

# 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 Electrician Linesworker  
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 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 Joiner Plant  
Operator Ranger  
Teacher Nurse  
Librarian  
Advisor

### AGENCY REPORT

Health

## Agency for Clinical Innovation

## RESPONSE RATE

# 94%

145 OF 155 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

# 71%

DIFFERENCE FROM 2016 -3

DIFFERENCE FROM CLUSTER +8

DIFFERENCE FROM PUBLIC SECTOR +7

## SENIOR MANAGERS

# 59%

DIFFERENCE FROM 2016 -11

DIFFERENCE FROM CLUSTER +14

DIFFERENCE FROM PUBLIC SECTOR +12

## COMMUNICATION

# 68%

DIFFERENCE FROM 2016 -6

DIFFERENCE FROM CLUSTER +11

DIFFERENCE FROM PUBLIC SECTOR +8



## 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 CLUSTER +6

DIFFERENCE FROM PUBLIC SECTOR +6

## HIGH PERFORMANCE

# 74%

DIFFERENCE FROM CLUSTER +11

DIFFERENCE FROM PUBLIC SECTOR +11

## PUBLIC SECTOR VALUES

# 70%

DIFFERENCE FROM CLUSTER +12

DIFFERENCE FROM PUBLIC SECTOR +10

## DIVERSITY & INCLUSION

# 71%

DIFFERENCE FROM CLUSTER +6

DIFFERENCE FROM PUBLIC SECTOR +4

# 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	<b>Q8c.</b> I am able to speak up and share a different view to my colleagues and manager	<b>75%</b>	80%	65%	66%
2	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>52%</b>	66%	41%	39%
3	<b>Q5e.</b> My manager involves my workgroup in decisions about our work	<b>72%</b>	74%	63%	65%
4	<b>Q7a.</b> My organisation focuses on improving the work we do	<b>85%</b>	90%	67%	69%
5	<b>Q6d.</b> Senior managers encourage innovation by employees	<b>66%</b>	72%	46%	48%
6	<b>Q6h.</b> I feel that senior managers listen to employees	<b>57%</b>	63%	38%	41%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

2a.	My workgroup strives to achieve customer/client satisfaction	94%
2c.	I receive help and support from other members of my workgroup	89%
2e.	People in my workgroup treat each other with respect	88%
2b.	My workgroup works collaboratively to achieve its objectives	88%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	86%
7a.	My organisation focuses on improving the work we do	85%
1a.	I understand what is expected of me to do well in my role	83%
1d.	I feel motivated to contribute more than what is normally required at work	81%
2d.	There is good team spirit in my workgroup	81%
7j.	I am proud to tell others I work for my organisation	80%

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

9a.	I have confidence in the ways my organisation resolves grievances	29%
5h.	My manager appropriately deals with employees who perform poorly	40%
6b.	I feel that senior managers effectively lead and manage change	45%
6a.	I believe senior managers provide clear direction for the future of the organisation	46%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	50%
3e.	My performance is assessed against clear criteria	50%
6c.	I feel that senior managers model the values of my organisation	51%
7d.	There is good co-operation between teams across our organisation	51%
7g.	I have confidence in the way recruitment decisions are made	52%
7c.	I feel that change is managed well in my organisation	52%



### 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

2b.	My workgroup works collaboratively to achieve its objectives	88%	80%
7h.	My organisation generally selects capable people to do the job	76%	70%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	86%	80%
2a.	My workgroup strives to achieve customer/client satisfaction	94%	90%
2e.	People in my workgroup treat each other with respect	88%	84%
2c.	I receive help and support from other members of my workgroup	89%	85%
4a.	I am paid fairly for the work I do	78%	75%
5f.	I have confidence in the decisions my manager makes	74%	71%
1e.	I am satisfied with my job	75%	73%
1b.	I am provided with the support I need to do my best at work	72%	71%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

6a.	I believe senior managers provide clear direction for the future of the organisation	46%	66%
7d.	There is good co-operation between teams across our organisation	51%	68%
3e.	My performance is assessed against clear criteria	50%	64%
6b.	I feel that senior managers effectively lead and manage change	45%	59%
6c.	I feel that senior managers model the values of my organisation	51%	65%
7c.	I feel that change is managed well in my organisation	52%	66%
6g.	I feel that senior managers keep employees informed about what's going on	61%	73%
9a.	I have confidence in the ways my organisation resolves grievances	29%	41%
7f.	My organisation is committed to developing its employees	70%	82%
6f.	Senior managers communicate the importance of customers/clients in achieving our business objectives	76%	86%



### 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'.



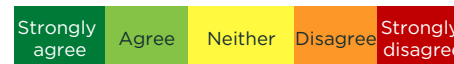
## EXPLORE THE FULL RESULTS

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	71% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work		75%	78%	59%	60%
Q7j. I am proud to tell others I work for my organisation		80%	82%	67%	68%
Q7k. I feel a strong personal attachment to my organisation		61%	62%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives		68%	72%	52%	53%
Q7m. My organisation inspires me to do the best in my job		70%	73%	53%	53%

KEY





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ENGAGEMENT WITH WORK	78% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	31	48	17	79%	78%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	33	48	11	81%	83%	72%	72%
Q1e. I am satisfied with my job	23	52	14	9	75%	73%	68%

KEY





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SENIOR MANAGERS	59% 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	13	34	30	15	8	46%	66%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	13	31	34	14		45%	59%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	16	35	32	11		51%	65%	45%	48%
Q6d. Senior managers encourage innovation by employees	18	49	23	7		66%	72%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	53	16	7		75%	80%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	24	51	15			76%	86%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	19	42	21	14		61%	73%	42%	45%
Q6h. I feel that senior managers listen to employees	16	41	28	12		57%	62%	38%	41%
Q7c. I feel that change is managed well in my organisation	12	40	26	16		52%	66%	41%	39%

KEY







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COMMUNICATION	68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me	33	36	12	15	69%	75%	68%	70%
Q5d. My manager encourages and values employee input	36	38	15	8	74%	78%	68%	71%
Q5e. My manager involves my workgroup in decisions about our work	32	40	14	10	72%	74%	63%	65%
Q6g. I feel that senior managers keep employees informed about what's going on	19	42	21	14	61%	73%	42%	45%
Q6h. I feel that senior managers listen to employees	16	41	28	12	57%	62%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	25	50	14	9	75%	80%	65%	66%

KEY





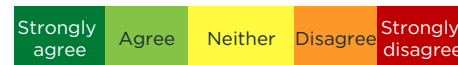
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HIGH PERFORMANCE	74% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q1a. I understand what is expected of me to do well in my role	30	53	9	8	83%	84%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	44	44			88%	80%	77%	78%
Q3f. I have received appropriate training and development to do my job well	25	44	22	8	69%	72%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	33	45	13		78%	78%	70%	72%
Q5f. I have confidence in the decisions my manager makes	33	40	10	11	74%	71%	64%	67%
Q6d. Senior managers encourage innovation by employees	18	49	23	7	66%	72%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	22	53	16	7	75%	80%	47%	51%
Q7a. My organisation focuses on improving the work we do	26	59	11		85%	90%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	21	48	21	10	69%	75%	55%	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	12	39	26	19	51%	68%	48%	47%
Q7h. My organisation generally selects capable people to do the job	14	62	16		76%	70%	53%	52%

### KEY





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PUBLIC SECTOR VALUES		70% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		53	41	94%	90%	86%	85%
Q2e. People in my workgroup treat each other with respect		47	42	88%	84%	70%	74%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		33	45	78%	78%	70%	72%
Q5b. My manager listens to what I have to say		39	35	74%	79%	71%	75%
Q6a. I believe senior managers provide clear direction for the future of the organisation		13	34	46%	66%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		16	35	51%	65%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		24	51	76%	86%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		19	42	61%	73%	42%	45%
Q6h. I feel that senior managers listen to employees		16	41	57%	62%	38%	41%

KEY





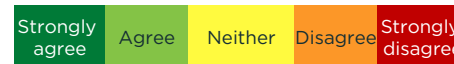
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		70% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		26	59	11	0	85%	90%	67%	69%
Q7e. People in my organisation take responsibility for their own actions		12	49	27	10	61%	69%	47%	47%

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.

DIVERSITY & INCLUSION	71% 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		72%	71%	64%	63%
Q5b. My manager listens to what I have to say		74%	79%	71%	75%
Q5d. My manager encourages and values employee input		74%	78%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women		60%	64%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		86%	80%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation		77%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager		75%	80%	65%	66%
Q8d. How satisfied are you with your ability to access and use flexible working arrangements? <i>Response scale Very satisfied - Very unsatisfied</i>		50%	59%	55%	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.

RECRUITMENT	64% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	11	42	25	15	8	52%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	14	62	16			76%	70%	53%	52%

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.

PERFORMANCE FRAMEWORK & DEVELOPMENT	59% 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	24	42	21	10	66%	65%	63%	63%
Q3e. My performance is assessed against clear criteria	17	33	30	16	50%	64%	57%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	24	32	23	18	56%	56%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	37	37	13	10	73%	78%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	16	24	38	15	40%	45%	44%	44%
Q7f. My organisation is committed to developing its employees	23	47	23		70%	82%	49%	50%

KEY



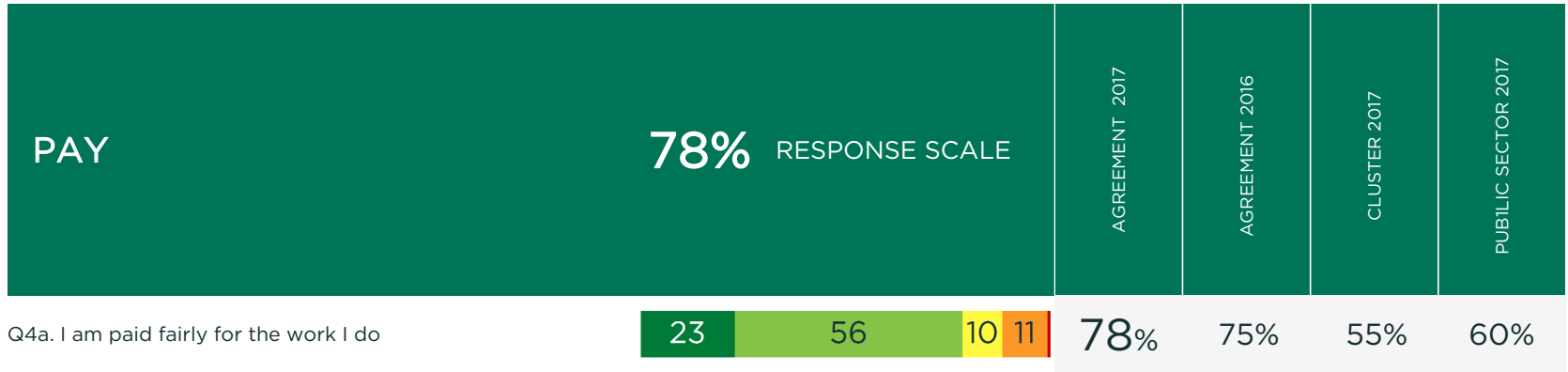




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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.



### KEY





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WORKPLACE SUPPORT	78% 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	23	50	12	13	72%	71%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level	19	50	16	12	69%	70%	61%	59%
Q2c. I receive help and support from other members of my workgroup	47	42	8		89%	85%	79%	81%
Q2d. There is good team spirit in my workgroup	45	35	10		81%	83%	66%	69%

KEY





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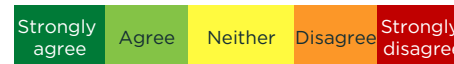
## ACTION ABOUT SURVEY RESULTS

54% RESPONSE SCALE

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



KEY

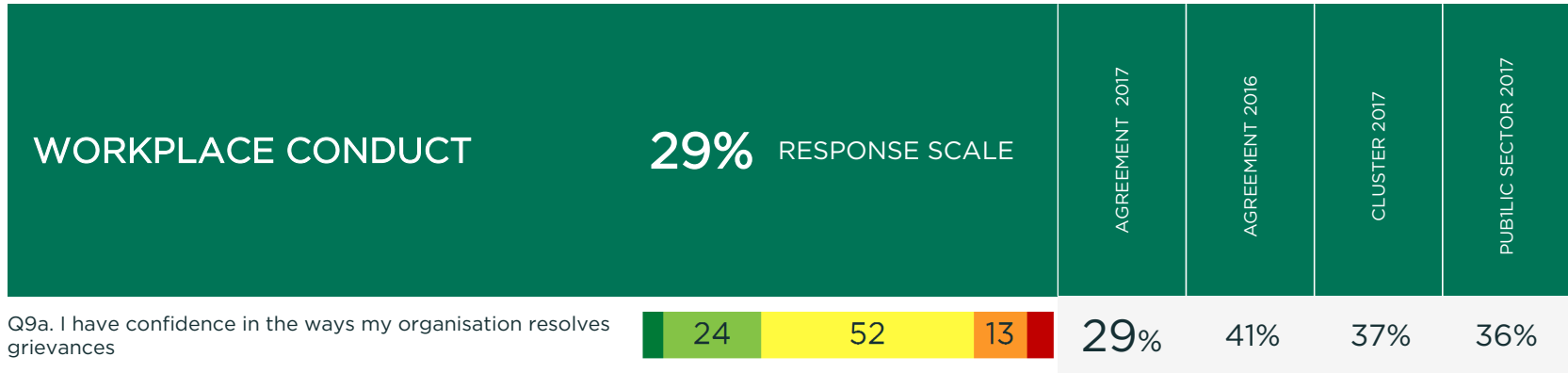




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KEY





## EXPLORE THE FULL RESULTS

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PERFORMANCE FRAMEWORK & DEVELOPMENT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives				
Yes		63%	67%	67%
No		37%	33%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager				
Yes		80%	73%	75%
No		20%	27%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager				
Yes		58%	56%	57%
No		42%	44%	43%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q3h.</b> 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		47%	40%	41%
No		53%	60%	59%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

MOBILITY	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q3i. Are there any barriers preventing you from moving to another role?</b>				
There are no major barriers to my career progression		37%	32%	30%
Lack of visible opportunities		32%	30%	31%
Lack of promotion opportunities		29%	27%	30%
Lack of support from my manager / supervisor		13%	15%	14%
Geographic location considerations		16%	24%	28%
Personal / family considerations		22%	32%	33%
Insufficient training and development		9%	14%	16%
Lack of required capabilities or experience		7%	10%	11%
Lack of support for temporary assignments/secondments		6%	14%	15%
The application/recruitment process is too cumbersome or time consuming		10%	16%	23%
Other		10%	8%	9%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10a.</b> In the last 12 months I have witnessed misconduct/wrongdoing at work				
Yes		11%	30%	25%
No		74%	57%	62%
Don't know		15%	13%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		47%	66%	63%
No		47%	33%	35%
Don't know		7%	2%	2%





## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10c.</b> In the last 12 months I have witnessed bullying at work				
Yes		17%	40%	33%
No		70%	51%	58%
Don't know		13%	9%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work				
Yes		12%	22%	18%
No		78%	72%	76%
Don't know		10%	6%	6%



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UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
<b>Q10e.</b> 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		6%	19%	22%
Your immediate manager/supervisor		41%	24%	24%
A fellow worker at your level		12%	31%	27%
A subordinate		6%	6%	8%
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other	(r)			
Prefer not to say		35%	12%	13%



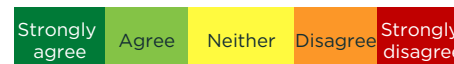
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HEALTH QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. Morale is good in my team	23	55	9		78%	76%	60%
Q2. I believe I am valued for what I can offer at my workplace	23	50	14	9	73%	74%	69%
Q3. In my workplace, we recognise our successes and innovations	22	60	11		82%	85%	64%
Q4. Staff are treated respectfully regardless of their job	24	59	10		83%	82%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	22	45	17	13	66%	71%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	16	48	18	14	64%	70%	51%

KEY





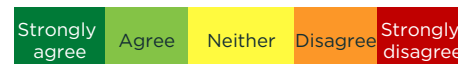
## EXPLORE THE FULL RESULTS

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.

HEALTH QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q7. I have a say in decisions which affect my work	17	50	14	14	67%	70%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	13	51	21	11	64%	70%	67%
Q9. My team's objectives/work plans are clearly outlined	17	50	15	14	67%	75%	64%
Q10. Our objectives/work plans help us to deliver a quality service	16	53	21	8	69%	72%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	12	27	36	14	38%	41%	41%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		23%
Female		74%
Other		3%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		2%
25 -29	■	8%
30 - 34	■	17%
35 - 39	■	16%
40 - 44	■	17%
45 - 49	■	12%
50 - 54	■	14%
55 - 59	■	8%
60 - 64	■	5%
65+		2%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		16%
No		80%
Prefer not to say		4%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		2%
No		96%
Prefer not to say		2%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you have a disability?</b>		
Yes		2%
No		96%
Prefer not to say		2%
<b>Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?</b>		
Yes		8%
No		91%
Prefer not to say		1%

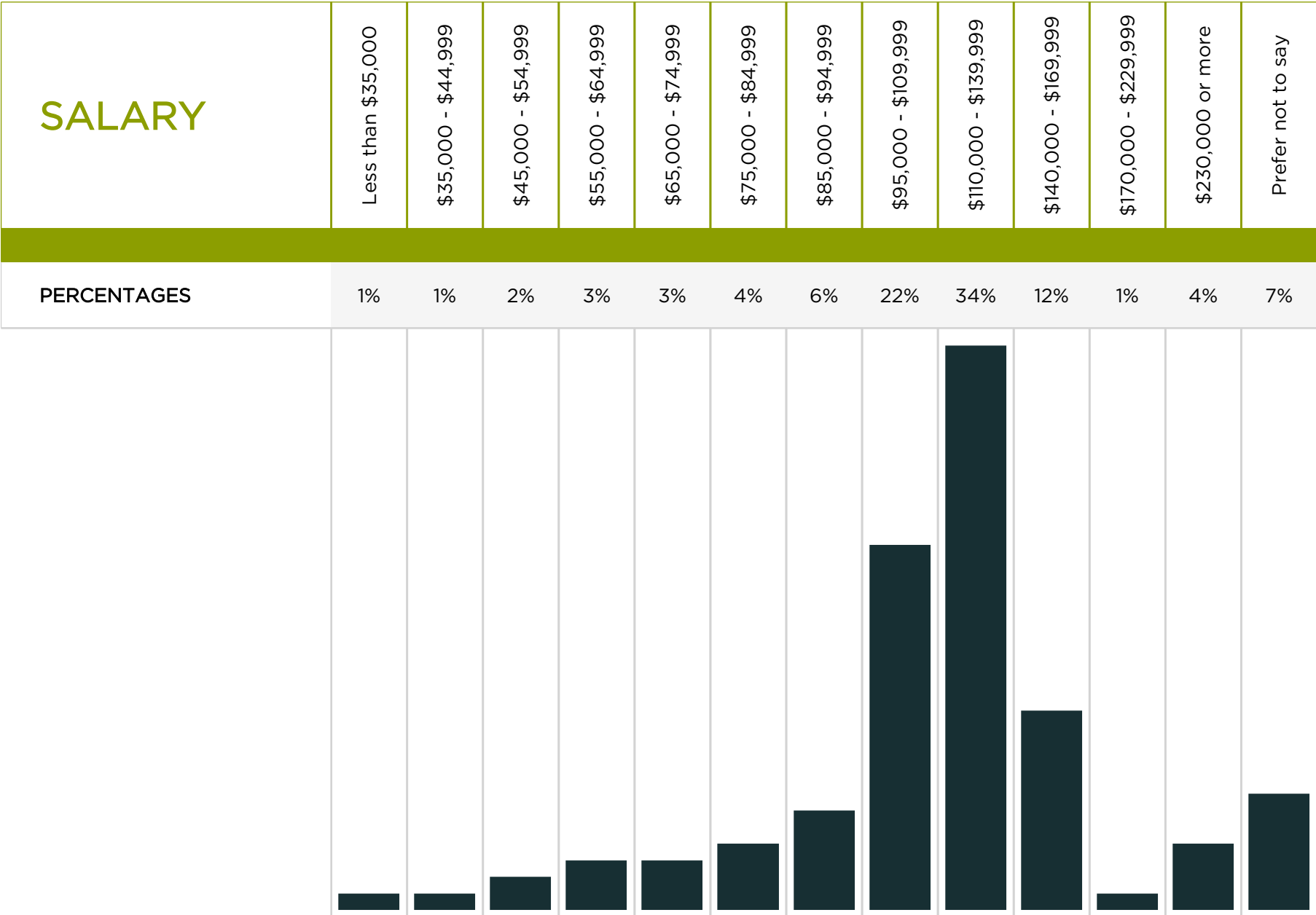


# PROFILE OF RESPONDENTS



## 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.

	Agency for Clinical Innovation	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
<b>NUMBER OF RESPONDENTS</b>	145	7	5	7	13	2	7	82	0	12
<b>EMPLOYEE ENGAGEMENT</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	78%	(r)	(r)	(r)	(r)	(r)	(r)	77%	(r)	(r)
<b>SENIOR MANAGERS</b>	59%	(r)	(r)	(r)	(r)	(r)	(r)	62%	(r)	(r)
<b>COMMUNICATION</b>	68%	(r)	(r)	(r)	(r)	(r)	(r)	71%	(r)	(r)
<b>HIGH PERFORMANCE</b>	74%	(r)	(r)	(r)	(r)	(r)	(r)	74%	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	70%	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	70%	(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 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.

	Agency for Clinical Innovation	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	145	2	1	3	4	4	5	8	30	46	16	2	6	9
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	76%	69%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	81%	75%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	64%	51%	(r)	(r)	(r)	(r)
COMMUNICATION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	61%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	78%	68%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	76%	62%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	78%	65%	(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.

	Agency for Clinical Innovation	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
<b>NUMBER OF RESPONDENTS</b>	145	48	13	44	24	5	2
<b>EMPLOYEE ENGAGEMENT</b>	71%	75%	(r)	68%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	77%	(r)	75%	(r)	(r)	(r)
SENIOR MANAGERS	59%	58%	(r)	56%	(r)	(r)	(r)
COMMUNICATION	68%	68%	(r)	63%	(r)	(r)	(r)
HIGH PERFORMANCE	74%	74%	(r)	72%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	71%	(r)	67%	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	76%	(r)	65%	(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 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.

	Agency for Clinical Innovation	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
<b>NUMBER OF RESPONDENTS</b>	145	0	3	11	22	21	22	16	19	10	7	2
<b>EMPLOYEE ENGAGEMENT</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS  
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS  
LESS THAN REPORT SCORE

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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.

	Agency for Clinical Innovation	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	145	32	101	4
<b>EMPLOYEE ENGAGEMENT</b>	71%	78%	71%	(r)
ENGAGEMENT WITH WORK	78%	85%	78%	(r)
SENIOR MANAGERS	59%	64%	58%	(r)
COMMUNICATION	68%	76%	67%	(r)
HIGH PERFORMANCE	74%	81%	72%	(r)
PUBLIC SECTOR VALUES	70%	75%	69%	(r)
DIVERSITY & INCLUSION	71%	77%	70%	(r)

**KEY**

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# CURRENT ROLE



## 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.

	Agency for Clinical Innovation	Junior Medical Officer	Career Medical Officer, Hospitalist	Staff Specialist	Visiting Medical Officer	Clinical Academic	Assistant in Nursing	Enrolled Nurse	Registered Nurse/Midwife, Clinical Nurse/Midwife Specialist, Clinical Nurse/Midwife Consultant,	Nurse/Midwifery Educator and Clinical Nurse/Midwifery Educator	Nurse/Midwifery Manager	Support Officers	Information Management (eg. Librarian, Medical Records and Data Manager)	Clinical Support Executive (eg. Hospital Executive, Local Health Network Executive)
NUMBER OF RESPONDENTS	145	0	0	0	1	0	1	1	2	0	1	1	2	0
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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# CURRENT ROLE



## 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.

	Agency for Clinical Innovation	Administrative and Executive Assistant	Corporate Services	Senior Manager/Executive	Allied Health Professional	Allied Health Assistant	Health Education, Health Promotion and Health Protection	Counsellor, Welfare Support	Interpreters and Liaison Officer	Aboriginal Health Workers and Aboriginal Education Officers	Technician/Technologist	Hospital Scientist/Biomedical Engineers	Researchers	Data Analyst
NUMBER OF RESPONDENTS	145	6	10	12	1	0	0	0	0	0	0	0	1	4
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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



# CURRENT ROLE



## 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.

	Agency for Clinical Innovation	Technical Officers/Technical Assistant	Dental Officer, Therapists and Hygienist	Dental Specialist	Dental Assistant	Trainee Dental Assistant	Operational Ambulance Officers (including Educators, DOM, DOCO, Paramedic, AOOC, OCO, SOCO, SO,	Operational Ambulance Managers (incl Zone Managers, Deputy Director Operations, Control Centre	Project Director	Project Manager	Project Officer	Cleaning, Linen and Food	Motor Vehicle, Patient Transport	Security Services, Fire Safety
NUMBER OF RESPONDENTS	145	0	0	0	0	0	0	0	2	30	32	1	0	0
EMPLOYEE ENGAGEMENT	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	72%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77%	74%	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	62%	63%	(r)	(r)	(r)
COMMUNICATION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	71%	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77%	73%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	73%	72%	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	73%	(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

# CURRENT ROLE



## 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.

	Agency for Clinical Innovation	Residential Care Attendant, Patient Care Assistant, Patient Services, Wardsperson	Warehouse staff	Tradesperson	Apprentice Trade Worker and Trade Assistant	Trainee	Volunteer	Other job role	Prefer not to say
<b>NUMBER OF RESPONDENTS</b>	145	0	0	0	0	0	0	15	14
<b>EMPLOYEE ENGAGEMENT</b>	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	74%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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## WHAT'S NEXT?

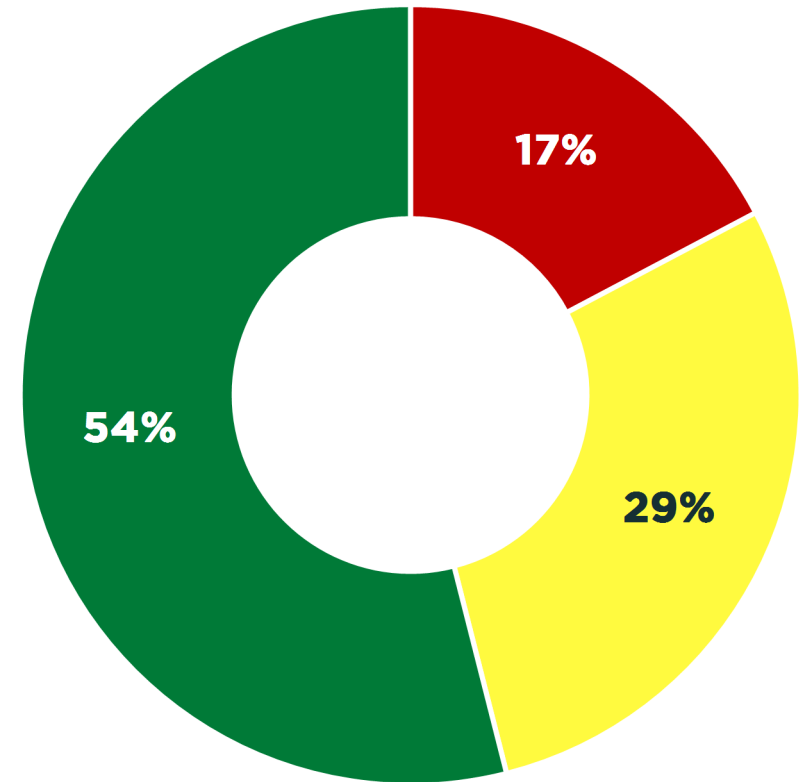
Sector employees have now given their feedback and these results show where actions and improvements are required.

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.

# 54%

of employees replied favourably to:

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



## 34%

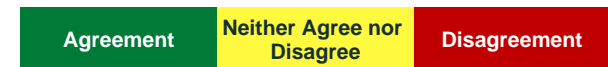
SECTOR

## 35%

CLUSTER

## 57%

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

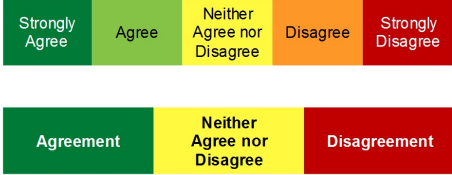
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.