

PEOPLE MATTER 2017

NSW Public Sector Employee Survey



AGENCY REPORT

Health

Justice Health & Forensic Mental Health Network

RESPONSE RATE

32%

491 OF 1,526 TOTAL RESPONDENTS

EMPLOYEE ENGAGEMENT

59%

DIFFERENCE FROM 2016 -3

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR -6

SENIOR MANAGERS

36%

DIFFERENCE FROM 2016 -7

DIFFERENCE FROM CLUSTER -9

DIFFERENCE FROM PUBLIC SECTOR -12

COMMUNICATION

52%

DIFFERENCE FROM 2016 -5

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR -7



QUESTIONS ARE GROUPED INTO THEMES IN THIS REPORT.

This page compares the aggregate scores for key themes. The individual questions in each group are listed in the All Questions section. Comparisons with 2016 are not included where the number of questions were reduced for 2017.

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

Response Rate: some entities exceed 100% where responses were greater than the employee headcount. This is thought to be primarily due to employees selecting the wrong work location in the survey or closing a partially completed survey then needing to start a new one if their password is forgotten or lost.

ENGAGEMENT WITH WORK

69%

DIFFERENCE FROM CLUSTER -3

DIFFERENCE FROM PUBLIC SECTOR -2

HIGH PERFORMANCE

58%

DIFFERENCE FROM CLUSTER -5

DIFFERENCE FROM PUBLIC SECTOR -5

PUBLIC SECTOR VALUES

50%

DIFFERENCE FROM CLUSTER -8

DIFFERENCE FROM PUBLIC SECTOR -10

DIVERSITY & INCLUSION

60%

DIFFERENCE FROM CLUSTER -5

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	Q7a. My organisation focuses on improving the work we do	61%	71%	67%	69%
2	Q6c. I feel that senior managers model the values of my organisation	35%	42%	45%	48%
3	Q6a. I believe senior managers provide clear direction for the future of the organisation	38%	43%	45%	48%
4	Q7f. My organisation is committed to developing its employees	46%	55%	49%	50%
5	Q6b. I feel that senior managers effectively lead and manage change	32%	39%	43%	44%
6	Q6h. I feel that senior managers listen to employees	28%	33%	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	93%
2a.	My workgroup strives to achieve customer/client satisfaction	80%
2c.	I receive help and support from other members of my workgroup	77%
1c.	My job gives me a feeling of personal accomplishment	73%
2b.	My workgroup works collaboratively to achieve its objectives	73%
3f.	I have received appropriate training and development to do my job well	72%
1d.	I feel motivated to contribute more than what is normally required at work	70%
8b.	Personal background is not a barrier to success in my organisation	68%
5b.	My manager listens to what I have to say	68%
5a.	My manager encourages people in my workgroup to keep improving the work they do	67%

- LOWEST AGREEMENT SCORING QUESTIONS

AGREEMENT
2017

7c.	I feel that change is managed well in my organisation	25%
6h.	I feel that senior managers listen to employees	28%
9a.	I have confidence in the ways my organisation resolves grievances	28%
14.	I believe action will be taken on the results from this survey by my organisation	29%
7e.	People in my organisation take responsibility for their own actions	31%
6b.	I feel that senior managers effectively lead and manage change	32%
7g.	I have confidence in the way recruitment decisions are made	32%
6c.	I feel that senior managers model the values of my organisation	35%
6g.	I feel that senior managers keep employees informed about what's going on	36%
7d.	There is good co-operation between teams across our organisation	36%



YOUR PEOPLE MATTER QUESTION RESULTS AT A GLANCE

These are your highest and lowest scoring questions from the survey, based on respondents who have selected 'Strongly Agree' and 'Agree'.

MOST AND LEAST IMPROVED QUESTIONS

+ MOST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

2b.	My workgroup works collaboratively to achieve its objectives	73%	65%
2e.	People in my workgroup treat each other with respect	64%	56%
1c.	My job gives me a feeling of personal accomplishment	73%	68%
4a.	I am paid fairly for the work I do	64%	59%
1e.	I am satisfied with my job	65%	62%
2c.	I receive help and support from other members of my workgroup	77%	73%
8d.	How satisfied are you with your ability to access and use flexible working arrangements?	52%	49%
3d.	In the last 12 months I received useful feedback on my work to enable me to deliver required results	61%	58%
1b.	I am provided with the support I need to do my best at work	61%	59%
2a.	My workgroup strives to achieve customer/client satisfaction	80%	78%

- LEAST IMPROVED QUESTIONS

AGREEMENT
2017

AGREEMENT
2016

7c.	I feel that change is managed well in my organisation	25%	38%
7i.	I would recommend my organisation as a great place to work	47%	58%
7a.	My organisation focuses on improving the work we do	61%	71%
7f.	My organisation is committed to developing its employees	46%	55%
7b.	My organisation is making the necessary improvements to meet our future challenges	49%	57%
9a.	I have confidence in the ways my organisation resolves grievances	28%	37%
8c.	I am able to speak up and share a different view to my colleagues and manager	58%	66%
6d.	Senior managers encourage innovation by employees	40%	48%
6g.	I feel that senior managers keep employees informed about what's going on	36%	43%
7m.	My organisation inspires me to do the best in my job	44%	52%



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 Justice Health & Forensic Mental Health Network

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.

	Justice Health & Forensic Mental Health Network	Clinical Operations	Corporate Services	Performance & Planning, and Directorate of Medical Administration
NUMBER OF RESPONDENTS	491	365	44	35
EMPLOYEE ENGAGEMENT	59%	57%	68%	64%
ENGAGEMENT WITH WORK	69%	67%	80%	84%
SENIOR MANAGERS	36%	34%	47%	38%
COMMUNICATION	52%	50%	60%	66%
HIGH PERFORMANCE	58%	57%	66%	64%
PUBLIC SECTOR VALUES	50%	49%	60%	57%
DIVERSITY & INCLUSION	60%	58%	68%	71%

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	59% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7i. I would recommend my organisation as a great place to work	15 32 29 14 9	47%	58%	59%	60%
Q7j. I am proud to tell others I work for my organisation	19 39 26 9	58%	63%	67%	68%
Q7k. I feel a strong personal attachment to my organisation	16 33 30 13 8	49%	54%	61%	63%
Q7l. My organisation motivates me to help it achieve its objectives	14 31 30 16 9	45%	52%	52%	53%
Q7m. My organisation inspires me to do the best in my job	15 30 31 16 9	44%	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	27	46	12	10	73%	68%	76%	75%
Q1d. I feel motivated to contribute more than what is normally required at work	31	39	15	10	70%	73%	72%	72%
Q1e. I am satisfied with my job	25	41	16	14	65%	62%	68%	68%

KEY





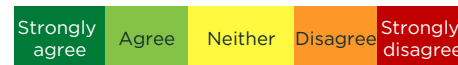
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SENIOR MANAGERS	36% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q6a. I believe senior managers provide clear direction for the future of the organisation	12	26	30	19	13	38%	43%	45%	48%
Q6b. I feel that senior managers effectively lead and manage change	11	21	29	22	17	32%	39%	43%	44%
Q6c. I feel that senior managers model the values of my organisation	11	24	29	18	18	35%	42%	45%	48%
Q6d. Senior managers encourage innovation by employees	11	29	29	21	9	40%	48%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	31	32	17	10	41%	46%	47%	51%
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives	12	33	30	16	9	45%	52%	56%	60%
Q6g. I feel that senior managers keep employees informed about what's going on	9	27	28	22	14	36%	43%	42%	45%
Q6h. I feel that senior managers listen to employees	8	20	27	25	21	28%	33%	38%	41%
Q7c. I feel that change is managed well in my organisation	7	18	29	28	17	25%	38%	41%	39%

KEY





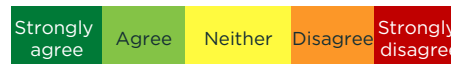
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COMMUNICATION	52% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q5c. My manager communicates effectively with me		65%	67%	68%	70%
Q5d. My manager encourages and values employee input		65%	69%	68%	71%
Q5e. My manager involves my workgroup in decisions about our work		62%	66%	63%	65%
Q6g. I feel that senior managers keep employees informed about what's going on		36%	43%	42%	45%
Q6h. I feel that senior managers listen to employees		28%	33%	38%	41%
Q8c. I am able to speak up and share a different view to my colleagues and manager		58%	66%	65%	66%

KEY





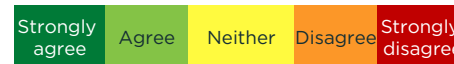
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	HIGH PERFORMANCE		58% RESPONSE SCALE	AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q1a. I understand what is expected of me to do well in my role	45	48		93%	91%	91%	90%
Q2b. My workgroup works collaboratively to achieve its objectives	32	41	13 10	73%	65%	77%	78%
Q3f. I have received appropriate training and development to do my job well	24	48	16 9	72%	71%	68%	62%
Q5a. My manager encourages people in my workgroup to keep improving the work they do	27	40	18 12	67%	68%	70%	72%
Q5f. I have confidence in the decisions my manager makes	24	36	18 11 10	60%	63%	64%	67%
Q6d. Senior managers encourage innovation by employees	11	29	29 21 9	40%	48%	46%	48%
Q6e. Senior managers promote collaboration between my organisation and other organisations we work with	10	31	32 17 10	41%	46%	47%	51%
Q7a. My organisation focuses on improving the work we do	15	46	22 12	61%	71%	67%	69%
Q7b. My organisation is making the necessary improvements to meet our future challenges	13	36	30 14 8	49%	57%	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.

	HIGH PERFORMANCE					58% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7d. There is good co-operation between teams across our organisation	8	28	31	20	14	36%	43%	48%	47%				
Q7h. My organisation generally selects capable people to do the job	8	35	28	19	10	43%	45%	53%	52%				

KEY





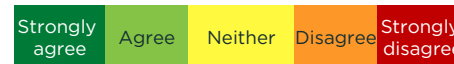
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PUBLIC SECTOR VALUES		50% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q2a. My workgroup strives to achieve customer/client satisfaction		80%	78%	86%	85%				
Q2e. People in my workgroup treat each other with respect		64%	56%	70%	74%				
Q5a. My manager encourages people in my workgroup to keep improving the work they do		67%	68%	70%	72%				
Q5b. My manager listens to what I have to say		68%	70%	71%	75%				
Q6a. I believe senior managers provide clear direction for the future of the organisation		38%	43%	45%	48%				
Q6c. I feel that senior managers model the values of my organisation		35%	42%	45%	48%				
Q6f. Senior managers communicate the importance of customers/clients in achieving our business objectives		45%	52%	56%	60%				
Q6g. I feel that senior managers keep employees informed about what's going on		36%	43%	42%	45%				
Q6h. I feel that senior managers listen to employees		28%	33%	38%	41%				

KEY





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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		50% RESPONSE SCALE				AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7a. My organisation focuses on improving the work we do		61%	71%	67%	69%				
Q7e. People in my organisation take responsibility for their own actions		31%	37%	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	60% 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	37	14	19		61%	59%	64%	63%
Q5b. My manager listens to what I have to say	30	38	15	9	8	68%	70%	71%	75%
Q5d. My manager encourages and values employee input	29	36	17	11	8	65%	69%	68%	71%
Q6i. Senior managers in my organisation support the career advancement of women	13	32	38	7	10	45%	49%	52%	58%
Q8a. My organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	16	44	22	10	7	60%	67%	72%	74%
Q8b. Personal background is not a barrier to success in my organisation	20	49	19			68%	-	73%	74%
Q8c. I am able to speak up and share a different view to my colleagues and manager	17	42	15	13	13	58%	66%	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>	19	33	19	14	14	52%	49%	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	38% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q7g. I have confidence in the way recruitment decisions are made	8	25	29	19	19	32%	-	38%	35%
Q7h. My organisation generally selects capable people to do the job	8	35	28	19	10	43%	45%	53%	52%

KEY





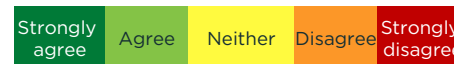
EXPLORE THE FULL RESULTS

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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	54% RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017	PUBLIC SECTOR 2017
Q3d. In the last 12 months I received useful feedback on my work to enable me to deliver required results	24	37	18	15		61%	58%	63%	63%
Q3e. My performance is assessed against clear criteria	21	38	21	14		59%	58%	57%	54%
Q3g. I am satisfied with the opportunities available for career development in my organisation	18	35	20	15	13	53%	51%	51%	48%
Q5g. My manager provides acknowledgement or other recognition for the work I do	29	35	16	11	9	64%	67%	64%	67%
Q5h. My manager appropriately deals with employees who perform poorly	18	26	25	17	15	43%	47%	44%	44%
Q7f. My organisation is committed to developing its employees	11	35	30	15	10	46%	55%	49%	50%

KEY

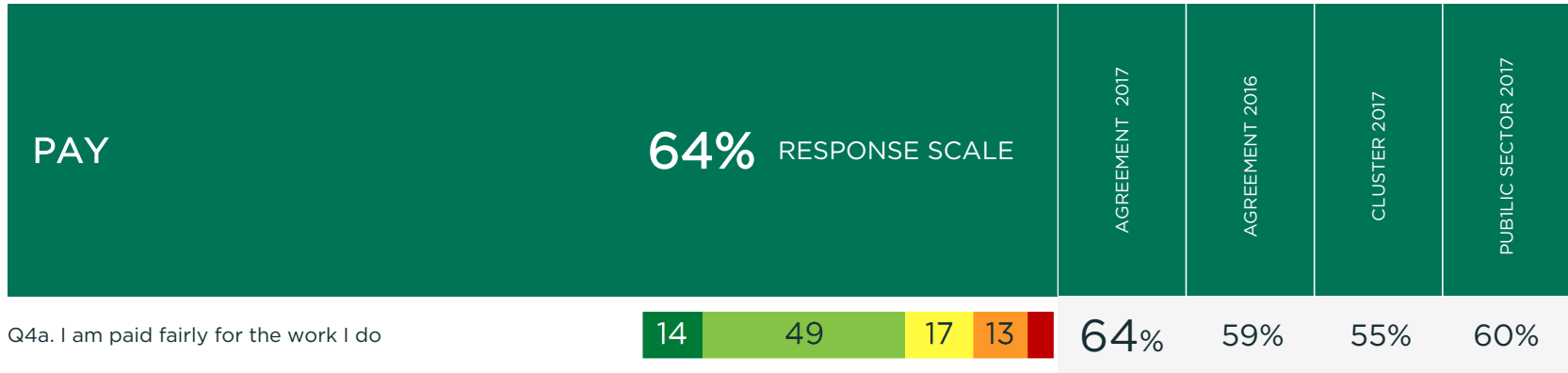




EXPLORE THE FULL RESULTS

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.

	64% 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	37	14	19		61%	59%	64%	63%
Q1f. I am able to keep my work stress at an acceptable level	14	47	17	15	7	61%	59%	61%	59%
Q2c. I receive help and support from other members of my workgroup	30	46	12	9		77%	73%	79%	81%
Q2d. There is good team spirit in my workgroup	28	31	18	14	10	59%	59%	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

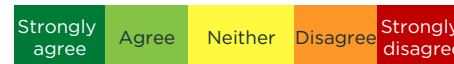
29% RESPONSE SCALE

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
29%	27%	35%	34%

KEY

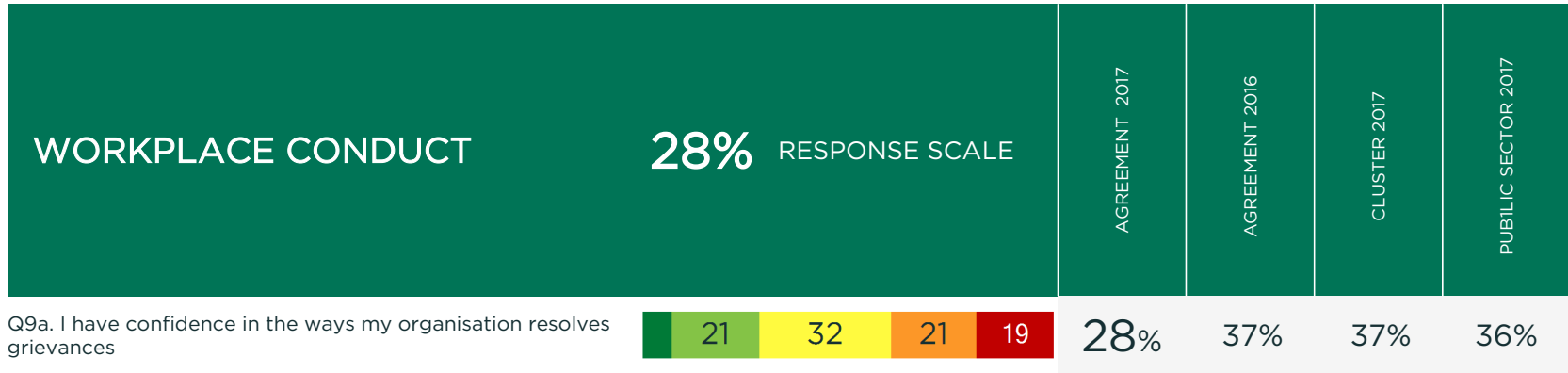




EXPLORE THE FULL RESULTS

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		70%	67%	67%
No		30%	33%	33%
Q3b. I have informal feedback conversations with my manager				
Yes		74%	73%	75%
No		26%	27%	25%
Q3c. I have scheduled feedback conversations with my manager				
Yes		57%	56%	57%
No		43%	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		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
Q3i. Are there any barriers preventing you from moving to another role?				
There are no major barriers to my career progression		33%	32%	30%
Lack of visible opportunities		28%	30%	31%
Lack of promotion opportunities		25%	27%	30%
Lack of support from my manager / supervisor		18%	15%	14%
Geographic location considerations		30%	24%	28%
Personal / family considerations		31%	32%	33%
Insufficient training and development		12%	14%	16%
Lack of required capabilities or experience		7%	10%	11%
Lack of support for temporary assignments/secondments		19%	14%	15%
The application/recruitment process is too cumbersome or time consuming		17%	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		41%	30%	25%
No		46%	57%	62%
Don't know		13%	13%	13%
Q10b. If yes, have you reported the misconduct/wrongdoing you witnessed in the last 12 months?				
Yes		67%	66%	63%
No		31%	33%	35%
Don't know		2%	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		53%	40%	33%
No		39%	51%	58%
Don't know		7%	9%	9%
Q10d. In the last 12 months I have been subjected to bullying at work				
Yes		30%	22%	18%
No		63%	72%	76%
Don't know		7%	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		16%	19%	22%
Your immediate manager/supervisor		20%	24%	24%
A fellow worker at your level		34%	31%	27%
A subordinate		8%	6%	8%
A client or customer		3%	2%	2%
A member of the public other than a client or customer	(r)			
Other		4%	5%	4%
Prefer not to say		15%	12%	13%



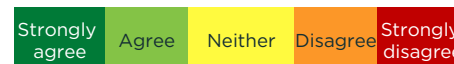
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HEALTH QUESTIONS	RESPONSE SCALE					AGREEMENT 2017	AGREEMENT 2016	CLUSTER 2017
Q1. Morale is good in my team	16	38	18	19	9	54%	56%	60%
Q2. I believe I am valued for what I can offer at my workplace	21	42	17	11	9	63%	67%	69%
Q3. In my workplace, we recognise our successes and innovations	19	40	22	13		59%	63%	64%
Q4. Staff are treated respectfully regardless of their job	18	39	22	12	9	58%	64%	67%
Q5. The senior managers at my workplace lead by example in creating a positive workplace	14	27	26	18	15	41%	46%	51%
Q6. Overall, I have confidence in the decisions made by my senior managers	13	26	29	17	14	40%	47%	51%

KEY





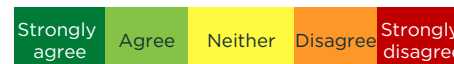
EXPLORE THE FULL RESULTS

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	13	38	25	16	8	52%	48%	54%
Q8. Where I work, we share the lessons learnt when mistakes are made	15	44	23	11		59%	61%	67%
Q9. My team's objectives/work plans are clearly outlined	16	46	20	11		62%	64%	64%
Q10. Our objectives/work plans help us to deliver a quality service	16	44	25	9		60%	60%	66%
Q11. Overall, I believe the culture at my workplace has improved in the last 12 months	13	21	29	17	20	34%	43%	41%

KEY



PROFILE OF RESPONDENTS



PERSONAL PROFILES

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

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Age		
15 - 19		%
20 - 24		3%
25 -29		8%
30 - 34		12%
35 - 39		9%
40 - 44		13%
45 - 49		18%
50 - 54		13%
55 - 59		15%
60 - 64		8%
65+		2%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

	RESPONSE SCALE	PERCENTAGE
Do you speak a language other than English at home?		
Yes		20%
No		75%
Prefer not to say		5%
Are you of Aboriginal and/or Torres Strait Islander origin?		
Yes		3%
No		93%
Prefer not to say		3%

PROFILE OF RESPONDENTS



PERSONAL PROFILES

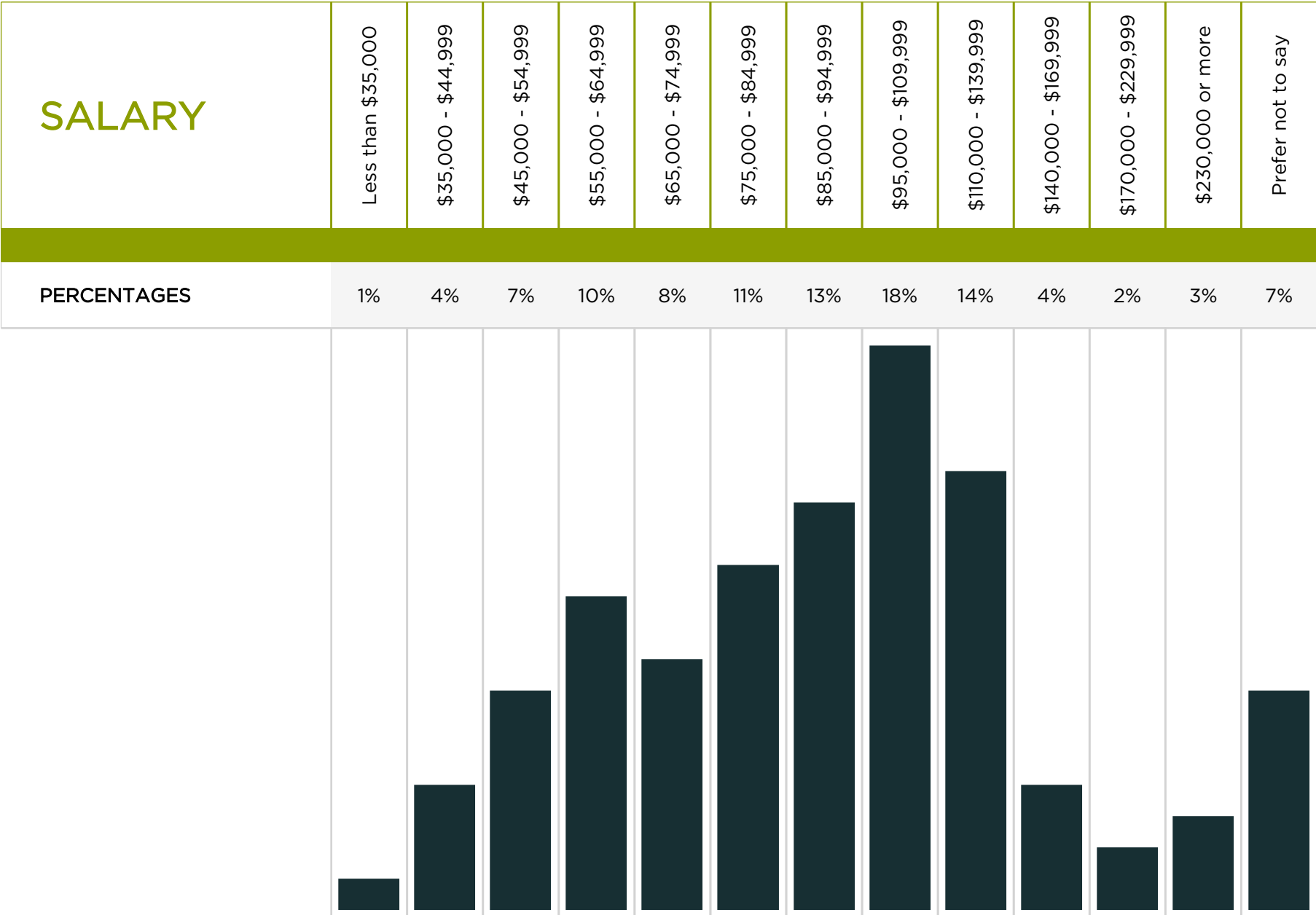
	RESPONSE SCALE	PERCENTAGE
Do you have a disability?		
Yes		2%
No		95%
Prefer not to say		3%
Do you identify as lesbian, gay, bisexual, transgender, intersex or as gender diverse?		
Yes		7%
No		88%
Prefer not to say		5%

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.

	Justice Health & Forensic Mental Health Network	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	491	294	13	50	32	2	6	18	1	37
EMPLOYEE ENGAGEMENT	59%	56%	(r)	65%	66%	(r)	(r)	(r)	(r)	62%
ENGAGEMENT WITH WORK	69%	65%	(r)	77%	71%	(r)	(r)	(r)	(r)	77%
SENIOR MANAGERS	36%	33%	(r)	34%	50%	(r)	(r)	(r)	(r)	49%
COMMUNICATION	52%	48%	(r)	54%	66%	(r)	(r)	(r)	(r)	62%
HIGH PERFORMANCE	58%	54%	(r)	61%	67%	(r)	(r)	(r)	(r)	69%
PUBLIC SECTOR VALUES	50%	47%	(r)	50%	63%	(r)	(r)	(r)	(r)	61%
DIVERSITY & INCLUSION	60%	56%	(r)	65%	70%	(r)	(r)	(r)	(r)	63%

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.

	Justice Health & Forensic Mental Health Network	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	491	5	17	30	44	36	48	57	83	64	16	10	12	30
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	60%	66%	57%	51%	51%	58%	65%	(r)	(r)	(r)	53%
ENGAGEMENT WITH WORK	69%	(r)	(r)	70%	72%	65%	53%	57%	74%	80%	(r)	(r)	(r)	66%
SENIOR MANAGERS	36%	(r)	(r)	36%	41%	28%	31%	32%	33%	43%	(r)	(r)	(r)	27%
COMMUNICATION	52%	(r)	(r)	51%	63%	44%	45%	47%	54%	59%	(r)	(r)	(r)	45%
HIGH PERFORMANCE	58%	(r)	(r)	57%	64%	48%	52%	51%	59%	67%	(r)	(r)	(r)	52%
PUBLIC SECTOR VALUES	50%	(r)	(r)	51%	55%	42%	45%	46%	51%	58%	(r)	(r)	(r)	44%
DIVERSITY & INCLUSION	60%	(r)	(r)	59%	73%	55%	53%	53%	61%	66%	(r)	(r)	(r)	51%

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.

	Justice Health & Forensic Mental Health Network	Less than 1 year	1 - 2 years	2 - 5 years	5 - 10 years	10 - 20 years	More than 20 years
NUMBER OF RESPONDENTS	491	49	49	95	121	105	21
EMPLOYEE ENGAGEMENT	59%	69%	58%	62%	57%	56%	(r)
ENGAGEMENT WITH WORK	69%	81%	63%	76%	63%	71%	(r)
SENIOR MANAGERS	36%	49%	29%	40%	35%	31%	(r)
COMMUNICATION	52%	68%	56%	56%	51%	49%	(r)
HIGH PERFORMANCE	58%	70%	57%	62%	56%	54%	(r)
PUBLIC SECTOR VALUES	50%	64%	45%	56%	48%	48%	(r)
DIVERSITY & INCLUSION	60%	72%	65%	65%	59%	55%	(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 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.

	Justice Health & Forensic Mental Health Network	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65+
NUMBER OF RESPONDENTS	491	0	11	33	52	39	56	77	58	67	35	10
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	59%	60%	58%	54%	64%	57%	57%	64%	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	72%	73%	68%	71%	74%	61%	70%	82%	(r)
SENIOR MANAGERS	36%	(r)	(r)	34%	40%	44%	24%	42%	34%	38%	37%	(r)
COMMUNICATION	52%	(r)	(r)	52%	59%	59%	46%	55%	53%	50%	61%	(r)
HIGH PERFORMANCE	58%	(r)	(r)	58%	59%	63%	52%	63%	56%	57%	58%	(r)
PUBLIC SECTOR VALUES	50%	(r)	(r)	47%	55%	56%	44%	54%	51%	48%	56%	(r)
DIVERSITY & INCLUSION	60%	(r)	(r)	60%	67%	63%	54%	64%	60%	57%	64%	(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.

	Justice Health & Forensic Mental Health Network	Male	Female	Other
NUMBER OF RESPONDENTS	491	103	335	12
EMPLOYEE ENGAGEMENT	59%	59%	59%	(r)
ENGAGEMENT WITH WORK	69%	69%	70%	(r)
SENIOR MANAGERS	36%	43%	35%	(r)
COMMUNICATION	52%	57%	52%	(r)
HIGH PERFORMANCE	58%	61%	58%	(r)
PUBLIC SECTOR VALUES	50%	56%	50%	(r)
DIVERSITY & INCLUSION	60%	64%	60%	(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

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.

	Justice Health & Forensic Mental Health Network	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	491	0	0	19	3	0	3	11	164	8	40	29	4	0
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	57%	(r)	62%	(r)	(r)	(r)
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	65%	(r)	73%	(r)	(r)	(r)
SENIOR MANAGERS	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	33%	(r)	44%	(r)	(r)	(r)
COMMUNICATION	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	51%	(r)	55%	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	55%	(r)	65%	(r)	(r)	(r)
PUBLIC SECTOR VALUES	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	48%	(r)	57%	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	58%	(r)	63%	(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.

	Justice Health & Forensic Mental Health Network	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	491	22	25	13	29	1	2	1	0	3	0	0	2	1
EMPLOYEE ENGAGEMENT	59%	(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	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	(r)	(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.

	Justice Health & Forensic Mental Health Network	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	491	0	2	0	1	0	1	0	0	4	1	7	0	0
EMPLOYEE ENGAGEMENT	59%	(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	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
COMMUNICATION	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
PUBLIC SECTOR VALUES	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)
DIVERSITY & INCLUSION	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(r)	(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.

	Justice Health & Forensic Mental Health Network	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	491	0	0	0	0	1	0	12	50
EMPLOYEE ENGAGEMENT	59%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	51%
ENGAGEMENT WITH WORK	69%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	59%
SENIOR MANAGERS	36%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	25%
COMMUNICATION	52%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	43%
HIGH PERFORMANCE	58%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	50%
PUBLIC SECTOR VALUES	50%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	42%
DIVERSITY & INCLUSION	60%	(r)	(r)	(r)	(r)	(r)	(r)	(r)	52%

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.

29%

of employees replied favourably to:

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

34%

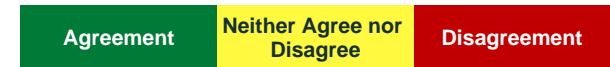
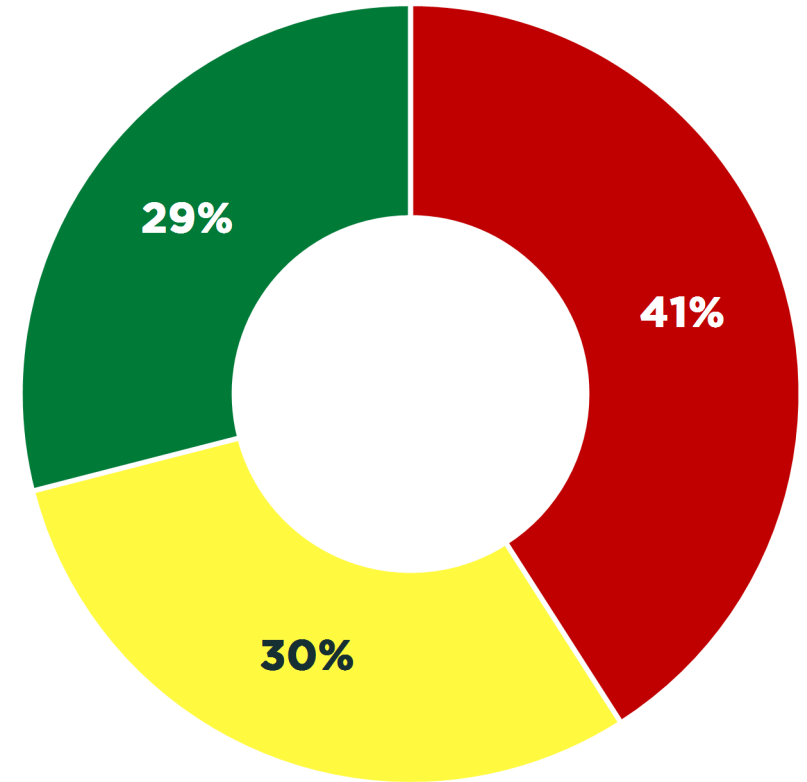
SECTOR

35%

CLUSTER

27%

2016



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

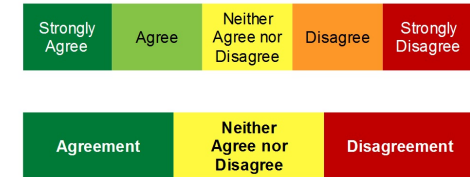
Responses from individual employees are confidential and strict rules are in place to safeguard privacy at every stage of the survey process.

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.