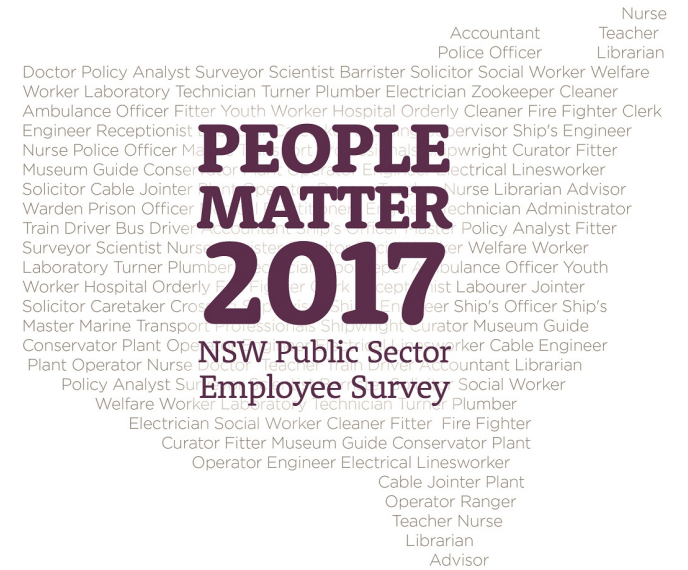


PEOPLE MATTER 2017

NSW Public Sector Employee Survey



AGENCY REPORT

Health

Clinical Excellence Commission

RESPONSE RATE

>100%

97 OF 92 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

68%

DIFFERENCE FROM 2016 +8

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +3

SENIOR MANAGERS

59%

DIFFERENCE FROM 2016 +19

DIFFERENCE FROM CLUSTER +14

DIFFERENCE FROM PUBLIC SECTOR +11

COMMUNICATION

71%

DIFFERENCE FROM 2016 +14

DIFFERENCE FROM CLUSTER +14

DIFFERENCE FROM PUBLIC SECTOR +12



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

73%

DIFFERENCE FROM CLUSTER +1

DIFFERENCE FROM PUBLIC SECTOR +2

HIGH PERFORMANCE

71%

DIFFERENCE FROM CLUSTER +9

DIFFERENCE FROM PUBLIC SECTOR +8

PUBLIC SECTOR VALUES

71%

DIFFERENCE FROM CLUSTER +13

DIFFERENCE FROM PUBLIC SECTOR +11

DIVERSITY & INCLUSION

75%

DIFFERENCE FROM CLUSTER +10

DIFFERENCE FROM PUBLIC SECTOR +8

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	Q6a. I believe senior managers provide clear direction for the future of the organisation	58%	38%	45%	48%
2	Q1c. My job gives me a feeling of personal accomplishment	75%	66%	76%	75%
3	Q7c. I feel that change is managed well in my organisation	41%	22%	41%	39%
4	Q7a. My organisation focuses on improving the work we do	82%	73%	67%	69%
5	Q6h. I feel that senior managers listen to employees	55%	40%	38%	41%
6	Q7h. My organisation generally selects capable people to do the job	67%	52%	53%	52%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

2a.	My workgroup strives to achieve customer/client satisfaction	91%
1a.	I understand what is expected of me to do well in my role	87%
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	85%
8b.	Personal background is not a barrier to success in my organisation	85%
5b.	My manager listens to what I have to say	85%
5a.	My manager encourages people in my workgroup to keep improving the work they do	84%
5d.	My manager encourages and values employee input	82%
2e.	People in my workgroup treat each other with respect	82%
7a.	My organisation focuses on improving the work we do	82%
5c.	My manager communicates effectively with me	81%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

9a.	I have confidence in the ways my organisation resolves grievances	34%
7c.	I feel that change is managed well in my organisation	41%
7d.	There is good co-operation between teams across our organisation	47%
3g.	I am satisfied with the opportunities available for career development in my organisation	48%
5h.	My manager appropriately deals with employees who perform poorly	49%
6b.	I feel that senior managers effectively lead and manage change	51%
14.	I believe action will be taken on the results from this survey by my organisation	53%
6h.	I feel that senior managers listen to employees	55%
6g.	I feel that senior managers keep employees informed about what's going on	57%
7k.	I feel a strong personal attachment to my organisation	57%



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
6g. I feel that senior managers keep employees informed about what's going on	57%	32%
6d. Senior managers encourage innovation by employees	60%	37%
2e. People in my workgroup treat each other with respect	82%	61%
7i. I would recommend my organisation as a great place to work	72%	51%
6a. I believe senior managers provide clear direction for the future of the organisation	58%	38%
7b. My organisation is making the necessary improvements to meet our future challenges	72%	53%
2d. There is good team spirit in my workgroup	76%	56%
1b. I am provided with the support I need to do my best at work	69%	49%
7c. I feel that change is managed well in my organisation	41%	22%
6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	76%	57%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

	AGREEMENT 2017	AGREEMENT 2016
8d. How satisfied are you with your ability to access and use flexible working arrangements?	57%	61%
9a. I have confidence in the ways my organisation resolves grievances	34%	36%



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'.



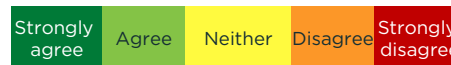
EXPLORE THE FULL RESULTS

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	68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	16	56	20		72%	51%	59%	60%
Q7j. I am proud to tell others I work for my organisation	29	46	19		75%	61%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	16	41	32	9	57%	54%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	11	48	30	9	59%	53%	52%	53%
Q7m. My organisation inspires me to do the best in my job	17	48	20	9	66%	49%	53%	53%

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.

ENGAGEMENT WITH WORK	73% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	24	51	10	10	75%	66%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	34	41	16	7	75%	71%	72%	72%
Q1e. I am satisfied with my job	20	51	14	13	70%	54%	68%	68%

KEY





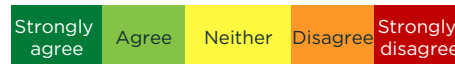
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SENIOR MANAGERS	59% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	15	42	15	21		58%	38%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	13	37	23	18	9	51%	35%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	14	44	27	8		59%	44%	45%	48%
Q6d. Senior managers encourage innovation by employees	14	47	31	7		60%	37%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	50	17	13		70%	52%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	23	53	17			76%	57%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	15	42	23	9	11	57%	32%	42%	45%
Q6h. I feel that senior managers listen to employees	12	43	26	13		55%	40%	38%	41%
Q7c. I feel that change is managed well in my organisation	7	34	30	19	10	41%	22%	41%	39%

KEY





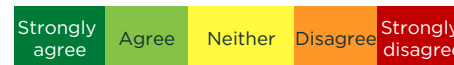
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

COMMUNICATION	71% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q5c. My manager communicates effectively with me	29	53	9	81%	67%	68%	70%		
Q5d. My manager encourages and values employee input	30	53	9	82%	72%	68%	71%		
Q5e. My manager involves my workgroup in decisions about our work	30	48	12	78%	63%	63%	65%		
Q6g. I feel that senior managers keep employees informed about what's going on	15	42	23	9	11	57%	32%	42%	45%
Q6h. I feel that senior managers listen to employees	12	43	26	13	55%	40%	38%	41%	
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	53	18	73%	69%	65%	66%		

KEY





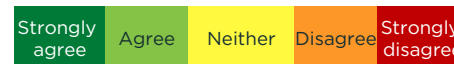
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HIGH PERFORMANCE	71% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q1a. I understand what is expected of me to do well in my role	31	56	7	87%	79%	91%	90%	
Q2b. My workgroup works collaboratively to achieve its objectives	30	49	14	79%	65%	77%	78%	
Q3f. I have received appropriate training and development to do my job well	14	47	20	13	62%	54%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	28	56	10	84%	67%	70%	72%	
Q5f. I have confidence in the decisions my manager makes	25	52	15	76%	63%	64%	67%	
Q6d. Senior managers encourage innovation by employees	14	47	31	7	60%	37%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	20	50	17	13	70%	52%	47%	51%
Q7a. My organisation focuses on improving the work we do	24	57	12	82%	72%	67%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	17	55	16	9	72%	52%	55%	57%

KEY





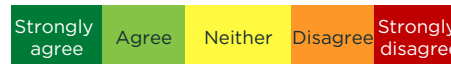
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	71% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation		40	30	17	47%	35%	48%	47%
Q7h. My organisation generally selects capable people to do the job		9	58	18	67%	52%	53%	52%

KEY





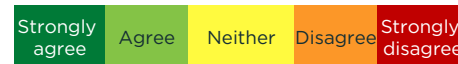
EXPLORE THE FULL RESULTS

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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		71% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		43	47	7	91%	83%	86%	85%		
Q2e. People in my workgroup treat each other with respect		43	40	11	82%	61%	70%	74%		
Q5a. My manager encourages people in my workgroup to keep improving the work they do		28	56	10	84%	67%	70%	72%		
Q5b. My manager listens to what I have to say		32	53	8	85%	76%	71%	75%		
Q6a. I believe senior managers provide clear direction for the future of the organisation		15	42	15	21	8	58%	38%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		14	44	27	8	1	59%	44%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		23	53	17	7	0	76%	57%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		15	42	23	9	11	57%	32%	42%	45%
Q6h. I feel that senior managers listen to employees		12	43	26	13	6	55%	40%	38%	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		71% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do				82%	72%	67%	69%
Q7e. People in my organisation take responsibility for their own actions				57%	43%	47%	47%

KEY





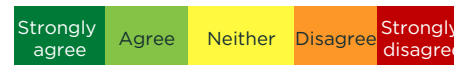
EXPLORE THE FULL RESULTS

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

DIVERSITY & INCLUSION	75% 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	25	44	13	13	69%	49%	64%	63%
Q5b. My manager listens to what I have to say	32	53	8	8	85%	76%	71%	75%
Q5d. My manager encourages and values employee input	30	53	9	8	82%	72%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women	23	44	24	9	67%	48%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	29	56	12	3	85%	74%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation	30	55	10	5	85%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	20	53	18	8	73%	69%	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>	15	42	26	14	57%	61%	55%	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	63% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	10	49	20	12	10	59%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	9	58	18	11		67%	52%	53%	52%

KEY





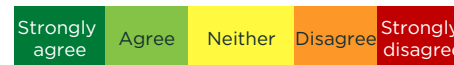
EXPLORE THE FULL RESULTS

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

PERFORMANCE FRAMEWORK & DEVELOPMENT		61% 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		68%	61%	63%	63%				
Q3e. My performance is assessed against clear criteria		63%	46%	57%	54%				
Q3g. I am satisfied with the opportunities available for career development in my organisation		48%	33%	51%	48%				
Q5g. My manager provides acknowledgement or other recognition for the work I do		77%	72%	64%	67%				
Q5h. My manager appropriately deals with employees who perform poorly		49%	33%	44%	44%				
Q7f. My organisation is committed to developing its employees		62%	45%	49%	50%				

KEY

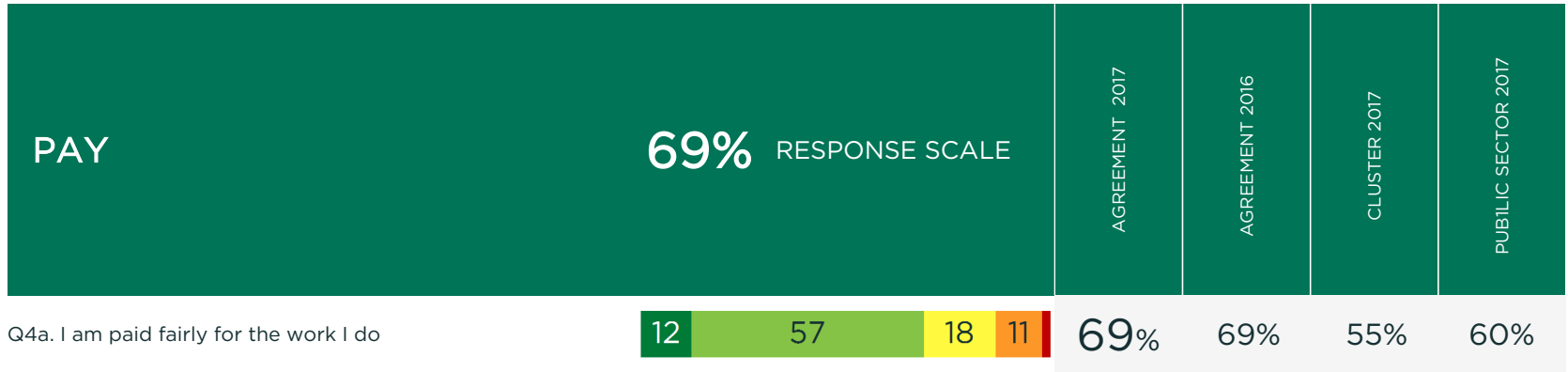




EXPLORE THE FULL RESULTS

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





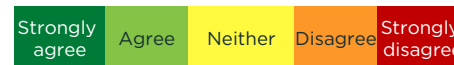
EXPLORE THE FULL RESULTS

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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.

WORKPLACE SUPPORT	74% 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	25	44	13	13	69%	49%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level	14	55	16	12	69%	58%	61%	59%
Q2c. I receive help and support from other members of my workgroup	32	49	10	8	81%	67%	79%	81%
Q2d. There is good team spirit in my workgroup	33	43	11	10	76%	56%	66%	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

53% RESPONSE SCALE

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



KEY

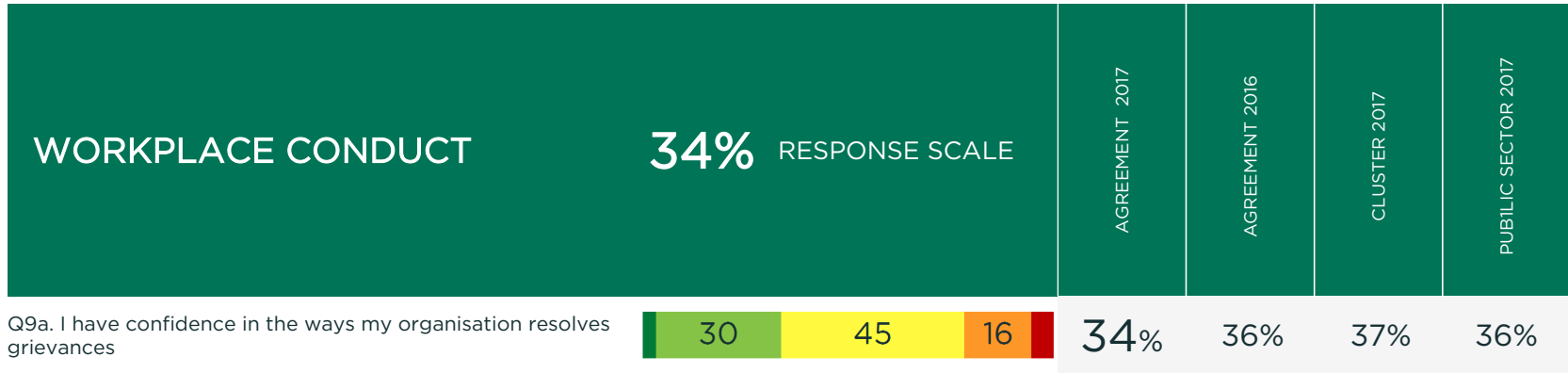




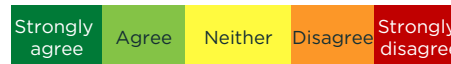
EXPLORE THE FULL RESULTS

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		67%	67%	67%
No		33%	33%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		86%	73%	75%
No		14%	27%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes		64%	56%	57%
No		36%	44%	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		46%	40%	41%
No		54%	60%	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		34%	32%	30%
Lack of visible opportunities		37%	30%	31%
Lack of promotion opportunities		39%	27%	30%
Lack of support from my manager / supervisor		7%	15%	14%
Geographic location considerations		27%	24%	28%
Personal / family considerations		22%	32%	33%
Insufficient training and development		13%	14%	16%
Lack of required capabilities or experience		12%	10%	11%
Lack of support for temporary assignments/secondments		12%	14%	15%
The application/recruitment process is too cumbersome or time consuming		11%	16%	23%
Other		6%	8%	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		18%	30%	25%
No		70%	57%	62%
Don't know		11%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		27%	66%	63%
No		73%	33%	35%
Don't know	(r)			



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT		RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10c. In the last 12 months I have witnessed bullying at work					
Yes			22%	40%	33%
No			71%	51%	58%
Don't know			8%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work					
Yes			11%	22%	18%
No			85%	72%	76%
Don't know			4%	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		30%	19%	22%
Your immediate manager/supervisor		10%	24%	24%
A fellow worker at your level		40%	31%	27%
A subordinate	(r)			
A client or customer	(r)			
A member of the public other than a client or customer	(r)			
Other	(r)			
Prefer not to say		20%	12%	13%



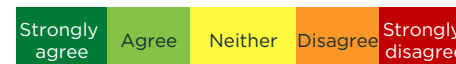
EXPLORE THE FULL RESULTS

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HEALTH QUESTIONS	RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. Morale is good in my team	12	55	11	16	67%	43%	60%
Q2. I believe I am valued for what I can offer at my workplace	22	59	8	8	81%	61%	69%
Q3. In my workplace, we recognise our successes and innovations	23	51	16	8	74%	64%	64%
Q4. Staff are treated respectfully regardless of their job	21	58	8	10	79%	62%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	23	35	25	10	58%	43%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	16	45	26	8	62%	42%	51%

KEY





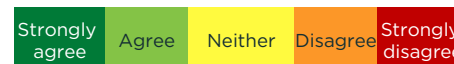
EXPLORE THE FULL RESULTS

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	14	58	16	10	73%	47%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	19	49	18	11	68%	49%	67%
Q9. My team's objectives/work plans are clearly outlined	20	51	15	10	70%	57%	64%
Q10. Our objectives/work plans help us to deliver a quality service	21	46	22	9	67%	57%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	18	33	34	8	51%	23%	41%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		24%
Female		74%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		1%
25 -29	■	7%
30 - 34	■	10%
35 - 39	■	12%
40 - 44	■	10%
45 - 49	■	17%
50 - 54	■	17%
55 - 59	■	19%
60 - 64	■	5%
65+		1%

PROFILE OF RESPONDENTS







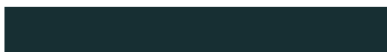

PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		16%
No		77%
Prefer not to say		8%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		%
No		96%
Prefer not to say		4%

PROFILE OF RESPONDENTS



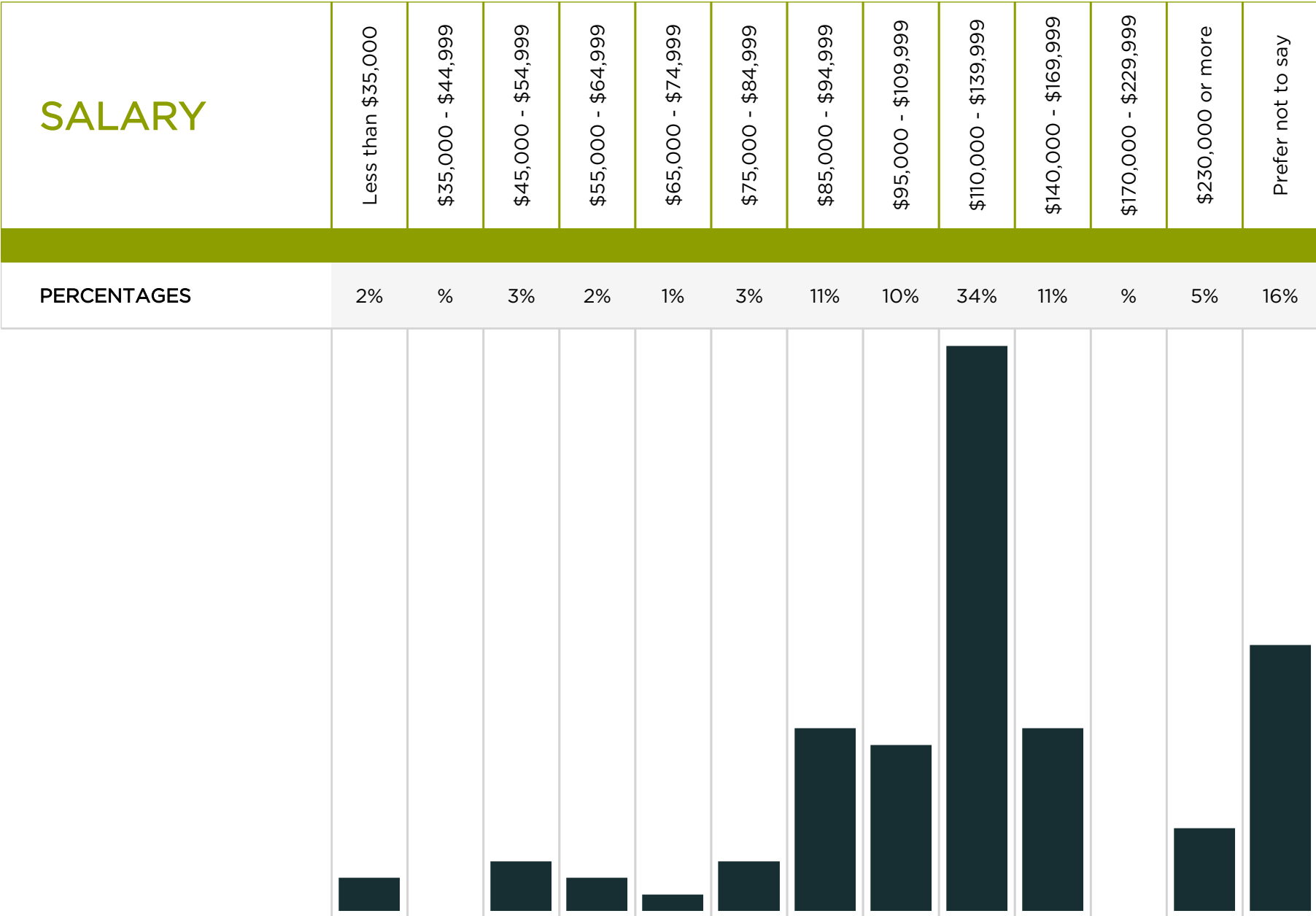
PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		1%
No		92%
Prefer not to say		7%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		6%
No		88%
Prefer not to say		7%

PROFILE OF RESPONDENTS

i

WORK PROFILES



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.

	Clinical Excellence Commission	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	97	3	2	11	9	3	1	48	0	12
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	76%	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	50%	(r)	(r)
COMMUNICATION	71%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	69%	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	75%	(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.

	Clinical Excellence Commission	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	97	2	0	3	2	1	3	10	9	30	10	0	4	14
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	87%	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	51%	(r)	(r)	(r)	(r)
COMMUNICATION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	74%	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	72%	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	70%	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	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.

	Clinical Excellence Commission	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	97	24	9	28	23	1	1
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	71%	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(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

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.

	Clinical Excellence Commission	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	97	0	1	6	9	10	9	15	15	16	4	1
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(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	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(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.

	Clinical Excellence Commission	Male	Female	Other
NUMBER OF RESPONDENTS	97	20	63	2
EMPLOYEE ENGAGEMENT	68%	(r)	70%	(r)
ENGAGEMENT WITH WORK	73%	(r)	77%	(r)
SENIOR MANAGERS	59%	(r)	62%	(r)
COMMUNICATION	71%	(r)	73%	(r)
HIGH PERFORMANCE	71%	(r)	75%	(r)
PUBLIC SECTOR VALUES	71%	(r)	73%	(r)
DIVERSITY & INCLUSION	75%	(r)	77%	(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.

	Clinical Excellence Commission	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	97	0	0	1	0	0	0	0	1	0	0	1	0	0
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(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	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(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.

	Clinical Excellence Commission	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	97	9	9	12	0	0	0	0	0	0	0	0	1	3
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(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	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(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.

	Clinical Excellence Commission	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	97	0	0	0	0	0	0	0	0	6	22	1	0	0
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(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	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(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.

	Clinical Excellence Commission	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
NUMBER OF RESPONDENTS	97	0	0	0	0	1	0	7	16
EMPLOYEE ENGAGEMENT	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	73%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	71%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	75%	(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



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.

53%

of employees replied favourably to:

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

34%

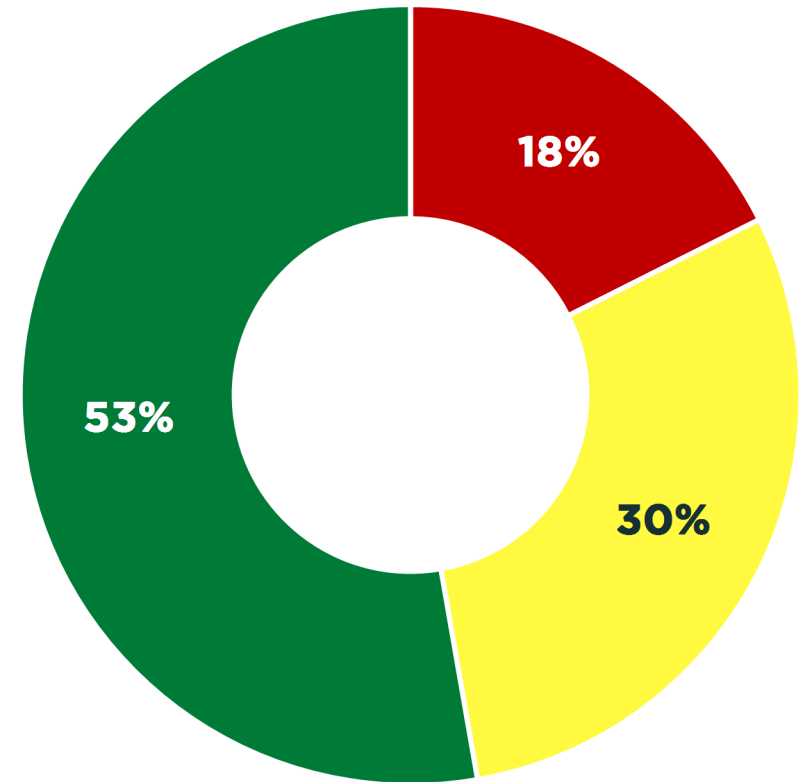
SECTOR

35%

CLUSTER

40%

2016



Agreement

Neither Agree nor Disagree

Disagreement

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

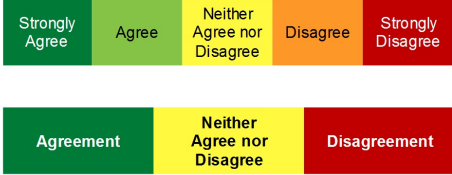
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.