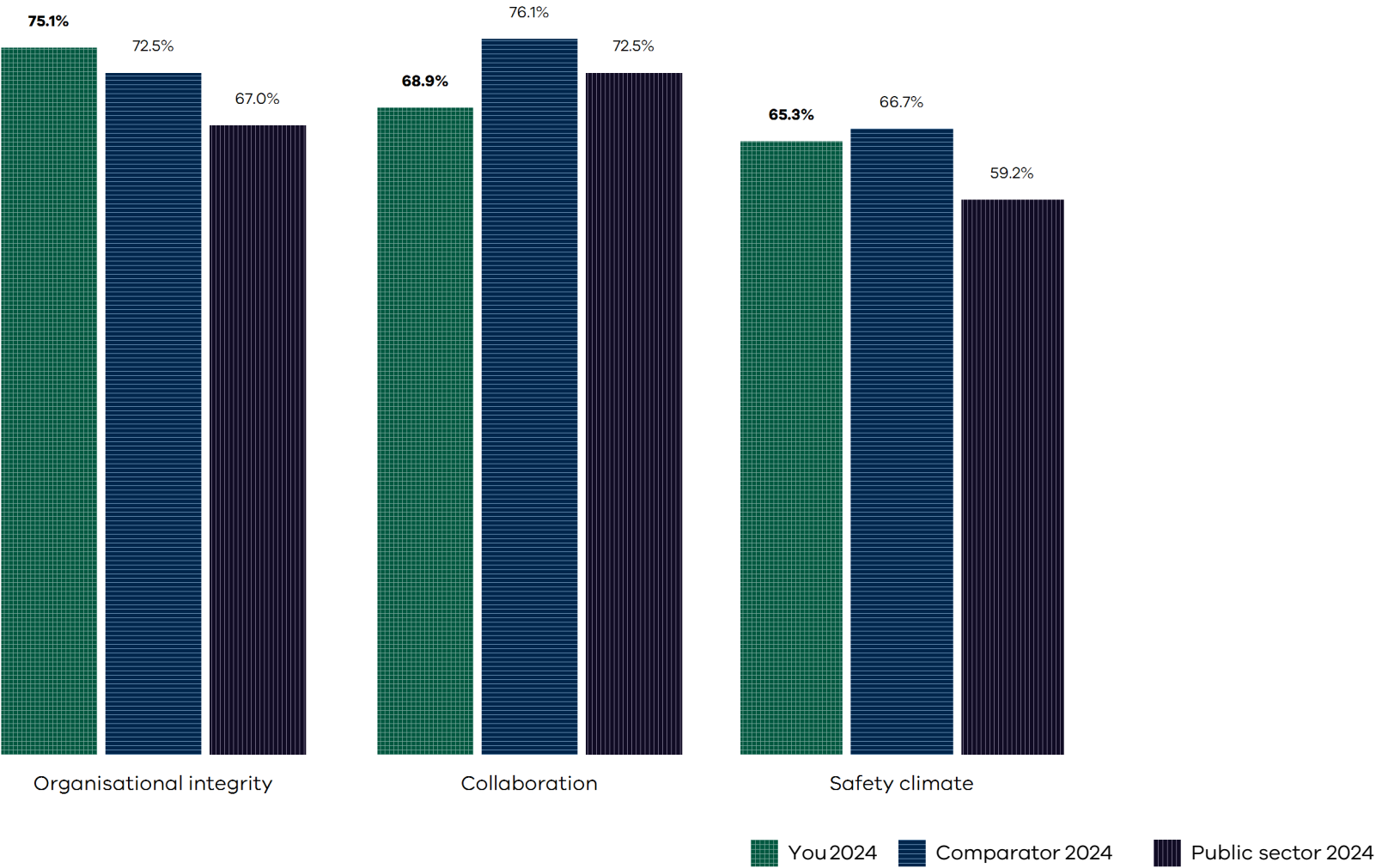
Organisational climate

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.
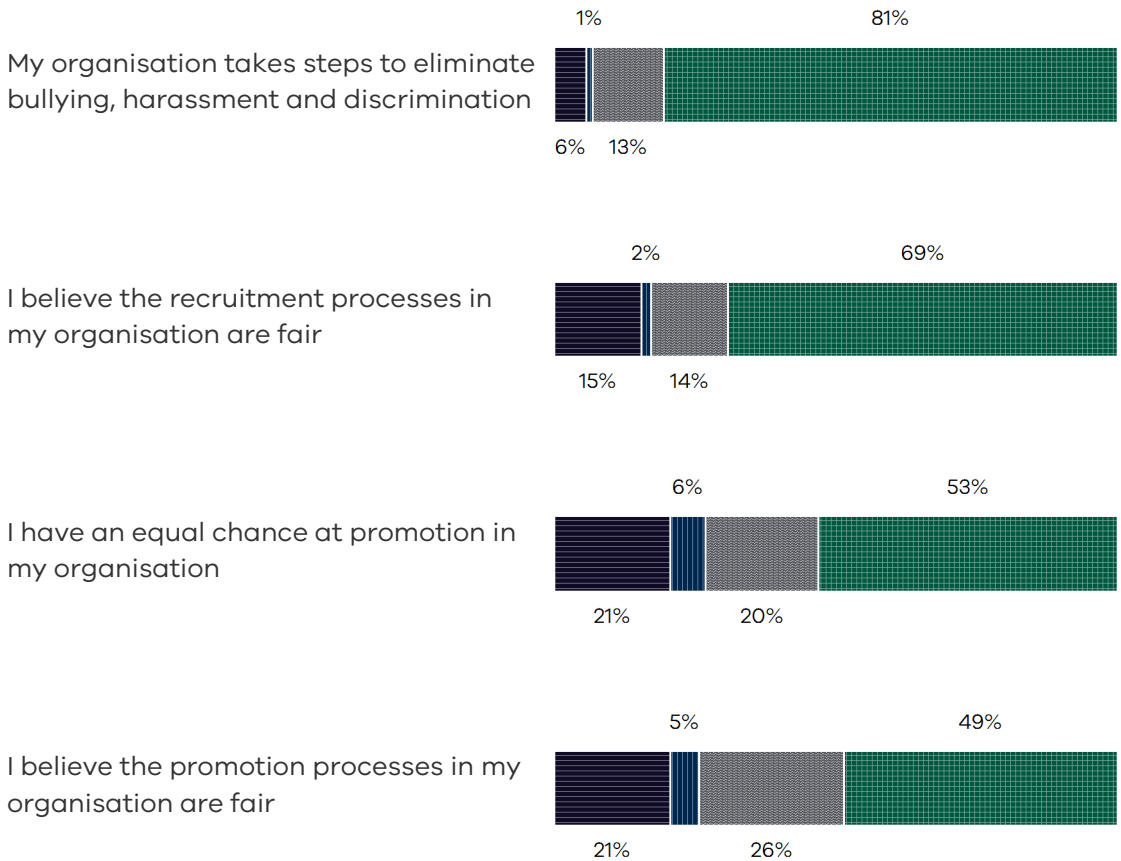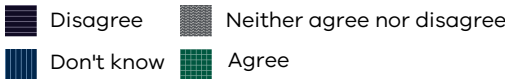
Example

91% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question | Your results | Benchmark agree results
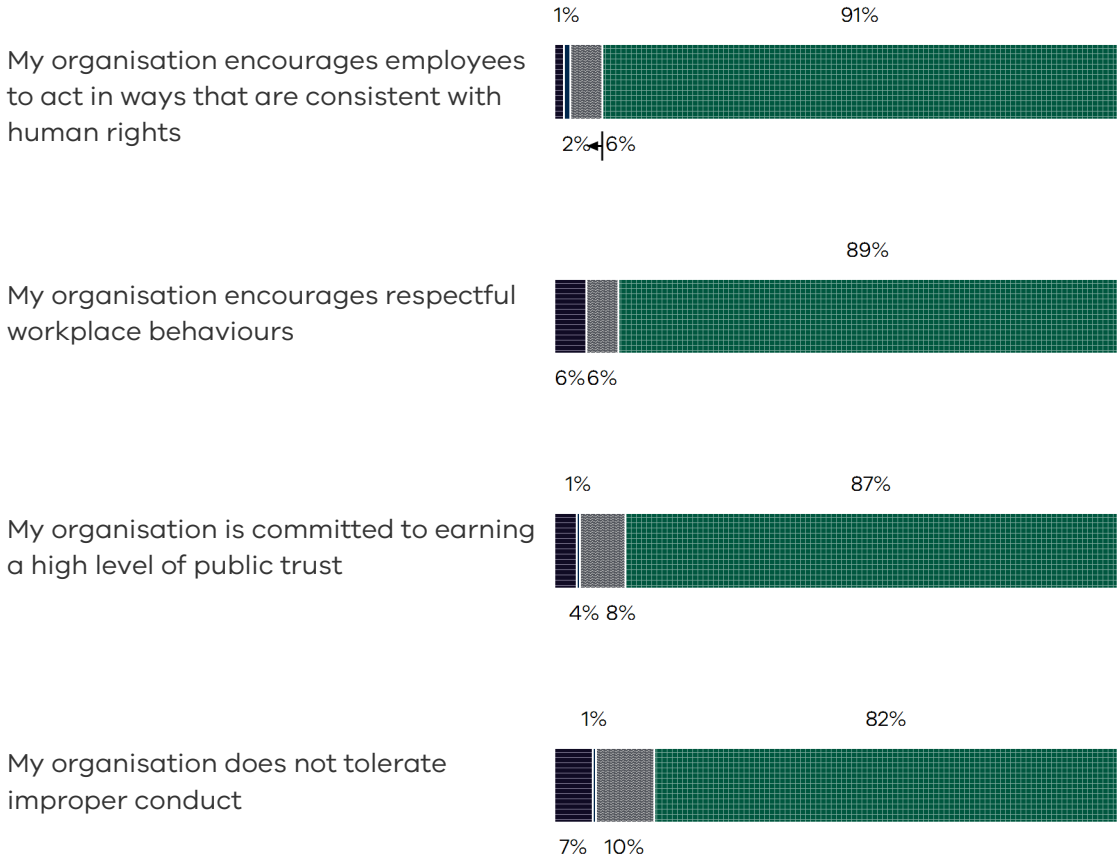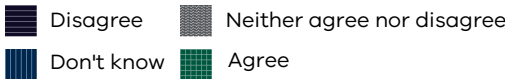
Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

	You	Comparator		
	2024	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights — 1%, 91%, 2%, 6%	91%	75%	88%	94%
My organisation encourages respectful workplace behaviours — 89%, 6%, 6%	89%	81%	89%	94%
My organisation is committed to earning a high level of public trust — 1%, 87%, 4%, 8%	87%	70%	87%	96%
My organisation does not tolerate improper conduct — 1%, 82%, 7%, 10%	82%	66%	78%	83%

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.

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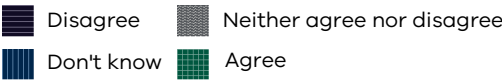
Example

81% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Survey question

Your results

Disagree	Neither agree nor disagree
Don't know	Agree

Benchmark agree results

	You	Comparator		
	2024	Lowest	Average	Highest

My organisation takes steps to eliminate bullying, harassment and discrimination
1% ... 81% / 6% 13%

| | 81% | 71% | 77% | 86% |

I believe the recruitment processes in my organisation are fair
2% ... 69% / 15% 14%

| | 69% | 50% | 63% | 71% |

I have an equal chance at promotion in my organisation
6% ... 53% / 21% 20%

| | 53% | 42% | 49% | 60% |

I believe the promotion processes in my organisation are fair
5% ... 49% / 21% 26%

| | 49% | 40% | 48% | 58% |

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Collaboration

What is this

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

Why this is important

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

How to read this

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

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.
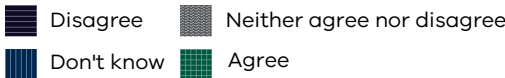
Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.
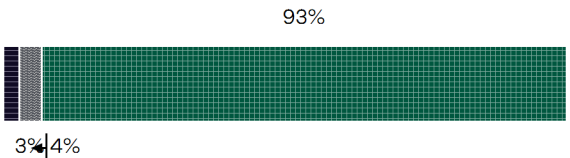
Example

81% 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

	You	Comparator		
	2024	Lowest	Average	Highest

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

Disagree 7%, Don't know 12%, Agree 81%

| | 81% | 79% | 86% | 94% |

Workgroups across my organisation willingly share information with each other

Disagree 22%, Neither agree nor disagree 20%, Don't know 1%, Agree 57%

| | 57% | 52% | 66% | 77% |

Victorian Public Sector Commission

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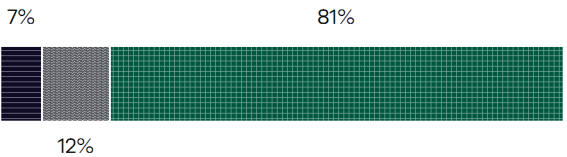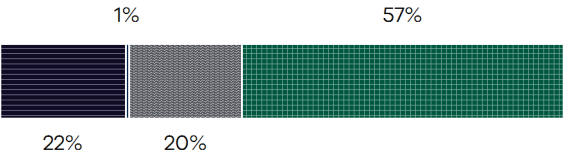
Organisational climate

Safety climate 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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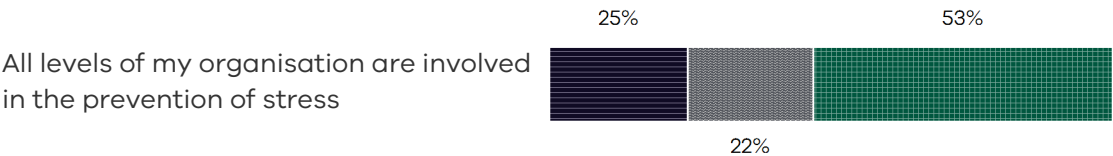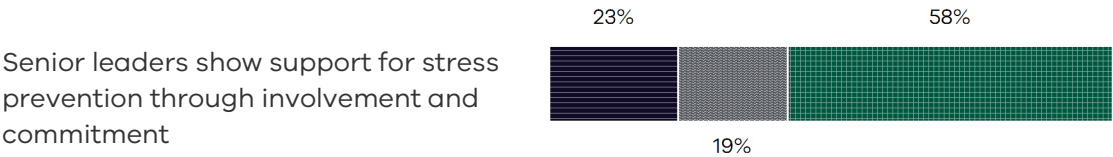
Example

93% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question	Your results	Benchmark agree results

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

	You	Comparator		
	2024	Lowest	Average	Highest

Survey question	Your results	You 2024	Lowest	Average	Highest
My organisation provides a physically safe work environment	3% / 4% / 93%	93%	82%	93%	98%
In my workplace, there is good communication about psychological safety issues that affect me	17% / 18% / 66%	66%	52%	64%	74%
Senior leaders consider the psychological health of employees to be as important as productivity	17% / 19% / 63%	63%	54%	67%	78%
My organisation has effective procedures in place to support employees who may experience stress	19% / 2% / 20% / 59%	59%	50%	61%	69%
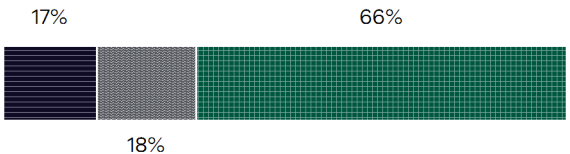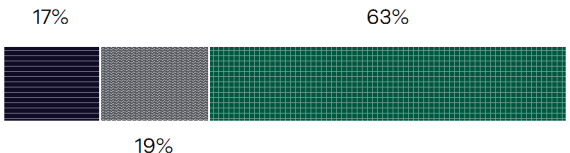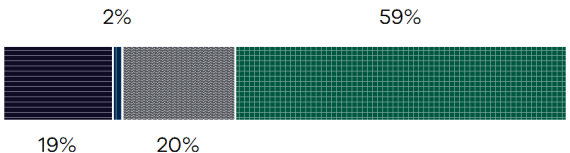
Victorian Public Sector Commission

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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

58% of your staff who did the survey agreed or strongly agreed with 'Senior leaders show support for stress prevention through involvement and commitment'.

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

Survey question	Your results	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
Senior leaders show support for stress prevention through involvement and commitment	Disagree 23%, Neither 19%, Agree 58%	58%	47%	58%	70%
All levels of my organisation are involved in the prevention of stress	Disagree 25%, Neither 22%, Agree 53%	53%	50%	57%	65%

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People matter survey

2024

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- Engagement
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- Lowest scoring
- Biggest positive difference from your comparator
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- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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

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.

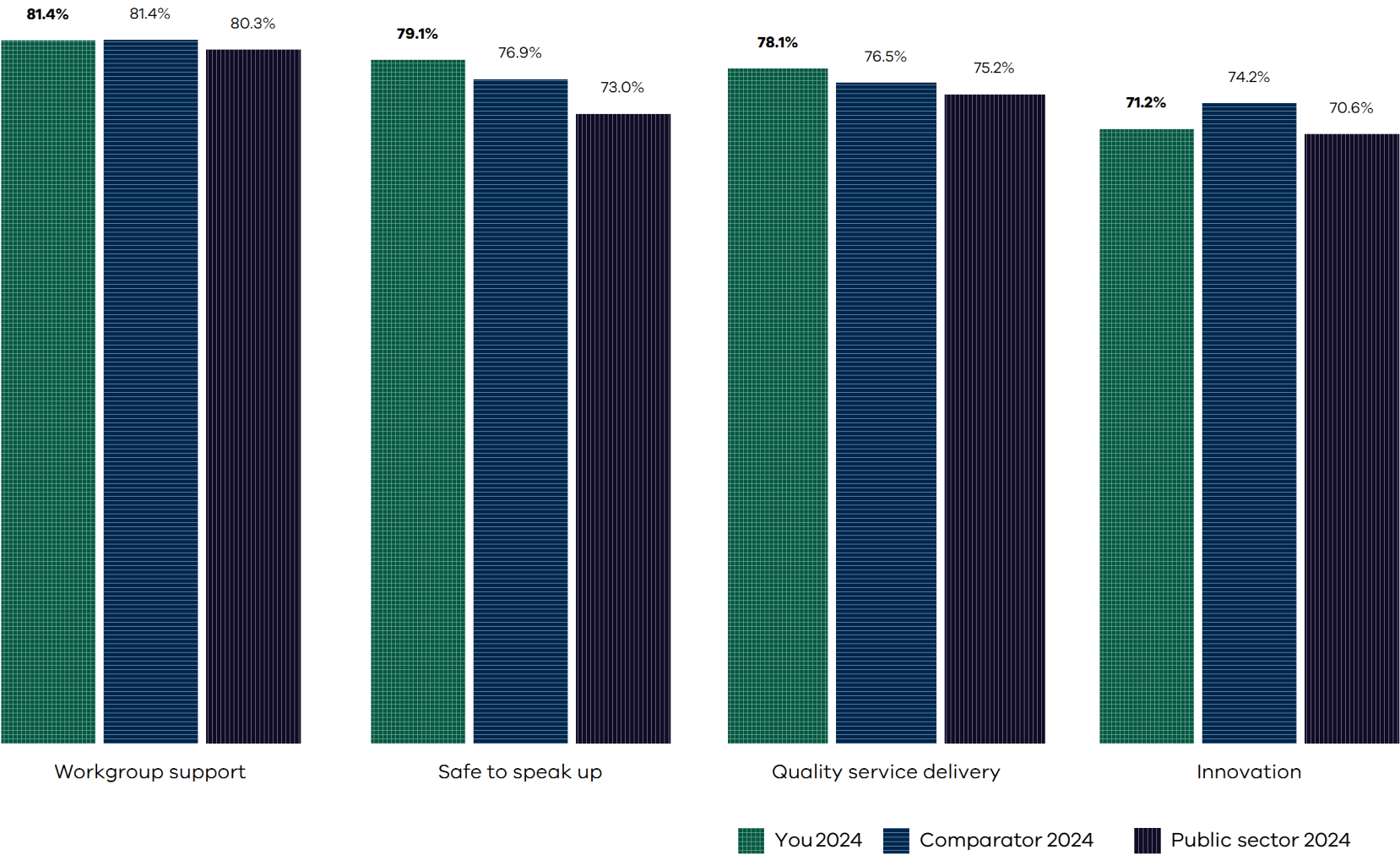Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2024:

- 81.4% of your staff who did the survey responded positively to questions about Workgroup support.

Compared to:

- 81.4% of staff in your comparator group and 80.3% of staff across the public sector.

	You 2024	Comparator 2024	Public sector 2024
Workgroup support	81.4%	81.4%	80.3%
Safe to speak up	79.1%	76.9%	73.0%
Quality service delivery	78.1%	76.5%	75.2%
Innovation	71.2%	74.2%	70.6%

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

87% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

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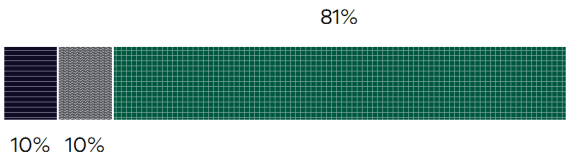- Neither agree nor disagree
- Agree

Survey question	Your results	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup provides high quality advice and services	87% (3% / 9%)	87%	71%	85%	91%
My workgroup acts fairly and without bias	81% (10% / 10%)	81%	62%	80%	87%
My workgroup has clear lines of responsibility	77% (18% / 6%)	77%	59%	72%	80%
My workgroup uses its resources well	68% (19% / 13%)	68%	53%	69%	76%

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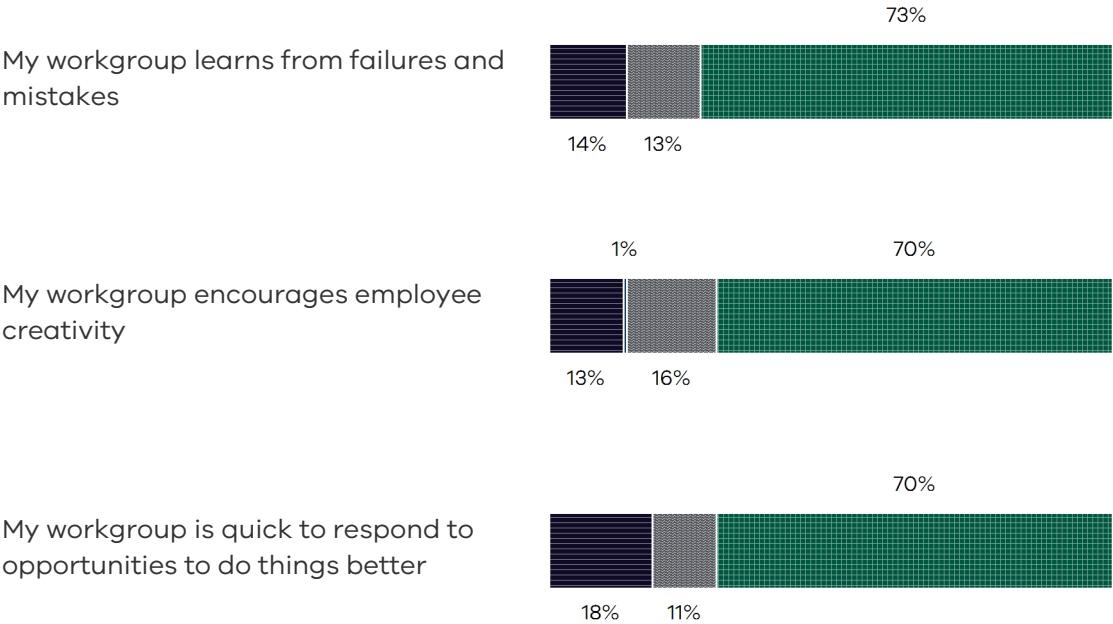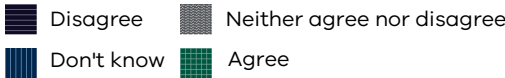
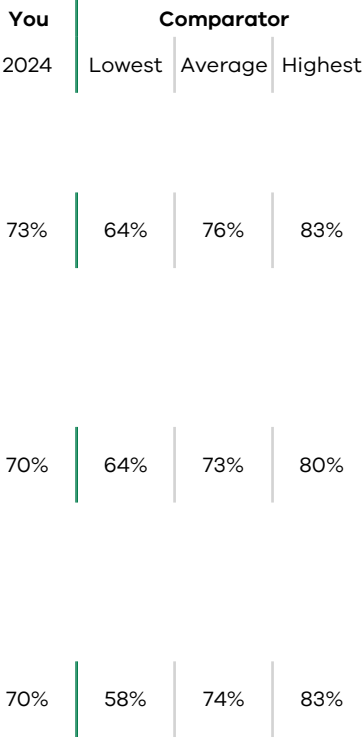Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

73% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.

Survey question

Your results

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

Benchmark agree results

	You	Comparator		
	2024	Lowest	Average	Highest

My workgroup learns from failures and mistakes

14% — 13% — 73%

| 73% | 64% | 76% | 83% |

My workgroup encourages employee creativity

13% — 16% — 1% — 70%

| 70% | 64% | 73% | 80% |

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

18% — 11% — 70%

| 70% | 58% | 74% | 83% |

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.

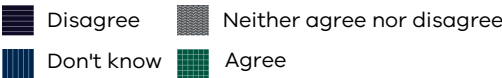Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

90% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.
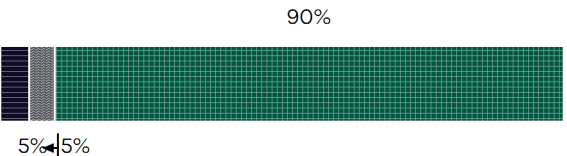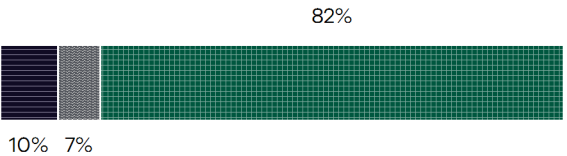
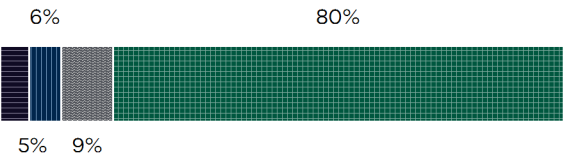| Survey question	Your results	Benchmark agree results			
		You	Comparator		
		2024	Lowest	Average	Highest
People in my workgroup treat each other with respect	90% (5%, 5%)	90%	79%	86%	92%
People in my workgroup work together effectively to get the job done	82% (10%, 7%)	82%	79%	84%	90%
People in my workgroup appropriately manage conflicts of interest	80% (6%, 5%, 9%)	80%	62%	78%	83%
People in my workgroup are honest, open and transparent in their dealings	80% (1%, 10%, 9%)	80%	58%	80%	87%

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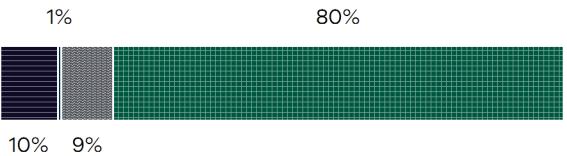
Workgroup climate

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

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

Survey question

Your results

Disagree Neither agree nor disagree

Don't know Agree

People in my workgroup are politically impartial in their work

6% 74%

3% 17%

Benchmark agree results

	You	Comparator		
	2024	Lowest	Average	Highest
	74%	62%	79%	83%

Victorian Public Sector Commission

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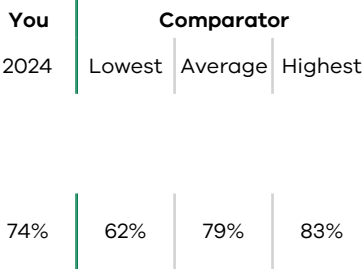
Workgroup climate

Safe to speak up

What is this

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

Why this is important

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

How to read this

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

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

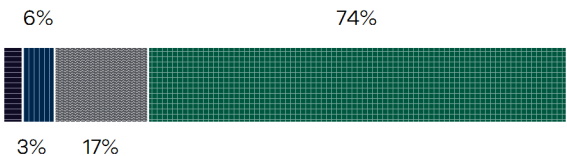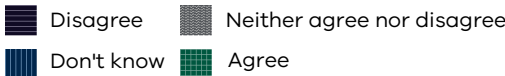Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

82% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.

| Survey question | Your results | Benchmark agree results |

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

Survey question		You 2024	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup are able to bring up problems and tough issues	12% / 6% / 82%	82%	64%	78%	85%
I feel safe to challenge inappropriate behaviour at work	15% / 8% / 77%	77%	66%	76%	86%

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People matter survey

2024

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Key differences

- Highest scoring
- Lowest scoring
- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

Taking action

- Taking action questions

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Public sector values

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- Respect
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- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- 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:

- 91.4% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 86.0% of staff in your comparator group and 82.5% of staff across the public sector.

Bar chart showing results for Flexible working (You 2024: 91.4%, Comparator 2024: 86.0%, Public sector 2024: 82.5%), Manager leadership (87.6%, 86.4%, 86.7%), Job enrichment (87.0%, 85.7%, 83.6%), Meaningful work (86.7%, 89.2%, 87.4%).

Legend: You 2024 | Comparator 2024 | Public sector 2024

Victorian Public Sector Commission

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Job and manager factors

Scorecard 2 of 2

What is this

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

Why this is important

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

How to read this

Each label represents a group of questions in the survey about job and manager factors.
Each result is the overall percentage of positive responses for your organisation, comparator and public sector.
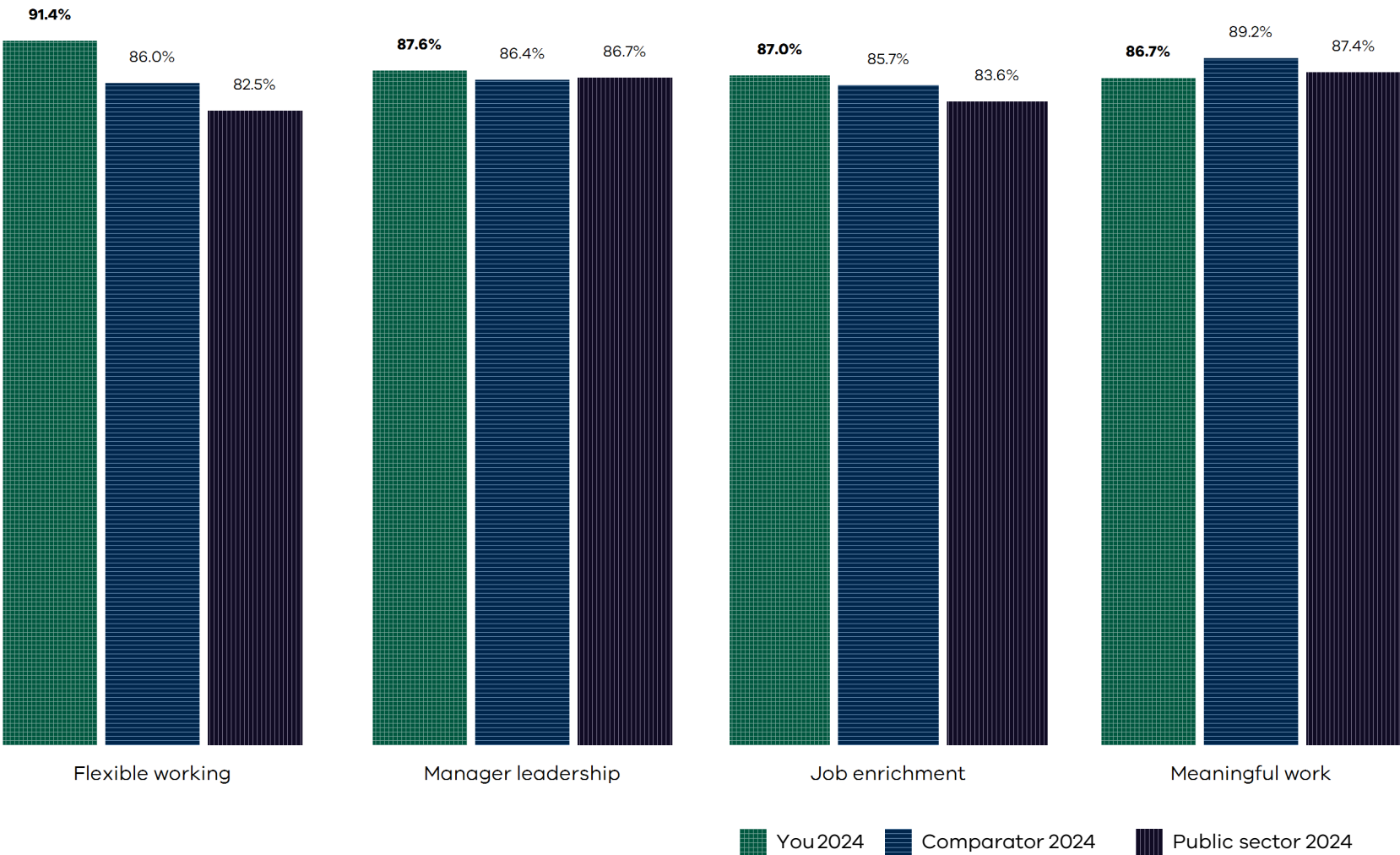
Example

In 2024:

- 80.8% of your staff who did the survey responded positively to questions about Manager support.

Compared to:

- 78.6% of staff in your comparator group and 78.5% of staff across the public sector.

Bar chart comparing You 2024, Comparator 2024, and Public sector 2024 across three factors:

- **Manager support:** You 2024 80.8%, Comparator 2024 78.6%, Public sector 2024 78.5%
- **Learning and development:** You 2024 59.9%, Comparator 2024 63.6%, Public sector 2024 59.5%
- **Workload:** You 2024 57.1%, Comparator 2024 62.8%, Public sector 2024 60.0%

Legend: ■ You 2024 ■ Comparator 2024 ■ Public sector 2024

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Manager leadership

What is this

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

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

How to read this

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

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

Under 'Benchmark results', compare your comparator 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

Disagree Neither agree nor disagree

Don't know Agree
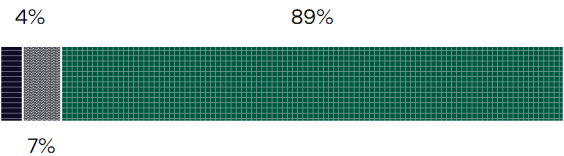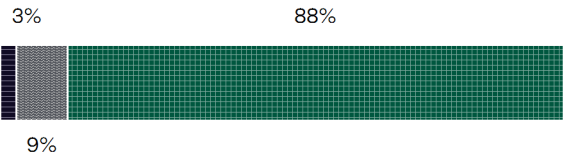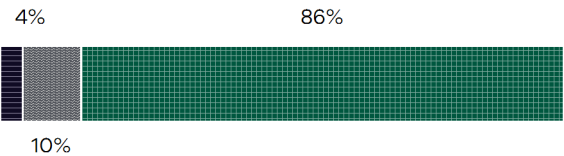
Survey question		Benchmark agree results			
		You	**Comparator**		
		2024	Lowest	Average	Highest
My manager treats employees with dignity and respect	4% / 89% / 7%	89%	74%	88%	95%
My manager demonstrates honesty and integrity	3% / 88% / 9%	88%	69%	87%	93%
My manager models my organisation's values	4% / 86% / 10%	86%	70%	85%	91%

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.
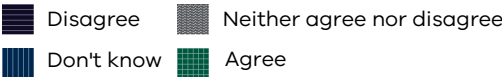
Example

88% of your staff who did the survey agreed or strongly agreed with 'I can discuss problems or issues with my manager'.

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

Survey question	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I can discuss problems or issues with my manager	88%	68%	84%	93%
My manager listens to what I have to say	87%	70%	85%	92%
My manager provides me with enough support when I need it	86%	64%	82%	93%
My manager gives me feedback that helps me improve my performance	79%	62%	77%	85%

Your results bar values:
- I can discuss problems or issues with my manager: 5%, 7%, 88%
- My manager listens to what I have to say: 4%, 9%, 87%
- My manager provides me with enough support when I need it: 1%, 9%, 5%, 86%
- My manager gives me feedback that helps me improve my performance: 1%, 11%, 9%, 79%

Victorian Public Sector Commission

VICTORIA State Government

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.
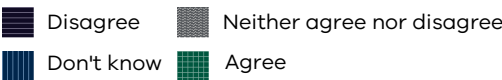
Example

63% 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
- Neither agree nor disagree
- Don't know
- Agree

I receive meaningful recognition when I do good work

20%   63%
17%

Benchmark agree results

You	Comparator		
2024	Lowest	Average	Highest
63%	53%	66%	73%

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.
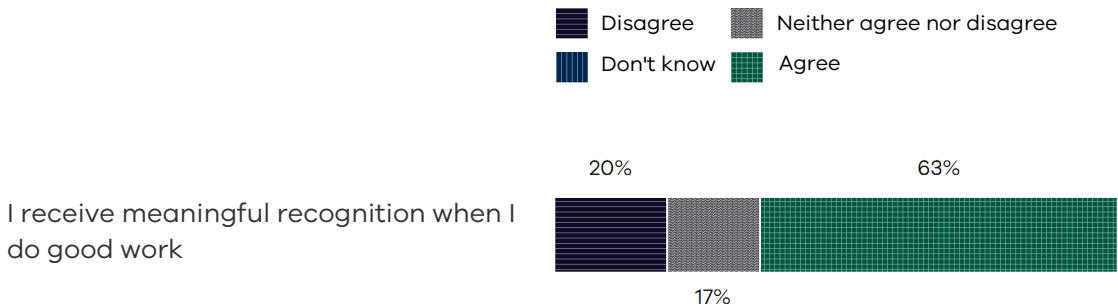
Example

58% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.

Survey question

Your results

Disagree   Neither agree nor disagree

Agree

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

27%   58%
14%

I have enough time to do my job effectively

31%   56%
13%

Benchmark agree results

	You	Comparator		
	2024	Lowest	Average	Highest
The workload I have is appropriate for the job that I do	58%	52%	65%	70%
I have enough time to do my job effectively	56%	50%	61%	71%

Victorian Public Sector Commission

VICTORIA State Government
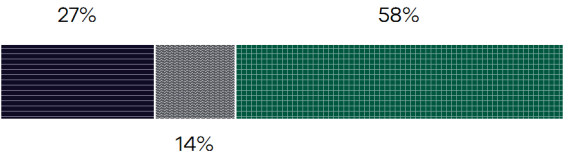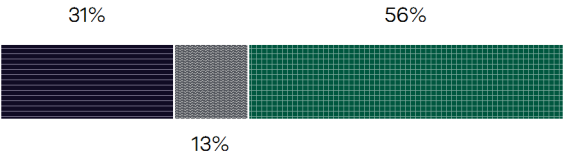
Job and manager factors

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.
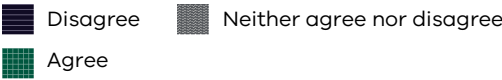
Example

74% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

Survey question	Your results			

Legend: ■ Disagree ▨ Neither agree nor disagree ▨ Agree

Survey question	Disagree	Neither	Agree	You 2024	Lowest	Average	Highest
I am developing and learning in my role	10%	16%	74%	74%	68%	78%	87%
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	19%	23%	58%	58%	46%	60%	73%
My organisation places a high priority on the learning and development of staff	19%	25%	56%	56%	43%	62%	79%
I am satisfied with the opportunities to progress in my organisation	25%	24%	51%	51%	46%	55%	62%

Benchmark agree results — You (2024) | Comparator (Lowest / Average / Highest)

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.
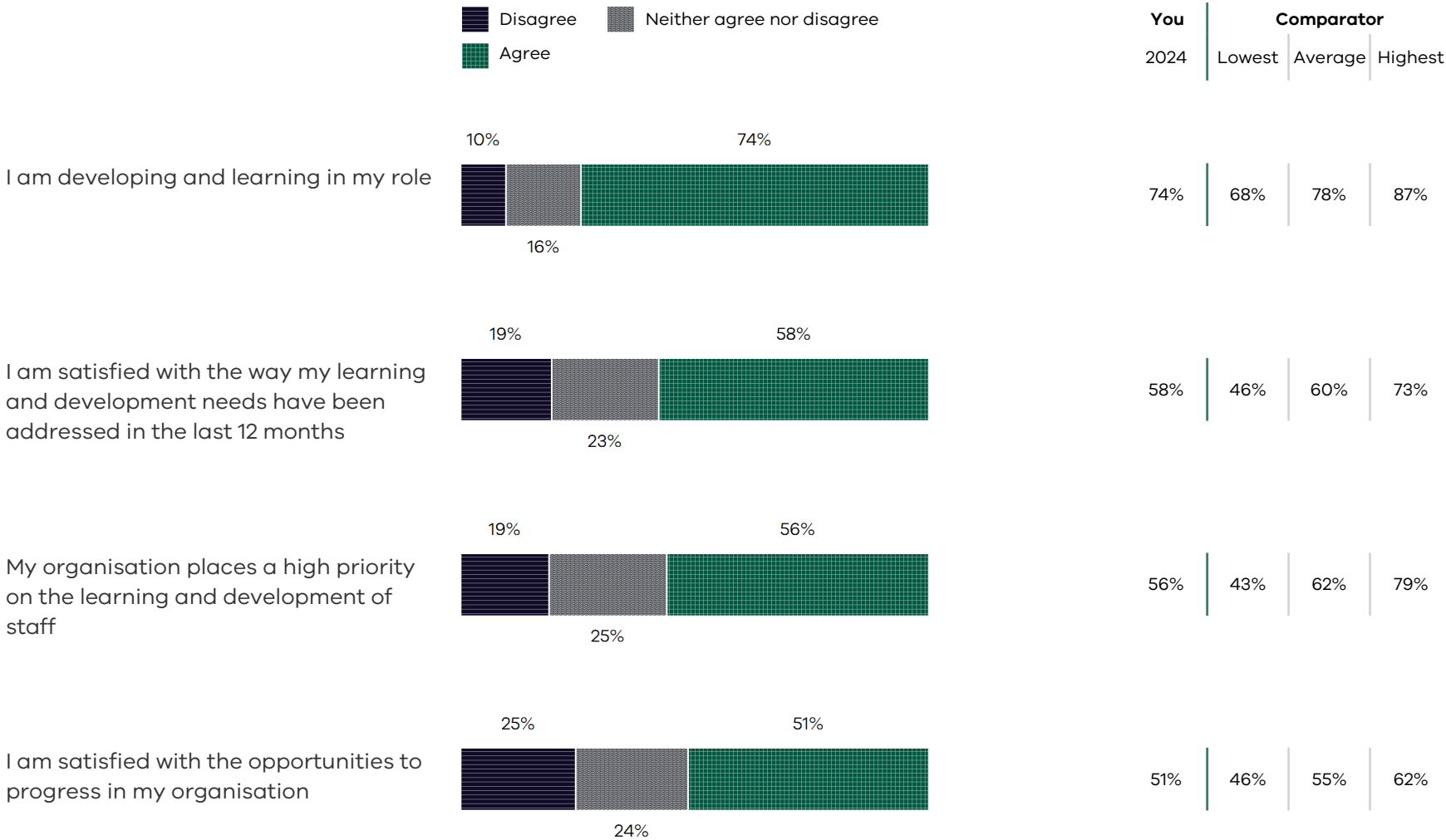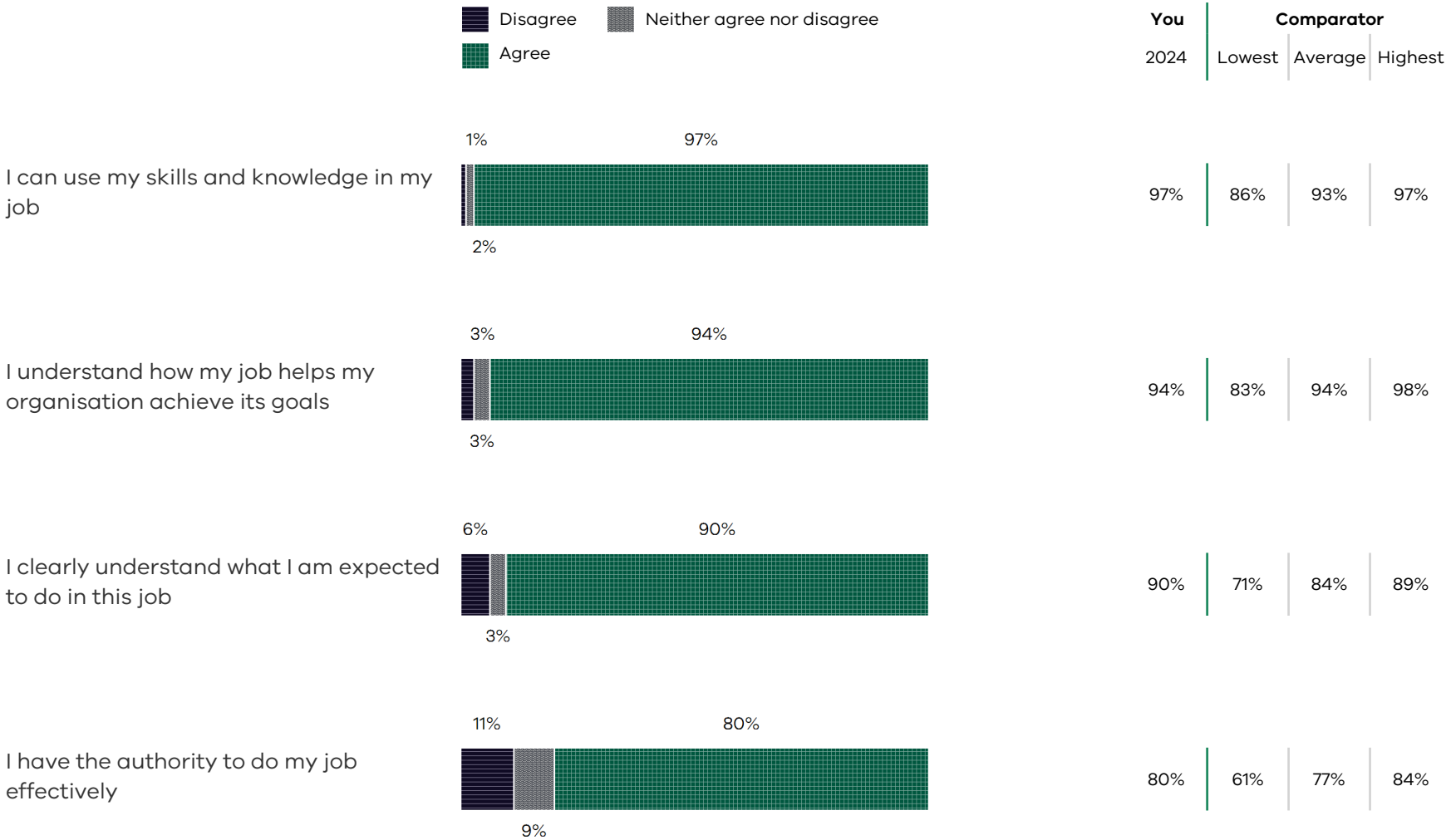
Example

97% 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 2024	Comparator Lowest	Comparator Average	Comparator Highest
I can use my skills and knowledge in my job	1%	2%	97%	97%	86%	93%	97%
I understand how my job helps my organisation achieve its goals	3%	3%	94%	94%	83%	94%	98%
I clearly understand what I am expected to do in this job	6%	3%	90%	90%	71%	84%	89%
I have the authority to do my job effectively	11%	9%	80%	80%	61%	77%	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.
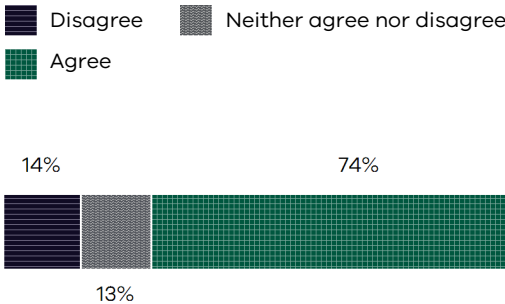
Example

74% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

Survey question

I have a say in how I do my work

Your results

Legend: Disagree | Neither agree nor disagree | Agree

14% | 13% | 74%

Benchmark agree results

	You	Comparator		
	2024	Lowest	Average	Highest
	74%	72%	82%	90%

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.
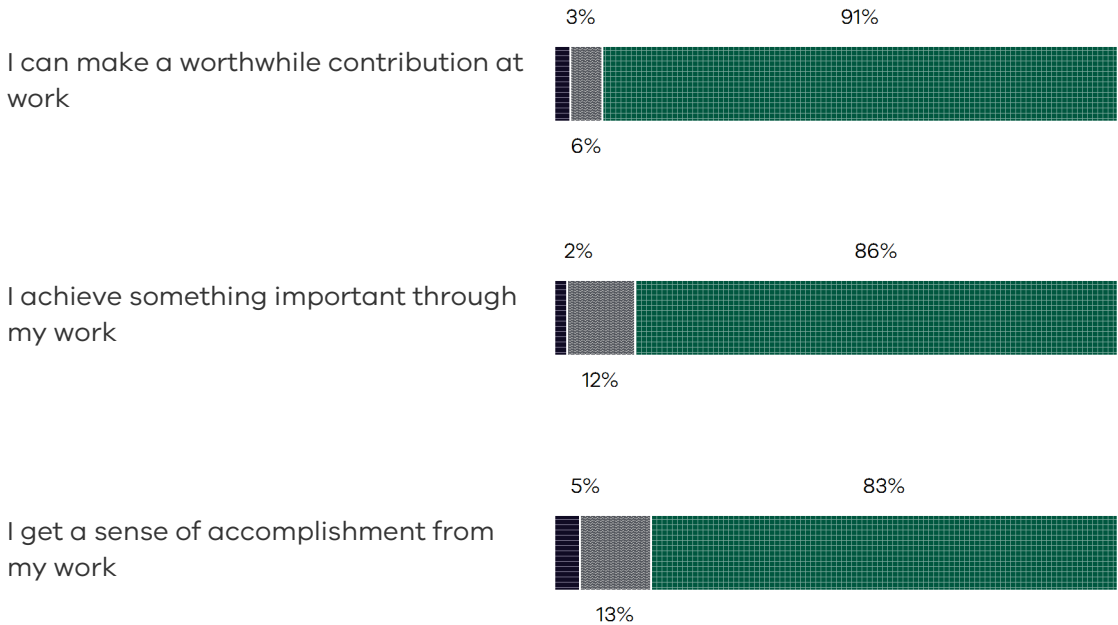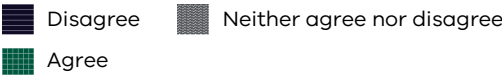
Example

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

Survey question

Your results

■ Disagree ▨ Neither agree nor disagree
▧ Agree

I can make a worthwhile contribution at work
3% | 91% | 6%

I achieve something important through my work
2% | 86% | 12%

I get a sense of accomplishment from my work
5% | 83% | 13%

Benchmark agree results

	You	Comparator		
	2024	Lowest	Average	Highest
I can make a worthwhile contribution at work	91%	89%	93%	95%
I achieve something important through my work	86%	84%	91%	93%
I get a sense of accomplishment from my work	83%	77%	83%	88%

Job and manager factors

Flexible working

What is this

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

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

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

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

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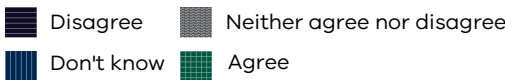
Example

93% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.
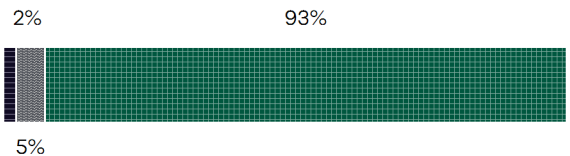
Survey question	Your results			

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

Survey question	Your results	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager supports working flexibly	2% / 5% Disagree/Neither, 93% Agree	93%	70%	89%	98%
I am confident that if I requested a flexible work arrangement, it would be given due consideration	4% / 6% Disagree/Neither, 90% Agree	90%	63%	83%	92%

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

Key differences

- Highest scoring
- Lowest scoring
- 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

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.
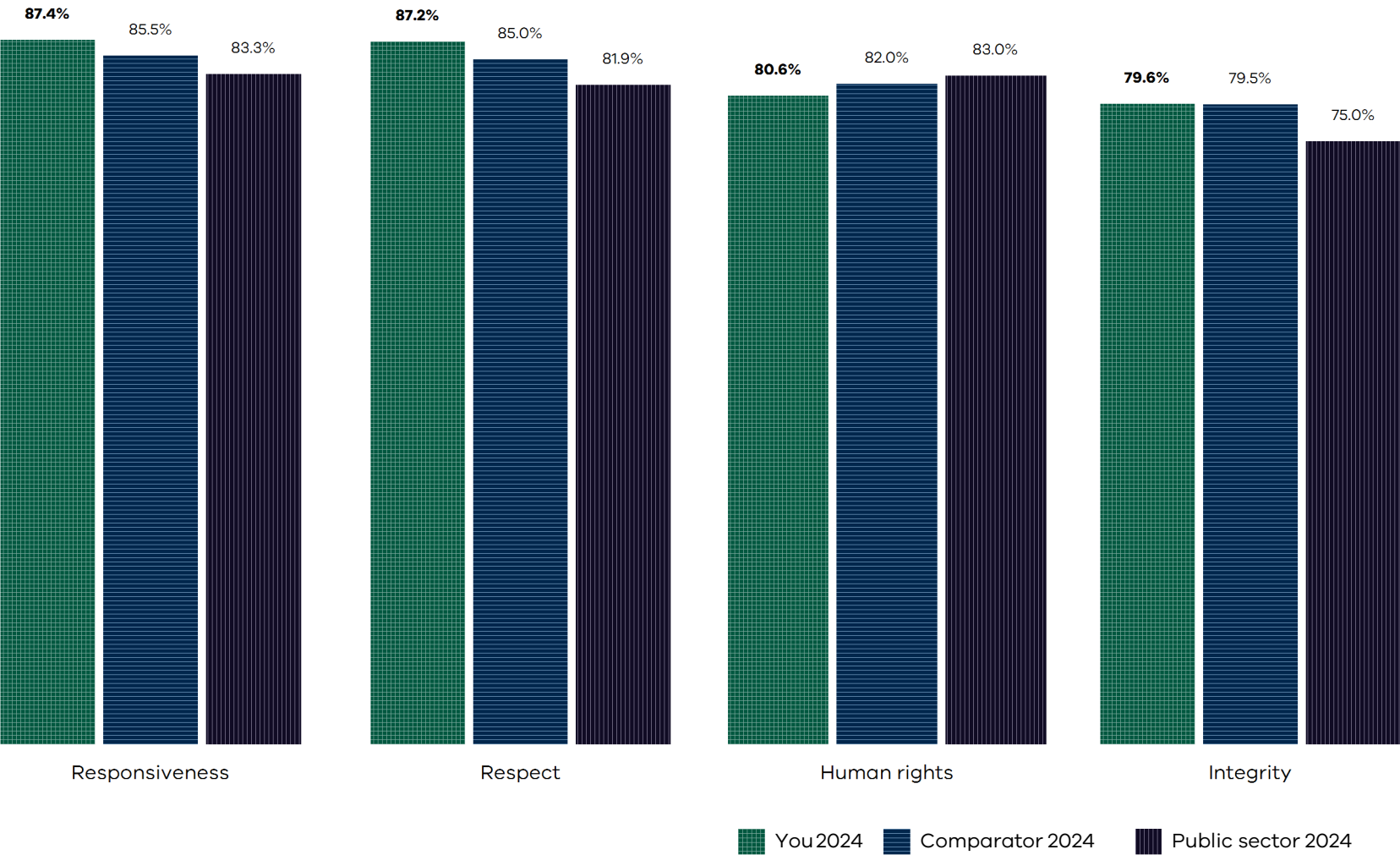
Example

In 2024:

- 87.4% of your staff who did the survey responded positively to questions about Responsiveness.

Compared to:

- 85.5% of staff in your comparator group and 83.3% of staff across the public sector.

Responsiveness: You 2024 87.4%, Comparator 2024 85.5%, Public sector 2024 83.3%

Respect: You 2024 87.2%, Comparator 2024 85.0%, Public sector 2024 81.9%

Human rights: You 2024 80.6%, Comparator 2024 82.0%, Public sector 2024 83.0%

Integrity: You 2024 79.6%, Comparator 2024 79.5%, Public sector 2024 75.0%

Legend: 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.
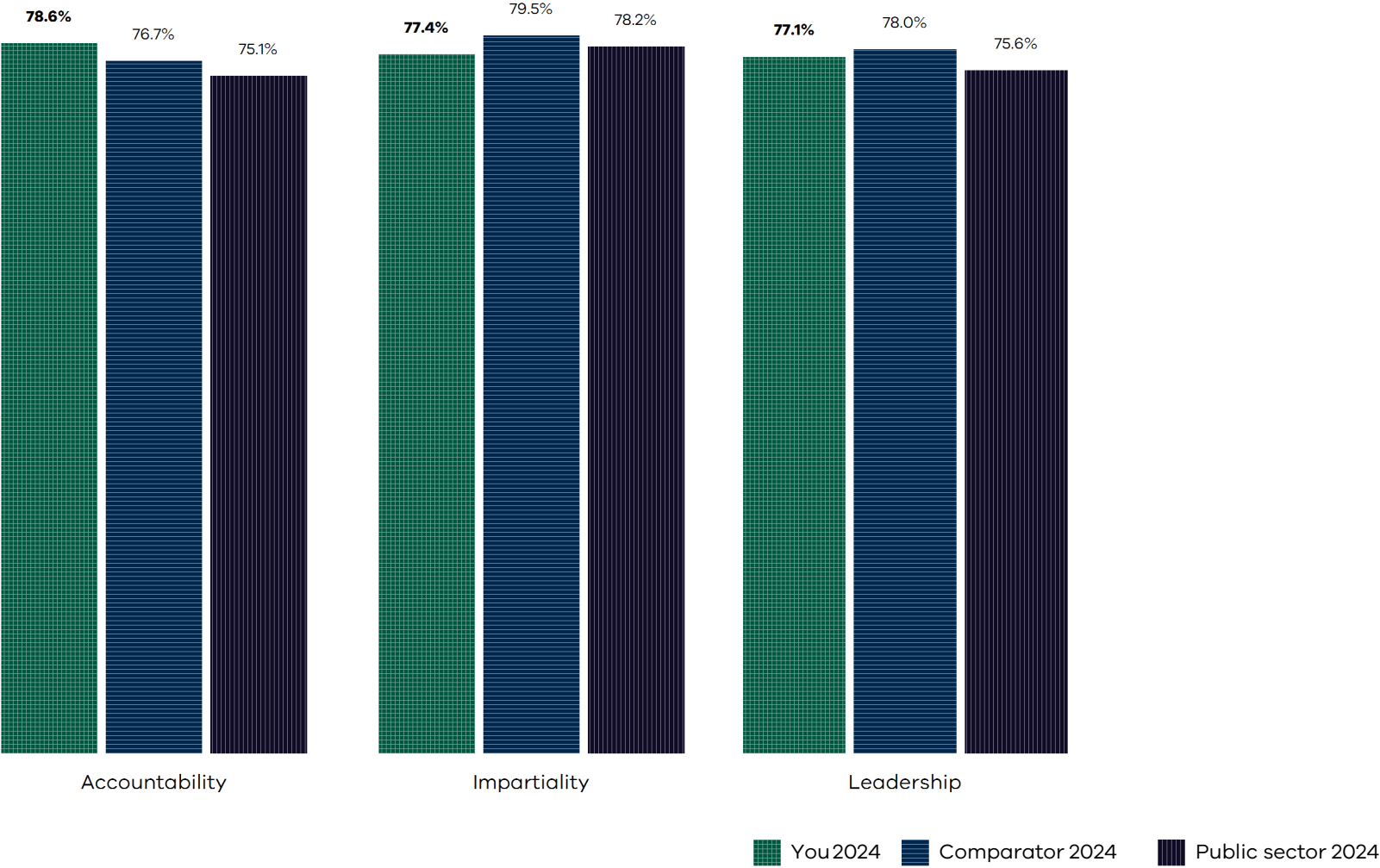
Example

In 2024:

- 78.6% of your staff who did the survey responded positively to questions about Accountability.

Compared to:

- 76.7% of staff in your comparator group and 75.1% of staff across the public sector.

Accountability: You 2024 78.6%, Comparator 2024 76.7%, Public sector 2024 75.1%

Impartiality: You 2024 77.4%, Comparator 2024 79.5%, Public sector 2024 78.2%

Leadership: You 2024 77.1%, Comparator 2024 78.0%, Public sector 2024 75.6%

Legend: 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.
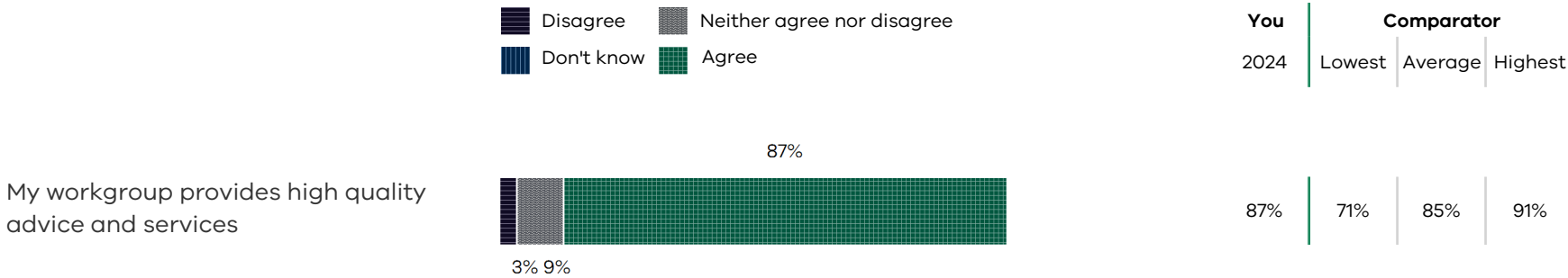
Example

87% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Your results

| ■ Disagree | ▓ Neither agree nor disagree |
| ▥ Don't know | ▓ Agree |

My workgroup provides high quality advice and services

87%

3% 9%

Benchmark agree results

	You	Comparator		
	2024	Lowest	Average	Highest
	87%	71%	85%	91%

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.

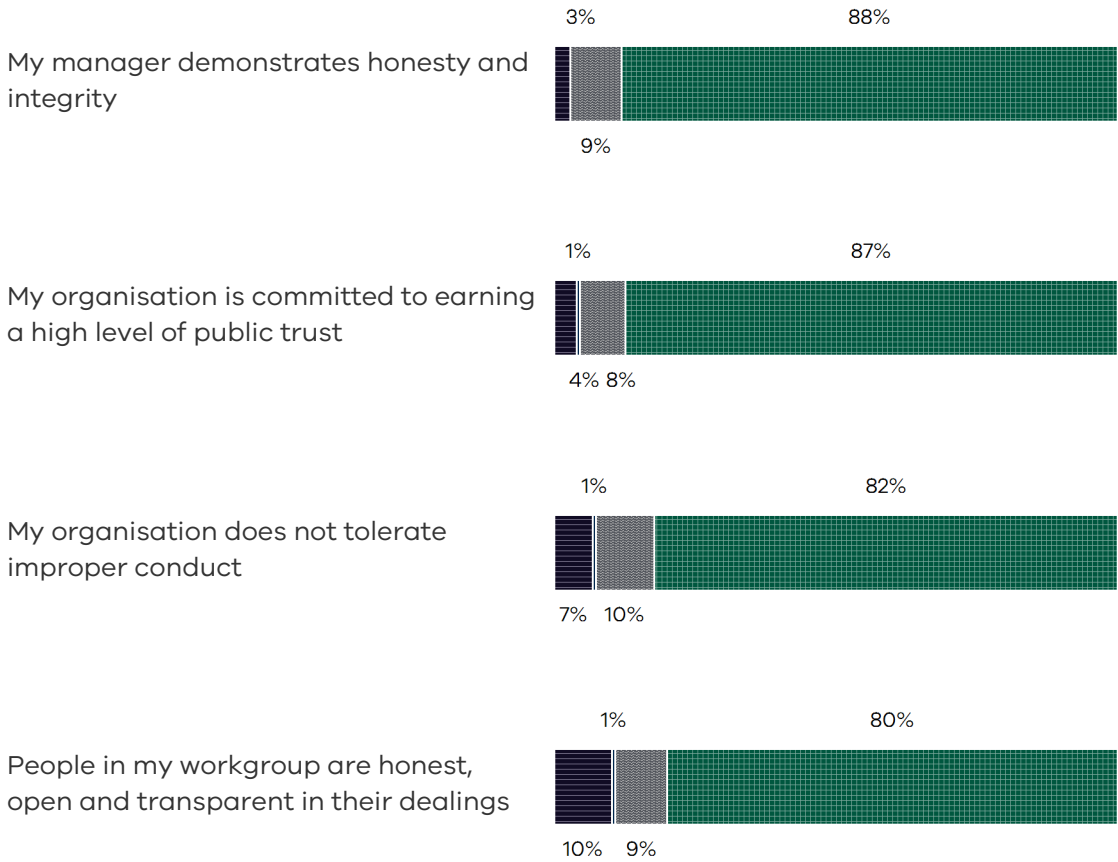Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

88% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question

Your results

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

Survey question	Disagree	Neither	Agree
My manager demonstrates honesty and integrity	3% / 9%		88%
My organisation is committed to earning a high level of public trust	1% / 4% 8%		87%
My organisation does not tolerate improper conduct	1% / 7% 10%		82%
People in my workgroup are honest, open and transparent in their dealings	1% / 10% 9%		80%

Benchmark agree results

Survey question	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager demonstrates honesty and integrity	88%	69%	87%	93%
My organisation is committed to earning a high level of public trust	87%	70%	87%	96%
My organisation does not tolerate improper conduct	82%	66%	78%	83%
People in my workgroup are honest, open and transparent in their dealings	80%	58%	80%	87%

Victorian Public Sector Commission

VICTORIA State Government

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.

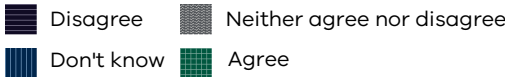Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

80% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

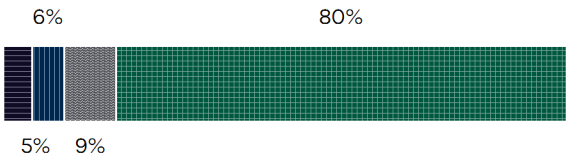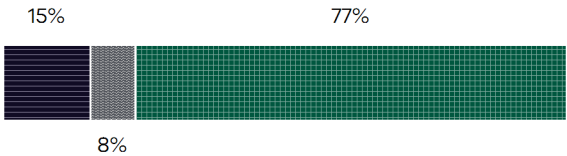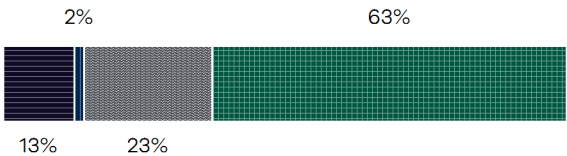## Survey question

Your results

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

People in my workgroup appropriately manage conflicts of interest
6% · 80% · 5% · 9%

I feel safe to challenge inappropriate behaviour at work
15% · 77% · 8%

Senior leaders demonstrate honesty and integrity
2% · 63% · 13% · 23%

Benchmark agree results

Survey question	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup appropriately manage conflicts of interest	80%	62%	78%	83%
I feel safe to challenge inappropriate behaviour at work	77%	66%	76%	86%
Senior leaders demonstrate honesty and integrity	63%	56%	71%	83%

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.
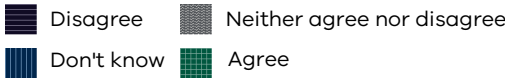
Example

81% of your staff who did the survey agreed or strongly agreed with 'My workgroup acts fairly and without bias'.
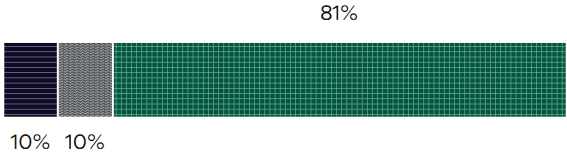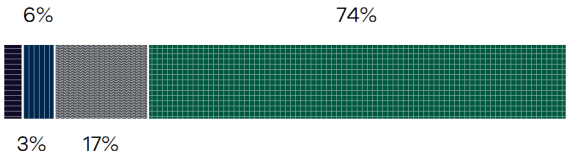
Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	Your results	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup acts fairly and without bias	Disagree 10%, Neither 10%, Agree 81%	81%	62%	80%	87%
People in my workgroup are politically impartial in their work	Disagree 6%, Don't know 3%, Neither 17%, Agree 74%	74%	62%	79%	83%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Accountability 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

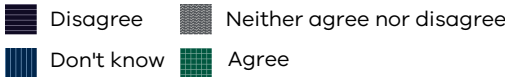Under 'Benchmark results', compare your comparator groups overall, lowest and highest scores with your own.

Example

94% of your staff who did the survey agreed or strongly agreed with 'I understand how my job helps my organisation achieve its goals'.
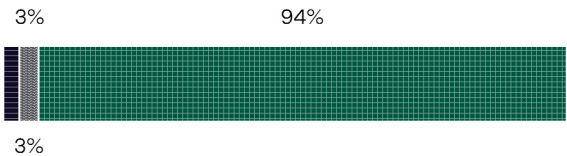
Survey question	Your results			
	You 2024	**Comparator** Lowest	Average	Highest

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

Survey question	3% ... 94% (3%)	You 2024	Lowest	Average	Highest
I understand how my job helps my organisation achieve its goals	3% / 94% / 3%	94%	83%	94%	98%
I clearly understand what I am expected to do in this job	6% / 90% / 3%	90%	71%	84%	89%
My workgroup has clear lines of responsibility	18% / 6% / 77%	77%	59%	72%	80%
My workgroup uses its resources well	19% / 13% / 68%	68%	53%	69%	76%

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

65% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

	Disagree		Neither agree nor disagree
	Don't know		Agree

Senior leaders provide clear strategy and direction

1%   65%

19%   15%

Benchmark agree results

You	Comparator		
2024	Lowest	Average	Highest
65%	52%	65%	76%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Respect 1 of 2

What is this

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

Why this is important

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

How to read this

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

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

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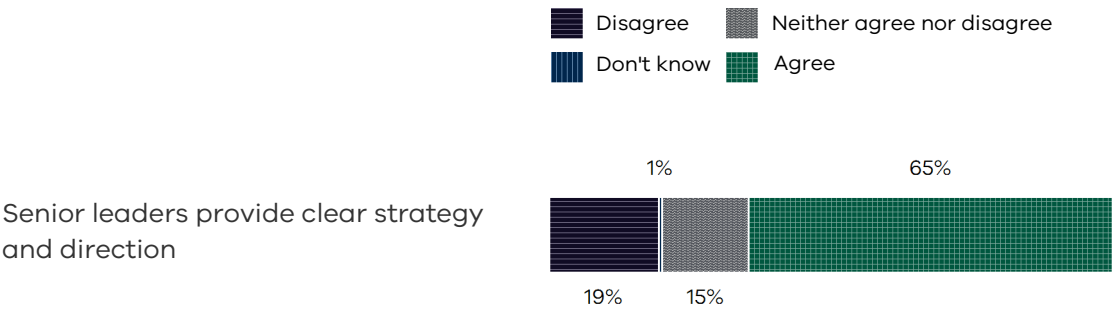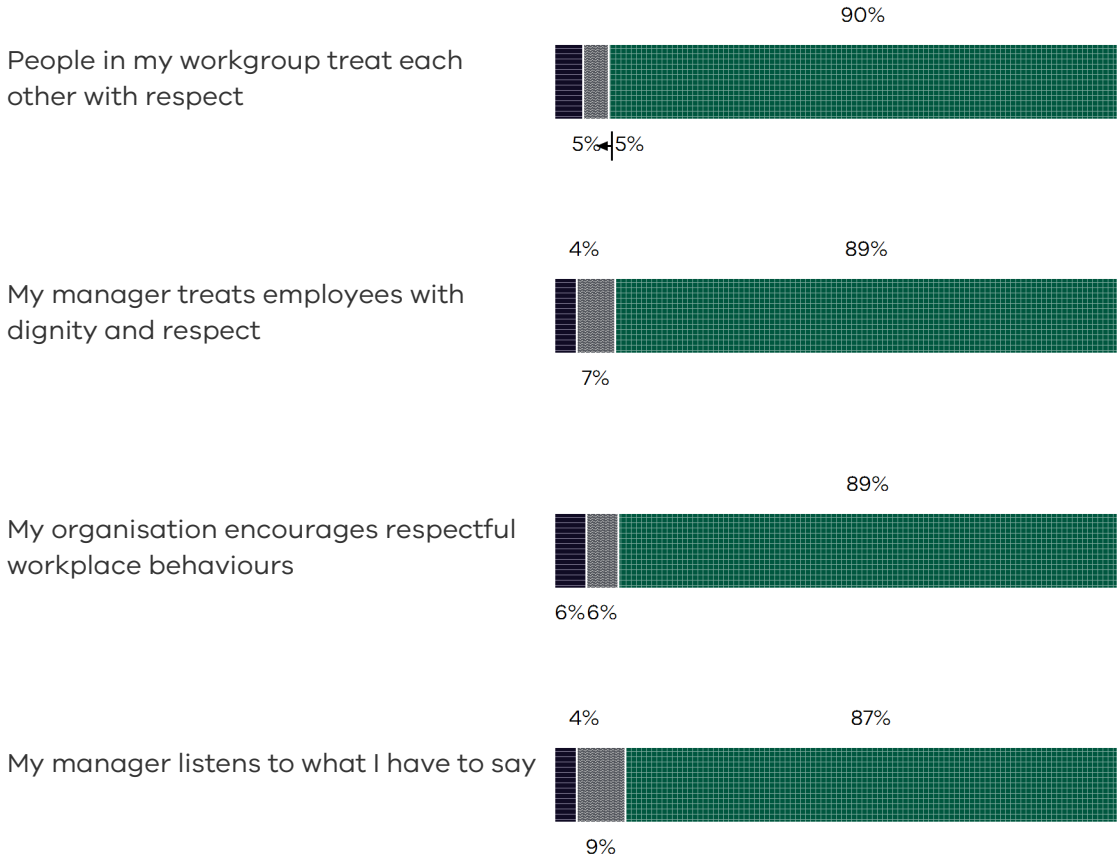
Example

90% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.

Survey question	Your results	Benchmark agree results

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

	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup treat each other with respect	90%	79%	86%	92%
My manager treats employees with dignity and respect	89%	74%	88%	95%
My organisation encourages respectful workplace behaviours	89%	81%	89%	94%
My manager listens to what I have to say	87%	70%	85%	92%

Your results bar values:
- People in my workgroup treat each other with respect: 90% agree, 5%, 5%
- My manager treats employees with dignity and respect: 89% agree, 4%, 7%
- My organisation encourages respectful workplace behaviours: 89% agree, 6%, 6%
- My manager listens to what I have to say: 87% agree, 4%, 9%

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.
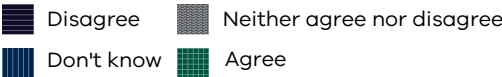
Example

81% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

	Disagree		Neither agree nor disagree
	Don't know		Agree

Survey question: My organisation takes steps to eliminate bullying, harassment and discrimination

Your results: 6% 13% 1% 81%

Benchmark agree results

You	Comparator		
2024	Lowest	Average	Highest
81%	71%	77%	86%

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.
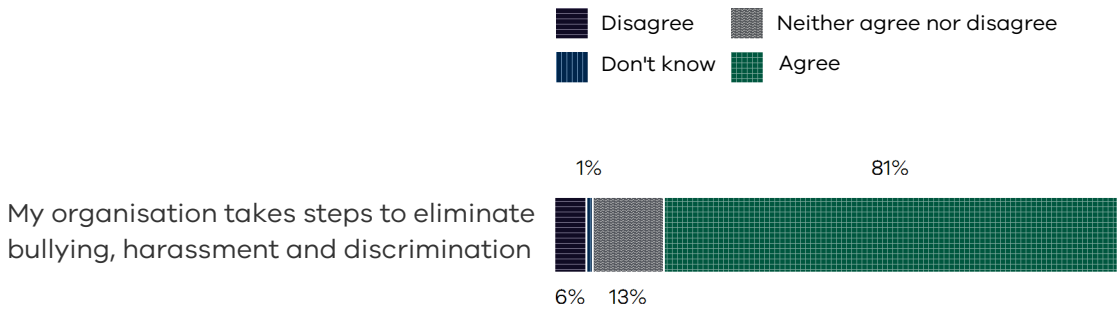
Example

86% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

Survey question

Your results

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

My manager models my organisation's values
- 4%
- 86%
- 10%

Senior leaders model my organisation's values
- 2%
- 69%
- 14%
- 15%

Benchmark agree results
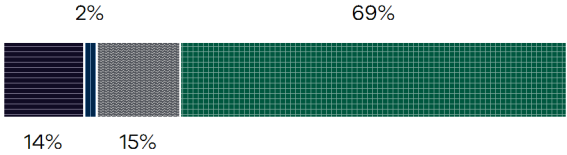
	You	Comparator		
	2024	Lowest	Average	Highest
My manager models my organisation's values	86%	70%	85%	91%
Senior leaders model my organisation's values	69%	59%	71%	82%

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

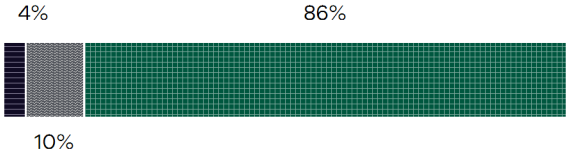91% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

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

Survey question	Your results	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation encourages employees to act in ways that are consistent with human rights	1% / 2% / 6% / 91%	91%	75%	88%	94%
I understand how the Charter of Human Rights and Responsibilities applies to my work	12% / 18% / 70%	70%	67%	76%	87%

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

Key differences

- Highest scoring
- Lowest scoring
- 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

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

89% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

Survey question

Your results

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

I understand how the Code of Conduct for Victorian public sector employees applies to my work
- 2%
- 89%
- 3%
- 6%

I am proud to work in the public sector
- 7%
- 75%
- 17%

I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration
- 7%
- 72%
- 7%
- 13%

Benchmark agree results

Survey question	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I understand how the Code of Conduct...	89%	80%	85%	93%
I am proud to work in the public sector	75%	63%	76%	83%
I am confident that if I requested to go on secondment...	72%	50%	66%	80%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

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- Discrimination
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- Biggest negative difference from your comparator

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- Scorecard
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Public sector values

- Scorecard
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Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
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- 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	42	24%
35-54 years	100	57%
55+ years	23	13%
Prefer not to say	10	6%

Gender	(n)	%
Woman	95	54%
Man	67	38%
Prefer not to say	11	6%
Non-binary and I use a different term	2	1%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	2	1%
No	161	92%
Prefer not to say	12	7%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?	(n)	%
Yes	0	0%
No	156	89%
Don't know	8	5%
Prefer not to say	11	6%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	135	77%
Prefer not to say	20	11%
Gay or lesbian	7	4%
Bisexual	6	3%
Asexual	3	2%
Pansexual	2	1%
I use a different term	1	1%
Don't know	1	1%

Demographics

Aboriginal and/or Torres Strait Islander employees

What is this

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

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	2	1%
Non Aboriginal and/or Torres Strait Islander	165	94%
Prefer not to say	8	5%

Victorian Public Sector Commission

VICTORIA State Government

Demographics

Disability

What is this

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

Why this is important

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

How to read this

Each table shows the breakdown of responses from your survey.

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

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

How we protect anonymity and privacy

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Are you a person with disability?	(n)	%
Yes	22	13%
No	146	83%
Prefer not to say	7	4%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	17	77%
No	4	18%
Prefer not to say	1	5%

Demographics

Cultural diversity 1 of 2

What is this

These are the personal characteristics of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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Country of birth	(n)	%
Born in Australia	120	69%
Not born in Australia	37	21%
Prefer not to say	18	10%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Other	9	30%
Mandarin	5	17%
Spanish	4	13%
Cantonese	3	10%
Vietnamese	2	7%
Sinhalese	2	7%
Italian	2	7%
Greek	1	3%
Tamil	1	3%
Tagalog	1	3%
Filipino	1	3%
Gujarati	1	3%

Language other than English spoken with family or community	(n)	%
Yes	30	17%
No	133	76%
Prefer not to say	12	7%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Persian	1	3%
Telugu	1	3%
Urdu	0	0%
Hindi	0	0%
Macedonian	0	0%
Arabic	0	0%
Auslan	0	0%
Punjabi	0	0%
Malayalam	0	0%
Australian Indigenous Language	0	0%
Turkish	0	0%

Demographics

Cultural diversity 2 of 2

What is this

This is the cultural identity and religion of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

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Cultural identity	(n)	%
Australian	116	66%
English, Irish, Scottish and/or Welsh	20	11%
East and/or South-East Asian	20	11%
Prefer not to say	13	7%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	10	6%
New Zealander	6	3%
South Asian	5	3%
Other	4	2%
African	3	2%
Pacific Islander	2	1%
Middle Eastern	1	1%
Central and/or South American	1	1%
Aboriginal and/or Torres Strait Islander	1	1%
Maori	0	0%
North American	0	0%
Central Asian	0	0%

Religion	(n)	%
No religion	103	59%
Christianity	44	25%
Prefer not to say	18	10%
Hinduism	4	2%
Other	3	2%
Buddhism	2	1%
Islam	1	1%
Judaism	0	0%
Sikhism	0	0%

Demographics

Employment characteristics 1 of 2

What is this

These are the employment characteristics of staff.

Why this is important

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

How to read this

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

How we protect anonymity and privacy

- 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	146	83%
Part-Time	29	17%

Gross base salary (ongoing/fixed term only)	(n)	%
Below $80k	33	19%
$80k to $120k	61	36%
$120k to $160k	38	22%
$160k to $200k	15	9%
$200k or more	7	4%
Prefer not to say	17	10%

Organisational tenure	(n)	%
<1 year	44	25%
1 to less than 2 years	19	11%
2 to less than 5 years	40	23%
5 to less than 10 years	26	15%
10 to less than 20 years	28	16%
More than 20 years	18	10%

Management responsibility	(n)	%
Non-manager	129	74%
Other manager	24	14%
Manager of other manager(s)	22	13%

Employment type	(n)	%
Ongoing and executive	132	75%
Fixed term	30	17%
Other	13	7%

Frontline worker	(n)	%
No	146	83%
Yes	29	17%

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)	%
Melbourne: Suburbs	164	94%
Melbourne CBD	4	2%
Large regional city	4	2%
Rural	3	2%
Other	0	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	129	74%
A frontline or service delivery location	9	5%
Home or private location	132	75%
A shared office space (where two or more organisations share the same workspace)	4	2%
Isolated or remote location/s where access to communications and help from others is difficult	3	2%
Other	2	1%

Flexible work	(n)	%
Working from an alternative location (e.g. home, hub/shared work space)	109	62%
Flexible start and finish times	63	36%
Working more hours over fewer days	35	20%
I do not use any flexible work arrangements	27	15%
Part-time	22	13%
Using leave (including annual leave, long-service leave, personal leave, leave without pay and/or personal leave) to work flexible hours	15	9%
Purchased leave	14	8%
Shift swap	5	3%
Other	4	2%
Study leave	2	1%
Job sharing	1	1%

Victorian Public Sector Commission · VICTORIA State Government

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	115	66%
Flexible working arrangements	43	25%
Physical modifications or improvements to the workplace	19	11%
Career development support strategies	3	2%
Other	1	1%
Job redesign or role sharing	1	1%
Accessible communications technologies	0	0%

Why did you make this request?	(n)	%
Health	24	40%
Work-life balance	23	38%
Family responsibilities	12	20%
Caring responsibilities	10	17%
Other	6	10%
Disability	3	5%
Study commitments	3	5%

What was your experience with making this request?	(n)	%
The adjustments I needed were made and the process was satisfactory	47	78%
The adjustments I needed were not made	8	13%
The adjustments I needed were made but the process was unsatisfactory	5	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	68	39%
Secondary school aged child(ren)	40	23%
Primary school aged child(ren)	24	14%
Frail or aged person(s)	17	10%
Prefer not to say	15	9%
Child(ren) - younger than preschool age	15	9%
Preschool aged child(ren)	13	7%
Person(s) with a medical condition	11	6%
Person(s) with disability	8	5%
Other	7	4%
Person(s) with a mental illness	5	3%

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