

PEOPLE MATTER 2017

NSW Public Sector Employee Survey

Nurse
Teacher
Librarian
Accountant
Police Officer
Doctor Policy Analyst Surveyor Scientist Barrister Solicitor Social Worker Welfare
Worker Laboratory Technician Turner Plumber Electrician Zookeeper Cleaner
Ambulance Officer Fitter Youth Worker Hospital Orderly Cleaner Fire Fighter Clerk
Engineer Receptionist Supervisor Ship's Engineer
Nurse Police Officer Museum Guide Conservator Fitter
Solicitor Cable Joints Electrician Linesworker
Warden Prison Officer Nurse Librarian Advisor
Train Driver Bus Driver Policy Analyst Fitter
Surveyor Scientist Nurse Welfare Worker
Laboratory Turner Plumber Ambulance Officer Youth
Worker Hospital Orderly Fitter Receptionist Labourer Joiner
Solicitor Caretaker Cross Bench Engineer Ship's Officer Ship's
Master Marine Transport Professional Showright Curator Museum Guide
Conservator Plant Operator Cable Engineer
Plant Operator Nurse Doctor Teacher Train Driver Accountant Librarian
Policy Analyst Supervisor Social Worker
Welfare Worker Laboratory Technician Turner Plumber
Electrician Social Worker Cleaner Fitter Fire Fighter
Curator Fitter Museum Guide Conservator Plant
Operator Engineer Electrical Linesworker
Cable Joints Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Family and Community Services

Multicultural NSW

RESPONSE RATE

82%

45 OF 55 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

78%

DIFFERENCE FROM 2016 +9

DIFFERENCE FROM CLUSTER +17

DIFFERENCE FROM PUBLIC SECTOR +13

SENIOR MANAGERS

71%

DIFFERENCE FROM 2016 +26

DIFFERENCE FROM CLUSTER +28

DIFFERENCE FROM PUBLIC SECTOR +24

COMMUNICATION

78%

DIFFERENCE FROM 2016 +31

DIFFERENCE FROM CLUSTER +18

DIFFERENCE FROM PUBLIC SECTOR +18



QUESTIONS ARE GROUPED INTO THEMES IN THIS REPORT.

This page compares the aggregate scores for key themes. The individual questions in each group are listed in the All Questions section. Comparisons with 2016 are not included where the number of questions were reduced for 2017.

The Employee Engagement score is weighted. It cannot be compared to the other scores which are the average of the % agreement results (strongly agree and agree scores).

Response Rate: some entities exceed 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 or closing a partially completed survey then needing to start a new one if their password is forgotten or lost.

ENGAGEMENT WITH WORK

81%

DIFFERENCE FROM CLUSTER +11

DIFFERENCE FROM PUBLIC SECTOR +10

HIGH PERFORMANCE

74%

DIFFERENCE FROM CLUSTER +14

DIFFERENCE FROM PUBLIC SECTOR +11

PUBLIC SECTOR VALUES

76%

DIFFERENCE FROM CLUSTER +16

DIFFERENCE FROM PUBLIC SECTOR +15

DIVERSITY & INCLUSION

82%

DIFFERENCE FROM CLUSTER +13

DIFFERENCE FROM PUBLIC SECTOR +15

KEY DRIVERS OF ENGAGEMENT



WHAT TO FOCUS ON?

Employee Engagement scores at different levels are shown in earlier and following pages.

These results show the issues that are the most significant influencers of employee engagement in the workplace at this reporting level.

If engagement scores are high, other scores are often high as well.

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7b. My organisation is making the necessary improvements to meet our future challenges	74%	56%	51%	57%
2	Q1b. I am provided with the support I need to do my best at work	71%	62%	62%	63%
3	Q8b. Personal background is not a barrier to success in my organisation	88%	%	74%	74%
4	Q6a. I believe senior managers provide clear direction for the future of the organisation	66%	46%	43%	48%
5	Q5d. My manager encourages and values employee input	80%	48%	74%	71%
6	Q5b. My manager listens to what I have to say	84%	54%	78%	75%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	93%
2b.	My workgroup works collaboratively to achieve its objectives	91%
2a.	My workgroup strives to achieve customer/client satisfaction	89%
8b.	Personal background is not a barrier to success in my organisation	88%
8c.	I am able to speak up and share a different view to my colleagues and manager	88%
2c.	I receive help and support from other members of my workgroup	86%
5b.	My manager listens to what I have to say	84%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	84%
7i.	I would recommend my organisation as a great place to work	84%
7j.	I am proud to tell others I work for my organisation	84%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

3g.	I am satisfied with the opportunities available for career development in my organisation	44%
5h.	My manager appropriately deals with employees who perform poorly	51%
3f.	I have received appropriate training and development to do my job well	53%
7d.	There is good co-operation between teams across our organisation	56%
7f.	My organisation is committed to developing its employees	58%
9a.	I have confidence in the ways my organisation resolves grievances	58%
6d.	Senior managers encourage innovation by employees	58%
7e.	People in my organisation take responsibility for their own actions	63%
3e.	My performance is assessed against clear criteria	64%
7c.	I feel that change is managed well in my organisation	65%



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'.

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
5e. My manager involves my workgroup in decisions about our work	80%	39%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	76%	35%
6i. Senior managers in my organisation support the career advancement of women	82%	41%
5g. My manager provides acknowledgement or other recognition for the work I do	82%	43%
2b. My workgroup works collaboratively to achieve its objectives	91%	53%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	82%	44%
6e. Senior managers promote collaboration between my organisation and other organisations we work with	80%	42%
6c. I feel that senior managers model the values of my organisation	77%	41%
8c. I am able to speak up and share a different view to my colleagues and manager	88%	53%
5d. My manager encourages and values employee input	80%	48%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
1c. My job gives me a feeling of personal accomplishment	82%	91%
1f. I am able to keep my work stress at an acceptable level	71%	79%
3f. I have received appropriate training and development to do my job well	53%	60%
1a. I understand what is expected of me to do well in my role	93%	97%
1e. I am satisfied with my job	80%	81%
1d. I feel motivated to contribute more than what is normally required at work	82%	83%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

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



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

EMPLOYEE ENGAGEMENT	78%	RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC LIC SECTOR 2017	
Q7i. I would recommend my organisation as a great place to work	44	40	12	84%	65%	50%	60%
Q7j. I am proud to tell others I work for my organisation	47	37	12	84%	73%	60%	68%
Q7k. I feel a strong personal attachment to my organisation	42	40	14	81%	64%	59%	63%
Q7l. My organisation motivates me to help it achieve its objectives	35	40	19	74%	60%	49%	53%
Q7m. My organisation inspires me to do the best in my job	35	35	21	70%	55%	49%	53%

KEY





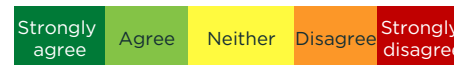
EXPLORE THE FULL RESULTS

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ENGAGEMENT WITH WORK	81% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	33	49	11	82%	91%	73%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	49	33	11	82%	83%	72%	72%
Q1e. I am satisfied with my job	36	44	13	80%	81%	65%	68%

KEY





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SENIOR MANAGERS	71% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	34	32	23	9	66%	46%	43%	48%
Q6b. I feel that senior managers effectively lead and manage change	32	36	20	9	68%	45%	40%	44%
Q6c. I feel that senior managers model the values of my organisation	41	36	9	9	77%	41%	46%	48%
Q6d. Senior managers encourage innovation by employees	23	35	28	12	58%	39%	41%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	30	50	14		80%	42%	52%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	34	48	11		82%	44%	61%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	32	36	18	11	68%	47%	41%	45%
Q6h. I feel that senior managers listen to employees	30	43	16		73%	43%	36%	41%
Q7c. I feel that change is managed well in my organisation	19	47	23		65%	50%	29%	39%

KEY





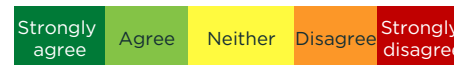
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COMMUNICATION	78% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	33	44	9	9	78%	53%	72%	70%
Q5d. My manager encourages and values employee input	44	36	9	9	80%	48%	74%	71%
Q5e. My manager involves my workgroup in decisions about our work	38	42	11	9	80%	39%	67%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	32	36	18	11	68%	47%	41%	45%
Q6h. I feel that senior managers listen to employees	30	43	16	9	73%	43%	36%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	44	44	9	3	88%	53%	69%	66%

KEY





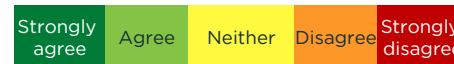
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	74% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	47	47	93%	97%	88%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	47	44	91%	53%	80%	78%
Q3f. I have received appropriate training and development to do my job well	20	33	53%	60%	55%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	43	34	77%	47%	74%	72%
Q5f. I have confidence in the decisions my manager makes	42	38	80%	51%	70%	67%
Q6d. Senior managers encourage innovation by employees	23	35	58%	39%	41%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	30	50	80%	42%	52%	51%
Q7a. My organisation focuses on improving the work we do	35	40	74%	69%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	26	49	74%	56%	51%	57%

KEY





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	74% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	19	37	56%	45%	41%	47%
Q7h. My organisation generally selects capable people to do the job	23	56	79%	62%	45%	52%

KEY





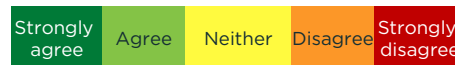
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PUBLIC SECTOR VALUES		76% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q2a. My workgroup strives to achieve customer/client satisfaction		53	36	9	89%	69%	87%	85%	
Q2e. People in my workgroup treat each other with respect		56	22	13	78%	65%	79%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		43	34	14	77%	47%	74%	72%	
Q5b. My manager listens to what I have to say		42	42	9	84%	54%	78%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		34	32	23	9	66%	46%	43%	48%
Q6c. I feel that senior managers model the values of my organisation		41	36	9	9	77%	41%	46%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		34	48	11	9	82%	44%	61%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		32	36	18	11	68%	47%	41%	45%
Q6h. I feel that senior managers listen to employees		30	43	16	9	73%	43%	36%	41%

KEY





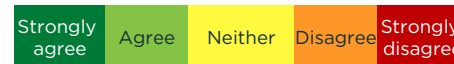
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PUBLIC SECTOR VALUES		76% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do				74%	69%	67%	69%
Q7e. People in my organisation take responsibility for their own actions				63%	51%	40%	47%

KEY





EXPLORE THE FULL RESULTS

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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

DIVERSITY & INCLUSION	82% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	33	38	13	11	71%	62%	62%	63%
Q5b. My manager listens to what I have to say	42	42	9	9	84%	54%	78%	75%
Q5d. My manager encourages and values employee input	44	36	9	9	80%	48%	74%	71%
Q6i. Senior managers in my organisation support the career advancement of women	39	43	16	9	82%	41%	55%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	60	23	9	9	84%	70%	73%	74%
Q8b. Personal background is not a barrier to success in my organisation	58	30	9	9	88%	-	74%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	44	44	9	9	88%	53%	69%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	42	40	14	9	81%	64%	67%	57%

KEY





EXPLORE THE FULL RESULTS

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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

RECRUITMENT	73% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	26	42	23		67%	-	29%	35%
Q7h. My organisation generally selects capable people to do the job	23	56	16		79%	62%	45%	52%

KEY





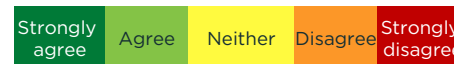
EXPLORE THE FULL RESULTS

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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT	63% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	27	49	18		76%	35%	64%	63%
Q3e. My performance is assessed against clear criteria	20	44	29		64%	42%	45%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	20	24	33	16	44%	39%	41%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	41	41	9		82%	43%	71%	67%
Q5h. My manager appropriately deals with employees who perform poorly	18	33	33	9	51%	31%	44%	44%
Q7f. My organisation is committed to developing its employees	21	37	26	9	58%	51%	41%	50%

KEY

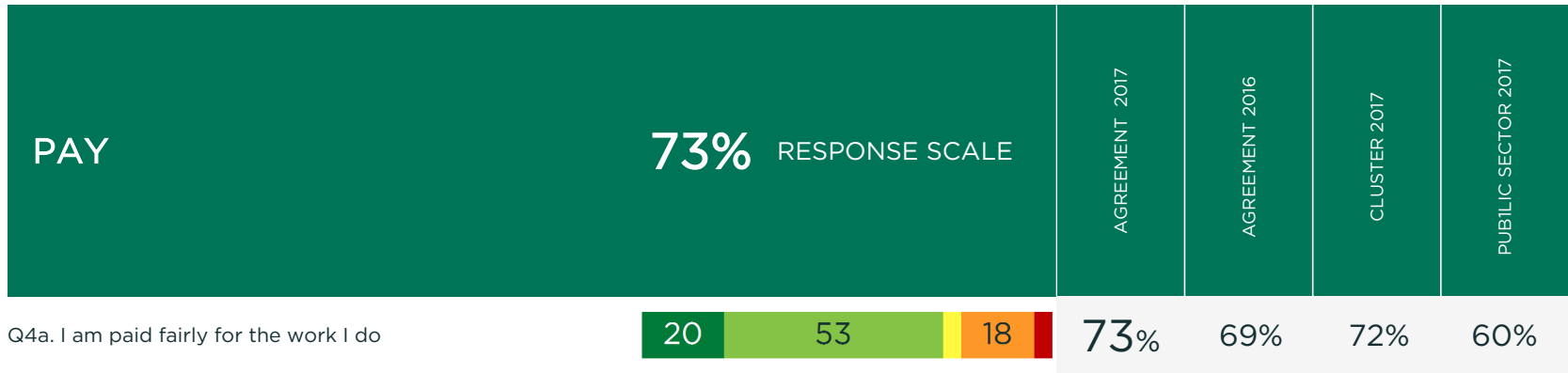




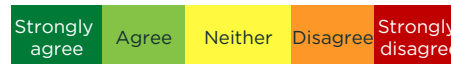
EXPLORE THE FULL RESULTS

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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





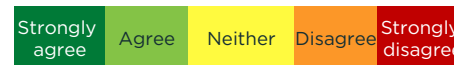
EXPLORE THE FULL RESULTS

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WORKPLACE SUPPORT		77% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		71%	62%	62%	63%				
Q1f. I am able to keep my work stress at an acceptable level		71%	79%	59%	59%				
Q2c. I receive help and support from other members of my workgroup		86%	55%	83%	81%				
Q2d. There is good team spirit in my workgroup		78%	49%	70%	69%				

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

ACTION ABOUT SURVEY RESULTS

68% RESPONSE SCALE

Q14. I believe action will be taken on the results from this survey by my organisation



	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	68%	49%	34%	34%

KEY

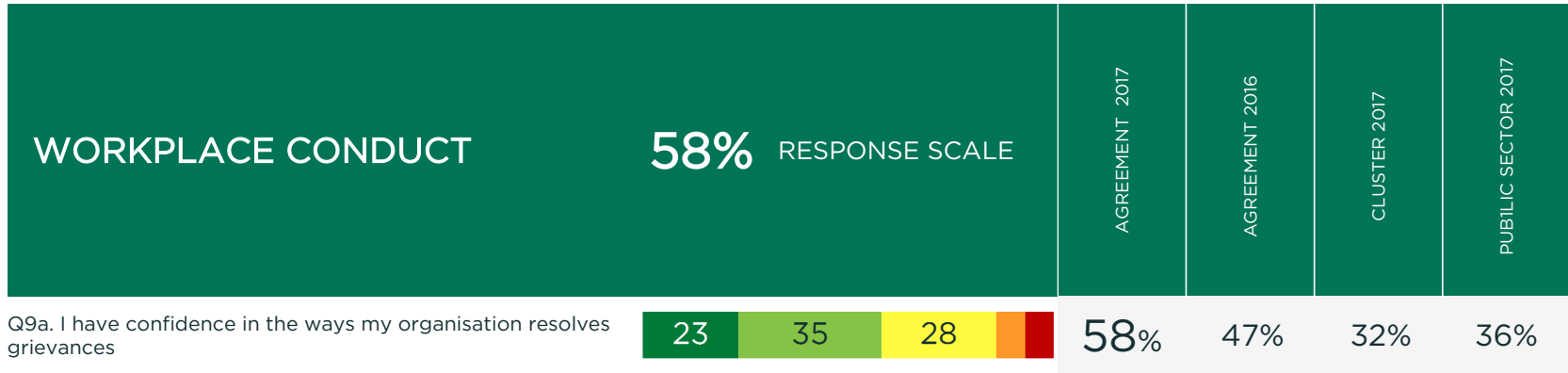




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT		RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives					
Yes			73%	48%	67%
No			27%	52%	33%
Q3b. I have informal feedback conversations with my manager					
Yes			80%	77%	75%
No			20%	23%	25%
Q3c. I have scheduled feedback conversations with my manager					
Yes			64%	57%	57%
No			36%	43%	43%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY

RESPONSE SCALE

2017

CLUSTER 2017

PUBLIC SECTOR 2017

Q3h. Are you currently looking, or thinking about looking, for a new role within the NSW Public Sector but outside of your current workplace in order to broaden your experience?

		2017	CLUSTER 2017	PUBLIC SECTOR 2017
Yes		51%	52%	41%
No		49%	48%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3i. Are there any barriers preventing you from moving to another role?				
There are no major barriers to my career progression		40%	26%	30%
Lack of visible opportunities		26%	37%	31%
Lack of promotion opportunities		30%	32%	30%
Lack of support from my manager / supervisor		14%	15%	14%
Geographic location considerations		16%	34%	28%
Personal / family considerations		16%	33%	33%
Insufficient training and development		23%	19%	16%
Lack of required capabilities or experience		16%	12%	11%
Lack of support for temporary assignments/secondments		12%	22%	15%
The application/recruitment process is too cumbersome or time consuming		21%	30%	23%
Other		5%	10%	9%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		19%	28%	25%
No		64%	60%	62%
Don't know		17%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes	(r)			
No	(r)			
Don't know	(r)			



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		24%	34%	33%
No		60%	58%	58%
Don't know		17%	8%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		17%	17%	18%
No		81%	77%	76%
Don't know		2%	6%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
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	(r)			
Your immediate manager/supervisor	(r)			
A fellow worker at your level	(r)			
A subordinate	(r)			
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other	(r)			
Prefer not to say	(r)			



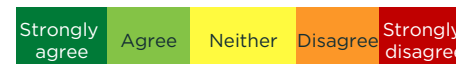
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FAMILY AND COMMUNITY SERVICES QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
	Strongly agree	Agree	Neither	Disagree			
Q1. I have an understanding of what good customer / client service means	57	43			100%	0%	98%
Q2. I am equipped to provide customer service that is empowering to clients	49	43	8		92%	0%	89%
Q3. I understand the most important aspect of my role is to provide quality customer service	57	32	8		89%	0%	92%
Q4. I am aware of the recent reforms to the way FACS delivers its services	24	32	27	14	57%	38%	76%
Q5. Senior managers have clearly communicated the intent of these reforms	19	27	35	16	46%	0%	50%
Q6. I believe the recent reforms will improve the way FACS delivers its services	11	30	59		41%	33%	40%
Q7. I understand what I can do to promote a zero tolerance of violence against women	43	46	8		89%	0%	86%
Q8. All things considered, I feel my organisation provides good support for my mental health and wellbeing	38	43	14		81%	0%	50%


KEY





EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by themes in this report.

FAMILY AND COMMUNITY SERVICES QUESTIONS	RESPONSE SCALE	2017	CLUSTER 2017
Q9. What is your job family?			
Disability Clinician and Case Manager	(r)		
Disability Support Worker and Team Leader		5%	6%
Large Residential Centre Employee	(r)		
Child Protection	(r)		
Psychologists	(r)		
Client Service Officer and Manager		11%	15%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by themes in this report.

FAMILY AND COMMUNITY SERVICES QUESTIONS		RESPONSE SCALE	2017	CLUSTER 2017
Q9. What is your job family?				
Property and Asset Management	(r)			
Senior Executive			11%	3%
Policy, Project, Program Officer and Manager			11%	16%
Business Enabler and Manager (Legal, IT, Finance, HR)			8%	7%
Administration			16%	11%
Other			38%	11%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by themes in this report.

FAMILY AND COMMUNITY SERVICES QUESTIONS	RESPONSE SCALE	2017	CLUSTER 2017
Q10. What is your role?			
Disability Clinician	(r)		
Disability Case Manager	(r)		
Disability Support Worker	█	5%	4%
Disability Team Leader	(r)		
Coordinator A&R	(r)		
Registered or Enrolled Nurse	(r)		
AIN	(r)		
LRC Manager	(r)		



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by themes in this report.

FAMILY AND COMMUNITY SERVICES QUESTIONS	RESPONSE SCALE	2017	CLUSTER 2017
Q10. What is your role?			
Indirect Disability Services (Trades, Laundry Manager, Head Chef, Transport)	(r)		
Child Protection Caseworker	(r)		
Helpline Caseworker	(r)		
JIRT Caseworker	(r)		
Casework Specialist	(r)		
Child Protection Manager (MCW and MCS)	(r)		
Casework Support Worker	(r)		
Psychologist	(r)		
Client Service Officer (field and HCC)	█	3%	10%



EXPLORE THE FULL SURVEY RESULTS




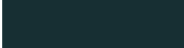
Questions are grouped by themes in this report.

FAMILY AND COMMUNITY SERVICES QUESTIONS		RESPONSE SCALE	2017	CLUSTER 2017
Q10. What is your role?				
Client Liaison Officer	(r)			
Housing Manager	(r)			
Housing Team Leader	(r)			
Property Management	(r)			
Asset Management	(r)			
Senior Executive Band 1			11%	3%
Senior Executive Band 2 and 3			3%	1%
Policy/Program/Project Officer			8%	11%
Policy/Program/Project Manager			3%	4%



EXPLORE THE FULL SURVEY RESULTS

Questions are grouped by themes in this report.

FAMILY AND COMMUNITY SERVICES QUESTIONS	RESPONSE SCALE	2017	CLUSTER 2017
Q10. What is your role?			
Business Enabler (Legal, IT, Finance, HR)		5%	4%
Business Manager (Legal, IT, Finance, HR)		3%	2%
Administration		14%	11%
Other		46%	16%



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.

68%

of employees replied favourably to:

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

34%

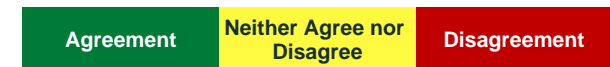
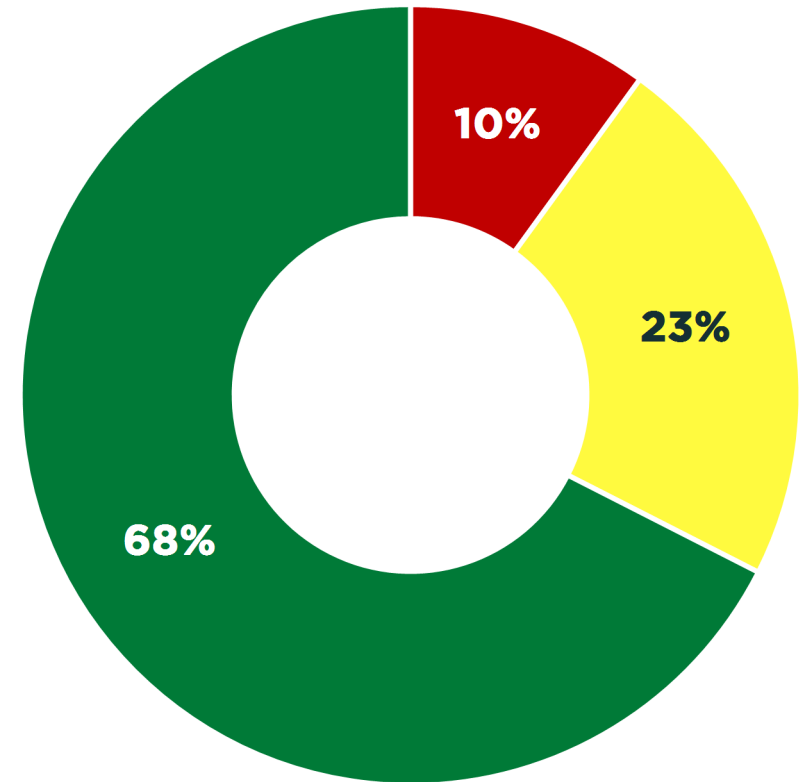
SECTOR

34%

CLUSTER

49%

2016



GUIDE TO THIS REPORT

i SURVEY TIME FRAME

This report contains results from the 2017 People Matter Employee Survey which was open from 1 to 30 June 2017.

i PRIVACY

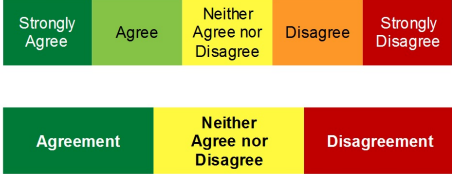
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.

i HOW TO READ THIS REPORT

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



i 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%.

i MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

See the Main Findings report on the Public Service Commission web site.