

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 Curator Fitter
Solicitor Cable Jointer Nurse Librarian Advisor
Warden Prison Officer Technician Administrator
Train Driver Bus Driver Policy Analyst Fitter
Surveyor Scientist Nurse Welfare Worker
Laboratory Turner Plumber Ambulance Officer Youth
Worker Hospital Orderly Fitter Receptionist Labourer Jointer
Solicitor Caretaker Cross 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 Jointer Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

DEPARTMENT REPORT

Family and Community Services

Department of Family & Community Services

RESPONSE RATE

41%

6,309 OF 15,215 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

61%

DIFFERENCE FROM 2016 -2

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR -4

SENIOR MANAGERS

43%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR -4

COMMUNICATION

60%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR 0



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

70%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR -2

HIGH PERFORMANCE

60%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR -3

PUBLIC SECTOR VALUES

59%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR -1

DIVERSITY & INCLUSION

69%

DIFFERENCE FROM CLUSTER 0

DIFFERENCE FROM PUBLIC SECTOR +2

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	Q7f. My organisation is committed to developing its employees	41%	49%	41%	50%
2	Q7a. My organisation focuses on improving the work we do	67%	76%	67%	69%
3	Q6h. I feel that senior managers listen to employees	36%	36%	36%	41%
4	Q7b. My organisation is making the necessary improvements to meet our future challenges	51%	58%	51%	57%
5	Q6c. I feel that senior managers model the values of my organisation	46%	46%	46%	48%
6	Q6b. I feel that senior managers effectively lead and manage change	40%	40%	40%	44%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	88%
2a.	My workgroup strives to achieve customer/client satisfaction	87%
2c.	I receive help and support from other members of my workgroup	83%
2b.	My workgroup works collaboratively to achieve its objectives	80%
2e.	People in my workgroup treat each other with respect	79%
5b.	My manager listens to what I have to say	78%
5a.	My manager encourages people in my workgroup to keep improving the work they do	74%
5d.	My manager encourages and values employee input	74%
8b.	Personal background is not a barrier to success in my organisation	73%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	73%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7g.	I have confidence in the way recruitment decisions are made	28%
7c.	I feel that change is managed well in my organisation	29%
9a.	I have confidence in the ways my organisation resolves grievances	32%
14.	I believe action will be taken on the results from this survey by my organisation	34%
6h.	I feel that senior managers listen to employees	36%
6b.	I feel that senior managers effectively lead and manage change	40%
7e.	People in my organisation take responsibility for their own actions	40%
6g.	I feel that senior managers keep employees informed about what's going on	40%
7d.	There is good co-operation between teams across our organisation	41%
3g.	I am satisfied with the opportunities available for career development in my organisation	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'.

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
1e. I am satisfied with my job	65%	61%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	64%	61%
2e. People in my workgroup treat each other with respect	79%	76%
3e. My performance is assessed against clear criteria	45%	42%
1b. I am provided with the support I need to do my best at work	62%	60%
6i. Senior managers in my organisation support the career advancement of women	55%	53%
14. I believe action will be taken on the results from this survey by my organisation	34%	33%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	61%	60%
2b. My workgroup works collaboratively to achieve its objectives	80%	79%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
7a. My organisation focuses on improving the work we do	67%	76%
7f. My organisation is committed to developing its employees	41%	49%
7b. My organisation is making the necessary improvements to meet our future challenges	51%	58%
9a. I have confidence in the ways my organisation resolves grievances	32%	38%
7d. There is good co-operation between teams across our organisation	41%	46%
8c. I am able to speak up and share a different view to my colleagues and manager	69%	73%
1d. I feel motivated to contribute more than what is normally required at work	72%	77%
7i. I would recommend my organisation as a great place to work	50%	54%
7c. I feel that change is managed well in my organisation	29%	33%
7m. My organisation inspires me to do the best in my job	49%	53%



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'.

BUSINESS UNIT COMPARISON



COMPARISON OF LOWER LEVEL BUSINESS UNITS

This page compares key question group scores for Department of Family & Community Services

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

Significant differences have been highlighted to demonstrate best practice and areas that require attention.

	Department of Family & Community Services	District	Non-District
NUMBER OF RESPONDENTS	6309	4040	2269
EMPLOYEE ENGAGEMENT	61%	60%	62%
ENGAGEMENT WITH WORK	70%	70%	70%
SENIOR MANAGERS	43%	42%	46%
COMMUNICATION	60%	58%	63%
HIGH PERFORMANCE	60%	59%	62%
PUBLIC SECTOR VALUES	59%	57%	62%
DIVERSITY & INCLUSION	69%	67%	73%

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



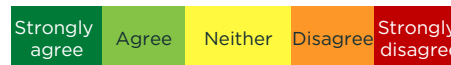
EXPLORE THE FULL RESULTS

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		61% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work		50%	54%	50%	60%					
Q7j. I am proud to tell others I work for my organisation		60%	63%	60%	68%					
Q7k. I feel a strong personal attachment to my organisation		58%	61%	59%	63%					
Q7l. My organisation motivates me to help it achieve its objectives		49%	53%	49%	53%					
Q7m. My organisation inspires me to do the best in my job		49%	53%	49%	53%					

KEY





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ENGAGEMENT WITH WORK	70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	27	46	14	8	73%	74%	73%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	31	42	15	9	72%	77%	72%	72%
Q1e. I am satisfied with my job	21	44	18	11	65%	61%	65%	68%

KEY





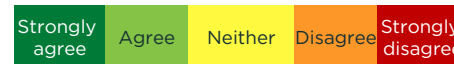
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SENIOR MANAGERS	43% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	11	32	27	19	11	43%	44%	43%	48%
Q6b. I feel that senior managers effectively lead and manage change	10	29	28	19	13	40%	40%	40%	44%
Q6c. I feel that senior managers model the values of my organisation	12	34	29	14	11	46%	46%	46%	48%
Q6d. Senior managers encourage innovation by employees	9	32	32	18	9	41%	44%	41%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	41	31	11		52%	55%	52%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	15	46	24	9		61%	60%	61%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	9	32	26	20	14	40%	41%	41%	45%
Q6h. I feel that senior managers listen to employees	8	27	30	20	14	36%	36%	36%	41%
Q7c. I feel that change is managed well in my organisation		22	27	27	17	29%	33%	29%	39%

KEY





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COMMUNICATION	60% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	31	41	14	9	72%	73%	72%	70%	
Q5d. My manager encourages and values employee input	33	41	15	7	74%	74%	74%	71%	
Q5e. My manager involves my workgroup in decisions about our work	28	39	17	10	67%	68%	67%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	9	32	26	20	14	40%	41%	41%	45%
Q6h. I feel that senior managers listen to employees	8	27	30	20	14	36%	36%	36%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	49	16	10	69%	73%	69%	66%	

KEY





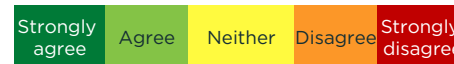
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	HIGH PERFORMANCE				60% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	38	50			88%	89%	88%	90%				
Q2b. My workgroup works collaboratively to achieve its objectives	35	45	11	7	80%	79%	80%	78%				
Q3f. I have received appropriate training and development to do my job well	13	42	24	15	55%	57%	55%	62%				
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	46	15	7	74%	75%	74%	72%				
Q5f. I have confidence in the decisions my manager makes	31	39	17	8	70%	71%	70%	67%				
Q6d. Senior managers encourage innovation by employees	9	32	32	18	9	41%	44%	41%	48%			
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	11	41	31	11	52%	55%	52%	51%				
Q7a. My organisation focuses on improving the work we do	16	51	20	9	67%	76%	67%	69%				
Q7b. My organisation is making the necessary improvements to meet our future challenges	12	38	27	16	51%	58%	51%	57%				

KEY





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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.

	HIGH PERFORMANCE					60% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	7	34	29	21	9	41%	46%	41%	47%				
Q7h. My organisation generally selects capable people to do the job		39	29	17	8	45%	45%	45%	52%				

KEY





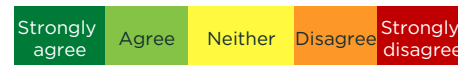
EXPLORE THE FULL RESULTS

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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.

PUBLIC SECTOR VALUES		59% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		40	47	8	4	2	87%	87%	87%	85%
Q2e. People in my workgroup treat each other with respect		36	43	12	7	4	79%	76%	79%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		28	46	15	7	4	74%	75%	74%	72%
Q5b. My manager listens to what I have to say		34	44	12	7	3	78%	77%	78%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		11	32	27	19	11	43%	44%	43%	48%
Q6c. I feel that senior managers model the values of my organisation		12	34	29	14	11	46%	46%	46%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		15	46	24	9	4	61%	60%	61%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		9	32	26	20	14	40%	41%	41%	45%
Q6h. I feel that senior managers listen to employees		8	27	30	20	14	36%	36%	36%	41%

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.

PUBLIC SECTOR VALUES		59% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		67%	76%	67%	69%				
Q7e. People in my organisation take responsibility for their own actions		40%	44%	40%	47%				

KEY





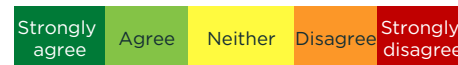
EXPLORE THE FULL RESULTS

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.

DIVERSITY & INCLUSION	69% 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	19	43	18	15	62%	60%	62%	63%
Q5b. My manager listens to what I have to say	34	44	12		78%	77%	78%	75%
Q5d. My manager encourages and values employee input	33	41	15	7	74%	74%	74%	71%
Q6i. Senior managers in my organisation support the career advancement of women	18	37	34		55%	53%	55%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	22	51	17		73%	76%	73%	74%
Q8b. Personal background is not a barrier to success in my organisation	24	49	16		73%	-	74%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	49	16	10	69%	73%	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>	25	42	16	11	67%	67%	67%	57%

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.

RECRUITMENT	37% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	23	31	22	19	28%	-	29%	35%
Q7h. My organisation generally selects capable people to do the job	39	29	17	8	45%	45%	45%	52%

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	51% 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		64%	61%	64%	63%
Q3e. My performance is assessed against clear criteria		45%	42%	45%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation		41%	41%	41%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do		71%	72%	71%	67%
Q5h. My manager appropriately deals with employees who perform poorly		44%	44%	44%	44%
Q7f. My organisation is committed to developing its employees		41%	49%	41%	50%

KEY

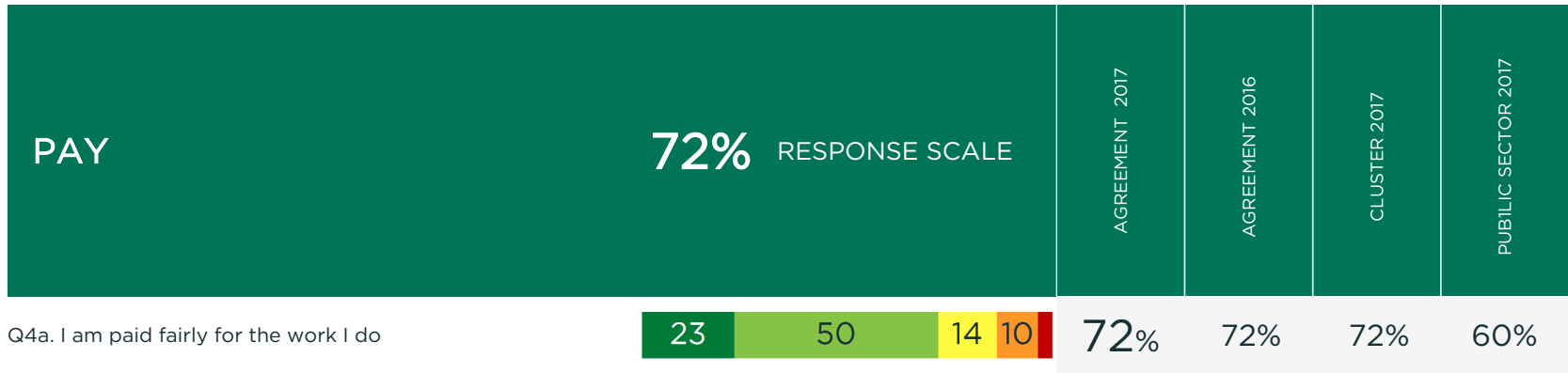




EXPLORE THE FULL RESULTS

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





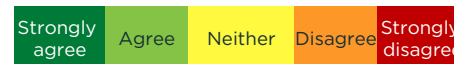
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

WORKPLACE SUPPORT		68% 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		62%	60%	62%	63%				
Q1f. I am able to keep my work stress at an acceptable level		58%	60%	59%	59%				
Q2c. I receive help and support from other members of my workgroup		83%	83%	83%	81%				
Q2d. There is good team spirit in my workgroup		70%	69%	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.

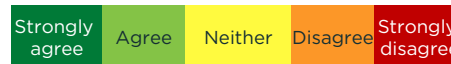
ACTION ABOUT SURVEY RESULTS

34% RESPONSE SCALE

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



KEY

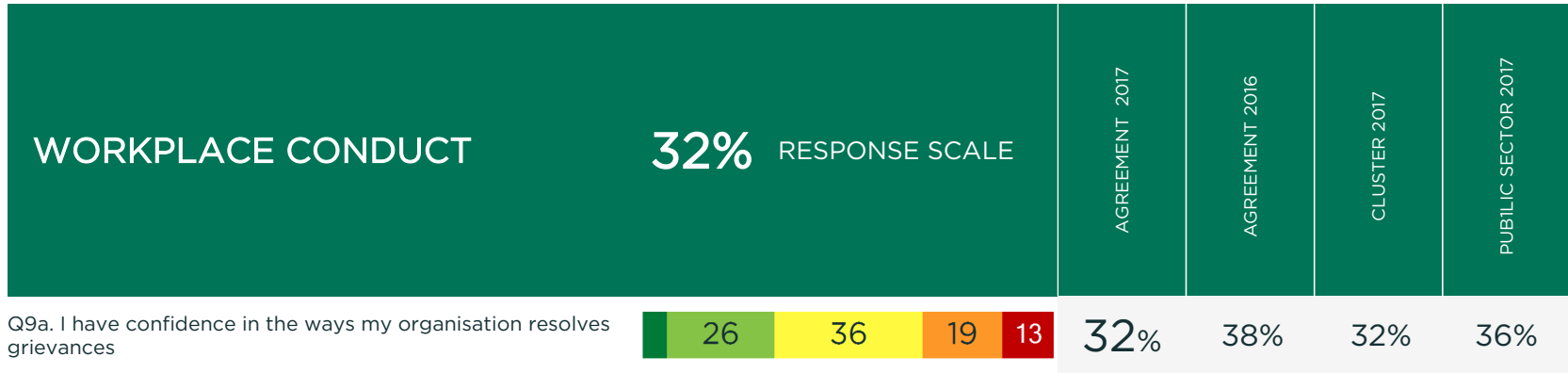




EXPLORE THE FULL RESULTS

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		48%	48%	67%
No		52%	52%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		77%	77%	75%
No		23%	23%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes		57%	57%	57%
No		43%	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?				
Yes		52%	52%	41%
No		48%	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		26%	26%	30%
Lack of visible opportunities		37%	37%	31%
Lack of promotion opportunities		32%	32%	30%
Lack of support from my manager / supervisor		15%	15%	14%
Geographic location considerations		34%	34%	28%
Personal / family considerations		33%	33%	33%
Insufficient training and development		19%	19%	16%
Lack of required capabilities or experience		12%	12%	11%
Lack of support for temporary assignments/secondments		22%	22%	15%
The application/recruitment process is too cumbersome or time consuming		30%	30%	23%
Other		10%	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		28%	28%	25%
No		60%	60%	62%
Don't know		13%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		67%	67%	63%
No		31%	31%	35%
Don't know		2%	2%	2%



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		34%	34%	33%
No		58%	58%	58%
Don't know		8%	8%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		17%	17%	18%
No		77%	77%	76%
Don't know		6%	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		23%	23%	22%
Your immediate manager/supervisor		28%	29%	24%
A fellow worker at your level		23%	23%	27%
A subordinate		8%	8%	8%
A client or customer		1%	1%	2%
A member of the public other than a client or customer		0%	0%	1%
Other		3%	3%	4%
Prefer not to say		13%	13%	13%



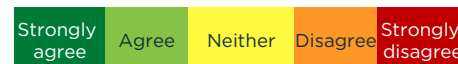
EXPLORE THE FULL RESULTS

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.

FAMILY AND COMMUNITY SERVICES QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
	Strongly agree	Agree	Neither	Disagree	Strongly disagree			
Q1. I have an understanding of what good customer / client service means	57	41				98%	0%	98%
Q2. I am equipped to provide customer service that is empowering to clients	43	46	8			89%	0%	89%
Q3. I understand the most important aspect of my role is to provide quality customer service	51	41				92%	0%	92%
Q4. I am aware of the recent reforms to the way FACS delivers its services	27	49	17			76%	79%	76%
Q5. Senior managers have clearly communicated the intent of these reforms	14	36	30	15		50%	0%	50%
Q6. I believe the recent reforms will improve the way FACS delivers its services	11	29	41	12		40%	39%	40%
Q7. I understand what I can do to promote a zero tolerance of violence against women	42	44	10			86%	0%	86%
Q8. All things considered, I feel my organisation provides good support for my mental health and wellbeing	14	36	25	15	10	50%	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		2%	2%
Disability Support Worker and Team Leader		6%	6%
Large Residential Centre Employee		1%	1%
Child Protection		25%	25%
Psychologists		1%	1%
Client Service Officer and Manager		15%	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		3%	3%
Senior Executive		3%	3%
Policy, Project, Program Officer and Manager		16%	16%
Business Enabler and Manager (Legal, IT, Finance, HR)		7%	7%
Administration		11%	11%
Other		11%	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			1%	1%
Disability Case Manager			1%	1%
Disability Support Worker	█		4%	4%
Disability Team Leader			2%	2%
Coordinator A&R			0%	0%
Registered or Enrolled Nurse			1%	1%
AIN			0%	0%
LRC Manager			0%	0%



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)			0%	0%
Child Protection Caseworker			14%	14%
Helpline Caseworker			1%	1%
JIRT Caseworker			1%	1%
Casework Specialist			2%	2%
Child Protection Manager (MCW and MCS)			5%	5%
Casework Support Worker			1%	1%
Psychologist			1%	1%
Client Service Officer (field and HCC)			10%	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		1%	1%
Housing Manager		1%	1%
Housing Team Leader		1%	1%
Property Management		1%	1%
Asset Management		2%	2%
Senior Executive Band 1		2%	3%
Senior Executive Band 2 and 3		1%	1%
Policy/Program/Project Officer		11%	11%
Policy/Program/Project Manager		4%	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)		4%	4%
Business Manager (Legal, IT, Finance, HR)		2%	2%
Administration		11%	11%
Other		16%	16%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		26%
Female		73%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		0%
20 - 24		3%
25 -29		8%
30 - 34		12%
35 - 39		13%
40 - 44		14%
45 - 49		14%
50 - 54		14%
55 - 59		12%
60 - 64		7%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		21%
No		75%
Prefer not to say		4%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		6%
No		91%
Prefer not to say		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

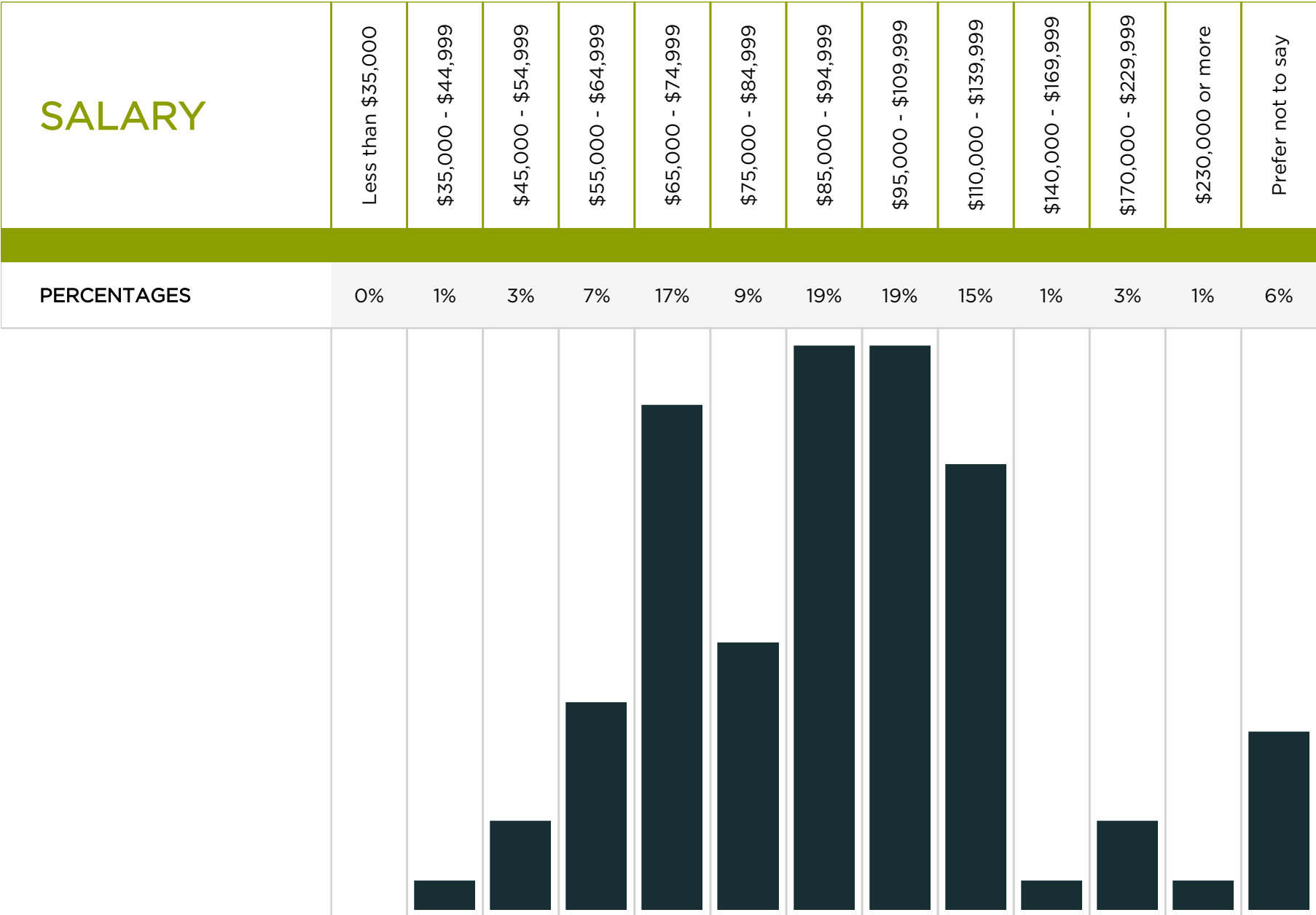
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		4%
No		91%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		6%
No		89%
Prefer not to say		4%

PROFILE OF RESPONDENTS



WORK PROFILES

SALARY



RESULT BY TYPE OF WORK



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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).

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 (e.g. executive/personal assistant, receptionist)	Corporate services	Policy	Research	Program and project management support	Legal (including developing and/or reviewing legislation)	Other
NUMBER OF RESPONDENTS	6309	2432	432	475	686	186	49	813	63	827
EMPLOYEE ENGAGEMENT	61%	59%	62%	66%	62%	62%	69%	63%	57%	61%
ENGAGEMENT WITH WORK	70%	69%	70%	74%	72%	72%	72%	73%	70%	71%
SENIOR MANAGERS	43%	39%	43%	50%	48%	47%	58%	51%	26%	41%
COMMUNICATION	60%	56%	59%	64%	66%	67%	77%	66%	51%	56%
HIGH PERFORMANCE	60%	58%	60%	65%	64%	65%	69%	65%	54%	57%
PUBLIC SECTOR VALUES	59%	56%	59%	64%	64%	64%	74%	66%	49%	56%
DIVERSITY & INCLUSION	69%	65%	70%	75%	75%	77%	82%	75%	64%	65%

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

RESULT BY SALARY



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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).

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	6309	24	49	153	413	1027	562	1101	1116	862	86	152	59	330
EMPLOYEE ENGAGEMENT	61%	(r)	66%	65%	67%	62%	59%	58%	60%	62%	63%	74%	79%	56%
ENGAGEMENT WITH WORK	70%	(r)	72%	80%	75%	69%	67%	66%	71%	74%	76%	89%	93%	67%
SENIOR MANAGERS	43%	(r)	44%	44%	48%	43%	39%	37%	43%	48%	54%	69%	80%	36%
COMMUNICATION	60%	(r)	55%	61%	62%	59%	57%	56%	59%	65%	70%	80%	86%	54%
HIGH PERFORMANCE	60%	(r)	59%	60%	63%	61%	58%	56%	60%	65%	66%	79%	84%	54%
PUBLIC SECTOR VALUES	59%	(r)	61%	59%	62%	59%	56%	54%	59%	64%	69%	80%	85%	53%
DIVERSITY & INCLUSION	69%	(r)	63%	68%	71%	68%	66%	65%	69%	75%	78%	85%	91%	62%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULT BY TENURE IN ORGANISATION



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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).

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	6309	696	611	900	1417	1630	647
EMPLOYEE ENGAGEMENT	61%	70%	66%	61%	58%	59%	57%
ENGAGEMENT WITH WORK	70%	78%	76%	70%	68%	69%	66%
SENIOR MANAGERS	43%	56%	49%	42%	39%	41%	39%
COMMUNICATION	60%	71%	66%	58%	58%	58%	56%
HIGH PERFORMANCE	60%	69%	65%	60%	58%	59%	57%
PUBLIC SECTOR VALUES	59%	70%	65%	58%	56%	57%	56%
DIVERSITY & INCLUSION	69%	78%	74%	69%	67%	67%	66%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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).

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	6309	11	149	503	704	793	829	836	824	700	430	141
EMPLOYEE ENGAGEMENT	61%	(r)	73%	66%	63%	63%	62%	59%	59%	57%	56%	62%
ENGAGEMENT WITH WORK	70%	(r)	84%	73%	70%	70%	72%	70%	70%	67%	67%	78%
SENIOR MANAGERS	43%	(r)	53%	51%	44%	47%	43%	42%	42%	38%	39%	44%
COMMUNICATION	60%	(r)	72%	67%	62%	63%	60%	59%	58%	57%	54%	57%
HIGH PERFORMANCE	60%	(r)	73%	67%	62%	63%	61%	59%	58%	57%	56%	60%
PUBLIC SECTOR VALUES	59%	(r)	70%	66%	60%	62%	59%	58%	58%	56%	56%	57%
DIVERSITY & INCLUSION	69%	(r)	82%	74%	73%	72%	69%	67%	67%	66%	64%	67%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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).

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	6309	1537	4350	69
EMPLOYEE ENGAGEMENT	61%	59%	62%	42%
ENGAGEMENT WITH WORK	70%	68%	72%	43%
SENIOR MANAGERS	43%	44%	43%	23%
COMMUNICATION	60%	61%	60%	45%
HIGH PERFORMANCE	60%	60%	61%	39%
PUBLIC SECTOR VALUES	59%	60%	59%	40%
DIVERSITY & INCLUSION	69%	70%	69%	52%

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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).

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	Disability Clinician and Case Manager	Disability Support Worker and Team Leader	Large Residential Centre Employee	Child Protection	Psychologists	Client Service Officer and Manager	Property and Asset Management	Senior Executive	Policy, Project, Program Officer and Manager	Business Enabler and Manager (Legal, IT, Finance, HR)	Administration	Other
NUMBER OF RESPONDENTS	6309	122	332	66	1497	63	901	188	156	936	397	668	674
EMPLOYEE ENGAGEMENT	61%	55%	58%	60%	60%	54%	61%	61%	77%	61%	62%	65%	59%
ENGAGEMENT WITH WORK	70%	62%	70%	65%	70%	65%	70%	63%	91%	70%	73%	72%	68%
SENIOR MANAGERS	43%	38%	33%	35%	40%	36%	41%	37%	75%	47%	47%	49%	42%
COMMUNICATION	60%	58%	52%	53%	58%	58%	55%	59%	84%	64%	66%	64%	57%
HIGH PERFORMANCE	60%	56%	52%	52%	61%	59%	58%	56%	83%	63%	62%	64%	58%
PUBLIC SECTOR VALUES	59%	56%	48%	51%	58%	59%	56%	56%	84%	64%	63%	63%	57%
DIVERSITY & INCLUSION	69%	68%	60%	62%	66%	67%	66%	70%	88%	74%	75%	75%	67%

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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).

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	Disability Clinician	Disability Case Manager	Disability Support Worker	Disability Team Leader	Coordinator A&R	Registered or Enrolled Nurse	AIN	LRC Manager	Indirect Disability Services (Trades, Laundry Manager, Head Chef, Transport)	Child Protection Caseworker	Helpline Caseworker	JIRT Caseworker	Casework Specialist
NUMBER OF RESPONDENTS	6309	79	48	213	110	26	33	7	11	2	867	87	33	98
EMPLOYEE ENGAGEMENT	61%	56%	57%	57%	64%	(r)	55%	(r)	(r)	(r)	55%	63%	60%	67%
ENGAGEMENT WITH WORK	70%	66%	57%	70%	75%	(r)	70%	(r)	(r)	(r)	65%	77%	70%	90%
SENIOR MANAGERS	43%	36%	38%	29%	42%	(r)	35%	(r)	(r)	(r)	35%	50%	33%	55%
COMMUNICATION	60%	58%	57%	50%	55%	(r)	53%	(r)	(r)	(r)	54%	64%	55%	67%
HIGH PERFORMANCE	60%	57%	51%	50%	59%	(r)	50%	(r)	(r)	(r)	57%	63%	57%	70%
PUBLIC SECTOR VALUES	59%	59%	53%	45%	55%	(r)	47%	(r)	(r)	(r)	54%	63%	53%	69%
DIVERSITY & INCLUSION	69%	70%	67%	57%	67%	(r)	60%	(r)	(r)	(r)	61%	67%	68%	76%

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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).

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	Child Protection Manager (MCW and MCS)	Casework Support Worker	Psychologist	Client Service Officer (field and HCC)	Client Liaison Officer	Housing Manager	Housing Team Leader	Property Management	Asset Management	Senior Executive Band 1	Senior Executive Band 2 and 3	Policy/Program/Project Officer	Policy/Program/Project Manager
NUMBER OF RESPONDENTS	6309	273	43	56	627	47	45	75	33	95	148	35	680	251
EMPLOYEE ENGAGEMENT	61%	66%	68%	51%	62%	60%	61%	62%	57%	60%	73%	89%	61%	62%
ENGAGEMENT WITH WORK	70%	79%	78%	63%	69%	62%	73%	80%	62%	61%	88%	99%	69%	77%
SENIOR MANAGERS	43%	46%	39%	35%	39%	39%	45%	52%	35%	39%	68%	91%	44%	53%
COMMUNICATION	60%	63%	62%	58%	55%	50%	57%	61%	47%	60%	79%	96%	63%	69%
HIGH PERFORMANCE	60%	67%	62%	56%	57%	56%	61%	64%	51%	54%	78%	92%	62%	66%
PUBLIC SECTOR VALUES	59%	62%	59%	58%	55%	52%	60%	63%	51%	57%	79%	94%	62%	67%
DIVERSITY & INCLUSION	69%	73%	73%	67%	65%	62%	69%	71%	61%	71%	83%	95%	73%	78%

KEY

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EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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).

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	Business Enabler (Legal, IT, Finance, HR)	Business Manager (Legal, IT, Finance, HR)	Administration	Other
NUMBER OF RESPONDENTS	6309	263	114	652	930
EMPLOYEE ENGAGEMENT	61%	63%	65%	65%	59%
ENGAGEMENT WITH WORK	70%	71%	79%	72%	67%
SENIOR MANAGERS	43%	46%	51%	49%	42%
COMMUNICATION	60%	64%	71%	64%	57%
HIGH PERFORMANCE	60%	61%	67%	64%	59%
PUBLIC SECTOR VALUES	59%	62%	66%	63%	57%
DIVERSITY & INCLUSION	69%	74%	80%	74%	67%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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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.

34%

of employees replied favourably to:

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

34%

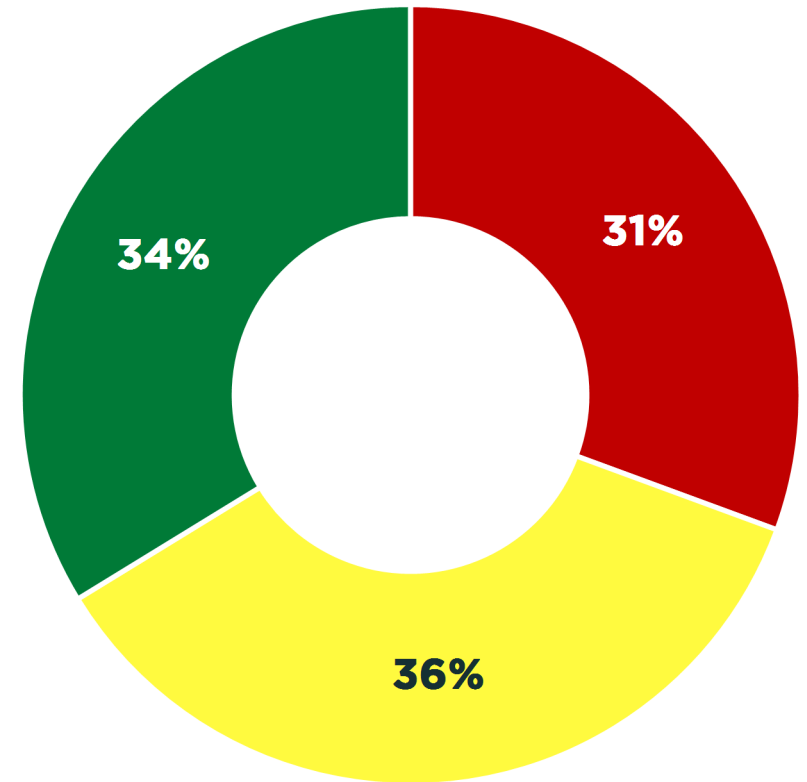
SECTOR

34%

CLUSTER

33%

2016



Agreement

Neither Agree nor Disagree

Disagreement

GUIDE TO THIS REPORT

SURVEY TIME FRAME

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

PRIVACY

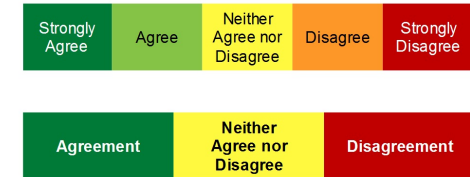
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.

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.



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%.

MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

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