

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 Joiner 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 Joiner
Solicitor Caretaker Crosser 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 Surveyor 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 Joiner Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Legal Aid Commission of NSW

RESPONSE RATE

52%

624 OF 1,194 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

73%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM PUBLIC SECTOR +8

SENIOR MANAGERS

55%

DIFFERENCE FROM 2016 -2

DIFFERENCE FROM PUBLIC SECTOR +8

COMMUNICATION

67%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM PUBLIC SECTOR +7



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

78%

DIFFERENCE FROM PUBLIC SECTOR +6

HIGH PERFORMANCE

68%

DIFFERENCE FROM PUBLIC SECTOR +5

PUBLIC SECTOR VALUES

68%

DIFFERENCE FROM PUBLIC SECTOR +8

DIVERSITY & INCLUSION

74%

DIFFERENCE FROM PUBLIC SECTOR +7

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 PUBLIC SECTOR
1	Q1c. My job gives me a feeling of personal accomplishment	80%	83%	75%
2	Q7f. My organisation is committed to developing its employees	57%	65%	50%
3	Q8c. I am able to speak up and share a different view to my colleagues and manager	72%	75%	66%
4	Q7a. My organisation focuses on improving the work we do	80%	85%	69%
5	Q6b. I feel that senior managers effectively lead and manage change	53%	55%	44%
6	Q6c. I feel that senior managers model the values of my organisation	59%	61%	48%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	91%
2a.	My workgroup strives to achieve customer/client satisfaction	90%
2c.	I receive help and support from other members of my workgroup	84%
5b.	My manager listens to what I have to say	83%
2b.	My workgroup works collaboratively to achieve its objectives	82%
7j.	I am proud to tell others I work for my organisation	82%
2e.	People in my workgroup treat each other with respect	82%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	80%
1c.	My job gives me a feeling of personal accomplishment	80%
7a.	My organisation focuses on improving the work we do	80%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

9a.	I have confidence in the ways my organisation resolves grievances	33%
7g.	I have confidence in the way recruitment decisions are made	35%
5h.	My manager appropriately deals with employees who perform poorly	42%
3g.	I am satisfied with the opportunities available for career development in my organisation	44%
14.	I believe action will be taken on the results from this survey by my organisation	47%
7c.	I feel that change is managed well in my organisation	47%
7d.	There is good co-operation between teams across our organisation	47%
6h.	I feel that senior managers listen to employees	48%
6d.	Senior managers encourage innovation by employees	49%
6b.	I feel that senior managers effectively lead and manage change	53%



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

3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	68%	63%
2b.	My workgroup works collaboratively to achieve its objectives	82%	78%
1e.	I am satisfied with my job	75%	70%
2d.	There is good team spirit in my workgroup	77%	74%
5b.	My manager listens to what I have to say	83%	80%
3g.	I am satisfied with the opportunities available for career development in my organisation	44%	41%
14.	I believe action will be taken on the results from this survey by my organisation	47%	44%
6i.	Senior managers in my organisation support the career advancement of women	70%	67%
5d.	My manager encourages and values employee input	78%	75%
2a.	My workgroup strives to achieve customer/client satisfaction	90%	88%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7f.	My organisation is committed to developing its employees	57%	65%
7k.	I feel a strong personal attachment to my organisation	74%	80%
6d.	Senior managers encourage innovation by employees	49%	55%
1d.	I feel motivated to contribute more than what is normally required at work	78%	84%
5h.	My manager appropriately deals with employees who perform poorly	42%	48%
7a.	My organisation focuses on improving the work we do	80%	85%
9a.	I have confidence in the ways my organisation resolves grievances	33%	38%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	80%	84%
7b.	My organisation is making the necessary improvements to meet our future challenges	65%	69%
6e.	Senior managers promote collaboration between my organisation and other organisations we work with	61%	65%



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 Legal Aid Commission of NSW

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.

	Legal Aid Commission of NSW	Civil Law	Corporate Services (POD, ICT, Finance & Facilities, Client and Case Mgt, Client Services)	Criminal Law	Executive Services (inc Exec Unit, CARS, ASB, Library, Com's)	Family Dispute Resolution	Family Law	Grants	Legal Support roles (inc LSO, OM)	Strategic Policy and Planning
NUMBER OF RESPONDENTS	624	123	68	125	18	23	115	44	74	29
EMPLOYEE ENGAGEMENT	73%	76%	73%	71%	82%	80%	72%	57%	74%	72%
ENGAGEMENT WITH WORK	78%	85%	80%	76%	81%	83%	77%	57%	81%	66%
SENIOR MANAGERS	55%	63%	57%	52%	80%	63%	57%	27%	58%	51%
COMMUNICATION	67%	69%	73%	66%	81%	72%	66%	40%	70%	64%
HIGH PERFORMANCE	68%	73%	69%	66%	85%	73%	67%	49%	72%	67%
PUBLIC SECTOR VALUES	68%	73%	70%	67%	84%	77%	68%	45%	70%	66%
DIVERSITY & INCLUSION	74%	76%	83%	72%	84%	82%	72%	58%	76%	74%

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



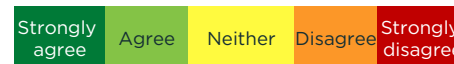
EXPLORE THE FULL RESULTS

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	73% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017	
Q7i. I would recommend my organisation as a great place to work	24	50	18	75%	76%	60%	
Q7j. I am proud to tell others I work for my organisation	38	44	15	82%	83%	68%	
Q7k. I feel a strong personal attachment to my organisation	34	40	20	74%	80%	63%	
Q7l. My organisation motivates me to help it achieve its objectives	25	42	23	67%	68%	53%	
Q7m. My organisation inspires me to do the best in my job	25	40	24	8	65%	67%	53%

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.

ENGAGEMENT WITH WORK	78% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	36	44	11		80%	83%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	39	39	12	8	78%	84%	72%
Q1e. I am satisfied with my job	26	48	13	8	75%	70%	68%

KEY





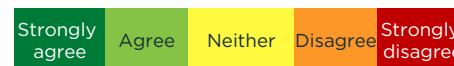
EXPLORE THE FULL RESULTS

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.

SENIOR MANAGERS	55% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017	
Q6a. I believe senior managers provide clear direction for the future of the organisation	16	43	23	12	59%	60%	48%	
Q6b. I feel that senior managers effectively lead and manage change	15	38	27	13	7	53%	55%	44%
Q6c. I feel that senior managers model the values of my organisation	18	41	25	9	59%	61%	48%	
Q6d. Senior managers encourage innovation by employees	11	37	32	13	49%	55%	48%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	15	47	26	9	61%	65%	51%	
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	20	48	22		69%	70%	60%	
Q6g. I feel that senior managers keep employees informed about what's going on	12	43	22	16	55%	57%	45%	
Q6h. I feel that senior managers listen to employees	13	35	30	14	8	48%	46%	41%
Q7c. I feel that change is managed well in my organisation	11	36	30	17	47%	47%	39%	

KEY





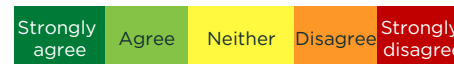
EXPLORE THE FULL RESULTS

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.

COMMUNICATION	67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q5c. My manager communicates effectively with me	35	41	12	8	76%	77%	70%
Q5d. My manager encourages and values employee input	35	42	12		78%	75%	71%
Q5e. My manager involves my workgroup in decisions about our work	33	40	16		72%	70%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	12	43	22	16	55%	57%	45%
Q6h. I feel that senior managers listen to employees	13	35	30	14	48%	46%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	47	14	9	72%	75%	66%

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.

	HIGH PERFORMANCE		68% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017	
Q1a. I understand what is expected of me to do well in my role	42	49		91%	92%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	38	45	9	82%	78%	78%	
Q3f. I have received appropriate training and development to do my job well	20	48	18	8	69%	70%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	26	46	16	9	73%	73%	72%
Q5f. I have confidence in the decisions my manager makes	34	38	15	7	72%	73%	67%
Q6d. Senior managers encourage innovation by employees	11	37	32	13	49%	55%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	15	47	26	9	61%	65%	51%
Q7a. My organisation focuses on improving the work we do	21	59	15		80%	85%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	17	48	26	8	65%	69%	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.

	HIGH PERFORMANCE					68% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	12	36	26	21		47%	49%	47%			
Q7h. My organisation generally selects capable people to do the job	10	52	21	12		61%	62%	52%			

KEY





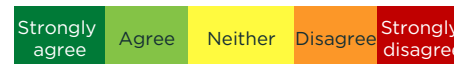
EXPLORE THE FULL RESULTS

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.

PUBLIC SECTOR VALUES		68% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		43	46	90%	88%	85%
Q2e. People in my workgroup treat each other with respect		43	39	82%	83%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		26	46	73%	73%	72%
Q5b. My manager listens to what I have to say		39	44	83%	80%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		16	43	59%	60%	48%
Q6c. I feel that senior managers model the values of my organisation		18	41	59%	61%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		20	48	69%	70%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		12	43	55%	57%	45%
Q6h. I feel that senior managers listen to employees		13	35	48%	46%	41%

KEY





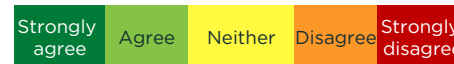
EXPLORE THE FULL RESULTS

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.

PUBLIC SECTOR VALUES		68% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017	
Q7a. My organisation focuses on improving the work we do		21	59	15	80%	85%	69%	
Q7e. People in my organisation take responsibility for their own actions		10	43	29	13	53%	53%	47%

KEY





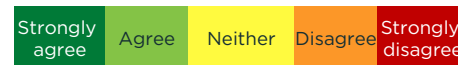
EXPLORE THE FULL RESULTS

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	74% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work	20	44	16	14	65%	64%	63%
Q5b. My manager listens to what I have to say	39	44	9		83%	80%	75%
Q5d. My manager encourages and values employee input	35	42	12		78%	75%	71%
Q6i. Senior managers in my organisation support the career advancement of women	28	41	23		70%	67%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	31	49	11		80%	84%	74%
Q8b. Personal background is not a barrier to success in my organisation	33	45	12		78%	-	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	47	14	9	72%	75%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>	28	41	15	12	69%	71%	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	48% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	8	27	27	22	16	35%	-	35%
Q7h. My organisation generally selects capable people to do the job	10	52	21	12		61%	62%	52%

KEY





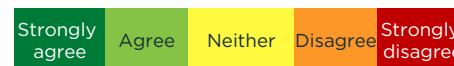
EXPLORE THE FULL RESULTS

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	58% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results		68%	63%	63%
Q3e. My performance is assessed against clear criteria		60%	63%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation		44%	41%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do		73%	72%	67%
Q5h. My manager appropriately deals with employees who perform poorly		42%	48%	44%
Q7f. My organisation is committed to developing its employees		57%	65%	50%

KEY

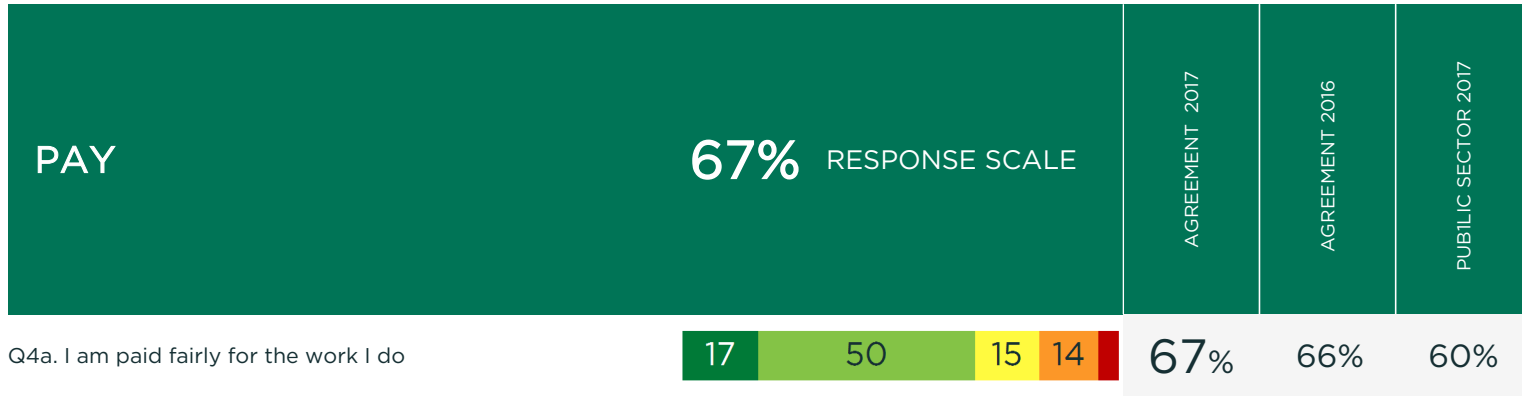




EXPLORE THE FULL RESULTS

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		71% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		20	44	16	14	65%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level		13	44	19	19	57%	59%	59%
Q2c. I receive help and support from other members of my workgroup		42	42	10	0	84%	85%	81%
Q2d. There is good team spirit in my workgroup		40	37	13	3	77%	74%	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

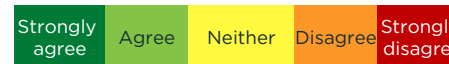
47% RESPONSE SCALE

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



	AGREEMENT 2017	AGREEMENT 2016	PUBLIC LIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	47%	44%	34%

KEY

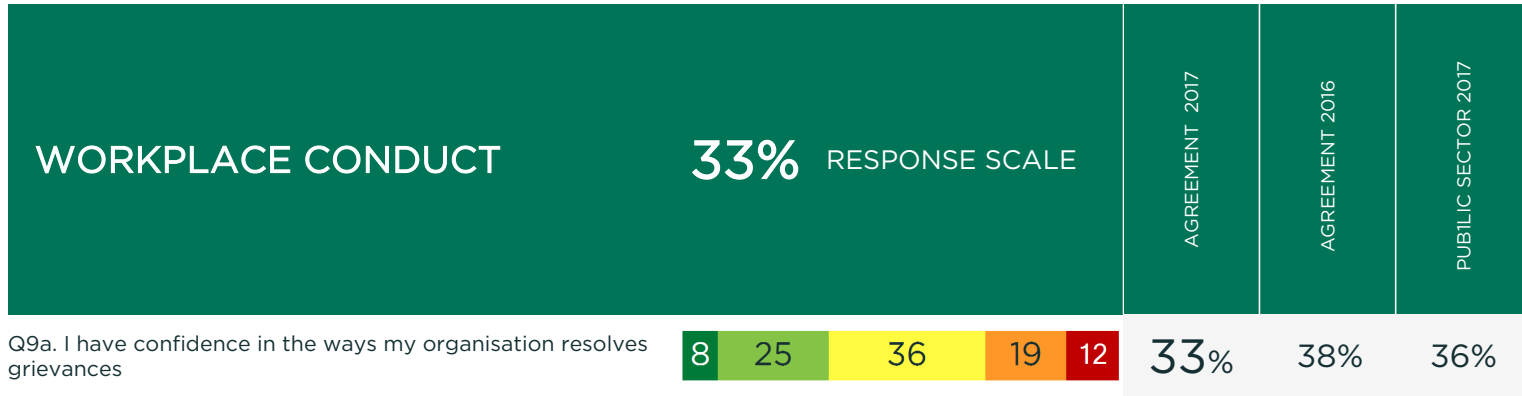




EXPLORE THE FULL RESULTS

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	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives			
Yes		88%	67%
No		12%	33%
Q3b. I have informal feedback conversations with my manager			
Yes		82%	75%
No		18%	25%
Q3c. I have scheduled feedback conversations with my manager			
Yes		69%	57%
No		31%	43%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY

RESPONSE SCALE

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		43%	41%
No		57%	59%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	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		24%	30%
Lack of visible opportunities		35%	31%
Lack of promotion opportunities		43%	30%
Lack of support from my manager / supervisor		11%	14%
Geographic location considerations		34%	28%
Personal / family considerations		29%	33%
Insufficient training and development		10%	16%
Lack of required capabilities or experience		10%	11%
Lack of support for temporary assignments/secondments		20%	15%
The application/recruitment process is too cumbersome or time consuming		29%	23%
Other		8%	9%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
Q10a. In the last 12 months I have witnessed misconduct/wrongdoing at work			
Yes		23%	25%
No		67%	62%
Don't know		10%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?			
Yes		56%	63%
No		43%	35%
Don't know		1%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	PUBLIC SECTOR 2017
Q10c. In the last 12 months I have witnessed bullying at work			
Yes		32%	33%
No		60%	58%
Don't know		8%	9%
Q10d. In the last 12 months I have been subjected to bullying at work			
Yes		16%	18%
No		77%	76%
Don't know		7%	6%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT

RESPONSE SCALE

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.

Role	Response Scale	2017	PUBLIC SECTOR 2017
A senior manager		21%	22%
Your immediate manager/supervisor		29%	24%
A fellow worker at your level		23%	27%
A subordinate		15%	8%
A client or customer		1%	2%
A member of the public other than a client or customer	(r)		
Other		2%	4%
Prefer not to say		9%	13%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		22%
Female		77%
Other		1%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		3%
25 -29		9%
30 - 34		14%
35 - 39		13%
40 - 44		14%
45 - 49		13%
50 - 54		15%
55 - 59		11%
60 - 64		5%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		14%
No		83%
Prefer not to say		3%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		5%
No		92%
Prefer not to say		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

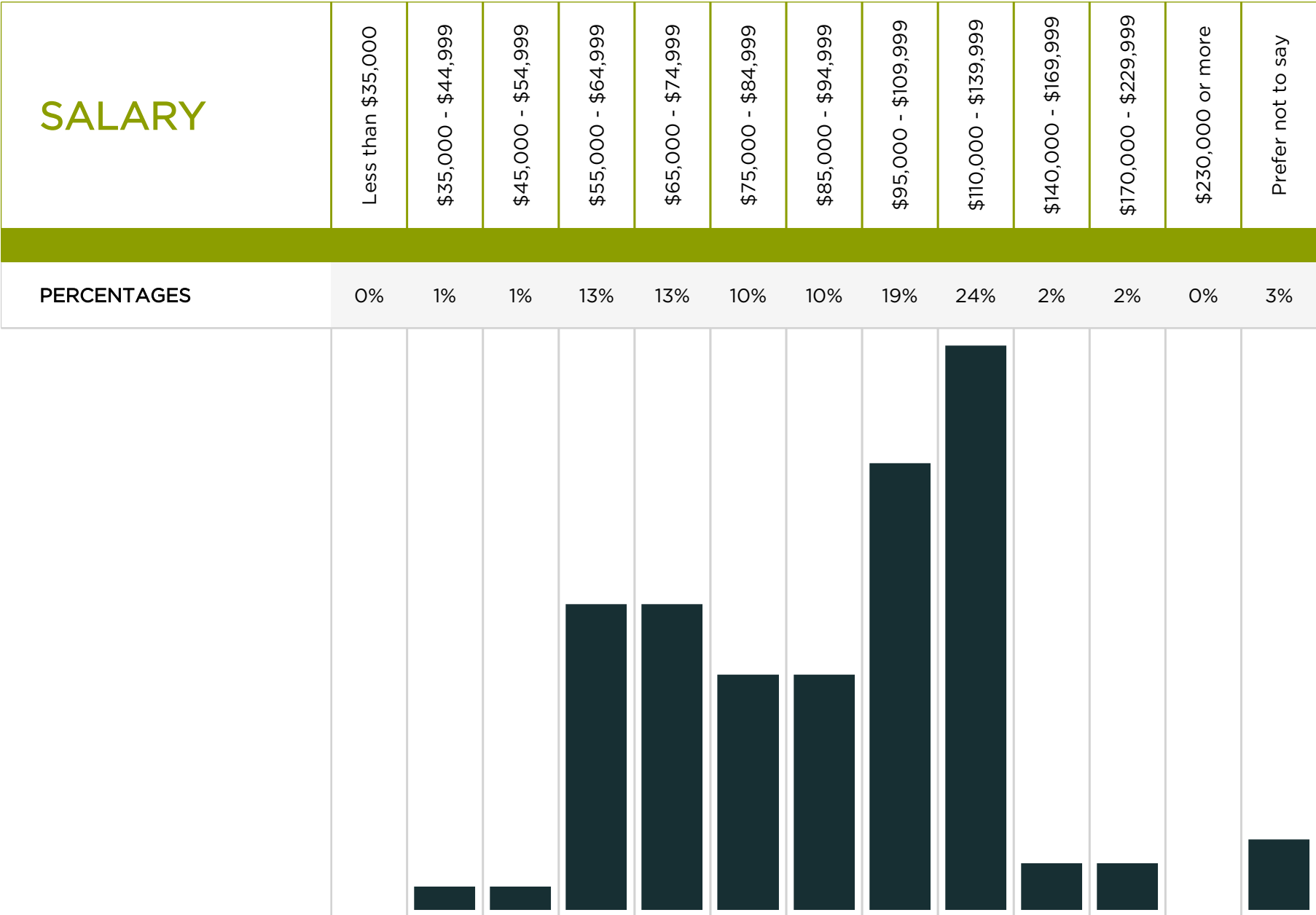
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		9%
No		87%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		8%
No		88%
Prefer not to say		4%

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.

	Legal Aid Commission of NSW	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	624	103	15	118	46	7	1	21	252	28
EMPLOYEE ENGAGEMENT	73%	72%	(r)	75%	72%	(r)	(r)	(r)	73%	(r)
ENGAGEMENT WITH WORK	78%	78%	(r)	78%	77%	(r)	(r)	(r)	80%	(r)
SENIOR MANAGERS	55%	56%	(r)	58%	53%	(r)	(r)	(r)	56%	(r)
COMMUNICATION	67%	67%	(r)	70%	71%	(r)	(r)	(r)	64%	(r)
HIGH PERFORMANCE	68%	69%	(r)	71%	69%	(r)	(r)	(r)	67%	(r)
PUBLIC SECTOR VALUES	68%	70%	(r)	68%	69%	(r)	(r)	(r)	68%	(r)
DIVERSITY & INCLUSION	74%	76%	(r)	76%	79%	(r)	(r)	(r)	72%	(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

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.

	Legal Aid Commission of 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	624	2	8	6	79	79	62	61	111	140	12	10	2	19
EMPLOYEE ENGAGEMENT	73%	(r)	(r)	(r)	76%	73%	78%	68%	69%	73%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	74%	75%	85%	73%	76%	85%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	55%	(r)	(r)	(r)	60%	54%	63%	52%	45%	60%	(r)	(r)	(r)	(r)
COMMUNICATION	67%	(r)	(r)	(r)	74%	68%	70%	57%	65%	68%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	71%	69%	70%	63%	64%	70%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	(r)	69%	68%	73%	64%	63%	72%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	(r)	78%	77%	79%	68%	69%	77%	(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

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.

	Legal Aid Commission of NSW	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	624	77	77	95	139	138	59
EMPLOYEE ENGAGEMENT	73%	77%	78%	75%	73%	68%	69%
ENGAGEMENT WITH WORK	78%	84%	79%	81%	81%	71%	80%
SENIOR MANAGERS	55%	68%	63%	63%	54%	46%	47%
COMMUNICATION	67%	79%	72%	74%	63%	58%	61%
HIGH PERFORMANCE	68%	76%	73%	73%	68%	62%	61%
PUBLIC SECTOR VALUES	68%	79%	72%	76%	67%	60%	62%
DIVERSITY & INCLUSION	74%	84%	80%	78%	75%	65%	72%

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 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.

	Legal Aid Commission of 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	624	0	18	55	85	75	82	79	88	66	32	12
EMPLOYEE ENGAGEMENT	73%	(r)	(r)	81%	78%	71%	71%	68%	70%	72%	74%	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	82%	84%	74%	76%	75%	77%	82%	89%	(r)
SENIOR MANAGERS	55%	(r)	(r)	73%	60%	47%	53%	51%	57%	59%	52%	(r)
COMMUNICATION	67%	(r)	(r)	79%	75%	61%	64%	66%	65%	67%	61%	(r)
HIGH PERFORMANCE	68%	(r)	(r)	79%	71%	65%	65%	66%	66%	69%	70%	(r)
PUBLIC SECTOR VALUES	68%	(r)	(r)	81%	74%	63%	63%	64%	69%	70%	67%	(r)
DIVERSITY & INCLUSION	74%	(r)	(r)	85%	81%	70%	70%	73%	73%	75%	72%	(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

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.

	Legal Aid Commission of NSW	Male	Female	Other
NUMBER OF RESPONDENTS	624	127	456	7
EMPLOYEE ENGAGEMENT	73%	72%	74%	(r)
ENGAGEMENT WITH WORK	78%	77%	80%	(r)
SENIOR MANAGERS	55%	51%	58%	(r)
COMMUNICATION	67%	68%	68%	(r)
HIGH PERFORMANCE	68%	67%	69%	(r)
PUBLIC SECTOR VALUES	68%	66%	70%	(r)
DIVERSITY & INCLUSION	74%	78%	74%	(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.

47%

of employees replied favourably to:

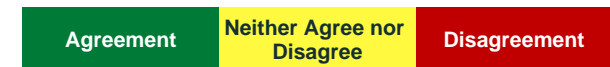
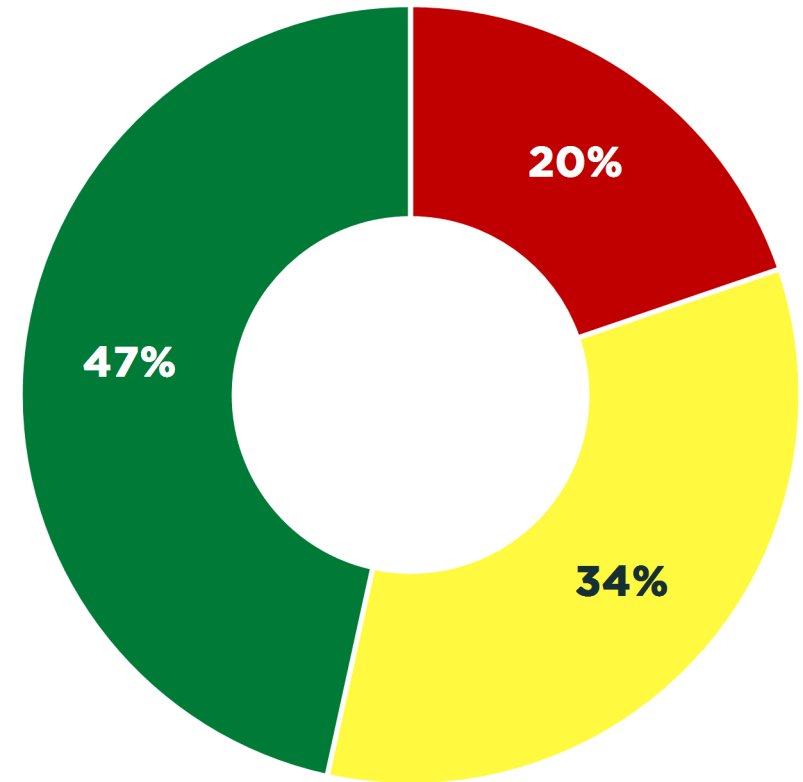
'I believe action will be taken on the results from this survey by my organisation.'

34%

SECTOR

44%

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

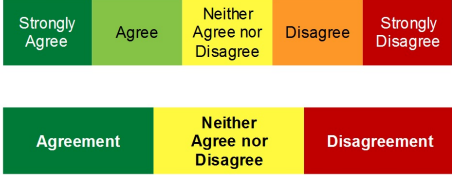
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.