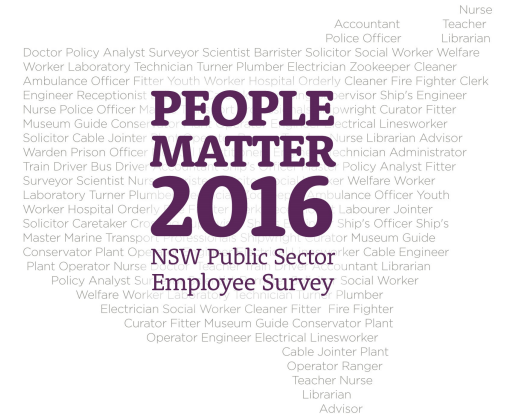


PEOPLE MATTER 2016

NSW Public Sector Employee Survey



Family and Community Services

Multicultural NSW

CONTENTS OF REPORT

HEADLINES	3
QUESTION HEADLINES	4
ALL QUESTIONS	5
PROFILE OF RESPONDENTS	34
DEMOGRAPHIC RESULTS	39
TAKING ACTION	44
GUIDE TO THIS REPORT	45

RESPONSE RATE

>100%

**117 RESPONSES
OUT OF 53 EMPLOYEES**

RESPONSE RATE ABOVE 100%. SEE NOTES

ENGAGEMENT INDEX

68%

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.

QUESTION HEADLINES

+ HIGHEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

1a.	I understand what is expected of me to do well in my role	97%
1d.	I feel I make a contribution to achieving the organisation's objectives	94%
1h.	I look for ways to perform my job more effectively	93%
1g.	My job gives me a feeling of personal accomplishment	91%
1b.	I have the tools I need to do my job effectively	87%
1i.	I feel motivated to contribute more than what is normally required at work	83%
1c.	I get the information I need to do my job well	83%
1j.	I am satisfied with my job at the present time	81%
8c.	Age is not a barrier to success in my organisation	80%
8b.	Cultural background is not a barrier to success in my organisation	80%

- LOWEST AGREEMENT SCORING QUESTIONS

2016
AGREEMENT
%

5q.	My manager would help me to broaden my experience by supporting my movement to another organisation	24%
3c.	I have scheduled feedback conversations with my manager throughout the year	25%
5p.	My manager would help me to broaden my experience by supporting my movement to another role	28%
5n.	My manager appropriately deals with employees who perform poorly	31%
3b.	I have informal feedback conversations with my manager throughout the year	34%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	35%
3a.	I have a current performance plan that sets out my individual objectives	36%
3k.	I would like to work in another agency within the NSW Public Sector during my career	36%
5b.	My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	37%
5o.	My manager ensures fair access to developmental opportunities for people in my workgroup	38%



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'.



EXPLORE THE FULL SURVEY RESULTS

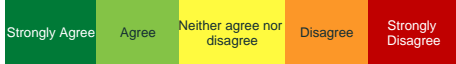
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Graphs show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) or those with a neutral response.

Some key comparisons are provided.

ENGAGEMENT	68% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q7o. I would recommend my organisation as a great place to work	25 40 22 9	65%	54%	60%
Q7p. I am proud to tell others I work for my organisation	36 37 21	73%	63%	68%
Q7q. I feel a strong personal attachment to my organisation	30 34 20 12	64%	61%	64%
Q7r. My organisation motivates me to help it achieve its objectives	23 38 25 9	60%	53%	55%
Q7s. My organisation inspires me to do the best in my job	27 27 33	55%	53%	55%

KEY





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Some key comparisons are provided.

ENGAGEMENT WITH WORK 87% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR	
Q1g. My job gives me a feeling of personal accomplishment		91%	75%	76%
Q1h. I look for ways to perform my job more effectively		93%	95%	95%
Q1i. I feel motivated to contribute more than what is normally required at work		83%	77%	76%
Q1j. I am satisfied with my job at the present time		81%	61%	63%

KEY





EXPLORE THE FULL SURVEY RESULTS

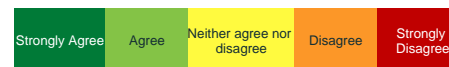
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Some key comparisons are provided.

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	14	32	41	9	46%	44%	47%
Q6b. I feel that senior leaders effectively lead and manage change	15	30	39	10	45%	40%	43%
Q6c. I feel that senior managers model the values of my organisation	17	24	44	9	41%	46%	48%
Q6d. Senior managers encourage innovation by employees	12	27	41	12	39%	44%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with	13	29	45	7	42%	55%	52%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	14	30	45	7	44%	60%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	16	31	34	10	47%	41%	44%
Q6h. I feel that senior managers listen to employees	12	31	36	11	43%	36%	39%
Q7f. I feel that change is handled well in my organisation	15	35	36	7	50%	33%	41%

KEY





EXPLORE THE FULL SURVEY RESULTS

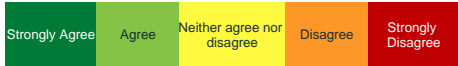
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Some key comparisons are provided.

COMMUNICATION	47% RESPONSE SCALE				AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q5e. My manager communicates effectively with me	21	32	33	10	53%	73%	69%
Q5f. My manager encourages and values employee input	20	28	38	8	48%	74%	69%
Q5g. My manager involves my workgroup in decisions about our work	16	23	45	11	39%	68%	64%
Q6g. I feel that senior managers keep employees informed about what's going on	16	31	34	10	47%	41%	44%
Q6h. I feel that senior managers listen to employees	12	31	36	11	43%	36%	39%
Q8h. I am able to speak up and share a different view to my colleagues and manager	13	40	36		53%	73%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

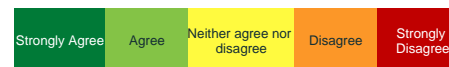
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Some key comparisons are provided.

	HIGH PERFORMANCE		61% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q1a. I understand what is expected of me to do well in my role	71	26		97%	89%	90%
Q1b. I have the tools I need to do my job effectively	53	34		87%	70%	70%
Q1c. I get the information I need to do my job well	40	43	9	83%	65%	67%
Q1d. I feel I make a contribution to achieving the organisation's objectives	67	27		94%	86%	86%
Q1e. I feel I am able to suggest ideas to improve our way of doing things	20	37	27	56%	68%	69%
Q2b. People in my workgroup use time and resources efficiently	22	34	35	56%	71%	70%
Q2c. My team works collaboratively to achieve its objectives	22	30	42	53%	79%	75%
Q2d. People in my workgroup have the appropriate skills to do the job well	22	40	32	61%	75%	76%
Q3h. I have received appropriate training and development to do my job well	27	33	23	60%	57%	63%

KEY





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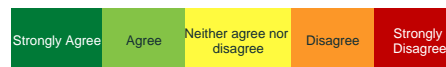
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Some key comparisons are provided.

HIGH PERFORMANCE	61% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q5a. My manager encourages people in my workgroup to improve the quality of what they do		47%	74%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims		37%	64%	64%
Q5c. My manager assigns work to people in my workgroup based on their skills and expertise		46%	66%	65%
Q5j. I have confidence in the decisions my line manager makes		51%	71%	67%
Q6d. Senior managers encourage innovation by employees		39%	44%	49%
Q6e. Senior managers promote collaboration between my organisation and others we work with		42%	55%	52%
Q7d. My organisation focuses on improving the work we do		69%	76%	76%
Q7e. My organisation is making the necessary improvements to meet our future challenges		56%	58%	62%
Q7g. There is good co-operation between teams across our organisation		45%	46%	48%

KEY





EXPLORE THE FULL SURVEY RESULTS

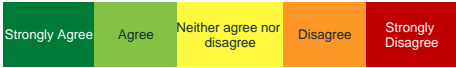
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Some key comparisons are provided.

	61% RESPONSE SCALE					AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q7n. My organisation generally selects capable people to do the job	17	45	27			62%	46%	51%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	14	38	41			53%	70%	67%
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	44	33	23			77%	89%	85%

KEY





EXPLORE THE FULL SURVEY RESULTS

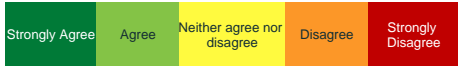
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	56% RESPONSE SCALE			AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q2a. My workgroup strives to achieve customer/client satisfaction	29	40	27	69%	86%	85%
Q2b. People in my workgroup use time and resources efficiently	22	34	35	56%	71%	70%
Q2g. People in my workgroup are honest, open and transparent in their dealings	22	36	35	58%	72%	67%
Q2h. People in my workgroup treat each other with respect	26	39	28	65%	76%	72%
Q2i. People in my workgroup treat customers/clients with respect	26	43	28	69%	86%	86%
Q5a. My manager encourages people in my workgroup to improve the quality of what they do	18	28	44	47%	74%	72%
Q5b. My manager encourages people in my workgroup to review policies and programs to see if they are achieving their aims	13	24	50	37%	64%	64%
Q5d. My manager listens to what I have to say	22	32	31	54%	77%	73%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	16	28	45	44%	69%	64%

KEY





EXPLORE THE FULL SURVEY RESULTS

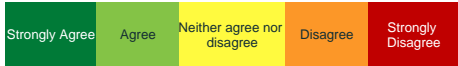
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Some key comparisons are provided.

PUBLIC SECTOR VALUES	56% RESPONSE SCALE					AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree			
Q5k. My manager treats employees with dignity and respect	27	32	28	13	0	60%	80%	76%
Q5l. My manager talks to me about how the values apply to my work	14	25	42	12	7	39%	61%	58%
Q6a. I believe senior managers provide clear direction for the future of the organisation	14	32	41	9	4	46%	44%	47%
Q6c. I feel that senior managers model the values of my organisation	17	24	44	9	8	41%	46%	48%
Q6f. Senior managers communicate the importance of customers in achieving our business objectives	14	30	45	7	4	44%	60%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	16	31	34	10	8	47%	41%	44%
Q6h. I feel that senior managers listen to employees	12	31	36	11	9	43%	36%	39%
Q7a. My organisation provides high quality services	34	44	18	4	0	78%	75%	80%
Q7b. My organisation strives to match services to customer/client needs	35	43	16	6	0	78%	80%	80%

KEY





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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.

PUBLIC SECTOR VALUES	56% RESPONSE SCALE			AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q7c. My organisation strives to earn and sustain a high level of public trust	41	36	20	77%	78%	83%
Q7d. My organisation focuses on improving the work we do	31	39	23	69%	76%	76%
Q7h. People in my organisation take responsibility for their own actions	15	36	38	51%	44%	48%
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	20	37	38	57%	65%	63%

KEY





EXPLORE THE FULL SURVEY RESULTS

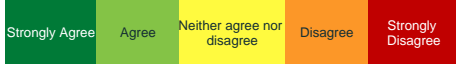
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Some key comparisons are provided.

DIVERSITY & INCLUSION	55% RESPONSE SCALE				AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	21	42	20	12	62%	60%	59%
Q5d. My manager listens to what I have to say	22	32	31	9	54%	77%	73%
Q5f. My manager encourages and values employee input	20	28	38	8	48%	74%	69%
Q5h. My manager takes into account the differing needs and circumstances of employees when making decisions	18	21	47	9	40%	69%	65%
Q5i. My manager would take appropriate action if decision-making processes were found to be biased	16	28	45		44%	69%	64%
Q6i. Senior managers in my organisation genuinely support the career advancement of women	13	28	47		41%	53%	54%
Q8a. My organisation respects individual differences (e.g cultures, working styles, backgrounds, ideas)	38	32	22	8	70%	76%	75%
Q8g. People in my workgroup share diverse ideas to develop innovative solutions	14	38	41		53%	70%	67%
Q8h. I am able to speak up and share a different view to my colleagues and manager	13	40	36		53%	73%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

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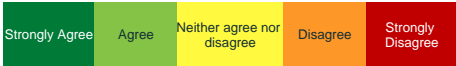
Some key comparisons are provided.

DIVERSITY & INCLUSION

55% RESPONSE SCALE

	AGREEMENT %			FAMILY AND COMMUNITY SERVICES	SECTOR	
Q8i. Diversity and inclusion in the workplace can contribute to better business outcomes	44	33	23	77%	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>	33	32	26	64%	67%	58%

KEY





EXPLORE THE FULL SURVEY RESULTS

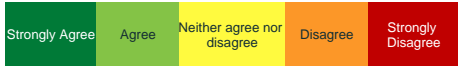
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Some key comparisons are provided.

RECRUITMENT	53% RESPONSE SCALE				AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q7l. My organisation's processes for recruiting employees are efficient	9	38	42	8	46%	30%	33%
Q7m. Recruitment and promotion decisions in this organisation are generally fair	9	43	41		52%	36%	41%
Q7n. My organisation generally selects capable people to do the job	17	45	27		62%	46%	51%

KEY





EXPLORE THE FULL SURVEY RESULTS

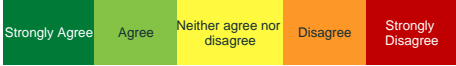
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Some key comparisons are provided.

EMPLOYEE VALUE PROPOSITION	32%	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	12	16	59	28%	65%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	12	12	65	24%	59%	53%
Q7g. There is good co-operation between teams across our organisation	14	31	45	45%	46%	48%

KEY





EXPLORE THE FULL SURVEY RESULTS

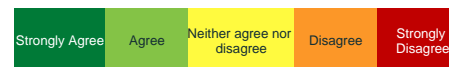
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	42% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q3a. I have a current performance plan that sets out my individual objectives		36%	40%	62%
Q3b. I have informal feedback conversations with my manager throughout the year		34%	72%	70%
Q3c. I have scheduled feedback conversations with my manager throughout the year		25%	57%	58%
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		35%	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		54%	75%	71%
Q3g. I am able to access the right learning and development opportunities as required		57%	54%	60%
Q3h. I have received appropriate training and development to do my job well		60%	57%	63%
Q3i. I have a strong desire to advance my career		71%	72%	69%

KEY





EXPLORE THE FULL SURVEY RESULTS

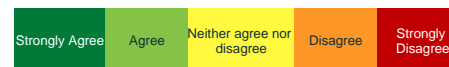
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Some key comparisons are provided.

PERFORMANCE FRAMEWORK & DEVELOPMENT	42% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q3j. I am satisfied with the opportunities available for career development in my organisation		39%	41%	45%
Q3k. I would like to work in another agency within the NSW Public Sector during my career		36%	57%	41%
Q5m. My manager provides acknowledgement or other recognition for the work I do		43%	72%	67%
Q5n. My manager appropriately deals with employees who perform poorly		31%	43%	44%
Q5o. My manager ensures fair access to developmental opportunities for people in my workgroup		38%	63%	62%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role		28%	65%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation		24%	59%	53%
Q7j. My organisation is committed to developing its employees		51%	49%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

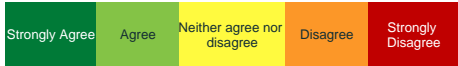
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Some key comparisons are provided.

MOBILITY	29% 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	20	16	40	16	7	36%	57%	41%
Q5p. My manager would help me to broaden my experience by supporting my movement to another role	12	16	59			28%	65%	60%
Q5q. My manager would help me to broaden my experience by supporting my movement to another organisation	12	12	65			24%	59%	53%

KEY





EXPLORE THE FULL SURVEY RESULTS

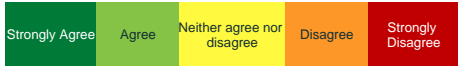
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Some key comparisons are provided.

PAY & BENEFITS 61% RESPONSE SCALE	AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q4a. I am paid fairly for the work I do <div style="display: flex; justify-content: space-between; margin-top: 10px;"> 25 45 14 10 7 </div>	69%	72%	60%
Q4b. I am satisfied with my total benefits package (incl. superannuation, leave entitlements etc) <div style="display: flex; justify-content: space-between; margin-top: 10px;"> 18 35 23 14 11 </div>	53%	69%	60%

KEY





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Some key comparisons are provided.

DIVERSITY GROUPS	73% RESPONSE SCALE			AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q8b. Cultural background is not a barrier to success in my organisation	47	33	18	80%	78%	77%
Q8c. Age is not a barrier to success in my organisation	41	39	17	80%	73%	71%
Q8d. Disability is not a barrier to success in my organisation	27	33	36	60%	72%	67%
Q8e. Sexual orientation is not a barrier to success in my organisation	33	32	31	66%	80%	76%
Q8f. Gender is not a barrier to success in my organisation	37	40	22	77%	78%	74%

KEY





EXPLORE THE FULL SURVEY RESULTS

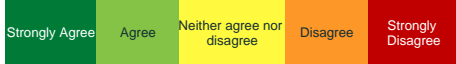
This section shows results for all the survey questions grouped by key themes.

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	61% RESPONSE SCALE				AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q1f. I am provided with the support I need to optimise my contribution at work	21	42	20	12	62%	60%	59%
Q1k. I am able to keep my work stress at an acceptable level	26	53	11	9	79%	60%	58%
Q1l. My workload is acceptable	26	45	19		72%	56%	55%
Q2e. I receive help and support from other members of my workgroup	18	37	31	9	55%	82%	80%
Q2f. There is good team spirit in my workgroup	21	28	38	8	49%	69%	67%
Q7k. My organisation offers practical employment arrangements and conditions to help employees achieve a work-life balance	13	30	46		43%	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

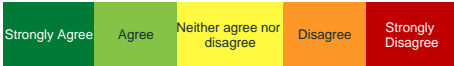
49% RESPONSE SCALE

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



AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
49%	33%	32%

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	52% RESPONSE SCALE				AGREEMENT %	FAMILY AND COMMUNITY SERVICES	SECTOR
Q7i. My organisation provides procedures and systems that ensure employees avoid conflicts of interest	20	37	38		57%	65%	63%
Q9b. I have confidence in the ways my organisation resolves grievances	21	26	41	8	47%	38%	43%
Q9c. I am confident that I would be protected from reprisal for reporting misconduct/wrongdoing	21	30	40		51%	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		62%	53%	46%
Better skills in my workgroup		23%	29%	27%
Improved career opportunities		42%	59%	52%
Improved learning and development opportunities		44%	56%	50%
Greater involvement in decision making		31%	37%	33%
Better pay and benefits		70%	52%	58%
Greater recognition for the work I do		57%	45%	45%
Better leadership from senior managers		29%	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		27%	28%	27%
Better accountability for performance		31%	30%	25%
A better location		19%	24%	20%
More flexible working conditions		40%	41%	38%
Better work/life balance		30%	47%	46%
Improved facilities		20%	21%	30%
Improved technology and systems		32%	36%	38%
Better job security		43%	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		69%	68%	72%
No		21%	28%	24%
Don't Know		10%	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		17%	27%	25%
No		60%	62%	64%
Don't Know		22%	11%	11%
Q10b. Have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		38%	69%	63%
No		54%	30%	35%
Don't Know		8%	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		9%	37%	35%
No		75%	57%	58%
Don't Know		16%	7%	7%
Q10d. In the last 12 months I have been the subjected to bullying at work				
Yes		9%	20%	20%
No		84%	75%	75%
Don't Know		7%	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	The data for this question has been hidden for anonymity reasons.			
Your Immediate Manager/Supervisor	The data for this question has been hidden for anonymity reasons.			
A fellow worker at your level	The data for this question has been hidden for anonymity reasons.			
Other	The data for this question has been hidden for anonymity reasons.			
Prefer not to say	The data for this question has been hidden for anonymity reasons.			



EXPLORE THE FULL SURVEY RESULTS

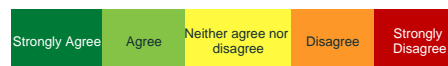
This section shows results for all the survey questions grouped by key themes.

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		93%	98%
Q2. I support customers/clients to provide feedback on the services they receive		70%	90%
Q3. I listen attentively to my customers/clients to understand their needs		78%	97%
Q4. The client service that I provide empowers clients to access the services that they need		74%	87%
Q5. The client service that I provide supports clients to achieve positive outcomes		78%	89%
Q6. I am aware of the recent reforms to the way FACS delivers its services		38%	78%
Q7. Senior managers have clearly communicated the intent of these reforms		29%	51%
Q8. I believe the recent reforms will improve the way FACS delivers its services		33%	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		27%	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.		23%	35%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

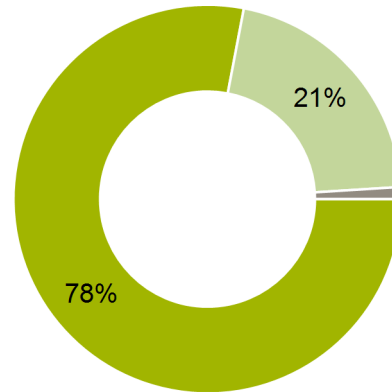
	RESPONSE SCALE	PERCENTAGE%
Gender		
Male		44%
Female		56%
Age		
<35		2%
35 - 54		33%
> 54		64%

PROFILE OF RESPONDENTS

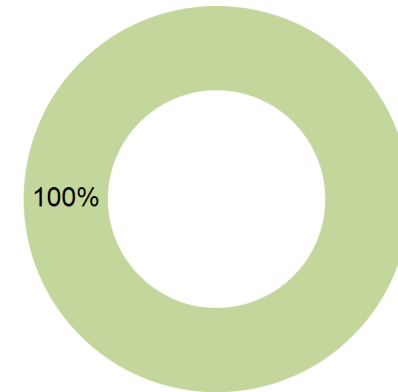


PERSONAL PROFILES

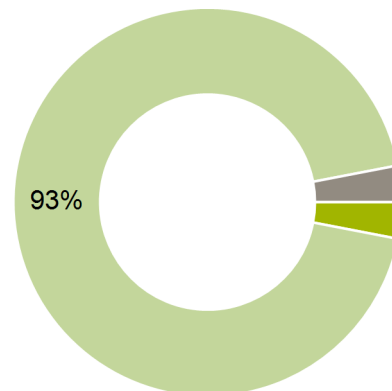
DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?



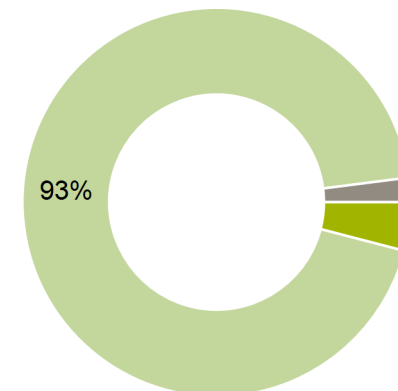
ARE YOU OF ABORIGINAL AND/OR TORRES STRAIT ISLANDER ORIGIN?



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		8%
2 - 5 years		9%
5 - 10 years		28%
10 - 20 years		25%
More than 20 years		30%

PROFILE OF RESPONDENTS



WORK PROFILES

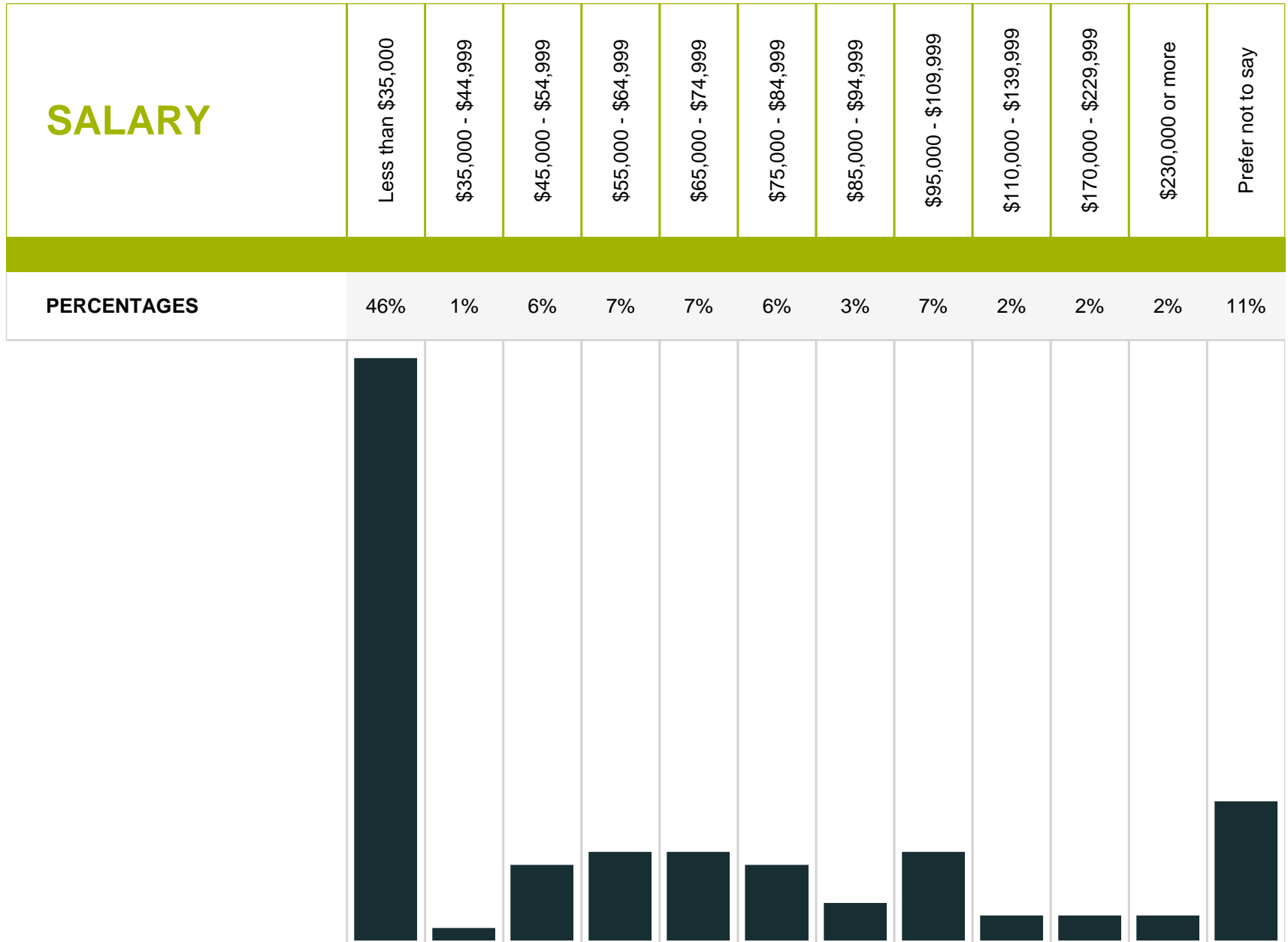
TYPE OF WORK	RESPONSE SCALE	PERCENTAGE%
Service delivery involving direct contact with the general public		41%
Other service delivery work		10%
Administrative support		3%
Corporate services		6%
Policy		3%
Program and project management support		1%
Legal (including developing and/or reviewing legislation)		1%
Other		34%

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.

	Multicultural NSW	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	117	37	9	3	5	3	0	1	1	31
ENGAGEMENT	68%	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	71%
SENIOR MANAGERS	44%	43%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	39%
COMMUNICATION	47%	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	38%
HIGH PERFORMANCE	61%	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	55%
PUBLIC SECTOR VALUES	56%	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	52%
DIVERSITY & INCLUSION	55%	54%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	49%

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.

	Multicultural NSW	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	117	41	1	5	6	6	5	3	6	2	0	2	2	10
ENGAGEMENT	68%	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	47%	37%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	61%	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	55%	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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.

	Multicultural NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	117	7	0	8	25	22	26
ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	47%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	61%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	55%	(r)	(r)	(r)	(r)	(r)	(r)

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.

	Multicultural NSW	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	117	0	0	0	2	5	4	12	9	14	17	27
ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	44%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	61%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	56%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	55%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

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.

	Multicultural NSW	Male	Female	Other
NUMBER OF RESPONDENTS	117	40	50	0
ENGAGEMENT	68%	72%	67%	(r)
SENIOR MANAGERS	44%	45%	43%	(r)
COMMUNICATION	47%	45%	47%	(r)
HIGH PERFORMANCE	61%	63%	58%	(r)
PUBLIC SECTOR VALUES	56%	57%	54%	(r)
DIVERSITY & INCLUSION	55%	56%	52%	(r)

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.

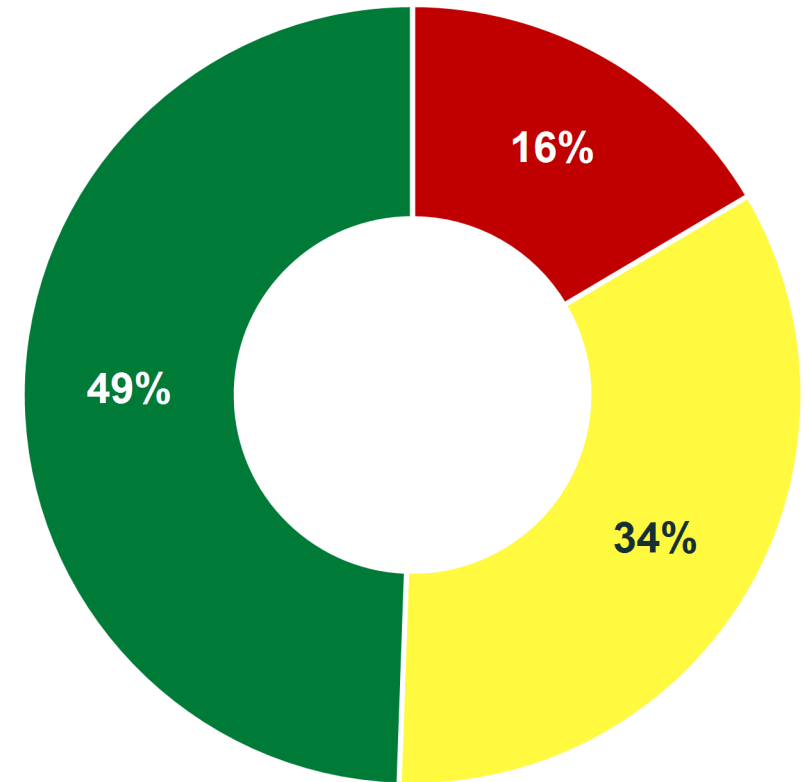
49%

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

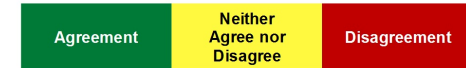
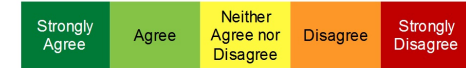
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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%