

Figure 7 – KPIs¹⁹

Framework Settings	Have we improved opportunities for flexible working?	Has flexible working been implemented well?	Have we realised the benefits of flexible working?	Has flexible working improved service delivery and customer satisfaction?
<p>Senior executives role modelling flexible working</p> <p>47%</p> <p>Increase from baseline</p>	<p>Uptake of flexible working</p> <p>66%</p> <p>Increase from baseline</p>	<p>Work-life balance satisfaction</p> <p>Flexible workers have the same or higher satisfaction</p> <p>Career progression satisfaction</p> <p>Flexible workers have the same or higher satisfaction</p>	<p>Employee engagement</p> <p>65%</p> <p>Increase from baseline</p> <p>Paid unscheduled absence</p> <p>67.4 hours per FTE</p> <p>Decrease from baseline</p>	<p>Customer satisfaction index: Consumer 78.7% and Business 78.4%</p>
<p>Manager mindsets & capability</p> <p>40% of agencies identify 'individual manager resistance' as one of the three most significant barriers</p> <p>Decrease from baseline</p>	<p>Satisfaction with access to flexible working</p> <p>58% positive</p> <p>Increase from baseline</p>	<p>Demographics</p> <p>Whether flexibility is being utilised by employees from all demographics</p>	<p>Attraction</p> <p>Whether flexibility is impacting ability to attract employees?</p> <p>Retention</p> <p>Whether flexibility is impacting ability to retain employees?</p>	

Shorter term outputs

Longer term outcomes

¹⁹ Measures for KPIs are drawn from the NSW People Matter Employee Survey which captures both formal and informal flexible working arrangements. Measures that are drawn from other data sources include: customer satisfaction index (Customer Satisfaction Measurement Survey), manager mindsets and capability (NSW Public Sector Agency Survey), and paid unscheduled absence (Workforce Profile Collection).