





# People matter survey

2024

Have your say

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- Your comparator group
- Your response rate

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- Biggest positive difference from your comparator
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- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

# **Topical questions**

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

# **Custom questions**

 Questions requested by your organisation

# **Demographics**

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





### **About your report**

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

#### Report contents

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

#### Comparing data in this report

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

This means you'll be able to compare about 92% of this year's survey with your previous results.

#### **Rounding of percentages**

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

#### Survey questions and definitions

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

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- InclusionScorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- DiscriminationViolence and aggression

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# Topical questions

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**Custom questions** 

## Demographics

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#### 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.



# 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

- 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
- Meaninaful work
- Flexible working

Engagement

**Outcomes** 

- Satisfaction
- · Wellbeing work-related stress
- · Wellbeing iob related affect
- Intention to stay
- Acting on negative behaviours
- Inclusion

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







Integrity











Respect









**Human Rights** 

## Your comparator group

#### What this is

This is a list of similar organisations to yours.

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

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

#### How we use this in your report

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

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

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

Cenitex

Commission for Children and Young
People

Emergency Services Superannuation Board

**Essential Services Commission** 

Family Violence Prevention Agency

Game Management Authority

Independent Broad-based Anticorruption Commission

Infrastructure Victoria

Labour Hire Licensing Authority

Mental Health and Wellbeing Commission

Office of Public Prosecutions

Office of the Chief Parliamentary Counsel Office of the Governor Victoria

Office of the Legal Services

Commissioner

Office of the Ombudsman Victoria

Office of the Victorian Electoral Commissioner

Office of the Victorian Government Architect

Office of the Victorian Information
Commissioner

Office of the Victorian Inspectorate

Portable Long Service Authority

Public Record Office Victoria

Safe Transport Victoria

Safer Care Victoria

Service Victoria

Suburban Rail Loop Authority

VicGrid

Victorian Disability Worker Commission

Victorian Equal Opportunity and Human Rights Commission

Victorian Fisheries Authority

Victorian Gambling and Casino Control Commission

Victorian Government Solicitor's Office

Victorian Public Sector Commission

Victorian Skills Authority

Wage Inspectorate Victoria





#### Your response rate

#### What this is

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

#### Why this is important

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

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

For example, if only 25 people did the survey, 1 person would account for 4% of any result.

In this example, if your survey result and comparator group result or previous survey result are within 4% of each other, there is very little difference in the results.

#### How to read this

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

2023		2024	
81% (164)		88% (196)	
Comparator Public Sector	70% 42%	Comparator Public Sector	69% 65%



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- InclusionScorecard: emotional effects of work
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- BullyingSexual harassment
- Discrimination
- Violence and aggression

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# Your employee engagement index

#### What is this

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

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

The weightings for each engagement response are:

- strongly agree is 100 points
- agree is 75 points
- neither agree nor disagree is 50 points
- disagree is 25 points
- strongly disagree is 0 points

#### Why this is important

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

2023		2024	
71		69	
Comparator	71	Comparator	71
Comparator		Comparator	
Public Sector	68	Public Sector	68



# Engagement question results 1 of 2

#### What is this

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

#### Your group's engagement index

Your 2024 index is 69.

#### Why this is important

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

#### How to read this

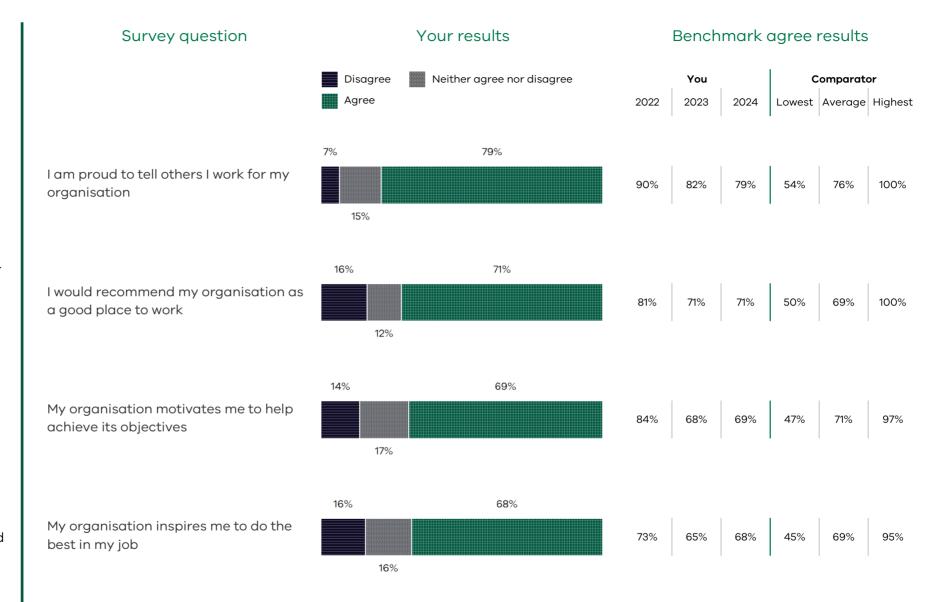
Under 'Your results', see results for each question in descending order by most agreed.

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

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

#### Example

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



# Engagement question results 2 of 2

#### What is this

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

#### Your group's engagement index

Your 2024 index is 69.

#### Why this is important

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

#### How to read this

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

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

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

#### Example

53% of your staff who did the survey agreed or strongly agreed with 'I feel a strong personal attachment to my organisation'.

# Survey question Your results Benchmark agree results Disagree Neither agree nor disagree 2022 2023 2024 Lowest Average Highest 18% 53% Strong personal attachment to

29%

I feel a strong personal attachment to my organisation





# 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.

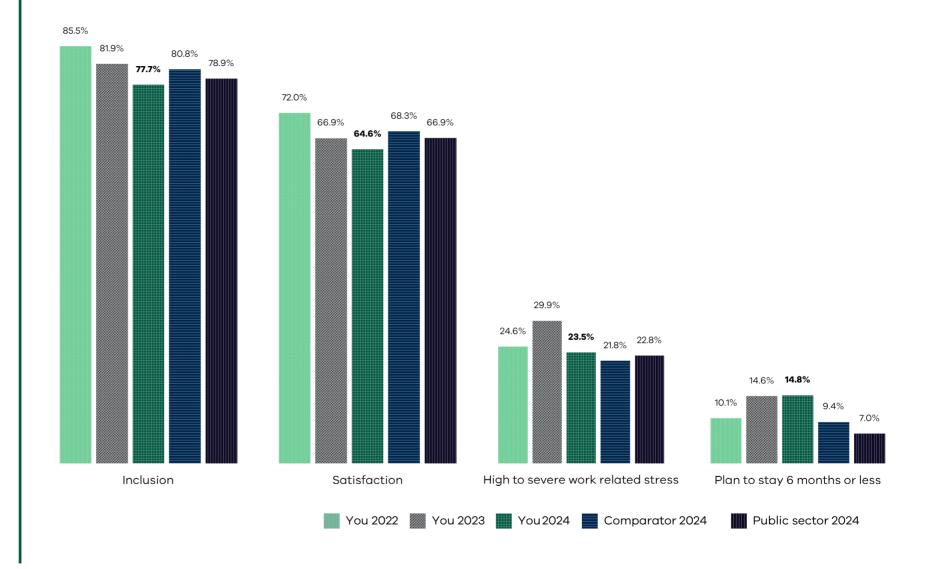
#### Example

#### In 2024:

 77.7% of your staff who did the survey responded positively to questions about Inclusion.

#### Compared to:

 80.8% of staff in your comparator group and 78.9% of staff across the public sector.



#### **Satisfaction question results**

#### What is this

This is how satisfied staff are with their iobs, 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

72% 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 Neither satisfied nor Dissatisfied You Comparator dissatisfied Satisfied Lowest Average Highest 2022 15% 72% How satisfied are you with the work/life balance in your current job 13% 17% 68% Considering everything, how satisfied are you with your current job 14% 19% 54% How satisfied are you with your career development within your current

organisation



#### Work-related stress levels

#### What is this

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

#### Why this is important

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

#### How to read this

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

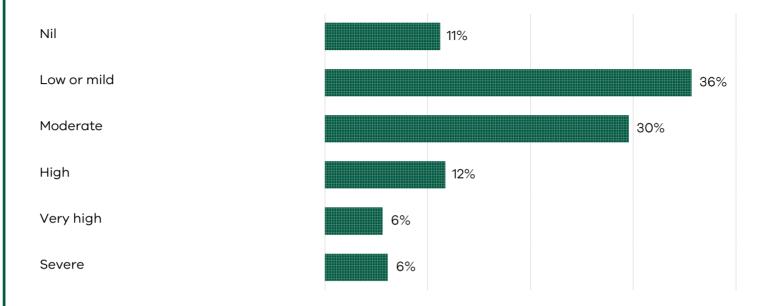
The graph at the top shows how staff in your group rated their current levels of work-related stress.

The numbers below show the percentage of staff in your group who said they experienced high to severe stress in 2024 compared to 2023, your comparator and the public sector.

## Example

23% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 22% 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)



# Reported levels of high to severe stress

2023		2024	
30%		23%	
Comparator	24%	Comparator	22%
Public Sector	24%	<b>Public Sector</b>	23%

#### **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

89% of your staff who did the survey said they experienced mild to severe stress. Of that 89%, 60% said the top reason was 'Time pressure'.

174	22
89%	11%

Experienced some work-related stress Did not experience some work-related stress

Of those that experienced work related stress it was from	You 2023	You 2024	Comparator 2024	Public sector 2024
Time pressure	54%	60%	44%	42%
Workload	56%	49%	46%	47%
Content, variety, or difficulty of work	18%	17%	15%	12%
Management of work (e.g. supervision, training, information, support)	18%	17%	13%	12%
Unclear job expectations	15%	16%	17%	14%
Dealing with clients, patients or stakeholders	15%	14%	17%	17%
Competing home and work responsibilities	10%	13%	12%	13%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	7%	11%	11%	11%
Organisation or workplace change	15%	11%	14%	15%
Work that doesn't match my skills or experience	4%	8%	8%	6%



#### **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

In the survey, we ask staff to tell us if the amount of stress in their job was manageable.

The graph at the top shows how many staff in your organisation agreed the amount of stress in their job was manageable.

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

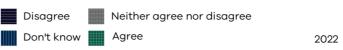
#### Example

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



64%



19%

Not	Not	64%	49%	70%	100%
ısked	asked	04/0	49/0	70%	100%

Benchmark agree results

# 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

15% of your group who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

Employees plan to work at your organisation for	You 2023	You 2024	Comparator 2024	Public sector 2024
6 months or less	15%	15%	9%	7%
Over 6 months and up to 1 year	12%	15%	13%	10%
Over 1 year and up to 3 years	29%	29%	31%	25%
Over 3 years and up to 5 years	19%	20%	16%	16%
Over 5 years	26%	22%	30%	42%



### Intention to stay factors

#### What is this

These factors influence your employee's decision to stay working in the VPS the most.

# Why this is important

Knowing what influences your employees decision to stay working in the VPS helps you understand their motivations and what's important to them.

#### How to read this

In the survey, we ask employees to tell us what factors influence their decision to stay working in the VPS.

The table shows the top 10 factors in order of influence for your employees.

We've also included the results from your comparator and the VPS.

## Example

79% of respondents said 'Non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)' influenced their decision the most.

Which factors most influence your decision to stay working in the VPS?	You 2024	Comparator 2024	VPS 2024
Non-monetary employment conditions (e.g. leave, flexible work arrangements, other benefits)	79%	63%	62%
Job security	56%	53%	53%
Remuneration (e.g. salary, superannuation)	52%	52%	55%
Type/nature of work (e.g. interesting, challenging, specialised, autonomous)	50%	58%	56%
Workplace relationships with colleagues	42%	53%	53%
Service to the Victorian public	42%	42%	40%
Inclusive work environment	35%	36%	32%
Location of work	32%	33%	39%
Quality of leadership (e.g. supportive, clear communication)	31%	34%	30%
Belief in the purpose and objectives of the VPS	29%	32%	30%



# **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'.

# Survey question Your results Benchmark agree results Neither agree nor disagree Disagree You Comparator Agree 2022 2024 Lowest Average Highest 83% I feel culturally safe at work 12% 80% I can be myself at work 8% 15% 70% I feel as if I belong at this organisation 15%

#### 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 causes.

#### Example

8% 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



Experienced barriers listed		Did not	experience any of	the barriers listed
During the last 12 months, employees experienced barriers to their success due to	You 2023	You 2024	Comparator 2024	Public sector 2024
My mental health	10%	8%	7%	8%
My flexible working	6%	7%	5%	6%
My caring responsibilities	9%	6%	5%	7%
My cultural background	6%	5%	3%	3%
My physical health	2%	3%	3%	4%
My age	3%	3%	5%	7%
My industrial activity	2%	3%	0%	1%
My race	3%	2%	1%	1%
My spent convictions	1%	2%	0%	0%
My gender identity	1%	1%	1%	1%



# Inclusion - Witnessed barriers to success

#### What is this

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

#### Why this is important

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

#### How to read this

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

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

#### Example

11% of your staff who did the survey said they have witnessed barriers to success of other employees in the last 12 months due to 'Caring responsibilities'. Staff who witnessed one or more barriers to success at work



Witnessed barriers listed Did not witness barriers listed

During the last 12 months, employees witnessed barriers to the success of other employees due to their	You 2023	You 2024	Comparator 2024	Public sector 2024
Caring responsibilities	12%	11%	5%	7%
Flexible working	10%	10%	6%	8%
Mental health	6%	7%	6%	7%
Age	4%	4%	5%	6%
Cultural background	4%	4%	3%	4%
Physical health	2%	4%	2%	3%
Industrial activity	3%	3%	1%	1%
Race	2%	2%	2%	2%
Sex	4%	2%	4%	5%
Gender identity	2%	2%	1%	2%



#### 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

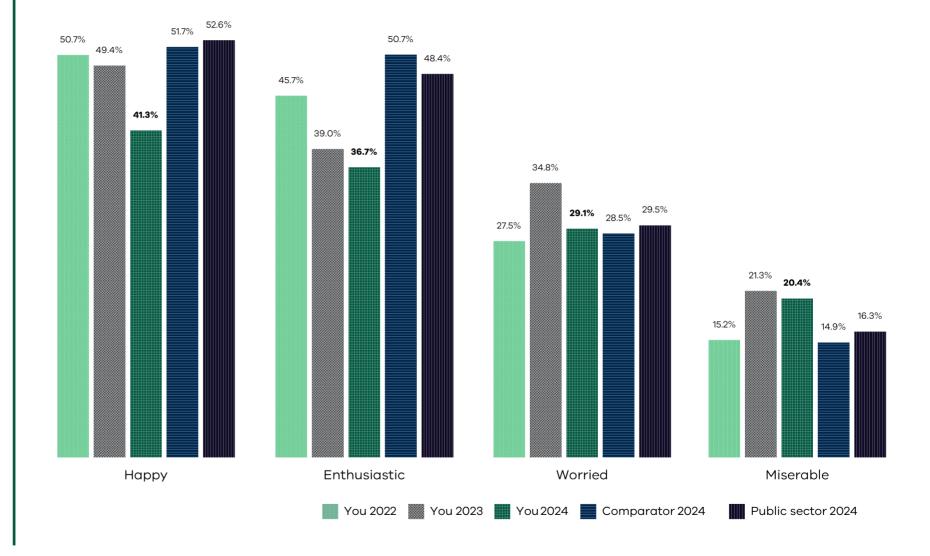
#### In 2024:

• 41.3% of your staff who did the survey said work made them feel happy.

#### Compared to:

• 51.7% 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 ...



# **Scorecard: negative behaviours**

#### What is this

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

## Why this is important

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

#### How to read this

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

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

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

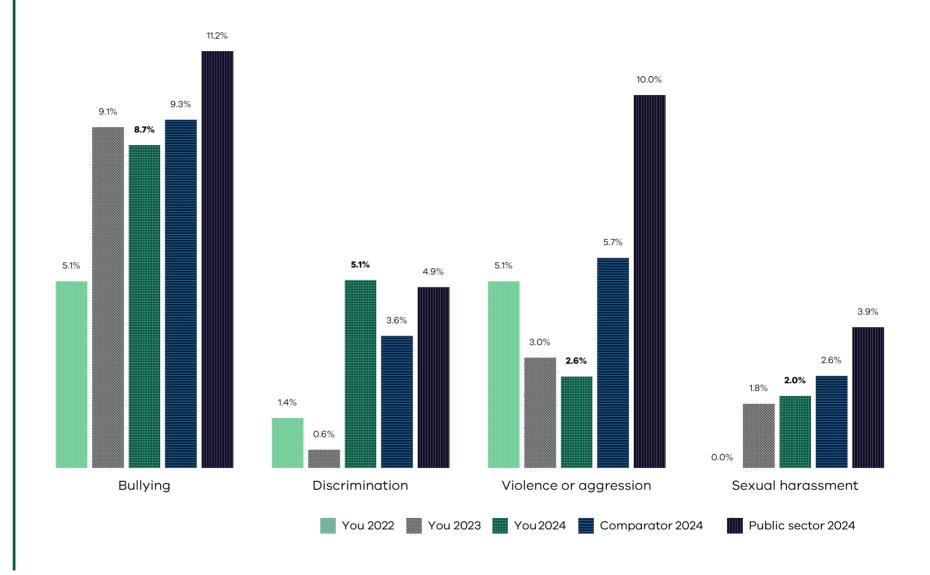
# Example

#### In 2024:

• 8.7% of your staff who did the survey stated they experienced 'Bullying' in the last 12 months.

# Compared to:

• 9.3% of staff in your comparator group and 11.2% of staff across the public sector.



### **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

9% of your staff who did the survey said they experienced bullying.

Of that 9%, 76% 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?

17	165	14
9%	84%	7%

Experienced bullying Did not experience bullying Not sure

If you experienced bullying, what type of bullying did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	80%	76%	75%	69%
Withholding essential information for me to do my job	20%	53%	36%	33%
Intimidation and/or threats	33%	47%	23%	28%
Being given impossible assignment(s)	40%	35%	12%	11%
Exclusion or isolation	60%	29%	42%	46%
Verbal abuse	20%	24%	13%	19%
Other	7%	18%	17%	15%
Being assigned meaningless tasks unrelated to my job	0%	12%	18%	16%



# 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

9% of your staff who did the survey said they experienced bullying, of which

- 65% said the top way they reported the bullying was 'Told a colleague'.
- 100% said they didn't submit a formal complaint.

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

17	165	14
9%	84%	7%

Experienced bullying	Did not experience bullying			Not sure
Did you tell anyone about the bullying?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a colleague	40%	65%	40%	41%
Told a friend or family member	47%	47%	35%	34%
Told a manager	27%	41%	50%	52%
Told human resources	47%	35%	21%	14%
Told someone else	13%	29%	12%	12%
I did not tell anyone about the bullying	7%	29%	12%	12%
Told employee assistance program (EAP) or peer support	20%	24%	10%	12%
Told the person the behaviour was not OK	33%	18%	14%	16%



# 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

100% of your staff who experienced bullying did not submit a formal complaint, of which:

• 65% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?

17

100%

Submitted formal complaint

Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	62%	65%	51%	51%
I believed there would be negative consequences for my reputation	62%	65%	54%	54%
I believed there would be negative consequences for my career	62%	59%	50%	45%
I didn't feel safe to report the incident	23%	53%	25%	21%
I thought the complaint process would be embarrassing or difficult	15%	29%	16%	13%
I didn't need to because I made the bullying stop	0%	12%	5%	5%
Other	8%	12%	14%	16%
I didn't need to because I no longer had contact with the person(s) who bullied me	15%	6%	7%	7%
I didn't know who to talk to	8%	6%	3%	5%
I was advised not to	0%	6%	7%	5%



### 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, 9% 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.

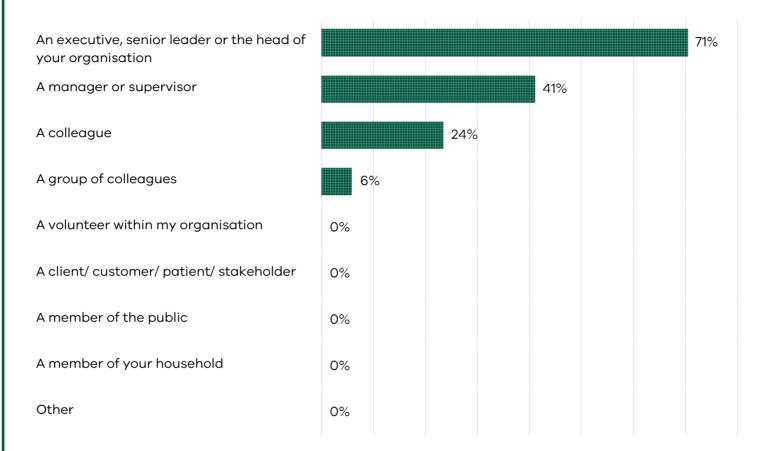
Each row is one perpetrator or group of perpetrators.

# Example

9% of your staff who did the survey said they experienced bullying.

Of that 9%, 71% said it was by 'An executive, senior leader or the head of your organisation'.

# 17 people (9% of staff) experienced bullying (You 2024)





#### 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, 9% 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

9% of your staff who did the survey said they experienced bullying.

Of that 9%, 100% said it was by someone within the organisation.

Of that 100%, 59% said it was 'They were my immediate manager or supervisor'.

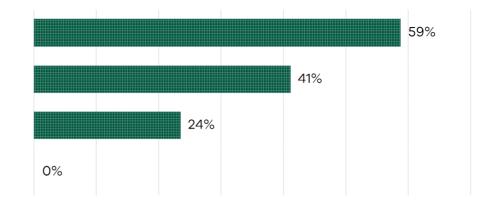
# 17 people (100% of staff who experienced bullying) experienced bullying from within your organisation (You 2024)

They were my immediate manager or supervisor

They were in my workgroup

They were outside my workgroup

They were someone I supervise or manage



#### 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.

### Type of discrimination

#### What is this

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

#### Why this is important

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

#### How to read this

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

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

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

## Example

5% of your staff who did the survey said they experienced discrimination.

Of that 5%, 70% said it was 'Opportunities for promotion'.

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

10	170	16
5%	87%	8%

Experienced discrimination	Did not experience discrimination			Not sure	
If you experienced discrimination, what type of discrimination did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024	
Opportunities for promotion	-	70%	38%	40%	
Opportunities for training or professional development	-	40%	26%	24%	
Pay or conditions offered by employer	-	30%	8%	12%	
Access to leave	-	30%	7%	8%	
Other	-	30%	39%	38%	
Opportunities for transfer/secondment	-	20%	14%	16%	
Denied flexible work arrangements or other adjustments	-	20%	13%	20%	



# Telling someone about the discrimination

#### What is this

This is who staff told about the discrimination they experienced.

#### Why this is important

Understanding who staff tell about their discrimination can inform how organisations can support staff.

#### How to read this

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

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

In descending order, the table shows the answers.

### Example

5% of your staff who did the survey said they experienced discrimination, of which

- 50% said the top way they reported the discrimination was 'Told a colleague'.
- 100% said they didn't submit a formal complaint.

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

10	170	16
5%	87%	8%

-	Experienced discrimination	Did n	e discrimination	Not sure	
Did you tell anyone about the discri	mination?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a colleague		-	50%	39%	38%
Told a manager		-	30%	23%	32%
Told someone else		-	30%	15%	15%
I did not tell anyone about the discr	imination	-	30%	25%	25%
Told human resources		-	20%	13%	11%
Told employee assistance program	(EAP) or peer support	-	20%	12%	10%



# Discrimination - reasons for not submitting a formal complaint

#### What is this

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

#### Why this is important

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

#### How to read this

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

#### Example

100% of your staff who experienced discrimination did not submit a formal complaint, of which:

• 70% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?

10

100%

Submitted formal complaint

Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	-	70%	54%	59%
I believed there would be negative consequences for my reputation	-	60%	64%	56%
I believed there would be negative consequences for my career	-	60%	64%	55%
I didn't feel safe to report the incident	-	50%	29%	21%
I thought the complaint process would be embarrassing or difficult	-	40%	19%	14%
I didn't think it was serious enough	-	20%	17%	14%
I didn't know who to talk to	-	10%	7%	7%
I was advised not to	-	10%	6%	5%
Other	_	10%	12%	11%



#### **Perpetrators of discrimination**

#### What is this

This is who staff have said are responsible for discrimination.

#### Why this is important

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

#### How to read this

In this year's survey, 5% of your staff said they experienced discrimination. If they did, they could tell us with one or

more answers who the perpetrator was. In descending order, the bar chart shows the perpetrators with the largest number of responses.

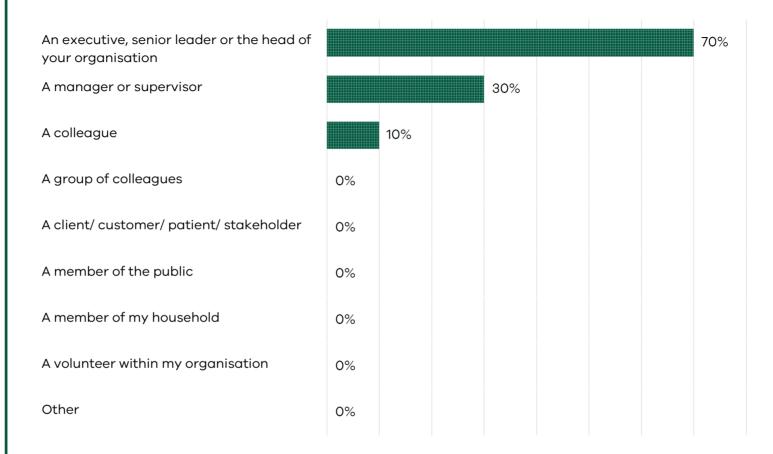
Each row is one perpetrator or group of perpetrators.

#### Example

5% of your staff who did the survey said they experienced discrimination.

Of that 5%, 70% said it was by 'An executive, senior leader or the head of your organisation'.

# 10 people (5% of staff) experienced discrimination (You 2024)



#### Relationship to perpetrator

#### What is this

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

#### Why this is important

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

#### How to read this

In this year's survey, 5% of your staff said they experienced discrimination.

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

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

#### Example

5% of your staff who did the survey said they experienced discrimination.

Of that 5%, 100% said it was by someone within the organisation.

Of that 100%, 70% said it was 'They were my immediate manager or supervisor'.

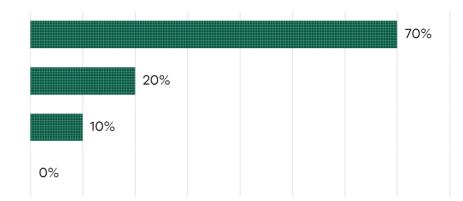
10 people (100% of staff who experienced discrimination) experienced discrimination from within your organisation (You 2024)

They were my immediate manager or supervisor

They were in my workgroup

They were outside my workgroup

They were someone I supervise or manage



# 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.

#### Why there is no data here

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

# **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?



During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	You 2024	Comparator 2024	Public sector 2024
No, I have not witnessed any of the situations above	89%	83%	84%	81%
Bullying of a colleague	10%	14%	12%	14%
Discrimination against a colleague	2%	6%	6%	8%
Violence or aggression against a colleague	1%	4%	2%	3%
Sexual harassment of a colleague	0%	1%	1%	1%

Witnessed some negative behaviour

Did not witness some negative behaviour



## **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:

- 53% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 21% took no action.

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



Witnessed some negative beha	Witnessed some negative behaviour			ative behaviour
When you witnessed these behaviour(s), did you do any of the following?	You 2023	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	67%	53%	74%	71%
Told a colleague	28%	47%	21%	20%
Told a manager	33%	29%	32%	40%
Took no action	6%	21%	9%	8%
Told human resources	17%	15%	11%	8%
Other	6%	12%	5%	6%
Spoke to the person who behaved in a negative way	28%	3%	12%	16%
Told the person the behaviour was not OK	22%	3%	17%	19%





# People matter survey

2024

Have your say

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

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- Lowest scoring
- Most improved
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- Biggest positive difference from your comparator
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Inclusion

Scorecard:

Bullvina

Scorecard: emotional

negative behaviour

• Sexual harassment

Discrimination

agaression

Violence and

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- Flexible working

## Public sector values

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- Respect
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## **Topical questions**

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

## **Custom questions**

 Questions requested by your organisation

## **Demographics**

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





## **Highest scoring questions**

#### What is this

These are the questions your group had the highest agreement or satisfaction with in 2024.

## How to read this

Use this data to see where your group has the highest agreement or satisfaction with questions from the 2024 survey.

In this table, your score for this year is shown in the 'You 2024' column.

You can also compare your 2024 scores against your 2023 scores and your 2024 comparator group.

## Example

On the first row 'Flexible working', the 'You 2024' column shows 92% of your staff who did the survey agreed with 'My manager supports working flexibly'. In the 'Change from 2023' column, you have a -2% change, which is a negative trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Flexible working	My manager supports working flexibly	92%	-2%	92%
Safety climate	My organisation provides a physically safe work environment	91%	-1%	91%
Job enrichment	I understand how my job helps my organisation achieve its goals	91%	-6%	92%
Meaningful work	I can make a worthwhile contribution at work	90%	-3%	91%
Workgroup support	People in my workgroup are politically impartial in their work	89%	-3%	86%
Job enrichment	I can use my skills and knowledge in my job	89%	-5%	90%
Workgroup support	People in my workgroup treat each other with respect	88%	-6%	89%
Manager leadership	My manager treats employees with dignity and respect	88%	-2%	91%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	87%	-3%	92%
Organisational integrity	My organisation is committed to earning a high level of public trust	87%	-6%	84%



## **Lowest scoring questions**

#### What is this

These are the questions your group had the lowest agreement or satisfaction with in 2024.

#### How to read this

Use this data to see where your group has the lowest agreement or satisfaction with questions from the 2024 survey.

In this table, your score for this year is shown in the 'You 2024' column.

You can also compare your 2024 scores against your 2023 scores and your 2024 comparator group.

## Example

On the first row 'Learning and development', the 'You 2024' column shows 46% of your staff who did the survey agreed with 'I am satisfied with the opportunities to progress in my organisation'. In the 'Change from 2023' column, you have a +1% change, which is a positive trend.

Question group Lowest scoring questions		You 2024	Change from 2023	Comparator 2024
Learning and development	I am satisfied with the opportunities to progress in my organisation	46%	+1%	47%
Taking action	My organisation has made improvements based on the survey results from last year	48%	+4%	42%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	50%	+1%	54%
Organisational integrity	I have an equal chance at promotion in my organisation	52%	-8%	48%
Engagement	I feel a strong personal attachment to my organisation	53%	-3%	60%
Satisfaction	How satisfied are you with your career development within your current organisation	54%	-1%	56%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	54%	+3%	58%
Organisational integrity	I believe the promotion processes in my organisation are fair	55%	+2%	47%
Safety climate	All levels of my organisation are involved in the prevention of stress	55%	+1%	54%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	56%	+4%	59%



## **Most improved**

#### What is this

This is where staff feel their group has most improved.

#### How to read this

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

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

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

## Example

On the first row 'Workload', the 'You 2024' column shows 61% of your staff who did the survey agreed with 'I have enough time to do my job effectively'.

In the 'Increase from 2023' column, you have a 8% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Workload	I have enough time to do my job effectively	61%	+8%	61%
Senior leadership	Senior leaders provide clear strategy and direction	74%	+7%	62%
Learning and development	My organisation places a high priority on the learning and development of staff	63%	+7%	60%
Workload	The workload I have is appropriate for the job that I do	64%	+5%	63%
Manager support	My manager provides me with enough support when I need it	83%	+5%	85%
Taking action	My organisation has made improvements based on the survey results from last year	48%	+4%	42%
Safety climate	In my workplace, there is good communication about psychological safety issues that affect me	56%	+4%	59%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	60%	+3%	57%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	54%	+3%	58%
Engagement	My organisation inspires me to do the best in my job	68%	+3%	69%



#### Most declined

#### What is this

This is where staff feel their group has most declined.

#### How to read this

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

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

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

## Example

On the first row 'Learning and development', the 'You 2024' column shows 71% of your staff who did the survey agreed with 'I am developing and learning in my role'.

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

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Learning and development	I am developing and learning in my role	71%	-11%	75%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	79%	-9%	86%
Organisational integrity	My organisation encourages respectful workplace behaviours	81%	-9%	86%
Topical	I am confident that if I requested to go on secondment to support urgent government work, it would be given due consideration	65%	-8%	63%
Workgroup support	People in my workgroup are honest, open and transparent in their dealings	80%	-8%	84%
Organisational integrity	I have an equal chance at promotion in my organisation	52%	-8%	48%
Manager leadership	My manager demonstrates honesty and integrity	86%	-8%	90%
Manager support	My manager listens to what I have to say	81%	-8%	88%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	71%	-8%	70%
Workgroup support	People in my workgroup work together effectively to get the job done	82%	-7%	86%



# 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 'Senior leadership', the 'You 2024' column shows 74% of your staff who did the survey agreed with 'Senior leaders provide clear strategy and direction'.

The 'Difference' column, shows that agreement for this question was 12% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Senior leadership	Senior leaders provide clear strategy and direction	74%	+12%	62%
Organisational integrity	I believe the promotion processes in my organisation are fair	55%	+8%	47%
Taking action	My organisation has made improvements based on the survey results from last year	48%	+6%	42%
Collaboration	Workgroups across my organisation willingly share information with each other	69%	+4%	65%
Senior leadership	Senior leaders demonstrate honesty and integrity	76%	+4%	72%
Workgroup support	People in my workgroup are politically impartial in their work	89%	+4%	86%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	60%	+4%	57%
Organisational integrity	My organisation does not tolerate improper conduct	77%	+3%	74%
Organisational integrity	My organisation is committed to earning a high level of public trust	87%	+3%	84%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	62%	+3%	59%



# 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 'Human rights', the 'You 2024' column shows 69% of your staff who did the survey agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'. The 'Difference' column, shows that agreement for this question was 12% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	69%	-12%	81%
Quality service delivery	My workgroup provides high quality advice and services	78%	-9%	87%
Manager support	I receive meaningful recognition when I do good work	62%	-9%	70%
Manager support	I can discuss problems or issues with my manager	79%	-8%	87%
Manager support	My manager listens to what I have to say	81%	-7%	88%
Organisational integrity	My organisation encourages employees to act in ways that are consistent with human rights	79%	-7%	86%
Engagement	I feel a strong personal attachment to my organisation	53%	-7%	60%
Manager support	My manager gives me feedback that helps me improve my performance	71%	-6%	78%
Satisfaction	Considering everything, how satisfied are you with your current job	68%	-5%	73%
Safe to speak up	People in my workgroup are able to bring up problems and tough issues	74%	-5%	79%



# People matter survey

2024

Have your say

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

## **Key differences**

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

## **Taking action**

 Taking action questions

## **Detailed results**

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 Senior leadership questions

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- Scorecard
- Organisational integrity
- Collaboration
- · Safety climate

## Workgroup climate

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

# Job and manager factors

Scorecard

Inclusion

Scorecard:

Bullvina

Scorecard: emotional

negative behaviour

• Sexual harassment

Discrimination

Violence and

agaression

effects of work

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

## Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

## **Topical questions**

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

## **Custom questions**

• Questions requested by your organisation

## **Demographics**

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





## 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

62% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this year's survey'.

## Survey question

## Your results

19%

## Benchmark agree results

Disagree	Neither agree	nor disagree		You		c	omparat	or
Don't know	Agree		2022	2023	2024	Lowest	Average	Highest
				ı		•		ı
19%		62%						
			75%	63%	62%	26%	59%	97%
19%								
1370								
17%		48%						
 17%	100000000000000000000000000000000000000	40 /0						

My organisation has made improvements based on the survey results from last year

I believe my organisation will make

this year's survey

improvements based on the results of



# People matter survey

2024

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## **Result summary**

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## **Key differences**

- Highest scoring
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   ...
- Biggest positive difference from your comparator
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# Organisational climate

- Scorecard
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- Safety climate

## Workgroup climate

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

# Job and manager factors

Scorecard

Inclusion

Scorecard:

Bullvina

Scorecard: emotional

negative behaviour

• Sexual harassment

Discrimination

Violence and

agaression

effects of work

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

## Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

## **Topical questions**

Questions on topical

issues including understanding the charter of human right and providing frank and impartial advice

#### **Custom questions**

 Questions requested by your organisation

## **Demographics**

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



## 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

76% of your staff who did the survey agreed or strongly agreed with 'Senior leaders demonstrate honesty and integrity'.

## Benchmark agree results Survey question Your results Neither agree nor disagree Disagree You Comparator Agree Don't know Lowest Average Highest 2022 2023 2024 2% 76% Senior leaders demonstrate honesty and integrity 13% 10% 1% 74% Senior leaders provide clear strategy and direction 8% 2% 69% Senior leaders model my organisation's values 11% 18%

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- Work-related stress causes
- Intention to stay

## **Key differences**

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

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- Safety climate

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- Safe to speak up

# Job and manager factors

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## **Custom questions**

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## **Demographics**

- Age, gender, variations in sex characteristics and sexual orientation
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- Employment
- Adjustments
- Caring





#### 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.

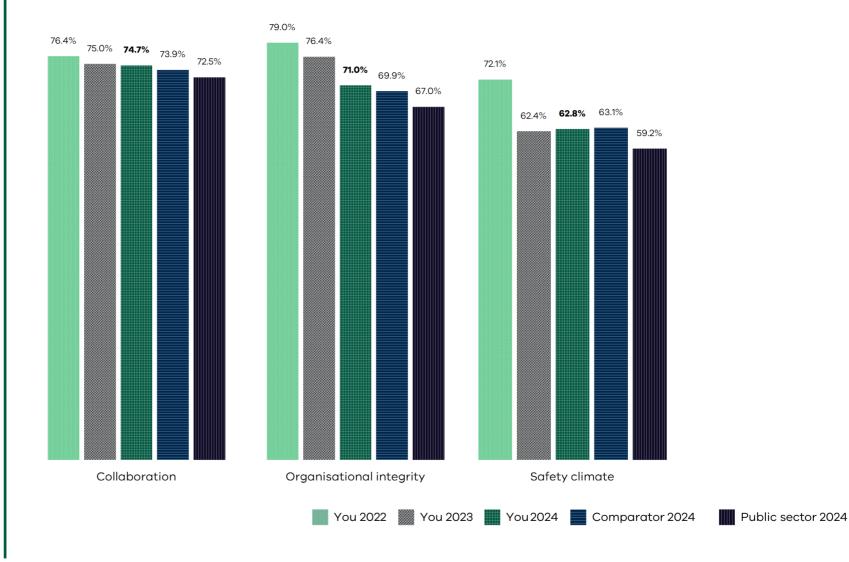
#### Example

#### In 2024:

 74.7% of your staff who did the survey responded positively to questions about Collaboration.

## Compared to:

 73.9% of staff in your comparator group and 72.5% of staff across the public sector.



## 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

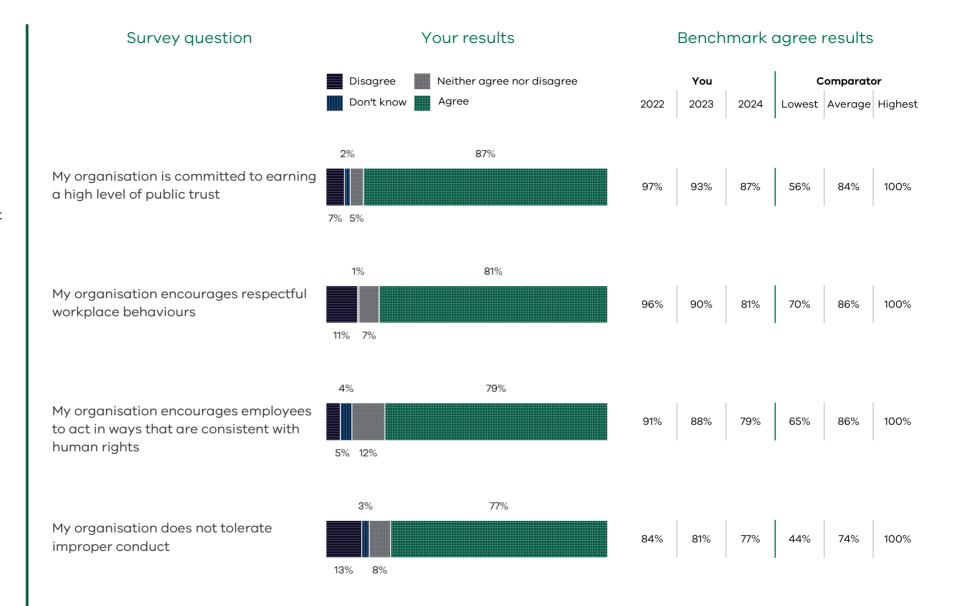
Under 'Your results', see results for each question in descending order by most agreed.

'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

87% of your staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.





## Organisational integrity 2 of 2

#### What is this

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

## Why this is important

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

#### How to read this

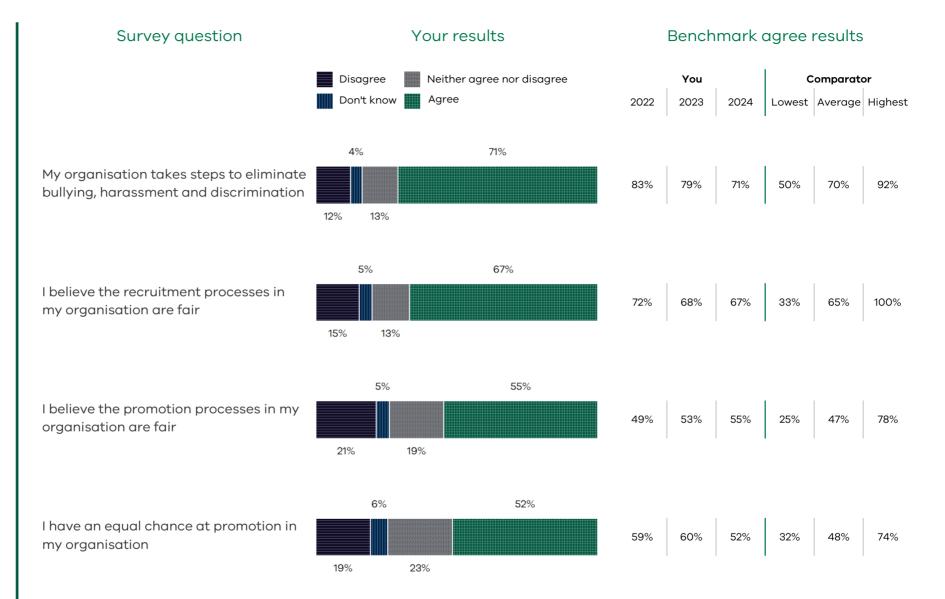
Under 'Your results', see results for each question in descending order by most agreed.

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

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

## Example

71% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.





#### 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. other

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'.

## Benchmark agree results Survey question Your results Neither agree nor disagree Disagree You Comparator Agree Don't know 2022 Lowest Average Highest 11% 81% I am able to work effectively with others outside my immediate workgroup 8% 3% 69% Workgroups across my organisation willingly share information with each

12%

16%

## 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

91% 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 Neither agree nor disagree Disagree You Comparator Agree Don't know 2022 2023 2024 Lowest Average Highest 1% 91% My organisation provides a physically safe work environment 4% 4% 21% 65% Senior leaders consider the psychological health of employees to be as important as productivity 14% 23% 60% Senior leaders show support for stress prevention through involvement and commitment 17% 26% 56% In my workplace, there is good communication about psychological safety issues that affect me 19%

## 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.

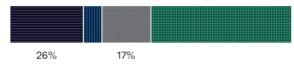
'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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

## Example

55% of your staff who did the survey agreed or strongly agreed with 'All levels of my organisation are involved in the prevention of stress'.

## Benchmark agree results Survey question Your results Neither agree nor disagree Disagree You Comparator Agree Don't know 2022 2023 Lowest Average Highest 28% 55% All levels of my organisation are involved in the prevention of stress 7% 50% My organisation has effective procedures in place to support



employees who may experience stress

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- · Intention to stay

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- Most declined
- Biggest positive difference from your comparator
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Questions on topical

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**Custom questions** 

 Questions requested by your organisation

## Disability

Cultural diversity

**Demographics** 

· Age, gender,

variations in sex

characteristics and

Torres Strait Islander

sexual orientation

Aboriginal and/or

- Employment
- Adjustments
- Caring





#### 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.

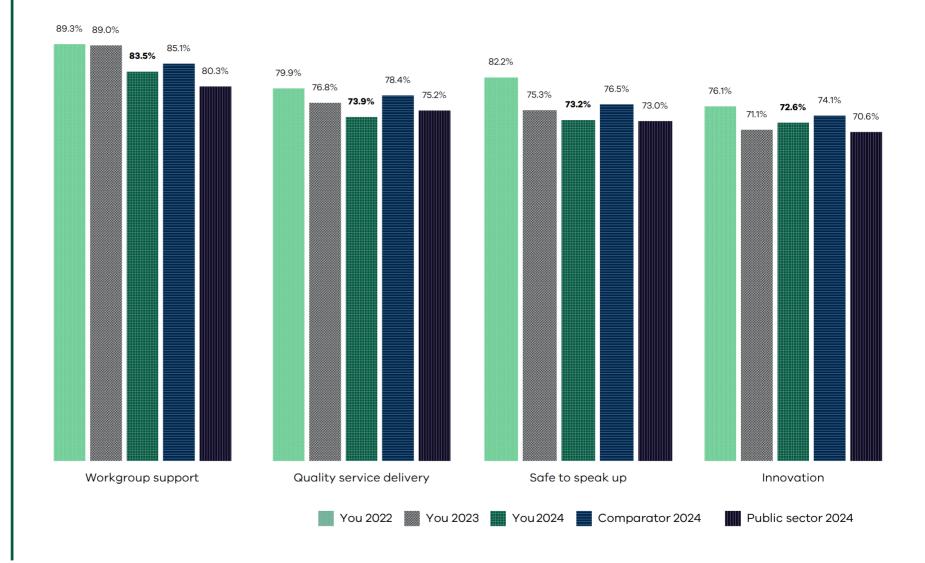
## Example

## In 2024:

 83.5% of your staff who did the survey responded positively to questions about Workgroup support.

## Compared to:

• 85.1% of staff in your comparator group and 80.3% of staff across the public sector.





## **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

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

## Benchmark agree results Survey question Your results Neither agree nor disagree Disagree You Comparator Agree Don't know Lowest Average Highest 2022 2023 2024 1% 78% My workgroup acts fairly and without bias 12% 10% 1% 78% My workgroup provides high quality advice and services 13% 72% My workgroup has clear lines of responsibility 10% 2% 68% My workgroup uses its resources well 17% 13%

#### 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 Benchmark agree results Neither agree nor disagree Disagree You Comparator Don't know 2023 Lowest Average Highest 2% 73% My workgroup learns from failures and mistakes 15% 11% 1% 72% My workgroup is quick to respond to opportunities to do things better 14% 13% 2% 72% My workgroup encourages employee

10%

## 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

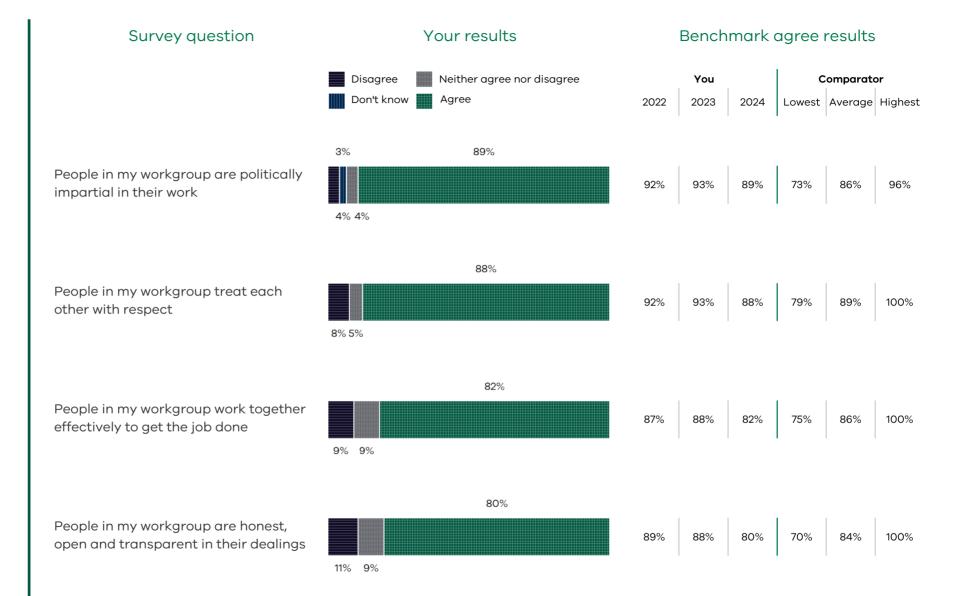
Under 'Your results', see results for each question in descending order by most agreed.

'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

89% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'





## 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

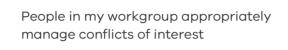
79% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

## Survey question

## Your results

## Benchmark agree results

Disagree	Neither agree nor disagree	You			Comparator		
Don't know	Agree	2022	2023	2024	Lowest	Average	Highest
7%	79%						
		86%	82%	79%	58%	81%	96%
8% 7%							



## 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

74% 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

Disagree

Neither agree nor disagree

## Benchmark agree results

Comparator

You

Don't know	v Agree		2022	2023	2024	Lowest	Average	Highes
15%		74%						
			83%	75%	74%	59%	79%	96%
11%					,	•		
170/		700/						

I feel safe to challenge inappropriate behaviour at work

People in my workgroup are able to

bring up problems and tough issues



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#### -

- Highest scoring
- Lowest scoringMost improved

**Key differences** 

- Most declined
- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

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 Senior leadership questions

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Inclusion

Scorecard:

Bullvina

Scorecard: emotional

negative behaviour

• Sexual harassment

Discrimination

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agaression

effects of work

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

## **Public sector values**

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





#### 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.

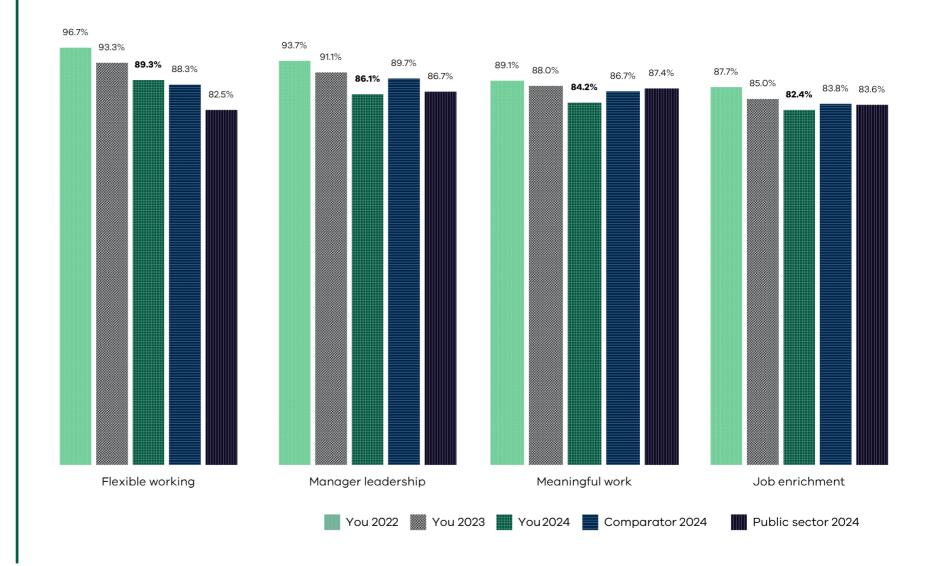
## Example

#### In 2024:

 89.3% of your staff who did the survey responded positively to questions about Flexible working.

## Compared to:

• 88.3% of staff in your comparator group and 82.5% of staff across the public sector.



#### 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.

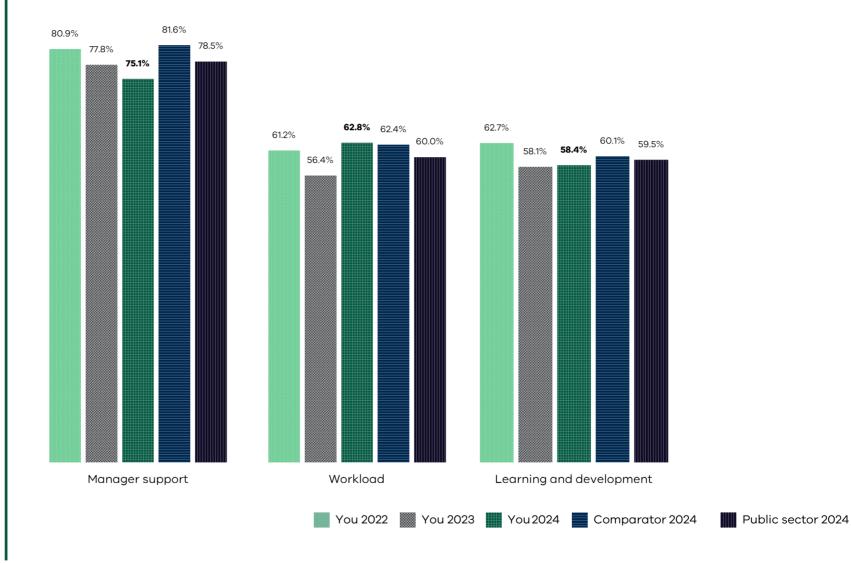
## Example

#### In 2024:

 75.1% of your staff who did the survey responded positively to questions about Manager support.

## Compared to:

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



## 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

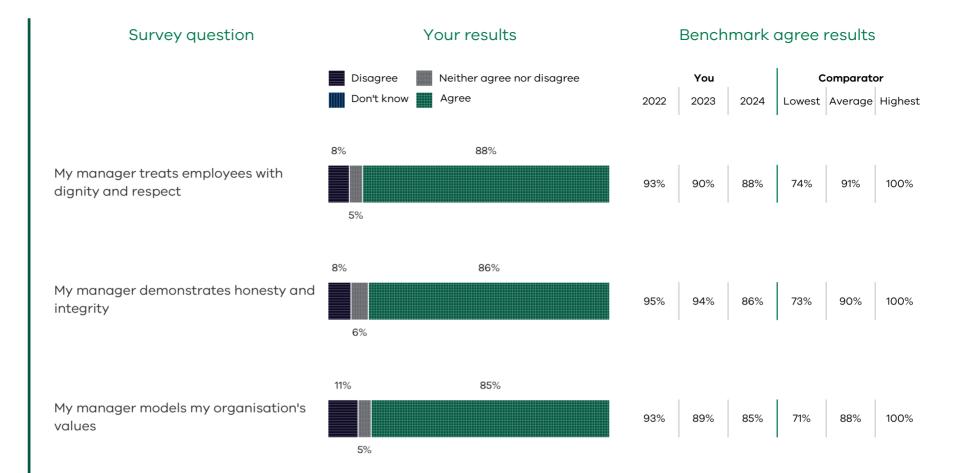
Under 'Your results', see results for each question in descending order by most agreed.

'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

88% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.







## 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

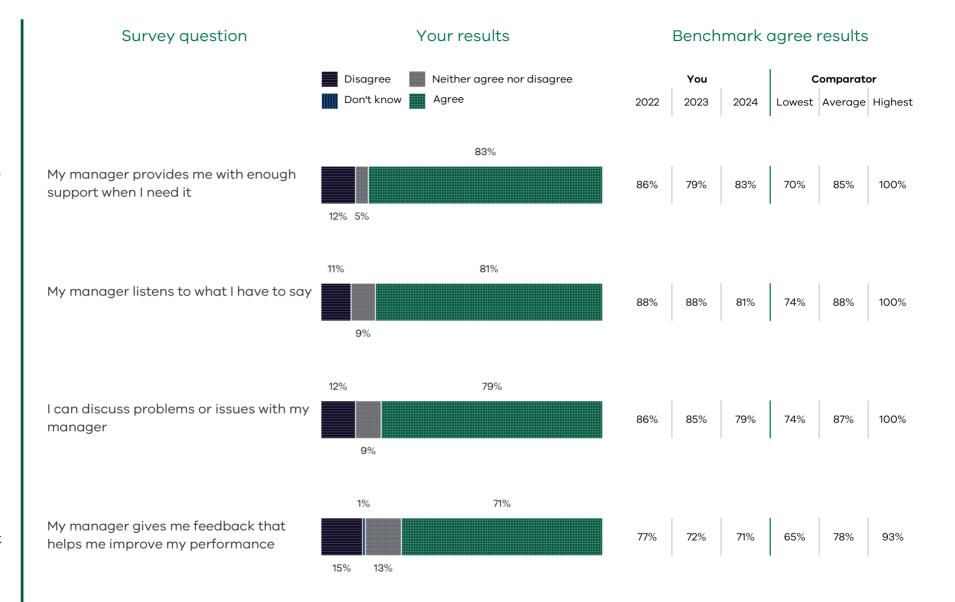
Under 'Your results', see results for each question in descending order by most agreed.

'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

83% of your staff who did the survey agreed or strongly agreed with 'My manager provides me with enough support when I need it'.





## 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

62% 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 Benchmark agree results Disagree Neither agree nor disagree 2022 2023 2024 Comparator Lowest Average Highest 20% 62% I receive meaningful recognition when I do good work 68% 65% 62% 52% 70% 93%

18%

#### 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

64% 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 Benchmark agree results Neither agree nor disagree Disagree You Comparator Agree 2023 Lowest Average Highest 20% 64% The workload I have is appropriate for the job that I do 16% 23% 61% I have enough time to do my job effectively

15%

## 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

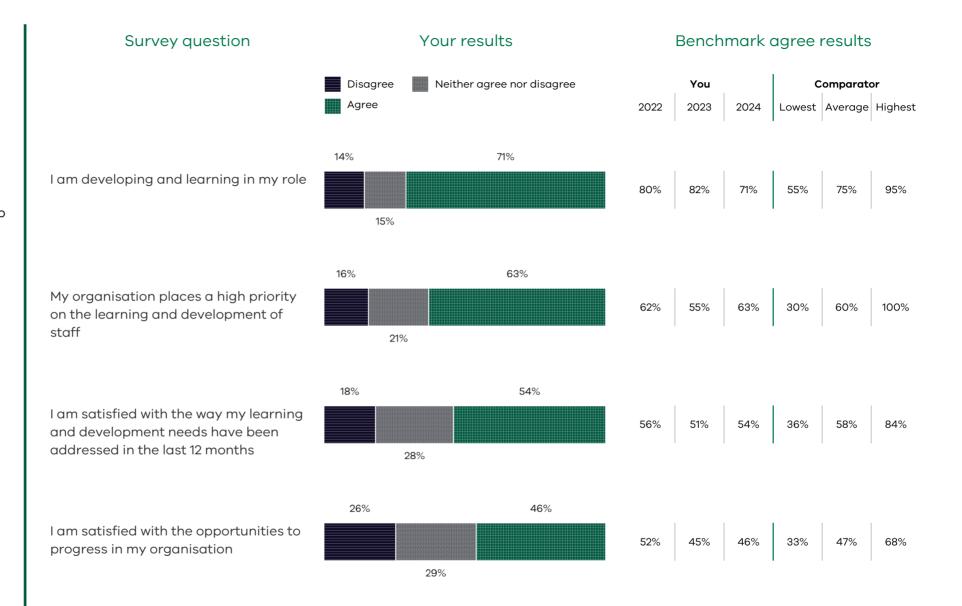
Under 'Your results', see results for each question in descending order by most agreed.

'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

71% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.



#### 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

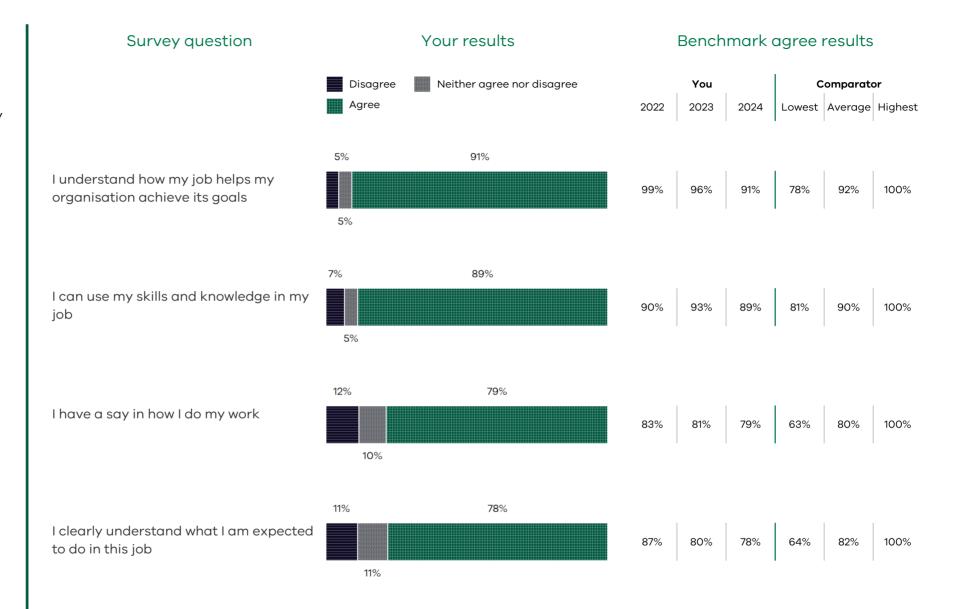
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'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

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 understand how my job helps my organisation achieve its goals'.





#### 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.

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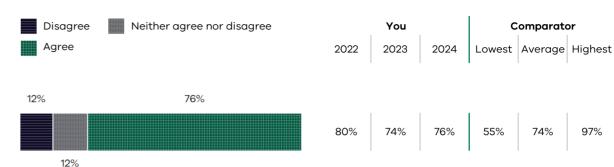
## Example

76% of your staff who did the survey agreed or strongly agreed with 'I have the authority to do my job effectively'.

## Survey question

I have the authority to do my job effectively

## Your results



Benchmark agree results

### 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

90% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.



### Job and manager factors

### Flexible working

### What is this

This is how well you 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.

given due consideration

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

### Example

92% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.

### Survey question Your results Benchmark agree results Neither agree nor disagree Disagree You Comparator Don't know 2023 Lowest Average Highest 6% 92% My manager supports working flexibly 6% 86% I am confident that if I requested a 100% flexible work arrangement, it would be

8%

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Scorecard:

Bullvina

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- Job enrichment
- Meaningful work
- Flexible working

### **Public sector values**

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

### **Topical questions**

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

### **Custom questions**

 Questions requested by your organisation

### **Demographics**

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





### Scorecard 1 of 2

### What is this

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

### Why this is important

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

### How to read this

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

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

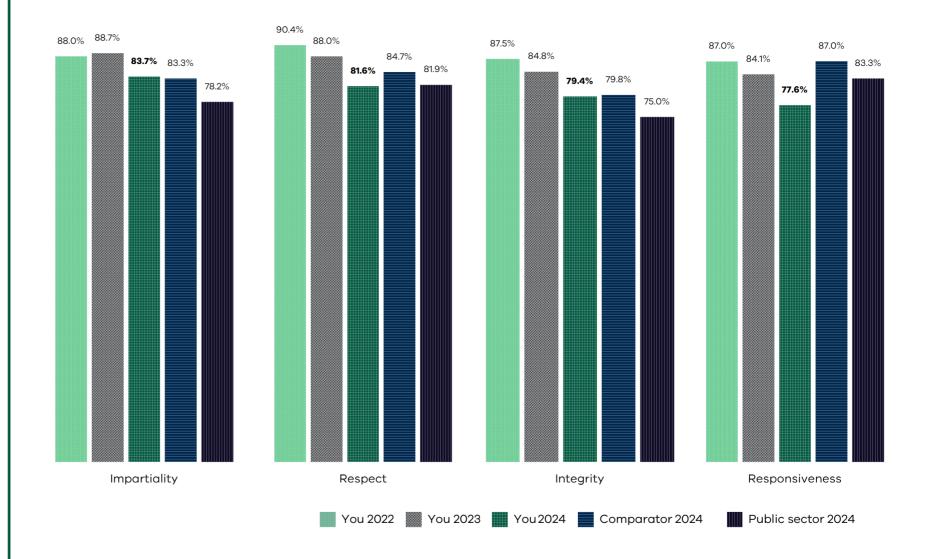
### Example

### In 2024:

 83.7% of your staff who did the survey responded positively to questions about Impartiality.

### Compared to:

 83.3% of staff in your comparator group and 78.2% of staff across the public sector.



### Scorecard 2 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.

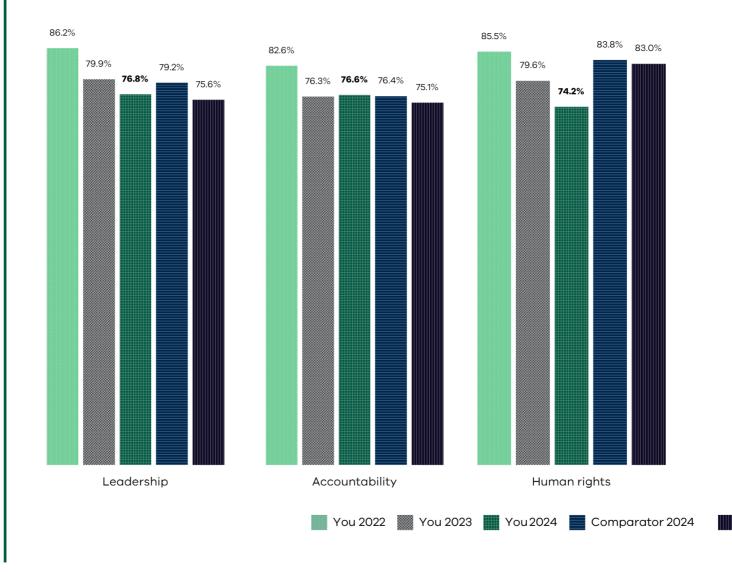
### Example

### In 2024:

 76.8% of your staff who did the survey responded positively to questions about Leadership.

### Compared to:

 79.2% of staff in your comparator group and 75.6% of staff across the public sector.





Public sector 2024

### 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 hanging 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.

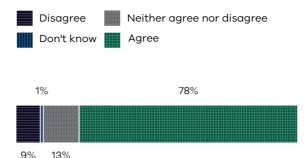
### Example

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

### Survey question

My workgroup provides high quality advice and services

### Your results



### Benchmark agree results

	You		Comparator		
2022	2023	2024	Lowest	Average	Highest
		'			
87%	84%	78%	67%	87%	100%

### 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 need high trust in how everyone in the public sector works and what they do.

### How to read this

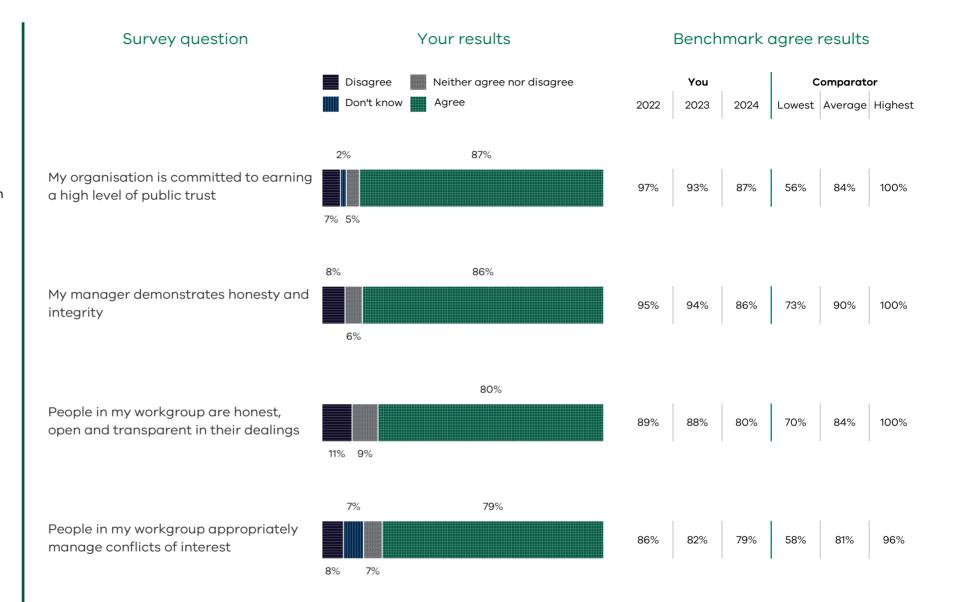
Under 'Your results', see results for each question in descending order by most agreed.

'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

87% of your staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.



### 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 need high trust in how everyone in the public sector works and what they do.

### How to read this

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

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

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

### Example

77% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

### Survey question

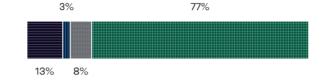
## Your results

### Benchmark agree results

Disagree	Neither agree nor disagree
Don't know	Agree

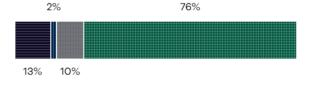


My organisation does not tolerate improper conduct



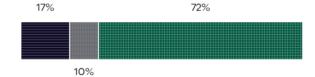


Senior leaders demonstrate honesty and integrity





I feel safe to challenge inappropriate behaviour at work





### **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

89% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

### Survey question Your results Benchmark agree results Disagree Neither agree nor disagree You Comparator Don't know 2023 2022 2024 Lowest Average Highest 3% 89% People in my workgroup are politically impartial in their work 4% 4% 1% 78% My workgroup acts fairly and without 78% 100% bias

12% 10%

### 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

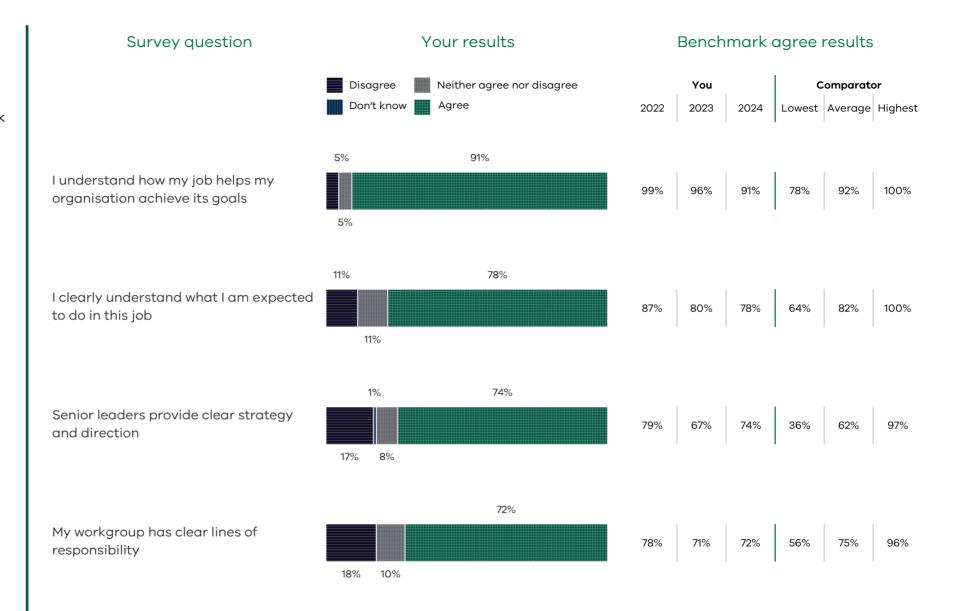
Under 'Your results', see results for each question in descending order by most agreed.

'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

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





### 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

68% of your staff who did the survey agreed or strongly agreed with 'My workgroup uses its resources well'.

### Survey question

# Disagree Neither agree nor disagree Don't know Agree 2% 68%

13%

17%

Your results

### Benchmark agree results

	You		С	omparato	or
2022	2023	2024	Lowest	Average	Highest
			•		
71%	68%	68%	56%	71%	96%

My workgroup uses its resources well

### 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

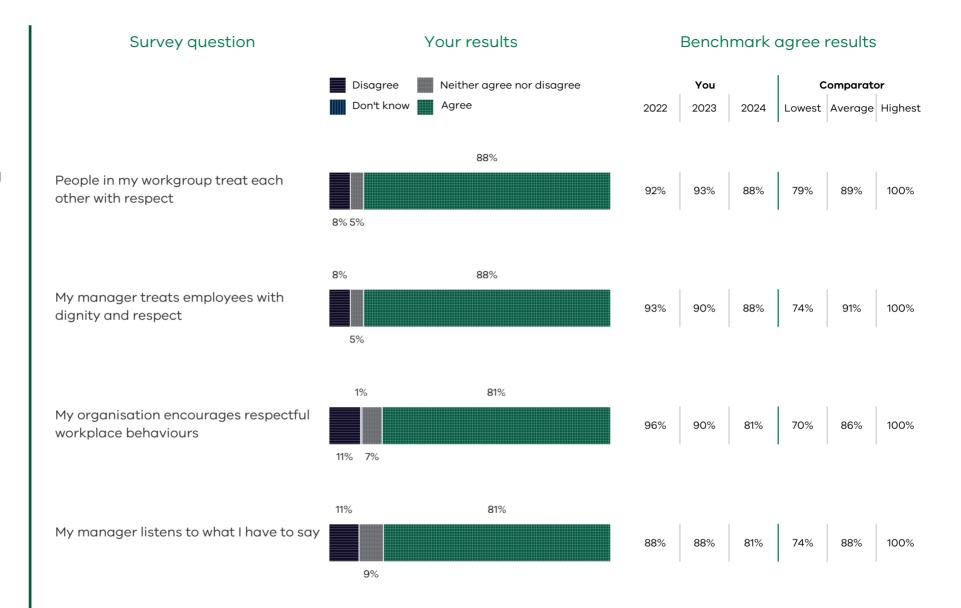
Under 'Your results', see results for each question in descending order by most agreed.

'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

88% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup treat each other with respect'.





### 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

71% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

# Survey question Your results Benchmark agree results Disagree Neither agree nor disagree 2022 2023 2024 Comparator Lowest Average Highest Agree 71% My organisation takes steps to eliminate bullying, harassment and discrimination 83% 79% 71% 50% 70% 92%

13%

12%

### Leadership

### What is this

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

### Why this is important

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

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

### How to read this

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

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

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

### Example

85% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.

### Survey question Your results Benchmark agree results Neither agree nor disagree Disagree You Comparator Don't know 2023 2024 Lowest Average Highest 11% 85% My manager models my organisation's values 5% 2% 69% Senior leaders model my organisation's 70% values

18%

11%

### **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

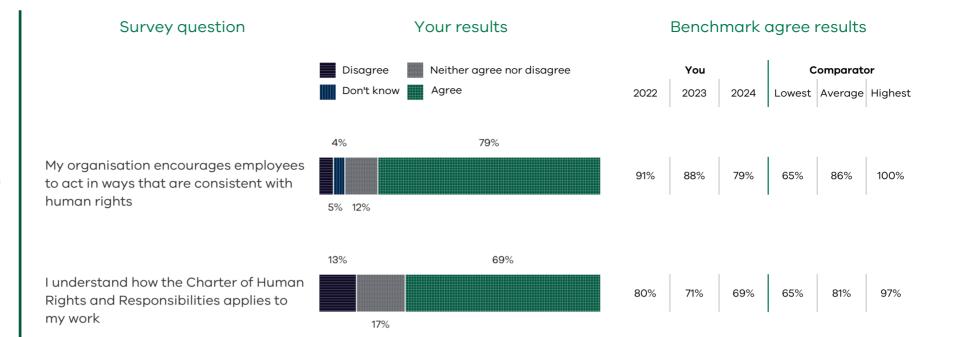
Under 'Your results', see results for each question in descending order by most agreed.

'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

79% 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'.



# People matter survey

2024

Have your say

### Overview

### **Result summary**

### Report overview

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

### **People outcomes**

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

### **Key differences**

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

### **Taking action**

 Taking action questions

### **Detailed results**

### Senior leadership

 Senior leadership questions

# Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate

### Workgroup climate

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

# Job and manager factors

Scorecard

Inclusion

Scorecard:

Bullvina

Scorecard: emotional

negative behaviour

• Sexual harassment

Discrimination

Violence and

agaression

effects of work

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

### Public sector values

- Scorecard
- Responsiveness
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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

### **Custom questions**

• Questions requested by your organisation

### **Demographics**

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





### **Topical questions**

### **Topical questions 1 of 2**

### 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

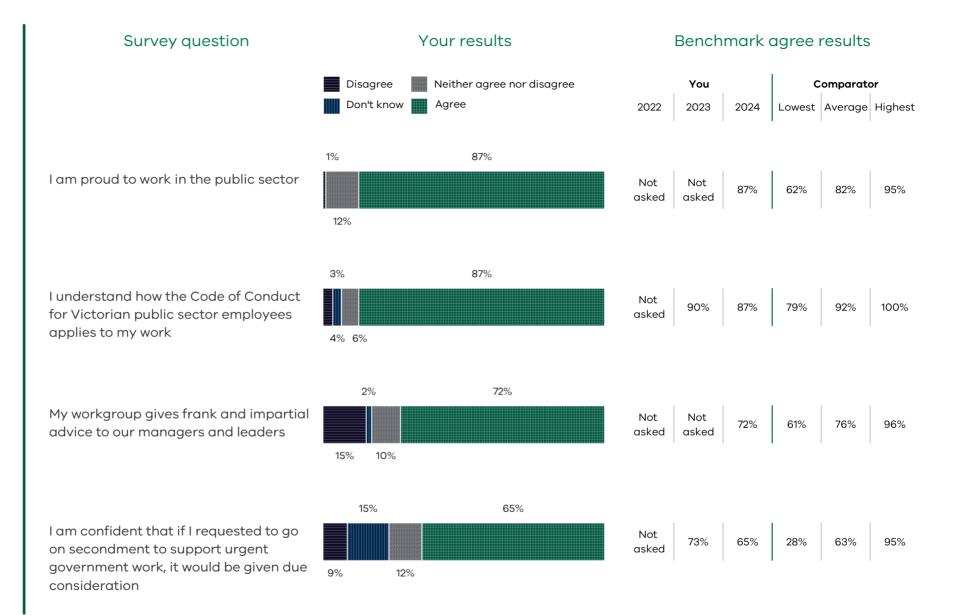
Under 'Your results', see results for each question in descending order by most agreed.

'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

87% of your staff who did the survey agreed or strongly agreed with 'I am proud to work in the public sector'.



### **Topical questions**

# Frank and impartial advice to ministers

### What is this

This is the percentage of employees that feel their workgroup gives frank and impartial advice to ministers.

### Why this is important

Integrity is one of the public sector values. Providing frank and impartial advice to ministers is one way we demonstrate integrity.

### How to read this

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

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

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

### Example

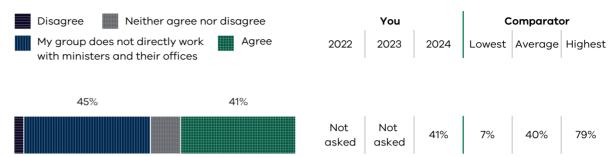
41% of your staff who did the survey agreed or strongly agreed with 'My workgroup gives frank and impartial advice to our Ministers'.

### Survey question

### Your results

11%

### Benchmark agree results



My workgroup gives frank and impartial advice to our Ministers

# People matter survey

2024

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 Taking action questions

### **Detailed results**

### **Senior leadership**

 Senior leadership questions

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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

**Custom questions** 

 Questions requested by your organisation

### Disability

Cultural diversity

**Demographics** 

· Age, gender,

variations in sex

characteristics and

Torres Strait Islander

sexual orientation

Aboriginal and/or

- Employment
- Adjustments
- Caring





### **Custom questions**

### What is this

Your organisation asked 5 custom questions as part of the 2024 survey.

### Why this is important

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

### How to read this

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

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

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

### Example

89% of staff who did the survey responded favourably to 'I feel that I am held accountable for my actions at VAGO'.



### **Custom questions**

### What is this

Your organisation asked 5 custom questions as part of the 2024 survey.

### Why this is important

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

### How to read this

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

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

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

### Example

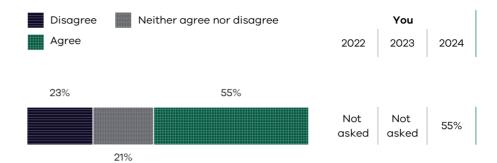
55% of staff who did the survey responded favourably to 'People matter more than work outcomes at VAGO'.

### Survey question

People matter more than work outcomes at VAGO

### Your results

### Benchmark agree results



# People matter survey

2024

Have your say

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- Lowest scoring
- Most improvedMost declined

comparator

- Biggest positive difference from your
- Biggest negative difference from your comparator

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 Taking action questions

### **Detailed results**

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 Senior leadership questions

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### **Custom questions**

• Questions requested by your organisation

### ns Demographics

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





# 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.

- 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	83	42%
35-54 years	80	41%
55+ years	3	2%
Prefer not to say	30	15%
Gender	(n)	%
Woman	92	47%
Man	73	37%
Prefer not to say	26	13%
Non-binary and I use a different term	5	3%
Are you trans, non-binary or gender diverse?	(n)	%
Yes	5	3%
No	166	85%
Prefer not to say	25	13%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?	(n)	%
Yes	0	0%
No	169	86%
Don't know	2	1%
Prefer not to say	25	13%
How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	134	68%

orientation?	(n)	%
Straight (heterosexual)	134	68%
Prefer not to say	41	21%
Gay or lesbian	8	4%
Bisexual	6	3%
Asexual	5	3%
Don't know	1	1%
Pansexual	1	1%
I use a different term	0	0%



# 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.

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

Aboriginal and/or Torres Strait Islander	(n)	%
Yes	0	0%
Non Aboriginal and/or Torres Strait Islander	176	90%
Prefer not to say	20	10%



### Disability

### What is this

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

### Why this is important

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

### How to read this

Each table shows the breakdown of responses from your survey.

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

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

### How we protect anonymity and privacy

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

Other

 don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total.

Are you a person with disability?	(n)	%
Yes	14	7%
No	163	83%
Prefer not to say	19	10%
Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	10	71%
No	4	29%
Prefer not to say	0	0%
Which statement most accurately reflects your decision not to share your disability information within your organisation?	(n)	%
do not require any adjustments to be made to perform my role	2	50%
feel that sharing my disability information will reflect negatively on me	2	50%
My disability does not impact on my ability to perform my role	0	0%



0%

### 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.

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

Country of birth	(n)	%
Born in Australia	90	46%
Not born in Australia	62	32%
Prefer not to say	44	22%

If you speak another language with your family or community, what language(s) do		
you speak?	(n)	%
Mandarin	21	27%
Cantonese	12	16%
Other	11	14%
Sinhalese	5	6%
Tamil	5	6%
Urdu	5	6%
Filipino	4	5%
Hindi	4	5%
Italian	4	5%
Vietnamese	4	5%
Gujarati	3	4%
Punjabi	2	3%

Language other than English spoken with family or community	(n)	%
Yes	77	39%
No	87	44%
Prefer not to say	32	16%

If you speak another language with your family or community, what language(s) do you speak?	(n)	%
Spanish	2	3%
Arabic	2	3%
Greek	2	3%
Malayalam	2	3%
Tagalog	1	1%
Telugu	1	1%
Turkish	1	1%
Auslan	0	0%
Australian Indigenous Language	0	0%
Macedonian	0	0%
Persian	0	0%



### **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.

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

Cultural identity	(n)	%
Australian	88	45%
East and/or South-East Asian	39	20%
Prefer not to say	38	19%
South Asian	18	9%
English, Irish, Scottish and/or Welsh	17	9%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	10	5%
Middle Eastern	6	3%
African	4	2%
New Zealander	3	2%
Central Asian	3	2%
Other	2	1%
Central and/or South American	1	1%
North American	1	1%
Aboriginal and/or Torres Strait Islander	0	0%
Maori	0	0%
Pacific Islander	0	0%

Religion	(n)	%
No religion	85	43%
Prefer not to say	42	21%
Christianity	38	19%
Buddhism	12	6%
Islam	8	4%
Hinduism	5	3%
Other	3	2%
Sikhism	2	1%
Judaism	1	1%



### **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.

- 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

Full-Time       175       89%         Part-Time       21       11%         Gross base salary (ongoing/fixed term only)       (n)       %         Below \$80k       17       9%         \$80k to \$120k       84       43%         \$120k to \$160k       32       16%         \$160k to \$200k       17       9%         Prefer not to say       38       19%         Organisational tenure       (n)       %         <1 year       34       17%         1 to less than 2 years       46       23%         2 to less than 5 years       62       32%         5 to less than 10 years       38       19%         10 to less than 20 years       14       7%         More than 20 years       2       1%	Working arrangement	(n)	%
Gross base salary (ongoing/fixed term only)       (n)       %         Below \$80k       17       9%         \$80k to \$120k       84       43%         \$120k to \$160k       32       16%         \$160k to \$200k       17       9%         \$200k or more       7       4%         Prefer not to say       38       19%         Organisational tenure       (n)       %         <1 year	Full-Time	175	89%
Below \$80k       17       9%         \$80k to \$120k       84       43%         \$120k to \$160k       32       16%         \$160k to \$200k       17       9%         \$200k or more       7       4%         Prefer not to say       38       19%         Organisational tenure       (n)       %         <1 year	Part-Time	21	11%
Below \$80k       17       9%         \$80k to \$120k       84       43%         \$120k to \$160k       32       16%         \$160k to \$200k       17       9%         \$200k or more       7       4%         Prefer not to say       38       19%         Organisational tenure       (n)       %         <1 year			
\$80k to \$120k	Gross base salary (ongoing/fixed term only)	(n)	%
\$120k to \$160k	Below \$80k	17	9%
\$160k to \$200k  \$200k or more  7 4%  Prefer not to say  38 19%  Organisational tenure  (n) %  <1 year  1 to less than 2 years  2 to less than 5 years  5 to less than 10 years  10 to less than 20 years  14 7%	\$80k to \$120k	84	43%
\$200k or more       7       4%         Prefer not to say       38       19%         Organisational tenure       (n)       %         <1 year	\$120k to \$160k	32	16%
Prefer not to say       38       19%         Organisational tenure       (n)       %         <1 year	\$160k to \$200k	17	9%
Organisational tenure       (n)       %         <1 year	\$200k or more	7	4%
<1 year	Prefer not to say	38	19%
<1 year       34       17%         1 to less than 2 years       46       23%         2 to less than 5 years       62       32%         5 to less than 10 years       38       19%         10 to less than 20 years       14       7%			
1 to less than 2 years       46       23%         2 to less than 5 years       62       32%         5 to less than 10 years       38       19%         10 to less than 20 years       14       7%	Organisational tenure	(n)	%
2 to less than 5 years       62       32%         5 to less than 10 years       38       19%         10 to less than 20 years       14       7%	<1 year	34	17%
5 to less than 10 years  10 to less than 20 years  14  7%	1 to less than 2 years	46	23%
10 to less than 20 years 14 7%	2 to less than 5 years	62	32%
, , , , , , , , , , , , , , , , , , , ,	5 to less than 10 years	38	19%
More than 20 years 2 1%	10 to less than 20 years	14	7%
	More than 20 years	2	1%

Management responsibility	(n)	%
Non-manager	123	63%
Other manager	47	24%
Manager of other manager(s)	26	13%
Employment type	(n)	%
Ongoing and executive	173	88%
Fixed term	19	10%
Other	4	2%
Frontline worker	(n)	%
No	179	91%
Yes	17	9%



### **Employment characteristics 2 of 2**

### What is this

These are the employment characteristics of staff.

### Why this is important

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

### How to read this

Each table shows the breakdown of responses from your survey.

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

### How we protect anonymity and privacy

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Primary workplace location over the last 3 months	(n)	%
Melbourne: Suburbs	113	58%
Melbourne CBD	70	36%
Other	7	4%
Rural	4	2%
Large regional city	2	1%

over the last 3-months?	(n)	%
Your employer's office	122	62%
A frontline or service delivery location	6	3%
Home or private location	184	94%
A shared office space (where two or more organisations share the same workspace)	2	1%
Isolated or remote location/s where access to communications and help from others is difficult	1	1%
Other	3	2%

What have been your main places of work

Flexible work	(n)	%
Working from an alternative location (e.g. home, hub/shared work space)	106	54%
Flexible start and finish times	96	49%
I do not use any flexible work arrangements	51	26%
Part-time	22	11%
Using leave (including annual leave, long- service leave, personal leave, leave without pay and/or personal leave) to work flexible hours	21	11%
Study leave	17	9%
Working more hours over fewer days	15	8%
Other	5	3%
Purchased leave	3	2%
Shift swap	0	0%
Job sharing	0	0%



### **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

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Have you requested any of the following adjustments at work?	(n)	%
No, I have not requested adjustments	148	76%
Flexible working arrangements	43	22%
Physical modifications or improvements to the workplace	12	6%
Career development support strategies	2	1%
Job redesign or role sharing	1	1%
Accessible communications technologies	1	1%
Other	1	1%

Why did you make this request?	(n)	<u> </u>
Work-life balance	22	46%
Caring responsibilities	16	33%
Family responsibilities	15	31%
Health	14	29%
Study commitments	7	15%
Disability	3	6%
Other	2	4%

# What was your experience with making this request? The adjustments I needed were made and the process was satisfactory The adjustments I needed were made but the process was unsatisfactory The adjustments I needed were not made The adjustments I needed were not made O O%



### 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.

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

Caring responsibilities	(n)	%
None of the above	75	38%
Primary school aged child(ren)	46	23%
Prefer not to say	32	16%
Child(ren) - younger than preschool age	23	12%
Secondary school aged child(ren)	22	11%
Preschool aged child(ren)	14	7%
Frail or aged person(s)	11	6%
Person(s) with a medical condition	8	4%
Person(s) with disability	6	3%
Other	4	2%
Person(s) with a mental illness	3	2%







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