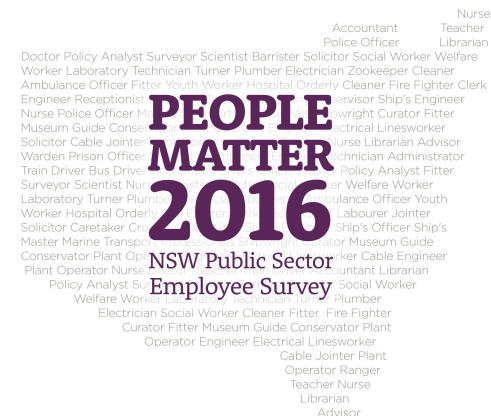


PEOPLE MATTER 2016

NSW Public Sector Employee Survey



Family and Community Services

Department of Family & Community Services

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RESPONSE RATE

45%

**7,214 RESPONSES
OUT OF 15,996 EMPLOYEES**

ENGAGEMENT INDEX

63%

PMES 2016
SECTOR SCORE **65%**

PMES 2014
SECTOR SCORE **65%**

PMES 2016 CLUSTER
SCORE **63%**



ENGAGEMENT

Engaged employees have a sense of personal attachment to their work and organisation; they are motivated and able to give their best to help the organisation succeed.

The complete list of questions which are used to calculate the Engagement Index are listed in the All Questions pages.

RESPONSE RATE

Due to the size of the NSW public sector, even comparatively low levels of response to People Matter can be statistically representative and an accurate reflection of perceptions. Any parts of the sector where the response rate is too low for data to be fully reliable have been flagged in reports.

Some entities exceeded 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey.

QUESTION HEADLINES

+ HIGHEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

1h. I look for ways to perform my job more effectively	95%
1a. I understand what is expected of me to do well in my role	89%
8i. Diversity and inclusion in the workplace can contribute to better business outcomes	89%
2i. People in my workgroup treat customers/clients with respect	87%
2a. My workgroup strives to achieve customer/client satisfaction	87%
1d. I feel I make a contribution to achieving the organisation's objectives	86%
2e. I receive help and support from other members of my workgroup	83%
8e. Sexual orientation is not a barrier to success in my organisation	80%
5k. My manager treats employees with dignity and respect	80%
7b. My organisation strives to match services to customer/client needs	80%

- LOWEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

7l. My organisation's processes for recruiting employees are efficient	30%
15. I believe action will be taken on the results from this survey by my organisation	33%
7f. I feel that change is handled well in my organisation	33%
6h. I feel that senior managers listen to employees	36%
7m. Recruitment and promotion decisions in this organisation are generally fair	36%
9b. I have confidence in the ways my organisation resolves grievances	38%
3a. I have a current performance plan that sets out my individual objectives	40%
6b. I feel that senior leaders effectively lead and manage change	40%
3j. I am satisfied with the opportunities available for career development in my organisation	41%
6g. I feel that senior managers keep employees informed about what's going on	41%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your highest and lowest scoring questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.

BUSINESS UNIT COMPARISON



COMPARISON OF BUSINESS UNITS

This page provides the scores for each of the business units below Department of Family & Community Services, using the same key question groups.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Department of Family & Community Services	District	Non-District
NUMBER OF RESPONDENTS	7214	4845	2170
ENGAGEMENT	63%	63%	64%
SENIOR MANAGERS	44%	42%	50%
COMMUNICATION	61%	59%	66%
HIGH PERFORMANCE	68%	67%	70%
PUBLIC SECTOR VALUES	67%	65%	70%
DIVERSITY & INCLUSION	71%	69%	75%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 10 RESPONDENTS



EXPLORE THE FULL SURVEY RESULTS

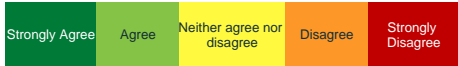
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Some key comparisons are provided.

ENGAGEMENT	63% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q7o. I would recommend my organisation as a great place to work		54%	54%	60%
Q7p. I am proud to tell others I work for my organisation		63%	63%	68%
Q7q. I feel a strong personal attachment to my organisation		61%	61%	64%
Q7r. My organisation motivates me to help it achieve its objectives		53%	53%	55%
Q7s. My organisation inspires me to do the best in my job		53%	53%	55%

KEY





EXPLORE THE FULL SURVEY RESULTS

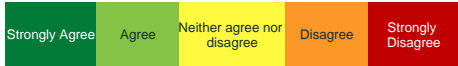
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Some key comparisons are provided.

ENGAGEMENT WITH WORK	77% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q1g. My job gives me a feeling of personal accomplishment		74%	75%	76%
Q1h. I look for ways to perform my job more effectively		95%	95%	95%
Q1i. I feel motivated to contribute more than what is normally required at work		77%	77%	76%
Q1j. I am satisfied with my job at the present time		61%	61%	63%

KEY





EXPLORE THE FULL SURVEY RESULTS

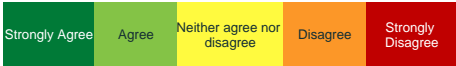
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Some key comparisons are provided.

SENIOR MANAGERS	44% RESPONSE SCALE					AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q6a. I believe senior managers provide clear direction for the future of the organisation	11	33	26	18	12	44%	44%	47%
Q6b. I feel that senior leaders effectively lead and manage change	10	30	27	19	13	40%	40%	43%
Q6c. I feel that senior managers model the values of my organisation	12	34	30	13	12	46%	46%	48%
Q6d. Senior managers encourage innovation by employees	11	34	32	15	9	44%	44%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	13	42	28	10		55%	55%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	15	45	25	9		60%	60%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	9	32	26	19	14	41%	41%	44%
Q6h. I feel that senior managers listen to employees	9	27	31	19	15	36%	36%	39%
Q7f. I feel that change is handled well in my organisation	8	25	29	24	15	33%	33%	41%

KEY





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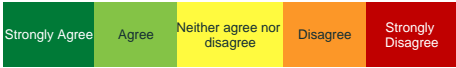
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Some key comparisons are provided.

COMMUNICATION	61% RESPONSE SCALE				AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q5e. My manager communicates effectively with me	30	43	14	8	73%	73%	69%
Q5f. My manager encourages and values employee input	31	43	15		74%	74%	69%
Q5g. My manager involves my workgroup in decisions about our work	25	43	18	9	68%	68%	64%
Q6g. I feel that senior managers keep employees informed about what's going on	9	32	26	19	41%	41%	44%
Q6h. I feel that senior managers listen to employees	9	27	31	19	36%	36%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager	20	53	15	7	73%	73%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

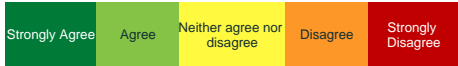
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Some key comparisons are provided.

	HIGH PERFORMANCE				68% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q1a. I understand what is expected of me to do well in my role	39	50				89%	89%	90%
Q1b. I have the tools I need to do my job effectively	18	51	14	14		69%	70%	70%
Q1c. I get the information I need to do my job well	15	49	19	13		65%	65%	67%
Q1d. I feel I make a contribution to achieving the organisation's objectives	33	53	9			86%	86%	86%
Q1e. I feel I am able to suggest ideas to improve our way of doing things	23	46	16	11		68%	68%	69%
Q2b. People in my workgroup use time and resources efficiently	22	49	17	9		71%	71%	70%
Q2c. My team works collaboratively to achieve its objectives	30	49	12			79%	79%	75%
Q2d. People in my workgroup have the appropriate skills to do the job well	25	50	15	8		75%	75%	76%
Q3h. I have received appropriate training and development to do my job well	15	42	23	14		57%	57%	63%

KEY





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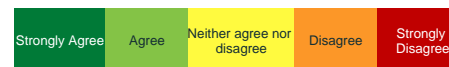
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Some key comparisons are provided.

HIGH PERFORMANCE	68% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		75%	74%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		65%	64%	64%
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise		66%	66%	65%
Q5j. I have confidence in the decisions my line manager makes		71%	71%	67%
Q6d. Senior managers encourage innovation by employees		44%	44%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with		55%	55%	52%
Q7d. My organisation focuses on improving the work we do		76%	76%	76%
Q7e. My organisation is making the necessary improvements to meet our future challenges		58%	58%	62%
Q7g. There is good co-operation between teams across our organisation		46%	46%	48%

KEY





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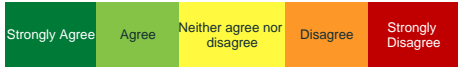
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Some key comparisons are provided.

HIGH PERFORMANCE	68% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q7n. My organisation generally selects capable people to do the job		45%	46%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions		70%	70%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes		89%	89%	85%

KEY





EXPLORE THE FULL SURVEY RESULTS

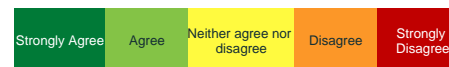
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	67% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction		87%	86%	85%
Q2b. People in my workgroup use time and resources efficiently		71%	71%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings		72%	72%	67%
Q2h. People in my workgroup treat each other with respect		76%	76%	72%
Q2i. People in my workgroup treat customers/clients with respect		87%	86%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		75%	74%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		65%	64%	64%
Q5d. My manager listens to what I have to say		77%	77%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		70%	69%	64%

KEY





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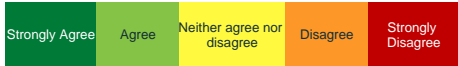
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Some key comparisons are provided.

PUBLIC SECTOR VALUES		67% RESPONSE SCALE		AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR			
Q5k. My manager treats employees with dignity and respect		36	44	11	80%	80%	76%		
Q5l. My manager talks to me about how the values apply to my work		23	39	23	11	61%	61%	58%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		11	33	26	18	12	44%	44%	47%
Q6c. I feel that senior managers model the values of my organisation		12	34	30	13	12	46%	46%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives		15	45	25	9	60%	60%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on		9	32	26	19	14	41%	41%	44%
Q6h. I feel that senior managers listen to employees		9	27	31	19	15	36%	36%	39%
Q7a. My organisation provides high quality services		20	55	18	7	75%	75%	80%	
Q7b. My organisation strives to match services to customer/client needs		23	57	13	9	80%	80%	80%	

KEY





EXPLORE THE FULL SURVEY RESULTS

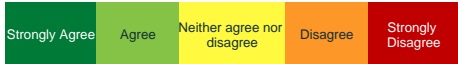
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	67% RESPONSE SCALE					AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q7c. My organisation strives to earn and sustain a high level of public trust	23	55	16			78%	78%	83%
Q7d. My organisation focuses on improving the work we do	23	53	16			76%	76%	76%
Q7h. People in my organisation take responsibility for their own actions	8	35	32	17	8	44%	44%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	14	52	23	7		65%	65%	63%

KEY





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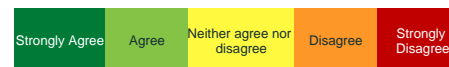
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Some key comparisons are provided.

DIVERSITY & INCLUSION	71% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		60%	60%	59%
Q5d. My manager listens to what I have to say		77%	77%	73%
Q5f. My manager encourages and values employee input		74%	74%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions		69%	69%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased		70%	69%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women		53%	53%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)		76%	76%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions		70%	70%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager		73%	73%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

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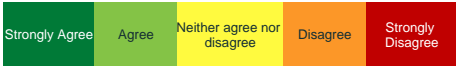
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DIVERSITY & INCLUSION

71% RESPONSE SCALE

	AGREEMENT %				FAMILY AND COMMUNITY SERVICES	SECTOR
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	37	51	9		89%	85%
Q8j. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	26	41	16	10	67%	58%

KEY





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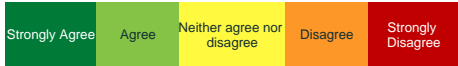
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Some key comparisons are provided.

RECRUITMENT	37% RESPONSE SCALE				AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient	24	28	26	16	30%	30%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair	30	32	19	13	36%	36%	41%
Q7n. My organisation generally selects capable people to do the job	39	30	16	9	45%	46%	51%

KEY





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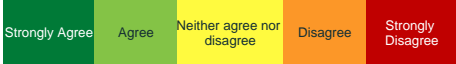
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Some key comparisons are provided.

EMPLOYEE VALUE PROPOSITION	57%	RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR			
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	25	41	24	66%	65%	60%		
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	22	38	30	60%	59%	53%		
Q7g. There is good co-operation between teams across our organisation	9	37	27	19	7	46%	46%	48%

KEY





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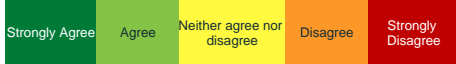
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	58% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives		40%	40%	62%
Q3b. I have informal feedback conversations with my manager throughout the year		73%	72%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year		58%	57%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		61%	61%	59%
Q3e. My performance is assessed against clear criteria		42%	42%	53%
Q3f. I feel I can have open, honest conversations with my manager about the quality of work required		75%	75%	71%
Q3g. I am able to access the right learning and development opportunities as required		53%	54%	60%
Q3h. I have received appropriate training and development to do my job well		57%	57%	63%
Q3i. I have a strong desire to advance my career		72%	72%	69%

KEY





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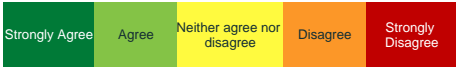
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	58% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation		41%	41%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career		57%	57%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do		72%	72%	67%
Q5n. My manager appropriately deals with employees who perform poorly		44%	43%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup		63%	63%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role		66%	65%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		60%	59%	53%
Q7j. My organisation is committed to developing its employees		49%	49%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

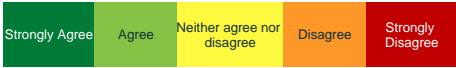
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Some key comparisons are provided.

MOBILITY	61% RESPONSE SCALE				AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q3k. I would like to work in another agency within the NSW Public Sector during my career	25	32	28	10	57%	57%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	25	41	24		66%	65%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	22	38	30		60%	59%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

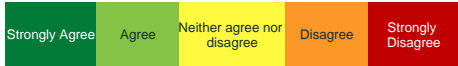
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Some key comparisons are provided.

PAY & BENEFITS	71% RESPONSE SCALE				AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q4a. I am paid fairly for the work I do	22	50	15	10	72%	72%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc)	21	49	18	9	69%	69%	60%

KEY





EXPLORE THE FULL SURVEY RESULTS

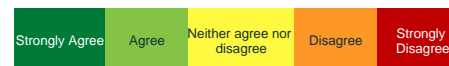
This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

DIVERSITY GROUPS	76% RESPONSE SCALE				AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation	25	53	16		78%	78%	77%
Q8c. Age is not a barrier to success in my organisation	22	50	18		73%	73%	71%
Q8d. Disability is not a barrier to success in my organisation	22	49	22		72%	72%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation	26	54	17		80%	80%	76%
Q8f. Gender is not a barrier to success in my organisation	26	52	16		78%	78%	74%

KEY





EXPLORE THE FULL SURVEY RESULTS

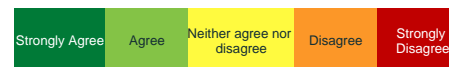
This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

WORKPLACE SUPPORT	64% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work		60%	60%	59%
Q1k. I am able to keep my work stress at an acceptable level		60%	60%	58%
Q1l. My workload is acceptable		56%	56%	55%
Q2e. I receive help and support from other members of my workgroup		83%	82%	80%
Q2f. There is good team spirit in my workgroup		69%	69%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance		58%	58%	56%

KEY





EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

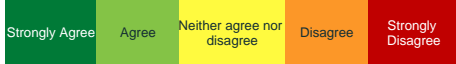
ACTION ABOUT SURVEY RESULTS

33% RESPONSE SCALE

Q15. I believe action will be taken on the results from this survey by my organisation



KEY





EXPLORE THE FULL SURVEY RESULTS

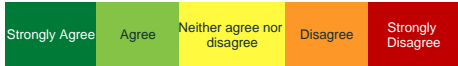
This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

WORKPLACE CONDUCT	50% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	14 52 23 7	65%	65%	63%
Q9b. I have confidence in the ways my organisation resolves grievances	8 30 35 16 10	38%	38%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing	11 34 32 14 9	45%	45%	49%

KEY





EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

MOTIVATION TO STAY	RESPONSE SCALE	AGREEMENT%	FAMILY AND COMMUNITY SERVICES	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
More interesting and challenging work		53%	53%	46%
Better skills in my workgroup		30%	29%	27%
Improved career opportunities		59%	59%	52%
Improved learning and development opportunities		56%	56%	50%
Greater involvement in decision making		37%	37%	33%
Better pay and benefits		52%	52%	58%
Greater recognition for the work I do		45%	45%	45%
Better leadership from senior managers		42%	42%	39%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

MOTIVATION TO STAY	RESPONSE SCALE	AGREEMENT%	FAMILY AND COMMUNITY SERVICES	SECTOR
Q13. What factors would motivate you to stay in the NSW public sector?				
Better leadership from my manager		28%	28%	27%
Better accountability for performance		30%	30%	25%
A better location		24%	24%	20%
More flexible working conditions		41%	41%	38%
Better work/life balance		47%	47%	46%
Improved facilities		21%	21%	30%
Improved technology and systems		36%	36%	38%
Better job security		56%	56%	43%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

WORKPLACE CONDUCT	RESPONSE SCALE	AGREEMENT%	FAMILY AND COMMUNITY SERVICES	SECTOR
Q9a. In the last 12 months I have read or referred to my organisation's code of conduct				
Yes		68%	68%	72%
No		28%	28%	24%
Don't Know		4%	4%	4%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	AGREEMENT%	FAMILY AND COMMUNITY SERVICES	SECTOR
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		28%	27%	25%
No		62%	62%	64%
Don't Know		10%	11%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		69%	69%	63%
No		30%	30%	35%
Don't Know		1%	1%	2%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	AGREEMENT%	FAMILY AND COMMUNITY SERVICES	SECTOR
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		37%	37%	35%
No		56%	57%	58%
Don't Know		6%	7%	7%
Q10d. In the last 12 months I have been the subjected to bullying at work				
Yes		20%	20%	20%
No		74%	75%	75%
Don't Know		5%	5%	5%



EXPLORE THE FULL SURVEY RESULTS

This section shows results for all the survey questions grouped by key themes.

Some key comparisons are provided.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	AGREEMENT%	FAMILY AND COMMUNITY SERVICES	SECTOR
Q10e. Please indicate the role of the person who has been the source of the most serious bullying you have been subjected to in the last 12 months.				
A senior manager		20%	20%	23%
Your Immediate Manager/Supervisor		26%	26%	26%
A fellow worker at your level		28%	28%	25%
A subordinate		7%	7%	8%
A client or customer		2%	2%	2%
A member of the public other than a client or customer		0%	0%	0%
Other		4%	4%	4%
Prefer not to say		12%	12%	13%



EXPLORE THE FULL SURVEY RESULTS

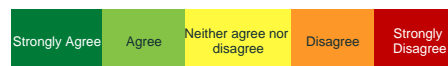
This section shows results for all the survey questions grouped by key themes.

Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

FACS QUESTIONS	RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES
Q1. I apply my knowledge and skills to provide quality customer/client service		98%	98%
Q2. I support customers/clients to provide feedback on the services they receive		90%	90%
Q3. I listen attentively to my customers/clients to understand their needs		97%	97%
Q4. The client service that I provide empowers clients to access the services that they need		87%	87%
Q5. The client service that I provide supports clients to achieve positive outcomes		89%	89%
Q6. I am aware of the recent reforms to the way FACS delivers its services		79%	78%
Q7. Senior managers have clearly communicated the intent of these reforms		51%	51%
Q8. I believe the recent reforms will improve the way FACS delivers its services		39%	39%
Q9. I identify as an employee of FACS more than an employee of Ageing & Disability, Community Services, Housing, Land & Housing Corporation, Aboriginal Housing Office , or Other		52%	51%
Q10. My work involves supporting older people or people with a disability and I have a full understanding of what transfer and transition to the NDIS means.		35%	35%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

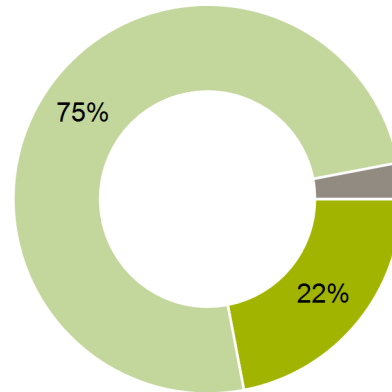
	RESPONSE SCALE	PERCENTAGE%
Gender		
Male		26%
Female		73%
Other		1%
Age		
<35		20%
35 - 54		57%
> 54		23%

PROFILE OF RESPONDENTS

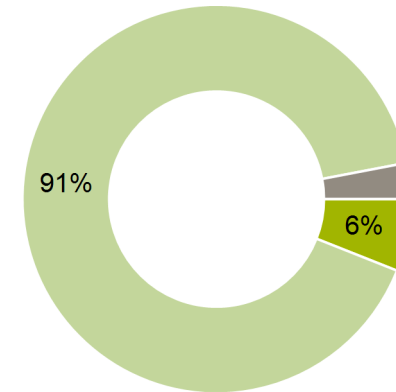


PERSONAL PROFILES

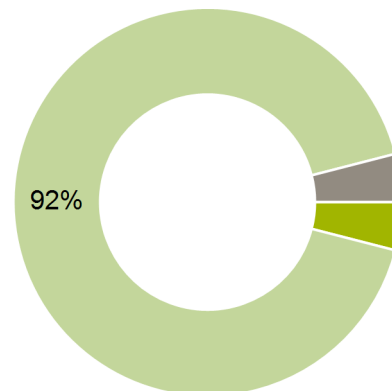
DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?



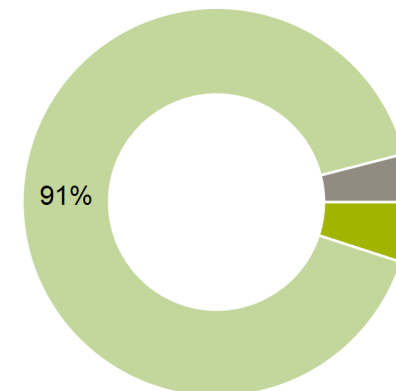
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?



DO YOU HAVE A DISABILITY?



DO YOU IDENTIFY AS LGBTI?



KEY



PROFILE OF RESPONDENTS



WORK PROFILES

TENURE IN ORGANISATION	RESPONSE SCALE	PERCENTAGE%
Less than 1 year		11%
1 - 2 years		8%
2 - 5 years		15%
5 - 10 years		28%
10 - 20 years		26%
More than 20 years		12%

PROFILE OF RESPONDENTS



WORK PROFILES

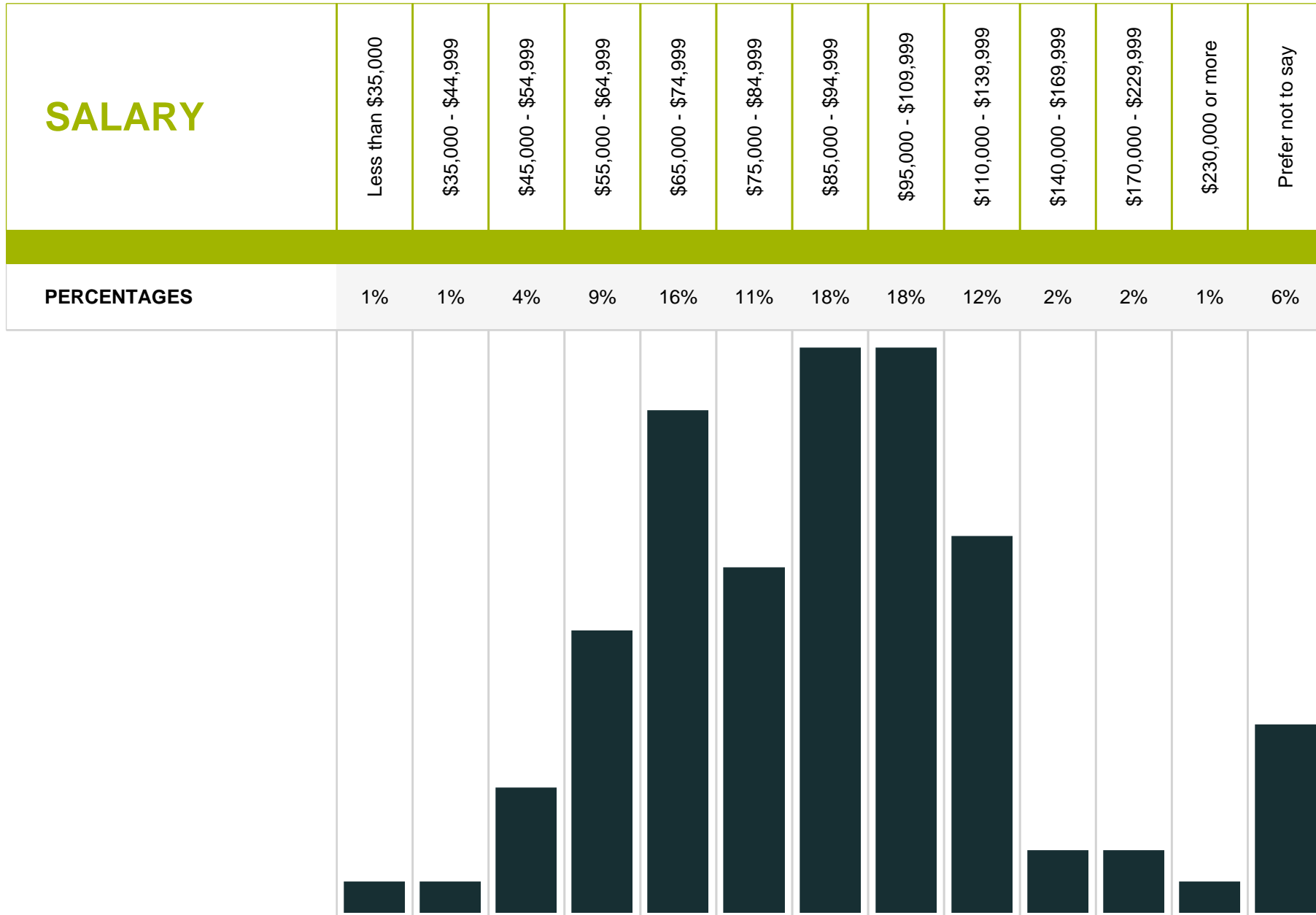
TYPE OF WORK	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		42%
Other service delivery work		8%
Administrative support		9%
Corporate services		11%
Policy		3%
Research		1%
Program and project management support		12%
Legal (including developing and/or reviewing legislation)		1%
Other		12%

PROFILE OF RESPONDENTS



WORK PROFILES

SALARY



RESULTS BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Department of Family & Community Services	Service delivery involving direct contact with the general public	Other service delivery work	Administrative support	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	7214	2744	549	590	684	178	59	809	78	792
ENGAGEMENT	63%	61%	61%	69%	64%	63%	73%	66%	63%	64%
SENIOR MANAGERS	44%	39%	42%	55%	50%	52%	70%	53%	33%	40%
COMMUNICATION	61%	58%	59%	66%	65%	71%	82%	68%	61%	59%
HIGH PERFORMANCE	68%	66%	65%	74%	70%	70%	78%	71%	68%	66%
PUBLIC SECTOR VALUES	67%	64%	65%	72%	70%	71%	82%	72%	65%	64%
DIVERSITY & INCLUSION	71%	68%	69%	76%	76%	78%	85%	77%	71%	68%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Department of Family & Community Services	Less than \$35,000	\$35,000 - \$44,999	\$45,000 - \$54,999	\$55,000 - \$64,999	\$65,000 - \$74,999	\$75,000 - \$84,999	\$85,000 - \$94,999	\$95,000 - \$109,999	\$110,000 - \$139,999	\$140,000 - \$169,999	\$170,000 - \$229,999	\$230,000 or more	Prefer not to say
NUMBER OF RESPONDENTS	7214	38	94	259	562	1061	742	1165	1135	807	107	105	40	363
ENGAGEMENT	63%	70%	65%	67%	67%	64%	61%	59%	64%	63%	67%	72%	79%	58%
SENIOR MANAGERS	44%	58%	44%	47%	46%	45%	40%	39%	46%	50%	58%	61%	80%	36%
COMMUNICATION	61%	68%	61%	62%	62%	60%	57%	58%	63%	67%	74%	76%	85%	53%
HIGH PERFORMANCE	68%	75%	66%	69%	70%	68%	64%	65%	70%	71%	76%	78%	85%	61%
PUBLIC SECTOR VALUES	67%	75%	66%	67%	68%	67%	63%	63%	68%	72%	76%	80%	88%	60%
DIVERSITY & INCLUSION	71%	74%	69%	71%	72%	70%	67%	69%	74%	77%	81%	81%	87%	62%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Department of Family & Community Services	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	7214	707	534	955	1782	1687	782
ENGAGEMENT	63%	72%	66%	65%	61%	61%	59%
SENIOR MANAGERS	44%	60%	49%	47%	41%	40%	39%
COMMUNICATION	61%	74%	66%	64%	58%	58%	57%
HIGH PERFORMANCE	68%	75%	70%	70%	66%	66%	66%
PUBLIC SECTOR VALUES	67%	76%	69%	69%	64%	65%	65%
DIVERSITY & INCLUSION	71%	79%	74%	74%	69%	68%	69%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Department of Family & Community Services	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	7214	7	133	498	686	800	928	957	990	862	444	166
ENGAGEMENT	63%	(r)	73%	68%	67%	64%	63%	63%	61%	61%	59%	65%
SENIOR MANAGERS	44%	(r)	60%	52%	49%	46%	45%	45%	39%	42%	38%	46%
COMMUNICATION	61%	(r)	71%	69%	67%	64%	62%	61%	56%	57%	56%	61%
HIGH PERFORMANCE	68%	(r)	76%	73%	71%	70%	68%	68%	65%	65%	65%	68%
PUBLIC SECTOR VALUES	67%	(r)	77%	72%	70%	68%	66%	67%	64%	64%	64%	66%
DIVERSITY & INCLUSION	71%	(r)	80%	78%	76%	74%	70%	71%	67%	68%	67%	71%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS

RESULTS BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

The Engagement score is weighted. It cannot be compared with other scores which are the average of % agreement results for all questions in each group.

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Department of Family & Community Services	Male	Female	Other
NUMBER OF RESPONDENTS	7214	1714	4727	44
ENGAGEMENT	63%	61%	64%	58%
SENIOR MANAGERS	44%	43%	45%	34%
COMMUNICATION	61%	62%	61%	51%
HIGH PERFORMANCE	68%	67%	68%	58%
PUBLIC SECTOR VALUES	67%	67%	67%	56%
DIVERSITY & INCLUSION	71%	71%	71%	58%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

r = DATA RESTRICTED AS BELOW CUT OFF LIMIT OF 30 RESPONDENTS



WHAT'S NEXT?

Sector employees have now given their feedback and these results show where actions and improvements are required.

Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

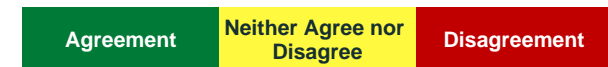
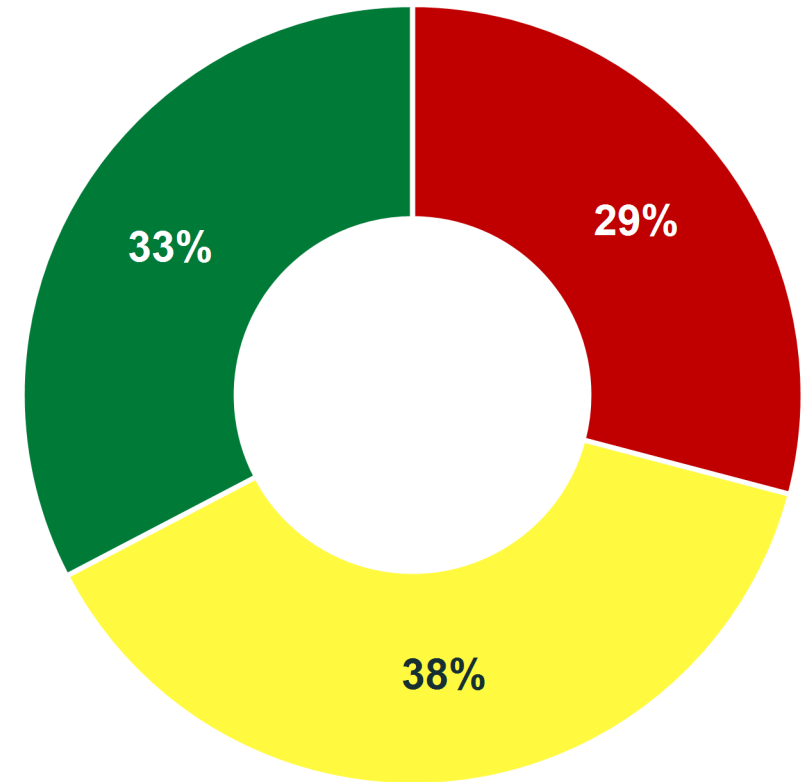
33%

of employees replied favourably to:

'I believe action will be taken on the results from this survey by my organisation.'

32%
SECTOR

33%
CLUSTER



GUIDE TO THIS REPORT

ANONYMITY RULES

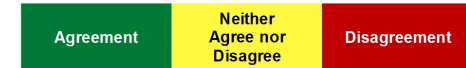
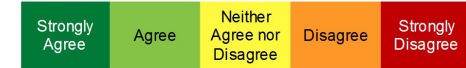
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (30 or more employees). Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

HOW TO READ THIS REPORT

The majority of questions have a 5-point answer scale. In reports, the Strongly Agree and Agree scores are combined to create an agreement (or positive) score which is shown as a rounded percentage.

Previous surveys had a 4-point answer scale, which means that comparisons are limited for this year only. Some scales, such as those used for the Engagement Index, are unchanged.



HOW THE DRIVERS AND INFLUENCERS ARE DERIVED

ORC International employs SPSS software to fully interrogate the results and perform appropriate calculations. Our statisticians need a minimum of **30 responses** from a team to perform the analysis to determine the top influences of engagement, leadership and other key question groups.

Statistical techniques applied for this analysis include **Factor Analysis** which identifies patterns in data and allows the statistician to assess whether the attitude questions are measuring the same underlying theme or characteristic.

Regression Analysis then involves building a statistical model based on research that employee engagement is affected by various elements of the workplace such as line manager, learning & development, reward and recognition, job role, etc. This analysis assigns importance weights to the attributes that have been measured. It relies on certain assumptions, one of which is that the variables used in the model should, by definition, not be strongly related to each other. The outcome of these techniques is a list of questions which we can say have the highest association with the engagement index, or more simply, are the most significant influencers of employee engagement

ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%. Example below:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%