

# 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 Surveyor Teacher Train Driver 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

## Health Professional Councils Authority

## RESPONSE RATE

**>100%**

104 OF 99 TOTAL RESPONDENTS

## EMPLOYEE ENGAGEMENT

**65%**

DIFFERENCE FROM 2016 **+1**

DIFFERENCE FROM CLUSTER **+2**

DIFFERENCE FROM PUBLIC SECTOR **+1**

## SENIOR MANAGERS

**52%**

DIFFERENCE FROM 2016 **+4**

DIFFERENCE FROM CLUSTER **+7**

DIFFERENCE FROM PUBLIC SECTOR **+5**

## COMMUNICATION

**63%**

DIFFERENCE FROM 2016 **+3**

DIFFERENCE FROM CLUSTER **+6**

DIFFERENCE FROM PUBLIC SECTOR **+3**



## 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

**69%**

DIFFERENCE FROM CLUSTER **-3**

DIFFERENCE FROM PUBLIC SECTOR **-2**

## HIGH PERFORMANCE

**68%**

DIFFERENCE FROM CLUSTER **+5**

DIFFERENCE FROM PUBLIC SECTOR **+5**

## PUBLIC SECTOR VALUES

**67%**

DIFFERENCE FROM CLUSTER **+9**

DIFFERENCE FROM PUBLIC SECTOR **+6**

## DIVERSITY & INCLUSION

**69%**

DIFFERENCE FROM CLUSTER **+4**

DIFFERENCE FROM PUBLIC SECTOR **+2**

# KEY DRIVERS OF ENGAGEMENT



## WHAT TO FOCUS ON?

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

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

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

		AGREEMENT	% AGREEMENT 2016	AGREEMENT CLUSTER	% AGREEMENT PUBLIC SECTOR
<b>1</b>	<b>Q6c.</b> I feel that senior managers model the values of my organisation	<b>49%</b>	46%	45%	48%
<b>2</b>	<b>Q7f.</b> My organisation is committed to developing its employees	<b>48%</b>	48%	49%	50%
<b>3</b>	<b>Q6h.</b> I feel that senior managers listen to employees	<b>43%</b>	40%	38%	41%
<b>4</b>	<b>Q7c.</b> I feel that change is managed well in my organisation	<b>43%</b>	37%	41%	39%
<b>5</b>	<b>Q3g.</b> I am satisfied with the opportunities available for career development in my organisation	<b>40%</b>	30%	51%	48%
<b>6</b>	<b>Q8c.</b> I am able to speak up and share a different view to my colleagues and manager	<b>74%</b>	76%	65%	66%

# HIGHEST AND LOWEST QUESTIONS

## + HIGHEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

1a.	I understand what is expected of me to do well in my role	<b>89%</b>
2a.	My workgroup strives to achieve customer/client satisfaction	<b>89%</b>
2e.	People in my workgroup treat each other with respect	<b>88%</b>
2b.	My workgroup works collaboratively to achieve its objectives	<b>84%</b>
2c.	I receive help and support from other members of my workgroup	<b>84%</b>
5b.	My manager listens to what I have to say	<b>79%</b>
8b.	Personal background is not a barrier to success in my organisation	<b>79%</b>
5a.	My manager encourages people in my workgroup to keep improving the work they do	<b>77%</b>
2d.	There is good team spirit in my workgroup	<b>77%</b>
8a.	My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	<b>76%</b>

## - LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT  
2017

9a.	I have confidence in the ways my organisation resolves grievances	<b>32%</b>
14.	I believe action will be taken on the results from this survey by my organisation	<b>38%</b>
3g.	I am satisfied with the opportunities available for career development in my organisation	<b>40%</b>
7g.	I have confidence in the way recruitment decisions are made	<b>41%</b>
5h.	My manager appropriately deals with employees who perform poorly	<b>42%</b>
6h.	I feel that senior managers listen to employees	<b>43%</b>
7c.	I feel that change is managed well in my organisation	<b>43%</b>
7f.	My organisation is committed to developing its employees	<b>48%</b>
7l.	My organisation motivates me to help it achieve its objectives	<b>48%</b>
6b.	I feel that senior managers effectively lead and manage change	<b>49%</b>



### 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

4a. I am paid fairly for the work I do	54%	41%
2b. My workgroup works collaboratively to achieve its objectives	84%	71%
5a. My manager encourages people in my workgroup to keep improving the work they do	77%	64%
2e. People in my workgroup treat each other with respect	88%	77%
3g. I am satisfied with the opportunities available for career development in my organisation	40%	30%
7b. My organisation is making the necessary improvements to meet our future challenges	69%	60%
1b. I am provided with the support I need to do my best at work	62%	53%
5d. My manager encourages and values employee input	73%	65%
7j. I am proud to tell others I work for my organisation	69%	61%
6a. I believe senior managers provide clear direction for the future of the organisation	57%	49%

## - LEAST IMPROVED QUESTIONS

AGREEMENT  
2017

AGREEMENT  
2016

8d. How satisfied are you with your ability to access and use flexible working arrangements?	60%	73%
7a. My organisation focuses on improving the work we do	74%	81%
3f. I have received appropriate training and development to do my job well	49%	56%
7l. My organisation motivates me to help it achieve its objectives	48%	54%
9a. I have confidence in the ways my organisation resolves grievances	32%	37%
8c. I am able to speak up and share a different view to my colleagues and manager	74%	76%
2c. I receive help and support from other members of my workgroup	84%	86%
1c. My job gives me a feeling of personal accomplishment	73%	74%
7f. My organisation is committed to developing its employees	48%	48%



### 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'.



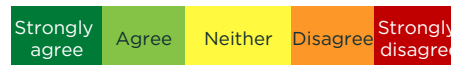
## EXPLORE THE FULL RESULTS

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	65% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	25	33	25	14	58%	56%	59%	60%
Q7j. I am proud to tell others I work for my organisation	28	40	24		69%	61%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	22	38	23	15	60%	52%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	20	28	37	10	48%	54%	52%	53%
Q7m. My organisation inspires me to do the best in my job	21	35	30	10	55%	52%	53%	53%

KEY





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ENGAGEMENT WITH WORK	69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1c. My job gives me a feeling of personal accomplishment	25	48	14	10	73%	74%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	32	43	16		75%	69%	72%	72%
Q1e. I am satisfied with my job	23	38	18	14	61%	58%	68%	68%

KEY





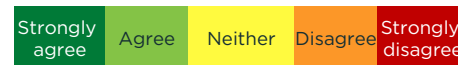
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SENIOR MANAGERS	52% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	16	40	16	16	11	57%	49%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	15	34	22	14	14	49%	46%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	17	32	24	12	15	49%	46%	45%	48%
Q6d. Senior managers encourage innovation by employees	17	40	19	17	7	57%	53%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	40	22	15	6	57%	57%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	18	45	23	9	5	63%	58%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	16	34	24	13	14	50%	48%	42%	45%
Q6h. I feel that senior managers listen to employees	14	29	30	11	17	43%	40%	38%	41%
Q7c. I feel that change is managed well in my organisation	9	34	24	21	12	43%	37%	41%	39%

KEY







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COMMUNICATION	63% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017	
Q5c. My manager communicates effectively with me	31	39	16	9	70%	63%	68%	70%	
Q5d. My manager encourages and values employee input	36	37	17	9	73%	65%	68%	71%	
Q5e. My manager involves my workgroup in decisions about our work	35	33	13	17	68%	65%	63%	65%	
Q6g. I feel that senior managers keep employees informed about what's going on	16	34	24	13	14	50%	48%	42%	45%
Q6h. I feel that senior managers listen to employees	14	29	30	11	17	43%	40%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager	24	50	19			74%	76%	65%	66%

KEY





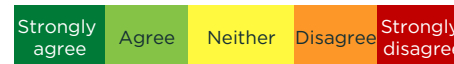
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	HIGH PERFORMANCE		68% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017		
Q1a. I understand what is expected of me to do well in my role	31	59		89%	85%	91%	90%		
Q2b. My workgroup works collaboratively to achieve its objectives	44	39	9	84%	71%	77%	78%		
Q3f. I have received appropriate training and development to do my job well	15	34	31	13	49%	56%	68%	62%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do	36	41	15		77%	64%	70%	72%	
Q5f. I have confidence in the decisions my manager makes	35	32	16	13	66%	63%	64%	67%	
Q6d. Senior managers encourage innovation by employees	17	40	19	17	57%	53%	46%	48%	
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	17	40	22	15	57%	57%	47%	51%	
Q7a. My organisation focuses on improving the work we do	24	50	17		74%	81%	67%	69%	
Q7b. My organisation is making the necessary improvements to meet our future challenges	24	45	14	10	8	69%	60%	55%	57%

KEY





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	68% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	17	45	21	16	61%	59%	48%	47%
Q7h. My organisation generally selects capable people to do the job	14	47	25	9	61%	54%	53%	52%

KEY





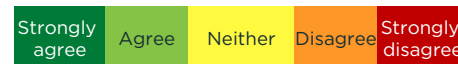
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PUBLIC SECTOR VALUES		67% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017			
Q2a. My workgroup strives to achieve customer/client satisfaction		44	45	9	89%	84%	86%	85%		
Q2e. People in my workgroup treat each other with respect		47	42	11	2	88%	77%	70%	74%	
Q5a. My manager encourages people in my workgroup to keep improving the work they do		36	41	15	2	77%	64%	70%	72%	
Q5b. My manager listens to what I have to say		38	41	13	2	79%	75%	71%	75%	
Q6a. I believe senior managers provide clear direction for the future of the organisation		16	40	16	16	11	57%	49%	45%	48%
Q6c. I feel that senior managers model the values of my organisation		17	32	24	12	15	49%	46%	45%	48%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		18	45	23	9	2	63%	58%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on		16	34	24	13	14	50%	48%	42%	45%
Q6h. I feel that senior managers listen to employees		14	29	30	11	17	43%	40%	38%	41%

KEY





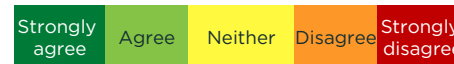
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PUBLIC SECTOR VALUES		67% RESPONSE SCALE		AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do				74%	81%	67%	69%
Q7e. People in my organisation take responsibility for their own actions				64%	58%	47%	47%

KEY





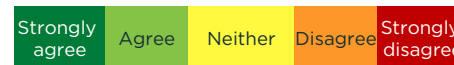
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DIVERSITY & INCLUSION		69% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1b. I am provided with the support I need to do my best at work		62%	53%	64%	63%				
Q5b. My manager listens to what I have to say		79%	75%	71%	75%				
Q5d. My manager encourages and values employee input		73%	65%	68%	71%				
Q6i. Senior managers in my organisation support the career advancement of women		54%	52%	52%	58%				
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)		76%	72%	72%	74%				
Q8b. Personal background is not a barrier to success in my organisation		79%	-	73%	74%				
Q8c. I am able to speak up and share a different view to my colleagues and manager		74%	76%	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>		60%	73%	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	51% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	12	29	27	20	12	41%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	14	47	25	9		61%	54%	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	53% 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	19	48	23			67%	62%	63%	63%
Q3e. My performance is assessed against clear criteria	13	38	34	12		50%	50%	57%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	19	21	31	15	13	40%	30%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	34	35	20			68%	65%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	16	26	33	16	9	42%	42%	44%	44%
Q7f. My organisation is committed to developing its employees	15	33	28	17	8	48%	48%	49%	50%

KEY



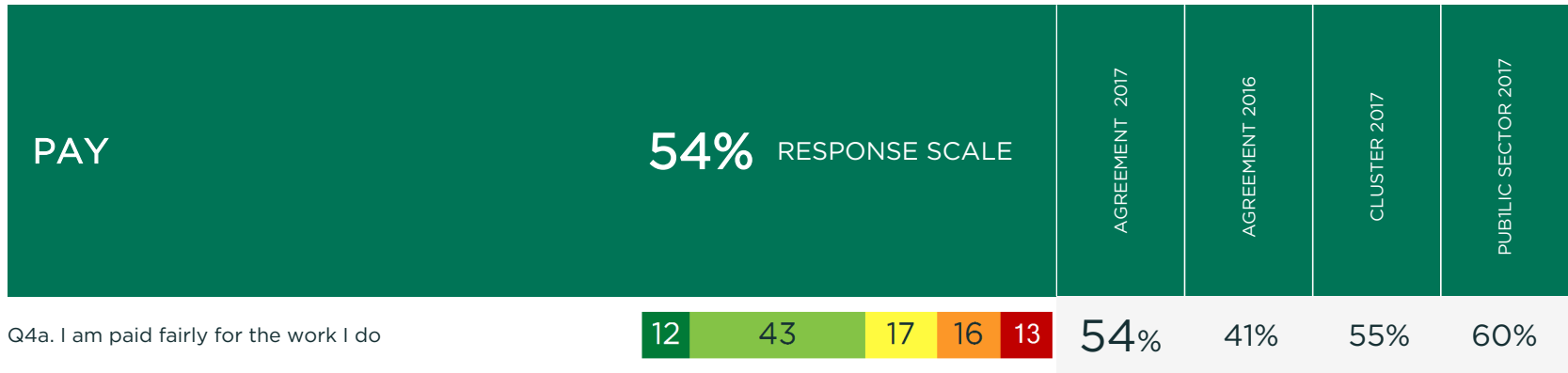




## EXPLORE THE FULL RESULTS

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





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	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	19	42	22	12	62%	53%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level	22	38	20	13	60%	53%	61%	59%
Q2c. I receive help and support from other members of my workgroup	43	40	13		84%	86%	79%	81%
Q2d. There is good team spirit in my workgroup	38	38	13		77%	74%	66%	69%

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.

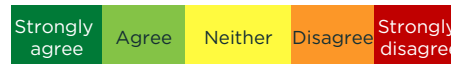
### ACTION ABOUT SURVEY RESULTS

**38%** RESPONSE SCALE

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



KEY

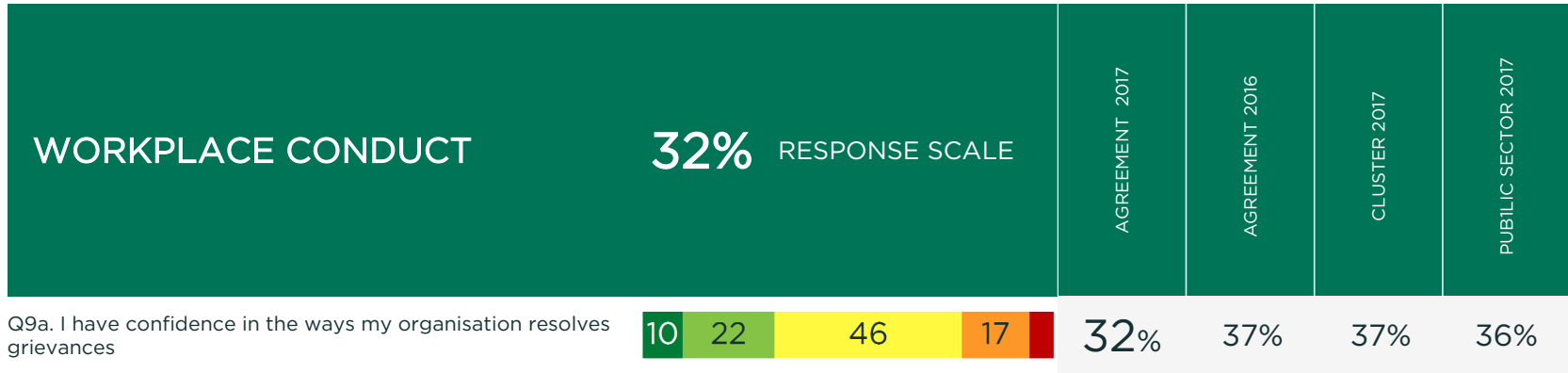




## EXPLORE THE FULL RESULTS

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
<b>Q3a.</b> I have a current performance and development plan that sets out my individual objectives					
Yes			70%	67%	67%
No			30%	33%	33%
<b>Q3b.</b> I have informal feedback conversations with my manager					
Yes			85%	73%	75%
No			15%	27%	25%
<b>Q3c.</b> I have scheduled feedback conversations with my manager					
Yes			48%	56%	57%
No			52%	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?

		2017	CLUSTER 2017	PUBLIC SECTOR 2017
Yes		45%	40%	41%
No		55%	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		39%	32%	30%
Lack of visible opportunities		32%	30%	31%
Lack of promotion opportunities		33%	27%	30%
Lack of support from my manager / supervisor		16%	15%	14%
Geographic location considerations		13%	24%	28%
Personal / family considerations		21%	32%	33%
Insufficient training and development		14%	14%	16%
Lack of required capabilities or experience		9%	10%	11%
Lack of support for temporary assignments/secondments		20%	14%	15%
The application/recruitment process is too cumbersome or time consuming		31%	16%	23%
Other		4%	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		18%	30%	25%
No		68%	57%	62%
Don't know		14%	13%	13%
<b>Q10b.</b> If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		75%	66%	63%
No		25%	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
<b>Q10c.</b> In the last 12 months I have witnessed bullying at work				
Yes		20%	40%	33%
No		69%	51%	58%
Don't know		11%	9%	9%
<b>Q10d.</b> In the last 12 months I have been subjected to bullying at work				
Yes		10%	22%	18%
No		80%	72%	76%
Don't know		11%	6%	6%



## EXPLORE THE FULL RESULTS

Questions are grouped by themes in this report.

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		40%	19%	22%
Your immediate manager/supervisor	(r)			
A fellow worker at your level		30%	31%	27%
A subordinate		20%	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		10%	12%	13%



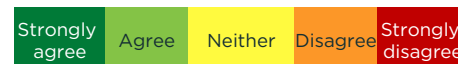
## EXPLORE THE FULL RESULTS

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	23	40	20	17	63%	60%	60%
Q2. I believe I am valued for what I can offer at my workplace	27	44	21		72%	68%	69%
Q3. In my workplace, we recognise our successes and innovations	26	47	19		74%	58%	64%
Q4. Staff are treated respectfully regardless of their job	31	45	14	8	76%	68%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	22	34	23	13	56%	41%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	23	34	23	15	56%	52%	51%

KEY





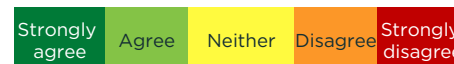
## EXPLORE THE FULL RESULTS

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	26	44	20	9	69%	59%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	25	48	15	11	72%	56%	67%
Q9. My team's objectives/work plans are clearly outlined	20	40	25	12	59%	51%	64%
Q10. Our objectives/work plans help us to deliver a quality service	22	36	32	8	57%	56%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	15	22	40	13	37%	32%	41%

KEY



# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Gender		
Male		19%
Female		80%
Other		1%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		2%
25 -29	■	10%
30 - 34	■	23%
35 - 39	■	18%
40 - 44	■	13%
45 - 49	■	6%
50 - 54		4%
55 - 59	■	7%
60 - 64	■	12%
65+	■	6%

# PROFILE OF RESPONDENTS









## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you speak a language other than English at home?</b>		
Yes		21%
No		77%
Prefer not to say		2%
<b>Are you of Aboriginal and/or Torres Strait Islander origin?</b>		
Yes		0%
No		99%
Prefer not to say		1%

# PROFILE OF RESPONDENTS



## PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
<b>Do you have a disability?</b>		
Yes		1%
No		95%
Prefer not to say		4%
<b>Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?</b>		
Yes		6%
No		90%
Prefer not to say		4%

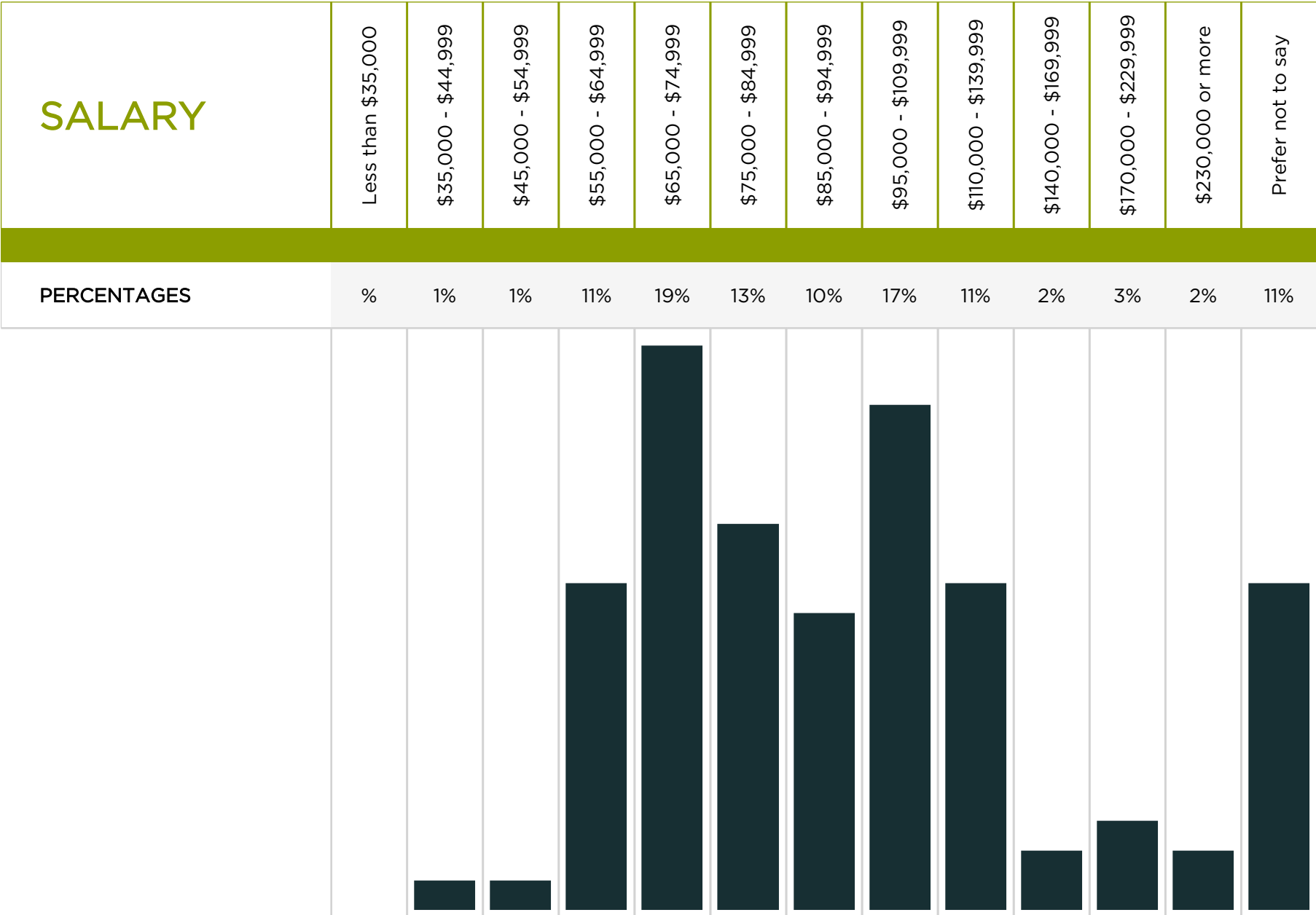


# PROFILE OF RESPONDENTS



## WORK PROFILES

### SALARY



# RESULT BY TYPE OF WORK



## EXPLORE THE RESULTS FOR DIFFERENT GROUPS OF EMPLOYEES

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

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

	Health Professional Councils Authority	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>	104	4	3	26	10	2	1	28	7	21
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	69%	(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

# 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.

	Health Professional Councils Authority	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
<b>NUMBER OF RESPONDENTS</b>	104	0	1	1	11	19	13	10	17	11	2	3	2	11
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>ENGAGEMENT WITH WORK</b>	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>SENIOR MANAGERS</b>	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>COMMUNICATION</b>	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>HIGH PERFORMANCE</b>	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>PUBLIC SECTOR VALUES</b>	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
<b>DIVERSITY &amp; INCLUSION</b>	69%	(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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# 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.

	Health Professional Councils Authority	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>	104	33	8	27	26	6	0
<b>EMPLOYEE ENGAGEMENT</b>	65%	70%	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	74%	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	64%	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	75%	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	75%	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	76%	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	79%	(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.

	Health Professional Councils Authority	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>	104	0	2	10	23	18	13	6	4	7	12	6
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(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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# 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.

	Health Professional Councils Authority	Male	Female	Other
<b>NUMBER OF RESPONDENTS</b>	<b>104</b>	<b>19</b>	<b>80</b>	<b>1</b>
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	66%	(r)
ENGAGEMENT WITH WORK	69%	(r)	67%	(r)
SENIOR MANAGERS	52%	(r)	52%	(r)
COMMUNICATION	63%	(r)	64%	(r)
HIGH PERFORMANCE	68%	(r)	68%	(r)
PUBLIC SECTOR VALUES	67%	(r)	67%	(r)
DIVERSITY & INCLUSION	69%	(r)	69%	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER 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.

	Health Professional Councils Authority	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	104	0	0	1	0	0	0	0	0	1	0	7	1	0
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(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.

	Health Professional Councils Authority	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	104	18	12	10	0	0	0	0	0	0	0	0	0	0
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(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.

	Health Professional Councils Authority	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	104	0	0	0	0	0	0	0	1	5	11	0	0	0
EMPLOYEE ENGAGEMENT	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(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.

	Health Professional Councils Authority	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>	104	0	0	0	0	0	0	16	19
<b>EMPLOYEE ENGAGEMENT</b>	65%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
SENIOR MANAGERS	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	63%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	68%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	67%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)

### KEY

AT LEAST 5 PERCENTAGE POINTS GREATER THAN REPORT SCORE

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## WHAT'S NEXT?

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

Research has shown that a key reason why employees can become disengaged is if they are asked their opinion and then no action takes place as a result.

# 38%

of employees replied favourably to:

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

## 34%

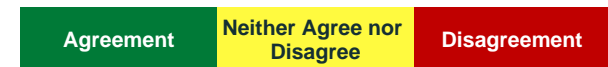
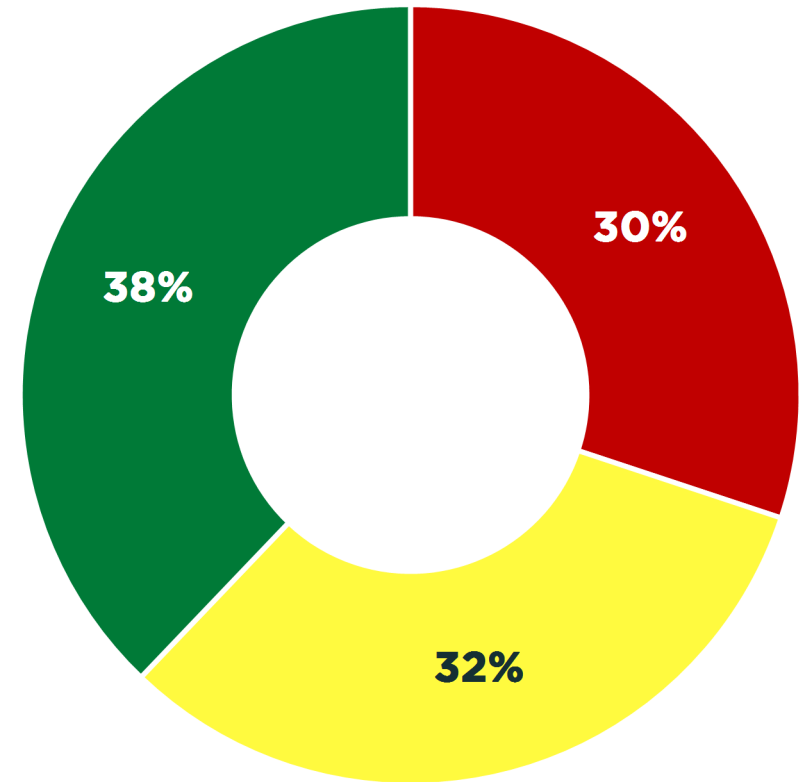
SECTOR

## 35%

CLUSTER

## 35%

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

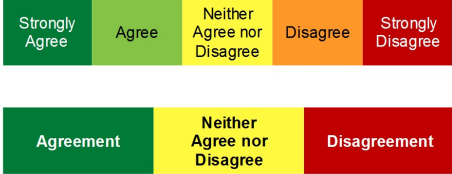
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.