

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 Receptionist Labourer Joiner
Solicitor Caretaker Cross Engineer Ship's Officer Ship's
Master Marine Transport Professional Showright Curator Museum Guide
Conservator Plant Operator Cable Engineer
Plant Operator Nurse Doctor Teacher Train Driver Accountant Librarian
Policy Analyst Supervisor Social Worker
Welfare Worker Laboratory Technician Turner Plumber
Electrician Social Worker Cleaner Fitter Fire Fighter
Curator Fitter Museum Guide Conservator Plant
Operator Engineer Electrical Linesworker
Cable Joiner Plant
Operator Ranger
Teacher Nurse
Librarian
Advisor

AGENCY REPORT

Health

Far West Local Health District

RESPONSE RATE

58%

429 OF 735 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

67%

DIFFERENCE FROM 2016 -1

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR +2

SENIOR MANAGERS

47%

DIFFERENCE FROM 2016 0

DIFFERENCE FROM CLUSTER +3

DIFFERENCE FROM PUBLIC SECTOR 0

COMMUNICATION

62%

DIFFERENCE FROM 2016 +2

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +2



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

76%

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +4

HIGH PERFORMANCE

66%

DIFFERENCE FROM CLUSTER +4

DIFFERENCE FROM PUBLIC SECTOR +3

PUBLIC SECTOR VALUES

60%

DIFFERENCE FROM CLUSTER +2

DIFFERENCE FROM PUBLIC SECTOR -1

DIVERSITY & INCLUSION

70%

DIFFERENCE FROM CLUSTER +5

DIFFERENCE FROM PUBLIC SECTOR +3

KEY DRIVERS OF ENGAGEMENT



WHAT TO FOCUS ON?

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

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

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

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
1	Q7f. My organisation is committed to developing its employees	56%	59%	49%	50%
2	Q7b. My organisation is making the necessary improvements to meet our future challenges	61%	69%	55%	57%
3	Q7a. My organisation focuses on improving the work we do	74%	79%	67%	69%
4	Q7c. I feel that change is managed well in my organisation	46%	48%	41%	39%
5	Q9a. I have confidence in the ways my organisation resolves grievances	43%	45%	37%	36%
6	Q6h. I feel that senior managers listen to employees	38%	38%	38%	41%

HIGHEST AND LOWEST QUESTIONS

+ HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

1a.	I understand what is expected of me to do well in my role	92%
2a.	My workgroup strives to achieve customer/client satisfaction	85%
2c.	I receive help and support from other members of my workgroup	81%
1c.	My job gives me a feeling of personal accomplishment	80%
8b.	Personal background is not a barrier to success in my organisation	79%
5a.	My manager encourages people in my workgroup to keep improving the work they do	78%
2b.	My workgroup works collaboratively to achieve its objectives	77%
5b.	My manager listens to what I have to say	77%
1d.	I feel motivated to contribute more than what is normally required at work	76%
5d.	My manager encourages and values employee input	76%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

6h.	I feel that senior managers listen to employees	38%
7g.	I have confidence in the way recruitment decisions are made	39%
14.	I believe action will be taken on the results from this survey by my organisation	40%
6g.	I feel that senior managers keep employees informed about what's going on	41%
9a.	I have confidence in the ways my organisation resolves grievances	43%
6c.	I feel that senior managers model the values of my organisation	45%
6b.	I feel that senior managers effectively lead and manage change	45%
7e.	People in my organisation take responsibility for their own actions	46%
7c.	I feel that change is managed well in my organisation	46%
6a.	I believe senior managers provide clear direction for the future of the organisation	48%



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

5c. My manager communicates effectively with me	76%	69%
1e. I am satisfied with my job	72%	67%
5a. My manager encourages people in my workgroup to keep improving the work they do	78%	72%
2b. My workgroup works collaboratively to achieve its objectives	77%	72%
6i. Senior managers in my organisation support the career advancement of women	57%	52%
5d. My manager encourages and values employee input	76%	72%
8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	74%	70%
2e. People in my workgroup treat each other with respect	68%	64%
5b. My manager listens to what I have to say	77%	74%
5e. My manager involves my workgroup in decisions about our work	72%	68%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7b. My organisation is making the necessary improvements to meet our future challenges	61%	69%
14. I believe action will be taken on the results from this survey by my organisation	40%	47%
7a. My organisation focuses on improving the work we do	74%	79%
1d. I feel motivated to contribute more than what is normally required at work	76%	79%
7f. My organisation is committed to developing its employees	56%	59%
7d. There is good co-operation between teams across our organisation	52%	55%
9a. I have confidence in the ways my organisation resolves grievances	43%	45%
8c. I am able to speak up and share a different view to my colleagues and manager	67%	70%
3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	66%	68%
1f. I am able to keep my work stress at an acceptable level	62%	64%



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 Far West Local Health District

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.

	Far West Local Health District	Bairanald	Broken Hill	Dareton	Local Health District Services	Menindee	Wentworth	Wilcannia
NUMBER OF RESPONDENTS	429	31	271	32	35	10	23	11
EMPLOYEE ENGAGEMENT	67%	77%	64%	60%	74%	89%	71%	64%
ENGAGEMENT WITH WORK	76%	84%	74%	66%	87%	90%	74%	91%
SENIOR MANAGERS	47%	56%	43%	30%	64%	87%	53%	63%
COMMUNICATION	62%	67%	58%	57%	70%	88%	61%	83%
HIGH PERFORMANCE	66%	73%	63%	60%	75%	92%	76%	73%
PUBLIC SECTOR VALUES	60%	64%	56%	52%	69%	88%	66%	70%
DIVERSITY & INCLUSION	70%	79%	67%	63%	77%	91%	78%	82%

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	67% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	20	43	23		63%	62%	59%	60%
Q7j. I am proud to tell others I work for my organisation	25	46	19		71%	69%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	25	40	25		64%	64%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	17	42	25	11	59%	57%	52%	53%
Q7m. My organisation inspires me to do the best in my job	19	41	25	10	59%	57%	53%	53%

KEY





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ENGAGEMENT WITH WORK	76% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	33	47	12	80%	81%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	32	44	15	76%	79%	72%	72%
Q1e. I am satisfied with my job	27	45	17	8	72%	67%	68%

KEY





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SENIOR MANAGERS	47% 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	14	34	29	15	8	48%	50%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	12	33	28	16	10	45%	45%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	12	33	29	13	14	45%	45%	45%	48%
Q6d. Senior managers encourage innovation by employees	15	38	29	12		53%	52%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	14	39	30	11		53%	52%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	17	41	27	9		58%	58%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	12	29	32	17	11	41%	42%	42%	45%
Q6h. I feel that senior managers listen to employees	10	28	32	18	12	38%	38%	38%	41%
Q7c. I feel that change is managed well in my organisation	13	34	26	20	9	46%	48%	41%	39%

KEY





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COMMUNICATION	62% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	32	44	10	9	76%	69%	68%	70%	
Q5d. My manager encourages and values employee input	33	43	11	8	76%	72%	68%	71%	
Q5e. My manager involves my workgroup in decisions about our work	29	43	15	9	72%	68%	63%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	12	29	32	17	11	41%	42%	42%	45%
Q6h. I feel that senior managers listen to employees	10	28	32	18	12	38%	38%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	46	14	12		67%	70%	65%	66%

KEY





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HIGH PERFORMANCE	66% 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		92%	92%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives		77%	72%	77%	78%
Q3f. I have received appropriate training and development to do my job well		71%	71%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do		78%	72%	70%	72%
Q5f. I have confidence in the decisions my manager makes		69%	67%	64%	67%
Q6d. Senior managers encourage innovation by employees		53%	52%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with		53%	52%	47%	51%
Q7a. My organisation focuses on improving the work we do		74%	79%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges		61%	69%	55%	57%

KEY





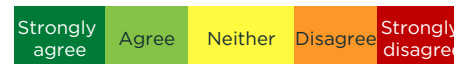
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	66% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	12	40	24	16	8	52%	55%	48%	47%
Q7h. My organisation generally selects capable people to do the job	9	41	27	16	7	50%	47%	53%	52%

KEY





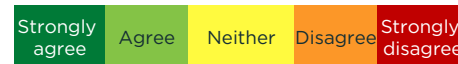
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Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PUBLIC SECTOR VALUES		60% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q2a. My workgroup strives to achieve customer/client satisfaction		40	45	9		85%	86%	86%	85%	
Q2e. People in my workgroup treat each other with respect		28	40	15	12	68%	64%	70%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		28	50	13		78%	72%	70%	72%	
Q5b. My manager listens to what I have to say		33	44	11	8	77%	74%	71%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		14	34	29	15	8	48%	50%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		12	33	29	13	14	45%	45%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		17	41	27	9		58%	58%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		12	29	32	17	11	41%	42%	42%	45%
Q6h. I feel that senior managers listen to employees		10	28	32	18	12	38%	38%	38%	41%

KEY





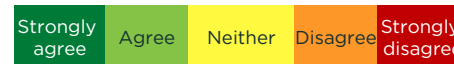
EXPLORE THE FULL RESULTS

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

PUBLIC SECTOR VALUES		60% RESPONSE SCALE			AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		74%	79%	67%	69%			
Q7e. People in my organisation take responsibility for their own actions		46%	46%	47%	47%			

KEY





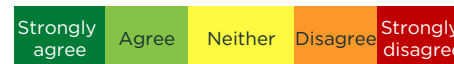
EXPLORE THE FULL RESULTS

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DIVERSITY & INCLUSION	70% 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	24	43	17	11	68%	65%	64%	63%
Q5b. My manager listens to what I have to say	33	44	11	8	77%	74%	71%	75%
Q5d. My manager encourages and values employee input	33	43	11	8	76%	72%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women	19	38	35		57%	52%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	26	49	17		74%	70%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation	26	52	16		79%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	21	46	14	12	67%	70%	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>	25	41	23	8	66%	66%	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	44% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	10	28	30	17	14	39%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	9	41	27	16	7	50%	47%	53%	52%

KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

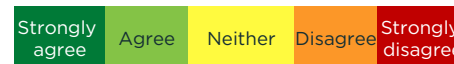
Results show the proportion of respondents answering positively (Strongly Agree and Agree), negatively (Strongly Disagree and Disagree) and those who are neutral.

PERFORMANCE FRAMEWORK & DEVELOPMENT

60% 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	23	43	20	10	66%	68%	63%	63%	
Q3e. My performance is assessed against clear criteria	18	42	23	13	60%	62%	57%	54%	
Q3g. I am satisfied with the opportunities available for career development in my organisation	19	39	20	14	8	58%	55%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	31	39	15	9	70%	70%	64%	67%	
Q5h. My manager appropriately deals with employees who perform poorly	20	30	29	11	10	50%	48%	44%	44%
Q7f. My organisation is committed to developing its employees	13	42	27	10	56%	59%	49%	50%	

KEY

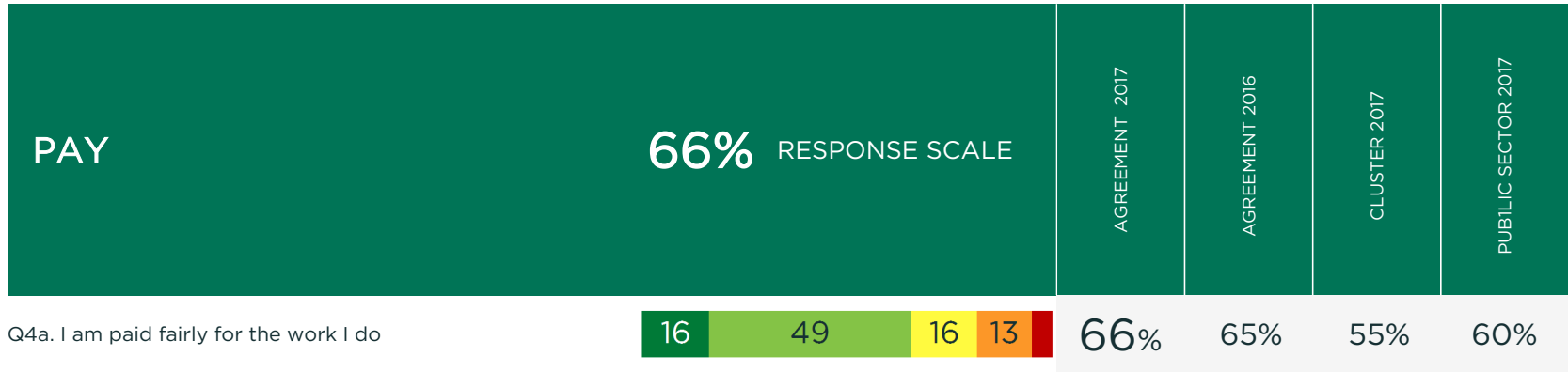




EXPLORE THE FULL RESULTS

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





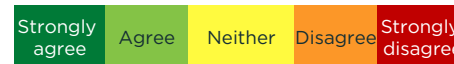
EXPLORE THE FULL RESULTS

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		69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		68%	65%	64%	63%				
Q1f. I am able to keep my work stress at an acceptable level		62%	64%	61%	59%				
Q2c. I receive help and support from other members of my workgroup		81%	79%	79%	81%				
Q2d. There is good team spirit in my workgroup		64%	61%	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

40% RESPONSE SCALE

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



	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q14. I believe action will be taken on the results from this survey by my organisation	40%	47%	35%	34%

KEY

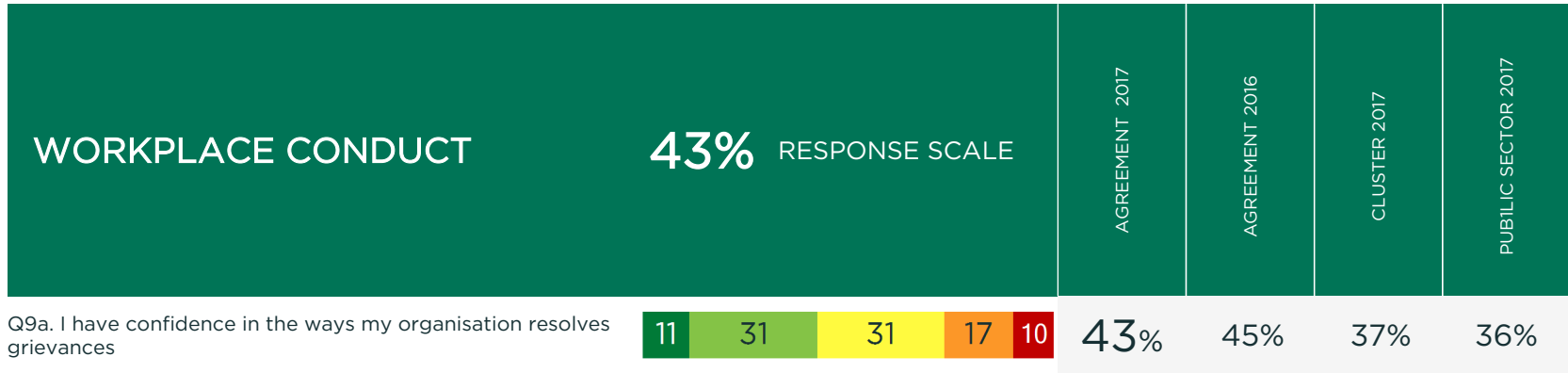




EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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



KEY





EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

PERFORMANCE FRAMEWORK & DEVELOPMENT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q3a. I have a current performance and development plan that sets out my individual objectives				
Yes		62%	67%	67%
No		38%	33%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		78%	73%	75%
No		22%	27%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes		61%	56%	57%
No		39%	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		32%	40%	41%
No		68%	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		40%	32%	30%
Lack of visible opportunities		21%	30%	31%
Lack of promotion opportunities		22%	27%	30%
Lack of support from my manager / supervisor		11%	15%	14%
Geographic location considerations		30%	24%	28%
Personal / family considerations		29%	32%	33%
Insufficient training and development		11%	14%	16%
Lack of required capabilities or experience		9%	10%	11%
Lack of support for temporary assignments/secondments		9%	14%	15%
The application/recruitment process is too cumbersome or time consuming		14%	16%	23%
Other		8%	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		33%	30%	25%
No		52%	57%	62%
Don't know		15%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		67%	66%	63%
No		28%	33%	35%
Don't know		5%	2%	2%



EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

UNACCEPTABLE CONDUCT	RESPONSE SCALE	2017	CLUSTER 2017	PUBLIC SECTOR 2017
Q10c. In the last 12 months I have witnessed bullying at work				
Yes		37%	40%	33%
No		52%	51%	58%
Don't know		11%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		21%	22%	18%
No		71%	72%	76%
Don't know		8%	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		24%	19%	22%
Your immediate manager/supervisor		21%	24%	24%
A fellow worker at your level		33%	31%	27%
A subordinate		2%	6%	8%
A client or customer		1%	2%	2%
A member of the public other than a client or customer		2%	1%	1%
Other		3%	5%	4%
Prefer not to say		13%	12%	13%



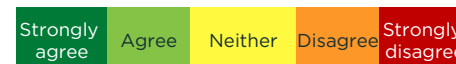
EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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

HEALTH QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. Morale is good in my team	19	45	20	12		63%	64%	60%
Q2. I believe I am valued for what I can offer at my workplace	23	50	14	9		73%	72%	69%
Q3. In my workplace, we recognise our successes and innovations	20	54	18			74%	73%	64%
Q4. Staff are treated respectfully regardless of their job	23	48	17	9		71%	67%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	15	41	21	12	11	56%	52%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	16	41	21	11	10	57%	55%	51%

KEY





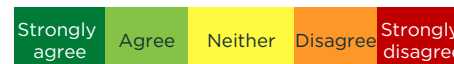
EXPLORE THE FULL RESULTS

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	15	49	21	12	64%	59%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	20	50	17	9	71%	68%	67%
Q9. My team's objectives/work plans are clearly outlined	19	50	19	8	69%	67%	64%
Q10. Our objectives/work plans help us to deliver a quality service	19	52	20	7	71%	70%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	15	28	32	16	43%	51%	41%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		20%
Female		78%
Other		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		1%
20 - 24	■	6%
25 -29	■	9%
30 - 34	■	7%
35 - 39	■	8%
40 - 44	■	9%
45 - 49	■	16%
50 - 54	■	19%
55 - 59	■	12%
60 - 64	■	8%
65+	■	5%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		9%
No		88%
Prefer not to say		3%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		9%
No		87%
Prefer not to say		4%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

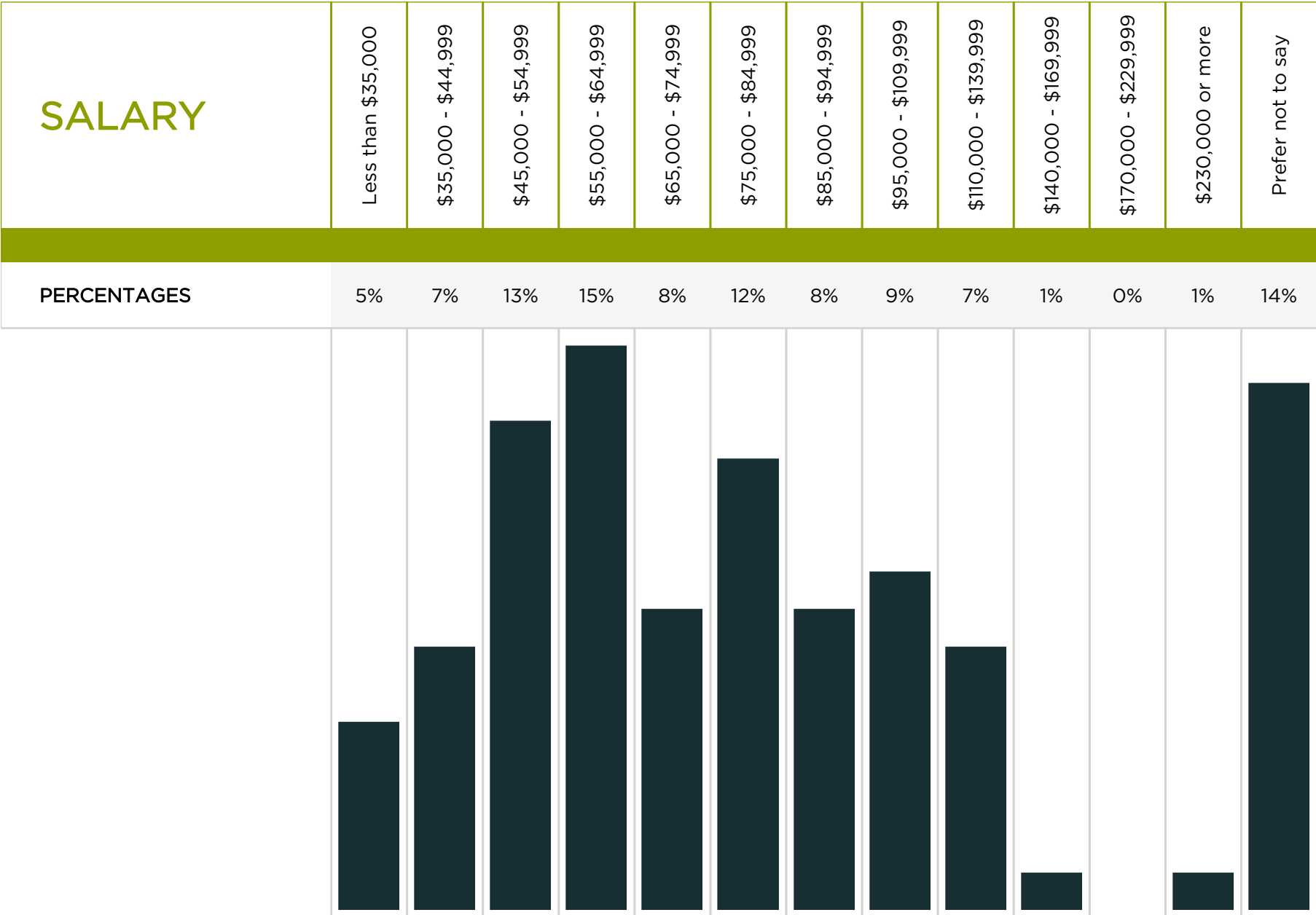
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		94%
Prefer not to say		4%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		3%
No		94%
Prefer not to say		3%

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.

	Far West Local Health District	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	429	239	37	46	21	2	2	11	1	50
EMPLOYEE ENGAGEMENT	67%	66%	69%	70%	(r)	(r)	(r)	(r)	(r)	67%
ENGAGEMENT WITH WORK	76%	79%	80%	77%	(r)	(r)	(r)	(r)	(r)	65%
SENIOR MANAGERS	47%	47%	51%	49%	(r)	(r)	(r)	(r)	(r)	54%
COMMUNICATION	62%	61%	67%	64%	(r)	(r)	(r)	(r)	(r)	64%
HIGH PERFORMANCE	66%	67%	71%	64%	(r)	(r)	(r)	(r)	(r)	67%
PUBLIC SECTOR VALUES	60%	60%	66%	61%	(r)	(r)	(r)	(r)	(r)	61%
DIVERSITY & INCLUSION	70%	71%	78%	71%	(r)	(r)	(r)	(r)	(r)	70%

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.

	Far West Local Health District	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	429	19	29	55	62	31	50	31	38	28	4	2	3	57
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	63%	66%	66%	65%	64%	69%	(r)	(r)	(r)	(r)	66%
ENGAGEMENT WITH WORK	76%	(r)	(r)	69%	69%	78%	78%	85%	77%	(r)	(r)	(r)	(r)	74%
SENIOR MANAGERS	47%	(r)	(r)	46%	45%	28%	44%	44%	59%	(r)	(r)	(r)	(r)	48%
COMMUNICATION	62%	(r)	(r)	62%	58%	53%	58%	63%	68%	(r)	(r)	(r)	(r)	58%
HIGH PERFORMANCE	66%	(r)	(r)	64%	61%	56%	68%	63%	73%	(r)	(r)	(r)	(r)	67%
PUBLIC SECTOR VALUES	60%	(r)	(r)	59%	56%	46%	60%	59%	67%	(r)	(r)	(r)	(r)	58%
DIVERSITY & INCLUSION	70%	(r)	(r)	71%	67%	68%	66%	69%	76%	(r)	(r)	(r)	(r)	67%

KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS LESS THAN REPORT SCORE

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RESULT BY 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.

	Far West Local Health District	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	429	61	42	88	74	83	58
EMPLOYEE ENGAGEMENT	67%	74%	62%	63%	70%	67%	64%
ENGAGEMENT WITH WORK	76%	84%	72%	67%	78%	79%	78%
SENIOR MANAGERS	47%	61%	53%	42%	45%	47%	46%
COMMUNICATION	62%	78%	63%	55%	65%	55%	58%
HIGH PERFORMANCE	66%	75%	70%	62%	67%	65%	65%
PUBLIC SECTOR VALUES	60%	73%	64%	53%	60%	58%	57%
DIVERSITY & INCLUSION	70%	84%	69%	65%	73%	66%	69%

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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RESULT BY AGE



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	429	3	24	36	27	32	35	63	77	50	32	22
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	62%	(r)	66%	66%	63%	63%	73%	71%	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	70%	(r)	74%	75%	75%	74%	83%	86%	(r)
SENIOR MANAGERS	47%	(r)	(r)	47%	(r)	46%	50%	38%	43%	54%	56%	(r)
COMMUNICATION	62%	(r)	(r)	64%	(r)	60%	63%	54%	60%	65%	61%	(r)
HIGH PERFORMANCE	66%	(r)	(r)	66%	(r)	61%	66%	61%	65%	71%	70%	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	57%	(r)	58%	60%	52%	59%	65%	65%	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	74%	(r)	71%	70%	65%	67%	73%	72%	(r)

KEY

AT LEAST 5 PERCENTAGE POINTS
GREATER THAN REPORT SCORE

AT LEAST 5 PERCENTAGE POINTS
LESS THAN REPORT SCORE

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RESULT BY GENDER



EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

Differences have been highlighted where they are 5 or more % points above or below the scores in the first column.

	Far West Local Health District	Male	Female	Other
NUMBER OF RESPONDENTS	429	81	321	8
EMPLOYEE ENGAGEMENT	67%	61%	69%	(r)
ENGAGEMENT WITH WORK	76%	64%	79%	(r)
SENIOR MANAGERS	47%	41%	50%	(r)
COMMUNICATION	62%	54%	63%	(r)
HIGH PERFORMANCE	66%	58%	69%	(r)
PUBLIC SECTOR VALUES	60%	54%	62%	(r)
DIVERSITY & INCLUSION	70%	61%	73%	(r)

KEY

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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.

	Far West Local Health District	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	429	2	0	2	6	0	5	22	103	8	21	21	1	1
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	66%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	77%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	43%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	60%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	67%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	68%	(r)	(r)	(r)	(r)	(r)

KEY

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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.

	Far West Local Health District	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	429	34	18	12	22	4	1	8	0	7	2	0	1	0
EMPLOYEE ENGAGEMENT	67%	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	82%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	47%	57%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	72%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	78%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

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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.

	Far West Local Health District	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	429	0	1	0	2	1	0	0	0	4	2	22	4	1
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

KEY

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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.

	Far West Local Health District	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	429	2	1	2	1	6	4	19	39
EMPLOYEE ENGAGEMENT	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%
ENGAGEMENT WITH WORK	76%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%
SENIOR MANAGERS	47%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	30%
COMMUNICATION	62%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	45%
HIGH PERFORMANCE	66%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	52%
PUBLIC SECTOR VALUES	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	45%
DIVERSITY & INCLUSION	70%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%

KEY

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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.

40%

of employees replied favourably to:

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

34%

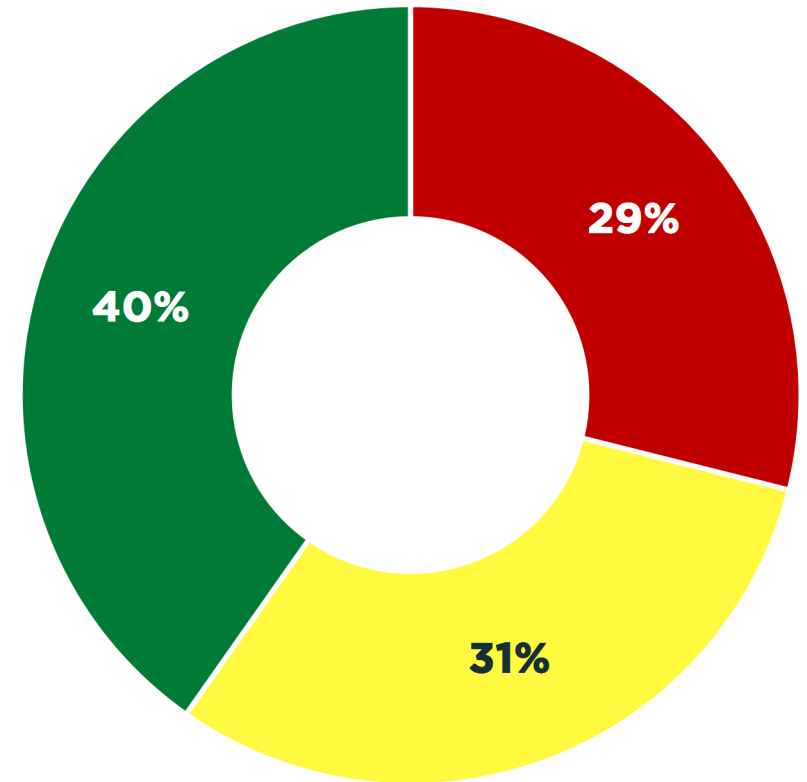
SECTOR

35%

CLUSTER

47%

2016



Agreement

Neither Agree nor Disagree

Disagreement

GUIDE TO THIS REPORT

SURVEY TIME FRAME

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

PRIVACY

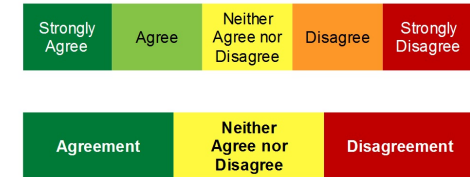
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

There is no way of tracing individuals in reports or through the de-identified survey data. There are limits on the size of workgroups that can be reported (10 or more employees) and responses from demographic groups (30 or more employees).

Where people work in small teams, the results are merged with larger business units and results are not available. Where this happens an 'r' is shown in reports.

HOW TO READ THIS REPORT

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



ROUNDING

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of the calculation for maximum accuracy.

Values from .00 to .49 are rounded down, whereas values from .50 to .99 are rounded up. Therefore, in some instances the data will not add up to 100%.

MORE DETAILS ABOUT THE SURVEY AND ITS METHODOLOGY

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